

Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education



ALMA MATER EUROPAEA
CAMPUS COLLEGE REZONANCA



Tel: +383 38 544-754

URL: <http://www.rezonanca-rks.com>

Student Satisfaction Survey for the Administrative Services

Results of analysis

2020

The Report Draft: Office for Quality Assurance

The Student Satisfaction Survey for the Administrative Services is conducted with first and third year students, once a year.

The survey includes student's satisfaction Administrative services:

Result report

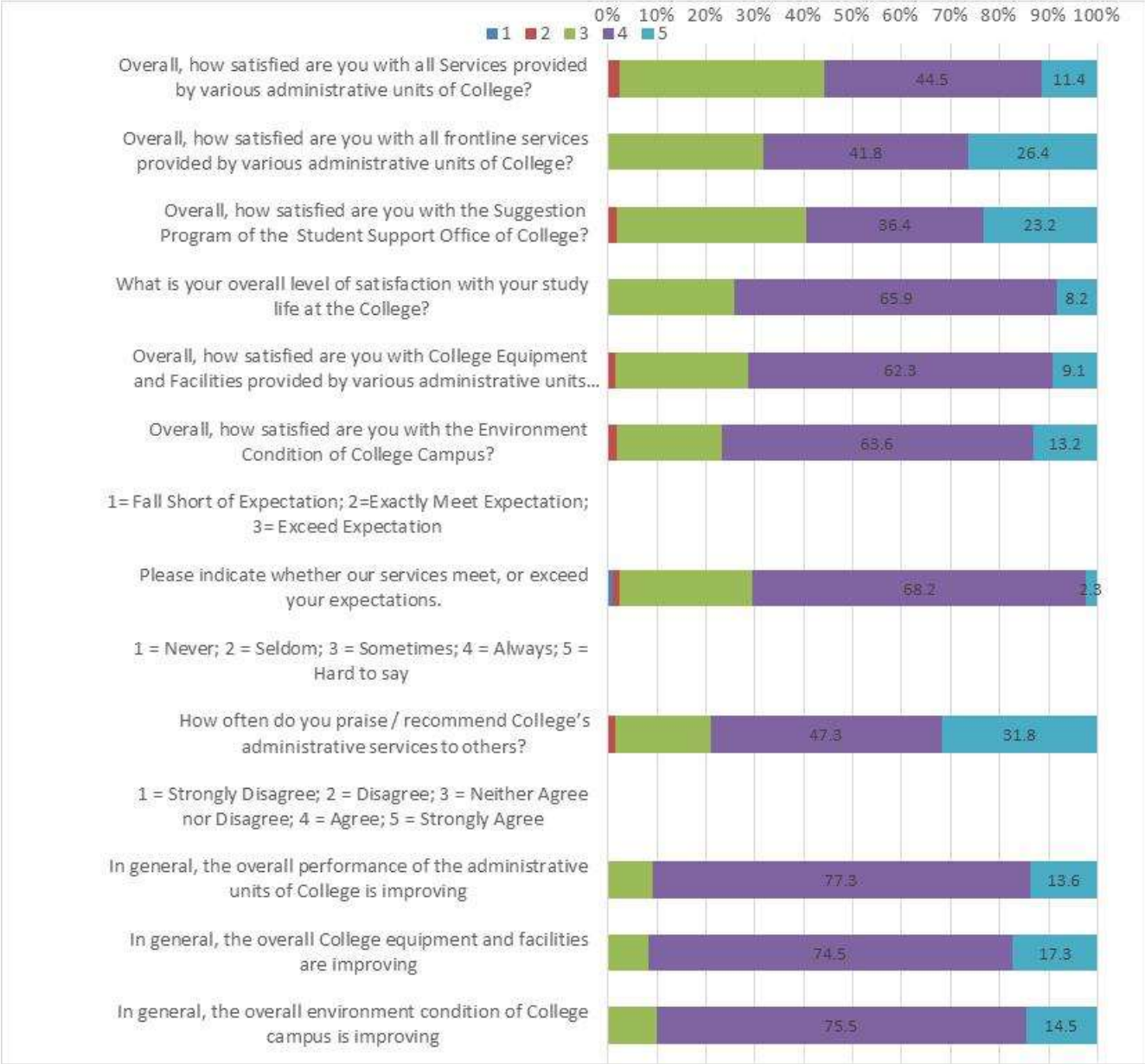
Number of respondents: 337 (220 first year students and 117 third year students)

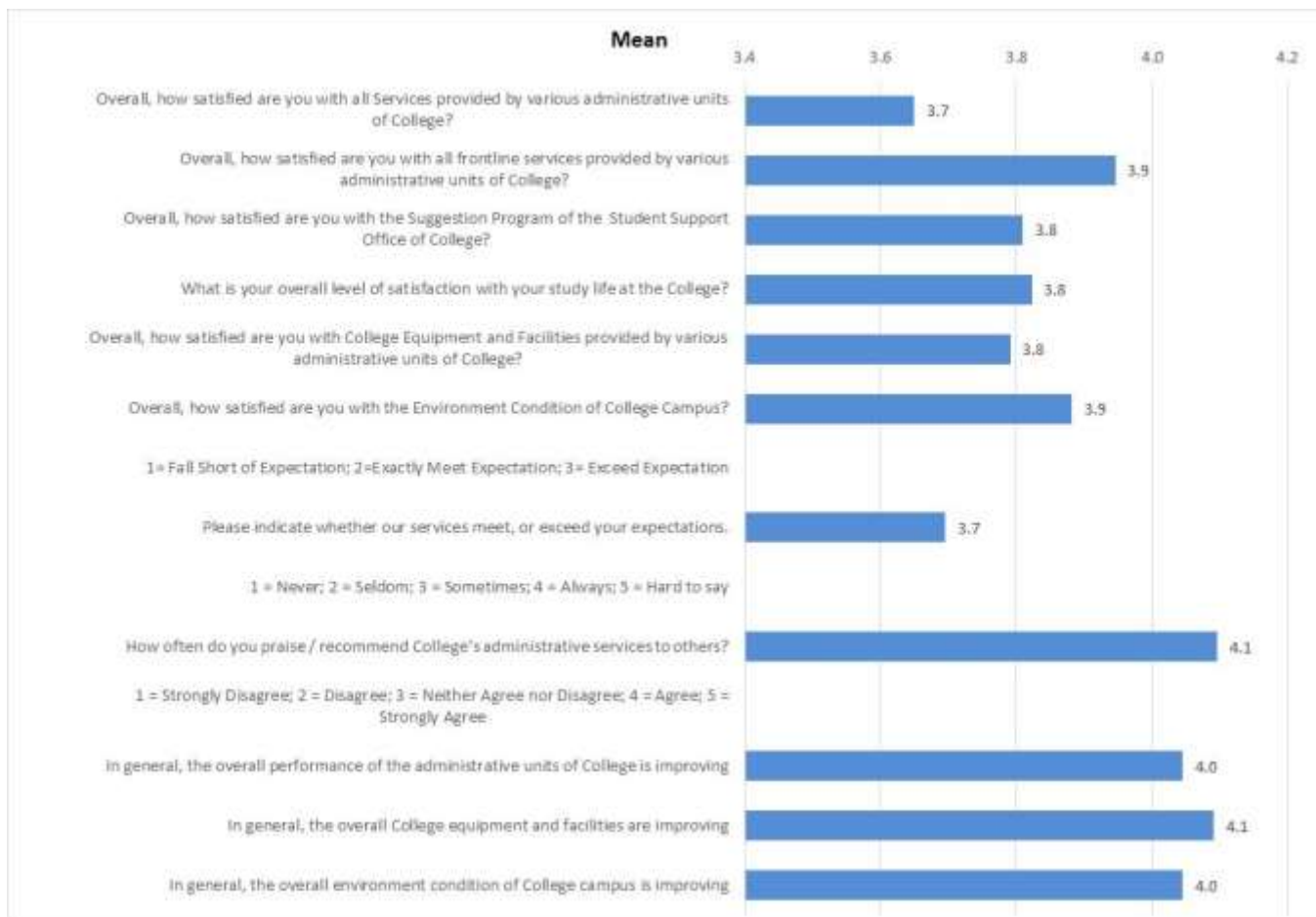
Method of realization: with the electronic questionnaire Student Satisfaction Survey for the Administrative Services

The report of the summary results of the survey: Student Satisfaction Survey for the Administrative Services -2020, according to the indicators is presented as follows:

First year students (n=220)

