

FACULTY OF DENTISTRY

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

UNDERGRADUATE STUDENTS

NB: *number of comments on each aspect are displayed as a percentage of the total number of comments received for each question.*

1 Degree Experience

SCEQ 2003 OR Q 37¹ What are the best aspects of your degree course? Please explain why these are good.

Practical and clinical experiences aid learning (2003: 48%)
(2002:57%; 2001:61%; 2000:65%)

- Introduction to clinics with patients very early in the course
- Our clinical days because all the lectures you have don't give you the ideas of what you are studying until you use it
- Clinical experience that is appropriate to skills needed in the future

Curriculum is viewed favourably (includes PBL) (2003: 21%)
(2002: 23%; 2001: 21%; 2000: 8%)

- The Problem Based Learning with Medicine is excellent! Very well organised
- Problem based learning and concept of individual learner. They ensure an independent life-long learning process
- A lot of self-directed learning which allows individual students to work at their own pace – more effective

Students feel part of a supportive community (2003: 11%)
(2002: 12%; 2001: 8%; 2000: 8%)

- Community atmosphere is good – a tight knit group
- There are only 60 students in my year and we are all close knit. Which makes the degree pleasant
- The closeness of the students to one another allows unofficial discussion of academic matters on a frequent basis.

Lecturers and tutors are viewed positively (2003: 10%)
(2002: 7%; 2001: 7%; 2000: 15%)

- The human quality of some teachers as they make you love your career
- Clinical staff are excellent and very approachable
- There are a few really dedicated and experienced academic staff who are excellent teachers and mentors

Generic and disciplinary skills are being developed (2003: 5%)
(2002: 8%; 2001: 3%; 2000: 4%)

- Combination of academic and disciplinary skills
- Teaches you to rely on yourself and become a good communicator, helps build confidence
- Development of preclinical skills

Students find the course challenging (2003: 5%)
(2002: 7%; 2001: 2%; 2000: 13%)

- Challenging: it allows you to build on your skills and develop maturity

¹ Number of comments received: 2003 – 122; 2002 – 122; 2001 – 123; 2000 – 52

- New challenging aspect of career that's enjoyable
- Never gets boring. Fast paced, challenging

SCEQ 2003 OR Q 38² What aspects of your degree course could be improved? Please explain why.

Students are dissatisfied with the course organisation and timetable scheduling
(2003: 30%)

(2002: 20%; 2001: 22%; 2000: 4%)

- The administration and communication in the Faculty is quite poor. The people in charge of the course are out of touch with the students and we rarely see any of them
- Our timetable is constantly being altered without us sometimes knowing a few hours beforehand
- Better organisation because many times lecturers failed to show for a scheduled lecture

Students are dissatisfied with the content and structure of the curriculum
(2003: 22%)

(2002: 17%; 2001: 18%; 2000: 37%)

- Problems with the organisation in conjunction with Medicine, which leads to conflicts and coverage of unnecessary work
- Integrate the Med content and the Dentistry content more thoroughly. Anatomy content needs to be more organised
- Earlier introduction to dental theory, more dental aspects talked about in medical PBLs.

Feedback is not useful and/or timely **(2003: 13%)**

(2002: 10%; 2001: 6%; 2000: 11%)

- Better and more accurate feedback so we know which areas need improving
- Staff feedback on work is too little and too slow – 2 months is not good enough
- Feedback on coursework to allow better improvement

Course workload needs to be cut back **(2003: 11%)**

(2002: 19%; 2001: 24%; 2000: 22%)

- Workload too heavy
- Exam and workload. Way to long hours and excessive demand in exams (14 exams and 45 hour week!)
- A lot of pressure on students. Workload is too heavy

Resource issues (e.g. lack of staff) are affecting the learning experience
(2003: 11%)

(2002: 20%; 2001: 8%; 2000: 4%)

- Need more clinical tutors so more clinical work can be done more efficiently
- Lack of staff has caused significant loss of lectures and clinical tutors
- They regularly suffer from staff shortages which affect us because they are under-funded.

Communication could be improved (with students and between Dentistry and Medicine faculties)
(2003:10%)

- There is a communication gap between some staff and the students
- More interaction between Medical and Dentistry Faculty especially regarding web resources and lecture notes
- Since 70% of our course is run by the Medical Faculty there needs to be a great deal of communication with the Dentistry Faculty however this does not occur adequately.

