



## TellQUT Monthly Report for September 2008

This report is a summary of feedback submitted to TellQUT between 1 September and 30 September 2008.

<b>Total number of TellQUT feedback issues submitted</b>	16
Positive	1
Negative	15

### Common Issues identified:

Information Technology equipment = 3

Facilities: Maintenance = 2

Teaching & Learning: Assessment = 2

LEX = 2

Facilities: General = 2

### Categories of other issues identified:

Information Technology: General

Query

Services: Counselling

Graduations/Ceremonies

Facilities: Buildings

### How QUT responded to some of the issues raised:

**Issue:** For new students there is needed more information. For example, the class/lecture number are on the side of the door that is usually left open which means that students cannot see it, therefore they get lost.. Change please to the opposite side of the door. Also, on Building L some exit doors are locked at certain time on the evening, why you do not put a notice saying that?, so people are aware that after finishing the evening class (6-9pm) have to leave through Level 2? I mean instead of making us waste time? THANK YOU.

**Response:** *We will update the Design Standards Guidelines (DSG) to include visibility of the sign when the door is open and we will look for this problem and add/replace door number signs as we continue to correct door number signs. We will correct GP L Block by end of November and look at our progress and consider some additional resource to ensure that we have made all the corrections by the start of semester 2009. At QUT the personal safety of students and staff is important so you will find that every evening buildings are locked down but users are still be able to enter or leave via the principle building entrance until classes finish for the day. Then authorised users can still gain access or egress after hours using their ID access card. Signage advising this is regularly renewed at the affected doors.*

**Issue:** I just want to say how great the counselling service is. I recently saw XXX, who helped me immensely at a time when I thought my only option was to pull out of a subject halfway through semester. Also, the admin staff on reception are lovely, helpful and passionate. Thank you for providing this service - it really is a brilliant asset.

**Response:** *Thank you for this feedback. It is always great to know that we are meeting your needs and that you are benefiting from the services QUT provides.*

**Issue:** The computers in O Block are becoming a complete joke. There aren't very many left that actually turn on and have all the parts with it. The ones that do work though have ridiculous security settings and the date is incorrect. I cannot access QUT Virtual without multiple security warnings and I can't access my calendar because the computer thinks it's May 2007.

**Response:** *We have been experiencing some hardware issues with this lab and are working on resolution as a priority. Of the 15 machines available in this room 11 are operational and we will endeavour to have the remaining 4 restored by the end of next week.*

**Issue:** Hi, Just wanting to let you know that the LEX surveys which are meant to be up on QUT virtual are not up for all students. Hopefully this can be fixed.

**Response:** *The LEX surveys are not available to all students at the same time. They are linked to individual teaching periods. Therefore, when you are eligible for the LEX depends on what teaching period you are enrolled in. You are eligible for the 2008/2 LEX which starts at 9am Saturday 27 Sept 2008.*

**Issue:** To whom it may concern, I was wondering what are the contents that will be shown on the Graduation parchment when people graduate. In particular are GPAs shown on the parchment?

**Response:** *GPAs are not shown on the Graduation parchment. The main details on the parchment are your name, the date of conferral and your course name. Details of the award/course name can be found at [http://www.appu.qut.edu.au/coursedev/course\\_lists/approved\\_courses/index.jsp](http://www.appu.qut.edu.au/coursedev/course_lists/approved_courses/index.jsp). GPA's are however shown on official academic records which can be obtained from campus Student Centres (details at <http://www.studentservices.qut.edu.au/grad/records/index.jsp>)*