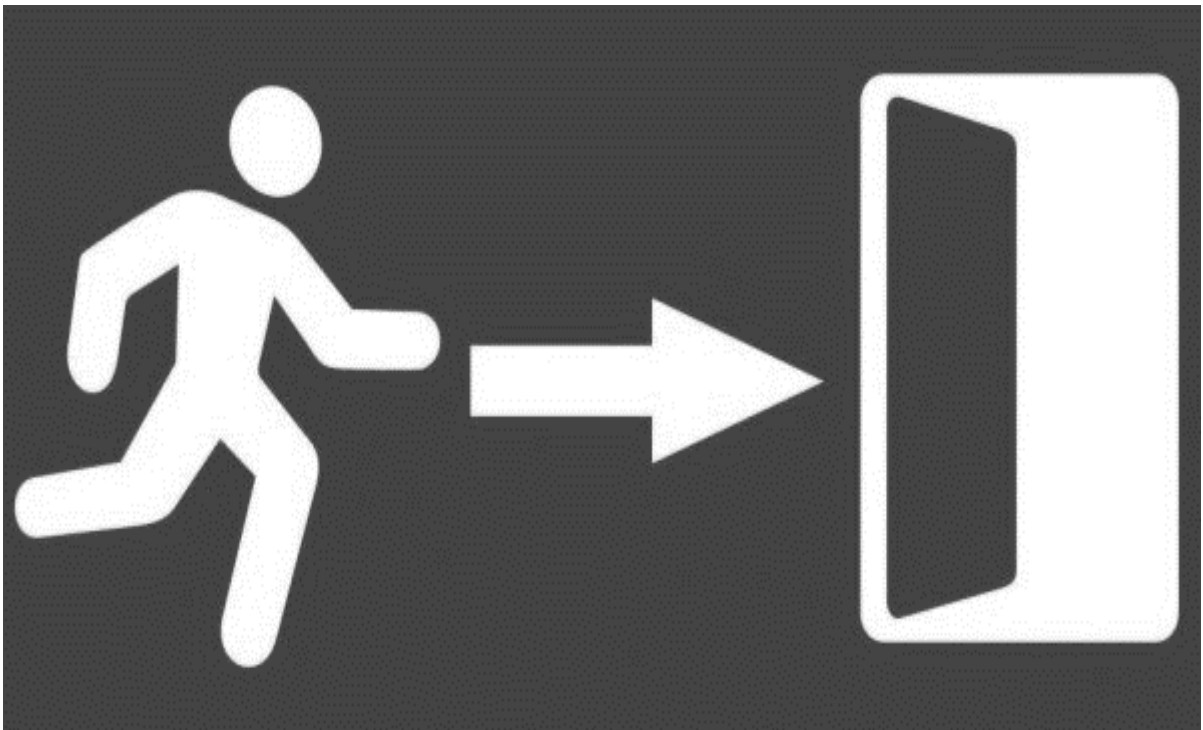


THE EXIT SURVEY

2018



University Statistics & Data Monitoring Unit

University of Kelaniya

Introduction

An exit survey is a survey conducted with an individual who is separating from an organization or relationship. Most commonly, this occurs between an employee and an organization, a student and an educational institution, or a member and an association.

Exit interviews in education are conducted with students who are about to graduate from an educational institution. These interviews are meant to gather information about students' experience while attending the institution, what they benefited from, what was missing, and what could be improved to enhance the experience of the next generation of students who attend the institution. Specially in a University an exit survey helps to identify the expectations of University students and aspects which the University should develop in order the students to achieve their goals. It can also be used as a measurement of level of satisfaction of the students about the University. When considering the satisfaction level of a student, it breaks in to different directions where we can categorize some of them as follows;

The satisfaction about

- The course designs
- Teaching and supportive staff
- University environment

With the beginning of 2019 year, the University of Kelaniya has focused on becoming a zero defect university and therefore to increase the students' positive feedback about the University it is much more beneficial to conduct an exit survey. With the scope of designing a much improved survey the University Statistics & Data Monitoring Unit conducted a pilot study for the exit survey. The survey was conducted among the final year students (2018) to gather information to measure the above satisfactory levels as well as the students' further plans, their thoughts on their experiences at the University as a part of the University quality improvement program.

This report consists of the methodology used to conduct the survey and the results found out through the analysis.

