Student Satisfaction Survey Report

Agrotechnology Study Program

Faculty of Agriculture
Universitas Pembangunan Nasional "Veteran" Jawa Timur

STUDENT SATISFACTION SURVEY
AGROTECHNOLOGY STUDY PROGRAM
FACULTY OF AGRICULTURE
UNIVERSITAS PEMBANGUNAN NASIONAL"VETERAN" JAWA TIMUR
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EXECUTIVE SUMMARY

The purpose of the student satisfaction survey is to measure the level of student satisfaction with the Agrotechnology Study Program. The survey consists of three parts, 1) The learning process assessment, 2) The satisfaction index on the faculty facilities and services, and 3) The learning process assessment component. All three surveys were completed anonymously by students.

The student satisfaction survey related to the services provided by the study program to students as service users. The level of student satisfaction is measured based on a linear scale index. The number is 1 (poor); 2 (fair); 3 (good); 4 (very good).

The result shows that all the surveys average at point 3=good condition. This shows that the Agrotechnology Study Program has provided the best service for students. But, still needs improvement in terms of hospitality, speed, and facilities.

PREFACE

All praise and thanks are due to the presence of Allah SWT. because Allah SWT's grace and guidance on all of us so that the authors can make this student satisfaction survey report. This report aims to summarize the results of the survey that has been carried out in the Agrotechnology Study Program.

On this occasion, we would like to thank all parties who have helped in preparing this report. Hopefully, this report will provide benefits for everyone, especially for study programs.

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1. INTRODUCTION

A. Background

Satisfaction surveys are a method for obtaining feedback from students regarding study program services. The quality of the study program can be measured from the satisfaction of the user. In this case, the user is the student. Furthermore, the quality of the process must be maintained. The Quality Assurance System has the role of assessing the procedure in the study program. The results of the assessment are taken into consideration for the future.

The quality must ensure there are mechanisms, procedures, and processes in the study program. It is important to ensure that the desired quality is achieved through measurement.

For the measurement system, use a survey to determine the satisfaction index from the student. The survey consists of three forms. In the first form, we need to know how the learning process so far. The students were asked to answer some questions relating to lecturer services. The second form is about the satisfaction index on the faculty facilities and services. The students were asked to answer some questions related to educational personnel services. The third form is about the learning process assessment

component. The students were asked to answer some questions related to courses they had taken in the previous semester. Apart from that, there is also a section for receiving suggestions from students.

Data collection is anonymous. This is to avoid biased results, students are more honest and their activities are not influenced by the answers.

The survey aims to evaluate the Agrotechnology Study Program service. We need to know the level of student satisfaction with the services provided. So, we can evaluate things that are still not good. Improving service quality is needed to achieve comfort in the student learning process.

B. Purposes and Use

The purpose of the Student Satisfaction Survey:

1. Measure the level of student satisfaction.

2. Accept suggestions from students.

3. Evaluate student assessment results.

2. METHODOLOGY

A. DESIGN

The survey design uses an online method. We prefer to use online through Google forms because it is easier to use, fast to collect data, and anonymous. The stage of the survey:

1. Create a Google form and formulate questions according to the required data
2. Share the Google form link with the students.
3. Collect the data, average the results, and arrange it in table form.

B. SAMPLING METHOD

The samples taken were students who had attended lectures before. In this case, we took data from students from at least in third semester. We share the link and urge it to be filled in honestly and responsibly

C. DATA COLLECTION METHOD

The data was collected from students individually. they fill in the links and collect anonymously. The level of student satisfaction is measured based on a linear scale index.

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The number is 1 (poor); 2 (fair); 3 (good); 4 (very good). The survey link are:

1. https://forms.gle/LJgKztPdDRSAXFBc7
2. https://forms.gle/8Ka4UNthSqV9nwAm7
3. https://forms.gle/NZtBAxTQ5pqjQGW86

D. INSTRUMEN

The survey was conducted online through Google forms. There are 3 forms to collect data from students.

E. TEAM AND TIMES

Agrotechnology Study Program conducting student satisfaction surveys in 2023. The link is distributed to students via flyers and class high commanders.