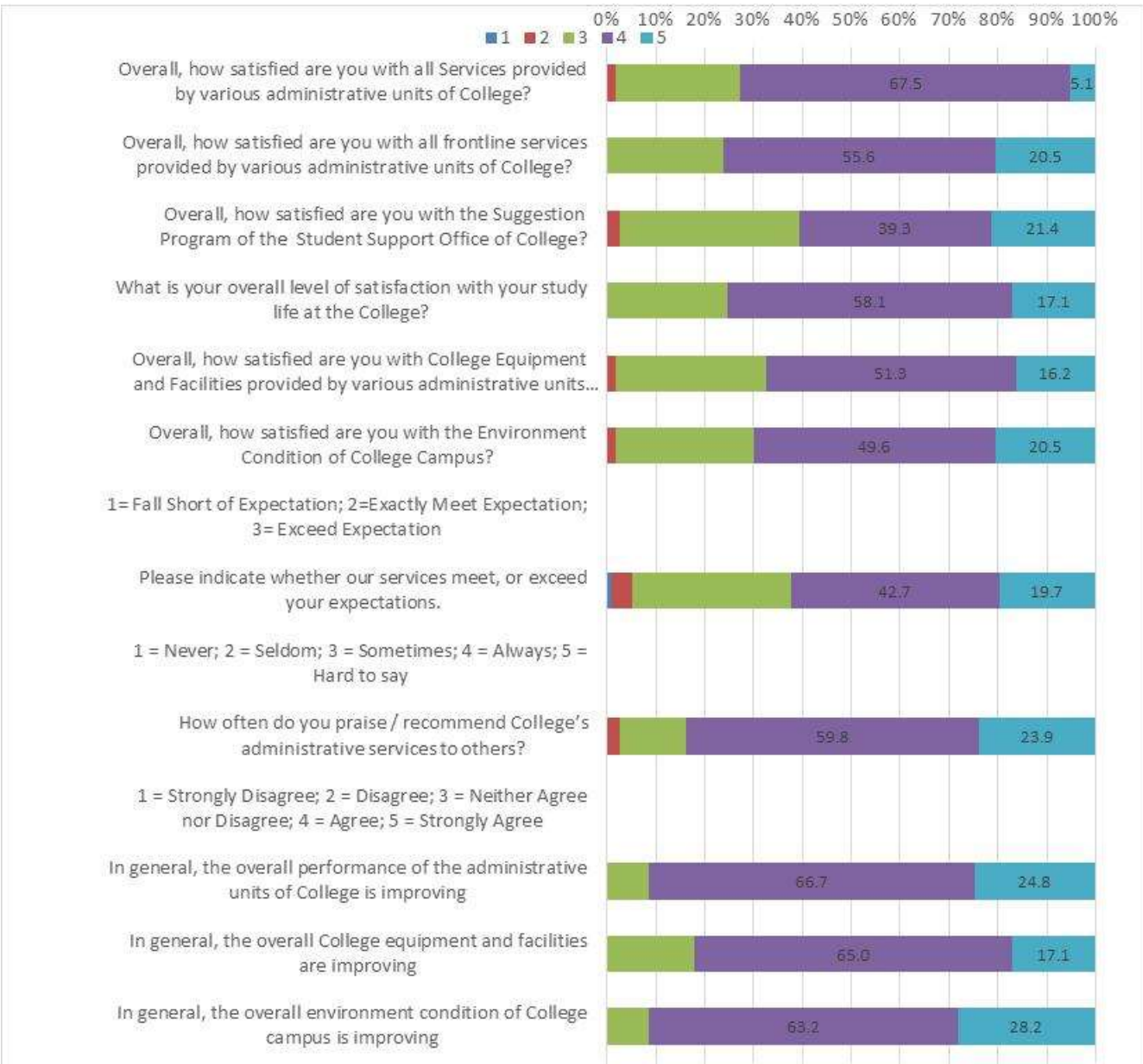
	Overall indicators 1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied	Absolute Frequencies of answers						Relative Frequencies of answers						Abstention	Mean	Stdev
		1	2	3	4	5	Total	1	2	3	4	5	Total			
1	Overall, how satisfied are you with all Services provided by various administrative units of College?	0	5	92	98	25	220	0.0	2.3	41.8	44.5	11.4	100.0		3.7	0.7
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	70	92	58	220	0.0	0.0	31.8	41.8	26.4	100.0		3.9	0.8
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	4	85	80	51	220	0.0	1.8	38.6	36.4	23.2	100.0		3.8	0.8
4	What is your overall level of satisfaction with your study life at the College?	0	0	57	145	18	220	0.0	0.0	25.9	65.9	8.2	100.0		3.8	0.6
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	3	60	137	20	220	0.0	1.4	27.3	62.3	9.1	100.0		3.8	0.6
6	Overall, how satisfied are you with the Environment Condition of College Campus? 1 = Fall Short of Expectation; 2 = Exactly Meet Expectation; 3 = Exceed Expectation	0	4	47	140	29	220	0.0	1.8	21.4	63.6	13.2	100.0		3.9	0.6
7	Please indicate whether our services meet, or exceed your expectations. 1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	2	3	60	150	5	220	0.9	1.4	27.3	68.2	2.3	100.0		3.7	0.6
8	How often do you praise / recommend College's administrative services to others? 1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree	0	3	43	104	70	220	0.0	1.4	19.5	47.3	31.8	100.0		4.1	0.7
9	In general, the overall performance of the administrative units of College is improving	0	0	20	170	30	220	0.0	0.0	9.1	77.3	13.6	100.0		4.0	0.5
10	In general, the overall College equipment and facilities are improving	0	0	18	164	38	220	0.0	0.0	8.2	74.5	17.3	100.0		4.1	0.5
11	In general, the overall environment condition of College campus is improving	0	0	22	166	32	220	0.0	0.0	10.0	75.5	14.5	100.0		4.0	0.5

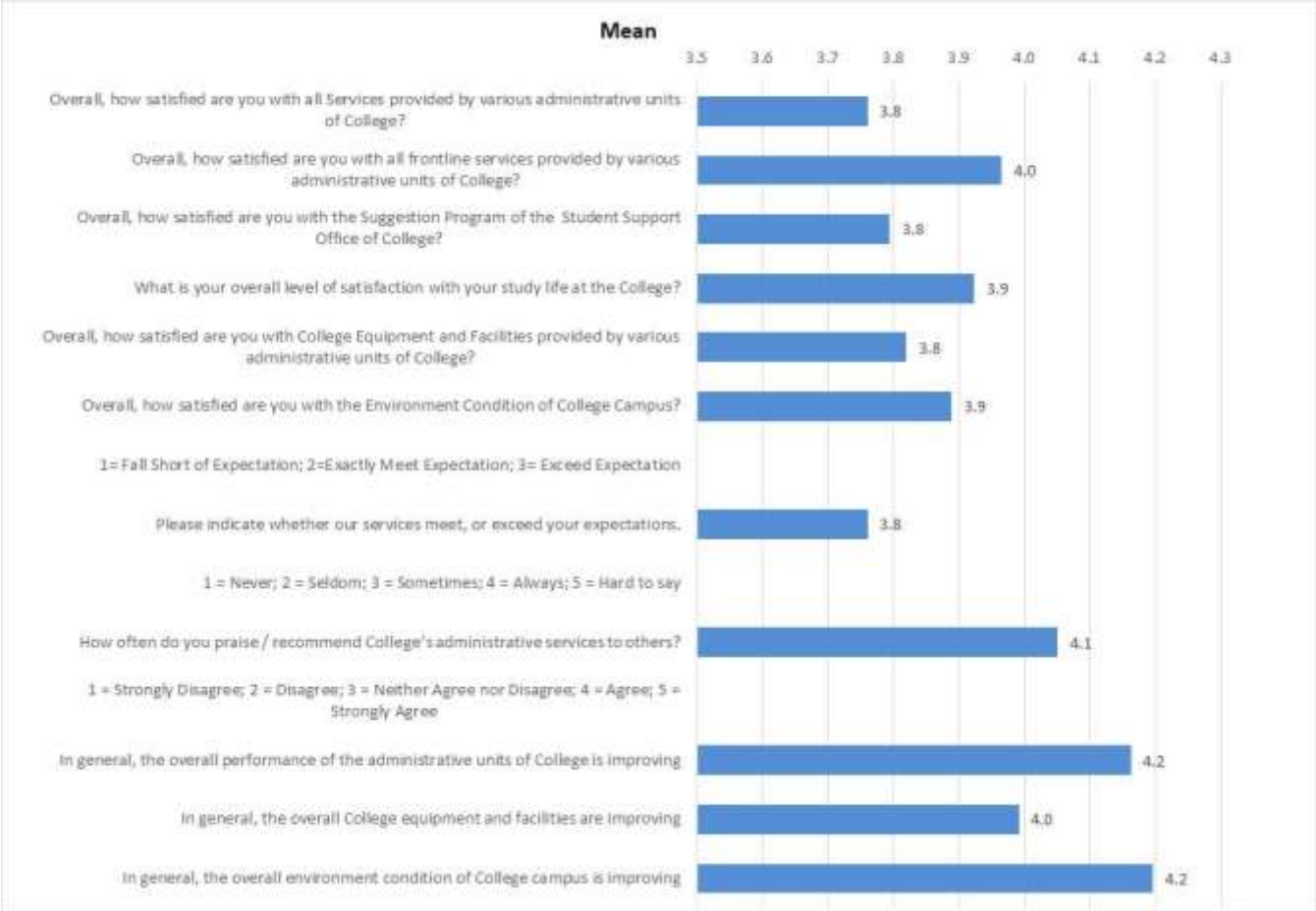




Third year students (n=117)