Methodology

The exit survey was conducted during the last week of the academic year 2016/2017 in the faculty of Commerce & Management Studies, Science and Social Sciences. Data collection was carried out through a questionnaire which included open ended, closed ended and ranking questions.

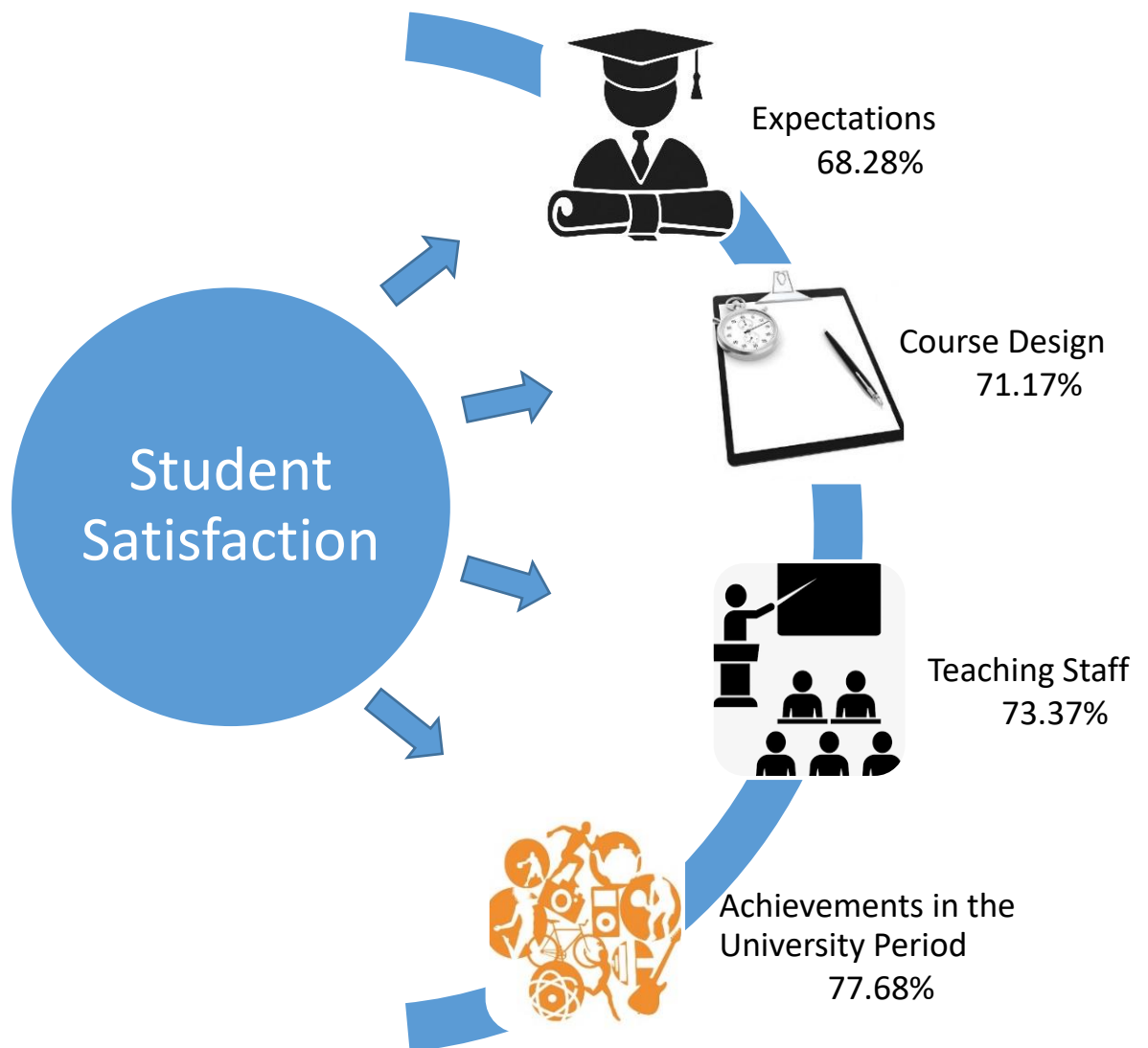
The questionnaire was composed with core set of questions designed to obtain information from the final year undergraduates regarding,

- Academic activities
- Satisfaction about degree course followed
- Satisfaction with their student experiences at the University
- Student perceptions
- Further contact information

Category Wise Satisfaction

The purpose of conducting an exit survey was to measure the students' satisfaction of the university they studied and to gather information regarding the students' current situation and plans for career and further education.