F. ANALYSIS METHOD

The analytical uses a tabular method and descriptive explanation of the average result. The description is based on the number level.

3. RESULT AND DISCUSSION

A. RESPONDENT IDENTITY

The total respondent sample is 50 students from various semesters. The data was collected from minimal 2022 students. Data is taken online anonymously.
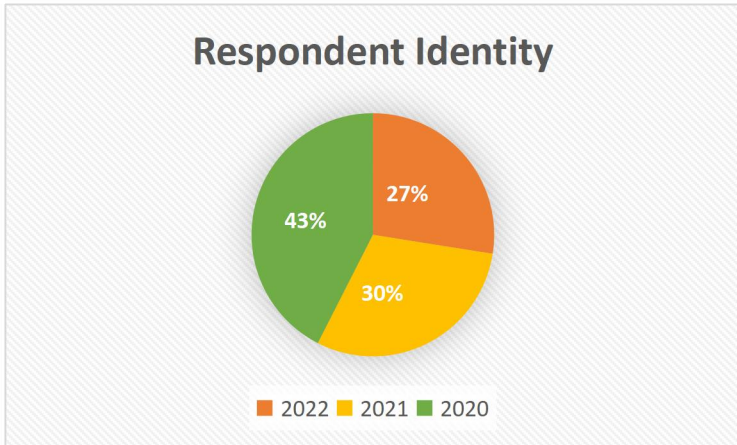

Figure 1. Distribution of Student Respondents by Year of Study

Based on Figure 1. the number of the respondent is 50 students. They are 2020, 2021, and 2022 years of study students. The survey was spread evenly and got a good response from students.

B. SURVEY RESULT

The survey was conducted to know the Agrotechnology study program service quality. The quality is about the lecture, lecturer, and educational staff.

1. The learning process assessment
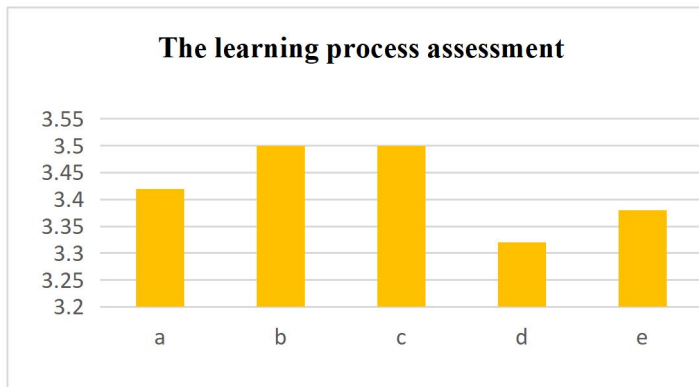
Figure 2. The learning process assessment

a. The attitude of the lecturer during the teaching and learning activity.
b. The suitability of the course material teaching with Learning Plan.
c. Lecturer services in discussion during the teaching and learning activity.
d. Lecturer services in providing assignment feedback to students.
e. Lecturer services in providing on the renewal of knowledge.

The average of the learning process assessment shows that all the process is in 3=good condition. That is an impressive result from students as a consumer. There are many aspects that influence the result:

a. Year of study

The length of the study period influences the experience gained during college.

b. Student Interaction

The more interaction students have with lectures, the better they will know about the quality of service.

c. Student involvement

Student involvement in the learning process will provide a better learning atmosphere.

Improvement of the learning process is through human resource qualifications. So that can serve better and improve the quality of the study program.

Student's suggestions for the learning process:

a. Class interaction needs to be improved.

b. Provides an explanation of real-world practice.

c. There should be no sudden changes of class schedule.

