

Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education



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Student Satisfaction Survey for the Administrative Services - MSc Health Management

Results of evaluation

2023

The Report Draft: Office for Quality Assurance

Working Groups:

- Office for Quality Assurance (OQA)
- Student Union
- Administration Unit
- Office for Academic Affair

Result report

Number of respondents: 25 students of MSc Health Management Program.

Method of realization: with the electronic questionnaire **Student Satisfaction Survey for the Administrative Services-2023 (MSc HM)**

This survey aims to assess the degree of students satisfaction with the administrative services being provided by the College as well as to enable us to plan for continuous service improvement.

Questionnaire:

Please choose the appropriate response for each item:

Item		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?	1 2 3 4 5
2.	Overall, how satisfied are you with all frontline services provided by various administrative units of College?	1 2 3 4 5
3.	Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	1 2 3 4 5
4.	What is your overall level of satisfaction with your study life at the College?	1 2 3 4 5
5.	Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	1 2 3 4 5
6.	Overall, how satisfied are you with the Environment Condition of College Campus?	1 2 3 4 5
		1 = Far Below Expectations; 2 = Below Expectations; 3 = Meets Expectations; 4 = Exceeds Expectations; 5 = Far Exceeds Expectations.
7.	Please indicate whether our services fall short of, exactly meet, or exceed your expectations.	1 2 3
		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?	1 2 3 4 5

		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	1 2 3 4 5
10.	In general, the overall College equipment and facilities are improving	1 2 3 4 5
11.	In general, the overall environment condition of College campus is improving	1 2 3 4 5
12.	You are welcomed to provide suggestion(s) for the continuous service improvement of the College, please feel free to write suggestions, if any, in different aspects of administrative services and/or facilities provided:	
	Please write your answer here:	

RESULTS OF ANALYSIS:

Student Satisfaction Survey for the Administrative Services

Instruktur:

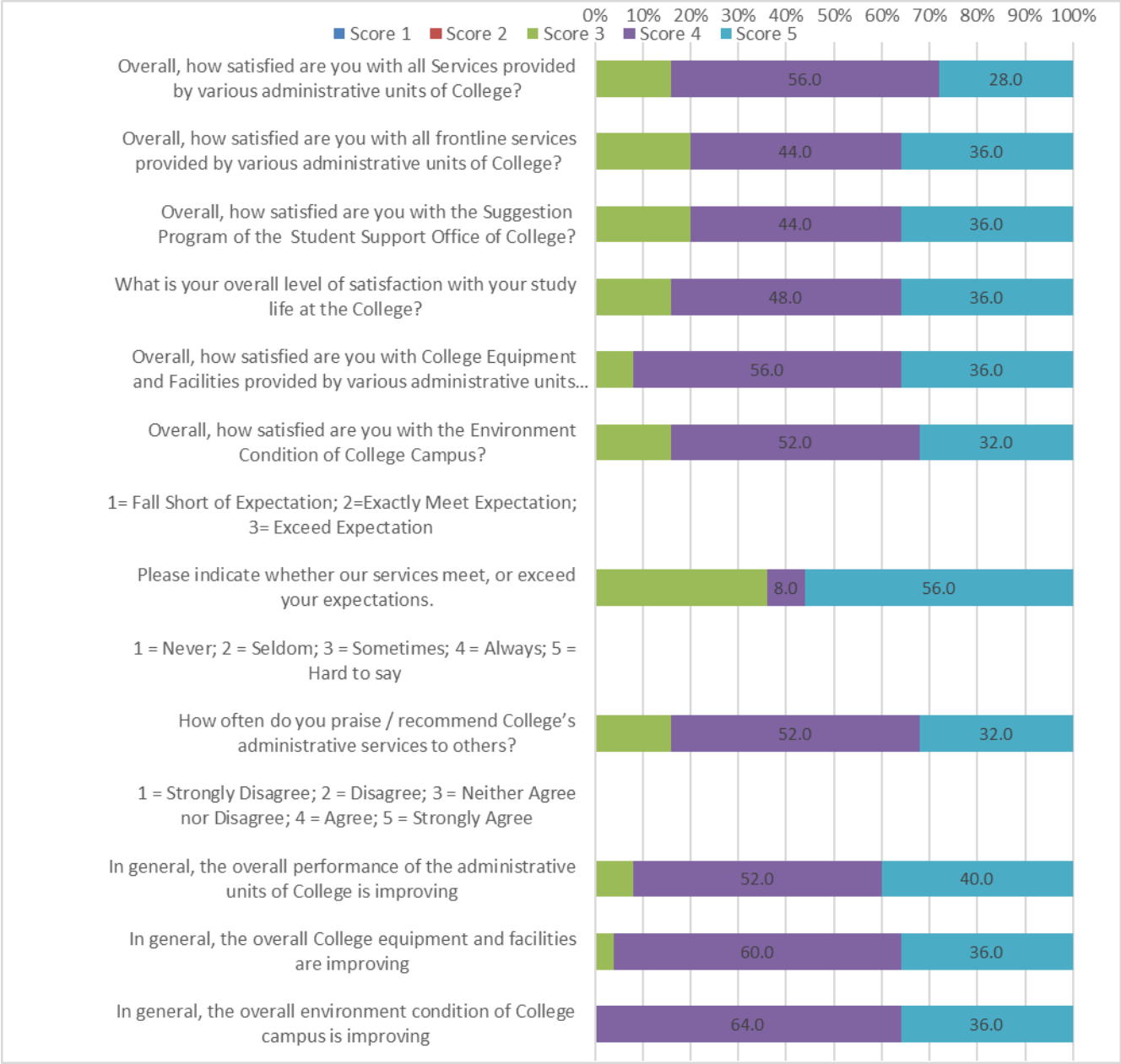
Year:

2023

No. of responses: FIRST and SECOND YEAR OF STUD' 25

MSc HEALTH MANAGEMENT

Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers						Mean	Stdev	Answers with score 4 and 5 (%)
	Score 1	Score 2	Score 3	Score 4	Score 5	Total	Score 1	Score 2	Score 3	Score 4	Score 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	14	7	25	0.0	0.0	16.0	56.0	28.0	100.0	2.6	2.1	84.0
2 Overall, how satisfied are you with all frontline services provided by various administrative units of College?	0	0	5	11	9	25	0.0	0.0	20.0	44.0	36.0	100.0	2.6	2.1	80.0
3 Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	0	0	5	11	9	25	0.0	0.0	20.0	44.0	36.0	100.0	2.6	2.1	80.0
4 What is your overall level of satisfaction with your study life at the College?	0	0	4	12	9	25	0.0	0.0	16.0	48.0	36.0	100.0	2.6	2.1	84.0
5 Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	0	0	2	14	9	25	0.0	0.0	8.0	56.0	36.0	100.0	2.7	2.1	92.0
6 Overall, how satisfied are you with the Environment Condition of College Campus?	0	0	4	13	8	25	0.0	0.0	16.0	52.0	32.0	100.0	2.6	2.1	84.0
1= Fall Short of Expectation; 2= Exactly Meet Expectation; 3= Exceed Expectation														0.0	
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	9	2	14	25	0.0	0.0	36.0	8.0	56.0	100.0	2.6	2.2	64.0
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	4	13	8	25	0.0	0.0	16.0	52.0	32.0	100.0	2.6	2.1	84.0
9 In general, the overall performance of the administrative units of College is improving	0	0	2	13	10	25	0.0	0.0	8.0	52.0	40.0	100.0	2.7	2.1	92.0
10 In general, the overall College equipment and facilities are improving	0	0	1	15	9	25	0.0	0.0	4.0	60.0	36.0	100.0	2.7	2.1	96.0
11 In general, the overall environment condition of College campus is improving	0	0	0	16	9	25	0.0	0.0	0.0	64.0	36.0	100.0	2.7	2.1	100.0



Analysis and Comments on the Student Satisfaction Survey for Administrative Services – MSc Health Management and Health Economics Program

Overall Observations

- The mean score for most items is **above 2.6**, indicating a moderate to high level of satisfaction among students regarding administrative services, facilities, and the campus environment.
- The overall satisfaction rate (**scores of 4 and 5 combined**) stands at **86%**, reflecting generally positive student perceptions of administrative services and campus conditions.

