



YOUR VIEWS COUNT

This questionnaire is designed to determine quickly and simply your views on the current importance and performance of the many services provided to staff by various units within UWS.

The results of your feedback will help the University to determine how well its quality of service developments over recent years are working and what areas require further improvement or attention. Where a service attracts a high importance rating from staff and a lower rating on performance the University will address it. Where it attracts a high importance and performance rating this will be acknowledged as an area of good practice.

Seeking feedback on all UWS staff services in a single university-wide survey will also demonstrate to the Australian Universities Quality Agency during its forthcoming audit of UWS that the University is committed to taking a systematic approach to seeking and acting upon feedback not only from its students but also from its staff.

You will need to use your mouse to respond to some of the questions in this survey. When you place the pointer  over a circle, the pointer will change to a pointing hand icon  allowing you to select your response. When you click on the circle, it will change to a filled circle ●.

Please take the 20 minutes necessary to complete the survey as we want to ensure that we have a fully representative picture of all staff views not just a small number. *Please note that your anonymity & confidentiality is assured.*

Thank you in advance for your participation.

IMPORTANT

For each item, please click on the oval which best describes your rating of its importance and current performance. First please rank how important you think each aspect is on the five point importance scale, then rank how well it is presently being delivered from your perspective using the five point current performance scale. If you do not use a particular service, please click on the NOT USED circle.

At the end of each section of the survey there is room to comment on the best aspects of your current experience and what most needs improvement.

If you wish to discuss any aspect of the survey, please contact Mahsood Shah on (02) 9678 7454 or email Mahsood Shah m.shah@uws.edu.au

The details below will be used for statistical purposes only. Please click on the appropriate response.

Q1. Gender Male Female

Q2. Age 17 - 25 26 - 35 36 - 45 46 - 55 56 - 65 Over 65

Q3. What is your current level of employment?

Academic Staff

Senior Executive Lecturer

Professor Assoc Lecturer

Assoc Professor Tutor

Senior Lecturer Research Associate

Other:

General Staff

Senior Executive

HEW 9 - 10

HEW 6 - 8

HEW 1 - 5

Other:

Q4. Number of years of employment with UWS

1 - 5 16 - 20

6 - 10 21 years or more

11 - 15

Q5. College / Division you work in

College of Arts

Division of Corporate Services

College of Business

Division of Development & International

College of Health & Science

Sydney Graduate School of Management

Academic Services Division

Other:

Q6. Campus on which you work or spend most of your time

Bankstown

Hawkesbury

Other:

Blacktown

Parramatta

Campbelltown Penrith

Q7. Mode of employment

 Full-time Part-time Other (please specify): **Services provided by the Academic & Services Division**

Q8. The following items seek your views on the importance and current performance of various services provided by units within the Academic & Services Division.

IMPORTANCE					ITEMS	CURRENT PERFORMANCE			NOT USED	
Not Important	Moderately Important	Essential				Low	Medium	High	NU	
					INFORMATION TECHNOLOGY:					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. The UWS network and its associated services (internet access, email, public folders, calendars)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. Telephone Services (landline, mobiles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. Help desk services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. Campus support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. IT procurement services (acquisition, disposal, software licensing & lease management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. Hosting and support for corporate applications (Callista, Oracle financials, Concept)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					FINANCE:					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7. Management accounting advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8. Taxation and insurance advice and reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9. Accounts payable / corporate card services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10. Purchase/acquisition services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					LIBRARY:					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11. Library collections (books, serials)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12. Access to electronic information sources and services (on campus and remote)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13. Services provided by Library staff (academic liaison, e-reserve, document delivery, intercampus loans etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14. Information literacy provision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					EDUCATIONAL DEVELOPMENT CENTRE:					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15. Academic staff development in learning and teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16. Educational design consultancies with academic groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17. WebCT system, support services, and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18. Educational evaluation services, including student feedback surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19. Research supervisor forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20. Audio visual equipment and support in teaching spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21. Videoconferencing system and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					OFFICE OF ACADEMIC REGISTRAR:					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22. UWS Admissions Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23. UWS enrolments process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24. Training for staff on admissions and enrolments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25. Advice on the range of Student Support Services available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26. Assistance with careers and employment resources and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27. Provision of Career Hub database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please identify the best aspects of the services provided by the Academic & Services Division

10. Please identify the areas that most need improvement

Services provided by the Division of Corporate Services

Q11. The following items seek your views on the importance and current performance of various services provided by units within the Division of Corporate Services.