	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers					Abstention	Mean	Stdev	
		1	2	3	4	5	Total	1	2	3	4	5				Total
1	Overall, how satisfied are you with all Services provided by various administrative units of College? 1=Very Dissatisfied; 2=Dissatisfied; 3=Neither Satisfied nor Dissatisfied; 4=Satisfied; 5=Very satisfied	0	2	30	79	6	117	0.0	1.7	25.6	67.5	5.1	100.0		3.8	0.6
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	28	65	24	117	0.0	0.0	23.9	55.6	20.5	100.0		4.0	0.7
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	3	43	46	25	117	0.0	2.6	36.8	39.3	21.4	100.0		3.8	0.8
4	What is your overall level of satisfaction with your study life at the College?	0	0	29	68	20	117	0.0	0.0	24.8	58.1	17.1	100.0		3.9	0.6
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	2	36	60	19	117	0.0	1.7	30.8	51.3	16.2	100.0		3.8	0.7
6	Overall, how satisfied are you with the Environment Condition of College Campus? 1= Fall Short of Expectation; 2=Exactly Meet Expectation; 3= Exceed Expectation	0	2	33	58	24	117	0.0	1.7	28.2	49.6	20.5	100.0		3.9	0.7
7	Please indicate whether our services meet, or exceed your expectations. 1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	1	5	38	50	23	117	0.9	4.3	32.5	42.7	19.7	100.0		3.8	0.8
8	How often do you praise / recommend College's administrative services to others? 1=Strongly Disagree; 2=Disagree; 3=Neither Agree nor Disagree; 4=Agree; 5=Strongly Agree	0	3	16	70	28	117	0.0	2.6	13.7	59.8	23.9	100.0		4.1	0.7
9	In general, the overall performance of the administrative units of College is improving	0	0	10	78	29	117	0.0	0.0	8.5	66.7	24.8	100.0		4.2	0.6
10	In general, the overall College equipment and facilities are improving	0	0	21	76	20	117	0.0	0.0	17.9	65.0	17.1	100.0		4.0	0.6
11	In general, the overall environment condition of College campus is improving	0	0	10	74	33	117	0.0	0.0	8.5	63.2	28.2	100.0		4.2	0.6

