

# STUDENT SATISFACTION QUESTIONNAIRE 2016-17

## 1. Age – Please select your age:

			Response Percent	Response Total
1	17 - 19	<input type="text"/>	18.45%	57
2	20 – 30	<input type="text"/>	54.37%	168
3	31 - 40	<input type="text"/>	13.27%	41
4	41 - 50	<input type="text"/>	10.36%	32
5	51 – 60	<input type="text"/>	3.24%	10
6	61 – 70	<input type="text"/>	0.32%	1
7	71 - 80	<input type="text"/>	0.00%	0
<b>Analysis</b>			answered	309
	Mean: 2.27	Std. Deviation: 1	Satisfaction Rate: 21.09	
	Variance: 1	Std. Error: 0.06	skipped	1

## 2. Which gender do you most identify with?

			Response Percent	Response Total
1	Male	<input type="text"/>	22.33%	69
2	Female	<input type="text"/>	74.43%	230
3	Non-binary	<input type="text"/>	0.32%	1
4	Transgender Male	<input type="text"/>	0.00%	0
5	Transgender Female	<input type="text"/>	0.00%	0
6	Gender variant/non-conforming	<input type="text"/>	1.62%	5
7	Not listed	<input type="text"/>	0.00%	0
8	Prefer not to answer	<input type="text"/>	1.29%	4
<b>Analysis</b>			answered	309
	Mean: 1.92	Std. Deviation: 0.97	Satisfaction Rate: 13.18	
	Variance: 0.95	Std. Error: 0.06	skipped	1

## 3. Please identify your status at the University of Malta:

			Response Percent	Response Total
1	Full-time (Day Student)	<input type="text"/>	71.94%	223
2	Full-time (Evening Student)	<input type="text"/>	0.97%	3
3	Part-time (Day Student)	<input type="text"/>	1.61%	5
4	Part-time (Evening Student)	<input type="text"/>	23.55%	73
5	Other (please specify):	<input type="text"/>	1.94%	6
<b>Analysis</b>			answered	310
	Mean: 1.83	Std. Deviation: 1.35	Satisfaction Rate: 20.65	
	Variance: 1.82	Std. Error: 0.08	skipped	0

**4. Please identify your programme level at the University of Malta:**

			<b>Response Percent</b>	<b>Response Total</b>
1	Certificate	<input type="text"/>	0.97%	3
2	Diploma	<input type="text"/>	3.88%	12
3	Bachelor of Hons.	<input type="text"/>	72.17%	223
4	Masters	<input type="text"/>	20.39%	63
5	PhD	<input type="text"/>	2.59%	8
6	Post-Doc	<input type="text"/>	0.00%	0
<b>Analysis</b>			answered	309
Mean: 3.2 Std. Deviation: 0.59 Satisfaction Rate: 43.95			skipped	1
Variance: 0.35 Std. Error: 0.03				

**5. Kindly indicate how long you have been studying at the University of Malta by selecting one of the following options:**

			<b>Response Percent</b>	<b>Response Total</b>
1	1 – 5 years	<input type="text"/>	90.61%	280
2	6 – 10 years	<input type="text"/>	7.44%	23
3	11 - 15 years	<input type="text"/>	0.65%	2
4	16 - 20 years	<input type="text"/>	0.32%	1
5	21+ years	<input type="text"/>	0.97%	3
<b>Analysis</b>			answered	309
Mean: 1.14 Std. Deviation: 0.52 Satisfaction Rate: 3.4			skipped	1
Variance: 0.27 Std. Error: 0.03				

**6. How satisfied are you with the amount of lecturing you are required to engage in: (1 – very dissatisfied, 5 – very satisfied)**

