

STUDENT SATISFACTION SURVEY REPORT

MARCH 2019

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Coleman College - Student Satisfaction Survey March 2019

A. Objective

- To measure the student's level of satisfaction on their experiences with Coleman 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 School Environment
 - e. Section E: Academic Staff Performance (quality of teaching)
 - f. Section F: Pre-course Counselling Experience of Students (on recruitment agents and/or Coleman staff)
 - g. Section G: Assessment Methods and Frequency
 - h. Section H: Overall Students Satisfaction Level

- To identify and address gaps for process improvement.

B. Survey Methodology

- a. Coleman College shall conduct Student Satisfaction Survey twice a year in March and September of each year. The survey shall cover all active students where they are required to complete the Student Satisfaction Survey form (Student Satisfaction Survey Form, Doc. No.: CC-EDT-C2.6.2 FM1) on-line. The completed survey form shall then be submitted to Coleman College electronically.

- b. The Student Support Services took the lead in conducting the Student Satisfaction Survey on-line in March 2019 with the assistance of Academic staff. The survey results were electronically tabulated and printed by Student Support Services for analysis and for continual improvement to processes and systems. The analysis was compiled into a

survey report which was submitted to the management for review and approval prior to implementation of recommended improvement actions. Survey report was made available to stakeholders after management approval.

- c. The student satisfaction level target set for 2019 was increased to 4.0/5.0 from 3.8/5.0 set in 2018 during the 2019 Strategic Planning. The target was revised due to the following reasons:
 - i. the students did not express any confusion towards the new format of the survey; and
 - ii. the target score from 2018 was met and exceeded, thus the target average score for 2019 was increased.

C. Participants

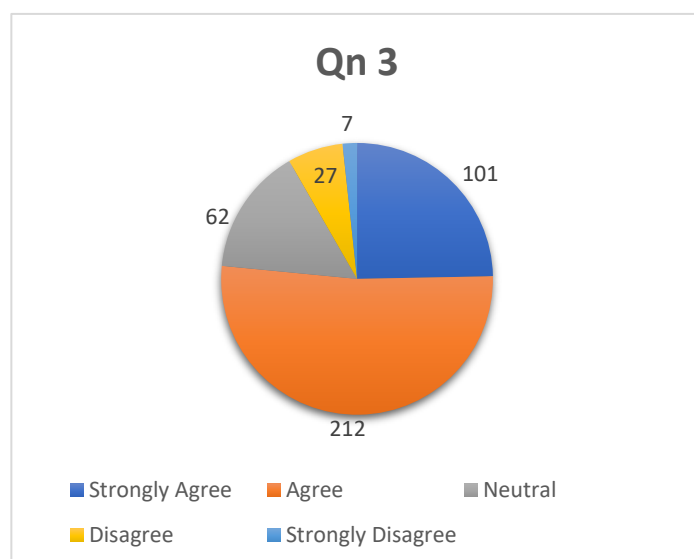
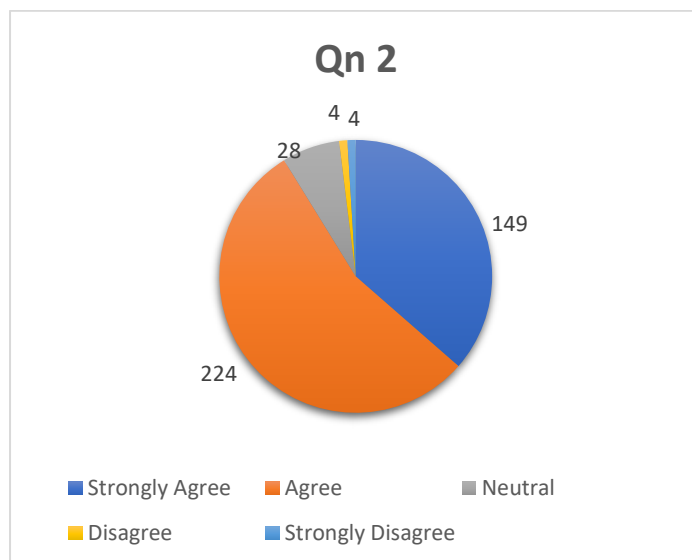
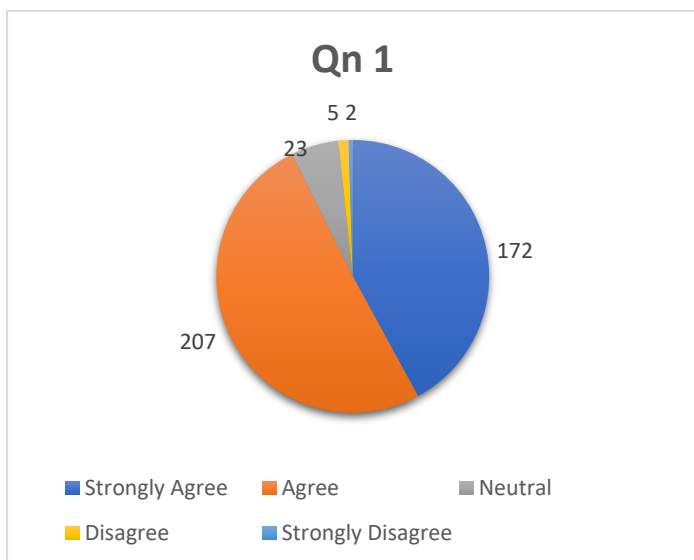
The student satisfaction survey conducted in March 2019 covered a total of 335 active students from High School, Higher Education, and Engineering (including all part-time students). The breakdowns were:

Name of Schools	Total Active Students (End Feb 2019)	Total Participants successfully completed the survey
High School	56 students	49
Higher Education	246 students	210
Engineering	79 students	76
Total	381 students	335

Of the 381 active students invited to participate in the survey via Google online platform, the platform successfully registered 335 students which was 88% of the total nos. of students. The survey excluded 201 students who are currently on IA/OJT.

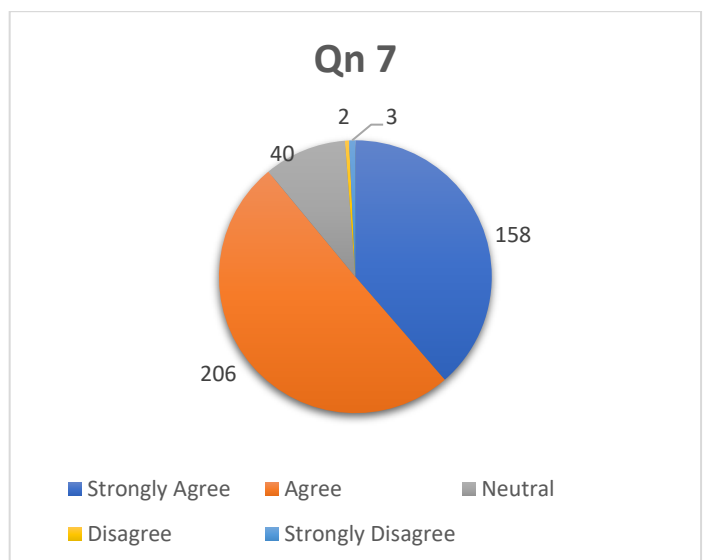
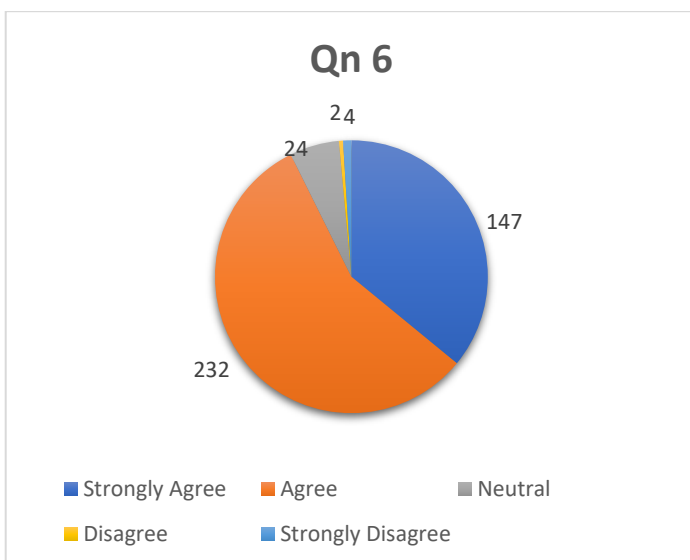
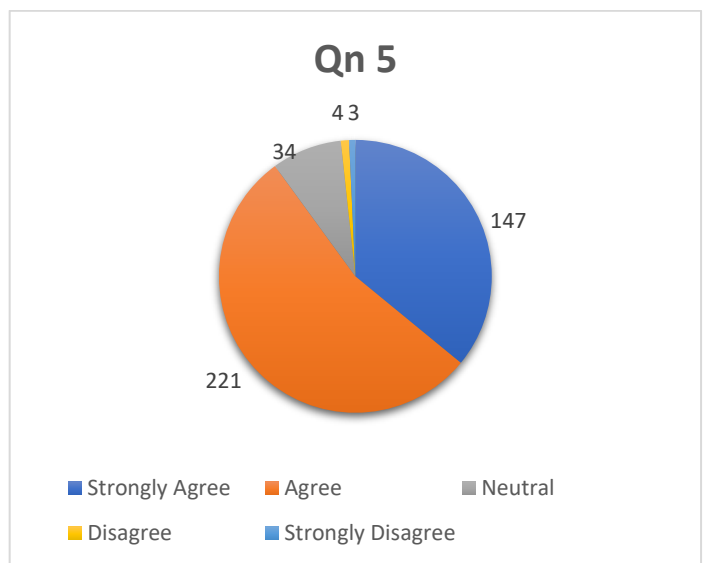
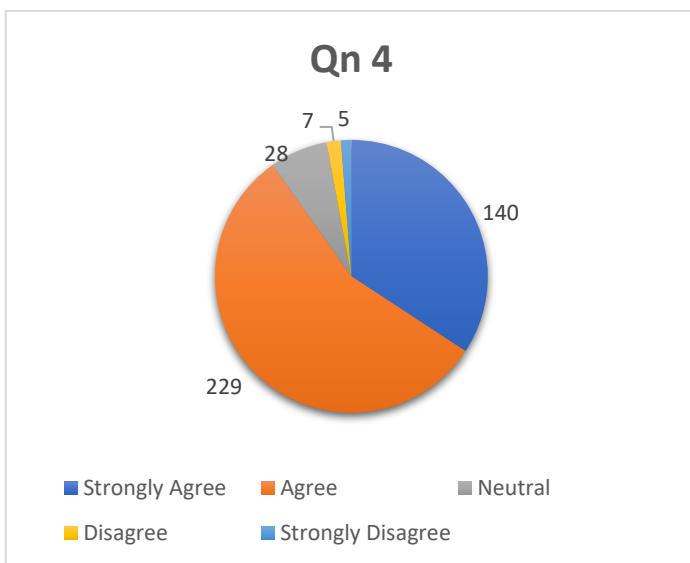
D. Survey Results (Graphs and Figures)

