Research on the Survey and Analysis of Students' Satisfaction in University of Science and Technology

Abstract

- Purpose & Introduction:

    The response of students to the school's opinion is a very important reference for school governance. This study takes a technical university in central Taiwan as an example to conduct a satisfaction survey of students. This study investigated all students in the school by means of an online questionnaire. The analysis results of the questionnaire survey are submitted to the relevant units for reference and continuous improvement, so as to improve the effectiveness of school governance.

- Methodology:

    This study conducted a survey of all students enrolled in a 107-year university in a central Taiwan University of Science and Technology. The survey was conducted using an online questionnaire, and the class tutor assisted the students in answering the questionnaire. The questionnaire consisted of eight facets and a scale. In the two parts of the basic data, the scale is scored by the Likert 5-point scale method, and the questionnaires are tested by the reliability and validity, which are very good. The results of the survey were analyzed by SPSS statistical software (A value), narrative statistics (average, standard deviation) and T-test.

- Results:

    The survey was conducted by means of an online questionnaire. Therefore, the students in the school can be surveyed by census. In addition to improving the recovery rate of the questionnaire, the time cost of subsequent data compilation and the error of manual data input may be reduced. . A total of 6717 valid questionnaires were completed in this survey, and the effective questionnaire recovery rate was 51.95% (6717/12448). Among the eight facets, satisfaction is most satisfied with book resources (4.02) and teaching measures (3.98), with the lowest construction, equipment (3.84); among the units that students have contacted, most of them are students themselves. The department (station) has the highest satisfaction, with an average of 3.86, and the rest of the unit satisfaction is greater than 3.75.

- Conclusion:

According to the results of the 107th year survey, students believe that the priority improvement projects include the stability of the elective system, wireless network signals, provision of internship opportunities, parking lot configuration, and the attitude of administrative staff. The results of the 107-year survey show that Some of them are lower than the average satisfaction level of the 105 academic year, including: teaching measures, book resources, administrative support, life care, employment/school services and overall views, etc., which need to be improved. Based on the results of the analysis, this study proposes specific measures that can be responded to, and the relevant units also draw up specific and feasible improvement plans based on the opinions put forward by the students for the projects with lower satisfaction.

- Keywords:

Student satisfaction；Online questionnaire；subject system；Wireless network