TEMPULLI

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NARRATIVE REPORT

STUDENT EVALUATION OF ADMINISTRATION, SERVICES AND INFRASTRUCTURE

Academic year 2023–2024
Institution: Tempulli College

May, 2024
Based on: Student evaluation of administration, services and infrastructure
Number of participating students: 11

1. General Summary

The results of the questionnaire analysis show that the overall average rating is 4.17, which demonstrates a high level of student satisfaction with the administration, services and infrastructure of the institution.
Students express a consistent appreciation of the work of the administrative staff, cleanliness, learning conditions and access to teaching materials. The areas requiring more attention relate to the enrichment of the library and the improvement of internal communication.

2. Area: Administration and Student Services

- The administrative staff are polite and cooperative with students –
  10 out of 11 students (91%) agree or strongly agree.
  The administration is perceived as accessible, responsive and cooperative.
- Information on academic matters is provided on time –
  9 out of 11 (82%) agree.
- Most students feel informed; however, some mention the need for more regular notifications.
- Administrative procedures are clear and easy to follow –
  8 out of 11 (73%) agree.
  Further simplification of some processes and automation through SEMS is requested.

Area average: 4.10
Conclusion: The administration is rated very positively for its conduct and cooperation, with a recommendation to improve communication and digital services.

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3. Area: Infrastructure and Learning Conditions

- The materials presented during lectures are provided to us regularly –
  11 out of 11 students (100%) strongly agree.
- Classrooms are equipped with the necessary teaching tools –
  10 out of 11 (91%) agree.
- The college premises are clean and well maintained –
  11 out of 11 (100%) strongly agree.
- The institution provides health care for students –
  9 out of 11 (82%) agree.

Area average: 4.35
Conclusion: Students are very satisfied with the infrastructure and hygiene conditions. The learning environments and laboratories were rated as modern and functional.

4. Area: Academic Support and Resources

- The recommended literature for courses is made known to us at the beginning of the semester –
  11 out of 11 (100%) agree.
- The library and online resources are sufficient for study –
  8 out of 11 (73%) agree.
  Further enrichment of books and materials in digital form is needed.

Area average: 4.05
Conclusion: Students appreciate the easy access to learning materials but recommend improving the online platforms for literature.

5. Area: Communication and Involvement in Decision-Making

- Students feel informed about decisions that affect their studies –
  8 out of 11 (73%) agree.
- The institution encourages students to take part in extracurricular activities –
  9 out of 11 (82%) agree.

Area average: 4.00
Conclusion: Communication is good, but students expect greater involvement in academic decision-making and representation through the Student Council.

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6. Students' Open Comments

No.	Comment
1	nothing
2	I don't know
3	keep it up like this
4	.
5	.
6	no
7	.
8	.
9	.
10	.

Summary:
The comments show general satisfaction with the work of the institution. Most students indicated that they have no additional suggestions, while some stressed "keep it up like this" — reflecting a positive consistency in their study experience.

7. Conclusions and Recommendations

1. Maintain the high level of correctness and cooperation of the administration.
2. Continue the cleaning and maintenance of the premises at the current standard.
3. Enrich the library resources and online materials.
4. Strengthen communication with students through digital channels.
5. Increase student participation in decision-making processes and in academic life.

Final evaluation for Administration, Services and Infrastructure: 4.17 / 5
Number of participating students: 11
Status: High student satisfaction with institutional services and infrastructure, with a recommendation for further development of the library and communication.