

International Student Feedback Form

To assist with Griffin's ongoing self improvement we ask all new students to complete our feedback form. Any information provided within this form will remain anonymous, therefore we can not personally identify anyone that completes this form. All information provided will be kept within Griffin College and no information will be shared with fellow students, agents or the public.

This is your opportunity to help us improve our services and provide current and future students with an enhanced study experience. We hope that you will answer all questions completely and honestly to enable us to identify key issues and facilitate change.

Student's Name _____

Date _____

Before and During Your Application

How did you find out about Griffin College?

Why did you choose to study in Australia over other countries?

Why did you choose to study at Griffin College over other colleges?

Where did you get information about Griffin College before you decided to apply?

Choose all that apply

My agent

A current student

Griffin's Website

Griffin marketing staff

Griffin's brochure/flyer

Another website (please provide details of this website below)

A friend or family member

Other:

Website where you found information about Griffin College

Did you look at any of the following before you decided to apply?

Yes

No

Griffin's brochure/flyer

Griffin's Website

What information did you find most useful before you decided to apply to Griffin College?

What other information would you have liked to have received before commencing your studies in Brisbane?

How do you think we can improve our pre-application process and marketing material?

You may also enter any other comments or suggestions you may have in this field.

Your Agent

This section gives you the chance to talk about your experience with your recruitment agent. Please remember that this survey is confidential and no information will be shared with your agent.

Did you use an agent to assist with your admission to Griffin College?

If you did not use the services of an agent select No, and continue with the next page.

Yes

No

What is the name of the agency you used?

How did you find your agent?

Newspaper Ad

Web Search (Google, Yahoo Bing etc)

TV Ad

Promotional Seminar or Expo

Online Ad

Did the agent do any of the following on your behalf?

Yes

No

Fill out your Griffin application form

Apply for your visa

Book your flights

Organise airport pickup in Brisbane

Organise accommodation in Brisbane

Did your agent give you the following information?

Yes

No

Griffin's International Student Arrival Guide

A copy of your offer letter

A copy of your eCOE

How to contact Griffin if necessary

How to book your flights and organise your travel

How to organise your airport pickup

What to do when you arrive in Brisbane

What to do if you are bringing dependents

Did your agent give you any information you later found to be incorrect?

Yes - Please give details below

No

Please give details of any information you later found to be incorrect

What is your overall impression of the services your agent provided to you

Very Good

Good

Average

Poor

Very Poor

How do you think your agent could have done a better job during your recruitment and application process?

You may also enter any other comments or suggestions you may have in this field.

International Student Learning Environment

Think about the teaching staff who have delivered classes to you so far. Were Griffin's teaching staff:

Always

Mostly

Sometimes

Never

Well prepared?

Easy to understand?

Delivering material at a good speed?

Available if you needed extra help?

Encouraging of student participation?

Knowledgeable about their subject?

Creating interesting classes?

What do you think our teaching staff can do better?

You may also enter any other comments or suggestions you may have in this field.

Think about the classrooms and training facilities at Griffin. Are the classrooms and facilities at Griffin College:

Yes No

What you expected?

Suitable for the classes delivered?

How do you think we can improve our facilities.

You may also enter any other comments or suggestions you may have in this field.

Student Support

Had you had any problems or issues since commencing study?

Yes - You may provide details of these issues below

No

Details of any issues you have had since commencing with Griffin College?

Were these problems dealt with in an appropriate manner by Griffin College?

Yes

No - If no, please tell us what we could have done better below.

How do you think we can improve our student support?

You may also enter any other comments or suggestions you may have in this field.

Name _____

Signature _____

Date/...../.....