

## **SURVEY 4: Students' satisfaction with services (KPI 10) and learning resources (KPI 17) - (May-2021)**

### **Introduction**

- The English language and literature program conducted through Students' Satisfaction with services and learning resources Survey in May 2022 (second term of the academic year 1442).
- The survey is written in Arabic language to ensure that all students of all levels can fully understand it.
- The survey involves all active students where they are required to complete the Students' Satisfaction with services and learning resources Survey.
- The survey is in electronic, developed using Google form, which consists of 25 items. The survey is administered to both male and female students enrolled in the program.
- This survey is implemented online, and the participation was voluntary. All of the respondents were ensured for confidentiality.

### **Results:**

- Of the 603 active students in both divisions were invited to participate in the survey via Google online platform. A total number of 261 students filled out the survey. The response rate was 43%.
- The respondents were overall satisfied with services and learning resources in the English and literature program as the average score achieved for this survey was 4.0/5.0.
- Most of the items are highly rated (4 and above) from both male and female students.
- There is no significant difference between male and female students in all items. However, it should be noted that Question 24, which is pertaining to offering appropriate programs to support and care for special-needs students, had the lowest score (3.96 /5) among all questions in the entire survey.
- It is also noted that Question 11 (pertaining to printing and copying services are available at the faculty) and Question 21: (pertaining to the quality and food hygiene of meals served by restaurants on campus) had comparatively lower

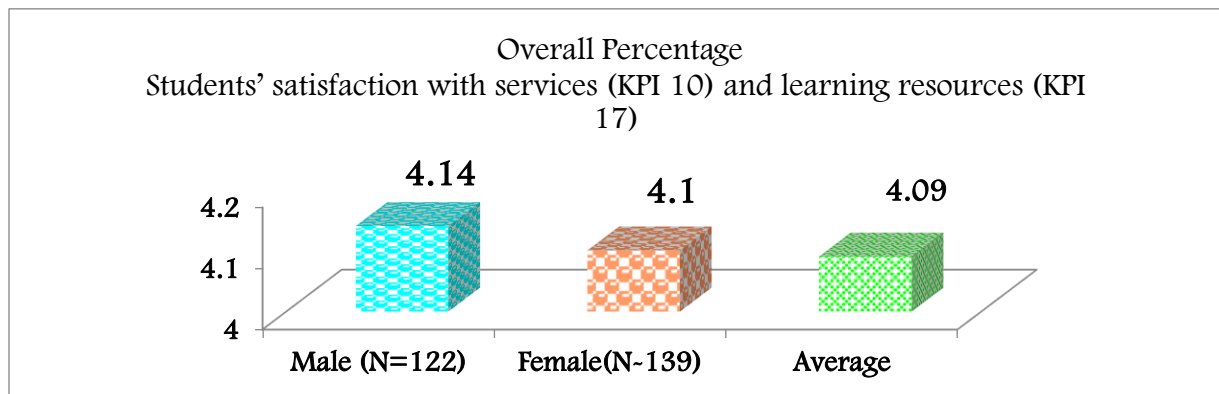
score than the rest of scores obtained for other questions. For Question 21, this score is not surprising since the survey was administered when students were experiencing high levels of anxiety because of Covid-19 even though no single case of covid-19 was reported at the university restaurants.

## **Recommendations**

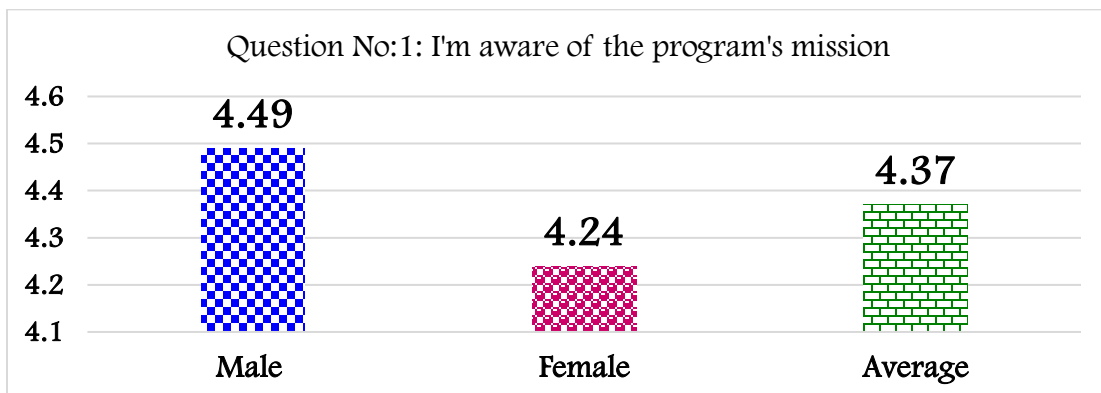
- The survey's results document the English and literature program endeavor to provide students with quality academic experience. These results also suggest the need to reevaluate some services such as programs to support and care for special-needs students, and restaurants on campus.
- The survey also reveals the need to improve services that are related to printing and copying, either through regular maintenance or providing new machines.

