



# Student Satisfaction Survey

**Which course are you undertaking with Risen Star College of Technology & Business?**

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**What is the present mode of delivery of your course? (Please circle one)**

<b>Classroom</b>	<b>Workplace/Traineeship</b>	<b>Distance</b>	<b>Online</b>
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## Student Satisfaction Survey

Risen Star College, RSC is committed to providing students and employers with regular opportunities to communicate and help improve the student and trainer experience and quality of training. We invite you to participate in this survey. Please note that your response is private and confidential.

Please rate the following questions regarding your experience with RSC’s training delivery on a scale of 1 – 5. You may “tick” or “circle” your response.

1 indicates you ‘strongly disagree’ and 5 indicate you ‘strongly agree’.

## Pre-Enrolment

1. Before you decided to enroll, did you visit RTO’s website [www.risenstarcollege.edu.au](http://www.risenstarcollege.edu.au) ?

<b>Yes</b>	<b>No</b>
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2. Is yes, were you able to easily access the information below?

Course description	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Unit selection	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
LLND support	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
CT/RPL choices	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>



Delivery length and mode options (classroom/distance/workplace)	1	2	3	4	5
Fees and charges	1	2	3	4	5
Course requirements	1	2	3	4	5

3. Were the course requirements clearly explained to you during the Pre-Training Review?

1	2	3	4	5
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4. Did you find the information from the Pre-Enrolment Handbook helpful?

1	2	3	4	5
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5. Did you get professional advice from your Industry Consultant and satisfactory answers to all your inquiries?

1	2	3	4	5
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6. Did you get a clear explanation of the Recognition of Prior Learning (RPL) process, e.g. how it works, how it benefits you, how to apply, etc.?

1	2	3	4	5
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7. Were you advised of the support services available to you?

1	2	3	4	5
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***Once you enrolled***

1. Did you find the following student services helpful and easily accessible?



Student Support Officer’s consultation	1	2	3	4	5	N/A
Lunch room	1	2	3	4	5	N/A
Disability/Learning difficulties	1	2	3	4	5	N/A
Career consultation	1	2	3	4	5	N/A
Student’s financial hardship assistance	1	2	3	4	5	N/A

2. Was the learning environment pleasant and well equipped?

1	2	3	4	5
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3. Were you given the training plan and timetable consistent with what you were told during the pre-enrolment process?

1	2	3	4	5
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4. Did the trainer explain the training and assessment processes in a friendly and professional manner?

1	2	3	4	5
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5. Were you provided access to resources and learner instruction for each unit?

1	2	3	4	5
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6. Did the trainer’s presentation help you understand the units?



1	2	3	4	5
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7. Did the trainer have good knowledge of the units?

1	2	3	4	5
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8. Did the trainer communicate effectively with you?

1	2	3	4	5
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9. Did the trainer give you adequate time to review the previous session's content and answer all your questions?

1	2	3	4	5
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10. Was it easy for you to read and understand the resources?

1	2	3	4	5
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11. Did the assessment tasks encourage you to do extra learning on your own?

1	2	3	4	5
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12. Have you benefited from the knowledge and skills acquired so far?

1	2	3	4	5
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13. Have you received the support you needed in order to satisfactorily complete the course so far?



1	2	3	4	5
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14. If you had any queries regarding the course, were you able to access RTO's trainers/other staff easily?

1	2	3	4	5
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15. Did you receive assistance from the trainer where required?

1	2	3	4	5
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16. Were all your queries answered satisfactorily?

1	2	3	4	5
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17. What part of the course was most helpful to you? Why?

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18. What part of the course would you recommend be improved? How and why?

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19. Would you like to make any further comments?

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**Thank you for your feedback!**