



SABARAGAMUWA UNIVERSITY OF SRI LANKA

Policy Title –POLICY ON CONDUCTING STUDENT SATISFACTION SURVEY

Policy Number – Policy / SUSL / Gov &Mgt/ 17

Date of Senate Approval – 08.11.2022

Date of Council Approval – 12.12.2022

Effective Date –12.12.2022

Revised Dates –

Approving Authority – The Council, Sabaragamuwa University of Sri Lanka

Administrative Responsibility – The Senate

1. Overview

Providing students with quality education is the prime ambition of the higher education institutes worldwide. Sabaragamuwa University of Sri Lanka (SUSL) align with its mission provides student focused and career driven education in catering the global demands. In this path SUSL regularly listen to the voice of the students by assessing and evaluating the students' needs and expectations. Hence the Student satisfaction survey is one of the instruments in evaluating the student needs and their expectations.

2. Purpose

This policy is to ensure the continuous development of the University by incorporating responses given by students on their experiences at SUSL. This policy focuses on the way of conducting the Student Satisfaction survey, data analysis, reporting, making recommendation by the University authority, implementation and follow up of actions for the enhancement of the quality of the education at SUSL.

3. Scope

All the students studying at the SUSL have the right and opportunity to provide the information for "Student Satisfaction Survey" which is taken place at the University as an annual activity.

4. Legislative context

NA

5. Definitions

SUSL	Sabaragamuwa University of Sri Lanka
University	Sabaragamuwa University of Sri Lanka

6. Policy Statement

1. Student Satisfaction Survey target the students enrolled in SUSL programmes (undergraduate /post graduate / distance learning students).
2. This survey can be done either as a paper based survey or online based survey, preferably as online. If the survey is done online, anonymity should be maintained.
3. In case where all the students of the university has not respond to the survey, 50% of the student (random selection) responses received from each faculties can be taken for the further processing of data.
4. Each faculty of the SUSL is responsible for obtaining the “Student Satisfaction Survey” data.
5. The approved format in the **Annexure 1** should be used for “Student Satisfaction Survey”. In case where the Student satisfaction survey format is needed to be changed, it should be done with the approval of the Senate and the Council.
6. At faculty level the student should be made aware well on the objectives of the “Student Satisfaction Survey” and also about the maintaining the confidentiality of the information provided. Faculty should motivate the student participation in Student Satisfaction Survey process. Faculty should ensure that all the students receive the Questionnaire of the survey.
7. Faculty should facilitate the feedback collection by allocating faculty members (non-academic / academic supportive staff) to the task. Overall coordination shall be done by the Quality Assurance Cell.
8. Collected feedback should be forwarded by the relevant faculties to the central location (Data Centre) of the University which is established for data collection and

processing. If there is no such Centre created, till it is established at SUSL, handling of this information should be done in a place where the University higher authority agreed upon.

9. The Centre for data handling / the place where data is handling (as agreed by the University higher authority) should receive, collect and analyze the data of the student satisfaction survey.
10. Data analysis should be done according to the Index developed and approved by the University.
11. Survey reports should be generated at the Data Centre of the University and it should be forwarded to the Centre for Quality Assurance, SUSL.
12. The Director, Centre for Quality Assurance should take necessary steps to prepare the final report in consultation with the Director, Student supportive services & welfare to be submitted to the Vice Chancellor, the Chair of the Quality Assurance Committee (Senate Standing Committee of Quality Assurance).
13. The Vice Chancellor / Director, Student supportive services & welfare / a committee appointed by him should made recommendations to the issues raised by the Students and it should be directed to the relevant entities for taking immediate measures. Final report should be maintained at Centre for Quality Assurance / Centre for Student supportive services & welfare / at Vice Chancellors office or at a place where the University decided to maintain.
14. Members of the Senior Management Committee should be made aware on the outcome and they should actively take part in implementing the recommendations made based on the survey.
15. Follow up actions for improvements should be done and actions should be monitored by the University / appointed committee/ faculties/ student support and welfare Centre. Progress should be reported to the Vice Chancellor.
16. Survey should be done at the end of the each Calendar year (December) or as agreed by the University.
17. Progress of the satisfaction level should be monitored every year referring to the index (Annex 2).

18. As this is an annual event, reports should be made available immediately after the survey is being carried out not later than a month. Reports should be submitted to the CQA within a month post survey. CQA should submit the final report to the Vice chancellor within a month of receiving the report form University Data Centre. At least after three months of conducting the Survey, actions should be taken by the University to address the issues raised at the survey.
19. At all the points confidentiality of the information provided by the students should be maintained strictly. In any case the data are exposed to the unauthorized people (with clear evidence), actions can be taken against the particular individual by the Vice Chancellor.
20. All the collected data should be stored properly while maintaining the confidentiality.

Supporting Documents:

1. Annexes 1 : Format for “Student Satisfaction Survey”
2. Annexes 2 : Index for analysis of data

Responsibility:

Vice Chancellor

Promulgation:

- I. This will be available in University Web (On Quality Assurance web page)

Implementation

This policy will be implemented by Centre for Quality Assurance together with the Centre for Student supportive services & welfare, University Data Centre and Faculty Administration.

**Centre for Quality Assurance,
Sabaragamuwa University of Sri Lanka,
September 2022**

******This Policy has been approved at the 269th Senate and the 291st Council***