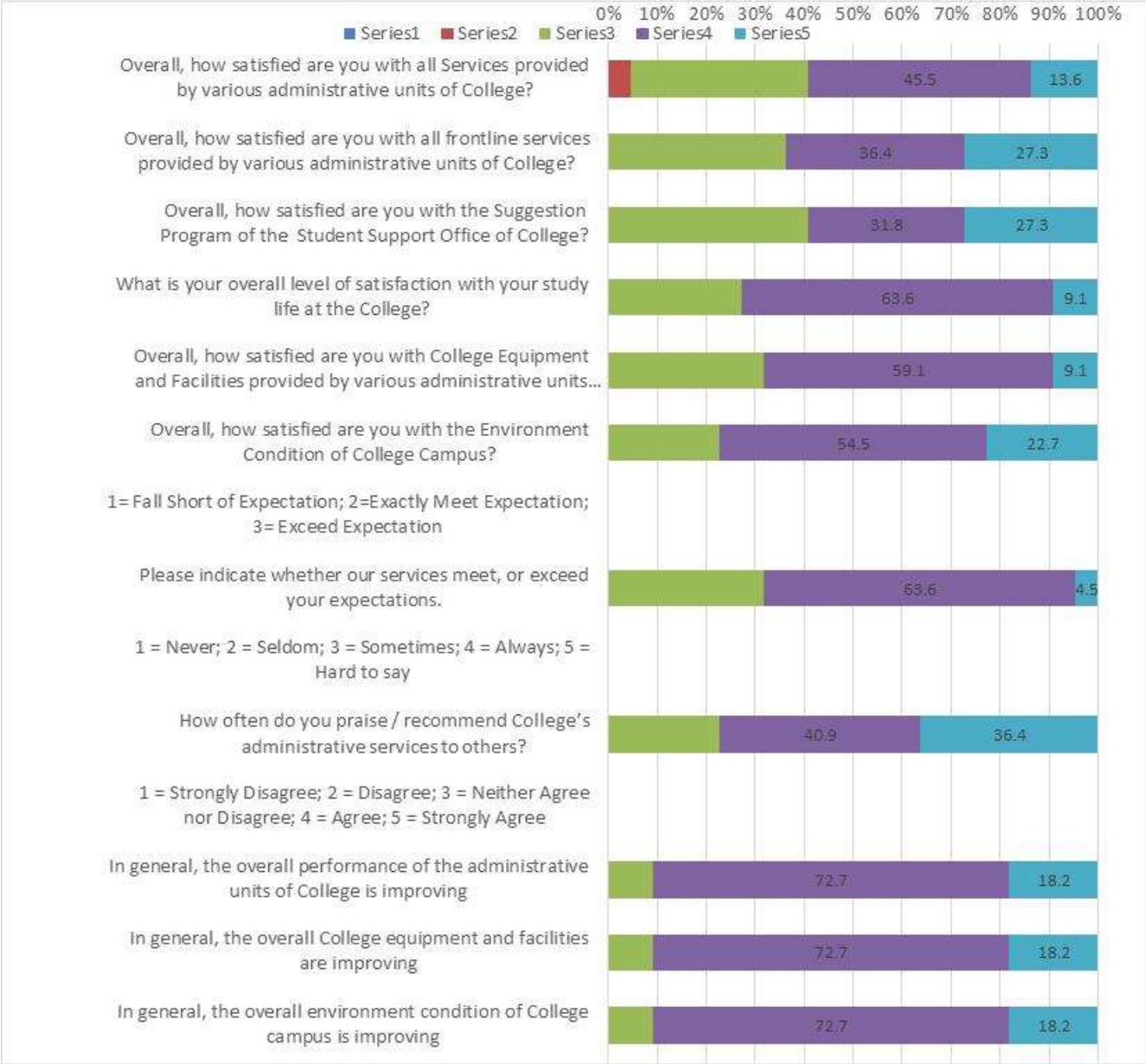


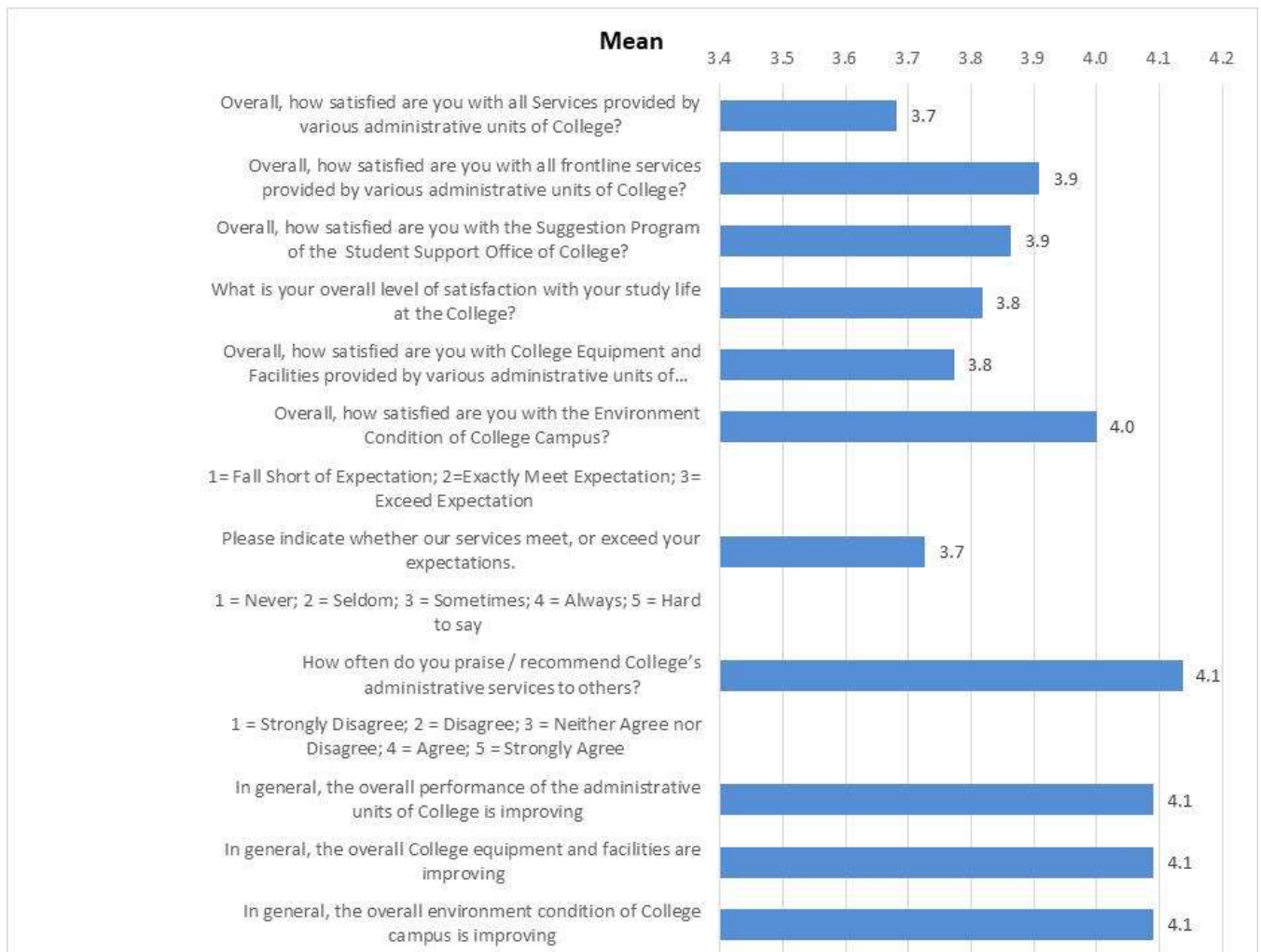


BSc Biochemistry Laboratory

First year students (n=22)

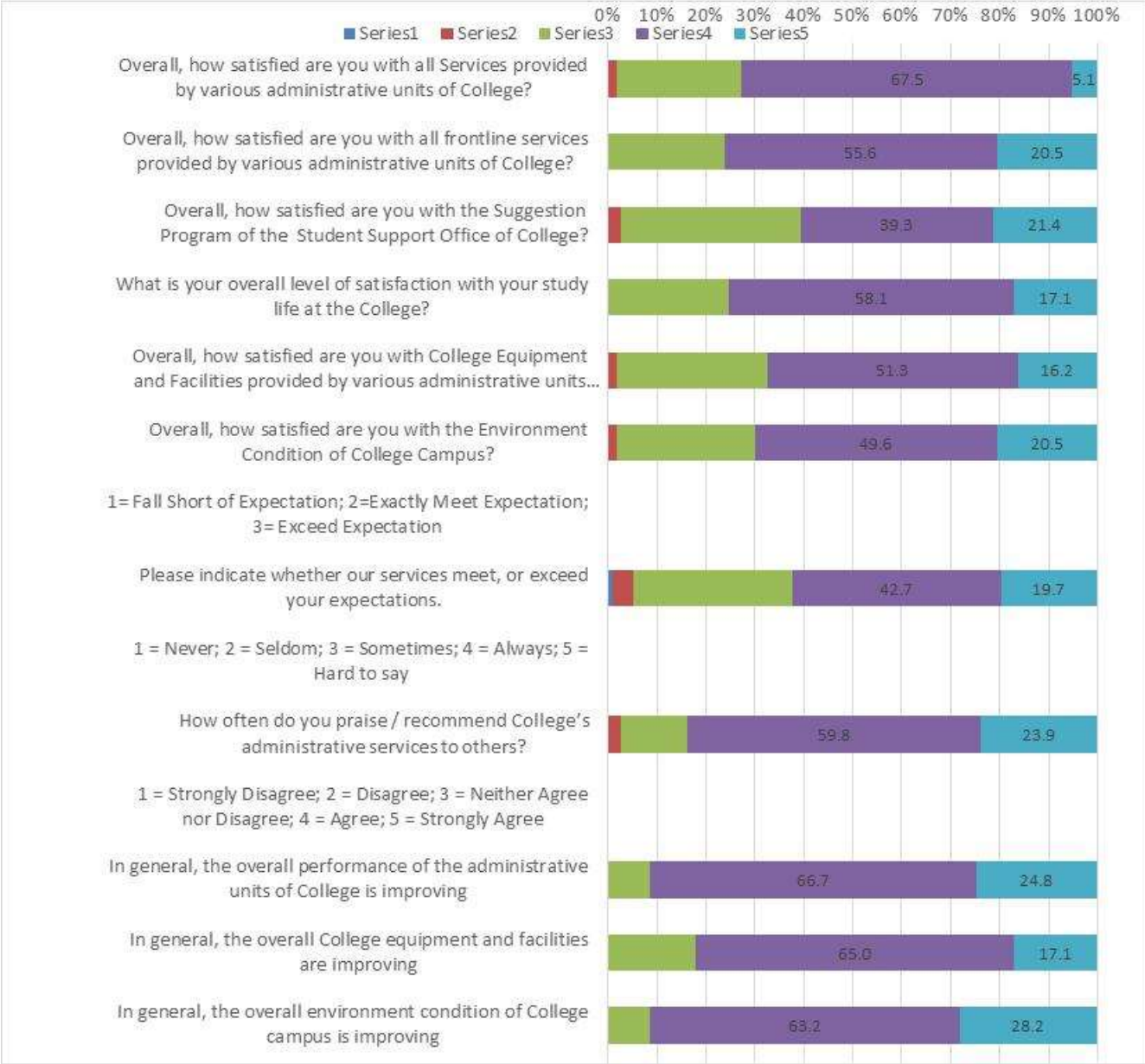
	Overall indicators 1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied	Absolute Frequencies of answers					Relative Frequencies of answers					Abstention	Mean	Stdev		
		1	2	3	4	5	Total	1	2	3	4				5	Total
1	Overall, how satisfied are you with all Services provided by various administrative units of College?	0	1	8	10	3	22	0.0	4.5	36.4	45.5	13.6	100.0		3.7	0.8
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	8	8	6	22	0.0	0.0	36.4	36.4	27.3	100.0		3.9	0.8
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	9	7	6	22	0.0	0.0	40.9	31.8	27.3	100.0		3.9	0.8
4	What is your overall level of satisfaction with your study life at the College?	0	0	6	14	2	22	0.0	0.0	27.3	63.6	9.1	100.0		3.8	0.6
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	7	13	2	22	0.0	0.0	31.8	59.1	9.1	100.0		3.8	0.6
6	Overall, how satisfied are you with the Environment Condition of College Campus?	0	0	5	12	5	22	0.0	0.0	22.7	54.5	22.7	100.0		4.0	0.7
7	Please indicate whether our services meet, or exceed your expectations. 1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	0	0	7	14	1	22	0.0	0.0	31.8	63.6	4.5	100.0		3.7	0.5
8	How often do you praise / recommend College's administrative services to others? 1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree	0	0	5	9	8	22	0.0	0.0	22.7	40.9	36.4	100.0		4.1	0.8
9	In general, the overall performance of the administrative units of College is improving	0	0	2	16	4	22	0.0	0.0	9.1	72.7	18.2	100.0		4.1	0.5
10	In general, the overall College equipment and facilities are improving	0	0	2	16	4	22	0.0	0.0	9.1	72.7	18.2	100.0		4.1	0.5
11	In general, the overall environment condition of College campus is improving	0	0	2	16	4	22	0.0	0.0	9.1	72.7	18.2	100.0		4.1	0.5