			<b>Response Percent</b>	<b>Response Total</b>
1	1	<input type="text"/>	2.58%	8
2	2	<input type="text"/>	11.29%	35
3	3	<input type="text"/>	34.19%	106
4	4	<input type="text"/>	37.42%	116
5	5	<input type="text"/>	14.52%	45
<b>Analysis</b>			answered	310
Mean: 3.5 Std. Deviation: 0.96 Satisfaction Rate: 62.5			skipped	0
Variance: 0.92 Std. Error: 0.05				

**7. How satisfied are you with the mentoring (dissertation supervision, tutorials, personal etc.) you are given by your Department? (1 – very dissatisfied, 5 – very satisfied)**

			<b>Response Percent</b>	<b>Response Total</b>
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1	1	<input type="text"/>	5.52%	17
2	2	<input type="text"/>	15.91%	49
3	3	<input type="text"/>	28.25%	87
4	4	<input type="text"/>	32.79%	101
5	5	<input type="text"/>	17.53%	54
<b>Analysis</b>				
Mean: 3.41		Std. Deviation: 1.11	Satisfaction Rate: 60.23	answered 308
Variance: 1.24		Std. Error: 0.06		skipped 2

**8. How satisfied are you with the feedback you are given by your Department following assessment? (1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	13.59%	42
2	2	<input type="text"/>	22.01%	68
3	3	<input type="text"/>	29.77%	92
4	4	<input type="text"/>	24.27%	75
5	5	<input type="text"/>	10.36%	32
<b>Analysis</b>				
Mean: 2.96		Std. Deviation: 1.19	Satisfaction Rate: 48.95	answered 309
Variance: 1.42		Std. Error: 0.07		skipped 1

**9. How satisfied are you with administrative support you are given by your Department? (1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	4.84%	15
2	2	<input type="text"/>	9.68%	30
3	3	<input type="text"/>	22.26%	69
4	4	<input type="text"/>	34.19%	106
5	5	<input type="text"/>	29.03%	90
<b>Analysis</b>				
Mean: 3.73		Std. Deviation: 1.12	Satisfaction Rate: 68.23	answered 310
Variance: 1.26		Std. Error: 0.06		skipped 0

**10. How satisfied are you with the research opportunities at your disposal in your Faculty?(1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	5.19%	16
2	2	<input type="text"/>	15.26%	47
3	3	<input type="text"/>	37.66%	116
4	4	<input type="text"/>	27.92%	86
5	5	<input type="text"/>	13.96%	43
<b>Analysis</b>				
Mean: 3.3		Std. Deviation: 1.05	Satisfaction Rate: 57.55	answered 308
Variance: 1.11		Std. Error: 0.06		skipped 2

11. Have you ever attended an Erasmus (or a similar) programe?						Response Percent	Response Total
1	Yes	<input type="checkbox"/>				11.33%	35
2	No	<input type="checkbox"/>				88.67%	274
<b>Analysis</b>						answered	309
						skipped	1
Mean: 1.89 Std. Deviation: 0.32 Satisfaction Rate: 88.67							
Variance: 0.1 Std. Error: 0.02							

12. How satisfied are you with the responsiveness to your needs in your Department? (1 – very dissatisfied, 5 – very satisfied)						Response Percent	Response Total
1	1	<input type="checkbox"/>				6.45%	20
2	2	<input type="checkbox"/>				13.23%	41
3	3	<input type="checkbox"/>				28.71%	89
4	4	<input type="checkbox"/>				32.90%	102
5	5	<input type="checkbox"/>				18.71%	58
<b>Analysis</b>						answered	310
						skipped	0
Mean: 3.44 Std. Deviation: 1.13 Satisfaction Rate: 61.05							
Variance: 1.27 Std. Error: 0.06							

13. Do you know who is the Head of your Department?						Response Percent	Response Total
1	Yes	<input type="checkbox"/>				89.00%	275
2	No	<input type="checkbox"/>				5.83%	18
3	Maybe	<input type="checkbox"/>				5.18%	16
<b>Analysis</b>						answered	309
						skipped	1
Mean: 1.16 Std. Deviation: 0.49 Satisfaction Rate: 8.09							
Variance: 0.24 Std. Error: 0.03							