2. The student satisfaction index of the faculty services
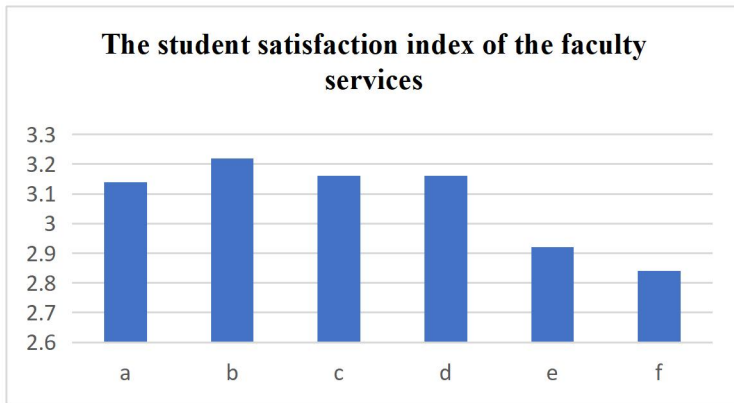
Figure 3. The student satisfaction index of the faculty services

a. General Affairs   d. Faculty Integrated Laboratory
b. Academic Affairs   e. Field Laboratory
c. Financial Affairs   f. Faculty Library

The average of the student satisfaction index of the faculty services shows that a-d=3 are in good condition. The e-f=2 are in fair condition.

The satisfaction index of the faculty services is related to interaction with educational staff in general.

Student suggestions for the faculty services:

a. Improvement of facilities and infrastructure (authority of the faculty).

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b. Improvement of laboratory facilities for practical or research activities (authority of the faculty).

c. Improving administrative service in speed processes and hospitality (authority of the faculty).

3. The learning process assessment component
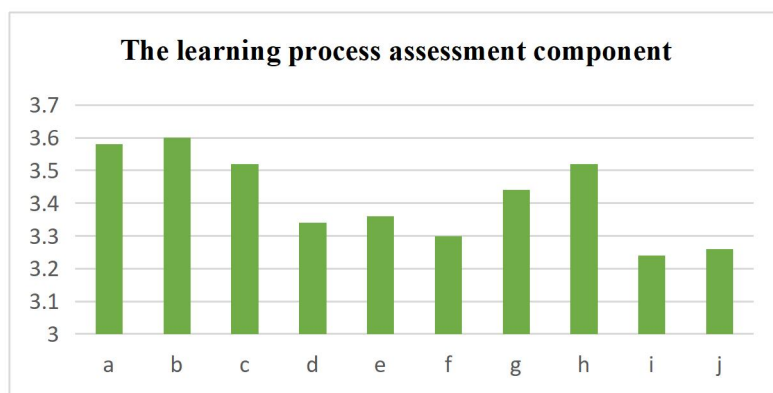
Figure 4. The learning process assessment component

a. The clarity of learning plan.
b. The learning plan implementation.
c. Time for discussion in face to face learning.
d. Learning material understood by students.
e. Benefit of assignment to students.
f. Evaluation and correction of assignment/test
g. Update information related to the material (journal, new information, recent contextual)
h. Punctuality of lectures
i. Increased interest and enthusiasm for learning from the learning carried out
j. The clarity of learning evaluation process

The average of the learning process assessment component shows that is in 3=good condition. There are several subjects were reviewed. The variables are representative of the learning process. Assessment for each variable results between 3-4 points.

Student suggestions for learning process:

1. It is hoped that there will be a field study to find out more about the object being studied.
2. Improved facilities and infrastructure that support lectures.

C. ACTION PLAN

Lecturers can improve their qualifications by looking for more information related to lecture material and realizing that the teaching and learning process has been scheduled in such a way that it can run as it should.

Educational staff services can be further improved through training and guidance from the human resources department. Direction is carried out to improve the quality of service. To give students hassle-free service.

Improving the quality of learning by giving students opportunities to explore the surrounding environment. So that students can understand the objects studied in class.

4. CONCLUSIONS AND POLICY IMPLICATIONS

Student satisfaction survey gave an understanding of student needs. The Agrotechnology Study Program must be synchronized with the Faculty of Agriculture to create a comfortable ambiance in the university. It is important to ask students' desires and needs so that the learning process can run well. Also, so that learning objectives are met. Assessment of all variables shows that good condition in the Agrotechnology Study Program service.

In the future, it can provide more easy access to information. In this day students can access the website https://agrotek.upnjatim.ac.id/. Evaluation of survey results can be a milestone in changing human resource systems and behave in facing various kinds of situations.