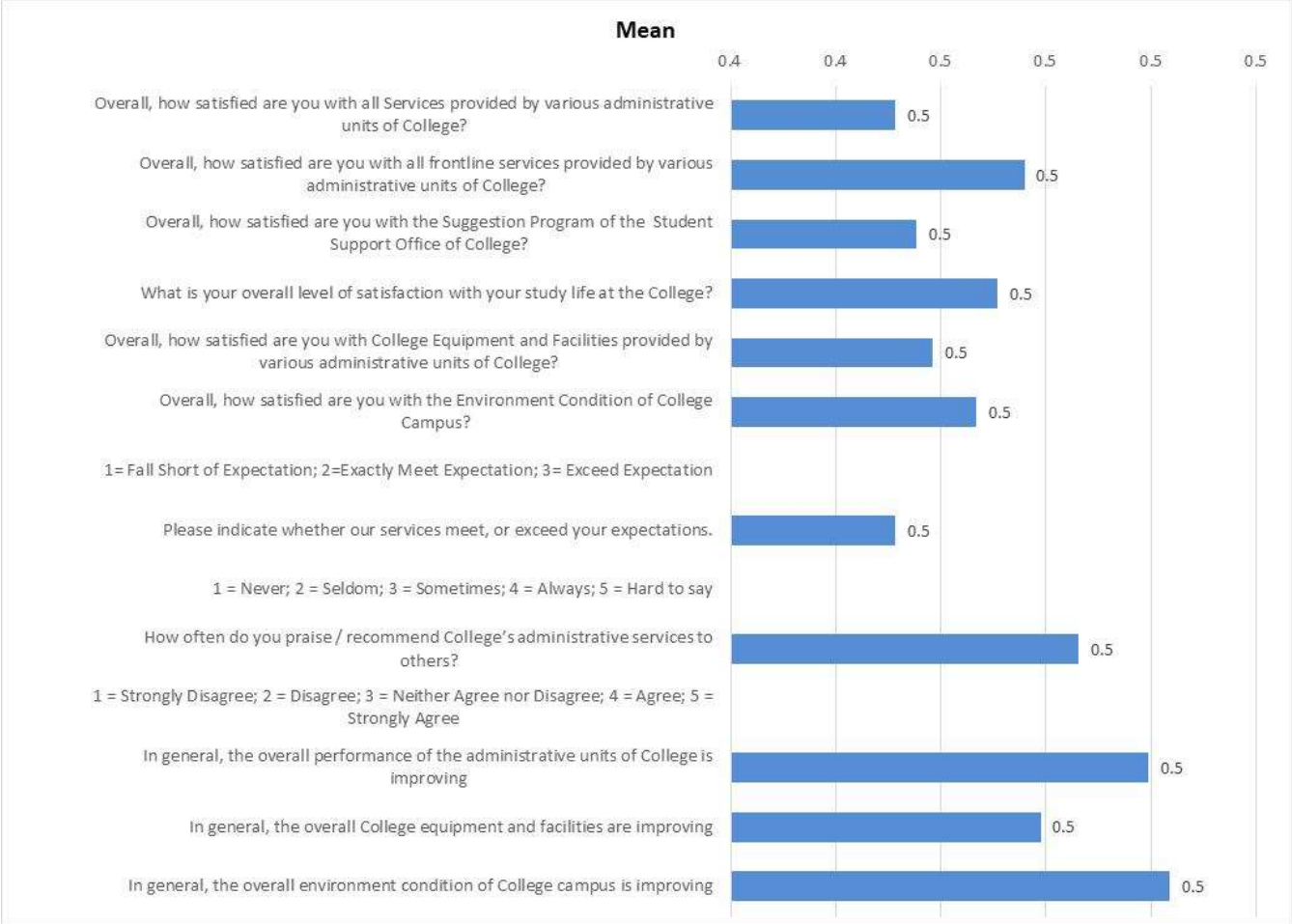




Third year students (n=14)

	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers					Abstention	Mean	Stdev	
		1	2	3	4	5	Total	1	2	3	4	5				Total
1	Overall, how satisfied are you with all Services provided by various administrative units of College? 1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied	0	0	4	9	1	14	0.0	1.7	25.6	67.5	5.1	100.0		0.5	1.2
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	3	8	3	14	0.0	0.0	23.9	55.6	20.5	100.0		0.5	1.3
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	5	6	3	14	0.0	2.6	36.8	39.3	21.4	100.0		0.5	1.3
4	What is your overall level of satisfaction with your study life at the College?	0	0	3	8	2	14	0.0	0.0	24.8	58.1	17.1	100.0		0.5	1.3
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	4	7	2	14	0.0	1.7	30.8	51.3	16.2	100.0		0.5	1.3
6	Overall, how satisfied are you with the Environment Condition of College Campus? 1= Fall Short of Expectation; 2=Exactly Meet Expectation; 3= Exceed Expectation	0	0	4	7	3	14	0.0	1.7	28.2	49.6	20.5	100.0		0.5	1.3
7	Please indicate whether our services meet, or exceed your expectations. 1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	0	1	5	6	3	14	0.9	4.3	32.5	42.7	19.7	100.0		0.5	1.3
8	How often do you praise / recommend College's administrative services to others? 1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree	0	0	2	8	3	14	0.0	2.6	13.7	59.8	23.9	100.0		0.5	1.3
9	In general, the overall performance of the administrative units of College is improving	0	0	1	9	3	14	0.0	0.0	8.5	66.7	24.8	100.0		0.5	1.4
10	In general, the overall College equipment and facilities are improving	0	0	3	9	2	14	0.0	0.0	17.9	65.0	17.1	100.0		0.5	1.3
11	In general, the overall environment condition of College campus is improving	0	0	1	9	4	14	0.0	0.0	8.5	63.2	28.2	100.0		0.5	1.4