**Overall Percentage**  
**Students' satisfaction with services (KPI 10) and learning resources (KPI 17)**

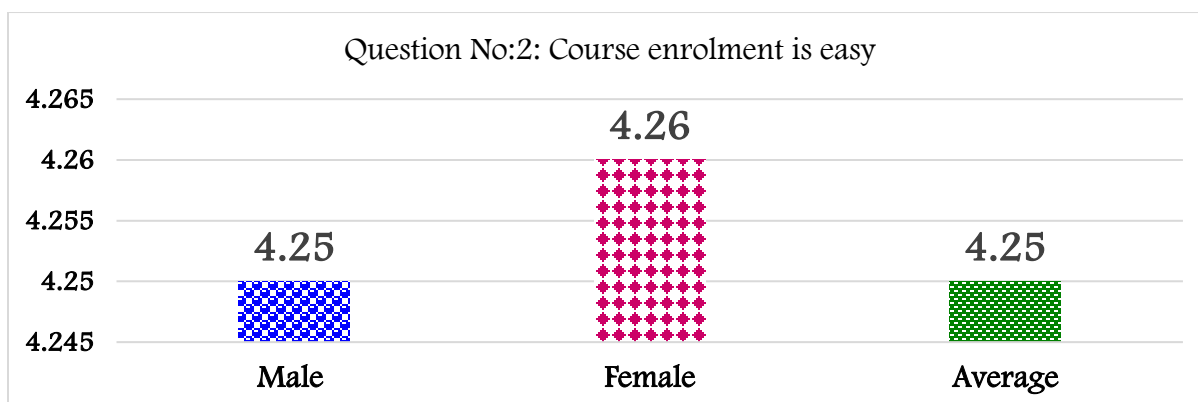
Gender	Overall Percentage Students' satisfaction with services (KPI 10) and learning resources (KPI 17)
Male (N=122)	4.14
Female(N-139)	4.1
Average	4.09
<b>Overall Percentage</b>	<b>4</b>



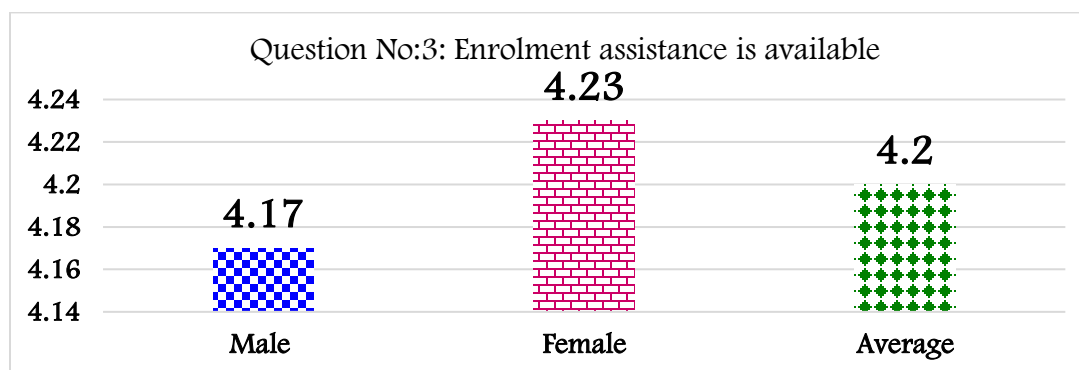
Gender	Question No:1: I'm aware of the program's mission
Male (N=122)	4.49
Female(N-139)	4.24
Average	4.37



Gender	Question No:2: Course enrolment is easy
Male (N=122)	4.25
Female(N-139)	4.26
Average	4.25

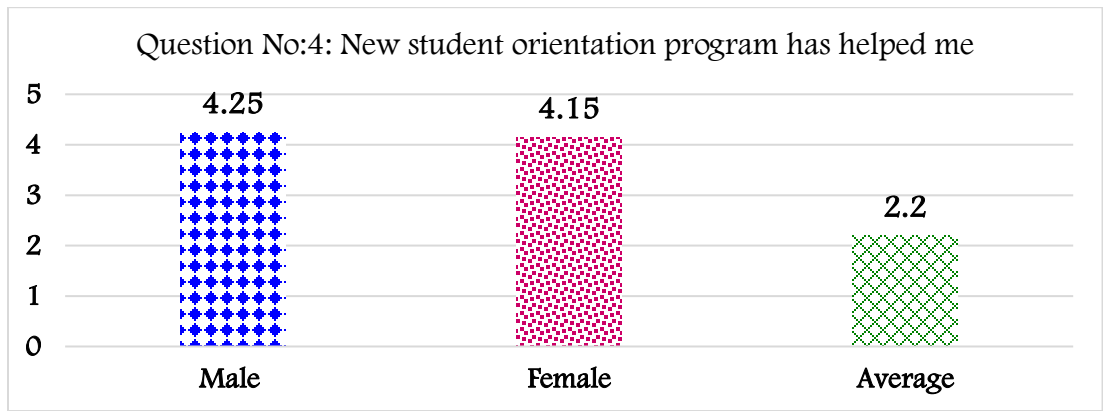


Gender	Question No:3: Enrolment assistance is available
Male (N=122)	4.17
Female(N-139)	4.23
Average	4.2

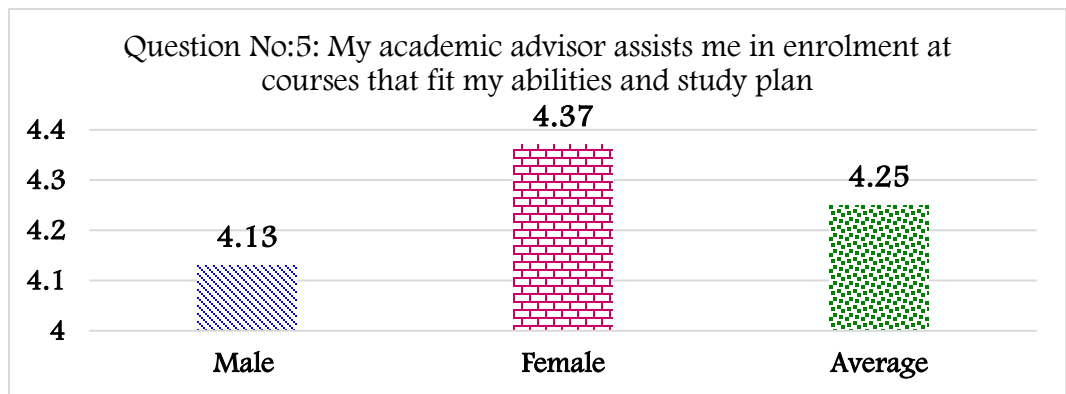


Gender	Question No:4: New student orientation program has helped
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	me
Male (N=122)	4.25
Female(N-139)	4.15
Average	2.2

