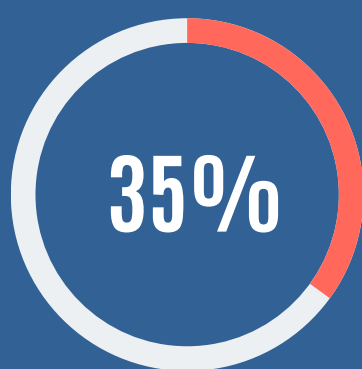
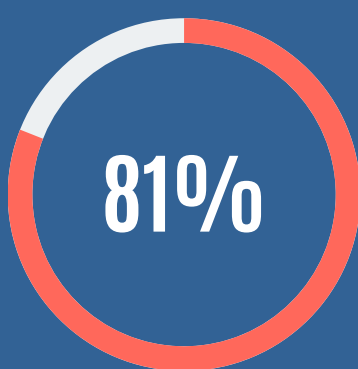


ONBOARDING SURVEY 2023 TERM 3



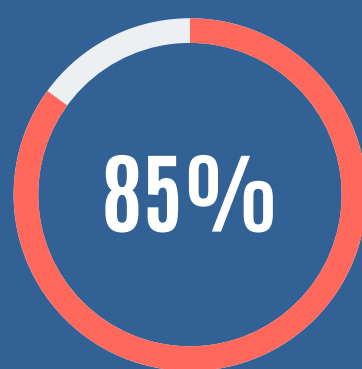
Response Rate

6% increase from 2022, T3. 101 students responded. Surveys were sent in 4 waves to align with intakes and capture insights 4 weeks after commencement.



Confidence

81% of students agree / strongly agree that information and support received helped them build confidence to continue their course, compared with 80% in T3 2022.



Satisfaction

85% of students agree /strongly agree they are enjoying their course. This is a slight (2%) increase from 2022, T3.

Wayfinding



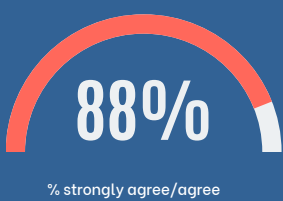
Wayfinding has improved slightly (+2%) compared with Term 2, 2022 yet still highlights a need for further improvement. In T3, 2023, 70% of students strongly agreed / agreed it was easy to find their way around campus.

Awareness of services

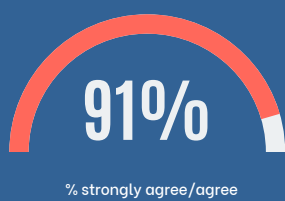
	Careers		Disability Inclusion		Library Services		Counselling		Scholarships		Study assistance / learning support		Aboriginal Education Support	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
Yes, I am aware of this service	69%	79%	51%	65%	76%	87%	61%	71%	58%	68%	77%	70%	50%	62%
No, but I would like to know	21%	11%	10%	5%	14%	6%	15%	13%	23%	15%	19%	10%	7%	7%

There was at least a 10% increase in awareness in almost all services compared with T3 in 2022. The most substantial increase was Disability Inclusion (+14%) and Library Services (+11%). There continues to be over 10% of students who don't know, but would like to know about Careers, Counselling and Scholarships.

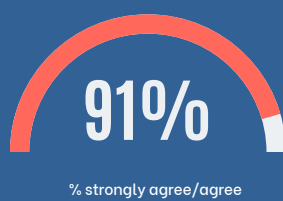
Culture & Connectedness



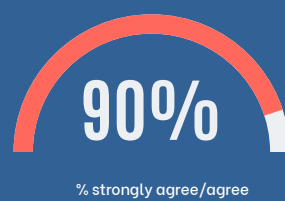
Other students have been respectful.
(+4% from T3, 2022)



Other students have been friendly.
(+7% from T3, 2022)



The Gordon staff have been friendly.
(-1% from T3, 2022)



The Gordon staff have been helpful.
(-2% from T3, 2022)

You speak, we listen, we act

We will be working with staff and students across The Gordon to learn and improve from the insights students have shared. Some actions completed as a result of student feedback last year include:



Review of information in Student Portal



Student focused messages on digital signage



Wayfinding project (phase 1) at City Campus

For further insights, please email studentexperience@gordontafe.edu.au