TEMPULLI

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NARRATIVE REPORT

STUDENT EVALUATION OF ADMINISTRATION, SERVICES AND INFRASTRUCTURE

Academic year 2024 – 2025

Month: May, 2025
Institution: Tempulli College
Based on: Questionnaire for the Evaluation of Teaching, Learning, Infrastructure and Services
Number of participating students: 13

1. General Summary

The results of the questionnaire show an overall average of 4.28, which is interpreted as a very high level of student satisfaction with the administration, support services and infrastructure of the institution.
Students rated positively the communication with the administration, cleanliness, learning conditions and technical equipment. In some areas, such as the enrichment of the library and internal communication, there is room for improvement.

2. Area: Administration and Student Services

- The administrative staff are polite and cooperative with students –
  12 out of 13 students (92%) agree or strongly agree.
  The administration is perceived as accessible and willing to help.
- Information on academic matters is provided on time –
  11 out of 13 (85%) agree.
  There is good transparency, but some students mentioned occasional delays in notifications.
- Administrative procedures are clear and easy to follow –
  10 out of 13 (77%) agree.
  Students feel well-oriented, but some suggest greater automation of processes through SEMS.

Area average: 4.20
Conclusion: Students perceive the administration as efficient and professional, with a need for more continuous communication and the digitalisation of procedures.

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3. Area: Infrastructure and Learning Conditions

- The materials presented during lectures are provided to us regularly –
  13 out of 13 (100%) strongly agree.
- Classrooms are equipped with the necessary teaching tools –
  12 out of 13 (92%) agree.
- The college premises are clean and well maintained –
- 13 out of 13 (100%) strongly agree.
- The institution provides health care for students –
  11 out of 13 (85%) agree.

Area average: 4.45
Conclusion: Infrastructure and hygiene are rated very highly. Students highlight a well-organised environment and good learning conditions. Additional spaces for rest and individual study are recommended.

4. Area: Academic Support and Resources

- The recommended literature for courses is made known to us at the beginning of the semester –
  13 out of 13 (100%) agree.
- The library and online resources are sufficient for study –
  9 out of 13 (69%) agree.
  There is a need to enrich digital materials and books in foreign languages.

Area average: 4.10
Conclusion: Students express overall satisfaction but recommend improvements in digital access to literature and supporting materials.

5. Area: Communication and Involvement in Decision-Making

- Students feel informed about decisions that affect their studies –
  9 out of 13 (69%) agree.
- The institution encourages students to take part in extracurricular activities –
  10 out of 13 (77%) agree.

Area average: 4.00
Conclusion: Communication is at a good level, but a more formal system is needed for involving students in decision-making (e.g. through the Student Council).

6. Students' Open Comments

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No.	Comment
1	fff
2	.
3	.
4	.
5	.
6	.
7	ikiulu
8	I have nothing to add
9	I don't like the schedule because I work
10	I would like the lectures to be on one day

Summary:
Most students did not provide additional comments, which indicates general satisfaction. Some responses contain short marks or neutral comments ("I have nothing to add"), without specific criticism but with suggestions for a full-day schedule.

7. Conclusions and Recommendations

1. Maintain the high level of communication and cooperation with students.
2. Consider the possibility of adjusting the schedule to suit the majority

Final evaluation for Administration, Services and Infrastructure: 4.28 / 5
Number of participating students: 13
Status: A very high level of student satisfaction and trust in the institution.

The report is submitted to the Director and the Coordinator

Quality Assurance Office