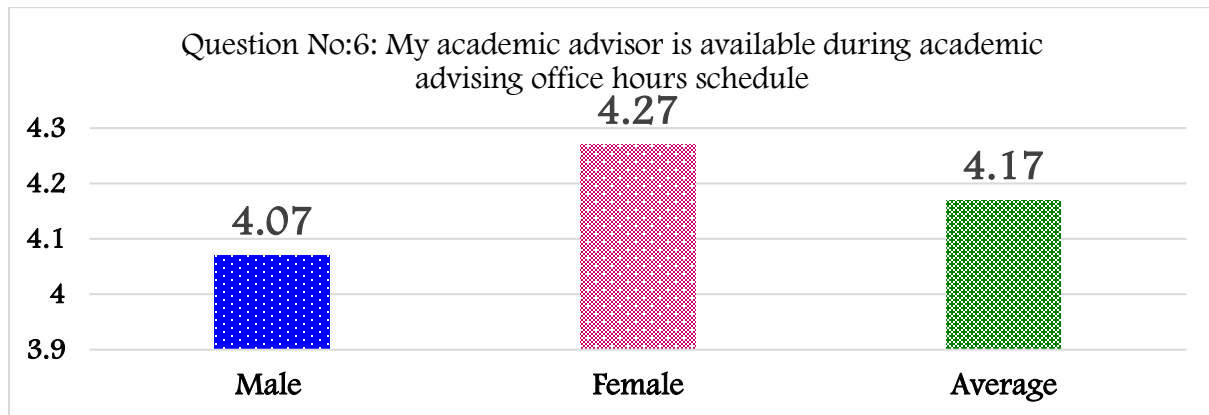


Gender	Question No:5: My academic advisor assists me in enrolment at courses that fit my abilities and study plan
Male (N=122)	4.13
Female(N-139)	4.37
Average	4.25

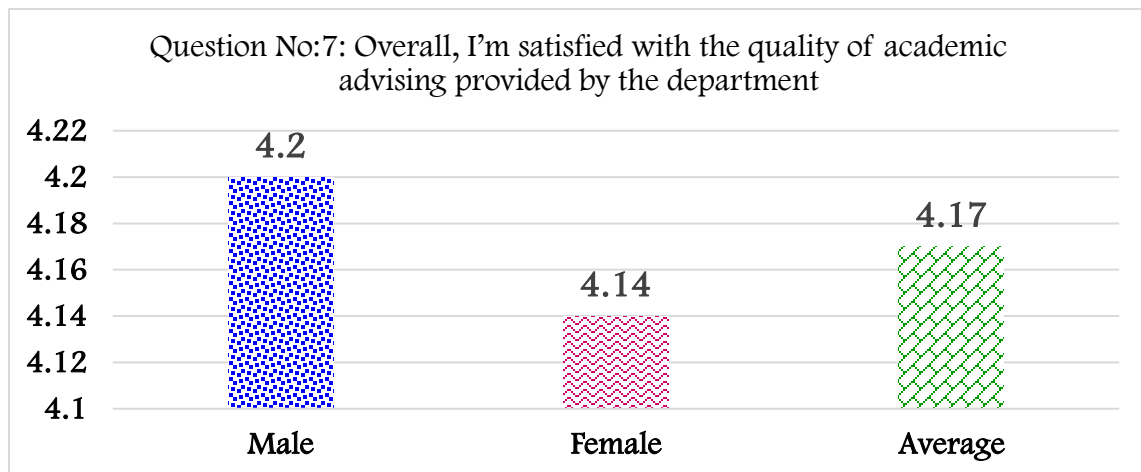


Gender	Question No:6: My academic advisor is available during
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	academic advising office hours schedule
Male (N=122)	4.07
Female(N-139)	4.27
Average	4.17