14. Do you know who the Dean of your Faculty is?						Response Percent	Response Total
1	Yes	<input type="checkbox"/>				83.33%	255
2	No	<input type="checkbox"/>				11.44%	35
3	Maybe	<input type="checkbox"/>				5.23%	16
<b>Analysis</b>						answered	306
						skipped	4
Mean: 1.22 Std. Deviation: 0.52 Satisfaction Rate: 10.95							
Variance: 0.28 Std. Error: 0.03							

15. Do you feel the the Faculty ready to hear your views?						Response Percent	Response Total	
1	Yes	<div></div>				48.54%	150	
2	No	<div></div>				10.36%	32	
3	Maybe	<div></div>				41.10%	127	
Analysis	Mean:	1.93	Std. Deviation:	0.94	Satisfaction Rate:	46.28	answered	309
	Variance:	0.89	Std. Error:	0.05				skipped

16. How satisfied are you with the level of communication of information in the Faculty?(1 – very dissatisfied, 5 – very satisfied)					Response Percent	Response Total
1	1	<div></div>			4.52%	14
2	2	<div></div>			10.32%	32
3	3	<div></div>			36.77%	114
4	4	<div></div>			32.90%	102
5	5	<div></div>			15.48%	48
Analysis	Mean:	3.45	Std. Deviation:	1.02	Satisfaction Rate:	61.13
	Variance:	1.03	Std. Error:	0.06		
					answered	310
					skipped	0

17. How satisfied are you with the level of social engagement (link with social partners, activism, involvement in the media etc) the Faculty is involved in?(1 – very dissatisfied, 5 – very satisfied)					Response Percent	Response Total
1	1	<div><div></div></div>			5.84%	18
2	2	<div><div></div></div>			11.69%	36
3	3	<div><div></div></div>			37.01%	114
4	4	<div><div></div></div>			30.84%	95
5	5	<div><div></div></div>			14.61%	45
Analysis	Mean:	3.37	Std. Deviation:	1.05	Satisfaction Rate:	59.17
	Variance:	1.11	Std. Error:	0.06		
					answered	308
					skipped	2

18. How satisfied are you with the responsiveness to your needs in your Faculty? (1 – very dissatisfied, 5 – very satisfied)					Response Percent	Response Total
1	1	<input type="text"/>			6.13%	19
2	2	<input type="text"/>			13.55%	42
3	3	<input type="text"/>			36.77%	114

### 18. How satisfied are you with the responsiveness to your needs in your Faculty? (1 – very dissatisfied, 5 – very satisfied)

				Response Percent	Response Total
4	4	<input type="text"/>		29.68%	92
5	5	<input type="text"/>		13.87%	43
<b>Analysis</b>	Mean:	3.32	Std. Deviation:	1.06	Satisfaction Rate: 57.9
	Variance:	1.13	Std. Error:	0.06	
				answered	310
				skipped	0

### 19. How satisfied are you with the lecturing/tutorial facilities? (1 – very dissatisfied, 5 – very satisfied)

				Response Percent	Response Total
1	1	<input type="text"/>		2.59%	8
2	2	<input type="text"/>		15.53%	48
3	3	<input type="text"/>		34.95%	108
4	4	<input type="text"/>		32.69%	101
5	5	<input type="text"/>		14.24%	44
<b>Analysis</b>	Mean:	3.4	Std. Deviation:	1	Satisfaction Rate: 60.11
	Variance:	0.99	Std. Error:	0.06	
				answered	309
				skipped	1

### 20. How satisfied are you with the amount and type of Department and Faculty events (social, academic etc.)? (1 – very dissatisfied, 5 – very satisfied)

