STUDENT SURVEY - OVERVIEW

Overall Satisfaction Rate

77.48%

Here is what students thought needs improvement

	Score
Learners have access to a device and Wifi for studies in campus	3.9
Campus Manager is effective in resolving issues	3.92
Login details emailed to learners prior to them starting their programme	3.7
Learners have access to technical support for online learning when needed	3.86
Furniture, equipment, classrooms, and workspaces are safe and comfortable	3.38
Campus is warm and inviting	3.88
Campus facilities are accessible	3.72
Campus Manager is warm and approachable	3.69
Campus Manager responds to my questions in a timely manner	3.63
The programme meets the needs of the learners, and they find it enjoyable and interesting	3.81
There is good mix of theory and practical activities for the learners to develop their knowledge	3.81
Common rooms are clean and tidy	3.76

Here is what students thought was going well

	Score
Orientation was conducted and learners are confident in navigating through the campus	4.67
Learners feel confident in asking questions to administration staff	4.33
Accurate programme information provided at the time of enrolment.	4
Equipment, classrooms and workshops are safe and comfortable	4.43
Students feel they are making good progress towards their study and career goals	4.61
Tutors use a good mix of theory and practical activities for learners to develop their knowledge	4.52
Tutors fosters a warm and supportive classroom environment	4
SSC was warm and friendly.	4.7
Delivery schedule is handed out and made available electronically where needed.	4.6
Furniture, equipment, classrooms, and workshops are safe and comfortable.	4.5
SSC was warm and friendly.	4.7
Tutor communicates the assessment requirements clearly.	4.7
Support staff builds rapport with the learners.	4.7
The pace and workload are appropriate.	4.00
Tutor's subject knowledge is relevant appropriate.	4.71
Learning Materials and resources are distributed in timely manner.	4.7

Quality Improvements made as a result of your feedback

- Tablets on loan for surveys and L and Ns available to all students on request
- Maintenance/Gardening Service and Cleaning and Security improved
- Activity Football/Games board purchased for Youth students.
- Campus team will introduce campus activities for students and staff for example cultural celebrations.
- Campus team to look at their different courses and how we deliver and teach our classes in an engaging and interesting way.
- Campus Manager to follow up on feedback from students regarding issues that are relevant to their class or programme.
- Ensuring learners have technical support when needed

Survey Tool	Frequency	Score	How do we use student feedback?
Survey Monkey	3 Surveys – First Impression, Mid way and End of programme	Average rating given by students who agreed or strongly agreed with the statements on 5-point rating scale	The surveys provides important information to SUL about the student's experience of the campus, learning and teaching