SECTION FOUR: STUDENTS (POSTGRADUATE)

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. Research training for students
17. What contact mechanisms exist on the program for staff and students to communicate, how well are these used, and with what outcomes?
18. How does the program build positive relationships with students in the achievement of their, the Faculty's and the program's objectives?
19. Feedback *to* students and action taken from this
20. 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
21. How is student satisfaction determined on the program? Are there surveys of student satisfaction, and how are they used?
22. How is student feedback (including complaints) handled? What use is made of feedback for the program, research and administrative development?

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