### UNIVERSITY OF NAMIBIA

STUDENT

### CENTRE FOR OPEN, DISTANCE AND eLEARNING (CODeL)

### *ASSESSING DISTANCE STUDENT LEVEL OF SATISFACTION*

In an effort to obtain your opinion on the services delivered to you as a distance student, CODeL invites you to participate in this student satisfaction survey.  
  
We kindly request you to take a moment of your time to tell us what you think about the support services at the Centre for Open, Distance and eLearning (CODeL). Your opinion is highly valued and will assist us in improving our service delivery. Please note that participation in this survey is strictly voluntary. Your feedback will be treated with the highest degree of confidentiality, and to preserve your privacy, we kindly request that you do NOT provide any personally identifiable information such as your name, student number, phone number, etc.

**Programme:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Year:** ­­­­\_\_\_\_\_\_\_\_\_\_\_ **Centre:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Gender:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | | | **Agree** | | **Uncertain** | **Disagree** | | **Strongly disagree** |
| **REGISTRATION** | | | | | | | | |  |
| 1. Registration processes are well organized |  | | |  | |  |  | |  |
| 1. Adequate assistance is provided during registration |  | | |  | |  |  | |  |
| 1. Registration officials is well knowledgeable about the registration process |  | | |  | |  |  | |  |
| 1. Registration officials is friendly and helpful |  | | |  | |  |  | |  |
| 1. Registration officials were open to questions |  | | |  | |  |  | |  |
| 1. Proper academic counseling and guidance was given during registration with regard to exemptions, prerequisites, subject choices and number of courses to take per year |  | | |  | |  |  | |  |
| 1. I prefer online registration |  | | |  | |  |  | |  |
| Please provide a reason for your choice in 7 above: | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………… | | | | | | | | | |
| 1. I prefer to register at my nearest campus/centre |  | | |  | |  |  | |  |
| Please provide a reason for your choice in 9 above: | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………… | | | | | | | | | |
|  | **Excellent** | | | **Good** | | **Uncertain** | **Fair** | | **Poor** |
| 1. Please rate the overall Registration process |  | | |  | |  |  | |  |
| 1. Please list the best feature/part of the Registration process. | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......……………………………………………………………………………………………………………. | | | | | | | | | |
| 1. Please list any feature/part of the Registration process that can be improved. | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......……………………………………………………………………………………………………………. | | | | | | | | | |
|  | | **Strongly Agree** | **Agree** | | **Uncertain** | | | **Disagree** | **Strongly disagree** |
| **ANNOUNCEMENTS/COMMUNICATION** | | | | | | | | | |
| 1. Announcements are made well in advance to notify students about CODeL activities such as Registration, Vacation Schools, First Aid Training, Examinations, Assignment due dates, etc. |  | | |  | |  |  | |  |
| 1. CODeL staff uses appropriate communication channels. |  | | |  | |  |  | |  |
| 1. CODeL staff ensures student requests and complaints are addressed by the appropriate offices and responsible persons. |  | | |  | |  |  | |  |
| 1. CODeL staff is accessible to students. |  | | |  | |  |  | |  |
| 1. Support services provided by CODeL staff are commendable. |  | | |  | |  |  | |  |
| 1. Telephonic complains/requests are handled in a friendly and professional manner. |  | | |  | |  |  | |  |
| 1. I want all my important information and notices on Moodle |  | | |  | |  |  | |  |
| 1. I want all my important information and notices on UNAM Portal |  | | |  | |  |  | |  |
| 1. I want all my important information and notices on both Moodle and UNAM Portal |  | | |  | |  |  | |  |
| **ORIENTATION** |  | | |  | |  |  | |  |
| 1. Orientation sessions is well organised |  | | |  | |  |  | |  |
| 1. The Orientation session met the objective stated at the beginning of the session |  | | |  | |  |  | |  |
| 1. Orientation sessions should be compulsory for 1st year students |  | | |  | |  |  | |  |
| 1. Information provided at the Orientation is clear and useful |  | | |  | |  |  | |  |
| 1. Were the presenters knowledgeable about their respective topics |  | | |  | |  |  | |  |
| 1. Were the presenters open to questions |  | | |  | |  |  | |  |
| 1. After Orientation, I know where to go and who to contact |  | | |  | |  |  | |  |
|  | **Excellent** | | | **Good** | | **Uncertain** | **Fair** | | **Poor** |
| 1. Please rate the overall Orientation program |  | | |  | |  |  | |  |
| 1. Please list the best feature/part of the Orientation | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......……………………………………………………………………………………………………………. | | | | | | | | | |
