



University Experience Survey (UES) Sample Questionnaire

1. Are you currently enrolled in a program at The University of Newcastle?

2. Yes
3. No

2. Our records show that you are currently enrolled in the following program(s):

Program number 1

Is this correct?

1. Yes
2. No

3. Please indicate the full title of the program(s) you have enrolled in at The University of Newcastle by correcting the following.

Program number 1

1. program name is incorrect – the correct program title is Program number 1A
2. program is correct as displayed

4. And is Program number 1 is a...

1. A bachelors degree
2. An associate degree
3. An advanced diploma
4. A diploma
5. Another undergraduate course
6. A postgraduate course

5. Are you enrolled in another undergraduate program?

1. Yes, the program title is Program number 2
2. No, I'm only enrolled in one qualification

6. Have you completed units in both your Program number 1 and your Program number 2?

1. Yes, I have completed units in both programs
2. No, I have only completed units in my Program number 1
3. No, I have only completed units in my Program number 2

7. Before you enrolled in your current program had you ever undertaken any university studies (even if you didn't complete the program)?

1. Yes, I was enrolled in a different program at The University of Newcastle
2. Yes, I was enrolled at **another university**
3. No, this is the first time I have enrolled in a university program

8. Are you male or female?

1. Male
2. Female



INCLUSION & LEARNER ENGAGEMENT

The next questions are about how included and engaged you feel you have been in general and with your current program studies.

9. At The University of Newcastle during 2014, to what extent have you...

- Received support from your university to settle into study?
- Experienced efficient enrolment and admissions processes?
- Felt prepared for your study?
- Felt induction/orientation activities were relevant and helpful?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much
6. Not applicable

10. Overall how would you rate the quality of your entire educational experience this year?

1. Poor
2. Fair
3. Good
4. Excellent

11. At university during 2014, to what extent have you had a sense of belonging to The University of Newcastle?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much

12. In 2014, how frequently have you...

- Participated in discussions online or face-to-face?
- Worked with other students as part of your study?
- Interacted with students outside study requirements?
- Interacted with students who are very different from you?

1. Never
2. Sometimes
3. Often
4. Very often

13. At university during 2014, to what extent have you been given opportunities to interact with local students?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much
6. Not applicable



TEACHING & EDUCATIONAL DEVELOPMENT

The next questions are about the quality of the teaching and learning resources provided to you.

14. Thinking of this year, overall at The University of Newcastle, how would you rate the quality of the teaching you have experienced?

1. Poor
2. Fair
3. Good
4. Excellent

15. During 2014, to what extent have the lecturers, tutors and demonstrators...

- Engaged you actively in learning?
- Demonstrated concern for student learning?
- Provided clear explanations on coursework and assessment?
- Stimulated you intellectually?
- Commented on your work in ways that help you learn?
- Seemed helpful and approachable?
- Set assessment tasks that challenge you to learn?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much

16. Thinking of this year, overall how would you rate the following learning...?

- Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)
- Student spaces and common areas
- Online learning materials
- Computing/IT resources
- Assigned books, notes and resources
- Laboratory or studio equipment
- Library resources and facilities

1. Poor
2. Fair
3. Good
4. Excellent
5. Not applicable

17. In 2014, to what extent has your study been delivered in a way that is...

- Well structured and focused?
- Relevant to your education as a whole?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much



18. To what extent has your program developed your...

- Critical thinking skills?
- Ability to solve complex problems?
- Ability to work with others?
- Confidence to learn independently?
- Written communication skills?
- Spoken communication skills?
- Knowledge of the field(s) you are studying?
- Development of work-related knowledge and skills?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much



SUPPORT

The next questions are about your overall experience of the support services provided by your university.

19. During 2014, to what extent have you found careers advisors to be...

- Available?
- Helpful?

- 1. Had no contact
- 2. Not at all
- 3. Very little
- 4. Some
- 5. Quite a bit
- 6. Very much

20. During 2014, to what extent have you found administrative staff or systems (e.g. online administrative services, frontline staff, enrolment systems) to be...

- Available?
- Helpful?

- 1. Had no contact
- 2. Not at all
- 3. Very little
- 4. Some
- 5. Quite a bit
- 6. Very much

21. During 2014, to what extent have you found academic or learning advisors to be...

- Available?
- Helpful?

- 1. Had no contact
- 2. Not at all
- 3. Very little
- 4. Some
- 5. Quite a bit
- 6. Very much

22. During 2014, to what extent have you found support services such as counsellors, financial/legal advisors and health services to be...

- Available?
- Helpful?

- 1. Had no contact
- 2. Not at all
- 3. Very little
- 4. Some
- 5. Quite a bit
- 6. Very much

23. At university during 2014, to what extent have you...

- Been offered support relevant to your circumstances?



