

ONLINE BUSINESS SIMULATIONS POST-SIMULATION SURVEY



This survey seeks your views about the use of online simulations in business education and should take less than **20 minutes** to complete. The survey is part of an Australian Government funded project titled *Enhancing Student Learning Outcomes with Simulation-based Pedagogies*. This project will evaluate and promote pedagogies that enhance the learning outcomes of online simulations in business and related fields.

Your participation is entirely **voluntary** and you can cease completion of the survey at any time without comment or penalty. All answers are **confidential** and can in no way be linked to your personal details. Once a survey is completed it is impossible for any collected data to be withdrawn. Aggregated data and project reports may be used by the Australian Government, or their licensees, as comparative data in future projects, and will be presented in a publicly accessible online site. Individual data will not be published separately. By taking the survey you are giving **consent** to be part of this research.

This study adheres to the Guidelines of the ethical review process of The University of Queensland. Whilst you are free to discuss your participation in this study with Dr Pierre Benckendorff (contactable on (07) 3346 7089 or p.benckendorff@uq.edu.au) if you would like to speak to an officer of the University not involved in the study, you may contact the Ethics Officer on (07) 3365 3924.

1. What is your student identification number?

Note: this information will only be used to link your pre-simulation and post-simulation surveys and will not be retained for further analysis.

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SECTION 1: LEARNING FROM SIMULATIONS

Read each question and mark your answers by filling the circles like this: ●

2. The following items are about how the simulation has benefitted your **learning**. Please rate your agreement with the following statements.

The simulation developed my...	STRONGLY DISAGREE				STRONGLY AGREE			
...problem solving skills	<input type="radio"/>							
...planning skills	<input type="radio"/>							
...understanding of finance	<input type="radio"/>							
...understanding of marketing	<input type="radio"/>							
...understanding of staffing	<input type="radio"/>							
...understanding of operations	<input type="radio"/>							
...understanding of strategic management	<input type="radio"/>							
...understanding of how the different departments of an organization interact with each other	<input type="radio"/>							
...understanding of 'real world' problems faced by organisations trying to make a profit	<input type="radio"/>							
...knowledge of key business terms, concepts and conventions	<input type="radio"/>							
...ability to apply my knowledge to a business	<input type="radio"/>							
...ability to analyse data	<input type="radio"/>							
...ability to evaluate problems and make decisions	<input type="radio"/>							
...ability to create new ideas or plans	<input type="radio"/>							

3. The following items are about your **satisfaction** and **enjoyment** of the simulation. Please rate your agreement with the following statements.

	STRONGLY DISAGREE				STRONGLY AGREE			
The simulation was challenging	<input type="radio"/>							
I enjoyed learning with the simulation	<input type="radio"/>							
The simulation made the course more interesting	<input type="radio"/>							
The simulation allowed me to build on knowledge gained from previous courses	<input type="radio"/>							
The simulation allowed me to learn from my mistakes through trial and error	<input type="radio"/>							
I feel I am more 'work ready' after using the simulation	<input type="radio"/>							
The skills and knowledge learnt during the simulation will be useful for my future career	<input type="radio"/>							
I am satisfied with the online software application used for the simulation	<input type="radio"/>							
Overall, I learned a lot from the simulation	<input type="radio"/>							
Overall, I am satisfied with the simulation as a learning tool	<input type="radio"/>							
Overall, the simulation has met my expectations	<input type="radio"/>							

SECTION 2: LEARNING ACTIVITIES

4. The following items are about the **resources**, **learning activities** and **assessment tasks** related to the simulation. Please rate your agreement with the following statements.

	STRONGLY DISAGREE				STRONGLY AGREE			
I am satisfied with the in-class activities which assisted my understanding of the simulation	<input type="radio"/>							
I am satisfied with the assessment tasks related to the simulation	<input type="radio"/>							
I am satisfied with the assessment weighting attached to the simulation	<input type="radio"/>							
The assessment attached to the simulation enhanced my understanding of business operations	<input type="radio"/>							
The simulation interface was easy to use	<input type="radio"/>							
The learning resources (e.g. user guides, videos, tutorials) provided with the simulation enhanced my learning	<input type="radio"/>							
I am satisfied with the information I received to perform my tasks with the simulation	<input type="radio"/>							
There were sufficient resources (e.g. user guides, videos, tutorials) to help me learn the simulation	<input type="radio"/>							
My teachers were knowledgeable about the simulation	<input type="radio"/>							
My teachers worked hard to help me learn from the simulation	<input type="radio"/>							
There were sufficient opportunities to ask my teachers questions about the simulation	<input type="radio"/>							
Overall, I am satisfied with this course	<input type="radio"/>							
Overall, this particular course has met my expectations	<input type="radio"/>							
I would recommend taking this course to other fellow students	<input type="radio"/>							

SECTION 3: TEAMWORK

5. The following items are about **team interaction** during the simulation. Please rate your agreement with the following statements.

