



A STUDY ON GRADUATE'S SATISFACTION WITH PROGRAM QUALITY

BATCH 43

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EXECUTIVE SUMMARY

The main objective of this research, titled *A Study on Graduates' Satisfaction with Program Quality Batch 43* is to investigate the satisfaction of Assumption university graduates of Batch 43 on seven aspects of the university's performance: Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement. The sample in this study included the graduates from both undergraduate and graduate programs of the Batch 43. Out of the total number of 3,111, 2,373 were Bachelor's degree graduates, 702 were Master's degree graduates, and 36 were Doctoral degree graduates. Online Graduate Register (OGR) Systems were employed in the data collection procedure and descriptive statistics such as number, percentage, mean, standard deviation to describe the data of respondents and describe the data study as the opinion about satisfaction of Assumption University's performance of Batch 43. The findings are summarized as follows:

Profile of the respondents

Out of the total of 3,111 respondents, the majorities 76.3% (2,373) were Bachelor's degree graduates, 22.6% (702) were Master's degree graduates and 1.2% (36) were Doctoral degree graduates.

Finding

The responses from the ORG survey questionnaires were analyzed and the findings are presented according to the seven aspects of the university's performance.

Program

The respondents' satisfaction on the aspect of Program was reported at high level with the average score of 3.90. The respondents were most satisfied in Courses offered are useful to students (3.98) and knowledge acquired enables you to get job easily (3.88) respectively. The respondents were least satisfied in Content is up-to-date and well-designed (3.86). The University should consider improving this aspect as a priority.

Lecturers

The respondents' satisfaction on the aspect of Lecturers was reported at high level with the average score of 3.97. The respondents were most satisfied in Lecturers have knowledge and experience related to the courses they teach (4.06), Lecturers have taught the syllabus content within the time-frame given (4.00) and Lecturers have encouraged students to engage in self-directed learning and self-development (3.95) respectively. The respondents were least satisfied in Lecturers have utilized effective teaching methodology (3.92). The University should consider improving Attractive Teaching Style as a priority.

Teaching and Learning

The respondents' satisfaction on the aspect of Teaching and Learning was reported at high level with the average score of 3.92. The respondents were most satisfied A clear study plan is provided to students (3.96), Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.) (3.94) and Teaching strategies enhance critical analytical and problem-solving skills, Teaching and learning activities encourage application of knowledge acquired (3.92). The respondents were least satisfied in Appropriate course and supplementary materials as well as educational technologies are provided to students (3.90) and Classrooms, libraries, laboratories and information technology support teaching and learning (3.89). The University should consider improving these 2 aspects of Teaching and Learning as a priority.

Evaluation

The respondents' satisfaction on the aspect of Evaluation was at high level with the average score of 3.86. The respondents were most satisfied in Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus, Evaluation methods and assessment of performance are fair, transparent and verifiable (3.87). The respondents were least satisfied in Evaluation methods are in line with the objective of the course (3.85) The University should consider improving this aspects as a priority.

Student Advising

The respondents' satisfaction on the aspect of Student Advising was high level with the average score of 3.87. The respondents were most satisfied in Students are given advice and guidance when needed (3.88). The respondents were least satisfied in Academic advisers offer advice on learning, study plan, registration and other problems (3.86). Which should be improved firstly.

Extra-curricular Activities

The respondents' satisfaction on the aspect of Extra-curricular Activities was high level with the average score of 3.85. The respondents were most satisfied in Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study (3.95), Extra-curricular activities help you apply knowledge gained in the field of study (3.87) and Extra-curricular activities develop student relationship and establish a network of contacts with others (3.86) respectively. The respondents were least satisfied in The Last Orientation provides you information on how to succeed in your career (3.79). The University should consider improving this aspects as a priority.

Learning development/improvement

The respondents' satisfaction on the aspect of Learning development/improvement was high level with the average score of 4.11. The respondents were most satisfied in Analytical analysis, communication and information technology skills (4.27), Interpersonal skills and responsibility (4.12) and Knowledge (4.11) respectively. The respondents were least satisfied in Morals and ethics (3.98). The University should consider improving this aspects of the Learning development/improvement as a priority.

Table 1 Ranking Mean of satisfaction score in each field of AU Graduates Batch 43

Aspects of the Program quality	The opinion of AU Graduates Batch 43 (n=3,111)		
	Mean	SD	Ranking
Program	3.90	0.63	4
Lecturers	3.97	0.61	2
Teaching and Learning	3.92	0.60	3
Evaluation	3.86	0.66	6
Student Advising	3.87	0.70	5
Extra-curricular Activities	3.85	0.63	7
Learning development/improvement	4.11	0.60	1
Overall Aspects	3.94	0.55	

According to the findings on the university's performance in 7 aspects; Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement it was found that the overall satisfaction of the respondents in every aspect was reported at high level with the average score of 3.94. The respondents were most satisfied in Learning development/improvement (4.11), Lecturers (3.97), Teaching and Learning (3.92), Program (3.90), Student Advising (3.87) and Evaluation (3.86) respectively. The respondents were least satisfied in Extra-curricular Activities (3.85). The University should consider improving this aspect as a priority.



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