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APPENDIX

1. Recapitulation of Suggestions and Feedback

No	Suggestions and Feedback
1	Additional classrooms and improvements to classroom facilities are needed
2	All information should not be sudden
3	Starting from improving classroom and lab facilities, then moving on to bigger things
4	Complete facilities that support academic and non-academic activities such as laboratories and greenhouses.
5	Improving parking area, transparency of funds regarding study program costs, improving the quality of staff and lecturers, updating the curriculum (updating several courses that are less relevant nowadays, replacing them with new courses that are very relevant in the agricultural industry
6	Maybe in the future, the facilities will continue to be improved, especially many of the air conditioners that won't turn on and aren't cold enough.
7	Improving infrastructure, because good facilities and infrastructure will influence the learning process, and vice versa.
8	Laboratory facilities need to be added and improved so that they are sufficient and able to accommodate the number of practicum and research activities of students which are now starting to increase. There must be convenience regarding administration (signature or stamp) for faculty libraries which are often difficult to find.
9	Inadequate facilities.
10	Improvement of facilities and addition of laboratories due to frequent crashes between classes fighting over laboratories and maximizing existing human resources instead of building new ones without maintaining and supporting existing facilities and infrastructure. It is necessary to build a new facility, but if there is no improvement from the previous one, the results will not be satisfactory

11	The SKPM system can be improved by validating data quickly and in an integrated manner.
12	We recommend that laboratories pay more attention to their equipment, perhaps those that are outdated can be immediately replaced with new ones
13	Classrooms need to be renovated.
14	It is best if the library is open frequently and students do not need to contact librarians when they want to go to the library.
15	Faculty services are quite good.
16	Staff more friendly in serving students.
17	Further improvement regarding laboratory equipment that supports student practicum activities.
18	For all sections, the service must be improved and perhaps the missing facilities can be supplemented.
19	Employees smile more easily so they are comfortable in discussions.
20	It is hoped that the faculty's services will be more organized in the future when dealing with letters.
21	Regarding borrowing a room, on the same day as another class even though the position had been borrowed a week before class
22	Faculty service is helpful.
23	Improve facilities and infrastructure.
24	It is hoped that there will be land survey activities to find out about plant breeding directly.
25	Active in discussions during learning
26	Good enough.
27	Already well.
28	In my opinion, it is quite clear and accurate because students can feel what is explained through the practicum, only the tools are increased to continue the activity.
29	In the future, it can provide useful information during lectures for all students.
30	Classes are more interactive.
31	Please explain the assignment information as clearly as possible and not be confused. Students are required to think more critically and take the initiative to solve problems such as assignments and others, but it is not a bad thing to provide complete information to students so that the learning and teaching process runs well and not there are misunderstandings between each other.
32	Lecturers are expected to build student enthusiasm for the subject.
33	For lecturers, if possible, eliminate the presentation assignment because it will be explained more clearly by the lecturer concerned input: the task should not be difficult

34	In general, this is good, but it would be even better for each lecturer to be more sensitive to the problems that exist among students.
35	Lecturers are ready to provide space for students to discuss meetings face to face, are strict about discipline (attendance, time to enter and finish lectures, etc.), and are strict about honesty in completing examinations. The lecturer provides corrections or feedback on the assignments that have been submitted. The method of students presenting presentation material without being given an explanation of the material first is not always effective for each student. Thank you
36	It is hoped that lecturers will be able to make class conditions more live, so that they are not boring. because with a monotonous class model, it becomes lazy to make classes.
37	Lecturers should explain the material delivered via presentation, not just give assignments, not all but there is one lecturer who does that.
38	Providing relevant evidence between theory and practice.
39	Provide alternatives in the event of class changes that conflict with other schedules.
40	More often provide direction and input to students when they have assignments.
41	The explanation of the material has been done well.
42	Be a cool lecturer in delivering material.
43	Please coordinate more regarding lectures such as free hours, replacement classes and other things.
44	The lecturer was very good at providing explanations during the lecturer.
46	Create a comfortable learning atmosphere.
47	It is hoped that the lecture material will include more explanation during the learning process to make it clearer.
48	Advice to lecturers if they are unable to attend lectures is not to suddenly provide information.
49	The lecturer himself is good in terms of delivery and explanation of the material.
50	The lecturer's service in the class is very satisfying.