SECTION A: PHYSICAL FACILITIES & INFRASTRUCTURE		
No	Questions	Score
1	My classroom is easy to locate	4.3
2	My classroom is clean and tidy	4.2
3	The facilities provided are conducive for learning (eg. Library, computer lab and etc)	3.9
	Average Score:	4.2

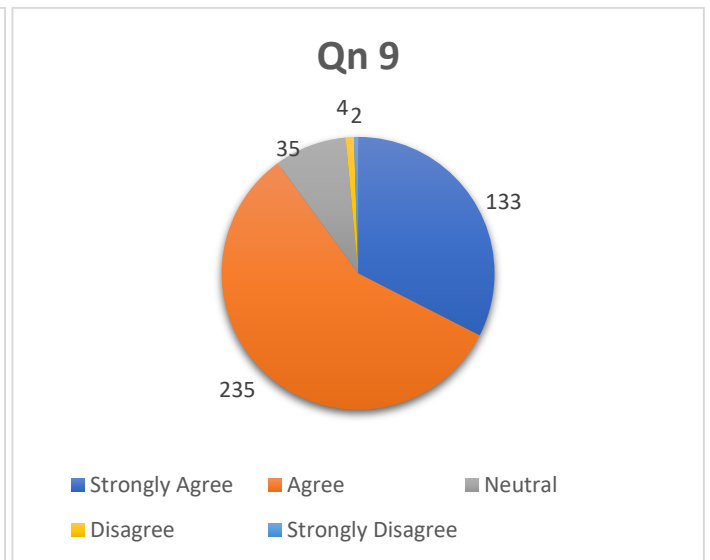
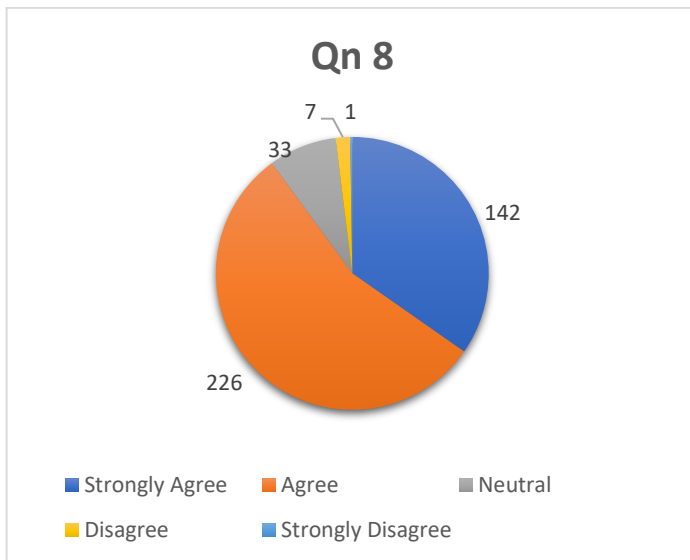


SECTION B: STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES

No	Questions	Score
4	It is convenient for me to request for services when needed	4.2
5	The staff is efficient and prompt in their services	4.2
6	The services and information provided by the staff met my needs	4.3
7	The staff is helpful in guiding me through the Student's Pass formality process	4.3
Average Score:		4.2

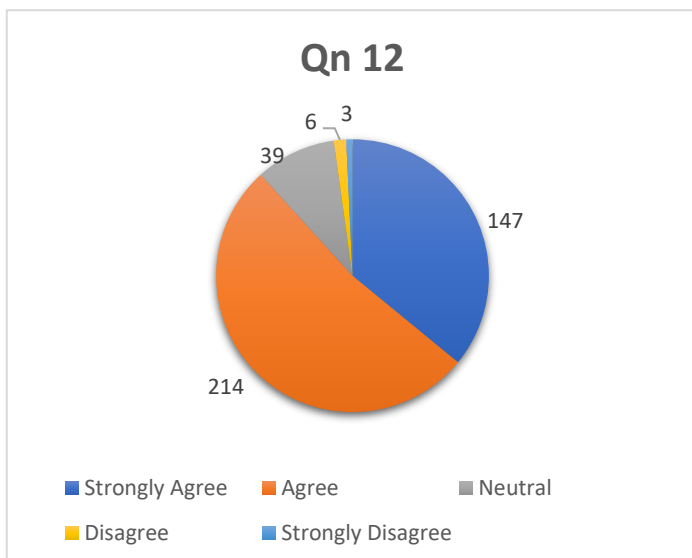
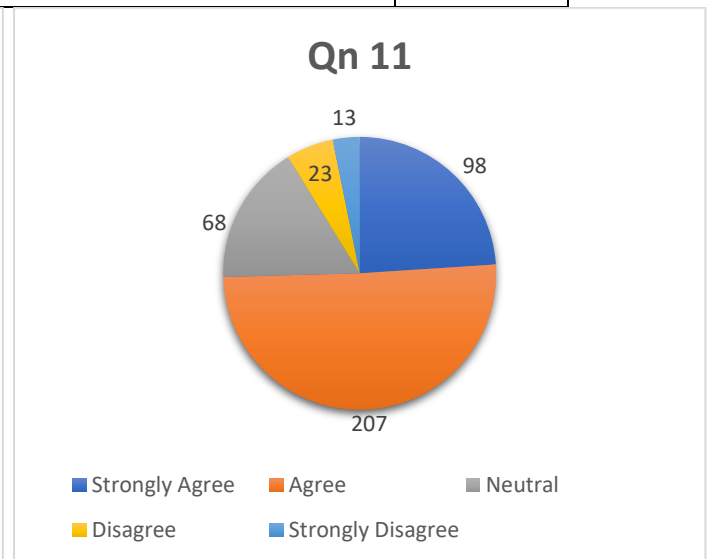
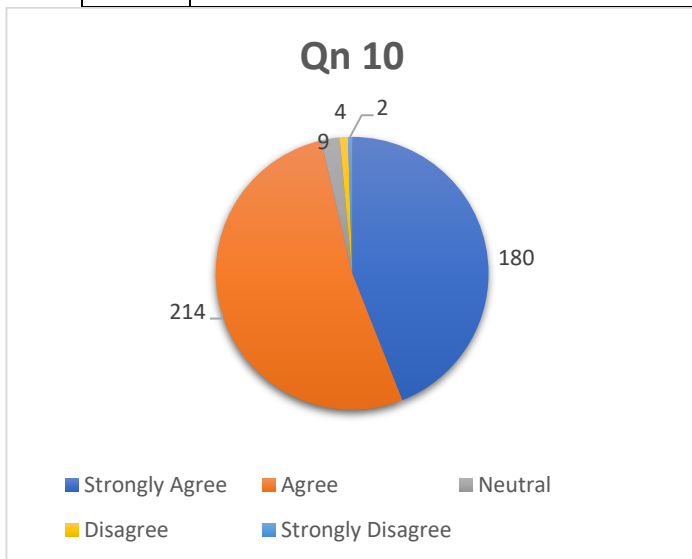


