

**Development of online evaluation for improving customer service at  
Kangan Batman TAFE**

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Kangan Batman TAFE is located in the north-west region of Melbourne Metropolitan area. It was the result of the merger between Kangan Institute of TAFE (formerly Broadmeadows College of TAFE) and John Batman Institute of TAFE. It is committed to programs, training resources and services being developed and delivered to its stakeholders.

Currently, web based surveys are being used primarily for evaluating VET online delivery. There has been minimal research and usage of this tool to gather stakeholder satisfaction and customer feedback information which is required as part of the performance indicators by the State Training System. This paper will examine some of the current online evaluation tools being used in the VET sector and discuss the holistic approach being employed by Kangan Batman TAFE in developing the most appropriate online evaluation tools for all its customers.