IMPORTANCE					ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential				Low	Medium	High	NU
					AUDIT & RISK ASSESSMENT:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. Auditing of systems & operations to ensure compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. Investigations of a range of allegations of fraud and corrupt conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. Risk Assessment and management advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					HUMAN RESOURCES:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. Staff recruitment & appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. Staff induction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. Staff salaries and superannuation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7. Occupational Health & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8. Support for industrial relations and employee performance matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9. Staff online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					LEGAL COUNSEL:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10. Legal advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11. Assistance with drafting legal documents / contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12. Assistance with negotiation and dispute resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13. Assistance with formal litigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					MARKETING:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14. Provision of marketing advice including brochure development, events advertising and other programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15. Designing, implementing and evaluating marketing strategy targeted to students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16. High schools liaison, including school visits, careers marketing and information sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17. UWS Call Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18. Web and Design Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19. Alumni & Graduate Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					MEDIA & COMMUNICATION:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20. Media releases to promote UWS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21. Professional media advice, and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22. Dissemination of UWS stories to internal audiences via the use of 'AroundUWS' and e-updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23. Photographic services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Services provided by the Division of Corporate Services (Contd.)							
IMPORTANCE			ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential		Low	Medium	High	NU
			PLANNING & QUALITY:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24. Conduct of university-wide surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25. Production of reports on student feedback & course performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26. Assist the University to prepare for its audit by the Australian Universities' Quality Agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27. Develop and implement a new UWS complaints management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	28. Assist the University with its strategic planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29. Provision of management information & external reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			POLICY & COMPLIANCE:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30. Advice and information on privacy related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	31. Management of non-academic misconduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	32. Policy maintenance, dissemination and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33. Maintenance and advice on the UWS delegation register	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			PROFESSIONAL DEVELOPMENT:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34. General and Academic staff development and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	35. Leadership and management development and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36. Organisational development e.g. facilitation of planning and change processes, network forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37. Customised training and consultancy to Schools and Units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			RECORDS & ARCHIVES:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38. Records' management advice / assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39. Secure, centralised storage of records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	40. TRIM records' management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	41. Training in and support for recordkeeping programs in business units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			SOCIAL JUSTICE:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42. Advice on discrimination, harassment, bullying & processes for their resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43. Staff development and information on social justice issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	40. Advice on the inclusion of social justice principles in planning, policy and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Please identify the best aspects of the services provided by the Division of Corporate Services

13. Please identify the areas that most need improvement

Services provided by the Division of Development & International

Q14. The following items seek your views on the importance and current performance of various services provided by units within the Division of Development & International.

IMPORTANCE					ITEMS	CURRENT PERFORMANCE			NOT USED
Not Important	Moderately Important	Essential				Low	Medium	High	NU
					OFFICE OF BUSINESS DEVELOPMENT:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. Consulting services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. Intellectual property advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. Development of business ideas and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. Business case assessment/approvals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					CAPITAL WORKS & FACILITIES:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. Mail service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. Security service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7. Maintenance (repairs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8. Capital works (refurbishments and new works)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9. Grounds' management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					INTERNATIONAL OFFICE:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10. Country specific briefings for staff engaged in offshore activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11. Cross-cultural workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12. Coordination of marketing into target countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					PRINT SERVICES:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13. Timely production of printed materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14. Expertise in print buying and distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					OFFICE OF REGIONAL DEVELOPMENT:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15. Facilitation of links with industry, community and government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16. Support for partnerships with Greater Western Sydney organisations and groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17. Promotion and diffusion of science & technology in GWS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					OFFICE OF RESEARCH SERVICES:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18. Advice and support for external research funding applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19. Support for higher degree research supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20. Assistance in managing research projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21. Online lodgement of publications' activity on the web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					DEVELOPMENT OFFICE:				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22. Improving UWS donations & sponsorship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23. Advice, guidance and assistance with establishing externally funded scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please identify the best aspects of the services provided by the Division of Development & International

16. Please identify the areas that most need improvement

IN SUMMARY

17. Please identify in summary the three most important things the university should do to improve its service to staff

- 1.
- 2.
- 3.

18. Your ideas on income generation and cost reduction

Your ideas on income generation

Your ideas on cost reduction

OVERALL SATISFACTION RATING

19. Overall I am satisfied with the quality of service I am receiving as a UWS staff

- Strongly Disagree Disagree Neutral Agree Strongly Agree

Thank you for your time and cooperation.