

STUDENT SATISFACTION SURVEY

Course Name	
Group No	
Date	

As part of our quality system and evaluation process of our programs, we would appreciate your feedback on the training services we provide to you. The aim of the questionnaire is to enable us to review the design and presentation of the program.

Based on your experience of learning in this course, please provide your feedback.

Subjects and layout of course	Disagree	Neutral	Agree	N/A
This course is developing my abilities and skills in this subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This course is developing my abilities to think deeply about this subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course objectives/outcomes were clear to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course is organized in a clear way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The workload was appropriate for a course at this level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment guidelines and requirements were clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback on assessment items was provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training resources were available when I needed them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities/Resources/Environment				
Facilities and learning areas are well equipped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall condition of the common areas is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was sufficient access to resources, such as computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Experience				
I found the course to be fair, flexible and meets my individual needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found SERO Institute to be fair, flexible and they meet my individual needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was happy with the learning experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this course to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff were professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Trainer/Educator

How would you rate the quality of the trainer?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

How would you rate trainer's proficiency?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

How would you rate trainer's delivery skills?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

How would you rate your trainer's expertise?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

How would you rate your trainer's communication skills?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

Was the trainer able to answer all your questions and concerns?

Yes or No, if not please specify why?

Did you feel comfortable expressing your problems to your trainer?

Yes or No, if not please specify why?

Does your teacher encourage you to perform better?

Yes, all the time

Only Sometimes

No, not at all

Please share your agreement with this statement: “My teacher has fair rules for the class and is extremely impartial.”

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

N/A

How would you rate your trainer’s overall?

Rank between 1-5 (1 = unacceptable; 5 = outstanding), if the rank is less than 2 please specify why?

Overall did the trainer meet your expectations?

Yes or No, if not please specify why?

What were the best aspects of this course for you?

What improvements would you suggest for this course?

Any other Comments and Suggestions:
