

**UNIVERSITY OF ENERGY AND NATURAL RESOURCES**



**2024 STUDENT SATISFACTION SURVEY**

**QUALITY ASSURANCE AND ACADEMIC PLANNING DIRECTORATE**

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## TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	2
CHAPTER ONE: .....	5
1.1 INTRODUCTION.....	5
1.2 Background .....	5
1.3 Students Perception Purposes.....	5
1.4 Objectives of the Survey .....	5
1.5 Rationale for the Survey .....	6
1.6 Scope and Coverage.....	6
1.7 Structure of the Report.....	6
CHAPTER TWO: .....	7
2.0 SURVEY METHODOLOGY .....	7
2.1 Sample Size and Selection .....	7
2.3 Survey Questionnaires.....	7
CHAPTER THREE.....	8
3.0 SURVEY FINDINGS.....	8
3.1 Background Information.....	8
3.2 Educational Guidance and Counselling .....	10
Studying Arrangements .....	11
3.3 Teaching and Learning Environment .....	12
3.4 Attitude Towards Students/Academic Support Support Services.....	14
3.5 Health and Security Evaluation.....	14
3.6 Catering/Canteen Service .....	16
3.7 Campus Hall Facility .....	17
3.8.0 Recommendation of UENR to a Potential Applicant and Student Satisfaction Level.....	17
3.8.1 Reasons students gave as to why they would not recommend the University to potential applicants.....	19
3.9 How respondents got to know about UENR.....	19
3.9.2 Comparing recommending UENR to potential applicants with students' satisfaction level.....	21
CHAPTER FOUR: .....	23
4.0 SUMMARY, CONCLUSIONS AND RECOMMENDATIONS .....	23
4.1 Summary of Findings .....	23
4.2 Conclusions .....	24
4.3 Recommendations.....	24
Acknowledgement.....	25

## EXECUTIVE SUMMARY

### Background

The collection and publication of feedback from students provide for the enhancement of institutional services and accountability purposes. Currently, the Students Assessment of Lecturers and Courses (SALC) and the Student Exit are the only feedback mechanisms being implemented by the Quality Assurance and Academic Planning Directorate (QAAPD) of the University. To improve university-wide services in teaching, research and community service, the Directorate, backed by the Statutes, conducted a Student Satisfaction Survey (SSS) for continuing students of the 2023/2024 academic year. The 2024 Student Satisfaction Survey was conducted to identify areas of student concern and to allow for input in the development of academic programmes, services and resources for students. This survey reflects responses from UENR continuing students of the 2023/2024 academic year.

### Objectives of the Survey

The 2024 Student Satisfaction Survey sought to:

1. determine students' perception of the overall quality of learning and teaching in UENR;
2. evaluate students' opinion towards academic resources and facilities provided in UENR;
3. ascertain whether students will recommend the University to potential applicants;
4. ascertain the satisfaction level of UENR students.

### Scope and Coverage of the Survey

The survey covers all continuing students at the University in the 2023/2024 academic year. It focuses on issues relating to academic programmes, teaching and learning environments, health and security evaluation, and whether UENR students would recommend the University to potential applicants.

### Key Findings

- In total, 1013 out of 14,122 students responded to the questionnaires. The response rate was 7.23%
- Overall, a little above 64% of students said they are happy to be students of the University.
- Overall, 54.9% of students said they would recommend the University to potential applicants and 45.0% of students were not sure if they would recommend the University to potential applicants.
- The University had more than 80% *excellent* or *very good* or *good* ratings for all items under Attitude towards students/academic support services.
- The responses on teaching and learning environment were favourable to the University.

- Little above fifty-eight percent (**58.2 %**) of respondents said the University was recommended to them by relatives or friends; 23.3% of students said they heard about the University through social media.
- Feedback on classroom organisation and adequate laboratory facilities was unfavourable since the majority of respondents rated the University *poor* or *average*.
- **Over 55 %** of students rated the University *poor* or *average* on ‘there are enough relevant tools and equipment for studies’, *the institution's tools and equipment work properly, and the institution's internet facility works well*.
- **More than 56%** of respondents rated ‘*Food in the canteen is affordable for me*’ *poor* or *average*.
- As to why they would not recommend the University to potential applicants, students lamented the following and the comments are recorded as they were given:
  - inadequate tables and chairs for effective learning and teaching, communication on campus in terms of delivering information to students is poor;*
  - examination results delays every semester;*
  - the Agribusiness department is managed by one person who decides everything for everyone. A program that was supposed to be two years is now three years already and nothing shows that we are going to graduate this year. The department ( Agribusiness department) will collapse the entire University if care is not taken. Management must wake up now;*
  - resit papers are normally unreleased or do not upload to the students portal, IT personnel are not friendly;*
  - the Dormaa campus has a very poor environment for students to cope with, transportation issues on the Dormaa campus;*
  - some weekend students who are in level 400 second semester still don't have student ID cards;*
  - Washrooms are sometimes not available for weekend students to use.*

## **Conclusions and Recommendations**

The 2024 Students Satisfaction Survey (SES) presents findings in the following four areas: (1) inadequate infrastructure; (2) inadequate practical sessions of most of the programmes; (3) poor facilities on the Dormaa campus; (4) poor treatment of weekend students. Findings show there is the need to develop strategies to enhance practical components of all programmes and organise campus-based campaigns to inform students and other stakeholders of the measures taken to address their grievances and the Dean of Students could

organise an open day for students to voice their challenges as they are major stakeholders in recommending the University to future applicants.