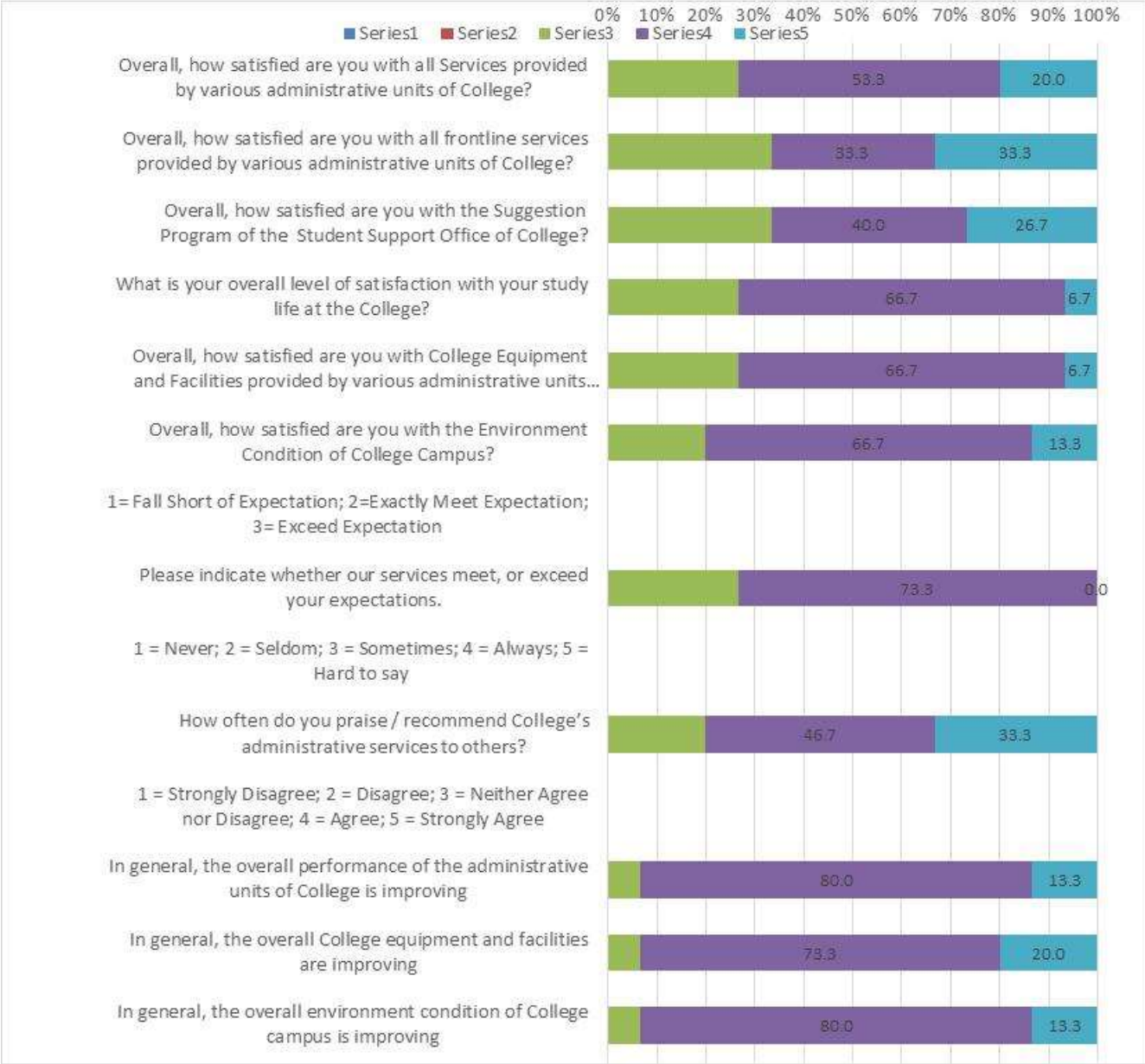


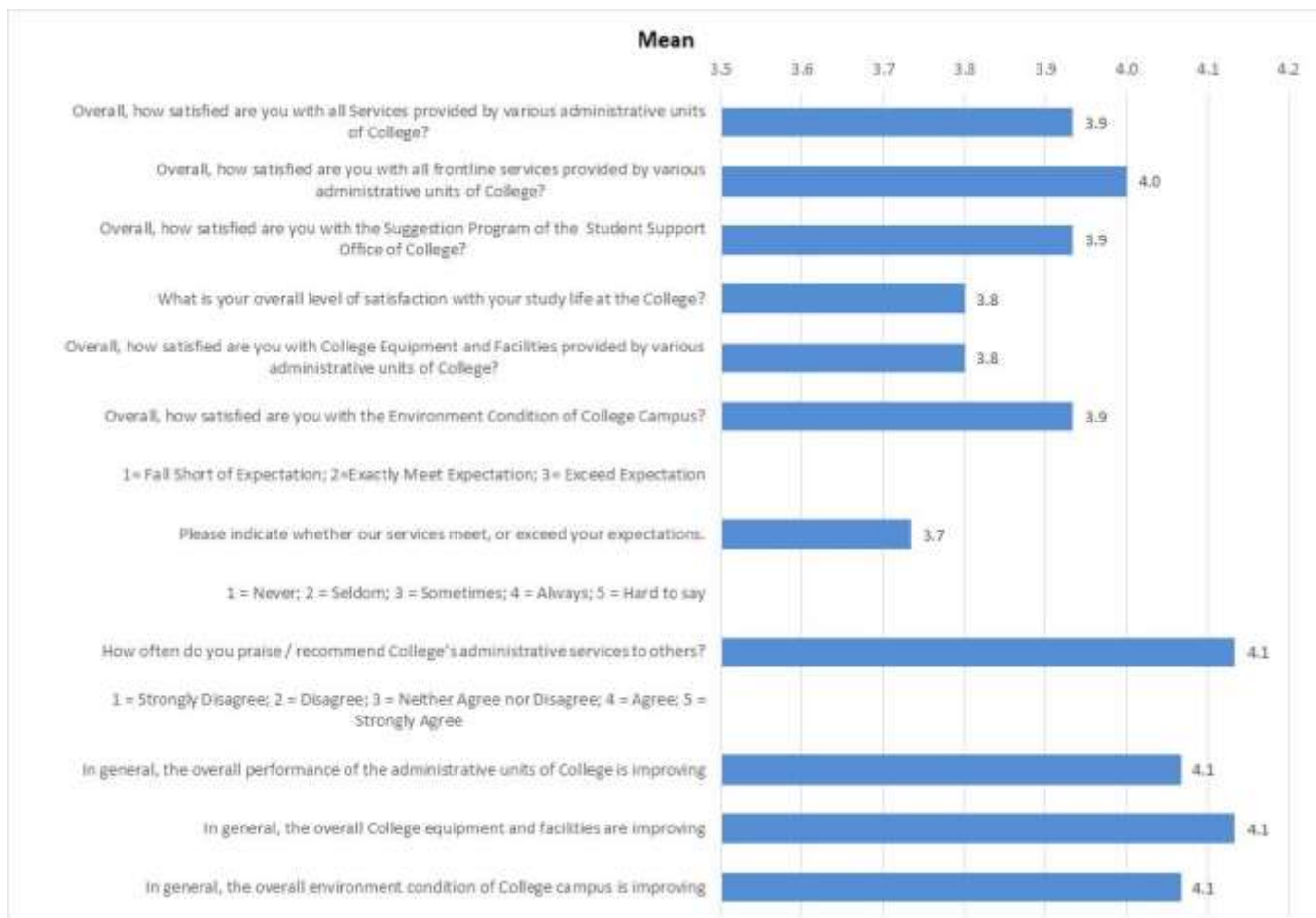


BSc Diagnostic Radiology

First year students (n=15)

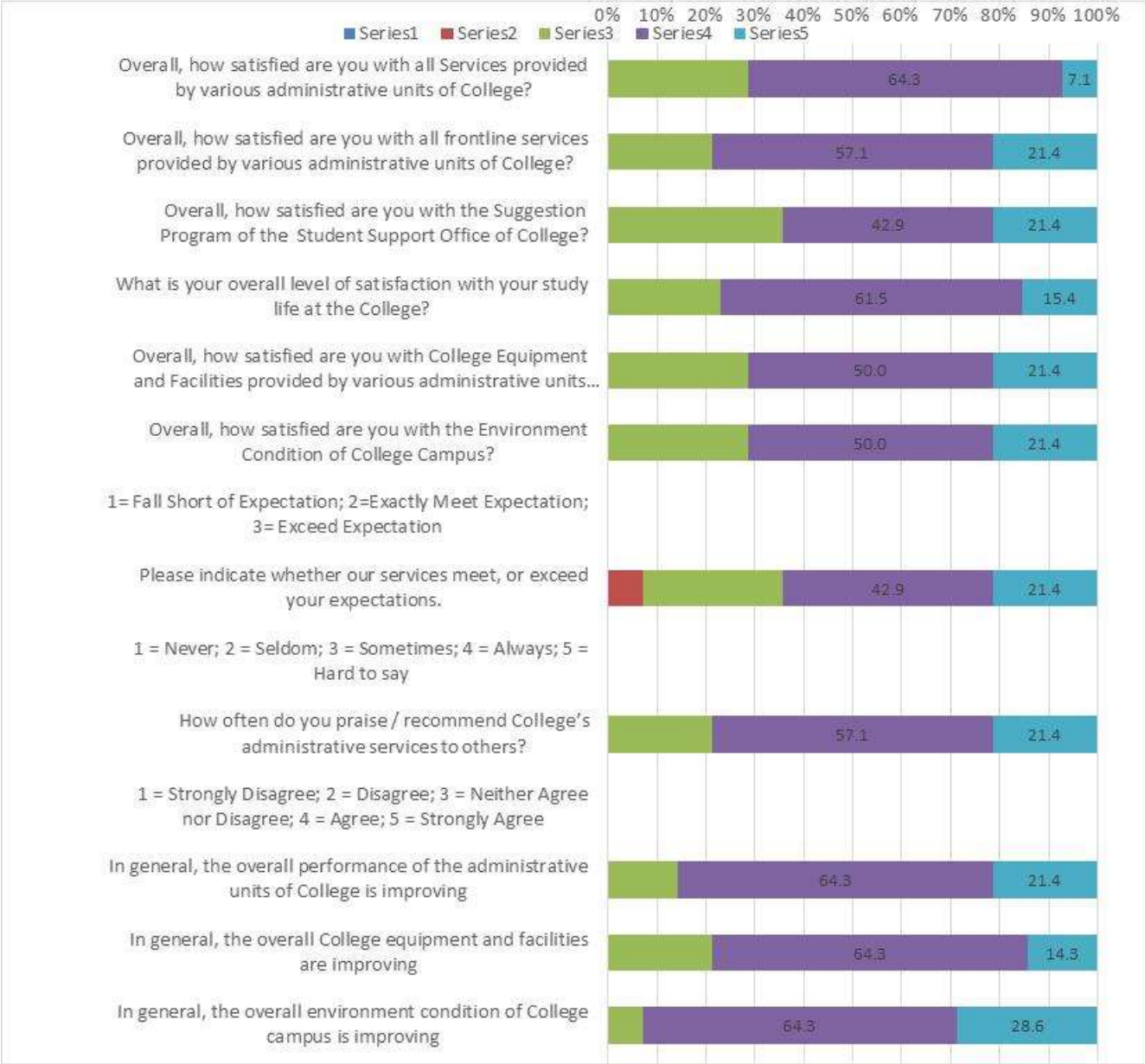
	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers						Abstention	Mean	Stdev
		1	2	3	4	5	Total	1	2	3	4	5	Total			
	1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied															
1	Overall, how satisfied are you with all Services provided by various administrative units of College?	0	0	4	8	3	15	0.0	0.0	26.7	53.3	20.0	100.0		3.9	0.7
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	5	5	5	15	0.0	0.0	33.3	33.3	33.3	100.0		4.0	0.8
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	5	6	4	15	0.0	0.0	33.3	40.0	26.7	100.0		3.9	0.8
4	What is your overall level of satisfaction with your study life at the College?	0	0	4	10	1	15	0.0	0.0	26.7	66.7	6.7	100.0		3.8	0.5
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	4	10	1	15	0.0	0.0	26.7	66.7	6.7	100.0		3.8	0.5
6	Overall, how satisfied are you with the Environment Condition of College Campus?	0	0	3	10	2	15	0.0	0.0	20.0	66.7	13.3	100.0		3.9	0.6
	1 = Fall Short of Expectation; 2 = Exactly Meet Expectation; 3 = Exceed Expectation															
7	Please indicate whether our services meet, or exceed your expectations.	0	0	4	11	0	15	0.0	0.0	26.7	73.3	0.0	100.0		3.7	0.4
	1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say															
8	How often do you praise / recommend College's administrative services to others?	0	0	3	7	5	15	0.0	0.0	20.0	46.7	33.3	100.0		4.1	0.7
	1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree															
9	In general, the overall performance of the administrative units of College is improving	0	0	1	12	2	15	0.0	0.0	6.7	80.0	13.3	100.0		4.1	0.4
10	In general, the overall College equipment and facilities are improving	0	0	1	11	3	15	0.0	0.0	6.7	73.3	20.0	100.0		4.1	0.5
11	In general, the overall environment condition of College campus is improving	0	0	1	12	2	15	0.0	0.0	6.7	80.0	13.3	100.0		4.1	0.4