The survey contained main three parts A, B and C. The section B of the survey consisted of four parts Expectations, Course design, Teaching staff and Achievements in university life. The overall satisfaction of the section B is 73.56%.



The above chart illustrates the category wise level of satisfaction.

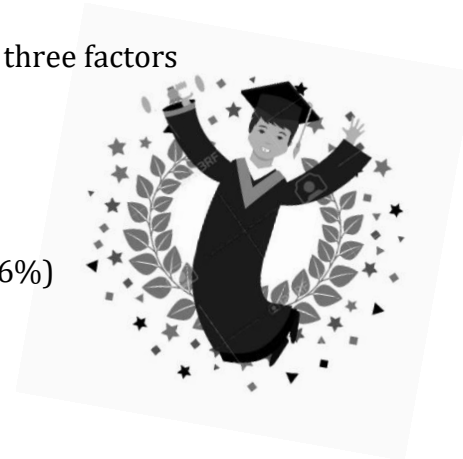
Expectations

As expectations, it was aimed to inquire whether a student who enters the University has achieved his/her dreams, targets, aims of the university life which they hoped to accomplish before coming to the University.

The level of satisfaction on Expectations was measured considering three factors

The expectation about;

- Program of study (71.62%)
- Standard of education offered by the University (72.66%)
- Overall degree program (60.31%)



Course Design

The course design can be defined as a process and methodology of creating quality learning environments and experiences for students. The intention of measuring the satisfaction of course design was to understand whether it has carried the students towards achieving their set of objectives.

The category of the course design was based on five elements

- Motivation of teaching learning activities in study program to learn
- Time management
- Quality of learning materials and resources
- The assessment methods used to measure the progress of learning
- Proper arrangement of a timetable which enabled to attend all course units that a student selected



Teaching Staff

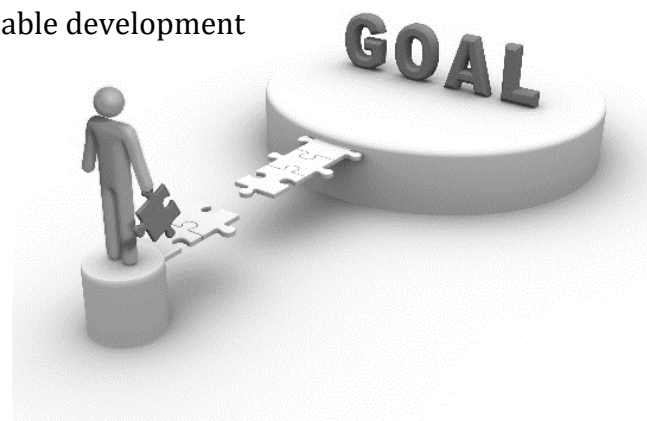
The main ambition of a student who comes to the University is to be graduated after completing the degree successfully. So, it automatically becomes the responsibility of the teaching staff to assist the students to build up a strong foundation for their career life by providing the necessary education. The satisfaction about the teaching staff was also gathered under four components;

- Accessibility of Academic staff (73.97%)
- Coverage of course content up-to-date (74.44%)
- Motivating the students to the learn the subject (71.62%)
- Sufficiency of feedback and individual help from staff (73.51%)

Achievements in the University Period

It is not only expected the theoretical education by a university student but also the knowledge about the society, different cultures & religions, multiplicity of the people and respecting people's views. Simply, it's how to survive in the current society. The Achievements in University period was evaluated using seven factors. And they are,