| 1. Please list any feature/part of the Orientation that can be improved | | | | | | | | | |
| …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......……………………………………………………………………………………………………………. | | | | | | | | | |
| **STUDY MATERIALS** | | | | | | | | | |
| 1. Study materials are well-structured to support learning. |  | | |  | |  |  | |  |
| 1. Duration and sequencing of learning content are appropriate from easy to difficult/lower level to higher level. |  | | |  | |  |  | |  |
| 1. Study materials are of good quality: clear, readable, interactive, understandable and include assessment activities. |  | | |  | |  |  | |  |
| 1. Recommended reading materials are relevant and easily accessible. |  | | |  | |  |  | |  |
| 1. Provision of learning materials online is adequate. |  | | |  | |  |  | |  |
| 1. I prefer that all printed study materials and resources are made available in electronic form (pdf, e-books, etc.). |  | | |  | |  |  | |  |
| **ASSIGNMENT SUBMISSION** | | | | | | | | | |
| 1. Assignments are received on time. |  | | |  | |  |  | |  |
| 1. Resubmissions of assignments are allowed. |  | | |  | |  |  | |  |
| 1. Enough time is provided to complete assignments. |  | | |  | |  |  | |  |
| 1. Appropriate feedback accompanies all returned assignments. |  | | |  | |  |  | |  |
| 1. Feedback on assignments is provided on time (before exams). |  | | |  | |  |  | |  |
| 1. I prefer online assignment submission instead of printed assignments. |  | | |  | |  |  | |  |
| 1. Submitting assignments through Moodle is easy. |  | | |  | |  |  | |  |
| 1. The Moodle platform is user-friendly and easy accessible |  | | |  | |  |  | |  |
| 1. I have downloaded Moodle app |  | | |  | |  |  | |  |
| 1. I am aware of Urkund plagiarism detection function when submitting my assignments |  | | |  | |  |  | |  |
|  | **Strongly Agree** | | | **Agree** | | **Uncertain** | **Disagree** | | **Strongly disagree** |
| **VACATION SCHOOL** | | | | | | | | | |
| 1. Vacation schools are well organised. |  | | |  | |  |  | |  |
| 1. Vacation school timetable is well detailed. |  | | |  | |  |  | |  |
| 1. During vacation school it is easy to find lecture venues. |  | | |  | |  |  | |  |
| 1. Lecturers attend face-to-face sessions as indicated on timetable. |  | | |  | |  |  | |  |
| 1. Video Conferencing sessions for vacation schools are well arranged. |  | | |  | |  |  | |  |
| 1. Lectures delivered through Video Conferencing are clear. |  | | |  | |  |  | |  |
| 1. Face-to-face sessions during vacation school are effective. |  | | |  | |  |  | |  |
| **STUDENT SUPPORT SERVICES** | | | | | | | | | |
| 1. I receive adequate support whenever I need it. |  | | |  | |  |  | |  |
| 1. Student support services are provided in a professional and friendly manner. |  | | |  | |  |  | |  |
| **STORES AND DISPATCH** | | | | | | | | | |
| 1. Students are informed when materials are available. |  | | |  | |  |  | |  |
| 1. Study materials are received in time. |  | | |  | |  |  | |  |
| 1. Study materials received are always correct. |  | | |  | |  |  | |  |
| 1. Prices of study guides are reasonable. |  | | |  | |  |  | |  |
| 1. Services at the stores are professional and friendly. |  | | |  | |  |  | |  |
| **SOCIAL MEDIA** |  | | |  | |  |  | |  |
| 1. I am aware that CODeL have a Facebook page |  | | |  | |  |  | |  |
| 1. I have liked the CODeL Facebook page and get frequent notifications that are posted online |  | | |  | |  |  | |  |
| 1. I am aware of CODeL’s website |  | | |  | |  |  | |  |
|  |  | | |  | |  |  | |  |
| **TICKETING SYSTEM** |  | | |  | |  |  | |  |
| 1. I am aware of CODeL’s ticketing system to address all my student enquiries |  | | |  | |  |  | |  |
| 1. Response to my ticket raised was done in a timely manner |  | | |  | |  |  | |  |
| 1. The ticketing system is easy to use and user-friendly |  | | |  | |  |  | |  |
| **ENQUIRIES** |  | | |  | |  |  | |  |
| 1. I prefer to use the ticketing system |  | | |  | |  |  | |  |
| 1. I prefer to make a telephone call to address my enquiries |  | | |  | |  |  | |  |
| 1. I prefer to send an email |  | | |  | |  |  | |  |
| 1. I prefer to come in an enquire face-to-face |  | | |  | |  |  | |  |
|  |  | | |  | |  |  | |  |

# PLEASE SHARE YOUR RECOMMENDATIONS FOR IMPROVEMENT ON CODeL SERVICES:

***GENERAL RECOMMENDATIONS***

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***STUDY MATERIALS***

**The best overall features in the materials were:** ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......

**The materials could have been improved by:** ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......

**I support / Do not support the conversion of materials from printed form to electronic form because:** ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….......

*Thank you very much for taking time to answer this questionnaire. Your feedback is highly valued.*