

# **Sanjari International College**

Student Satisfaction Survey 2012-2013

## **Introduction**

This is the second Student Satisfaction Survey (SSS) conducted by the Sanjari International College.

### **Aim of the survey**

The aim of the survey is to collect data on those aspects of the college that are considered most important to students and to assess levels of satisfaction associated with them. The data is analysed in such a way as to provide a useful and meaningful basis for Management, Faculty and Professional Services decision-making.

The responses presented in this report are grouped under three main sections:

- Academic Provision (teaching on the course, assessment and feedback, academic support, organisation and management, learning resources, personal development)
- Professional Services (library & resources, computing facilities, student services)

### **Questionnaire Design and Completion**

The survey contains statements which students score against and also contains generic questions.

Students are asked to grade their levels of satisfaction against the statements on a scale of 1 – 5. The survey also provides the opportunity for students to comment on any particularly positive or negative aspects of their time at College.

In completing the survey, students were asked to supply responses only in relation to their main or nominated subject. This year the questionnaire was distributed by the lecturers at classroom, receptionist and student welfare officer at front desk. The questionnaire distribution process duration was about 4 weeks long. At the close of the survey on 25 July 2013, and after several reminders, a total of 54 responses had been received. The total represents approximately 67% of the student population and is a good statistical sample.

The Questionnaire is divided into the following sections:

1. Course content
2. The teaching on my Course
3. Assessment and feedback
4. Academic support
5. Organisation and management
6. Learning resources
7. Personal development
8. Course Delivery
9. Careers
10. Social Opportunities
11. Welfare Resources and Facilities
12. Learning Community

## **Results:**

The design of the survey is such that students are asked to state their level of agreement with positive statements about the college. A high score indicates a high level of satisfaction and a low score indicates a low level of satisfaction. The scale used is: 5 definitely agree, 4 mostly agree, 3 neither agree nor disagree, 2 mostly disagree and 1 definitely disagree. A 'not applicable' response is also offered as 0.

The results show a mean score for each statement.

### **1. Course content**

From the result of data analysis it is clear that the students are satisfied with the course content.

They are agreed with the content of Course matches with their expectations and they are very satisfied with that. They believe that the content of Course enables them to acquire knowledge and understanding of the subject matters. The learning and teaching methods used in their Course are appropriate and the students are satisfied with the workload on their Course. The two areas where the immediate action is necessary are (a) learning and teaching methods and (b) workload though they are very close to the satisfactory level.

## **2. The teaching on my Course**

Students are satisfied with the teaching practices. Average satisfaction level is 3.87 which is good but need to be improve. Each statement has successfully met the benchmark (3.5). In addition to meeting the benchmark satisfaction, satisfaction levels did not vary too much across all statements.

## **3. Assessment and feedback**

Most of the students are satisfied with the assessment process and the average agreeableness with the satisfaction is 3.88. It is to be noted that the 13 number statement stays just above the 'Neither satisfied not dissatisfied' zone. The process of providing detailed comment on students' work need to be improved as soon as possible.

## **4. Academic support**

Academic support given to the students is satisfactory. As the average (3.92) reached above the Benchmark (3.50), SIC is happy about it. Though there is enough opportunity to increase the standard. Among the four statement of this area, students highly appreciated the statement number 15 where it states 'I have received sufficient advice and support with my studies'.

## **5. Organisation and management**

Total average for the three statements under 'Organisation and management' is 3.87. Communication with the learners (especially at the time of changes in Course and Teaching) need to be improved.

## **6. Learning resources**

Students are happy with the learning resources (Av=3.90). They are happy with the library facility as it has sufficient books for them.

A number of potential causes have been considered by the Library, IT Services and the Learning resources including:

- Increased numbers of students outpacing the increased numbers of PCs, seats available
- Increased student expectation from increased use of technology in College
- Students increasingly comparing the technology-enabled learning and teaching
- Student dissatisfaction with the provision of WiFi across campus

However, the lower satisfaction zone was identified as access to general IT resources though we have sufficient PCs for each learner. In this particular statement (No 23) further investigation is necessary.

It was also noted that the statement provides for a degree of ambiguity and it is not possible to identify exactly what element of 'IT resources' students are considering when reporting their satisfaction.

## **7. Personal development**

The average satisfaction level for the Personal development is 3.91 which is above the benchmark. Among the 4 statements, Statement number 26 is in

comparatively in higher satisfaction zone where statement no 27 is in lower satisfaction zone.

#### **8. Course Delivery**

Total average for the three statements under 'Course Delivery' is 3.87. The area where the students are less satisfied compare to other issues in course delivery is the practical activity on the course. Action need to be taken to make the course delivery with considering more practical activity.

#### **9. Careers**

Student are happy with their career prospect (Av=3.91). Only three statements are associated with the section. None of them can be considered as poor satisfier though some improvement opportunities are always there.

#### **10. Social Opportunities**

Social Opportunities is one of the areas where SIC always put its interest. Students are satisfied with the Social Opportunities (Av= 3.93) which can be also seen from their in-Campus activities.