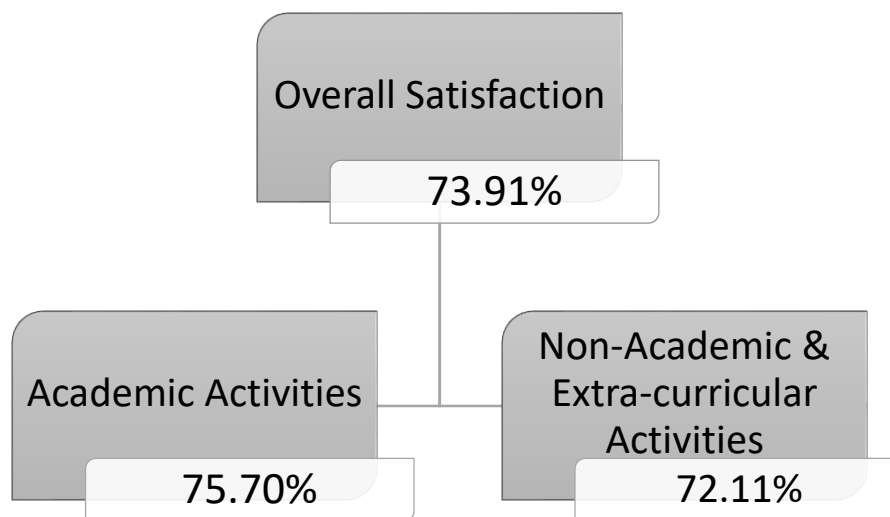
- Encouragement to improve skills in critical thinking
- Assistant in improvement of skills in quantitative reason (Basic mathematics)
- Help in improving oral communication skill
- Support to upgrade the leadership skills
- Improvement of understanding human diversity and respect for others
- Help to enhance self-confidence
- Assist in understanding the concept of sustainable development



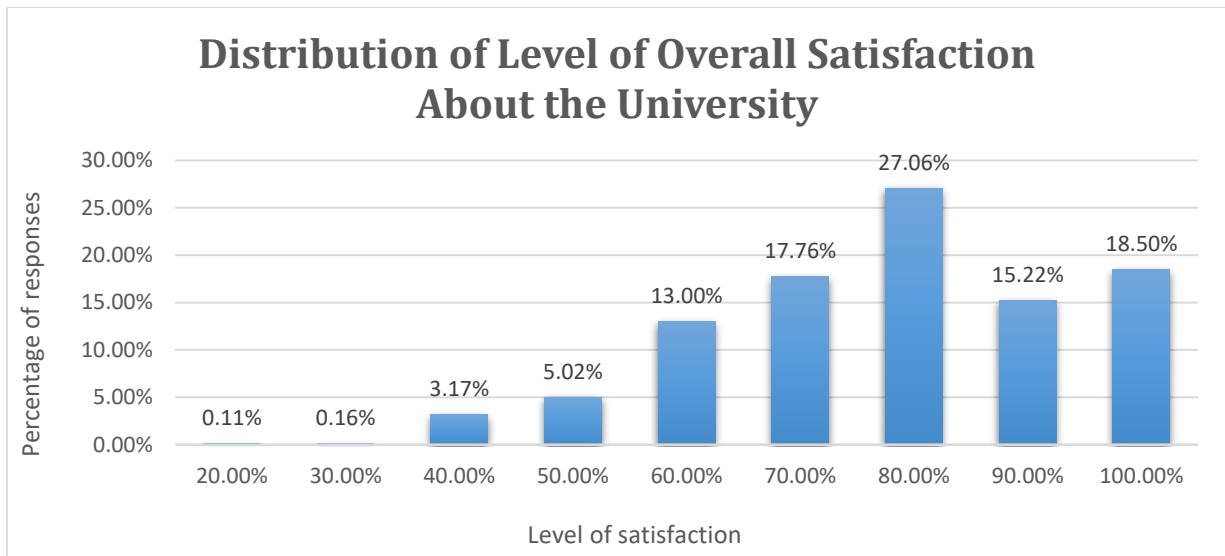
Overall Satisfaction

It was needed to understand the students' level of satisfaction of the university life all of all. So, the students were questioned about their overall satisfaction on university academic activities and university non-academic & extra-curricular activities. And, the analysis of the responses are as follows.

It was revealed that the **overall satisfaction of the students was 73.906%**. The following figure demonstrates the satisfaction levels of each sector.