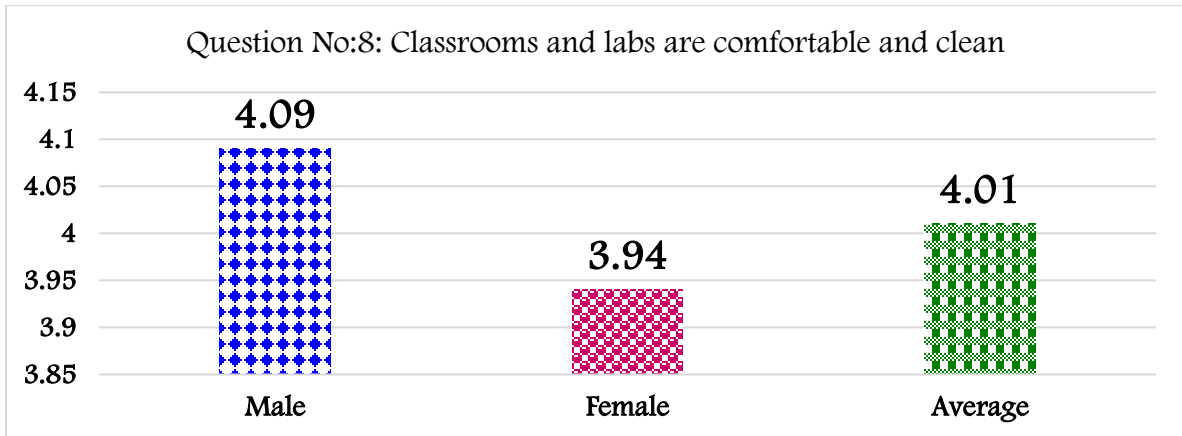


Gender	Question No:7: Overall, I'm satisfied with the quality of academic advising provided by the department
Male (N=122)	4.20
Female(N-139)	4.14
Average	4.17

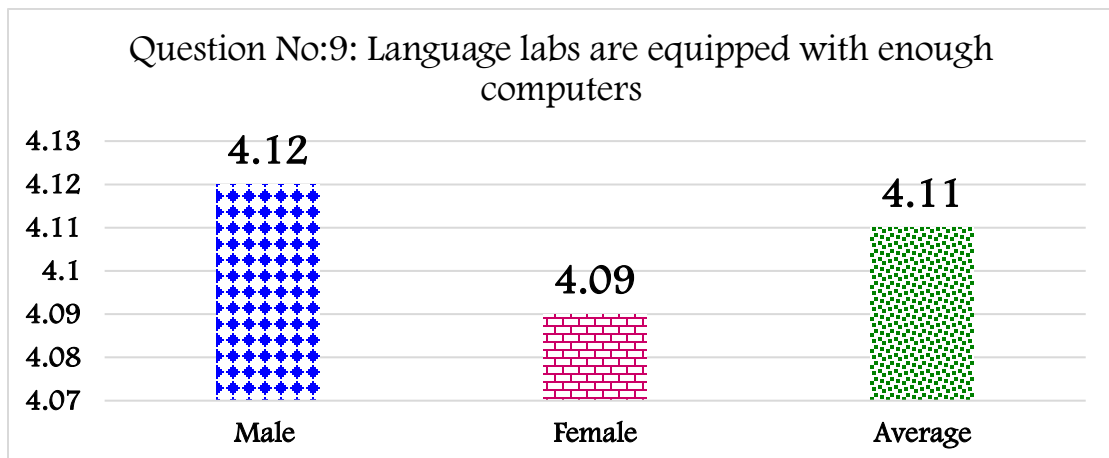


Gender	Question No:8: Classrooms and labs are comfortable and
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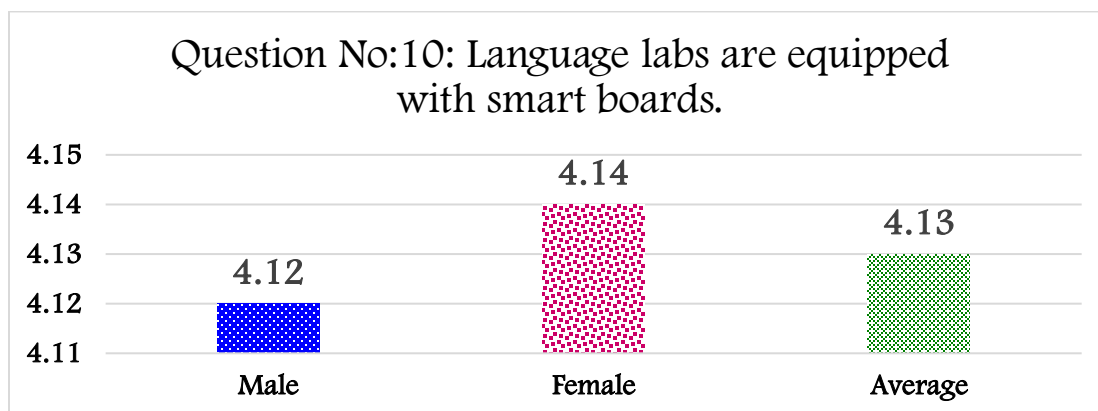
	clean
Male (N=122)	4.09
Female(N-139)	3.94
Average	4.01



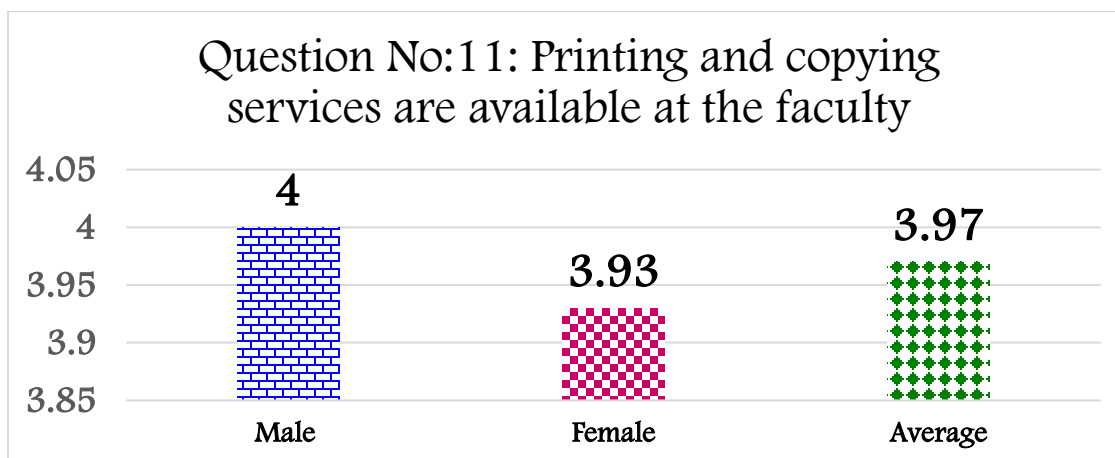
Gender	Question No:9: Language labs are equipped with enough computers
Male (N=122)	4.12
Female(N-139)	4.09
Average	4.11



