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Student Satisfaction Survey
SY 2009-2010

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Abstract

The study aimed to understand PNU students' experiences and satisfaction so as to provide relevant inputs to improve the programs and services of the University. Fishbowl or lottery technique was employed to select section-representatives from each year level. Of the 4,610 students enrolled in the first semester of SY 2009-2010, 1,374 or 29.80% were identified as participants in the study. However, only 1228 returned the questionnaires. The findings revealed that although there was some dissatisfaction expressed on facilities/service excellence and administrative support services, the student satisfaction survey results generally showed that the respondents were commonly satisfied on the following areas: academic advising, campus life, facilities/service excellence, administrative support services, and concern for the individual and instructional effectiveness. However, the items of dissatisfaction identified in a similar study five years ago were almost the same as those identified at present.