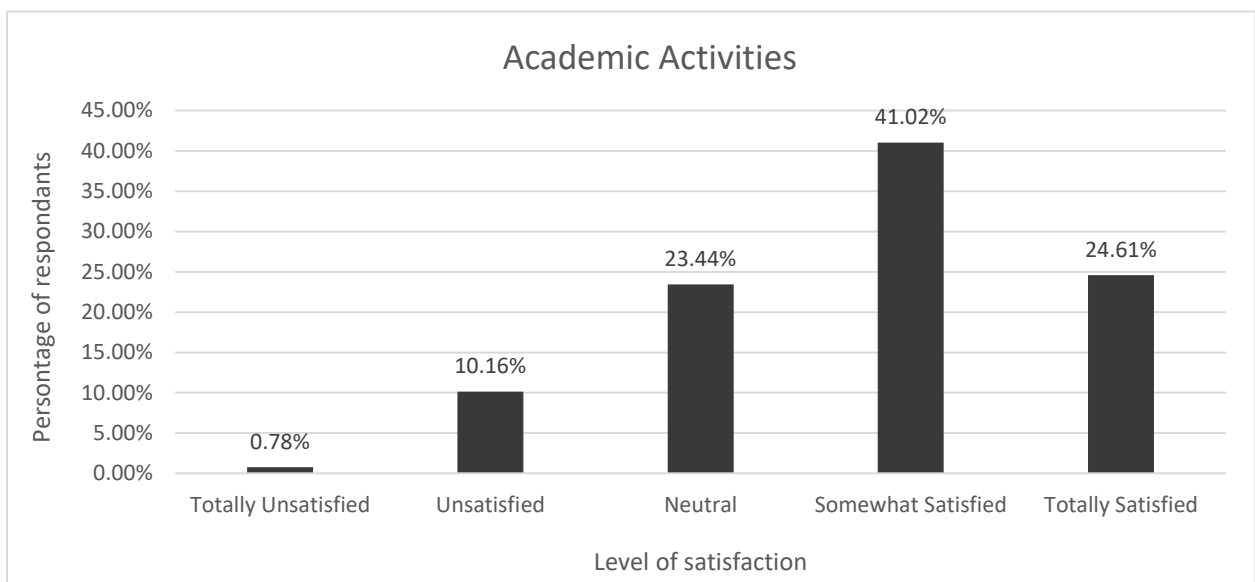
The satisfaction with respect to the Academic activities is 75.70% while Non-academic & Extra-curricular activities is 72.11%.



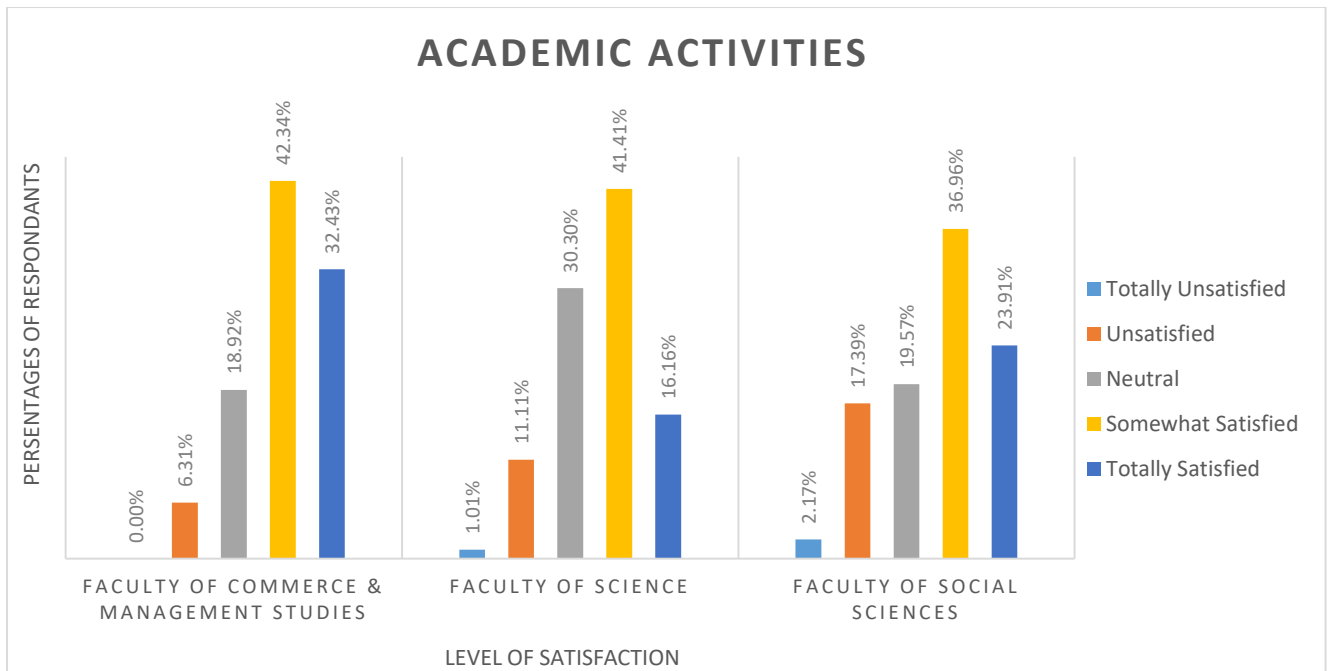
The above figure illustrates the distribution of the respondents' overall satisfactory level of the University. The majority are in the satisfaction level 80%. However, a very few can be found below the satisfactory level than 39%.

