



UNIVERSITY
OF BAHRAIN

University of Bahrain

UNIVERSITY EXPERIENCE SURVEY
REPORT

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INTRODUCTION

The Quality Assurance and Accreditation Center (QAAC) implements a holistic, systematic, and evidence-based quality assurance and accreditation system. The Center operates a number of independent surveys to provide valuable and essential information for improvement and development. In addition to collecting information about the utilization, the information provided in this report is action planned accordingly as part of the continuous quality improvement approach the University implements to pursue excellence.

The University Experience Survey is implemented annually during the second semester to collect feedback from students to evaluate their satisfaction of services, facilities, and infrastructure, such as: car parks, classrooms, Internet, catering, library, laboratories, registration, and busses amongst other as described in this report. The University is considered the largest in the Kingdom of Bahrain with respect to all aspects of provisions, including: number of students, area, number of programs, faculty and staff members, amongst other factors. At the time of the survey there were 28,022 students enrolled in the undergraduate and postgraduate programs offered by the University. In addition to the students of the English Language Centre, this Survey included the students of Salmanya, Isa Town and Sakhair campuses, namely:

1. Bahrain Teachers College
2. College of Applied Studies
3. College of Arts
4. College of Business Administration
5. College of Engineering
6. College of Health Sciences
7. College of Information Technology
8. College of Law
9. College of Science
10. english language center

There are 7 student clubs and 6 societies, namely:

- | | |
|------------------------------------|---|
| 1. Media Club | 1. College of Law Society |
| 2. Photography Club | 2. College of Science Society |
| 3. Fine Art Club | 3. College of Information Technology Society |
| 4. Theater Club | 4. College of Arts Society |
| 5. Music Club | 5. College of Business Administration Society |
| 6. Friends of the Environment Club | 6. College of Engineering Society |
| 7. Chess Club | |

This report documents the University Experience Survey of 2018 / 2019. Each item was evaluated by seeking the frequency of utilization and satisfaction according to the following scale:

Frequency of Utilization	Frequent	Excellent	Sometimes	Rarely	Never	Not Applicable
Satisfaction	Excellent	Good	Satisfactory	Poor	Not Applicable	

OVERALL RESULTS

The University Experiences Survey is conducted online on annual basis, where students voluntary participated in the survey. The Survey was available from March to May 2019, and was closed prior to the Courses Evaluation Survey to avoid any overlap. The total participations reached almost 10% of the student population (2,739 students out of 28,022 enrolled students). The participants can be categorized into 63.89% female students and 36.11% male students as shown in Figure 1. Figure 2 shows the response rates per colleges.

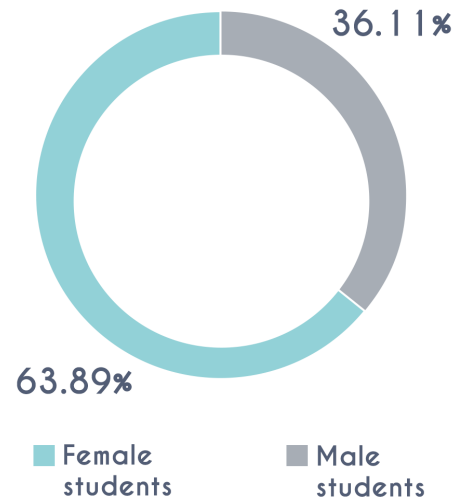


Figure 1. Participants distribution according to gender.

