

**FACULTY OF ECONOMICS AND BUSINESS**  
**ANALYSIS OF OPEN RESPONSE COMMENTS 2003**  
**STUDENT COURSE EXPERIENCE QUESTIONNAIRE (SCEQ)**  
**UNDERGRADUATE STUDENTS**

NB: *The number of comments received on each aspect is displayed as a percentage of the total number of comments received for each question. Total number of comments received for each question is provided in footnotes.*

**1 Degree course experience**

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

**Students appreciate some aspects of the curriculum (2003: 23%)**

(2002: 25%; 2001: 16%; 2000: 14%)

- It is structured very well, each major seems to have its subjects organised well so I can choose and pick however I like
- The core subjects. Majors start in second year. Had a taste of economics and commerce so you know what you are interested in
- The best aspect of the course is that I can choose a double major, it allows me to learn more than I would in other university which allows only a single major

**Students appreciate the flexibility, diversity and variety of the curriculum (2003: 20%)**

(2002: 21%; 2001: 19%; 2000: 20%)

- Its flexibility and the fact that it can be tailored so well to a particular area of interest/ study
- Allows me to do a wide range of subjects, letting me explore different avenues for further education
- The ability to be able to choose all my subjects within the Faculty of Economics and Business. I love the level of flexibility that is offered through the degree, that you cannot get with any other.

**Students see the relevance of the degree to their future career/ work (2003: 11%)**

(2002: 8%; 2001: 5%)

- The diversity of Commerce is its most valuable attribute. Students can choose such diverse Majors that will inevitably lead them in diverse career paths.
- I have a broader knowledge of the workforce which I hope will help me in the future
- Studying about current issues in Commerce and in the real world. I think up to date information is vital to be successful

**Generic skills (e.g. research, analytical, problem solving) are being developed (2003: 10%)**

(2002: 4%; 2001: 6%; 2000: 8%)

- The commerce degree offers an opportunity to develop my analytical skills
- Improve my research skill and skill of team working
- The emphasis on written, analytical, communication and presentation. All forms of skills learnt. All useful skills.

**Students are happy with the standard of teaching received (2003: 10%)**

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<sup>1</sup> Number of comments received: 2003 – 225; 2002 – 188; 2001 – 273; 2000: 59



**SCEQ 2003 OR Q 67<sup>4</sup>****What are the best aspects of the student administration and student support services?****Staff are friendly, helpful and efficient****(2003: 37%)**

(2002: 38%; 2001: 34%; 2000: 21%)

- Staff are friendly and helpful in processing requests
- Some staff members are empathetic and a lot more patient and take time to understand one's point of concern
- The Faculty of Economics is amazing – staff try their absolute best to help all students

**Students appreciate Intranet and Internet services****(2003: 19%)**

(2002: 18%; 2001: 17%; 2000: 15%)

- Availability over the internet to access information
- The MyUni Intranet. It was fast and very accessible and allowed me to take care of all the administration requirements at home without having to line up and wait at the Student Centre. I was impressed because it allowed me to do everything from enrolment variations, library service requests, ordering course packs from the printing services, look for jobs online, use the email service it provides daily and pay library fines online. I could even do this survey online.
- The intranet services are good as the majority of information needed for summer school or Uni courses or access to email are readily available and easy to find access

**Computer Access Centres****(2003: 11%)**

(2002: 17%; 2001: 9%; 2000: 9%)

- Computer lab at the new Finance building very useful
- Faculty of Economics computer access centres are quite good (especially in comparison to the normal access centres) – connection is fast and printing faster
- Computer centres reasonably well run, staff are helpful

**Students appreciate ability to access services online****(2003: 10%)**

(2002: 12%; 2001: 8%; 2000: 6%)

- Online enrolment and timetable changes are great
- Most things can be done over the intranet eliminating the need to run around and stand in queues all day
- The ability to verify your enrolment online: saves a lot of time at Uni and it can be done whenever required