SECTION C: EFFECTIVENESS OF COMMUNICATION		
No	Questions	Score
8	The college used various channels to clearly communicate to me the college policies and critical course information	4.2
9	I have been promptly updated on any changes to critical course information	4.2
Average Score:		4.2



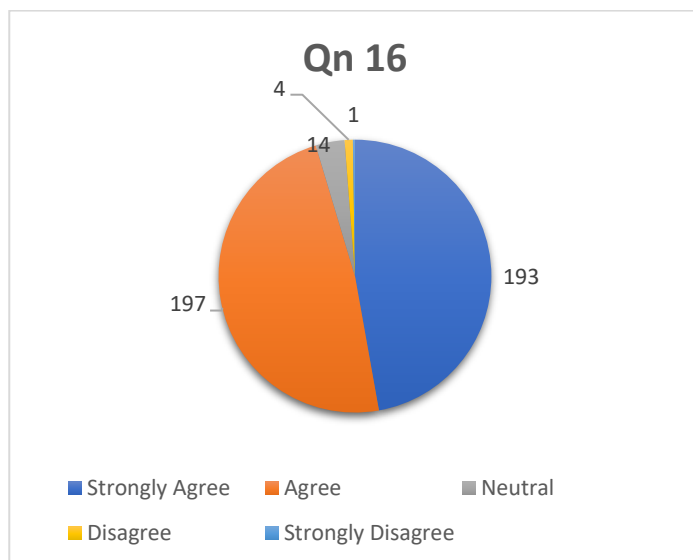
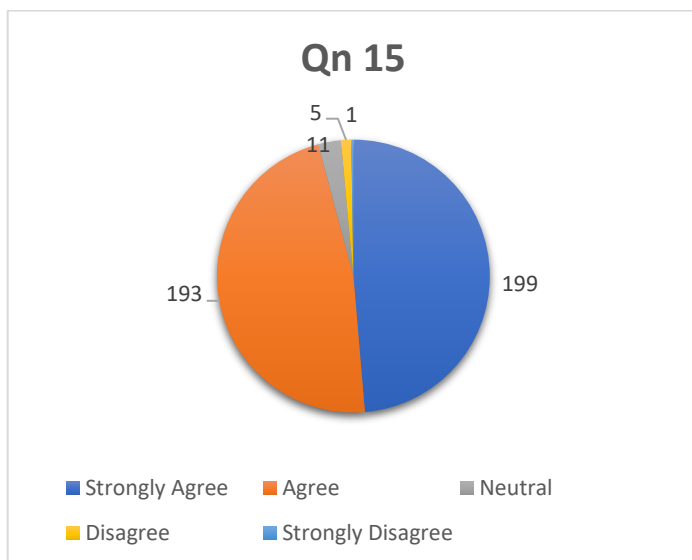
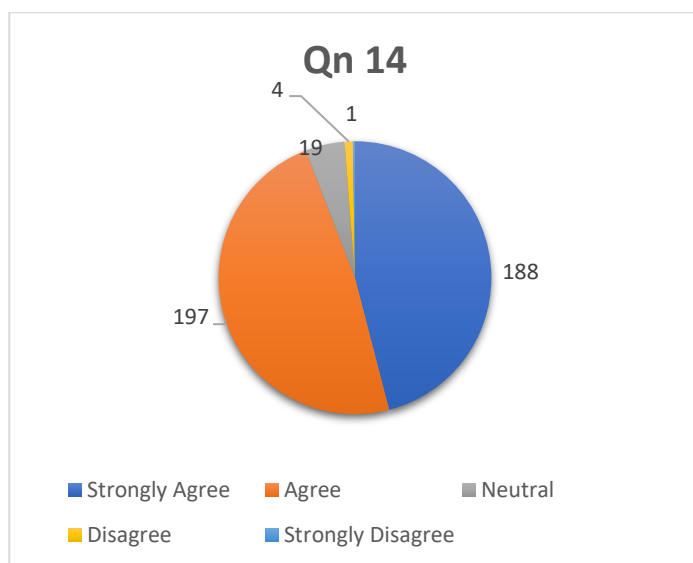
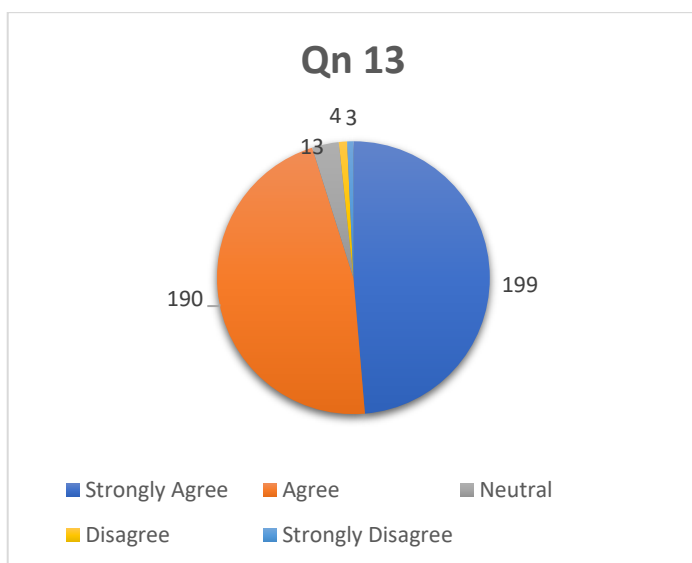
SECTION D: ADEQUACY, ACCESSIBILITY AND QUALITY OF TEACHING-LEARNING RESOURCES AND SCHOOL ENVIRONMENT