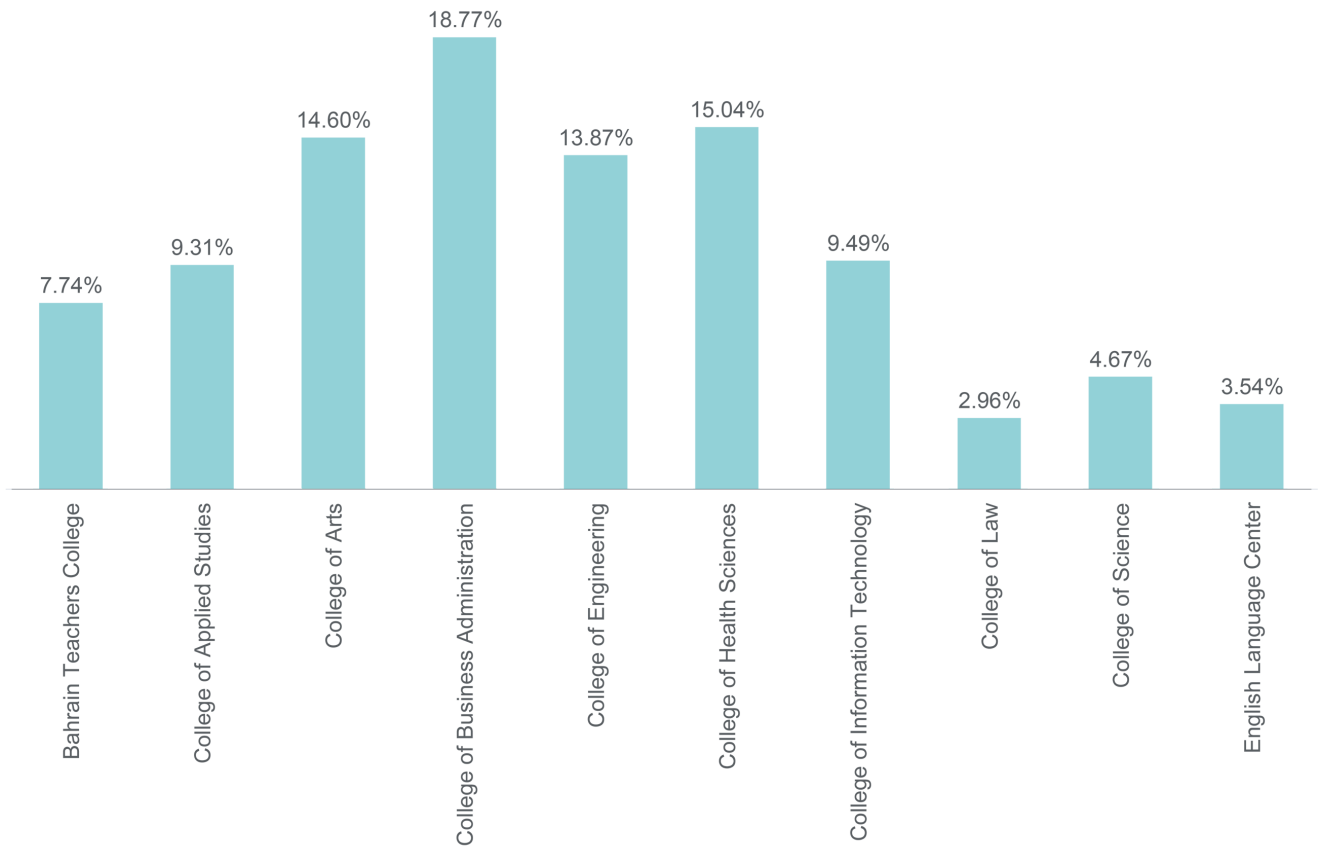


Figure 1. Response rates per colleges

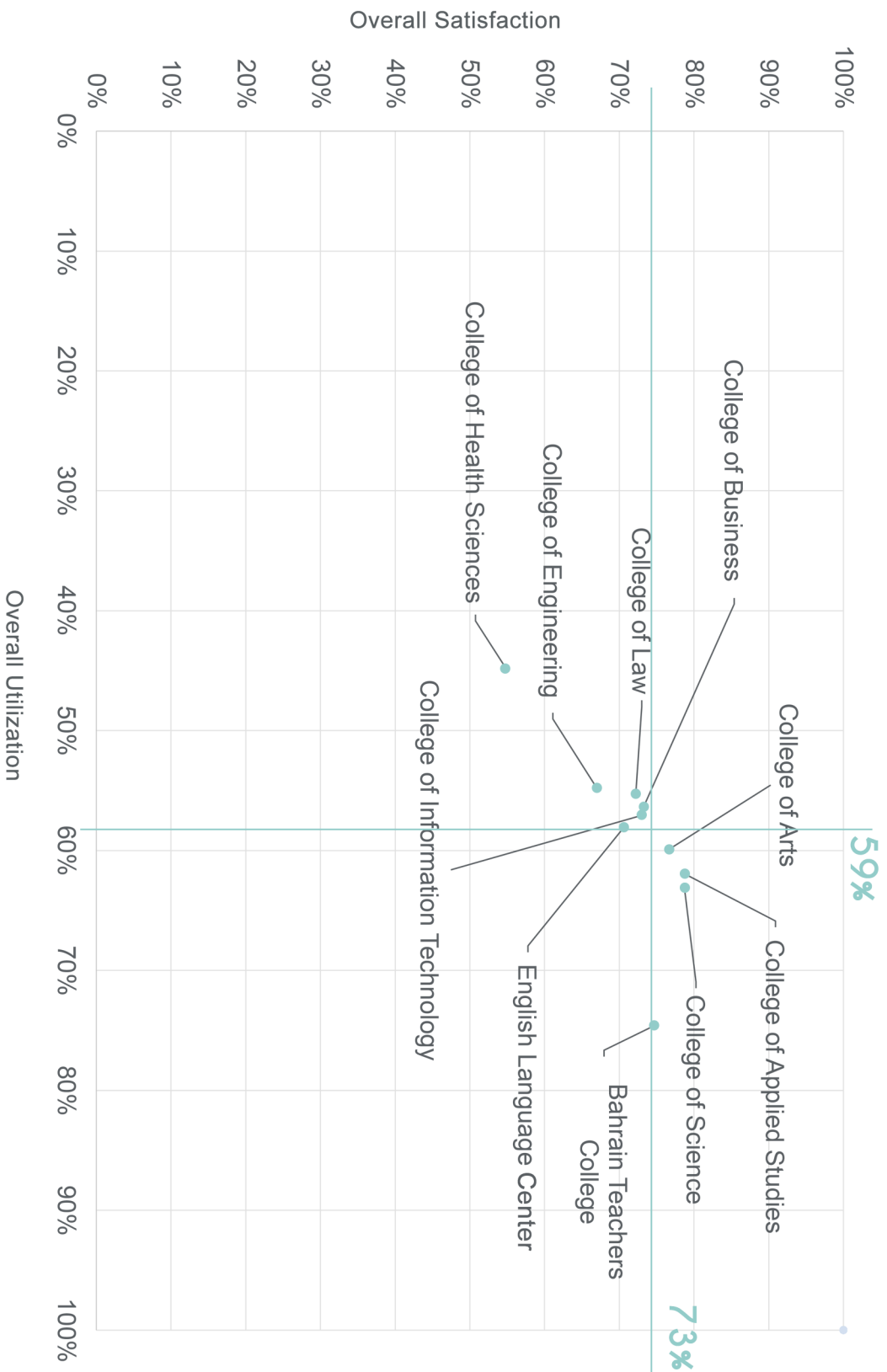


Figure 3 shows the overall utilization and satisfaction rates per college. In general, the overall utilization rate is 59%, whereas the overall satisfaction rate is 72%. The results of the college are benchmarked to the average utilization and satisfaction rates. Except for the College of Health Sciences and College of Engineering, all other entities are well within or higher than the average utilization and satisfaction rates. Bahrain Teachers College, College of Applied Studies, College of Arts, and College of Science shows utilization higher than the average of the survey (59%). Satisfaction rates of Bahrain Teachers College, College of Applied Studies, College of Arts, College of Business Administration, College of Information Technology, College of Law, and College of Science are higher than the average of the survey (72%).

Figure 3: Utilization and satisfaction per entity.

The main purpose of the survey is to provide a systemic approach to collect feedback from current students about their satisfaction and utilization of services and facilities of the University, particularly the following:

- Transportation within the campus.
- Transportation from home and back to campus
- Societies, Clubs and Extracurricular Activities
- Safety and Security
- Medical Clinic
- Internet and Wireless
- Course Registration
- News, Announcements, and Social Media
- Academic Advising
- Support for Special Needs
- Counseling Services
- Study and Rest Area
- Classrooms and Laboratories
- Library
- Parking
- Food and Restaurant
- Shops
- Sports and Recreational Facilities

