

## Application and Enrolment feedback

Whenever a student enrolls in one of our courses, we like to ask for feedback so that we can see how we are doing and improve the enrolment and induction experience for our other students. In this survey, we ask you a few questions about what it was like for you enrolling at Skills Institute Australia (SIA).

We appreciate you taking this time to answer these questions. Thank you for your help!

This is an **anonymous** survey. You do not have to provide your name or contact details if you do not wish to do so. It will only take about five minutes.

<b>About your course</b>	
What course are you studying?	
What is your location?	Brisbane   Perth
<b>About your application</b>	
How did you hear about Skills Institute Australia?	
An agent   A friend   Website or Facebook   I am already a student at SIA   Other	
How did you apply?	Directly to the school Through an agent
Were you promised anything as an incentive to enrol with SIA?	Yes   No
Is there any way we could improve the information we provided about any of these: <ul style="list-style-type: none"> <li>• The course content?</li> <li>• Your units?</li> <li>• Course duration?</li> <li>• Study methods?</li> <li>• Assessment?</li> <li>• Student responsibilities?</li> <li>• Anything else about your studies?</li> </ul>	

Is there any way we could improve the information we gave to you about:

- Tuition fees
- Other charges
- Payment due dates
- Refunds
- Anything else to do with finances?

### About you

Do you think we are supporting you adequately as a student?	Yes   No   Maybe
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Do you know how to get help from us if you need it?	Yes   No   Maybe
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Do you know how to make a complaint if necessary?	Yes   No   Maybe
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Please enter here anything that we can do better to support you.

Do you have any other comments or feedback you wish to give us, positive or negative?

This is an anonymous survey, but you may wish to provide your name if you would like us to contact you about your responses. If you would like us to contact you, please provide your name and contact details here:

That's all! Thank you for completing this survey!

We take student responses seriously and will use them to continue improving this school.

Have a great day!