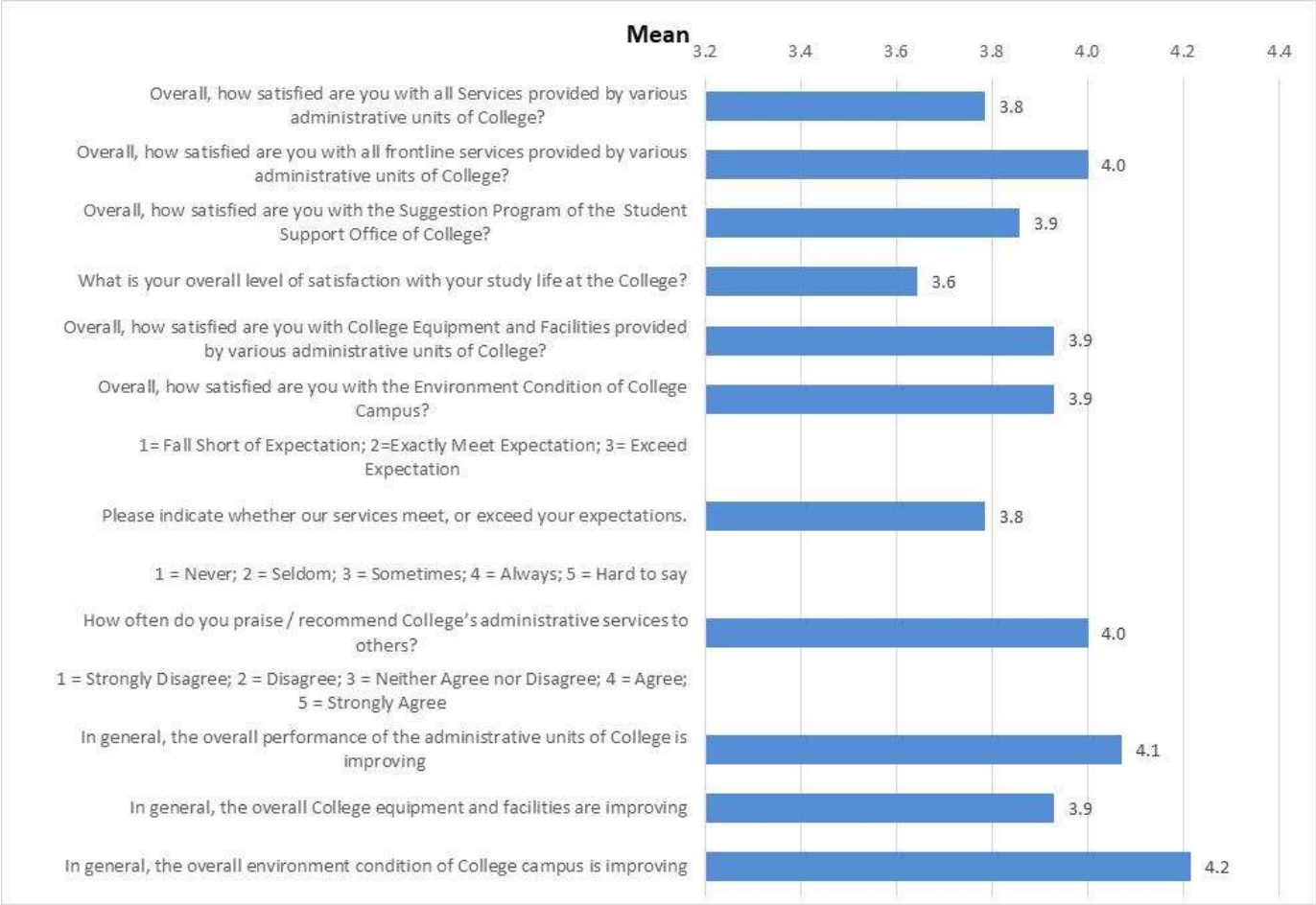




Third year students (n=14)

	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers						Abstention	Mean	Stdev
		1	2	3	4	5	Total	1	2	3	4	5	Total			
1	Overall, how satisfied are you with all Services provided by various administrative units of College? 1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied	0	0	4	9	1	14	0.0	0.0	28.6	64.3	7.1	100.0		3.8	0.6
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	3	8	3	14	0.0	0.0	21.4	57.1	21.4	100.0		4.0	0.7
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	5	6	3	14	0.0	0.0	35.7	42.9	21.4	100.0		3.9	0.7
4	What is your overall level of satisfaction with your study life at the College?	0	0	3	8	2	13	0.0	0.0	23.1	61.5	15.4	100.0		3.6	1.2
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	4	7	3	14	0.0	0.0	28.6	50.0	21.4	100.0		3.9	0.7
6	Overall, how satisfied are you with the Environment Condition of College Campus? 1= Fall Short of Expectation; 2=Exactly Meet Expectation; 3= Exceed Expectation	0	0	4	7	3	14	0.0	0.0	28.6	50.0	21.4	100.0		3.9	0.7
7	Please indicate whether our services meet, or exceed your expectations. 1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	0	1	4	6	3	14	0.0	7.1	28.6	42.9	21.4	100.0		3.8	0.9
8	How often do you praise / recommend College's administrative services to others? 1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree	0	0	3	8	3	14	0.0	0.0	21.4	57.1	21.4	100.0		4.0	0.7
9	In general, the overall performance of the administrative units of College is improving	0	0	2	9	3	14	0.0	0.0	14.3	64.3	21.4	100.0		4.1	0.6
10	In general, the overall College equipment and facilities are improving	0	0	3	9	2	14	0.0	0.0	21.4	64.3	14.3	100.0		3.9	0.6
11	In general, the overall environment condition of College campus is improving	0	0	1	9	4	14	0.0	0.0	7.1	64.3	28.6	100.0		4.2	0.6

