

PURPOSE OF THE SURVEY

University of Western Sydney is conducting a survey of students who enrolled in early 2006 and who, according to our records, withdrew, deferred, or did not return to study. We are anxious to discover the reasons why students have chosen not to continue studying at UWS and to use the information to improve our academic and administrative support services for students.

We would therefore be grateful if you would answer the following questions by selecting the circle which represents your response and return the form in the reply paid envelope provided, by 27 October 2006.

The survey is anonymous and response will not be identified. If you have any questions regarding this survey, please contact Mahsood Shah on (02) 9678 7454 (email: m.shah@uws.edu.au)

SECTION A**1. Current plans relating to your study:**

- a. Have you deferred the course: Yes No
- b. Have you permanently withdrawn: Yes No
- c. Are you studying at another institution: Yes No

d. At which institution are you enrolled:

e. What is the name of the course you have enrolled in :

2. Did you seek advice from someone at the university prior to discontinuing your studies with UWS?

Yes No

Who did you get advice from:

Was this helpful?

SECTION B

This section seeks your responses on reasons for withdrawing from UWS. Please shade the circle which most represents your response.

1 - NOT IMPORTANT, 2 - MODERATELY IMPORTANT, 3 - ESSENTIAL

ITEMS	How important were the following reasons for your withdrawal		
	Not Important	Moderately Important	Essential
EXPECTATIONS			
1. The course wasn't what you had expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. You felt pressured to enrol in a University course when you weren't really interested in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The expectations about what you had to do in assessment were unclear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COURSE DESIGN			
4. The teaching & learning methods were un-motivating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The Course content was not up to date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The learning materials and resources were poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The timetable made it difficult to attend classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The assessment was poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Online delivery was poorly used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEACHING STAFF			
10. Staff were difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff did not have up-to-date knowledge and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff did not give enough feedback or individual help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff were poor teachers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff did not have enthusiasm for their subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ITEMS	How important were the following reasons for your withdrawal		
	Not Important	Moderately Important	Essential
UNIVERSITY'S SUPPORT SYSTEMS			
15. It was difficult to access counselling when you needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Your concerns were not listened to or followed up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. You felt you got a bureaucratic 'run around'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. It was difficult to access the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. You felt isolated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. It was difficult to access study assistance when you needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. You had difficulties with enrolments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. You had difficulties with fee payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. You had difficulties with student admissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Campus life and facilities were poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Classrooms were not adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Your access to IT was unreliable or difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GENERAL LIFE FACTORS			
27. Family pressures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Health reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Financial difficulties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Employment commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. You shifted your home or work location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Your previous school experiences did not prepare you for university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other reasons for your withdrawal from study which we have not addressed in the section B?

SECTION C

Overall how satisfied have you been with your experience at UWS so far

Extremely unsatisfied Unsatisfied Undecided Satisfied Extremely satisfied

Are you planning to return to UWS in the future? Yes No Unsure

Finally what things can in your opinion UWS do to avoid students discontinuing their studies with us?

Would you like to talk to someone about returning for studies at UWS? Yes No

**Thank you for your Time and Cooperation. Please email
m.shah@uws.edu.au if you have any queries.**