	STRONGLY DISAGREE				STRONGLY AGREE			
It was easy for the team to agree on important decisions	<input type="radio"/>							
Key decisions about our company were made by the entire team	<input type="radio"/>							
I was comfortable sharing my ideas with my team	<input type="radio"/>							
Most of the time, members of our team asked each other for feedback on their work	<input type="radio"/>							
Team members acknowledged the points of view of others	<input type="radio"/>							
There was a team leader who guided the simulation	<input type="radio"/>							
The contributions of other team members assisted my understanding of the simulation	<input type="radio"/>							
My team had regular meetings to evaluate our performance	<input type="radio"/>							
Our team performed well in the simulation	<input type="radio"/>							
My team was dedicated to the task	<input type="radio"/>							
My team worked well together	<input type="radio"/>							
My team actively exchanged ideas using online tools	<input type="radio"/>							
The unique skills and talents of each team members were fully valued and utilised	<input type="radio"/>							
Our team interactions helped me to understand other points of view	<input type="radio"/>							
Working as a team allowed me to work smarter, not harder	<input type="radio"/>							
I was able to learn new skills and knowledge from other members in my team	<input type="radio"/>							
Competition between teams motivated me to spend more time on the simulation	<input type="radio"/>							
Overall, working as a team on the simulation was better than other team assessment tasks I have experienced.	<input type="radio"/>							
	STRONGLY DISAGREE				STRONGLY AGREE			

6. The following items are about your **attitudes** toward teamwork. Please rate your **agreement** with the following statements.

	STRONGLY DISAGREE				STRONGLY AGREE			
Teamwork is an effective way to prepare for the workforce	<input type="radio"/>							
Teamwork is an effective way to accomplish a task	<input type="radio"/>							
I feel comfortable working in a team	<input type="radio"/>							
The simulation helped me understand the importance of teams	<input type="radio"/>							
The simulation helped develop my teamwork skills	<input type="radio"/>							
Working in a team has improved my communication skills	<input type="radio"/>							
Overall, I think I learn more working in a team	<input type="radio"/>							

SECTION 5: PROBLEM SOLVING SCENARIO

Please read the following scenario and answer the questions below. Mark only one option for each question.

Hotel Royale has experienced a drop of business over the last year resulting in a loss of \$500,000. The General Manager is very concerned and has asked for your advice to assist in improving the hotel's profit in a number of areas of the hotel operations.

11. In order to improve the hotel's profit, I would first recommend to:
- Increase the room rate
 - Decrease the number of staff
 - Decrease expenses
 - Evaluate the target markets and hotel product
 - Increase advertising
12. Which are the two key components of revenue management...
- Monitoring rates and monitoring room sales
 - Allowing overbooking and managing late bookings
 - Discounting rooms and offering packages
 - Forecasting and monitoring rooms sales
 - Monitoring expenses and revenue
13. The Marketing Manager's responsibility is to...
- Manage front office operations
 - Promote and advertise the hotel
 - Discount the hotel to sell more rooms
 - Monitor room occupancy
 - Implement sustainability initiatives
14. Revenue management is important because...
- Hotel rooms are perishable
 - The hotel needs to make a profit
 - Hotels can increase their inventory
 - Customers book in advance
 - Rates constantly change
15. If the General Manager decides to sack staff, what is the most important possible outcome...
- A reduction in expenses
 - A reduction in service quality
 - A reduction in staff turnover
 - A reduction in staff training
 - A reduction in occupancy
16. Which of the following occurred to Hotel Royale's Balance Sheet when their conference centre was built last year?
- Their expenses increased
 - Their short term debt increased
 - Their total assets increased
 - Their revenue increased
 - Their staffing increased
17. This month, Hotel Royale has \$200,000 cash as bank, \$100,000 in accounts payable and \$50,000 in accounts receivable, how much money does the hotel have at the end of the month?
- \$100,000
 - \$150,000
 - \$200,000
 - \$250,000
 - \$300,000

SECTION 6: ABOUT YOU

18. How much did you contribute to the success of your team?
- Far more than other team members
 - More than other team members
 - About the same as other team members
 - Less than other team members
 - Far less than other team members
19. How many of your classes did you attend this semester?
- 80% to 100%
 - 60% to 79%
 - 40% to 59%
 - 20% to 39%
 - Less than 20%
20. On average, how many **hours per week** did you personally spend on the simulation and related assessment?
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21. On average, how many **hours per week** did you spend working with your group on the simulation and related assessment?
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22. On average, how many **hours per week** did you spend on paid work this semester?
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