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Students' Satisfaction Survey Spring 2014

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Introduction

The College of Education has developed a questionnaire and conducted a survey in order to assess and identify students' satisfaction regarding CED programs, facilities and services. The survey was divided into five specific areas. These areas are Academic Services, Student Support, Clinical Practice Unit, Extra-Curricular Activities offered by the CED and Quality of Facilities and Other Services. The following tables and discussion provide a summary of the findings.

Overall Survey Information

Academic Program (Major)	
<input type="checkbox"/> B. Ed in Primary Education	140
<input type="checkbox"/> B. Ed in Secondary Education	96
<input type="checkbox"/> Special Education Diploma	
<input type="checkbox"/> Primary Education Diploma	2
<input type="checkbox"/> Secondary Education Diploma	5
<input type="checkbox"/> Master's Program in Special Education	
<input type="checkbox"/> Master's Program in Educational Leadership	2
Total	245
Gender:	
<input type="checkbox"/> Male	14
<input type="checkbox"/> Female	219
<input type="checkbox"/> Not Specified	12
Total	245
Age:	
<input type="checkbox"/> Less than 25	219
<input type="checkbox"/> 25- 30	19
<input type="checkbox"/> 31 or older	7
Total	245
Total number of credits earned in your program	
<input type="checkbox"/> 12 – 24 hours	119
<input type="checkbox"/> More than 24 – 55 hours	57
<input type="checkbox"/> More than 55 – 85 hours	13
<input type="checkbox"/> 85 hours or more	10
<input type="checkbox"/> No hours	46
Total	245

Table 1: Academic Service

Statements	Completely satisfied	%	Satisfied	%	Dissatisfied	%	Completely dissatisfied	%	Not Applicable	%
1. Quality of content of courses	24	11%	130	61%	40	19%	19	9%		0%
2. Availability of course syllabus	87	11%	116	59%	15	18%	2	9%		0%
3. Quality of Blackboard support	64	30%	124	58%	24	11%	3	1%		0%
4. Quality of Task Stream support	46	24%	104	54%	32	17%	10	5%		
5. Variety of assessments and evaluation	40	19%	128	61%	34	16%	6	3%	2	1%
6. Clarity of examination grading criteria	41	24%	97	56%	31	18%	4	2%		0%
7. Clarity of assignment grading criteria	53	25%	121	57%	26	12%	7	3%	4	2%
8. Fairness in grading	43	22%	107	55%	23	12%	21	11%		0%
9. Competence of faculty members	41	20%	107	52%	46	22%	9	4%	3	1%
10. Opportunities to work in groups	43	21%	128	61%	24	11%	14	7%		0%
11. Opportunities to develop ICT skills	40	21%	100	53%	42	22%	3	2%	3	2%
12. Communication between faculty & Student:										0%
<input type="checkbox"/> By email	53	28%	99	53%	26	14%	8	4%		0%
<input type="checkbox"/> By BlackBoard	53	33%	82	52%		0%	24	15%		0%
<input type="checkbox"/> During office Hours	49	25%	110	56%	33	17%	4	2%	1	1%
13. Overall satisfaction with your program	42	21%	126	63%	20	10%	9	4%	4	2%

Table 1 presents students' perspectives about the academic services offered by College of Education. The overall average of results was above 70% in some items, which indicates that the majority of students are satisfied about this service. These items included the following :

- Quality of Blackboard support
- Variety of assessment and evaluation
- Clarity of examination grading criteria
- Clarity of assignment grading criteria
- Opportunities to work in groups
- Communication between faculty and students
- Overall satisfaction with programs

Table 2: Student Support

Statements	Completely satisfied	%	Satisfied	%	Dissatisfied	%	Completely dissatisfied	%	Not Applicable	%
1. Recognition of outstanding students	40	19%	103	49%	43	20%	17	8%	7	3%
2. Opportunities to participate in educational research	28	13%	115	55%	45	21%	6	3%	18	9%
3. Availability of support offered by the College in general	39	16%	128	53%	49	20%	15	6%	12	5%
4. Communication with students affairs office by										
<input type="checkbox"/> E-mail	58	30%	86	45%	33	17%	5	3%	9	5%
<input type="checkbox"/> SMS	62	32%	96	50%	40	21%	12	6%	17	9%
<input type="checkbox"/> Face to face	47	21%	124	57%	26	12%	13	6%	9	4%
5. Speed of dealing with complaints	38	18%	72	35%	53	26%	23	11%	21	10%
6. Help offered by administrative staff	63	30%	79	38%	39	19%	14	7%	12	6%