Gender	Question No:10: Language labs are equipped with smart boards.
Male (N=122)	4.12
Female(N~139)	4.14
Average	4.13

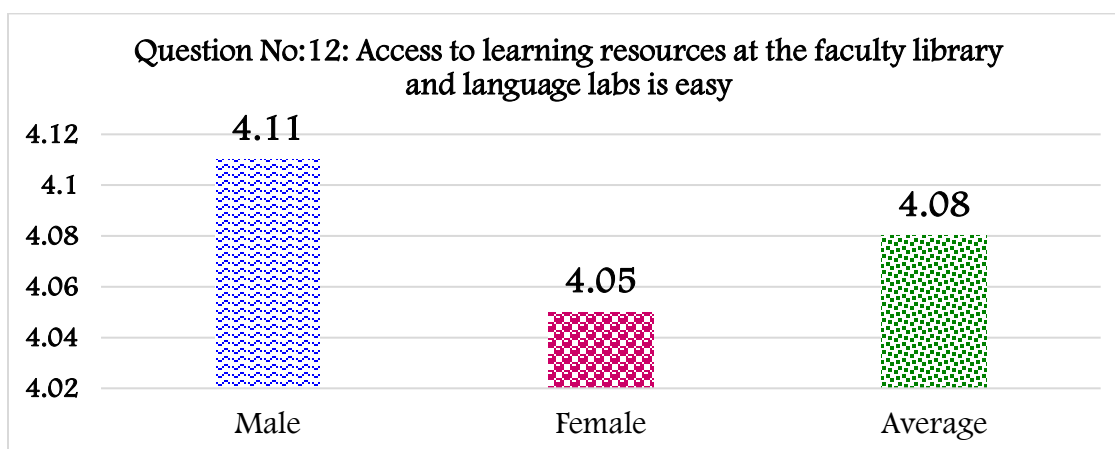


Gender	Question No:11: Printing and copying services are available at the faculty
Male (N=122)	4.0
Female(N~139)	3.93
Average	3.97

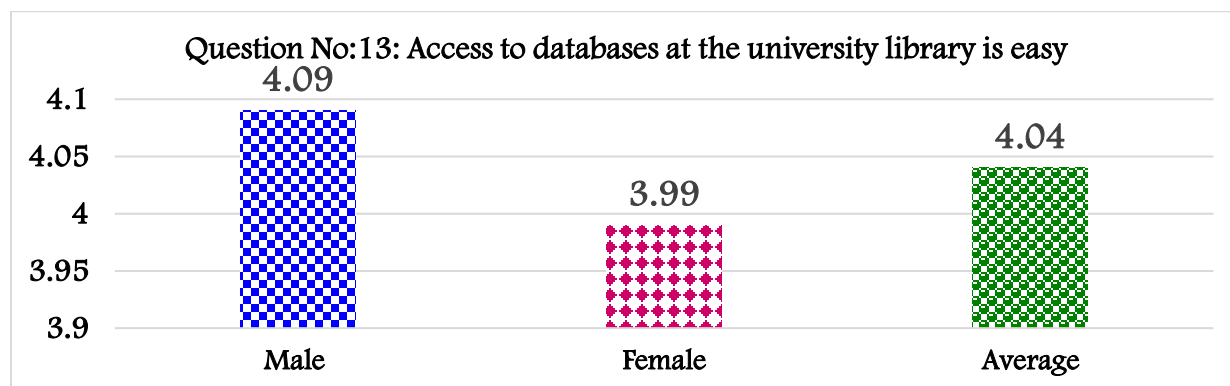




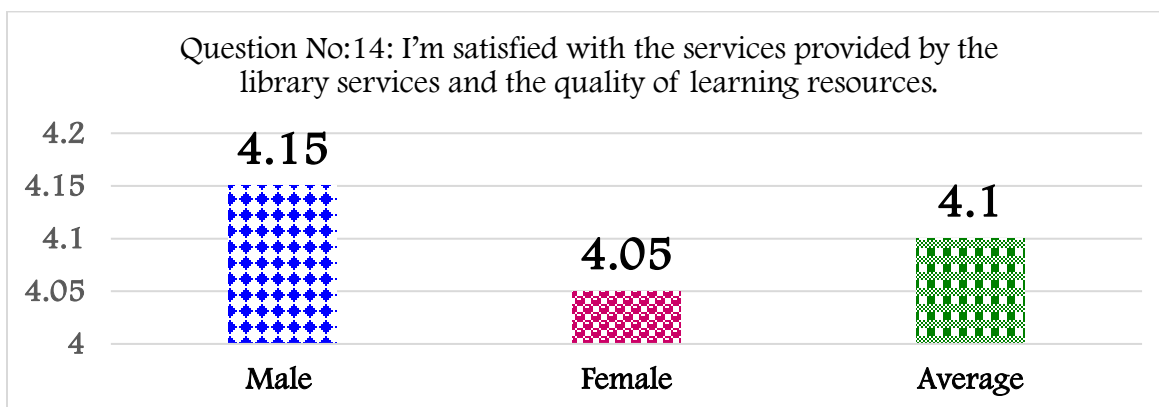
Gender	<b>Question No:12: Access to learning resources at the faculty library and language labs is easy</b>
Male (N=122)	4.11
Female(N-139)	4.05
Average	4.08



