Student Satisfaction Survey Questions

Part 1 – Course Specific Questions

Q1. What is the name of the course you are about to complete?

Q2. Which of the following best describes your entry route to this course?
(You may choose more than one option if applicable)
 q2.1 = Student who entered through CAO
 q2.2 = Mature student
 q2.3 = Transferee from another UL programme
 q2.4 = Transferee from another 3rd level institution
 q2.5 = Overseas student studying abroad
 q2.6 = Other
1 = Selected, 0 = Not Selected

Q3. Course Delivery
 q3.1 Learning materials made available on my course have enhanced my learning.
 q3.2 The range and balance of approaches to teaching helped me to learn.
 q3.3 The delivery of my course has been stimulating.
 q3.4 My learning has benefited from the modules that are informed by current research.
 q3.5 Practical activities on my course have helped me to learn.
1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

Q4. Course Workload
 q4.1 The workload on my course is manageable.
 q4.2 This course does not apply unnecessary pressure on me as a student.
 q4.3 The volume of work on my course means that I can always complete it to my satisfaction.
 q4.4 I am generally given enough time to understand the things I have to learn.
1 = Definitely agree
2 = Mostly agree
3 = Neither agree nor disagree
4 = Mostly disagree
5 = Definitely disagree
6 = N/A

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Q5. Course Content and Structure

q5.1 All of the compulsory modules are relevant to my course.

q5.2 There is an appropriate range of options to choose from on my course.

q5.3 The modules of my course form a coherent integrated whole.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q6. Academic Support

q6.1 I have received sufficient advice and support with my studies.

q6.2 I have been able to contact staff when I needed to.

q6.3 Good advice was available when I needed to make study choices.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q7. Course Organisation and Management

q7.1 The timetable works efficiently as far as my activities are concerned.

q7.2 Any changes in the course or teaching have been communicated effectively.

q7.3 The course is well organised and is running smoothly.

q7.4 Communication between Course Director and students has been efficient and effective.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q8. Course Teaching Standard

q8.1 Staff are good at explaining things.

q8.2 Staff have made the subject interesting.

q8.3 Staff are enthusiastic about what they are teaching.

q8.4 The course is intellectually stimulating.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

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Q9. Personal Development

q9.1 The course has helped me present myself with confidence.

q9.2 My communication skills have improved.

q9.3 As a result of the course, I feel confident in tackling unfamiliar problems.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q10. Intellectual Motivation

q10.1 I found the course motivating.

q10.2 The course has stimulated my interest in the field of study.

q10.3 The course has stimulated my enthusiasm for further learning.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q11. Are there any improvements UL should be making in relation to teaching and course management?

Part 2 – Assessment & Feedback

Q12. Student Assessment

q12.1 Teaching staff test what I have understood rather than what I have memorised.

q12.2 Assessment methods employed on my course require an in-depth understanding of the course content.

q12.3 Assessment arrangements and marking have been fair.

q12.4 The criteria used in marking have been clear in advance.

q12.5 The marking scheme for each module was published at the start of the semester.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

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Q13. Feedback to Students

q13.1 Feedback on my work has been prompt.

q13.2 I have received detailed comments on my work.

q13.3 Feedback on my work has helped me clarify things I did not understand.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q14. Feedback from Students

q14.1 I had adequate opportunities to provide feedback on all elements of my course.

q14.2 My feedback on the course has been listened to and valued.

q14.3 It is clear to me how students' comments on the course have been acted upon.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q15. Are there any improvements UL should be making in relation to assessment and feedback?