No	Questions	Score
10	My classroom is adequately equipped with teaching equipment (computer, projector and others) which aid the lecturer in the delivery of lessons	4.4
11	It is easy to access to the learning resources in the college library and computer laboratory	3.9
12	I feel safe studying in the college with the security cameras installed and the security guard stationed at each building	4.2
Average Score:		4.2

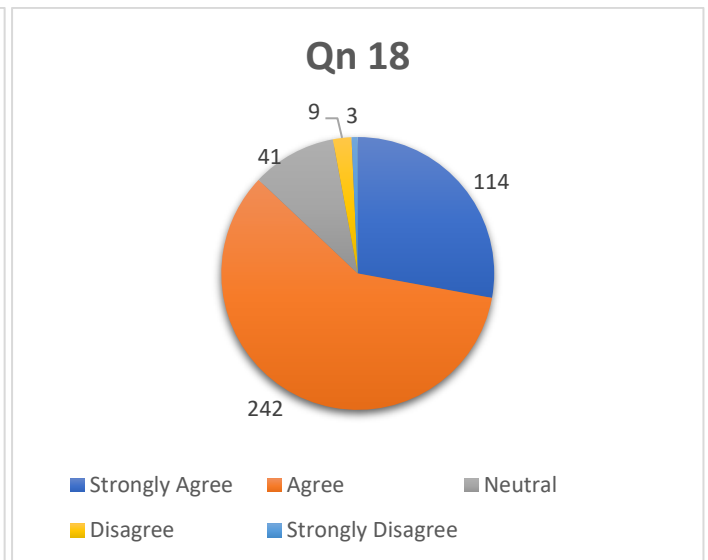
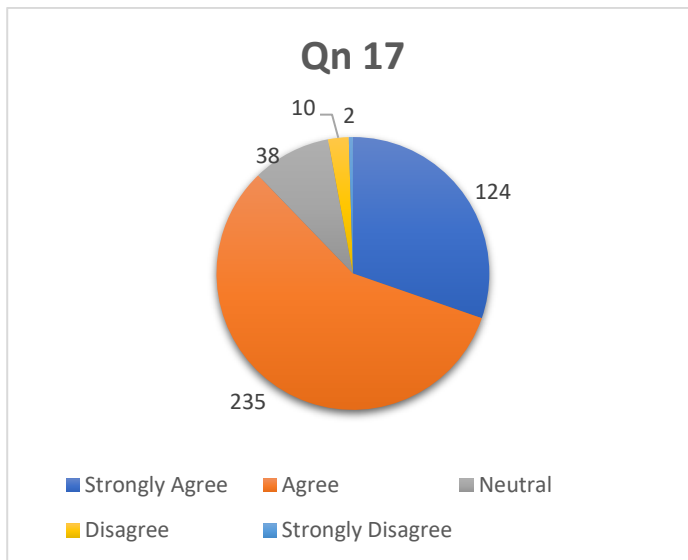


SECTION E: ACADEMIC STAFF PERFORMANCE i.e. QUALITY OF TEACHING

No	Questions	Score
13	I am able to cope with my lecturer/teacher pace of teaching	4.4
14	My lecturer/teacher uses various teaching method which enhanced my learning	4.4
15	I find it easy to ask my lecturer questions whenever I do not understand	4.4
16	My lecturer/teacher has been prompt in helping me with my school work when I requested	4.4
Average Score:		4.4