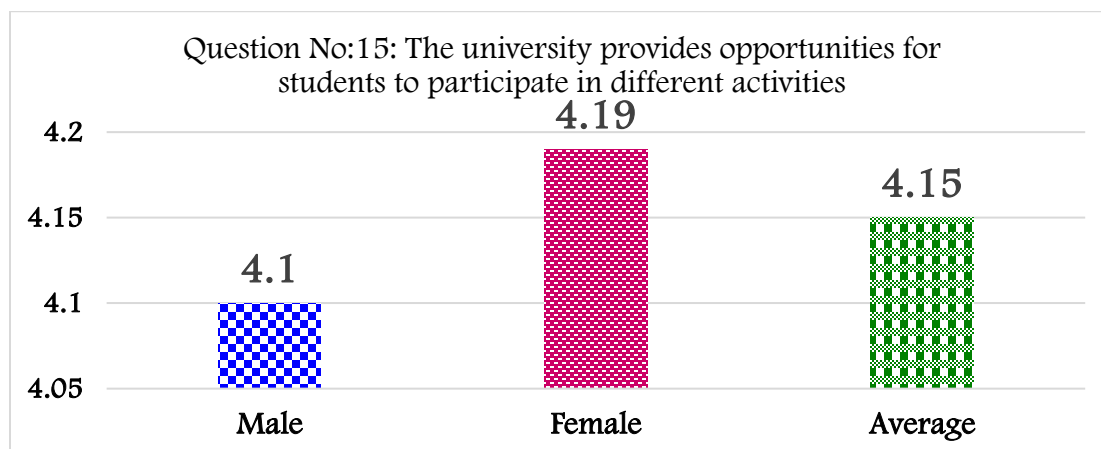
Gender	<b>Question No:13: Access to databases at the university library is easy</b>
Male (N=122)	4.09
Female(N-139)	3.99
Average	4.04



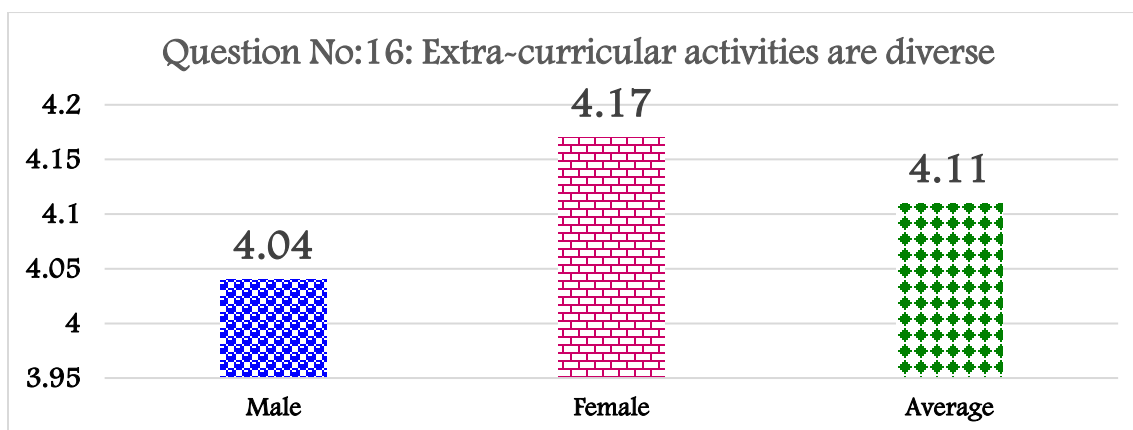
<b>Gender</b>	<b>Question No:14: I'm satisfied with the services provided by the library services and the quality of learning resources.</b>
<b>Male (N=122)</b>	4.15
<b>Female(N-139)</b>	4.05
<b>Average</b>	4.1



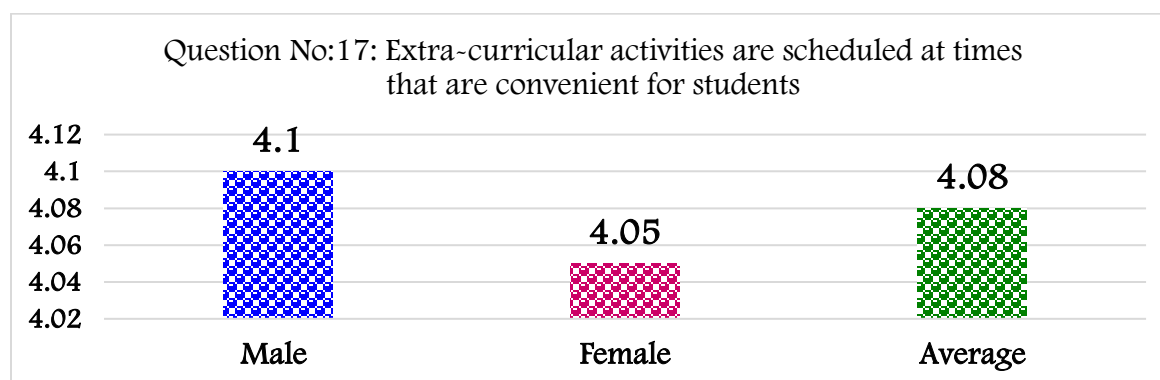
<b>Gender</b>	<b>Question No:15: The university provides opportunities for students to participate in different activities</b>
<b>Male (N=122)</b>	4.1
<b>Female(N-139)</b>	4.19
<b>Average</b>	4.15



