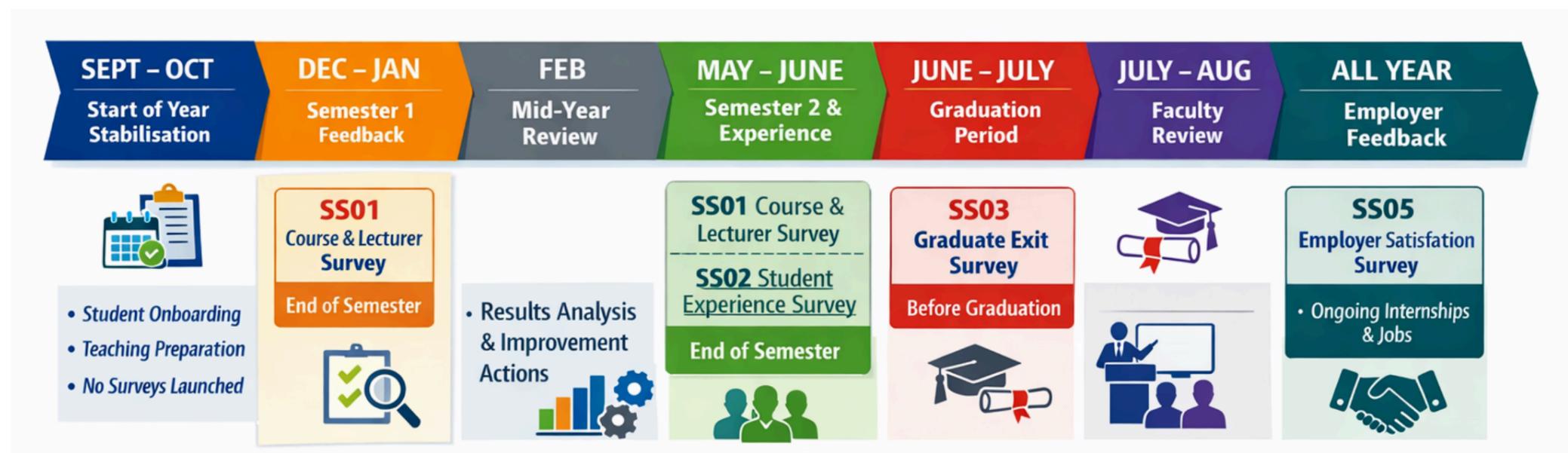


SATISFACTION SURVEY SYSTEM

VERSION	01
APPROVAL DATE	11th March '26

CODE	SURVEY	STAKEHOLDERS	TIMING	DATA COLLECTION RESPONSIBLE	ANALYSIS RESPONSIBLE	INDICATORS	PURPOSE
SS01	Course and Lecturer Satisfaction Survey	Students	End of each semester	Academic Office	Quality Assurance	Average satisfaction with teaching performance	Lecturer evaluation and support
						Satisfaction with course design and content	Curriculum improvement
						Perceived adequacy of assessment methods	Pedagogical review
						Response rate per course	Data reliability monitoring
SS02	Overall Student Experience Survey	Students	Annually	Student Services	Quality Assurance	Satisfaction with academic services	Student support improvement
						Satisfaction with digital learning resources	Infrastructure planning
						Satisfaction with institutional communication	Internal coordination improvement
						Overall student satisfaction index	Core IQAS indicator
SS03	Graduate Exit Survey	Graduating students	End of programme	Academic Office	Quality Assurance	Perceived acquisition of programme competences	Programme review
						Perceived employability readiness	Curriculum alignment
						Overall programme satisfaction	Key quality indicator for AQU
SS04	Faculty Satisfaction Survey	Faculty	Annually	HR / Academic Office	Quality Assurance	Satisfaction with academic coordination	Teaching organisation improvement
						Satisfaction with institutional support	Staff policy review
						Overall faculty satisfaction index	Academic climate monitoring
SS05	Employer Satisfaction Survey	Employers	When internships/employment occurs	Careers Service	Quality Assurance	Employer satisfaction with student skills	Programme relevance monitoring
						Employer satisfaction with professional performance	Practical training improvement
						Willingness to recruit future graduates	Employability indicator

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SEPT - OCT	DEC - JAN	FEBRUARY	MAY - JUNE		JUNE - JULY	JULY - AUGUST	
No institutional surveys launched	SS01 — Course & Lecturer Satisfaction Survey (Semester 1)	No surveys launched	SS01 — Course & Lecturer Satisfaction Survey (Semester 2)	SS02 — Overall Student Experience Survey	SS03 — Graduate Exit Survey	SS04 — Faculty Satisfaction Survey	SS05 — Employer Satisfaction Survey
<p>Focus period for:</p> <ul style="list-style-type: none"> student onboarding teaching preparation stabilising operations <p>(If implemented in the future, the Student Entry Survey would be placed here.)</p>	<p>Launched: last 2 weeks of teaching</p> <p>Closed: before final exams</p> <p>Responsible: Academic Office</p> <p>Purpose: immediate teaching feedback</p>	<p>This period is reserved for:</p> <ul style="list-style-type: none"> analysis of Semester 1 results early improvement actions feedback to lecturers <p>This timing ensures the survey system leads to visible action.</p>	<p>Launched: final teaching weeks</p> <p>Closed: before final assessments</p>	<p>Launched: after teaching ends but before exam results</p> <p>Responsible: Student Services</p> <p>Purpose: holistic experience evaluation</p> <p>This timing ensures students evaluate the full academic year.</p>	<p>Launched: once students complete final assessments</p> <p>Closed: before graduation ceremony</p> <p>Responsible: Academic Office</p> <p>Purpose: programme-level feedback</p>	<p>Launched: after teaching period finishes</p> <p>Closed: before academic planning for next year</p> <p>Responsible: HR / Academic Office</p> <p>Purpose: support annual planning</p>	<p>Launched:</p> <ul style="list-style-type: none"> after internship completion, OR after graduate employment confirmation <p>Responsible: Careers Service</p> <p>Timing: rolling basis throughout the year</p>