Academic Activities

The following table shows the responses received about the level of overall satisfaction of the students about the academic experience they had during the University life.

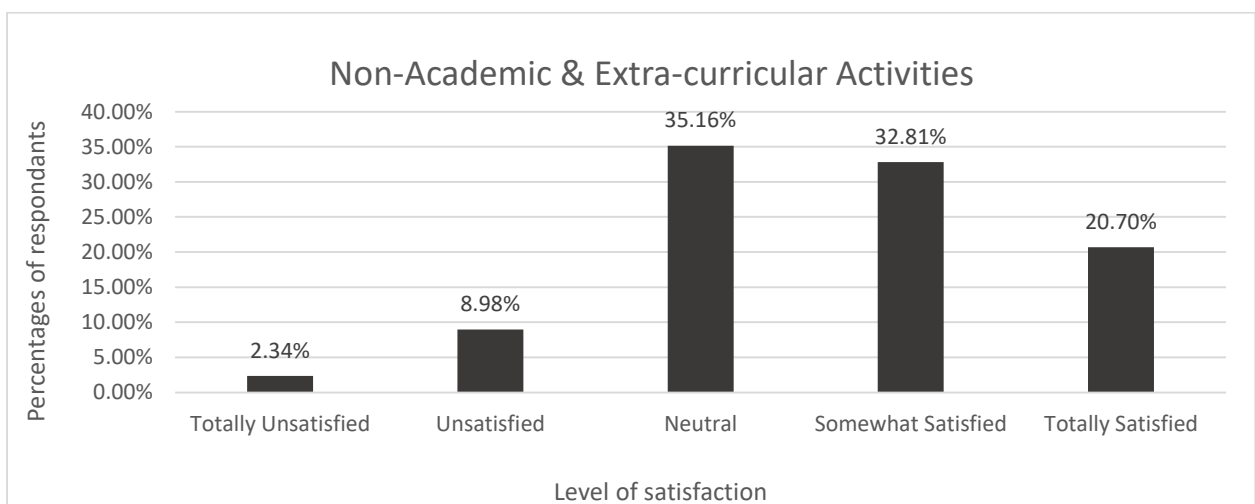


The majority (41.02%) is 'somewhat satisfied' with the academic experience they obtained. The faculty wise opinion is same as the overall point of view.