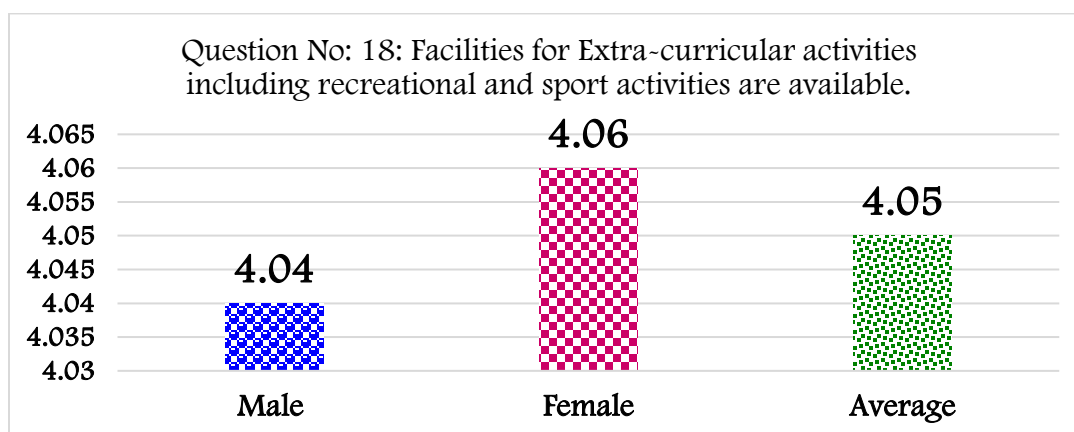
Gender	Question No:16: Extra-curricular activities are diverse
Male (N=122)	4.04
Female(N-139)	4.17
Average	4.11



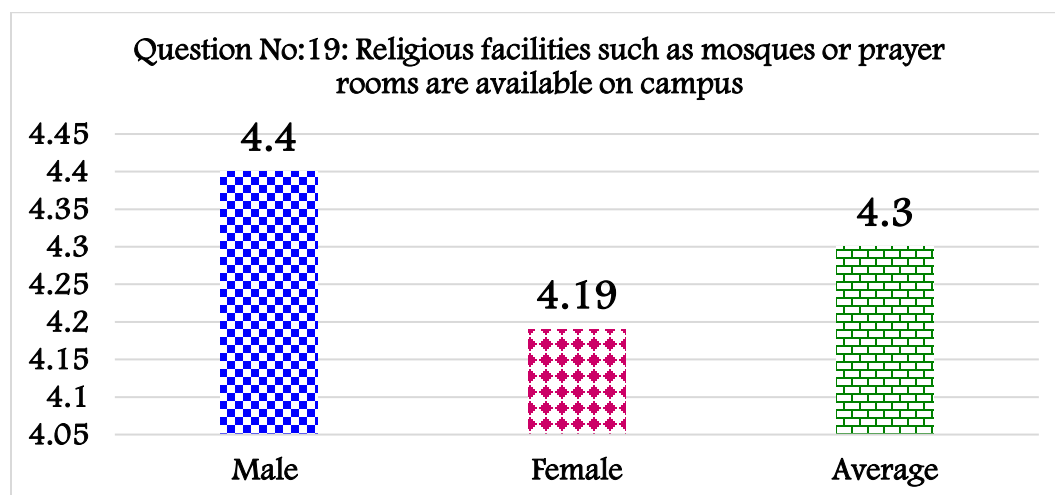
Gender	Question No:17: Extra-curricular activities are scheduled at times that are convenient for students
Male (N=122)	4.10
Female(N-139)	4.05
Average	4.08



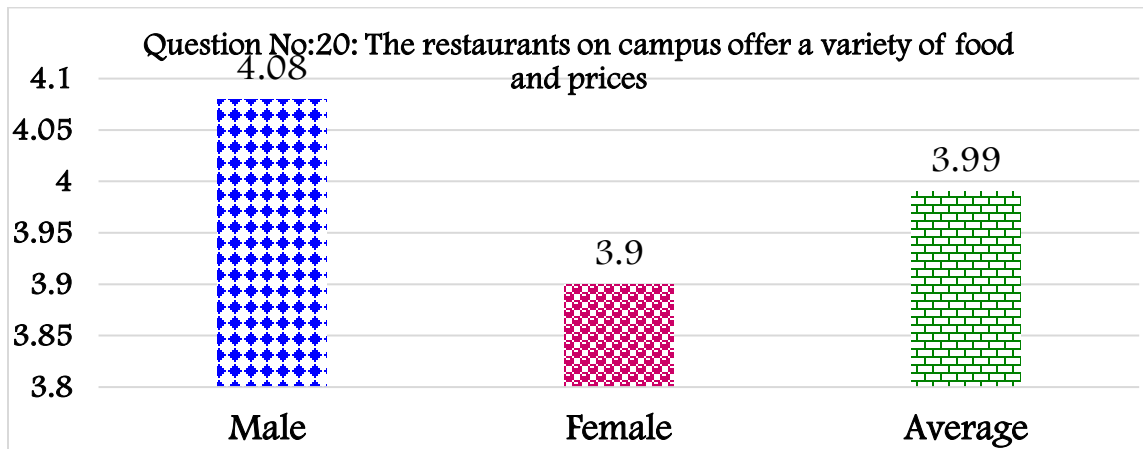
<b>Gender</b>	<b>Question No: 18: Facilities for Extra-curricular activities including recreational and sport activities are available.</b>
<b>Male (N=122)</b>	4.04
<b>Female(N~139)</b>	4.06
<b>Average</b>	4.05



