



Education & Training Quality Surveys

#نشارك_لنطور



Higher Education
Quality Survey

Students

HEQS

General administration
of Ranking Programs

National Center for Academic
Accreditation and Evaluation (NCAAA)

Introduction

Our dear students,

May Allah protect you,

Peace, mercy, and blessings of Allah be upon you.

The Education and Training Evaluation Commission extends to you its sincerest greetings and best wishes for success and prosperity.

We are pleased to invite you to participate in this survey, which aims to Assess the students' experience during their studies in higher education institutions in terms of the quality of student orientation, the quality of the educational process, and the readiness of the educational environment and infrastructure.

Your feedback, by Allah's will, will contribute to supporting efforts to enhance the quality of education in higher education institutions and to elevate their graduates to a high level of excellence and competitiveness. Your participation is considered an active contribution to achieving sustainable development and the national objectives of our beloved homeland in general, and of the education sector in particular.

- **Part One:** General Information.
- **Part Two:** The following survey dimensions (Quality of Student Orientation – Quality of the Educational Process – Readiness of the Educational Environment and Infrastructure)

Note: All data and information will be handled with strict confidentiality.

We kindly request that you answer the questions with accuracy and select the appropriate **Evaluation** level on the five-point scale provided.

With sincere thanks and appreciation,

Education and Training Evaluation Commission
National Center for Academic Accreditation and Evaluation

Part One: General Information

| | | | |
|---|---|-----------------------|---|
| University/College | Dropdown List | | |
| Branch | Dropdown List | College | Dropdown List |
| Department | Dropdown List | Program Name | Dropdown List |
| Qualification (educational level) you are currently studying | Dropdown list 1. Intermediate Diploma 2. Bachelor's Degree 3. Higher Diploma 4. Master's Degree 5. Doctorate | Academic Level | Dropdown List |
| Year of enrollment in the educational institution | Dropdown List | Gender | Dropdown List 1. Male 2. Female |
| Nationality | Dropdown list of country names | Mode of Study | Dropdown List 1. Regular (On-Campus) 2. Blended 3. Distance Learning |
| Are you registered as a person with a disability? | Dropdown List 1. Yes 2. No | | |

Part Two: Survey Dimensions

Dimension One: Quality of Student Orientation

To what extent do you agree with the efforts made by the educational institution in the following areas.

| No. | Items | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|-----|--|-----------------------|--------------|----------------|-----------------|--------------------------|
| 1.1 | Clarity of institutional profile information and academic programs | | | | | |
| 1.2 | Clarity of admission standards and requirements | | | | | |
| 1.3 | Orientation programs introducing students to the educational environment and services | | | | | |
| 1.4 | Clarity of course registration, add, and drop procedures | | | | | |
| 1.5 | Clarity of policies on students' rights and responsibilities | | | | | |
| 1.6 | Clarity of academic grievance procedures and policies related to students' responsibilities | | | | | |
| 1.7 | Effectiveness of electronic channels in providing information on registration and student services | | | | | |
| 1.8 | Provision of academic, counseling, and psychological support | | | | | |

Dimension Two: Quality of the Educational Process

To what extent do you agree with the efforts made by the educational institution in the following areas.

| No. | Item | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|------|--|--------------------|-----------|-------------|--------------|-----------------------|
| 2.1 | Clarity of academic program objectives | | | | | |
| 2.2 | Clarity of academic program learning outcomes | | | | | |
| 2.3 | Periodic review and updating of courses in line with scientific developments | | | | | |
| 2.4 | Provision of sufficient information about each course at the beginning of the semester | | | | | |
| 2.5 | Clarity of Student Assessment Methods in Courses | | | | | |
| 2.6 | Use of Diverse Teaching Strategies by Faculty Members and Their Equivalents | | | | | |
| 2.7 | Effectiveness of electronic systems in supporting the teaching and learning process | | | | | |
| 2.8 | Development of writing skills | | | | | |
| 2.9 | Development of digital literacy skills | | | | | |
| 2.10 | Development of communication skills | | | | | |

| No. | Item | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|------|---|--------------------|-----------|-------------|--------------|-----------------------|
| 2.11 | Development of collaborative work skills | | | | | |
| 2.12 | Provision of mechanisms to measure student satisfaction with the quality of the educational process | | | | | |
| 2.13 | Provision of programs to support at-risk students | | | | | |
| 2.14 | provision of programs to motivate outstanding and/or gifted students | | | | | |
| 2.15 | career guidance programs that enhance students' readiness for the labor market. | | | | | |
| 2.16 | provision of effective academic advising | | | | | |
| 2.17 | provision of mechanisms for submitting grievances and complaints | | | | | |
| 2.18 | provision of practical training opportunities or field visits within programs | | | | | |
| 2.19 | provision of stimulating and supportive learning environment that promotes skill development. | | | | | |
| 2.20 | Use of practical and interactive teaching methods | | | | | |

Dimension Three: Readiness of the Educational Environment and Infrastructure

To what extent do you agree with the efforts made by the educational institution in the following areas.

| No. | Item | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|-----|--|--------------------|-----------|-------------|--------------|-----------------------|
| 3.1 | Adequacy of the Number of Classrooms | | | | | |
| 3.2 | Quality of Classroom Equipment | | | | | |
| 3.3 | Provision of Adequate Facilities for Reading and Completing Academic Tasks | | | | | |
| 3.4 | Provision of Facilities for Extracurricular Activities (Sports, Recreation, etc.) | | | | | |
| 3.5 | Suitability of Tools and Equipment Supporting the Educational Process According to the Specialization (such as laboratories, computer labs, language labs, etc.) | | | | | |
| 3.6 | Provision of Technical Support When Needed | | | | | |
| 3.7 | Quality of the technical services provided and their appropriateness | | | | | |
| 3.8 | Adequacy and Diversity of Learning Resources | | | | | |
| 3.9 | Provision of Research Resources | | | | | |

| No. | Item | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|------|--|--------------------|-----------|-------------|--------------|-----------------------|
| 3.10 | Implementation of Safety and Security Procedures | | | | | |
| 3.11 | Suitability of Facilities for Students with Disabilities | | | | | |

Open-Ended Questions (Optional):

1 What challenges have you encountered during your educational experience?
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2 What are your recommendations for enhancing the quality of the educational experience?
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3 What are your suggestions for improving this survey?
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Thank you for your valuable participation in completing this questionnaire.

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