

## Student Satisfaction Survey 2023

Survey Components	2021	2022	2023
Overall Student Satisfaction Level Services	4.55/5.00	4.50/5.00	<b>4.40/5.00</b>
Standard and quality of Student Support Services	4.61/5.00	4.43/5.00	<b>4.35/5.00</b>
Physical Facilities and Infrastructure	4.68/5.00	4.40/5.00	<b>4.40/5.00</b>
Effectiveness of Communication	4.45/5.00	4.43/5.00	<b>4.35/5.00</b>
Student Satisfaction with Recruitment Agents	3.76/4.00	4.40/5.00	<b>4.45/5.00</b>
Adequacy, accessibility and quality of teaching learning resources and the school environment	4.42/5.00	4.37/5.00	<b>4.30/5.00</b>
Academic Staff Performance, ie. Quality of teaching	4.55/5.00	4.63/5.00	<b>4.40/5.00</b>
Pre-course counselling experience of students	3.76/4.00	4.53/5.00	<b>4.35/5.00</b>
Assessment methods and frequency	4.73/5.00	4.53/5.00	<b>4.35/5.00</b>