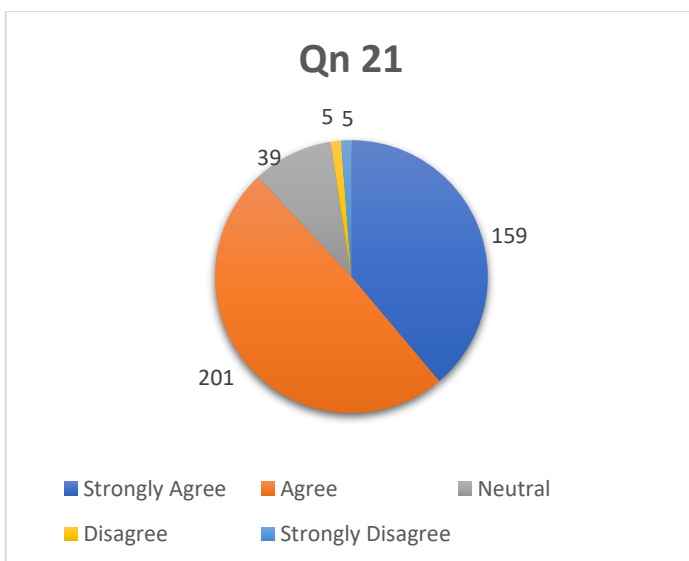
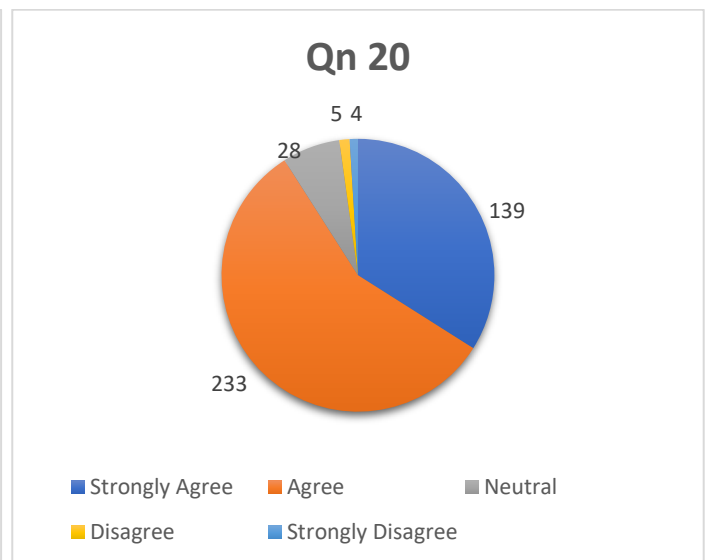
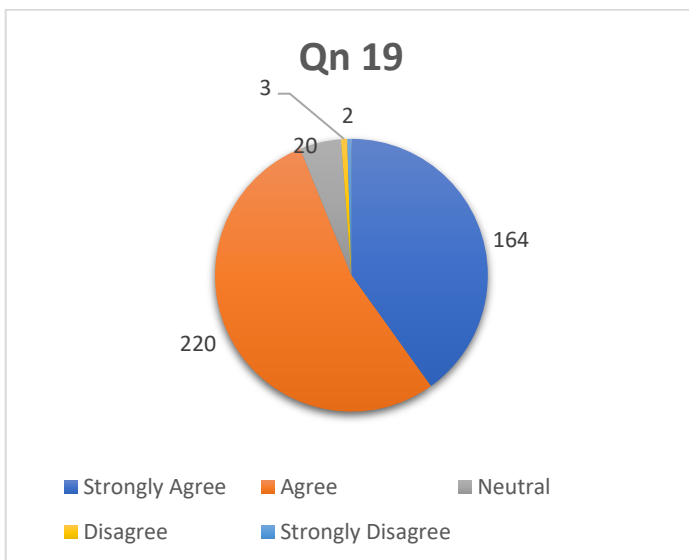


SECTION F: Pre-course Counselling Experience of Students		
No	Questions	Score
17	I have been briefed clearly on the relevant course information by the agent and/or Coleman Staff	4.1
18	The agent and Coleman staff had clearly briefed me (as a Student's Pass holder) on the additional information: (a). I am not permitted to engage in any form of employment or attend an industrial attachment, whether paid or unpaid, without a work pass issued by Ministry of Manpower (Singapore) (b). Other relevant Singapore Laws; and (c). Student's Pass application requirements and procedures	4.1
Average Score:		4.1

