

# *KIGS STUDENT'S SATISFACTION SURVEY*

1. **Faculty:** \_\_\_\_\_
2. **Course:** \_\_\_\_\_
3. **Batch Code:** \_\_\_\_\_
4. **Gender:** \_\_\_\_\_
5. **Status (Active/ Alumni)** \_\_\_\_\_

<b>TEACHING APPROACHES</b>		5	4	3	2	1	N/A
1.	Lecturer's effort to make the subjects/ modules as interesting as possible	<input type="radio"/>					
2.	Lecturer's classroom time management	<input type="radio"/>					
3.	Lecturer's classroom organizing capacity and preparedness	<input type="radio"/>					
4.	Lecturer's responsiveness to student's questions	<input type="radio"/>					
5.	Lecturer's in-depth knowledge of the subject	<input type="radio"/>					
6.	Lecturer's teaching mood's during the class hours	<input type="radio"/>					
7.	Lecturer's ability to use various instruction methods in the classroom	<input type="radio"/>					
8.	Quality of assignments and class works given by the Lecturer.	<input type="radio"/>					
9.	Lecturer's helping tendency outside the classroom.	<input type="radio"/>					
10.	Equal treatment is given to the students by the lecturers.	<input type="radio"/>					
11.	Adequacy of information given to lecturers related to assessment(examination) and assignments.	<input type="radio"/>					
12.	Lecturer's feedback giving practice related to assessments & assignments	<input type="radio"/>					
13.	Lecturer's advice or suggestions for the improvement of examination and assignment results.	<input type="radio"/>					

## PURPOSE

- The general purpose of students' satisfaction surveys is to assess how satisfied our students are with different aspects of the services provided by the Kolej. Specifically, the survey is to find out the satisfaction level of the students towards
  - Teaching approaches.
  - College resources' and
  - Administrative services in the Kolej.

## CONFIDENTIALITY

**All information provided by the students related to this satisfaction survey will be maintained confidentially and the information provided by the students will not misuse for any other purpose.**

## INSTRUCTIONS

- ✓ Please tick (✓) on the number you consider to be most appropriate.
  - 5 – Highly Satisfied
  - 4 – Satisfied.
  - 3 – Neutral
  - 2 – Dissatisfied
  - 1 – Highly Dissatisfied
  - N/A – Not Applicable

Any Open Comments & Suggestions on Teaching Approaches:

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<b>COLLEGE RESOURCES</b>		<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>N/A</b>
14.	Classroom Environment <i>(Air-condition, Lighting, Projector, and whiteboard &amp; Seating arrangements)</i>	<input type="radio"/>					
15.	Security service <i>(Personal Belongings, Fire-equipment, Instructions, Signboard and Emergency Exits visibility)</i>	<input type="radio"/>					
16.	Internet Connectivity <i>(Accessibility, Availability &amp; Speed)</i>	<input type="radio"/>					
17.	Students Lounge <i>(Facilities like adequate tables &amp; chairs, sockets and cafeteria or vending machine)</i>	<input type="radio"/>					
18.	College Library Environment <i>(Ambience, Adequate space, Furniture, Computers, Photocopiers and KIGS Library MIS)</i>	<input type="radio"/>					
19.	College Library Service and Resources <i>(Adequate Books for reference, Borrowable, Magazines and Newspapers)</i>	<input type="radio"/>					
20.	Computer Labs <i>(Ambience, Adequate Computers, Internet &amp; Network Work Connectivity, and furniture)</i>	<input type="radio"/>					
21.	Broadcasting Studio <i>(Ambience, Adequate Equipment &amp; computers, Internet Connectivity, and furniture)</i>	<input type="radio"/>					
22.	Art Gallery (Gallery Ku) <i>(Ambience, Adequate Facilities, Regular Maintenance &amp; Accessibility)</i>	<input type="radio"/>					
23.	Brunei Marketing & Communication Center (BMCC) <i>(Ambience, Availability, Accessibility, Adequate Facilities like toilet rooms, Projectors, Computers, Furniture &amp; Regular Maintenance)</i>	<input type="radio"/>					
24.	College Car Park <i>(Availability, Security and Ambience)</i>	<input type="radio"/>					
25.	College Restroom/ Washroom <i>(Adequate Toilet rooms, Regular Maintenance, Facilities like Toilet-tissue papers, Toilet-soaps, and Sanitizers)</i>	<input type="radio"/>					

Any Open Comments & Suggestions on College Resources:

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<b>COLLEGE ADMINISTRATION</b>		<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>N/A</b>
26.	Quality of Security Personnel <i>(Staff discipline, Approachability, Helping Tendency, Honesty)</i>	<input type="radio"/>					
27.	Quality of Registration ( <i>Front Office</i> ) Personnel <i>(Staff Attitude, Knowledge, Approachability, Availability, Accessibility)</i>	<input type="radio"/>					
28.	Quality of Head of Academics <i>(Staff Attitude, Availability, Problem Solving, Courtesy to Listen, efficiency and effectiveness)</i>	<input type="radio"/>					
29.	Quality of Head of Faculties <i>(Staff Attitude, Availability, Flexibility, Problem Solving, Organizing, Scheduling, Punctuality)</i>	<input type="radio"/>					
30.	Quality of Finance Department Personnel <i>(Staff Attitude, Availability, Flexibility, Problem-Solving, Courtesy to Listen, Speed)</i>	<input type="radio"/>					
31.	Quality of Counselling Department Personnel <i>(Staff Attitude, Availability, Flexibility, Problem-solving, Courtesy to Listen, Efficiency and Effectiveness)</i>	<input type="radio"/>					
32.	Quality of Technical Department Personnel <i>(Knowledge, Punctuality, Problem-solving, Efficiency and Effectiveness)</i>	<input type="radio"/>					
33.	Quality of Marketing Unit Personnel <i>(Knowledge, Professionalism, Strategist and Tactical, Problem-solving, Efficiency and Effectiveness)</i>	<input type="radio"/>					
34.	Organization of Extra-Curricular Activities Department <i>(Professionalism, Entertaining, Efficiency, Effectiveness, Punctuality, Consistency and Reliability)</i>	<input type="radio"/>					
35.	Services provided by the Students Council. <i>(Efficiency &amp; Effectiveness, Politeness, Problem-solving, Leadership, Teamwork and Social Responsibility)</i>	<input type="radio"/>					
36.	Quality of Library Personnel <i>(Staff attitude, Availability, Responsive, Courtesy to Listen, Efficiency and Effectiveness)</i>	<input type="radio"/>					
37.	Quality of Enrollment Process <i>(Quality of information in application, process time, commitment &amp; communication towards enrollments)</i>	<input type="radio"/>					
38.	Quality of Fees Payment Process <i>(Fees Structure, Flexibility in Payment Method, Duration and Cost Structure)</i>	<input type="radio"/>					

Any Open Comments & Suggestions on College Administration:

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Overall Satisfaction with Kolej IGS in Providing Quality Education for the Nation:

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