#### **11. Welfare Resources and Facilities**

Welfare Resources and Facilities provided to the students are satisfactory. As the average (3.84) reached above the Benchmark (3.75), SIC is happy about it. However, SIC is not satisfied with the consequence (Av=3.73) relating to the statement 42 'There is sufficient provision of welfare and student support services to meet my needs'. Further research is necessary and proper action need to be taken.

## **12. Learning Community**

The students are satisfied with the learning community (Av= 3.89) of the college and they feel that they are part of it. They have got the sense of belongings. No particular dissatisfied zone appeared in this section.

Stage 1: Survey Data Input Period: 07/08/2013-14/08/2013

Stage 2: Survey Data Process Period: 21/08/2013

Stage 3; Initial Data Analysis Period: 04/09/2013-06/09/2013

Stage 4: Result Submission: 18/09/2013

Stage 5: Critical Analysis of the Result and Action Plan Determination: 25/10/2013

Appendix1: Student Satisfaction Questionnaire with Statements in Order

**Student Satisfaction Survey for Sanjari International College**

Response scale:

5 = Definitely agree; 4 = Mostly agree; 3 = Neither agree nor disagree; 2 = Mostly disagree;

1 = Definitely disagree; 0 = Not applicable

<i><b>Course content</b></i>		
1.	The content of my Course matches my expectations.	
2.	The content of my Course enables me to acquire knowledge and understanding of the subject.	
3.	The learning and teaching methods used in my Course are appropriate.	
4.	The workload for my Course is appropriate.	
<i><b>The teaching on my Course</b></i>		
5.	Staff are good at explaining things	
6.	Staff have made the subject interesting	
7.	Staff are enthusiastic about what they are teaching.	
8.	The Course is intellectually stimulating	
<i><b>Assessment and feedback</b></i>		
9.	Information about what is required to pass courses/modules and obtain a particular class of Course is clear.	
10.	The criteria used for marking have been clear in advance	
11.	Assessment arrangements and marking have been fair	
12.	Feedback on my work has been prompt	

13.	I have received detailed comments on my work	
14.	Feedback on my work has helped me to clarify things I did not understand.	
<b><i>Academic support</i></b>		
15.	I have received sufficient advice and support with my studies.	
16.	I have been able to contact staff when I needed to.	
17.	Good advice was available from my department when I had questions about my studies.	
18.	The support and supervision I receive from academic staff enable me to study independently.	
<b><i>Organisation and management</i></b>		
19.	The timetable works efficiently as far as my studies are concerned.	
20.	Any changes in the Course or teaching have been communicated effectively.	
21.	The Course is well-organised and running smoothly.	
<b><i>Learning resources</i></b>		
22.	The library resources and services are good enough for my needs	
23.	I have been able to access general IT resources when I needed to	
24.	The printed materials and online documentation on my courses/modules give me the information I need.	
25.	I have been able to access specialised equipment, facilities or rooms when I needed to.	
<b><i>Personal development</i></b>		
26.	The Course has enabled me to develop transferable skills, such as communication, group work, and IT skills.	
27.	My Course will support me in my prospective career, further study or other individual goals.	
28.	The Course has helped me present myself with confidence	
29.	As a result of the Course, I feel confident in tackling unfamiliar problems.	

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<b>Course Delivery</b>		
31.	Learning materials available on my course have enhanced my learning.	
32.	The range and balance of approaches to teaching has helped me to learn.	
33.	The delivery of my course has been stimulating.	
34.	My learning has benefited from modules that are informed by current research.	
35.	Practical activities on my course have helped me to learn.	
<b>Careers</b>		
36.	As a result of my course, I believe that I have improved my career prospects.	
37.	Good advice is available for making career choices.	
38.	Good advice is available on further study opportunities.	
<b>Social Opportunities</b>		
39.	I have had plenty of opportunities to interact socially with other students.	
40.	I am satisfied with the range of clubs and societies on offer.	
41.	I am satisfied with the range of entertainment and social events on offer.	
<b>Welfare Resources and Facilities</b>		
42.	There is sufficient provision of welfare and student support services to meet my needs.	
43.	When needed, the information and advice offered by welfare and student support services has been helpful.	
<b>Learning Community</b>		
44.	I feel part of a group of students committed to learning.	
45.	I have been able to explore academic interests with other students.	
46.	I have learned to explore ideas confidently.	
47.	Within my course, I feel my suggestions and ideas are valued.	
48.	I feel part of an academic community in my College.	

<b>Overall satisfaction</b>		
49.	Overall I am satisfied with my experience as a student	

<b>Looking back on your experience of studying at the College this academic year, are there any particularly positive or negative aspects you would like to highlight?</b>	
<b>Positive :</b>	
<b>Negative:</b>	

*Acknowledgement*

This questionnaire incorporates questions from the National Student Survey (NSS) questionnaire, slightly adapted in some cases for Sanjari International College