<b>Gender</b>	<b>Question No:19: Religious facilities such as mosques or prayer rooms are available on campus</b>
<b>Male (N=122)</b>	4.40
<b>Female(N~139)</b>	4.19
<b>Average</b>	4.30



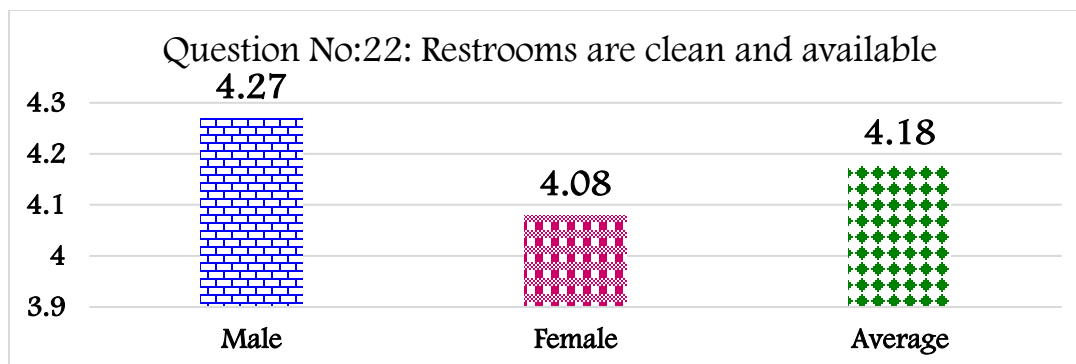
Gender	Question No:20: The restaurants on campus offer a variety of food and prices
Male (N=122)	4.08
Female(N-139)	3.90
Average	3.99



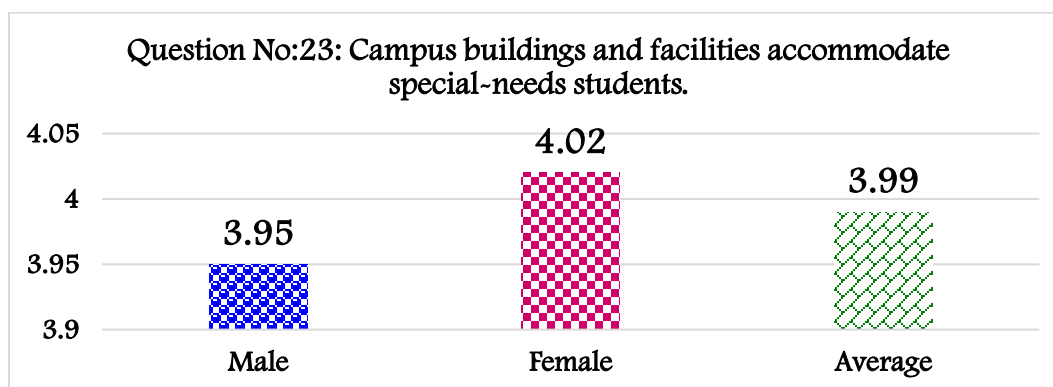
Gender	Question No:21: I'm satisfied with the quality and food hygiene of meals served by restaurants on campus
Male (N=122)	4.11
Female(N-139)	3.82
Average	3.97



Gender	Question No:22: Restrooms are clean and available
Male (N=122)	4.27
Female(N-139)	4.08
Average	4.18



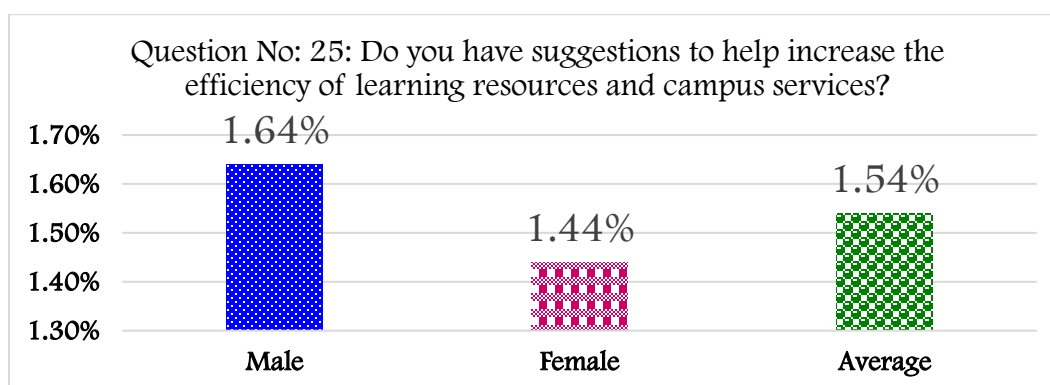
Gender	Question No:23: Campus buildings and facilities accommodate special-needs students.
Male (N=122)	3.95
Female(N-139)	4.02
Average	3.99



Gender	<b>Question No: 24: The university offers appropriate programs to support and care for special-needs students.</b>
Male (N=122)	3.93
Female(N-139)	3.99
Average	3.96



Gender	<b>Question No: 25: Do you have suggestions to help increase the efficiency of learning resources and campus services?</b>
Male (N=122)	1.64% - RESPONDED
Female(N-139)	1.44% - RESPONDED
Average	1.54% - AVERAGE RESPONSE



Council / Committee	Council of the department of Languages and Translation
Reference No.	Session 31/1441-1442
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