				Response Percent	Response Total
1	1	<input type="text"/>		5.25%	16
2	2	<input type="text"/>		13.77%	42
3	3	<input type="text"/>		41.31%	126
4	4	<input type="text"/>		30.16%	92
5	5	<input type="text"/>		9.51%	29
<b>Analysis</b>	Mean:	3.25	Std. Deviation:	0.98	Satisfaction Rate: 56.23
	Variance:	0.97	Std. Error:	0.06	
				answered	305
				skipped	5

### 21. How satisfied are you with the relationship you have with your lecturers? (1 – very dissatisfied, 5 – very satisfied)

				Response Percent	Response Total
1	1	<input type="text"/>		5.19%	16
2	2	<input type="text"/>		11.69%	36
3	3	<input type="text"/>		25.00%	77
4	4	<input type="text"/>		31.82%	98
5	5	<input type="text"/>		26.30%	81
<b>Analysis</b>	Mean:	3.62	Std. Deviation:	1.14	Satisfaction Rate: 65.58
	Variance:	1.31	Std. Error:	0.07	
				answered	308
				skipped	2

**22. How satisfied are you with Departmental and Faculty administrative support? (1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	2.92%	9
2	2	<input type="text"/>	7.79%	24
3	3	<input type="text"/>	30.19%	93
4	4	<input type="text"/>	34.42%	106
5	5	<input type="text"/>	24.68%	76
<b>Analysis</b>			answered	308
			skipped	2
Mean: 3.7 Std. Deviation: 1.02 Satisfaction Rate: 67.53				
Variance: 1.03 Std. Error: 0.06				

**23. How satisfied are you with the way the timetable is organised? (1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	12.58%	39
2	2	<input type="text"/>	16.13%	50
3	3	<input type="text"/>	22.58%	70
4	4	<input type="text"/>	29.68%	92
5	5	<input type="text"/>	19.03%	59
<b>Analysis</b>			answered	310
			skipped	0
Mean: 3.26 Std. Deviation: 1.29 Satisfaction Rate: 56.61				
Variance: 1.65 Std. Error: 0.07				

**24. How satisfied are you with the Dean's overall performance (leadership, support, etc)?(1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	2.61%	8
2	2	<input type="text"/>	6.86%	21
3	3	<input type="text"/>	30.72%	94
4	4	<input type="text"/>	33.66%	103
5	5	<input type="text"/>	26.14%	80
<b>Analysis</b>			answered	306
			skipped	4
Mean: 3.74 Std. Deviation: 1.01 Satisfaction Rate: 68.46				
Variance: 1.01 Std. Error: 0.06				

**25. How accessible and available is the Dean?(1 – very dissatisfied, 5 – very satisfied)**

			Response Percent	Response Total
1	1	<input type="text"/>	1.96%	6

25. How accessible and available is the Dean?(1 – very dissatisfied, 5 – very satisfied)					Response Percent	Response Total
2	2	<input type="text"/>			7.52%	23
3	3	<input type="text"/>			44.77%	137
4	4	<input type="text"/>			25.49%	78
5	5	<input type="text"/>			20.26%	62
Analysis	Mean:	3.55	Std. Deviation:	0.96	Satisfaction Rate:	63.64
	Variance:	0.92	Std. Error:	0.05		
					answered	306
					skipped	4

26. Overall how satisfied are you with the Faculty Office (advice, support, efficiency etc)?(1 – very dissatisfied, 5 – very satisfied)					Response Percent	Response Total
1	1	<input type="text"/>			3.88%	12
2	2	<input type="text"/>			7.44%	23
3	3	<input type="text"/>			29.77%	92
4	4	<input type="text"/>			38.51%	119
5	5	<input type="text"/>			20.39%	63
Analysis	Mean:	3.64	Std. Deviation:	1.01	Satisfaction Rate:	66.02
	Variance:	1.02	Std. Error:	0.06		
					answered	309
					skipped	1

27. Any other comment:			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	310
		answered	310
		skipped	0