Key Findings

1. Services Provided by Administrative Units

- Students expressed **84% satisfaction** with the overall services provided by administrative units, with a **mean score of 2.6**.
- **Frontline services** scored **80%**, indicating that while most students are satisfied, there is room for improvement in responsiveness and efficiency.

2. Student Support Office and Suggestion Program

- **80% of students** were satisfied with the Suggestion Program from the Student Support Office.
- This suggests an opportunity for the College to enhance student engagement and communication regarding the program's effectiveness.

3. Study Life at the College

- The **overall satisfaction with study life** was **84%**, demonstrating that students feel supported academically and administratively.

4. College Equipment and Facilities

- Student satisfaction with **college facilities** stands at **92%**, highlighting that the infrastructure meets or exceeds expectations.
- Ongoing maintenance and modernization efforts should continue to sustain this high level of satisfaction.

5. Environment and Campus Conditions

- The environmental condition of the campus scored **84%**, indicating a generally positive perception of the campus setting.
- Students also reported strong **perceptions of improvement in campus conditions (100%)**, suggesting that recent enhancements have been well-received.

6. Performance of Administrative Units

- **87.5% of students** rated the performance of administrative units positively, reinforcing the College's effectiveness in addressing student needs.

7. College Facilities and Equipment Improvements

- **96% of students** believe the College has made significant improvements in equipment and facilities, demonstrating the impact of investment in infrastructure and resource upgrades.

Strengths

High Satisfaction Rates:

- Over **85%** of respondents rated administrative services, facilities, and campus conditions positively.
- Perceptions of improvements in the administrative performance and campus facilities are **very strong (above 92%)**.

Positive Student Experience:

- **84% of students** would recommend the College's administrative services to others.
- High scores in infrastructure and support services indicate that students find the College environment conducive to learning.

Perceived Improvements:

- Continuous improvement is acknowledged, particularly in **campus infrastructure (100%)** and **equipment upgrades (96%)**, validating the effectiveness of past enhancements.

Areas for Improvement

Frontline Services & Suggestion Program Engagement:

- These categories scored **80%**, slightly lower than other areas.
- More proactive student engagement and better feedback mechanisms could improve these scores.

Service Expectations:

- **64% of students** felt the services met or exceeded expectations, which is the lowest-rated item in the survey.
- This suggests a need for improved communication and service delivery optimization.

Recommendations

1. Enhance Frontline Services

Provide additional training to frontline staff to improve responsiveness and engagement.

Implement streamlined administrative procedures to reduce waiting times and enhance service efficiency.

2. Increase Participation in the Suggestion Program

Actively promote the Student Support Office's Suggestion Program to encourage higher student engagement.

Improve transparency by regularly sharing action items from student suggestions, demonstrating that feedback is valued and acted upon.

3. Continue Facility Upgrades & Infrastructure Investments

Maintain investment in equipment and facilities to ensure continuous improvements.

Enhance digital learning tools and IT infrastructure to support a modernized learning environment.

4. Address Service Expectation Gaps

Improve communication regarding administrative processes to help students understand service expectations.

Introduce student service performance tracking to ensure service requests are handled in a timely and efficient manner.

Conclusion

The MSc Health Management and Health Economics program has received **high student satisfaction ratings**, particularly for **campus facilities, equipment, and administrative support**. While the College is recognized for its **strong infrastructure and student engagement efforts**, areas like **frontline service efficiency and suggestion program visibility** require targeted improvements. Implementing these recommendations will further enhance student satisfaction and ensure continuous progress in administrative service excellence.

