2023 Student Outcomes Survey – Pulse questionnaire

(Continuing students i.e. if lite questionnaire Q1=1 OR Q4=1)

1. How long have you been undertaking your training with your training provider <if TAFE or university then insert TRAIN\_ORG\_NAME>?
2. Less than 3 months
3. 4-6 months
4. 7-12 months
5. More than a year
6. What was your **main** reason for doing the training?

 *Please select one option only*

1. To get a job
2. To develop or start my own business
3. To try for a different career
4. To get a better job or promotion
5. It was a requirement of my job
6. I wanted extra skills for my job
7. To obtain credit points towards my senior secondary schooling
8. To gain advanced entry to a higher qualification or university
9. To get into another course of study
10. To improve my general education skills
11. To get skills for community/voluntary work
12. To increase my self-esteem
13. Other reason *(please specify)* <please set a limit to require at least 4 characters>
14. When you were considering training, did you use any of the following for information?

*Please select all options that apply*

1. My family or friends
2. A professional career practitioner, including a school career advisor
3. A VET Coordinator
4. A teacher or other staff member at a school
5. Australian Government websites such as My Skills or My Future (or those ending in ‘.gov.au’)
6. Training provider websites
7. Other websites
8. Paper-based materials (*e.g. flyers or brochures, etc*.)
9. A career expo or public event
10. Social media
11. Employer / colleagues
12. Visited the training provider / on campus
13. Other
14. None of the above <exclusive option if selected>
15. Before starting your training, did you receive information from your provider about the following?

*Please select all options that apply*

1. Your rights and responsibilities as a student
2. How the course would meet your needs
3. The length of the course
4. Training costs (including payment options and government subsidies)
5. The training provider’s refund policy
6. Attendance types *(e.g. full time/part-time/online)*
7. Delivery options *(e.g. classroom/workplace delivery)*
8. Recognition of prior learning
9. Training assessment details
10. Career information *(e.g. potential employment options)*
11. None of the above <exclusive option if selected>

<Ask if Q4 = 1-10>

1. How accurate was the information provided by your training provider <insert RTO (if TAFE or university)>?
2. Completely accurate
3. Mostly accurate
4. Somewhat accurate
5. Not accurate at all
6. Did your training provider assess your learning needs before your training commenced?
7. Yes
8. No
9. Not applicable

Asked of qualification part-completers, short course part-completers only <else go to 8>

1. Do you intend to complete …?
2. All of the requirements for the <PROGRAM\_NAME>
3. Some subjects/units only
4. Don’t know/not sure yet
5. How likely are you to recommend the training **provider**?
6. Very likely
7. Likely
8. Neither likely nor unlikely
9. Unlikely
10. Very unlikely

Training Intentions

1. At any point during your training have you seriously thought about dropping out?
2. Yes
3. No – <go to Q11>

<Ask if Q9 = 1>

1. Why did you think about dropping out of your training? <Multiple response>

*Please select all options that apply*

1. Got offered a job / better job
2. Too hard to juggle work and study
3. To start another course of study
4. Course fees too high
5. Financial reasons
6. Course was too hard
7. The training was not what I expected
8. Lack of communication from the provider/trainer
9. Lack of support from the provider/trainer
10. Poor quality of the teaching/training
11. Health-related, family, or personal reasons
12. Other reason
13. How did you pay for your training? <single response>

*Please select main source of payment*

1. My employer paid for the training
2. I paid *(includes via payment plan arrangements and support from family or friends)*
3. Other <no capture of verbatim response>
4. Not applicable - no fees

Satisfaction with the training

For the following questions, we want to know what you thought about the training, <insert training details>, on average.

1. How satisfied are you with the quality of your **trainers/teachers/instructors**?
2. Very satisfied
3. Satisfied
4. Neither satisfied nor dissatisfied
5. Dissatisfied
6. Very dissatisfied
7. Not applicable
8. How satisfied are you that the way you were **assessed** was a fair test of your skills and knowledge?
9. Very satisfied
10. Satisfied
11. Neither satisfied nor dissatisfied
12. Dissatisfied
13. Very dissatisfied
14. Not applicable
15. **Overall**, how satisfied are you with your training?
16. Very satisfied
17. Satisfied
18. Neither satisfied nor dissatisfied
19. Dissatisfied
20. Very dissatisfied

Satisfaction with training provider

For the following questions, we want to know what you thought of your training provider, <if TAFE or university then insert TRAIN\_ORG\_NAME>.

1. How satisfied are you with the **facilities** available at your training provider *(e.g. classrooms, workshops, etc.)*?
2. Very satisfied
3. Satisfied
4. Neither satisfied nor dissatisfied
5. Dissatisfied
6. Very dissatisfied
7. Not applicable
8. How satisfied are you with the **learning resources** provided by the trainer *(e.g. textbooks, online materials, etc.)*?
9. Very satisfied
10. Satisfied
11. Neither satisfied nor dissatisfied
12. Dissatisfied
13. Very dissatisfied
14. Not applicable
15. How satisfied are you with the **location** of your training provider?
16. Very satisfied
17. Satisfied
18. Neither satisfied nor dissatisfied
19. Dissatisfied
20. Very dissatisfied
21. Not applicable
22. How satisfied are you with the **support services** offered by your training provider?

***Note:*** *Support services include help with additional learning needs, English language assistance, career advice, counsellors, etc.*

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don’t know/did not access