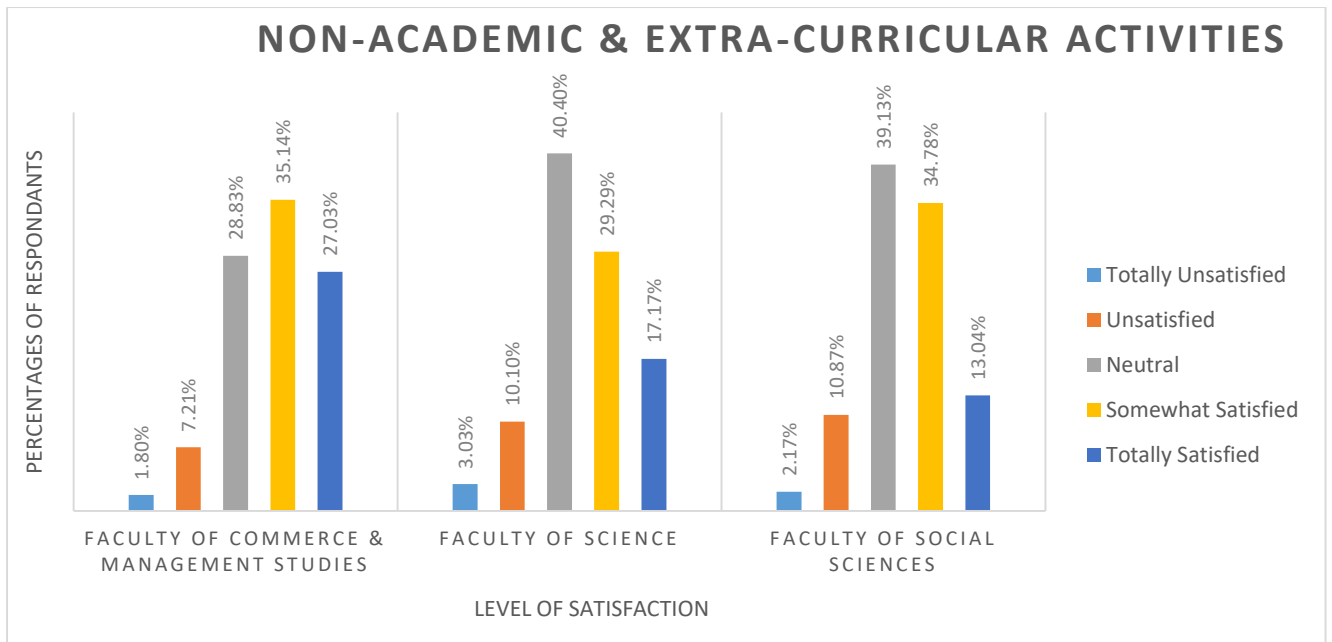


However, most of the students have a neutral idea about the non-academic & extra-curricular activities they went through during the University life. The following graph explains the percentages of the students' satisfaction levels.

Non-Academic & Extra-Curricular Activities



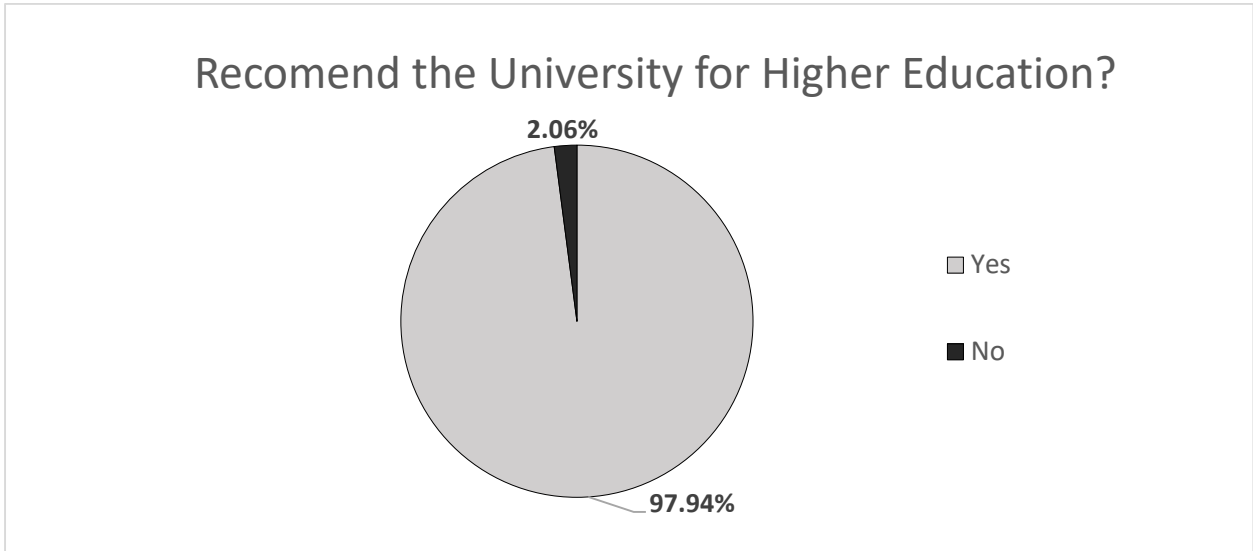
When compared with the graph related to academic activities, there are more students who are 'totally unsatisfied' with the non-academic & extra-curricular activities than academic activities.



