

## STUDENT SATISFACTION

Merit University measures student satisfaction each quarter and these aspects are important for the university to achieve its mission. Student satisfaction is measured with the Course Instructor Evaluation survey which is distributed at the end of each quarter in individual classrooms.

Course Instructor Evaluation results are reviewed to engage in dialogue with faculty and dean of academic affairs about implementing changes in curriculum or pedagogy. Several questions relating to instructor characteristics and instructional methods are asked to students at the end of the quarter using a standard form. After course completion, the dean of academic affairs reviews the results of the course instructor evaluation forms with the individual faculty members. The responses must be in the positive range and show improvement from quarter to quarter or the instructor will not be eligible for future teaching assignments.

The survey is using a five-point scale, where 1 = Strongly Disagree, 2 = Disagree, 3 = Somewhat Agree, 4 = Agree, and 5 = Strongly Agree. Areas that achieve a score less than 3.00 will be analyzed separately.

## CAMPUS STUDENT SATISFACTION

The results of overall student satisfaction are shown in the table below.

Subject	2021 Student Satisfaction	2022 Student Satisfaction	Difference 2021 and 2022
Program Curriculum	4.50	4.29	-0.21
Instructor	4.55	4.42	-0.13
<b>Overall Campus Student Satisfaction</b>	4.53	4.32	<b>-0.21</b>

*Note: Reporting period is Jan 2021 to September 30, 2022.*

The campus student satisfaction of 2021 was 4.53. The findings show that overall student satisfaction for 2022 is 4.32 with a decrease of 0.21 compared to the previous year. Also, the findings show that the program curriculum comparison from the previous year decreased by 0.21 and the instructor comparison decreased by 0.13.