2 Experience of student administration and student support services

SCEQ 2003 OR Q 67³ What are the best aspects of the student administration and support services at the University? Please explain why these are good.

² Number of comments received: 2003 – 128; 2002 – 127; 2001 – 119; 2000 – 46

³ Number of comments received: 2003 – 52; 2002 – 43; 2001 – 66; 2000 – 38

Faculty of Dentistry
Analysis of SREQ 2003 Open response (OR) comments

Staff are helpful, available and friendly

(2003: 38%)

(2002: 49%; 2001: 53%; 2000: 45%)

- Faculty's administration was very efficient and proactive
- For the most part staff have been helpful and service is usually pretty fast
- Faculty do their best to support us as we are isolated from all major campuses – the front line secretaries are legendary

Students appreciate accessibility of services

(2003: 13%)

(2002: 5%; 2001: 11%; 2000: 16%)

- Easy access from the Faculty
- It is easily accessible
- Accessibility – easy to approach and find if these are needed

Computer Access Centres

(2003: 12%)

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

- Computer access and online services
- Yeah for putting computers at Westmead!
- Computer access is good

Library staff and resources

(2003: 8%)

(2002: 14%; 2001: 17%; 2000: 21%)

- Libraries are well stocked. Librarians are quite helpful
- Library is comprehensive and convenient in terms of books at different places
- Dentistry library has a good range of journals

Students appreciate ability to access services online

(2003: 8%)

(2002: 3%)

- Because it is now on the net – convenient
- Online services were very helpful
- Computer access and online services

Good to know services are available

(2003: 8%)

(2002: 6%)

- They are always available which is good because we don't get much free time so opening early and late is great
- Just good to have them
- Availability and variety of services

Other aspects mentioned include:

- Convenience of Intranet / Internet services (2003: 7%) (2002: 6%; 2001: 9%; 2000: 11%)
- Variety of services offered (2003: 6%) (2002: 3%; 2001: 11%; 2000: 16%)

Other services mentioned by name:

- Financial Services (2003: 6%) (2000: 3%)
- Health Service (2003: 2%) (2002: 5%; 2001: 2%; 2000: 3%)
- Disability Services (2003: 2%)

SCEQ 2003 OR Q 68⁴

How could student administration and support services be improved to better support your study at the University?

Equity of services for students who are located away from the Camperdown/ Darlington campus (2003: 30%)

(2002: 16%; 2001: 44%; 2000: 15%)

- More support available for students at satellite campuses (i.e. Westmead) – most don't know what services are available
- Affiliated campus and hospitals don't see much benefit from our union and University fees
- As we spend 2 final years at Westmead, student support services should also be made as accessible as in main campus e.g. counselling service etc

Students are unhappy with Intranet /Internet services (2003: 19%)

(2003: 2%; 2001: 6%; 2000: 7%)

- Internet is down a lot
- Internet on campus should be free of charge including residents on campus
- Faster intranet and better computer links as you can wait ages to get your work done

Staff are inefficient and unhelpful

(2003: 11%)

(2002: 16%; 2001: 13%)

- Smile a bit more and don't look down on students
- Employ appropriate staff who actually want to work and help students
- Open plan design at Faculty of Dentistry means that confidentiality is non-existent. Also on entry the secretary's back is towards you and approaching is difficult as no staff know that you are there to meet them

Library services

(2003: 9%)

(2002: 21%; 2001:15%; 2000: 33%)

- Better library materials are needed for Dentistry
- Libraries with longer hours and open late on weekends
- The library services are quite poor with regard to opening hours

Computer access centres

(2003: 8%)

(2002: 21%; 2001:16%; 2000:26%)

- Better computer labs in Dental Faculty
- Computer access at Westmead Computer Lab should be like that offered at the Dental Hospital – unlimited internet time
- Longer hours for computer access

Other aspects mentioned include:

- Services should be advertised more (2003: 8%)
- Union fees too high (2003: 6%) (2001:13%; 2000:4%)
- Require more staff (2003:6%) (2002: 5%; 2001:8%; 2000:7%)
- Require longer/ different opening hours (2003:4%) (2001: 5%; 2000: 7%)
- International students - transport concessions (2003: 2%)

Other services mentioned by name:

- Health Service (2003: 6%) (2002: 5%; 2000: 4%)
- International Office (2003: 6%) (2000: 3%)
- ISSU (2003: 2%)

⁴ Number of comments received: 2003 – 53; 2002 – 43; 2001 – 62; 2000 – 27