**Other aspects mentioned include:**

- |   |            |                                 |
|---|------------|---------------------------------|
| • Accessibility and convenience of services | (2003: 6%) | (2002: 5%; 2001: 9%; 2000: 6%)  |
| • Variety of services available             | (2003: 3%) | (2002: 5%; 2001: 6%; 2000: 9%)  |
| • Availability/ existence of services       | (2003: 3%) | (2002: 7%; 2001: 8%; 2000: 15%) |

**Specific services mentioned by name include:**

- |                              |            |                                 |
|------------------------------|------------|---------------------------------|
| • Library staff and services | (2003: 9%) | (2002: 9%; 2001: 8%; 2000: 18%) |
| • Student Centre             | (2003: 4%) | (2002: 1%; 2001: 4%; 2000: 9%)  |
| • Careers Service            | (2003: 4%) | (2002: 3%; 2001: 1%; 2000: 6%)  |
| • Casual Employment Service  | (2003: 4%) | (2002: 1%; 2001: 1%)            |

**SCEQ 2003 OR Q 68<sup>5</sup>****How could student administration and student support services be improved?**<sup>4</sup> Number of comments received: 2003 – 177; 2002 – 146; 2001 – 212; 2000 - 33<sup>5</sup> Number of comments received: 2003 – 190; 2002 – 161; 2001 – 216; 2000 - 52

**Staff could be more knowledgeable, helpful and efficient****(2003: 36%)**

(2002: 38%; 2001: 34%; 2000: 38%)

- Really try to understand the student's problem, not just "it's on the internet", "it's in the Faculty handbook, "You can look at them yourself" etc. This is not responding therefore the staff cannot improve their services
- I get different answers for the same question. Things get delayed/ lost; basically admin needs to be improved
- The staff need to be better trained, especially those on the front counter. They lack knowledge and information, are not always the most helpful. At times they are quite rude and abrupt. I have also noticed that they are quite impatient with Asian international students.

**Computer Access Centres****(2003: 24%)**

(2002: 14%; 2001: 19%; 2000: 33%)

- The Computer Centres are disgusting – a real disappointment. Caused the most frustration all year – continually unreliable, dirty, crowded and unavailable
- There is inadequate computer to use especially before project due date. I suggest that we should use the student card to prevent other non-Faculty students to use the Faculty computer lab
- Eco and Bus - The computer labs are almost useless now – heaps of classes going on in them – a lot of which seem pointless

**More staff should be employed, particularly at peak periods****(2003: 11%)**

(2002: 16%; 2001: 12%; 2000: 12%)

- More staff at peak periods
- Get more people working at the counter. Sometimes the waiting time in queue gets too long
- Provide more staff for student enquiry purpose

**Students are unhappy with some aspects of the Intranet****(2003: 11%)**

(2002: 7%; 2001: 10%; 2000: 15%)

- The intranet could be improved in terms of layout as often it is difficult to know how to access certain areas
- Need free unlimited internet access everywhere
- Have a system where I login, then I can access everything. At the moment I have a username and password for: logging into computer, email, MyUni and Blackboard. These should be consolidated. Also get Blackboard across all faculties.

**Other aspects mentioned include:**

- |   |            |                                 |
|---|------------|---------------------------------|
| • Services should be advertised more        | (2003: 7%) | (2002: 9%; 2001: 11%; 2000: 8%) |
| • Extend online access to services          | (2003: 4%) | (2002: 5%; 2001: 4%)            |
| • Accessibility and convenience of services | (2003: 4%) | (2002: 1%; 2001: 5%; 2000: 4%)  |

**Specific services mentioned by name include:**

- |                              |            |                                 |
|------------------------------|------------|---------------------------------|
| • Student Centre             | (2003: 6%) | (2002: 6%; 2001: 1%; 2000: 2%)  |
| • Library staff and services | (2003: 4%) | (2002: 7%; 2001: 8%; 2000: 13%) |
| • Security Services          | (2003: 3%) | (2002: 2%; 2001: 1%)            |
| • Career Service             | (2003: 3%) | (2002: 2%; 2001: 1%; 2000: 2%)  |