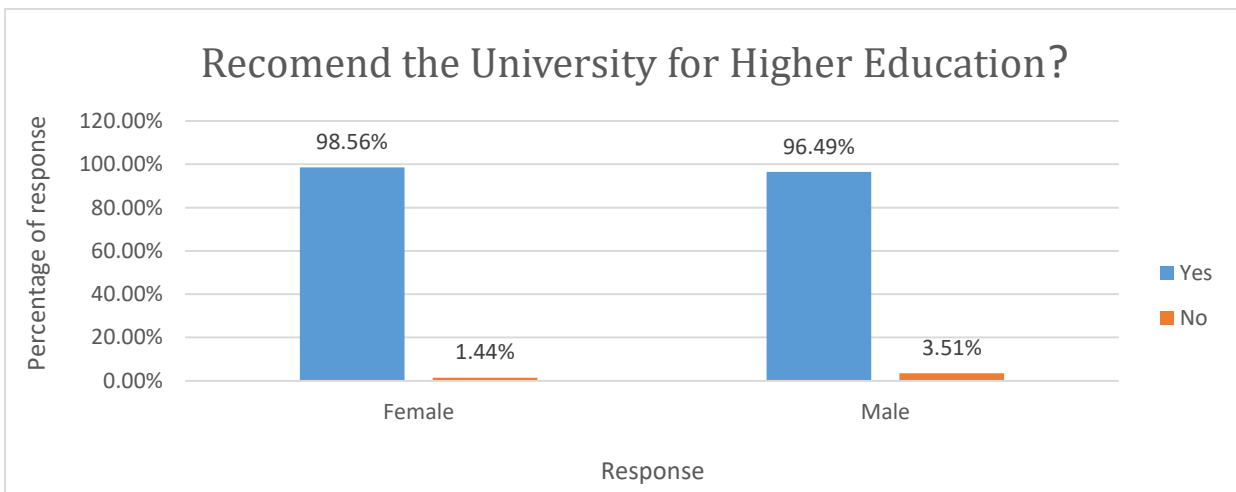
The above faculty wise graph shows that the majority of the Faculty of Commerce & Management Studies shows a quite satisfied idea while the majority of other two faculties shows a neutral idea.

Recommendation of University of Kelaniya for Higher Education

The respondents were asked whether they recommend the University to anyone else for higher education and almost 98% of the students' response was 'Yes'.



The following figure shows the distribution of the gender wise responses received to the above question.



According to the figure, it can be claimed by the responses received, that, male students tend to not recommend the University of Kelaniya for higher education than female students. However, since the percentage of students who do not wish to recommend University of Kelaniya Higher Education is very low, it can be calculated that most of students appreciate the whole service they got through University of Kelaniya.

Comments

Students were asked several open ended questions about the University. And this chapter summarizes the special things highlighted from the responses.

First the respondents were asked, if they feel negative about the University, what could be the reasons revealed through the analysis.

Reason, if you feel negative about the University

- Poor subject quality
- Exam system
- Lack of scholarships for students whose parents are government employers
- Lack of places for entertainment and leisure
- The extremist attitude of students' union

What more do you expect from the University of Kelaniya in order to meet your career expectations?

- Degree program need to be more focused towards future job opportunities
- Introduce more English improving programs
- More industry focused subjects at syllabus
- Internship/ Industrial training for every student (even for general students)
- More guidance to career
- Increase skill development programs to enhance personality

Most positive experience at the University

- Industrial experience
- Extra-curricular experience
- Opportunity to study the degree program in English medium
- Orientation period's experiences
- Field trip
- Opportunity to study a special degree

Most negative experience

- Ragging
- Non-flexible time tables
- Canteen que during lunch time
- Examinations
- Not having hostels/ Mahapola/ Bursary

Conclusion

Through this pilot exit survey conducted, it can be figured out that there are some issues that need the attention in order to enhance the quality of the University output. Some of the matters that need to be taken into consideration are,

- Some students are not aware of the facilities they are provided during the University period.
- Though ragging is prohibited in the Universities, still it is carried out and it affects the students' education process.
- The need of updates in syllabuses in order to meet the industrial demands (if possible).
- Possibility of providing an industrial training for every student.
- Expectations of the students to be fulfilled through the University.

These were only few elements figured out through the pilot survey. By paying attention to all the above points, pave the way for the improvement of the University as a whole. So, conducting a full exit survey will bring the opportunity to identify the positive and the negative aspects which will be influential for the growth of the University through students' view point.