- Received appropriate English language skill support?

1. Not at all
1. Very little
2. Some
3. Quite a bit
4. Very much
5. Not applicable

24. What have been the best aspects of your program?

25. What aspects of your program most need improvement?



DEMOGRAPHICS

The next questions are about your current program progress and factors affecting your study.

26. In what year did you first start your current program?

1. Before 2010
2. 2010
3. 2011
4. 2012
5. 2013
6. 2014

27. When do you expect to complete your current program?

1. 2014
2. 2015 or later

28. Where has your study been mainly based in 2014?

1. On one campus
2. On two or more campuses
3. Mix of external, distance and on-campus
4. External/Distance

29. How much of your study do you do online?

1. None
2. About a quarter
3. About half
4. All or nearly all

30. Which number between 0 and 100 represents your average grade so far in 2014?

1. No results
2. 0-49%
3. 50-59%
4. 60-69%
5. 70-79%
6. 80-89%
7. 90-100%

31. At The University of Newcastle during 2014, to what extent have...

- Your living arrangements negatively affected your study?
- Your financial circumstances negatively affected your study?
- Paid work commitments negatively affected your study?

1. Not at all
2. Very little
3. Some
4. Quite a bit
5. Very much
6. Not applicable



32. During 2014, have you seriously considered leaving The University of Newcastle?

1. Yes, I have seriously considered leaving
2. No, I have not seriously considered leaving

33. Please indicate your reasons for seriously considering leaving your current university in 2014. Select all that apply.

- Academic exchange
- Academic support
- Administrative support
- Boredom/lack of interest
- Career prospects
- Change of direction
- Commuting difficulties
- Difficulty paying fees
- Difficulty with workload
- Expectations not met
- Family responsibilities
- Financial difficulties
- Gap year/deferral
- Government assistance
- Graduating
- Health or stress
- Institution reputation
- Moving residence
- Need a break
- Need to do paid work
- Other opportunities
- Paid work responsibilities
- Personal reasons
- Quality concerns
- Received other offer
- Social reasons
- Standards too high
- Study/life balance
- Travel or tourism
- Other reasons



LINKING YOUR PROGRAM TO THE REAL WORLD

34. Please indicate the extent to which you agree or disagree with the following statements.

- The program is improving my knowledge and skills that will contribute to my employability.
- The program is providing opportunities for me to apply my learning in the workplace or other real world settings on or off campus.
- This program includes real world experiences or practical problems that help me become work-ready.
- The program is helping me reflect on the link between course content and my career aspirations.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

COURSE EXPERIENCE

The next series of questions more closely examine your program experience.

35. Please answer this series of statements regarding your program.

Please indicate the extent to which you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each of these statements.

- The staff put a lot of time into commenting on my work
- The teaching staff normally gave me helpful feedback on how I was going
- The program helped me develop my ability to work as a team member
- It was always easy to know the standard of work expected
- The teaching staff of this program motivated me to do my best work
- The program sharpened my analytic skills
- My lecturers were extremely good at explaining things
- The teaching staff worked hard to make their subjects interesting
- The program developed my problem-solving skills
- The staff made a real effort to understand difficulties I might be having with my work
- I usually had a clear idea of where I was going and what was expected of me in this program
- The program improved my skills in written communication
- It was often hard to discover what was expected of me in this program
- As a result of my program, I feel confident about tackling unfamiliar problems
- My program helped me to develop the ability to plan my own work
- The staff made it clear right from the start what they expected from students
- Overall, I was satisfied with the quality of this program

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree



36. Please answer this series of statements regarding your Program number 1 program.

Please indicate the extent to which you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each of these statements.

- The staff put a lot of time into commenting on my work
- The teaching staff normally give me helpful feedback on how I am going
- The program helps me develop my ability to work as a team member
- It is always easy to know the standard of work expected
- The teaching staff of this program motivate me to do my best work
- The program sharpens my analytic skills
- My lecturers are extremely good at explaining things
- The teaching staff work hard to make their subjects interesting
- The program develops my problem-solving skills
- I usually have a clear idea of where I am going and what is expected of me in this program
- The program improves my skills in written communication
- It is often hard to discover what is expected of me in this program
- As a result of my program, I feel confident about tackling unfamiliar problems
- My program helps me to develop the ability to plan my own work
- The staff made it clear right from the start what they expect from students
- Overall, I am satisfied with the quality of this program

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

37. And lastly, do you expect to complete your program at the end of this semester?

1. Yes
2. No
3. Not sure

Thank you for your feedback, which will remain confidential. It plays a significant role in enhancing Australian higher education.