

**FACULTY OF ARCHITECTURE**

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

**POSTGRADUATE COURSEWORK STUDENTS**

**1 Degree course experience**

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

**The curriculum is viewed favourably** (2003: 29%)  
(2002: 25%; 2001: 21%; 2000: 42%)

- The variety of subjects offered, they stimulate the student
- The best aspects of the course is the material I am learning. It is very interesting and I feel it is practical for the job market
- Best aspect of my degree course is that there are many different units of study to choose from. These are good because we can learn from a broad range of different areas

**Lecturers and tutors are viewed favourably** (2003: 14%)  
(2002: 17%; 2001: 26%; 2000: 28%)

- The available lecturers and the knowledge, depth of detail and the dedication they show to the classes they hold
- Lecturers have personally excelled in their field, not just at Uni
- The skill and dedication of the course leader was crucial to the success of the course, giving a clear purpose and a consistent level of learning to the whole course

**Students are satisfied with the standard of teaching received** (2003: 14%)  
(2002: 7%; 2001: 5%; 2000: 3%)

- The lecturers of the subjects I am taking have good teaching skills and show enthusiasm for what they teach. This makes the lecture more interesting and enjoyable
- Lecturers are generally well prepared
- Lecturer explains clearly to the student which is good

**Students find the teaching motivating, challenging and stimulating** (2003: 11%)  
(2002: 7%; 2001: 4%; 2000: 6%)

- Computer lab work and visiting on site. The vivid teaching methods and experience motivated my interests and helped me remember the contents what I learned.
- It is very stimulating. I find myself able to apply the teachings almost immediately
- Material learnt was inspiring

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<sup>1</sup> Number of comments received: 2003 – 154; 2002 – 135; 2001 – 104; 2000 - 36

**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: 19%)**

(2002: 27%; 2001: 29%; 2000: 28%)

- Some of the more theoretical subjects seem like filler. Half the time I wonder what is the point of them
- Have more international significance. We only discuss Sydney
- I personally think that the course curriculum needs revision as it is not very up to date with the current trends in the profession

**Students are unhappy with the standard of teaching received (2003: 16%)**

(2002: 14%; 2001: 11%; 2000: 8%)

- Some teaching staff are extremely disorganised in their presentation of course materials
- Professors should not just lecture to the students, students should be engaged in the lecture and allowed to contribute or discuss their own ideas and understanding rather than just listening for two hours
- The way some tutors teach their classes, further elaboration was required at times and the fact that some subjects were new to some students the way the material is given should be considered

**Students would appreciate receiving useful and timely feedback (2003: 11%)**

(2002: 12%; 2001: 13%)

- More feedback on work as course progresses – so that you know what is expected and how well you are comprehending the work before the end of semester
- More critical review of our work (note – I have not been given any marked assignments and therefore no feedback)
- There needs to be some accountability for teachers to provide feedback to their students. I have gone through an entire class where I did not receive a single mark or feedback. I literally had no idea what my grade would be until it came in the post

**2 Experience of student administration and student support services****SCEQ 2003 OR Q 67<sup>3</sup>****What are the best aspects of the student administration and student support services?****Staff are helpful, friendly and efficient (2003: 66%)**

(2002: 73%; 2001: 69%; 2000: 75%)

- The ladies at the Architecture Student Administration Office are always very helpful and they provide efficient and friendly service
- Helpful nature of staff
- They give you helpful advice when you need it

**Students appreciate the University Intranet (2003: 12%)**

(2002: 4%; 2001: 12%; 2000: 5%)

- I primarily use the University Intranet, and this is convenient and provides information in a clear way
- The University Intranet is relatively easy to navigate and is very useful
- Uni Intranet is effective

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<sup>2</sup> Number of comments received: 2003 – 152; 2002 – 139; 2001 – 113; 2000 - 36

<sup>3</sup> Number of comments received: 2003 – 90; 2002 – 81; 2001 – 51; 2000 - 20

**Library services and staff** (2003: 7%)

(2002: 14%; 2001: 8%; 2000: 10%)

- I like the library services. I have used them a lot and haven't had any major problems. People are nice
- Very helpful librarians in Architecture Faculty. Always assisting with finding information
- The internet access to the library

**Computer Access Centres** (2003: 4%)

(2002: 5%)

- I think Faculty/ Departmental Computer Centres is the best aspect because it is convenience for us
- Faculty Computer Centre and University Intranet Services. These are good because they work efficiently
- The computer facility which has been newly created has given us more opportunities for confidence

**Other aspects mentioned include:**

- Availability and existence of services (2003: 4%) (2002: 1%)
- Online access to services (2003: 2%) (2002: 2%; 2001: 4%)
- Support for international students (2003: 2%) (2002: 1%)

**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: 30%)

(2002: 40%; 2001: 45%; 2000: 41%)

- To be focussed on quality customer service
- Training that recognises that administration and support services are supposed to be pleasant and helpful. I truly try not to use the 'human' service as I invariably feel like I should apologise for bothering them
- Improved customer service skills. I pay my \$\$\$\$ fees and expect some decent customer service

**Opening hours should be changed** (2003: 24%)

(2002: 28%; 2001: 22%; 2000: 23%)

- Open earlier and later for people who work full-time
- The offices are only open at certain hours which makes it difficult for a person with a full-time job to get there without having to cut into work time
- Longer hours for the Faculty offices to help evening students

**Students are unhappy with some aspects of the Intranet** (2003: 12%)

(2002: 4%; 2001: 12%; 2000: 5%)

- The University Intranet experiences some problems during peak times of the semester
- The University Intranet service is really expensive – could be reduced a bit
- Intranet loading was the problem, submitting responses

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<sup>4</sup> Number of comments received: 2003 – 68; 2002 – 36; 2001 – 61; 2000 - 15

**More staff should be employed, especially at peak periods**

**(2003: 9%)**

(2002: 9%; 2001: 6%; 200: 5%)

- Increased numbers of staff during busy times. Waiting periods can be most off-putting
- More staff to deal with the amount of students enrolled so lines are not out of the door
- The queues are too long. Not enough staff at peak times

**Other aspects mentioned include:**

- Services should be advertised more (2003: 5%) (2002: 9%; 2001: 3%)
- Require more online access to services (2003: 3%) (2002: 2%; 2001: 3%)
- Require ability to enrol online (2003: 3%) (2002: 2%; 2001: 3%)

**Specific services mentioned by name include:**

- Library staff and services (2003: 6%) (2002: 8%; 2001: 12%; 2000: 14%)
- International Office (2003: 5%) (2002: 5%; 2001: 1%)
- Computer Access Centres (2003: 5%) (2002: 4%; 2001: 3%; 2000: 18%)