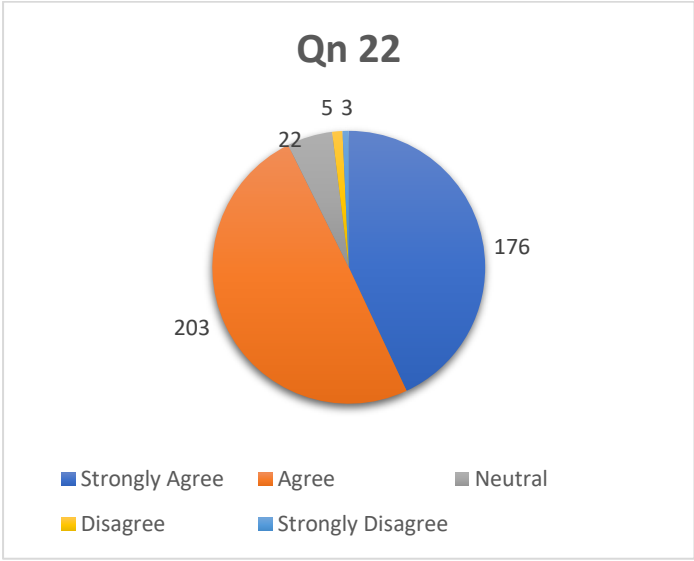


SECTION G: ASSESSMENT METHODS AND FREQUENCY

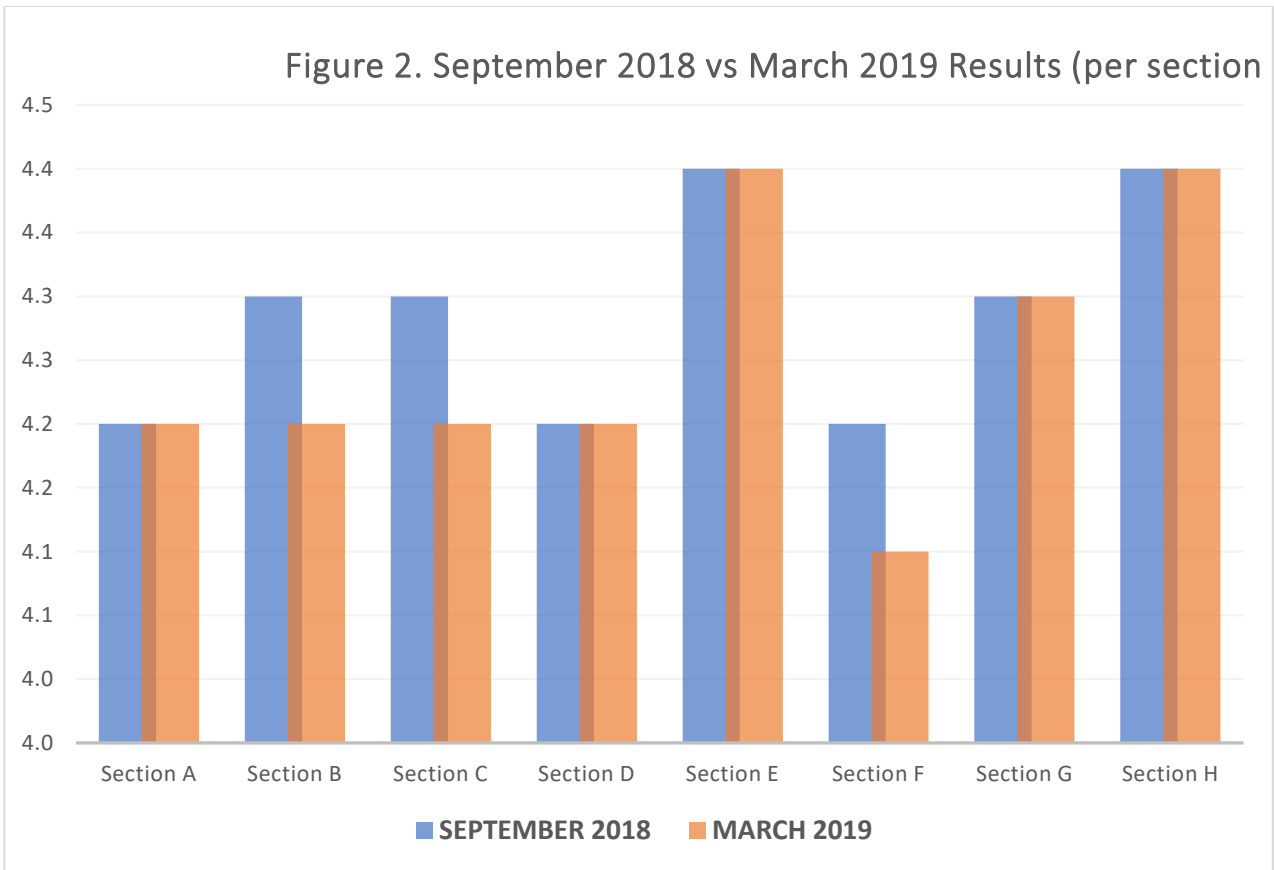
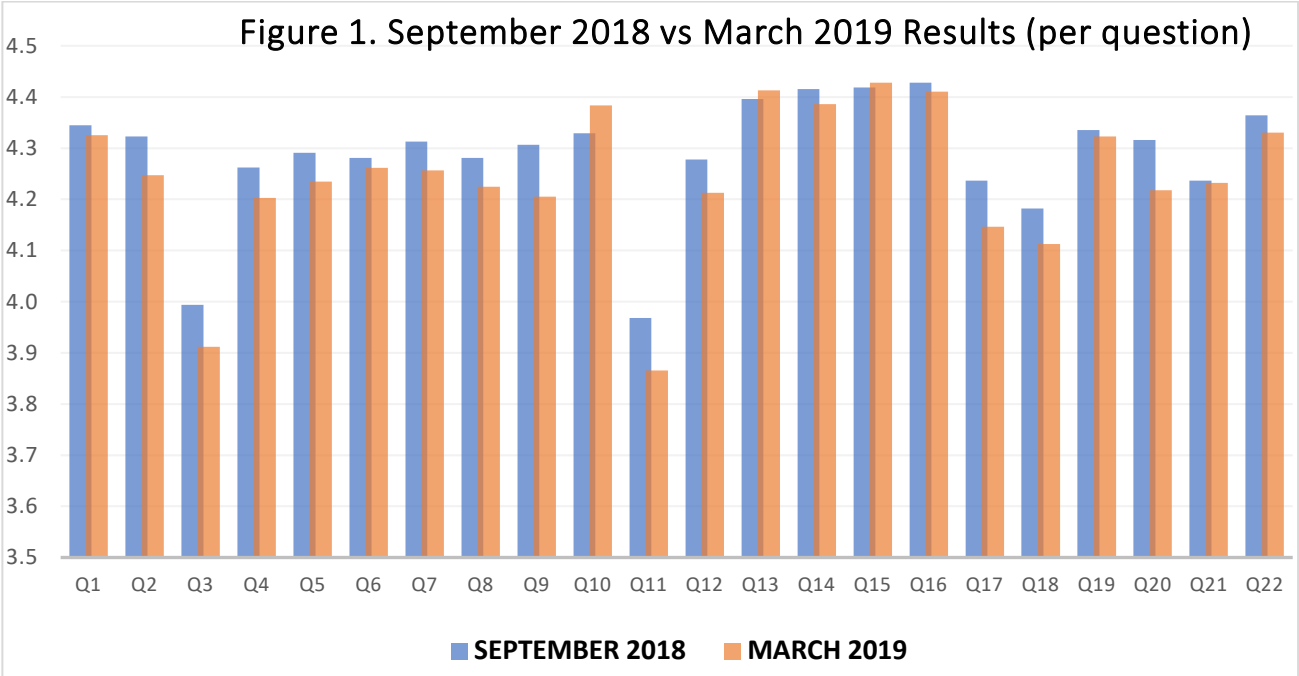
No	Questions	Score
19	I have been well informed on the module/course assessment dates in advance	4.3
20	I felt that the college had conducted all the assessments fairly as per scheduled	4.2
21	I received my module/assessment results within 3 months from the date of assessment	4.2
Average Score:		4.3



