

Instrument Title: Student University Satisfaction Scale (SUSS)
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Cite instrument as: Shelina Bhamani. (2013) . Student University Satisfaction Scale (SUSS) . Measurement Instrument Database for the Social Science. Retrieved from www.midss.ie

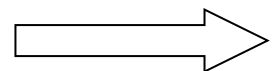


Students University Satisfaction Tool

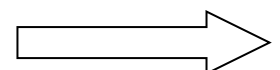
Shelina Bhamani & Dr. Nasreen Hissain

SECTION A: Demographic Information			
#	Variables	Responses	Code
D1	Name of the University :		
D2	Gender	1. <input type="checkbox"/> Female 2. <input type="checkbox"/> Male	
D3	Working Status	1. <input type="checkbox"/> Employed 2. <input type="checkbox"/> Unemployed	
D4	Marital Status	1. <input type="checkbox"/> Married 2. <input type="checkbox"/> Single	
D5	Level of Study	1. <input type="checkbox"/> Graduate 2. <input type="checkbox"/> Masters	
D6	Programme	1. <input type="checkbox"/> Finance 2. <input type="checkbox"/> Marketing 3. <input type="checkbox"/> Management 4. <input type="checkbox"/> HR	
D7	Mode of Study	1. <input type="checkbox"/> Part Time 2. <input type="checkbox"/> Full Time	
D8	Financing of Education	1. <input type="checkbox"/> Personal 2. <input type="checkbox"/> Scholarship/Funding/Loan	
D9	GPA (Last Semester)	1. <input type="checkbox"/> 3.7 to 4 2. <input type="checkbox"/> 3 to 3.6 3. <input type="checkbox"/> 2 to 3	

SECTION B: Overall Satisfaction (OS)			
OS1	Family acceptance to study	1. <input type="checkbox"/> Low 2. <input type="checkbox"/> Average 3. <input type="checkbox"/> High	
OS2	Community acceptance to study	1. <input type="checkbox"/> Low 2. <input type="checkbox"/> Average 3. <input type="checkbox"/> High	
OS3	Satisfaction of access of quality business schools in my country	1. <input type="checkbox"/> Low 2. <input type="checkbox"/> Average 3. <input type="checkbox"/> High	
OS4	Satisfaction with the job and employment opportunities available after studies.	1. <input type="checkbox"/> Low 2. <input type="checkbox"/> Average 3. <input type="checkbox"/> High	



#	SECTION C: Academic Quality			1	2	3	Code
	1 = Never = N	2 = Sometimes = S	3 = Always = A	N	S	A	
1	I find university's learning environment conducive.						
2	I find classrooms well equipped with educational resources.						
3	I find IT labs well equipped to meet students' need.						
4	I find a wide range of resources relevant to my studies in university's library.						
5	I find a wide range of research journals in university's library.						
6	I find curriculum student friendly.						
7	I find assignments are aligned to meet the objectives.						
8	I am satisfied with the time allocation for assignments submission.						
9	I find assessment procedures fair and transparent.						
10	Appropriate recognition for star students is observed.						
11	I am satisfied with the quality of teachers in my university.						
12	Teaching and learning in my university is interactive.						
13	Teachers are generally student friendly and focus on specific individual needs.						
14	I find my teachers providing equal opportunities of learning.						
15	I find my teachers supportive to my professional needs of improvement.						
16	I can access my teachers out of the class to meet my remedial needs.						



#	SECTION D: University Facilities			1	2	3	Code
	1 = Never = N	2 = Sometimes = S	3 = Always = A	N	S	A	
1	There are a wide range of opportunities for recreational activities.						
2	I am satisfied with the students' counseling services in my university.						
3	I am given remedial support at my university.						
4	I am given respect here regardless of my cast or creed and gender.						
5	I am given opportunities to practice my learning through internships.						
6	I am satisfied with the transportation facilities provided to the students.						
7	I find quality, hygienic and affordable food in the university's cafeteria.						
8	I am satisfied with the toilet in my university.						
9	I am satisfied with the water facilities in my university.						
10	It is convenient for me to access administration department for inquiry.						
11	I find academic policies of my university student-friendly.						
12	I find administrative policies of my university student-friendly.						
13	There are a wide range of scholarship opportunities for students.						
14	I find everyone following code of ethics in my university.						
15	I am kept updated of all the university relevant news through university portal.						
16	University incorporates students' evaluation for its quality improvement.						

