


Student Satisfaction Process

Process Definition



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1. SUMMERY

- 1.1. This document defines the process of Student Satisfaction at Tishk International University.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc TIU.QM.IN.001E].

2. REVISION AND APPROVAL


This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	19/1/2020	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to assess the satisfaction of the students with the educational quality and operation within the University.

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4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Tishk International University” document.
- 4.3. The targets of each objective are determined in October of every academic year.
- 4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
To apply all the satisfaction surveys indicated in this procedure annually	% of the satisfaction surveys applied in the academic year	-

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owner of this process is the **Quality Management System Office and the Quality Assurance Office.**
- 5.2. **The Directors of the QMS and QA Offices** ensure proper fulfillment of the requirements of this process.
- 5.3. The **Vice- President of Academic Affairs** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES


- 6.1. Technical Information Needed.
 - None
- 6.2. Resources/Facilities and Techniques needed:
 - PIS System, SIS System, Google Forms Platform
- 6.3. Resources/Personnel needed:
 - QMS Office Staff, QA Office Staff, Database and Survey Office Staff, ISO Implementation Committee Members.
- 6.4. Special training needed
 - None

7. SUP-PROCESSES WITHIN THIS PROCESS:

- It is one part.

8. TYPICAL PROCESS OUTPUTS

- 8.1. Service produced:
 - Student satisfaction level is determined
 - The achievement of the PLOs can be concluded.
 - Points to be improved in the educational system can be addressed.

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- Strength points in the educational system can be addressed.

8.2. Documents produced :

- None

8.3. Records produced:


9. STEPS

9.1 Student Feedback about the Courses

Students' survey is one of the methods to measure the students' satisfaction with the course and the lecturer.

- At the beginning of each academic term, the Director of Database and Survey Office activates the Students Survey link on SIS System.
- The students fill out the survey about each and every course in the Academic Term.
- By the end of the Academic Term, the Director of Database and Survey Office deactivate the Students Survey link on SIS System.
- The Director of Database and Survey Office forwards the survey results to the Director of Quality Assurance.
- The Director of Quality Assurance receives the survey results and evaluates them.
- The Director of Quality Assurance reports the Survey Evaluation outputs and submits them to the Vice-President of Academic Affairs.
- The Director of Quality Assurance presents the Survey Evaluation outputs to the University Council and the Quality Assurance Committee.
- The Director of Quality Assurance prepares the Appreciation Letters and the Warning Letters to all of the Teaching Staff at Tishk International University according to the students' satisfaction average of their courses.
- When the Director of Quality Assurance realizes a general dissatisfaction in some items of the survey , he/she advices to enhance the performance of the staff by :
 - Holding university wide workshops.
 - Holding departmental workshops.
 - Conducting discussion debates.
- A third Warning Letter related to student's satisfaction survey may cause a termination for the teaching position of the affected staff.

For more details please refer to the (Quality Assurance Policy <http://www.TishkInternational.edu.iq/qa/policy/>) issued by the Quality Assurance Unit at Tishk International University).

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9.2 Pre-Graduation Surveys

- By the end of each academic year, ISO Office applies Pre-Graduation Survey on 4th/5th grade students who have passed almost all the courses at the Academic Department. The purpose of this survey is to solicit, in a completely confidential manner, information about the students' satisfaction with their experience of education at Tishk International. This information are combined with other university data and used for improving and raising the quality of education at Tishk International University.
- The questions of the survey are designed according to the Program Learning Outcomes of each study program, therefore, the surveys of the programs are different from each other's and are special for each program.
- Also, other questions are set to obtain the students feedback regarding the followings: the assessment methods applied, the student support, the learning resources, the most well-taught courses, the number of elective courses.
- In addition, the questionnaire involves some questions about the best taught courses during the study period.

9.3 Alumni Surveys

This survey is aimed to evaluate the overall educational experience of the students at TIU, and to know to which extent the University is preparing the students to be employed in the job market. Also, this survey assesses the current employment, education, and life status of TIU graduates. This survey is applied by ISO Office and Alumni Office annually.

9.3 Career Surveys

The major objective of the survey is to prospect the employer requirements from employees in the areas of academic and technical skills.