LA TROBE UNIVERSITY

Academic Services

Customer Service Feedback Form

Encompassing Admissions, Examinations, Scholarships and Graduations Office, Student Records Office, Student Systems Unit

The staff of Academic Services recognise the value of your feedback. Please feel free to comment on any aspect of our service to assist us to continuously review and improve areas of importance to you.

SECTION A: Issue (please tick appropriate box)

- ☐ CEMS & Results
- ☐ Enrolment
- ☐ Admissions
- ☐ Student Records Office
- ☐ Fees, GSF, HECS-HELP, FEE-HELP
- ☐ Publications (including web)
- ☐ Graduations
- ☐ Examinations
- ☐ StudentOnLine
- ☐ Undergraduate Scholarships
- ☐ Financial Aid
- ☐ Other _____

Date: _____ /_____ /_____

Comment:

All comments regarding our service will be taken into consideration to assist us to improve ongoing processes. It is our aim to acknowledge all feedback forms within five working days of receipt. If you would like feedback from us on the action taken regarding your comments, please complete the details below.

SECTION B: Contact Details (Optional)

Family Name: _____ Student/Staff No: ☐☐☐☐☐☐☐☐

Given Names: _____ Mr/Mrs/Ms/Miss _____

Address: _____

_____

State: _____ Postcode: _____

Please return this form to:

Customer Service Feedback
Deputy Manager, Academic Services
La Trobe University VIC 3086

PRIVACY STATEMENT

At La Trobe University, we respect the privacy of your personal information. We collect personal details on this form to provide you customer feedback and ensure that your entitlements and obligations are appropriately managed. You are not required to provide this information, but if you do not, we will be unable to provide you feedback on your query. This information will not be disclosed to another area within the University or external body and shall only be used for the above purpose.
You may have the right to access the personal information that we hold about you subject to any exceptions in relevant laws, by contacting the Student Records Office or ringing us on 03 9479 2005.