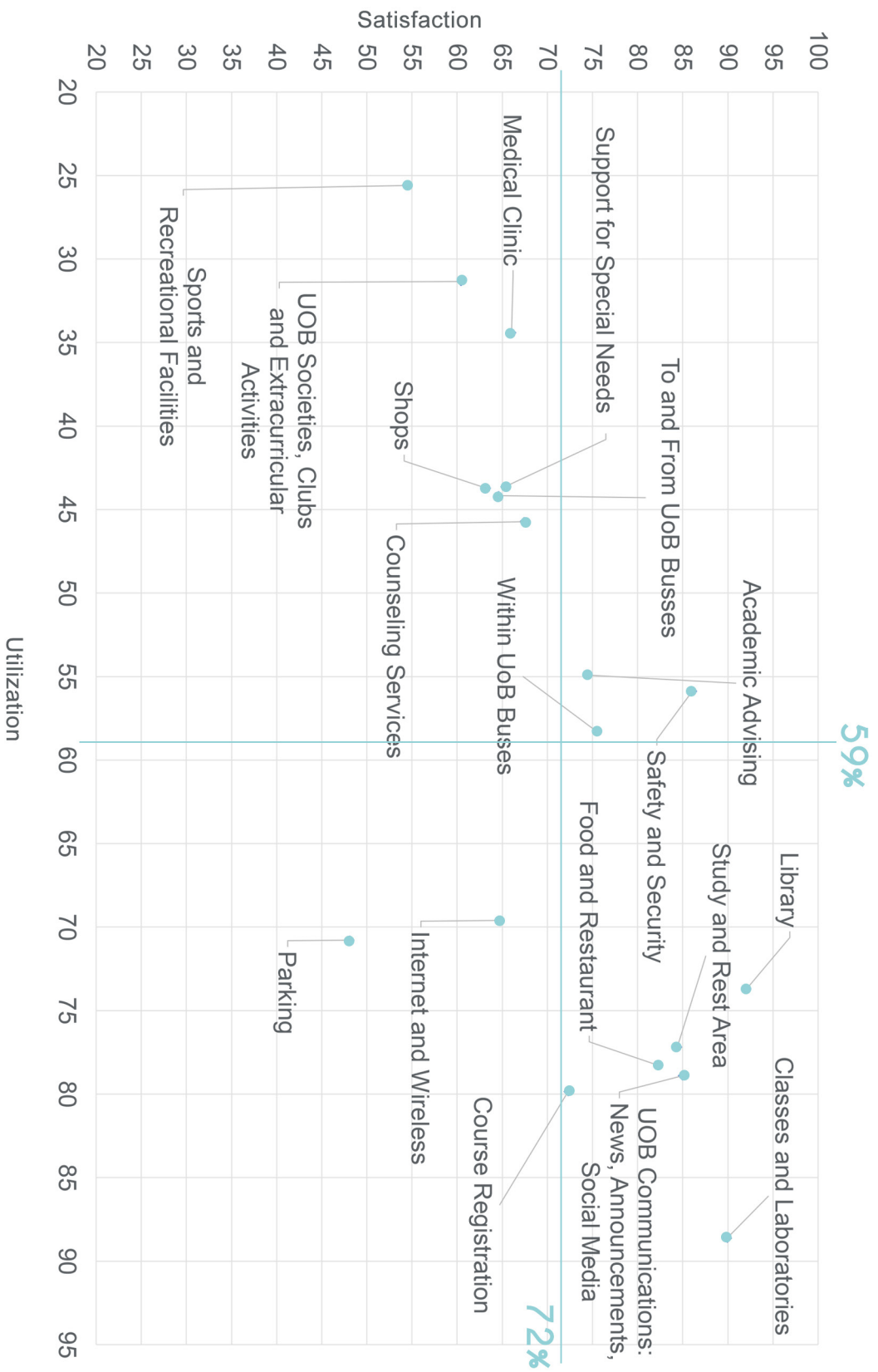


Figure 4. Overall utilization and satisfaction rates of the facilities and services

COLLEGES UTILIZATION AND SATISFACTION

The following table sorts the services according to utilization and satisfaction rates per college. Naturally, classrooms and laboratories can be considered the highest utilized facility in the University. On the other hand, despite the many sports and recreational facilities of the University, the Survey shows low utilization of this category.

Services & Facilities	Facilities and Services			
	Highest Utilization	Least Utilization	Highest Satisfaction	Least Satisfaction
Bahrain Teachers College	Classrooms and Laboratories	Sports and Recreational Facilities	Classrooms and Laboratories	Parking
College of Applied Studies	Classrooms and Laboratories	Academic Advising	Library	Parking
College of Arts	Classrooms and Laboratories	Academic Advising	Classrooms and Laboratories	Parking
College of Business Administration	Classrooms and Laboratories	Sports and Recreational Facilities	Library	Sports and Recreational Facilities
College of Engineering	Classrooms and Laboratories	Sports and Recreational Facilities	Classrooms and Laboratories	Parking
College of Health Sciences	Classrooms and Laboratories	To and From Campus Busses	Library	Parking
College of Information Technology	Classrooms and Laboratories	Sports and Recreational Facilities	Library	Sports and Recreational Facilities
College of Law	News, Announcements, Social Media	Sports and Recreational Facilities	Library	To and From Campus Busses
College of Science	Counseling Services	Study and Rest Area	Counseling Services	Medical Clinic
English Language Center	News, Announcements, Social Media	Sports and Recreational Facilities	Safety and Security	Parking

Table 1. Facilities and services ranking per college.

KEY FINDINGS

This survey can be considered one of the many mechanisms that the University implements as part of its continuous quality improvement approach. Collected feedback is important and crucial in the development and improvement of the provisions, programs, and facilities of the University. This was the first survey of its kind to evaluate the utilization and satisfaction rates, and the University is planning to repeat this survey on annual basis. The survey confirmed that excellence of the library of the University as it is currently considered one of the largest in the Kingdom of Bahrain and include the most diverse collection of books and references both in print and online. The categories that would be in the forthcoming priorities of the University are:

1. Parking
2. Medical Clinic
3. Sports and Recreational Facilities
4. Bus services from and to campus

Improving parking area satisfaction is of the highest priorities of the University. The University has already developed several parking areas by adding more area and shades. University will be considering the implementation of the following:

1. Car pooling
2. Improve special needs parking
3. Improving bus services.

Furthermore, the University will be focusing on improving the academic Advising utilization. Currently the University has launched an online academic advising system. This system provides better documentation and tracking for advising. It is expected that the online academic advising system in general will improve advising in the university in terms of quality and quantity.



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