

**STUDENT
SATISFACTION
SURVEY REPORT**

December 2018

Objectives and Areas in the Student Satisfaction Survey:

- To measure the student's level of satisfaction on their experiences with the College covering the areas as shown below:
 - a. Section A: Physical Facilities and Infrastructure
 - b. Section B: Standard and Quality of Student Support Services
 - c. Section C: Effectiveness of Communication
 - d. Section D: Adequacy, Accessibility and Quality of Teaching-learning Resources and the College Environment
 - e. Section E: Academic Staff Performance (quality of teaching)
 - f. Section F: Course Counselling Experience
 - g. Section G: Assessment Methods and Frequency
 - h. Section H: Overall Students Satisfaction Level
- To identify and address gaps for process improvement in the next year.

Survey Results:

SECTION A: PHYSICAL FACILITIES & INFRASTRUCTURE		
No	Questions	Score
1	My classroom is easy to locate	5
2	My classroom is clean and tidy	4
3	The facilities provided are conducive for learning (eg. Library, computer lab and etc)	5
	Average Score:	5

SECTION B: STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES		
No	Questions	Score
4	It is convenient for me to request for services when needed	5
5	The staff is sufficient and prompt in their services	4
6	The services and information provided by the staff met my needs	5
7	The staff is helpful in guiding me through the Student's pass formality process	5
	Average Score:	5

SECTION C: EFFECTIVENESS OF COMMUNICATION		
No	Questions	Score
8	The college used various channels to clearly communicate to me the college policies and critical course information.	4
9	I have been promptly updated on any changes to critical course information.	4
	Average Score:	4

SECTION D: ADEQUACY, ACCESSIBILITY AND QUALITY OF TEACHING-LEARNING RESOURCES AND COLLEGE ENVIRONMENT		
No	Questions	Score
10	My Classrooms and Labs are adequately equipped with teaching learning equipment to aid the lecturer in the delivery of lessons.	5
11	Adequate number of Digital Classrooms and Virtual classrooms are available	5
12	Adequate number of Computer and English Labs are available	5
13	It is easy to access to the learning resources in the college library, computer labs and English Language labs.	5
14	I feel safe studying in the college with the security cameras installed in each block/building.	5
	Average Score:	5

SECTION E: ACADEMICSTAFF PERFORMANCE i.e., QUALITY OF TEACHING		
No	Questions	Score
15	I am able to cope with my lecturer pace of teaching	5
16	My lecturer used various teaching method which enhanced my learning.	4
17	I find it easy to ask my lecturer questions whenever I do not understand	5
18	My lecturer has been prompt in helping me with my assigned work when I requested.	5
	Average Score:	5

SECTION F: COURSE COUNSELLING EXPERIENCE OF STUDENTS		
No	Questions	Score
19	I have been clearly briefed about the course at the beginning of the Semester.	5
20	I have been given Question Banks to help me in my study	5
21	I have been briefed about the objectives, course outcomes and blue print of the model question paper	4
	Average Score:	5

SECTION G: ASSESSMENT METHODS AND FREQUENCY		
No	Questions	Score
22	I have been well informed on the module/course assessment dates i.e, exams in advance.	4
23	I feel that the college has done all assessments fairly as per scheduled	4
24	I received the results of my assessment within two months from the date of assessment	4
	Average Score:	4

SECTION H: OVERALL STUDENT SATISFACTION LEVEL		
No	Questions	Score
25	OVERALL STUDENT SATISFACTION LEVEL	5
	Average Score:	5

Result and Report:

The overall student satisfaction survey results achieved for 2018-19 was 5 against set target of 4 . These generally showed that students were satisfied with their study experiences with Government Degree College(A) Tuni..

From the survey, more than 90% of the participants responded (strongly agree and Agree) that they were satisfied with the services rendered by the College.

With the implementation of the more improved actions chalked out by the survey, we will be expecting better results in 2019-20.

The next Student Satisfaction Survey has been scheduled on January 2020 for the academic year 2019-20.