SECTION H: OVERALL STUDENT SATISFACTION LEVEL		
No	Questions	Score
22	SECTION H: OVERALL STUDENT SATISFACTION LEVEL	4.3



SEPTEMBER 2018 vs MARCH 2019 SURVEY RESULTS



E. Findings and Analysis

a. Section A - Physical Facilities & Infrastructure

The average score achieved for Physical Facilities and Infrastructure was 4.2/5.0, it exceeded the target of 4.0/5.0 set for 2019; the average score in Section A achieved in March 2019 is the equal to the average score achieved in September 2018. Although students had not given specific compliments about the improvements made with the physical facilities and infrastructure in 2018, it was still noticeable that there was no major complaint concerning Section A unlike the previous year. However, there is one student who raised up the concern about the library not being available to the students.

b. Section B - Standard and Quality of Student Support Services

The average score achieved for Standard and Quality of Student Support Services was 4.2 /5.0, met the target of 4.0/5.0 set for 2019. Figure 2 shows that the average score achieved in March 2019 is lower than the score achieved in the previous survey, September 2018. Questions 6 and 7 retained the average score from September 2018. On the other hand, Question 4 has significantly (at $p < 0.10$) dropped the average score from 4.3 to 4.2. See Annex Q4. In Question 5, the average score also decreased from 4.3 to 4.2, but using one-tailed T-test revealed that the decrease was no significant.

Nevertheless, a good number of compliments to the staff were expressed by the students. According to the students, staff of the college are “cooperative” and “helpful to their needs”.

c. Section C - Effectiveness of Communication

The average score achieved for Effectiveness of Communication was 4.2/5.0, met the target of 4.0/5.0 set for 2019. There was a slight decrease in the average score for Section C compared to the one achieved in September 2018 which was 4.3/5.0. Figure 1 also showed that both questions in Section C scored a 0.1 score lower than the previous survey done in September 2018. Although this was the case, one-tailed T-test showed

that the average score in Question 8 did not significantly decreased, while the average score in Question 9 did. See Annex Q8 and Q9. There was no detailed explanation expressed by students in the comment section regarding this.

d. **Section D - Adequacy, Accessibility and Quality of Teaching-Learning Resources and School Environment**

The average score achieved was 4.2/5.0, met the set target of 4.0/5.0 for 2019. There was no change in the average score from the previous survey in September 2018. However, there were slight variations in the scores of the individual questions in Section D. The students' satisfaction in the teaching aids provided (Question 10) rose from 4.3/5.0 in September 2018 results to 4.4/5.0 in the most recent survey in March 2019. On the other hand, Questions 11 and 12, which aimed to measure the students' experience with the accessibility of the learning resources, and their perceived safety in the college's vicinity respectively, both decreased by 0.1 point.

In Question 11, the decrease is significant at $p < 0.10$; but in Question 12, the decrease is not significant at $p < 0.10$. (See Annex Q11 and Q12)

e. **Section E - Academic Staff Performance i.e. Quality of Teaching**

The average score for this section was maintained at 4.4/5.0, met the set target of 4.3/5.0. The results showed that students were satisfied with the quality of teaching delivered by the teachers/lecturers. Several students also expressed their gratitude and compliment to their lecturers especially Mr. Viknesh.

f. **Section F - Pre-course Counselling Experience of Students**

The average score achieved for this section was 4.1/5.0, met the set target of 4.0/5.0 for 2019. Although the score achieved reflects that students are fairly satisfied to the pre-course counselling service provided by agents and Coleman staff, there was still a significant decrease (at $p < .10$) in the average score gained in Questions 17 and 18 from the September 2018 survey results. See Annex Q17 and Q18.

g. Section G - Assessment Method and Frequency

The average score achieved for Assessment Methods and Frequency was 4.3/5.0, it met the set target of 4.0/5.0 for 2019. Students are satisfied in the school's service of providing timely information about the assessments' schedule, conducting the assessment fairly, and the promptness of the release of exam results. The score achieved in the recent survey is the same as results in September 2018 survey.

h. Section H - Overall Student Satisfaction Level

The score achieved for Overall Student Satisfaction Level was 4.3/5.0 which met the set target of 4.0/5.0. The average score is slightly lower than the September 2018 Overall Student Satisfaction Level. Although, one-tailed T-test will reveal that there was no significant difference in the two values obtained at $p < 0.10$. See Annex Q22.

Conclusion

The overall student satisfaction survey results achieved for March 2019 was 4.2/5.0 against the set target of 4.0/5.0. The results showed that students are generally satisfied with their experience with Coleman College. Although the results are high, 23% of the questions gained a significant decrease in the average score; these questions are: Questions 4 - the questions were referring to the convenience of students to request service, 9 - promptness of the dissemination of the changes to critical course information, 11 - accessibility of the learning resources, and 17-18 - the questions on pre-course counselling services, respectively.

For future Student Satisfaction Surveys, it is suggested that each section should have comments section, so that have a better way to relay their concerns in different aspects rendered by Coleman College.