Table 2 presents students' perspectives about the support offered by College of Education. Students were satisfied about their communication with the College's Students Affairs Office via SMS, for instance, (82%). However, some students were not satisfied about the speed of dealing with complaints (37%), which indicates the need to develop the process of dealing with student's complaints and enhance communication with the Admission and Registration Department.

Table 3: Clinical Practice Unit

Statements	Completely satisfied	%	Satisfied	%	Dissatisfied	%	Completely dissatisfied	%	Not Applicable	%
1. Process for placement for clinical practice	23	12%	105	53%	27	14%	10	5%	32	16%
2. Support offered during clinical practice	22	11%	93	48%	37	19%	4	2%	36	19%
3. Value of information provided	29	15%	106	56%	24	13%	3	2%	26	14%
4. Communication with advisor via										
<input type="checkbox"/> E-mail	32	18%	73	41%	33	19%	1	1%	38	21%
<input type="checkbox"/> SMS	28	16%	90	51%	40	23%	1	1%	16	9%
<input type="checkbox"/> Face to face	39	26%	62	41%	22	15%	5	3%	23	15%
4. Speed of dealing with complaints	34	20%	70	41%	33	19%	5	3%	28	16%
5. Help offered by administrative staff	20	15%	61	45%	34	25%	2	1%	18	13%

Table 3 presents students' perspectives about the College's Clinical Practice Unit. Students were satisfied about the value of information provided (71%), communication with the advisor via SMS and face to face (67%) . However , some students were not satisfied about speed of dealing with complaints (22%), help offered by administrative staff (26%) support offered during clinical practice (21%) and communication with advisor via email (20%), which indicates the need to review and develop the services provided by the College's Clinical Practice Unit in the items mentioned above.

Table 4: Extra-Curricular activities offered by CED

Statements	Completely satisfied	%	Satisfied	%	Dissatisfied	%	Completely dissatisfied	%	Not Applicable	%
1. Student Club	33	16%	97	47%	38	18%	12	6%	27	13%
2. Sport activities	25	17%	88	59%	20	13%	10	7%	6	4%
3. Cultural and social activities	45	21%	103	47%	43	20%	8	4%	19	9%
4. Workshops	41	22%	61	33%	50	27%	11	6%	20	11%
5. Trips	20	9%	62	29%	67	32%	26	12%	36	17%
6. Attending conferences	22	13%	50	30%	52	32%	20	12%	20	12%
7. Providing opportunity for community service	20	12%	82	51%	39	24%	10	6%	11	7%

Table 4 presents students' perspectives about the Extra-Curricular activities offered by CED. Students were satisfied about sport activities running during social activities (76%) . However some students were not satisfied about offered workshops (33%), opportunities to attend conferences and join trips (44%), which indicates the need to review and enhance the Extra-Curricular activities provided by the CED in the items mentioned above.

Table 5: Quality of Facilities and Other Services

Statements	Completely satisfied	%	Satisfied	%	Dissatisfied	%	Completely dissatisfied	%	Not Applicable	%
1. Number of computer labs available	58	27%	86	41%	37	18%	26	12%	4	2%
2. Resources in the Resources Room	48	21%	132	57%	32	14%	15	6%	5	2%
3. Opening hours in the Resources Room	90	37%	113	47%	22	9%	8	3%	10	4%
4. Assistance offered in the resources room	41	23%	93	53%	30	17%	3	2%	10	6%
5. Quality of information on the College's website	37	18%	107	53%	36	18%	12	6%	11	5%

Table 5 presents students' perspectives about the quality of facilities and other services offered by CED. Students were satisfied about the opening hours in the Resources Room (84%) , available resources in the Resources Room (78%) and assistance offered in the Resources Room (76%). However, some students were not satisfied about the number of computer labs available in CED (30%).