



Agent – Student Feedback Form

This feedback form is used to gather information from students who have used an Agent to assist them with their enrolment in an Australian Tertiary Institute course. Your feedback helps us to ensure that Agents have and are providing valued assistance to students and that the experiences and services you will receive from Australian Tertiary Institute are properly explained to you by the Agent. Please circle the response for each question that represents your experience. If you did not use an Agent - do not complete the form.

Agency name			
Contact person		Country	
Student name		Date	/ /
1. The venue and facilities available at Australian Tertiary Institute are what my agent described.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
2. I am satisfied with the way my Agent assisted me before I arrived at Australian Tertiary Institute.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
3. My Agent always demonstrates honest and ethical behavior.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
4. The information provided to me by my Agent about living and studying in Australia was accurate.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
5. The information provided by my Agent about studying at Australian Tertiary Institute was accurate.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
6. I had a good understanding of what was required of me as a student before I arrived.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
7. I would recommend the Agent that I used to other students.			
4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
Comments about the Agent I used			
8. What are the two best things about your Agent?	1.		
	2.		
9. Do you have any additional comments regarding your Agent?			
10. Is there anything that Australian Tertiary Institute could have done that would improve your experience coming to Australia for study?			



Thank you for your feedback, which will remain confidential.

For office use only					
Recorded by name & position		Signature		Date	/ /