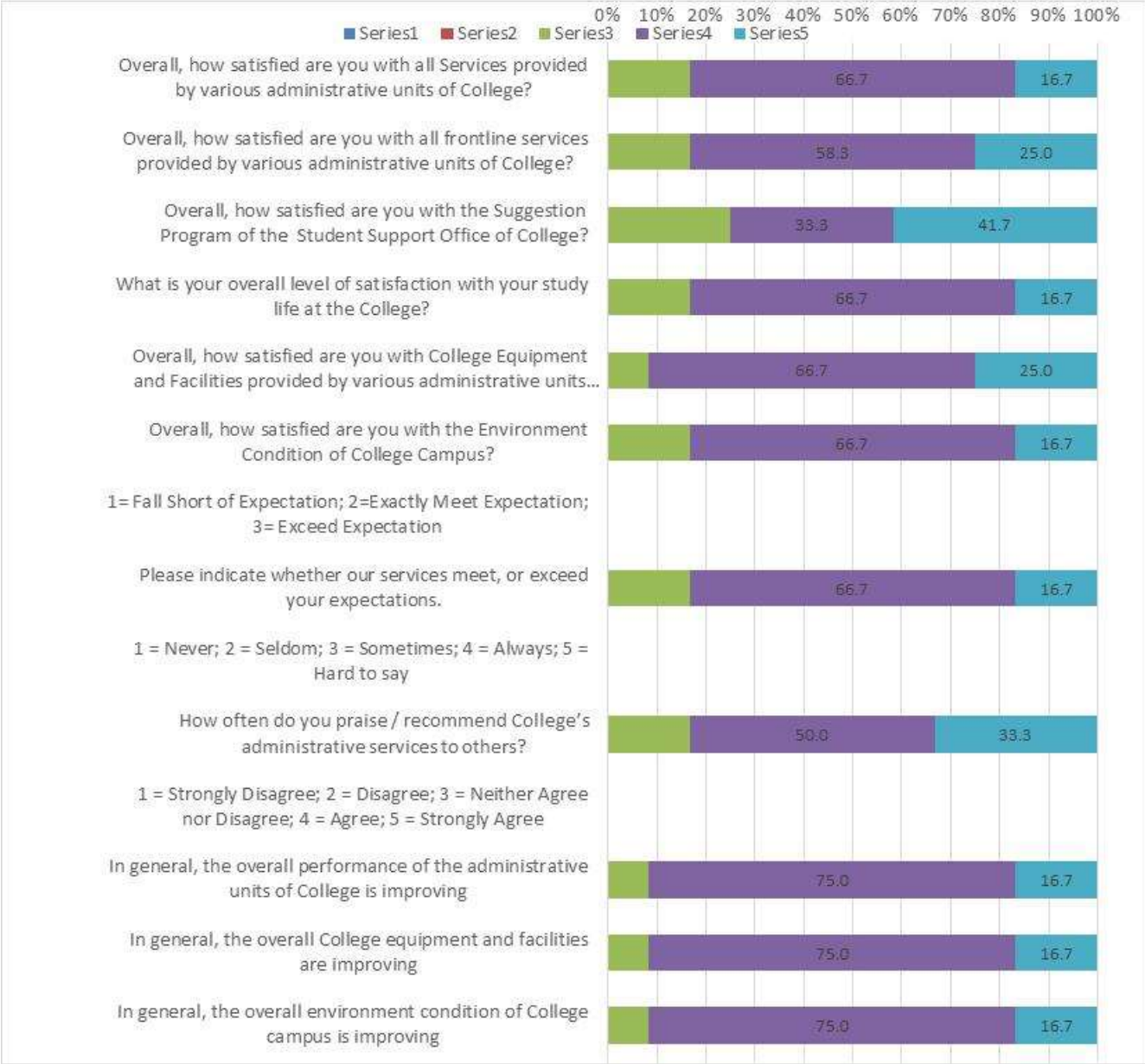


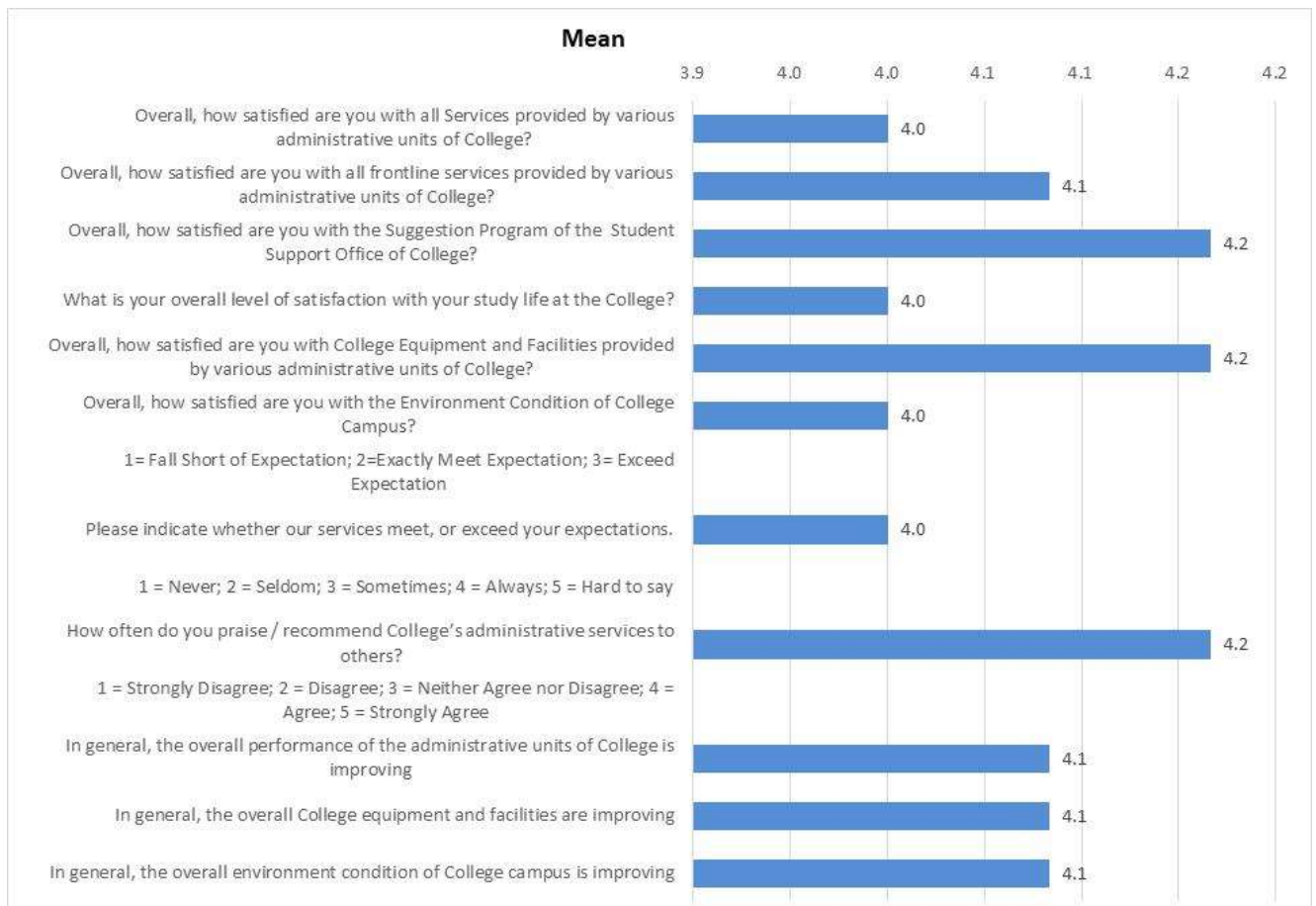


MSc Pharmacy

First year students (n=12)

	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers						Abstention	Mean	Stdev
		1	2	3	4	5	Total	1	2	3	4	5	Total			
	1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied															
1	Overall, how satisfied are you with all Services provided by various administrative units of College?	0	0	2	8	2	12	0.0	0.0	16.7	66.7	16.7	100.0		4.0	0.6
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	2	7	3	12	0.0	0.0	16.7	58.3	25.0	100.0		4.1	0.6
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	3	4	5	12	0.0	0.0	25.0	33.3	41.7	100.0		4.2	0.8
4	What is your overall level of satisfaction with your study life at the College?	0	0	2	8	2	12	0.0	0.0	16.7	66.7	16.7	100.0		4.0	0.6
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	1	8	3	12	0.0	0.0	8.3	66.7	25.0	100.0		4.2	0.6
6	Overall, how satisfied are you with the Environment Condition of College Campus?	0	0	2	8	2	12	0.0	0.0	16.7	66.7	16.7	100.0		4.0	0.6
	1= Fall Short of Expectation; 2= Exactly Meet Expectation; 3= Exceed Expectation	0	0	0	0	0										
7	Please indicate whether our services meet, or exceed your expectations.	0	0	2	8	2	12	0.0	0.0	16.7	66.7	16.7	100.0		4.0	0.6
	1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say	0	0	0	0	0										
8	How often do you praise / recommend College's administrative services to others?	0	0	2	6	4	12	0.0	0.0	16.7	50.0	33.3	100.0		4.2	0.7
	1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree	0	0	0	0	0										
9	In general, the overall performance of the administrative units of College is improving	0	0	1	9	2	12	0.0	0.0	8.3	75.0	16.7	100.0		4.1	0.5
10	In general, the overall College equipment and facilities are improving	0	0	1	9	2	12	0.0	0.0	8.3	75.0	16.7	100.0		4.1	0.5
11	In general, the overall environment condition of College campus is improving	0	0	1	9	2	12	0.0	0.0	8.3	75.0	16.7	100.0		4.1	0.5





Third year students (n=12)

	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers					Abstention	Mean	Stdev	
		1	2	3	4	5	Total	1	2	3	4	5				Total
1	Overall, how satisfied are you with all Services provided by various administrative units of College? <small>1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied nor Dissatisfied; 4 = Satisfied; 5 = Very satisfied</small>	0	0	2	9	1	12	0.0	0.0	16.7	75.0	8.3	100.0		3.4	1.4
2	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	1	7	4	12	0.0	0.0	8.3	58.3	33.3	100.0		3.6	1.6
3	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	2	7	3	12	0.0	0.0	16.7	58.3	25.0	100.0		3.5	1.5
4	What is your overall level of satisfaction with your study life at the College?	0	0	1	9	2	12	0.0	0.0	8.3	75.0	16.7	100.0		3.5	1.5
5	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	1	7	4	12	0.0	0.0	8.3	58.3	33.3	100.0		3.6	1.6
6	Overall, how satisfied are you with the Environment Condition of College Campus? <small>1= Fall Short of Expectation; 2=Exactly Meet Expectation; 3= Exceed Expectation</small>	0	0	1	8	3	12	0.0	0.0	8.3	66.7	25.0	100.0		3.6	1.5
7	Please indicate whether our services meet, or exceed your expectations. <small>1 = Never; 2 = Seldom; 3 = Sometimes; 4 = Always; 5 = Hard to say</small>	0	1	1	6	4	12	0.0	8.3	8.3	50.0	33.3	100.0		3.5	1.6
8	How often do you praise / recommend College's administrative services to others? <small>1 = Strongly Disagree; 2 = Disagree; 3 = Neither Agree nor Disagree; 4 = Agree; 5 = Strongly Agree</small>	0	0	2	8	2	12	0.0	0.0	16.7	66.7	16.7	100.0		3.4	1.5
9	In general, the overall performance of the administrative units of College is improving	0	0	1	8	3	12	0.0	0.0	8.3	66.7	25.0	100.0		3.6	1.5
10	In general, the overall College equipment and facilities are improving	0	0	2	6	4	12	0.0	0.0	16.7	50.0	33.3	100.0		3.6	1.6
11	In general, the overall environment condition of College campus is improving	0	0	1	8	3	12	0.0	0.0	8.3	66.7	25.0	100.0		3.6	1.5

