Student Support Survey Form

(Student Support, Admin and Academic Services)

Instructions

In order that we, at **Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy (herein referred to as "FCA"),** can improve our student support, admin, and academic services, it would be appreciated if you could complete this mid-course student survey as accurately and honestly as possible.

Course name: _____

Group No: _____Student Id (Optional): _____

Student name (Optional) _____

Questionnaire	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
STUDENT SUPPORT SERVICES					
1. Were SSS (Student Support Services) provided at the Institute?					
2. Did the Institute provide these services at no cost?					
3. Was your query handled quickly and effectively?					
4. Were you informed about free Counselling Services referrals provided at the Institute?					
5. Did the Student Support Services staff help you with your resume and in finding a Job?					
6. Did the Student Support Services provide you support in finding Accommodation?					
7. Did the Student Support Services assist you in making appointments with any Medical and/or Legal services?					
8. Did the Student Support Services help you in applying for a Tax File Number?					
ADMIN SERVICES					
9. Were the administration staff helpful in responding to your queries regarding the timetable and class schedule?					
10. Were you able to access all forms easily?					
11. Was your request processed in a reasonable time frame?					
ACADEMIC SERVICES					
12. Are you satisfied with the training facilities and materials provided to you to undertake your training effectively?					

13. Did you receive the training resources when you needed them?					
14. How strongly do you agree or disagree that the training provided is relevant to your training needs?					
15. Have you received sufficient help from your trainers and other staff in studying at the Institute?					
16. Are you satisfied with the feedback provided by your trainers?					
17. Do you feel the learning environment is safe, respectful, and inclusive?					
18. Are students with disabilities or special learning needs supported adequately?					
19. Do you feel encouraged to ask questions and participate in class discussions?					
20. Are the digital learning platforms (e.g., LMS) user-friendly and accessible?					
21. Are you generally satisfied with the delivery of units, your course, and the Institute?					
22. How satisfied are you with the Institute's response to your feedback or complaints?					
23. Would you recommend the Institute to your friends?					
Are there any areas where you believe the Institute could improve, such as student support, administration, or the delivery of training?					