Part 3 – Resources, Placements & Careers

Q16. Learning resources

q16.1 The library resources and services are good enough for my needs.

q16.2 I have been able to access general IT resources when I needed to.

q16.3 I have been able to access specialised equipment, facilities or rooms when I needed to.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q17. Welfare Resources and Facilities

q17.1 There is sufficient provision of welfare and student services to meet my needs.

q17.2 When needed, the information and advice offered by welfare and student services has been helpful.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q18. Work Placements (Coop, Clinical Placement, TP etc.)

q18.1 I received sufficient support and advice from my institution about the organisation of my placements.

q18.2 My placements were valuable in helping my learning.

q18.3 My placements helped me to develop my skills in relation to my course.

q18.4 My placements helped me to develop my general life skills.

q18.5 My placements were a worthwhile use of my time.

q18.6 The taught part of my course was good preparation for my placements.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q19. Careers

q19.1 As a result of my course, I believe that I have improved my career prospects.

q19.2 Good advice is available for making career choices.

q19.3 Good advice is available on further study opportunities.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q20. Are there any improvements UL should be making in relation to resources, placements and careers?

Part 4 – University Environment

Q21. Social Opportunities

q21.1 I have had plenty of opportunities to interact socially with other students.

q21.2 I am satisfied with the range of clubs and societies on offer.

q21.3 I am satisfied with the range of entertainment and social events on offer.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

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Q22. The Physical Environment

q22.1 Security has been satisfactory when attending classes.

q22.2 My institution provides an appropriate environment in which to learn.

q22.3 My institution provides an appropriate environment for personal development.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q23. Learning Community

q23.1 I feel part of a group of students committed to learning.

q23.2 I have been able to explore academic interests with other students.

q23.3 I have learned to explore ideas confidently.

q23.4 Within my course, I feel my suggestions and ideas are valued.

q23.5 I feel part of an academic community in this university.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q24. Are there any improvements UL should be making in relation to the university environment?

Part 5 – Suggestions for Improvement

Q25. Overall satisfaction

q25.1 I am satisfied with the quality of the course.

q25.2 I am satisfied with the campus facilities.

q25.3 I am satisfied that I chose to study at UL.

1 = Definitely agree

2 = Mostly agree

3 = Neither agree nor disagree

4 = Mostly disagree

5 = Definitely disagree

6 = N/A

Q26. Looking back on the UL experience, are there any particularly positive aspects you would like to highlight?

Q27. Looking back on the UL experience, are there any particularly negative aspects you would like to highlight?

Q28. Is there anything else that you would like to tell us about your time at UL?

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Part 6 – Academic Integrity[1]

Q29. During the current academic year, about how much support and training has your institution offered you in:

q29.1 Upholding academic integrity and the importance of avoiding academic misconduct.

q29.2 Avoiding plagiarism by referencing correctly.

q29.3 Understanding the risks (e.g., blackmail, extortion) of engaging with individuals or companies offering cheating services.

q29.4 Accessing useful resources and/ or assistance from professional staff to help you to behave ethically.

1 = Very little

2 = Some

3 = Quite a bit

4 = Very much

Q30. Based on your experience during the academic year to date, to what extent do you agree or disagree with the following statements?

q30.1 I see other students engaging in academic misconduct and getting away with it.

q30.2 I will not be penalised for minor breaches of academic integrity, such as copying a short text or omitting a reference, in my institution.

q30.3 I do not see a problem sharing my completed assignments with others.

q30.4 At times, I have felt pressure to help other students cheat in their assessed assignments or exams.

q30.5 I have been targeted (including being exposed to advertising) by an online cheating service.

q30.6 If I am struggling to get assessed coursework completed, I know where and how I can avail of the support services in my institution.

q30.7 I can discuss any problems I am having related to academic integrity with my lecturers or other staff.

q30.8 My assignments and how they are assessed are designed to reduce the possibility of cheating.

q30.9 My grades are a fair reflection of the work I put in and my level of understanding of the course material.

q30.10 I am confident that I would know if I was acting unethically in my studies.

q30.11 I understand the limits of providing help to others while behaving with academic integrity.

1 = Strongly disagree

2 = Disagree

3 = Agree

4 = Strongly agree

Q31. In your view, what more could institutions do to help students avoid engaging in academic misconduct?

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[1] Topical Module on Academic Integrity, Annual HEA Studentsurvey.ie. Definitions from QQI NAIN & University of North Carolina at Chapel Hill