



STUDENTS' SATISFACTION SURVEY QUESTIONNAIRE

Form No.049

Approved by the Board of Studies for Quality Assurance

Department			
Module Name		Module Code	
Date of Survey		Batch No	
Dear Course Student, This survey is designed to gather your valuable feedback on various aspects of your online learning experience at Oxford Chester Uni of Higher Education. Your honest and thoughtful responses will help us improve the quality of online education, digital services, and overall student experience. This survey is completely confidential and anonymous. Please take a few minutes to complete all sections.			

PART A: STUDENT INFORMATION

Lecturer name	:	
Module Name	:	
Student Registration Number	:	
Degree Programme	:	
Year of Study	:	
Semester	:	
Academic Year	:	

Issue Date :	Revision No.	Revision Date :	Validated by:
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PART B: SURVEY QUESTIONS

Rating Scale: 5 = Excellent 4 = Good 3 = Average 2 = Fair 1 = Poor

No.	Question	5 Excellent	4 Good	3 Average	2 Fair	1 Poor
1	Lecturers are well-prepared and deliver online lectures effectively.					
2	Course content is relevant, up-to-date, and aligned with industry needs.					
3	Lecturers encourage student participation and interactive discussions during online sessions.					
4	The language used in online lectures and course materials is clear and easy to understand.					
5	Assessment tasks are fair and timely feedback is provided.					
6	The online learning platform (LMS) is user-friendly, reliable, and easy to navigate.					
7	Digital learning resources (e-books, recorded lectures, handouts) are sufficient and accessible.					
8	Live online sessions (e.g., Zoom) are conducted effectively and on schedule.					
9	Administrative staff are helpful and online administrative processes are efficient.					
10	Overall, I am satisfied with this university's online degree programme and services.					

PART C: GENERAL COMMENTS

Dear Student, please use the space below to share any thoughts, concerns, or suggestions you would like the university to be aware of. Your comments are welcome in English, Sinhala, or Tamil. There are no right or wrong answers - we value your honest voice.

Thank you for taking the time to complete this survey.

Your feedback is greatly valued and will contribute to continuous improvement at Oxford Chester University of Higher Education.

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