

SECTION FOUR: UNDERGRADUATE STUDENTS

1. What does the program seek to achieve for its students?
2. What are the expectations of the students? How and how well are these met?
3. How are students challenged, their higher order thinking and critical judgement increased on the program?
4. Knowledge of students and stakeholders
5. How are students' needs, expectations and preferences identified and addressed in the Faculty?
6. How does the Faculty build relationships, networks, contacts and strategies for recruitment, retention and satisfaction of students and stakeholders?
7. Target students populations, and how these are/are not changing over time, and why
8. Profile of student population
9. Equity principles
10. Student progress and success rates, and their monitoring
11. Student understanding of the program
12. Mentoring of students
13. Student support on the program
 - a. nature and amount of student support
 - b. quality of student support on the program
 - c. the number and utilization of assistants
 - d. counselling support
 - e. extra-curricular support
14. Students with disabilities
15. How is student performance enhanced and assured to be of the highest quality?
16. What contact mechanisms exist on the program for staff and students to communicate, how well are these used, and with what outcomes?
17. How does the program build positive relationships with students in the achievement of their, the Faculty's and the program's objectives?
18. Feedback *to* students and action taken from this
19. Feedback *from* students and action taken from this
 - a. collecting and using student feedback
 - b. questionnaires
 - c. discussion and dissemination of feedback
 - d. staff/student consultative committees
20. How is student satisfaction determined on the program? Are there surveys of student satisfaction, and how are they used?
21. How is student feedback (including complaints) handled? What use is made of feedback for the program, research and administrative development?
22. How is student feedback kept up to date as programs change and new developments occur?

23. How are student feedback and other data used for program improvement?
24. How are student complaints handled?
25. Career development
26. Status of, and attention given to, orientation, guidance, career guidance and academic advice
27. Integration of students into the Faculty
28. Student representation on committees
29. Arrangements for consultations with students
30. How are students kept informed of developments and decisions on the program?
31. Are staff available for consultation with students?
32. Are there office hours for staff to be available?
33. Student evaluation and satisfaction
34. Student morale
35. Post-graduation career and employment of students
36. Alumni: communication, satisfaction, loyalty
37. External review and quality assurance
38. Student records
39. Strategies for improving student support, and the impact of these
40. Strategies for staff development to improve student support, and the impact of these
41. Current strengths and weaknesses
42. Future directions
43. Key challenges and prospects
44. Key opportunities