

**FACULTY OF ENGINEERING**

**STUDENT COURSE EXPERIENCE QUESTIONNAIRE (SCEQ)  
ANALYSIS OF OPEN RESPONSE COMMENTS 2003**

**POSTGRADUATE COURSEWORK STUDENTS**

NB: *The number of comments received on each aspect is displayed as a percentage of the total number of comments received for each question. Total number of comments received for each question is provided in footnotes.*

**1 Degree course experience**

**SCEQ 2003 OR Q 37<sup>1</sup>      What are the best aspects of your degree course?**

**Students appreciate group work** (2003: 25%)  
(2002: 24%)

- The group work format helped in the learning process
- I love working in a team environment. Had a great team environment
- The online component suits me ideally. However the main benefits have been working in groups of like minded individuals wanting to learn

**Students are happy with some aspects of the curriculum** (2003: 22%)  
(2002: 24%; 2001: 44%)

- The breadth of unit choices available – give me a chance to focus on the subject areas I am most interested in
- Being an online course – can do it anytime anywhere, suits my current needs.
- Every subject studied in the course was interesting and of high quality.

**Students are happy with online learning and resources** (2003: 20%)  
(2002: 14%; 2001: 19%)

- Learning online is very flexible for us working part-time on the course
- Mode of teaching – internet delivery allows me to study despite my travel requirements
- Being able to do international online is very convenient

**Generic skills (e.g. research, communication, analytical) are being developed** (2003: 15%)  
(2002: 7%)

- It allows the student to plan their work and tackle unfamiliar problems
- Team work is the best aspect of my degree course, because it helps me to get the skills of team building
- Team work and time management – all the modules were conducted through ‘team’ learning, it has helped me improve my communication skill

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<sup>1</sup> Number of comments received: 2003 – 65; 2002 – 29; 2001 – 31

**SCEQ 2003 OR Q 38<sup>2</sup>****What aspects of your degree course could be improved?****Students are dissatisfied with some aspects of the curriculum (2003: 18%)**

(2002: 16%; 2001: 27%)

- The contents of some subjects are quite out and even overlapped with each other more than 50%
- Some subjects is likely pure theory and focus only on environmental aspect. They are not adaptable to current situations of future work
- My course needs to be continually updated to be relevant

**Students are dissatisfied with the standard of teaching received (2003: 11%)**

(2002: 10%; 2001: 6%)

- They need to chose more qualified convenors as the current teachers appear to be inexperienced in teaching a class (they are however experienced in their field)
- One of my professors made a very easy subject so boring that it became difficult for me
- Some of the lecturers unfortunately cannot deliver a lecture and should be taught how to give presentations

**Students are unhappy with some aspects of assessment (2003: 11%)**

(2002: 6%)

- On assignments more assignment questions would have been set i.e. felt we could have been structured more
- It feels strange that final report will be 50% of the total score. We should be tested more on knowledge and competencies are so difficult to be evaluated online
- Often the assignments questions were confusing

**Students are unhappy with the learning resources provided (2003: 9%)**

(2002: 10%; 2001: 15%)

- The quality and preparedness of the prepared course notes is very weak – barely worth the trouble of preparing and distributing
- Lecture notes: need to be updated to reflect the current PM trend
- In the last semester I found that some of the readings that were said to be available were not available. I also found it really hard to download some of the readings

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<sup>2</sup> Number of comments received: 2003 – 66; 2002 – 31; 2001 – 33

## **2 Experience of student administration and student support services**

In 2001 and 2002, less than 20 postgraduate coursework students provided comments in response to the open questions. Since it is statistically invalid to convert this low number into percentages, results from 2001 and 2002 are expressed as raw numbers. In 2003, more than 20 students provided comments to the open questions. Normally, when more than 20 comments are received in a year, the results are displayed as percentages of comments received. Because of the requirement of this report to provide a comparison with previous years, the results from 2003 will be expressed as both raw numbers and percentages of comments received.

### **SCEQ 2003 OR Q 67<sup>3</sup>                      What are the best aspects of the student administration and student support services?**

**Staff are friendly, helpful and efficient** **(2003: 20 (54%))**  
(2002: 4; 2001: 6)

- A lot of the people do everything to help you. This is very important as it informs students about their options
- Always good to get advice from people who know rather than wasting time finding out
- Staff were pretty nice because I was an international student so they were very friendly

**Library staff and services** **(2003: 7 (19%))**  
(2002: 2; 2001: 1)

- The library services is best. Librarians are nice people
- I think students services especially for library are good because all the staffs are friendly and considerate
- Opening hours are convenient enough for me, library loan systems works good

**Students appreciate Intranet and Internet services** **(2003: 6 (16%))**  
(2002: 1; 2001: 4)

- Easy to use intranet
- University intranet
- My Uni – we can get information from the net

#### **Other aspects mentioned include:**

- Enrolment process (2003: 1 (3%))
- International student experience (2003: 2 (5%))

#### **Other services mentioned by name include:**

- Computer Access Centres (2003: 2(5%))
- Counselling Service (2003: 1 (3%))
- Health Service (2003: 1 (3%))
- Security Services (2003: 2(5%))

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<sup>3</sup> Number of comments received: 2003 – 37; 2002 – 9; 2001 – 13

**SCEQ 2003 OR Q 68<sup>4</sup>****How could student administration and student support services be improved?**

**Staff could be more knowledgeable, helpful and efficient** (2003: 7 (22%))  
(2002: 3; 2001: 6)

- Some services are manned by very rude people.
- Staff need to be more aware of what the student requires
- They should treat every student equally and help them when they really need

**Services should be advertised more** (2003: 6 (19%))  
(2001: 2)

- Issue a handbook to the students to let them know what kind of services they can have
- There should be orientations in each department to familiarise about the services and intimation to all the students about the programs
- Ensure the students are aware of the services available

**Students are unhappy with the intranet/ internet** (2003: 6 (19%))  
(2001: 2)

- Common web pages and passwords for all – coursework and learning communication
- Improve intranet and web services
- UsydNet is a pretty archaic system, replace with a more intuitive system

**Other aspects mentioned include:**

- International student experience (2003: 2 (6%))
- Accessibility and convenience of services (2003: 2 (6%))
- Communication between faculties/ services (2003: 1 (3%))

**Specific services mentioned by name include:**

- Accommodation service (2003: 1 (3%))
- Childcare (2003: 3 (9%) (2001: 5))
- Library services (2003: 3 (9%) (2002: 2; 2001: 3))
- Security Services (2003: 1 (3%))
- International Office (2003: 2 (6%) (2001: 1))

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<sup>4</sup> Number of comments received: 2003 – 32; 2002 – 10; 2001 – 18