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CODE	SURVEY	STAKEHOLDERS	QUESTIONS
SS01	Course and Lecturer Satisfaction Survey	Students	<p>Context questions</p> <ul style="list-style-type: none"> • Programme • Course title • Lecturer name • Study mode (on-campus / online / hybrid) <p>Course design and learning</p> <ul style="list-style-type: none"> • The course learning outcomes were clear. • The course content helped me achieve the learning outcomes. • The workload was appropriate for the credits assigned. • The assessment methods were appropriate for the course. • The learning materials were useful and accessible. • The course contributed to my professional development. <p>Teaching performance</p> <ul style="list-style-type: none"> • The lecturer explained the content clearly. • The lecturer stimulated interest in the subject. • The lecturer was well prepared for classes. • The lecturer was available to support students when needed. • The lecturer provided useful feedback on assessments. • The lecturer used appropriate teaching methods and tools. <p>Overall</p> <ul style="list-style-type: none"> • Overall, I am satisfied with this course. • Overall, I am satisfied with the lecturer. <p>Open question</p> <ul style="list-style-type: none"> • What aspects of this course worked well? • What improvements would you suggest?
SS02	Overall Student Experience Survey	Students	<p>Academic support</p> <ul style="list-style-type: none"> • Academic staff are approachable when I need help. • I receive clear information about academic requirements. • Academic coordination works well. <p>Administrative and student services</p> <ul style="list-style-type: none"> • Administrative staff respond to my queries effectively. • I receive clear information about procedures and deadlines. • I am satisfied with the support provided by student services. <p>Learning resources</p> <ul style="list-style-type: none"> • The digital learning platform works well. • The library and academic resources meet my needs. • Communication channels within the school function effectively. <p>Student experience</p> <ul style="list-style-type: none"> • I feel integrated into the school community. • The school provides opportunities for personal development. • The school provides opportunities for professional development. <p>Overall</p> <ul style="list-style-type: none"> • Overall, I am satisfied with my experience at C3S Business School. <p>Open questions</p> <ul style="list-style-type: none"> • What does the school do particularly well? • What should be improved?
SS03	Graduate Exit Survey	Graduating students	<p>Learning outcomes</p> <ul style="list-style-type: none"> • I have acquired the knowledge expected from my programme. • I have developed analytical and critical thinking skills. • I have developed problem-solving skills. • I have developed communication skills. • I have developed teamwork skills. • I have developed ethical and professional awareness. <p>Programme quality</p> <ul style="list-style-type: none"> • The programme was well organised. • The teaching methods supported my learning. • The assessment methods reflected what I learned. <p>Employability preparation</p> <ul style="list-style-type: none"> • I feel prepared for the labour market. • The programme helped me understand professional expectations. • The school provided useful career guidance. <p>Overall</p> <ul style="list-style-type: none"> • Overall, I am satisfied with the programme I completed. • I would recommend this programme to other students. <p>Open questions</p> <ul style="list-style-type: none"> • What were the strongest aspects of the programme? • What improvements would you recommend?

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CODE	SURVEY	STAKEHOLDERS	QUESTIONS
SS04	Faculty Satisfaction Survey	Faculty	<p>Teaching organisation</p> <ul style="list-style-type: none"> • I receive sufficient information to teach my courses effectively. • Academic coordination works well. • Course planning timelines are appropriate. <p>Institutional support</p> <ul style="list-style-type: none"> • I receive adequate administrative support. • The school provides the necessary teaching resources. • The school provides opportunities for pedagogical development. <p>Working environment</p> <ul style="list-style-type: none"> • Communication within the school is effective. • I feel valued as a member of the academic community. • My workload is manageable. <p>Overall</p> <ul style="list-style-type: none"> • Overall, I am satisfied with my experience teaching at C3S. <p>Open questions</p> <ul style="list-style-type: none"> • What improvements would help you perform your role better? • What strengths of the school should be maintained?
SS05	Employer Satisfaction Survey	Employers	<p>Student/graduate performance</p> <ul style="list-style-type: none"> • The student/graduate demonstrated appropriate professional skills. • The student/graduate demonstrated appropriate technical knowledge. • The student/graduate behaved professionally in the workplace. • The student/graduate showed initiative and willingness to learn. • The student/graduate worked effectively in a team. <p>Programme relevance</p> <ul style="list-style-type: none"> • The student's preparation was appropriate for the role. • The student's skills matched the needs of our organisation. <p>Overall</p> <ul style="list-style-type: none"> • Overall, we are satisfied with the student's performance. • We would consider recruiting another C3S graduate in the future. <p>Open questions</p> <ul style="list-style-type: none"> • What strengths did the student demonstrate? • What skills should future graduates improve?