

# Skills Training Satisfaction Survey



R.L. Hardy, Z. Mosafeer, P. Schautschick, K. Schwodler Contact: [R.L.Hardy@warwick.ac.uk](mailto:R.L.Hardy@warwick.ac.uk)  
Centre for Student Development & Enterprise, University of Warwick, UK & University of Munich, Germany

## 1. Background & introduction

- The Centre for Student Development and Enterprise offers support for learning and personal development to all students at Warwick.
- The newly named Centre for Student Development and Enterprise has existed in some form since 2000 and while individual programmes have responded to needs identified from student feedback forms, no large-scale satisfaction survey has been undertaken. Therefore the Centre for Student Development and Enterprise (CSDE) requires an examination of existing services in relation to student satisfaction.
- With the rise in fees CSDE has noticed that student demand for specific academic support is rising while demand for extra curricular student activities decrease. CSDE and the University as a whole must understand the needs of their students in order to provide the highest quality education and student experience.
- A project to look at student satisfaction of the services offered by CSDE was initiated. The main objective was to provide recommendations for improving existing support for students and provide CSDE with priorities for the coming academic year. And change the services accordingly.

## 2. Methods used

The methods adopted for the project included:

- Desk based research regarding student support
- Review of student feedback of previous and existing provision

Student focus groups  
– Undergrads, Masters, PhD

A focus group involves encouraging an invited group of participants to share their thoughts, feelings, attitudes and ideas on certain subject.

Online satisfaction survey

Proponents of online surveys argue that the Internet provides uncomplicated directions (e.g., automatic routing), as well as richer and more interesting question formats (Klassen and Jacobs 2001<sup>1</sup>; Simsek and Veiga 2001)<sup>2</sup>.

## 3. Findings from the focus groups

### Undergraduate students...

- ...mentioned the library, the learning grid and the sports centre as their most favoured services
- ...find, that the level of help varies strongly among departments
- ...have not always heard of CSDE, but most of them were aware of programmes offered by the Centre

### Masters students...

- ...think that required skills cannot be taught and are learned individually
- ...criticise that most services are not being offered during the holidays

### PhD students...

- ...feel that an undergraduate degree or a Masters does not adequately prepare for a PhD
- ...think more detailed information about the skills required for a PhD before starting would prove helpful

## 4. Conclusions & recommendations

While the focus groups provided interesting preliminary data we are awaiting the final results of the online satisfaction survey to draw recommendations.

The majority who responded to the online survey were undergraduate students.

Preliminary results show that:

- More focus should be placed on basic skills needed by undergraduate students.
- PhD students would benefit from training before they arrive.
- Information regarding where to get support needs better advertising.
- Students value the services offered by the university and find them very important.

The final report will be available to all students shortly.

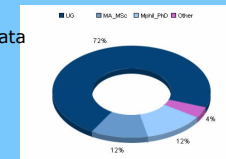


Fig 1. Student completion of survey