



EASTWEST ACADEMY PTE.LTD.

(Registered with the Committee for Private Education is part of SkillsFuture Singapore)
1 Sophia Road, #03-18, Peace Centre, Singapore 228149 Tel: (65) 63334085 Fax: 6333 4085
E-mail: ew.singapore@gmail.com Website: www.eastwestacademy.org

(Reg No: 200923609C)

Student Satisfaction Survey

Course Title: _____

Lecturer: _____

Course Dates: _____

Name of Student: _____
(Optional)

Course Objectives

1. The course objectives were very well achieved

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Course Contents

2. Generally, the contents of the course were relevant

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Course Duration

3. The course duration was right

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Pace

4. The pace of the course was good

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Course Materials

5. The quality of the handouts in terms of readability and clarity

| | | | | |
|-----------|------|--------------|------|-----------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Poor | Satisfactory | Good | Excellent |

6. As a learning aid, the course materials were

| | | | | |
|-------------------|------------|---------------|--------|------------------|
| 1 | 2 | 3 | 4 | 5 |
| Not at all Useful | Not Useful | Partly Useful | Useful | Extremely useful |



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Teacher Effectiveness

7. The interactions between the participants and the teacher were

| | | | | |
|-----------|------|--------------|------|-----------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Poor | Satisfactory | Good | Excellent |

8. Concepts and instructions were explained

| | | | | |
|-----------|-----------|--------------|---------|--------------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Not clear | Satisfactory | Clearly | Very clearly |

9. The trainer was well prepared and organized

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

10. The teacher used practical examples and demonstrated an understanding of the practical issues

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

11. The overall presentation was

| | | | | |
|-----------|------|--------------|------|-----------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Poor | Satisfactory | Good | Excellent |

Facilities

12. The room was properly set up and equipment in working order

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

13. The environment is conducive and safe

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

14. There are adequate and relevant physical facilities and infrastructure to meet our needs and promote our well being

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |



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15. The academic resources are adequate, relevant and easily accessible to meet the our needs

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Support services

16. I had received timely and accurate information on course schedule, assessment schedule, progression criteria for our course, consequences and remedial action in the event that we are unable to meet the criteria for progression and graduation, and assessment results will be release to us within 3 months

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

17. Information pertaining to my record is updated timely

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

18. All my feedback / complaints are gathered and addressed in a timely manner

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

19. Student satisfaction surveys are conducted regularly and in a timely manner, for all its courses and services rendered

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

20. I had good experiences in using the counselling and advisory services

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

About the PEI

21. I am able to articulate the vision and mission of the PEI

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

22. I am able to articulate the values of the PEI

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |



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23. We are able to articulate the confidentiality and security policy of the PEI

| | | | | |
|-------------------|----------|---------|-------|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

24. Overall effectiveness level of communication

| | | | | |
|-----------|------|--------------|------|-----------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Poor | Satisfactory | Good | Excellent |

25. Overall student satisfaction level of their school experience.

| | | | | |
|-----------|------|--------------|------|-----------|
| 1 | 2 | 3 | 4 | 5 |
| Very Poor | Poor | Satisfactory | Good | Excellent |

Other Comments

26. _____