Q1. Overall, how satisfied are you with all Services provided by various administrative units of College?

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Neither Satisfied nor Dissatisfied	4	16.0	16.0	16.0
	Satisfied	14	56.0	56.0	72.0
	Very satisfied	7	28.0	28.0	100.0
	Total	25	100.0	100.0	

Q2. Overall, how satisfied are you with all frontline services provided by various administrative units of College?

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Neither Satisfied nor Dissatisfied	5	20.0	20.0	20.0
	Satisfied	11	44.0	44.0	64.0
	Very satisfied	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Q3. Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?

	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Neither Satisfied nor Dissatisfied	5	20.0	20.0	20.0
	Satisfied	11	44.0	44.0	64.0
	Very satisfied	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Q4. What is your overall level of satisfaction with your study life at the College?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Satisfied nor Dissatisfied	4	16.0	16.0	16.0
	Satisfied	12	48.0	48.0	64.0
	Very satisfied	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Q5. Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Satisfied nor Dissatisfied	2	8.0	8.0	8.0
	Satisfied	14	56.0	56.0	64.0
	Very satisfied	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Q6. Overall, how satisfied are you with the Environment Condition of College Campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Satisfied nor Dissatisfied	4	16.0	16.0	16.0
	Satisfied	13	52.0	52.0	68.0
	Very satisfied	8	32.0	32.0	100.0
	Total	25	100.0	100.0	

Q7. Please indicate whether our services meet, or exceed your expectations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Meets Expectations	2	8.0	8.0	8.0
	Exceeds Expectations	14	56.0	56.0	64.0
	Far Exceeds Expectations	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Q8. How often do you praise / recommend College's administrative services to others?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sometimes	4	16.0	16.0
	Always	13	52.0	68.0
	Hard to say	8	32.0	100.0
	Total	25	100.0	100.0

Q9. In general, the overall performance of the administrative units of College is improving

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	2	8.0	8.0
	Agree	13	52.0	60.0
	Strongly Agree	10	40.0	100.0
	Total	25	100.0	100.0

Q10. In general, the overall College equipment and facilities are improving

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	1	4.0	4.0
	Agree	15	60.0	64.0
	Strongly Agree	9	36.0	100.0
	Total	25	100.0	100.0

Q11. In general, the overall environment condition of College campus is improving

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	16	64.0	64.0
	Strongly Agree	9	36.0	100.0
	Total	25	100.0	100.0

Q12. You are welcomed to provide suggestion(s) for the continuous service improvement of the College, please feel free to write suggestions, if any, in different aspects of administrative services and/or facilities provided:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25	100.0	100.0	100.0

Descriptive Statistics	N	Min.	Max.	Mean	StdDev.
Q1. Overall, how satisfied are you with all Services provided by various administrative units of College?	25	3.00	5.00	4.1200	.66583
Q2. Overall, how satisfied are you with all frontline services provided by various administrative units of College?	25	3.00	5.00	4.1600	.74610
Q3. Overall, how satisfied are you with the Suggestion Program of the Student Support Office of College?	25	3.00	5.00	4.1600	.74610
Q4. What is your overall level of satisfaction with your study life at the College?	25	3.00	5.00	4.2000	.70711
Q5. Overall, how satisfied are you with College Equipment and Facilities provided by various administrative units of College?	25	3.00	5.00	4.2800	.61373
Q6. Overall, how satisfied are you with the Environment Condition of College Campus?	25	3.00	5.00	4.1600	.68799
Q7. Please indicate whether our services meet, or exceed your expectations	25	3.00	5.00	4.2800	.61373
Q8. How often do you praise / recommend College's administrative services to others?	25	3.00	5.00	4.1600	.68799
Q9. In general, the overall performance of the administrative units of College is improving	25	3.00	5.00	4.3200	.62716
Q10. In general, the overall College equipment and facilities are improving	25	3.00	5.00	4.3200	.55678
Q11. In general, the overall environment condition of College campus is improving	25	4.00	5.00	4.3600	.48990