



ONLINE REMOTE ACCREDITATION INSPECTION STUDENTS QUESTIONNAIRE

(Please complete all comments/responses in bold type.)

As part of the accreditation process for online/distance learning institutions, a great deal of importance is attached to the experiences of students. Could you therefore ask take a few minutes to answer the questions below.

You may feel that some of the questions are not relevant to your situation or mode of study. In these cases please just state NA.

NOTE: Questions regarding premises are only relevant for blended learning or hybrid programs, ie where you actually need to attend classes for part of your study.

Your responses will remain anonymous

Thank you for your cooperation.

(Please complete all comments/responses in bold type.)

Name of institution:

Course studied:

Course duration (years and months):

Nationality:

Premises and Health and Safety

(This area is only to be completed if you attend a centre of study for part of your course
(this includes examination centres.)

Standard of the premises

Please comment on:

- Toilet facilities
- Ventilation
- Heating
- Lighting
- (*) Cleanliness

Student facilities

To help facilitate your learning do you have ;

Access to informal study areas:

- Quiet study areas?
- Casual access to IT laboratories?
- Wi-Fi facility?

Free access to internet and email in order to contact your
tutors/supervisors or learning resources

Yes No

Common room with seating?	Yes	No
Access to refreshments?	Yes	No
Comments		

Teaching facilities (where applicable)
Please comment if the following were satisfactory

• Classroom sizes	Yes	No
• Teaching resources, including projectors	Yes	No
• IT provision	Yes	No
• Specialist resources (<i>for practice-based colleges</i>)	Yes	No
• Supporting technology (<i>for English language classes</i>)	Yes	No
Comments		

Understanding of health and safety policy and procedures
(Applicable to teaching and/or examination centre)

• Have you been informed on what to do in the event of fire?	Yes	No
• Have you participated in fire drills?	Yes	No
• Do you know who the first aiders are and location of first aid box?	Yes	No
Comments		

Management and Staff Resources

Work Schedules

How many hours per week do you log in to formal classes?

Is the scheduling of your classes appropriate? Yes No

How long do you spend per week on private study?

Comments

Learning and Teaching: Course Delivery

Pre-enrolment

Did you receive before enrolment information covering the following?

Entry requirements Yes No

Fee charges Yes No

Refund policy Yes No

Documentation to bring to enrolment Yes No

Comments:

Course information for students

Have you received course information including curriculum, assessment regulations and learning materials provided? Yes No

If so, when?

Was the information provided helpful and accurate? Yes No

Comments:

Course delivery

Is the teaching effective? Yes No

Are the learning materials effective? Yes No

Are high quality, comprehensive handouts provided? Yes No

Is feedback given on written work? Yes No

Is there an effective teaching and learning platform? Yes No

How quickly and efficiently do your supervisors respond to any enquiries or problems you may have with your academic work?

Comments:

Library

Is the on-line library adequate? Yes No

Is information provided about:

Inter-library loans? Yes No

Further study and careers (somewhere in institution)? Yes No

Do you have borrowing or access rights on-line resources of any other institutions library?

Yes No

Comments:

Quality Assurance and Enhancement

Annual course review

Do any students, you are aware of participate in annual review of their courses? Yes No

If so, what form does this take?

Comments:

Student feedback

Mechanisms for students to provide feedback on courses and their delivery.

Are questionnaires issued? Yes No

If so, when?

Do these cover:

• Individual staff performance? Yes No

• Course delivery? Yes No

• Academic/welfare support? Yes No

Is there representation on course committees or staff/student liaison groups? Yes No

How do you hear about action taken in response to student feedback?

Please give examples of action being taken by the college in response to student feedback:

Comments:

Student Welfare

Welfare support

Is there a member of staff available to give Welfare support Yes No

Do you know who to approach for welfare and counselling support? Yes No

Comments:

Student induction

Did you receive an induction? Yes No

If so, were the following included:

- Health and safety rules and procedures? Yes No
- Staff roles? Yes No

Do you have a copy of the Student Handbook? Yes No

Did you sign or confirm for its receipt? Yes No

When was the Student Handbook given to you?

Please comment on the usefulness and accuracy of the Student Handbook:

Other comments:

Inclusivity and Diversity

Was there an opportunity to state any special learning, medical or physical needs on the application form? Yes No

If not, was an opportunity provided at enrolment or induction?

Yes No

Comments:

Student grievance and complaints

Do you know how to make a complaint:

• Informally?

Yes No

• Formally?

Yes No

Details of comments:

Awards and Qualifications

Academic misconduct

Have the following categories of academic misconduct been explained to you?

Cheating

Yes No

Personation

Yes No

Collusion

Yes No

Fabrication

Yes No

Plagiarism

Yes No

Comments:

Marketing and Student Recruitment

Ethics in marketing and recruitment

Was the information provided by agents/institution staff about the institution and the courses accurate

Yes No

Comments:

Did the college deal with your initial enquiries satisfactorily?

Yes No

Comments:

Use of agents (if applicable)

Did you work with an agent or representative of the institution	Yes	No
If yes, were the institutions agents helpful in relation to:		
• Institution application?	Yes	No
• Visa application?	Yes	No
Are there questionnaires to provide feedback on the help given by agents?	Yes	No

Comments:

Promotional literature and website

Was the information on the institution website/in the prospectus accurate?	Yes	No
Did the information cover everything you needed to know, including?		
Courses	Yes	No
Admission requirements	Yes	No
Admission procedures	Yes	No
Tuition fees	Yes	No
Living costs	Yes	No
Arrangements for residential sessions	Yes	No
Student welfare	Yes	No

Comments:

In what ways other than the website did you hear about the institution?

Selection of students

Do you feel qualified to study at the level of your present course?	Yes	No
Have you needed to improve your English since joining the institution?	Yes	No
If so, how has this been addressed?		

Comments:

Systems Management

Do you know how to notify the institution of any changes to your personal contact details?

Yes No

Comments:

Have your Say

about the institution and your course

- Likes?
- Dislikes?
- Would you recommend the institution to others?

Yes No

Final Comments

(please state here any other comments you would like to make in regard to the institution)

Thank you for completing this questionnaire

Date: