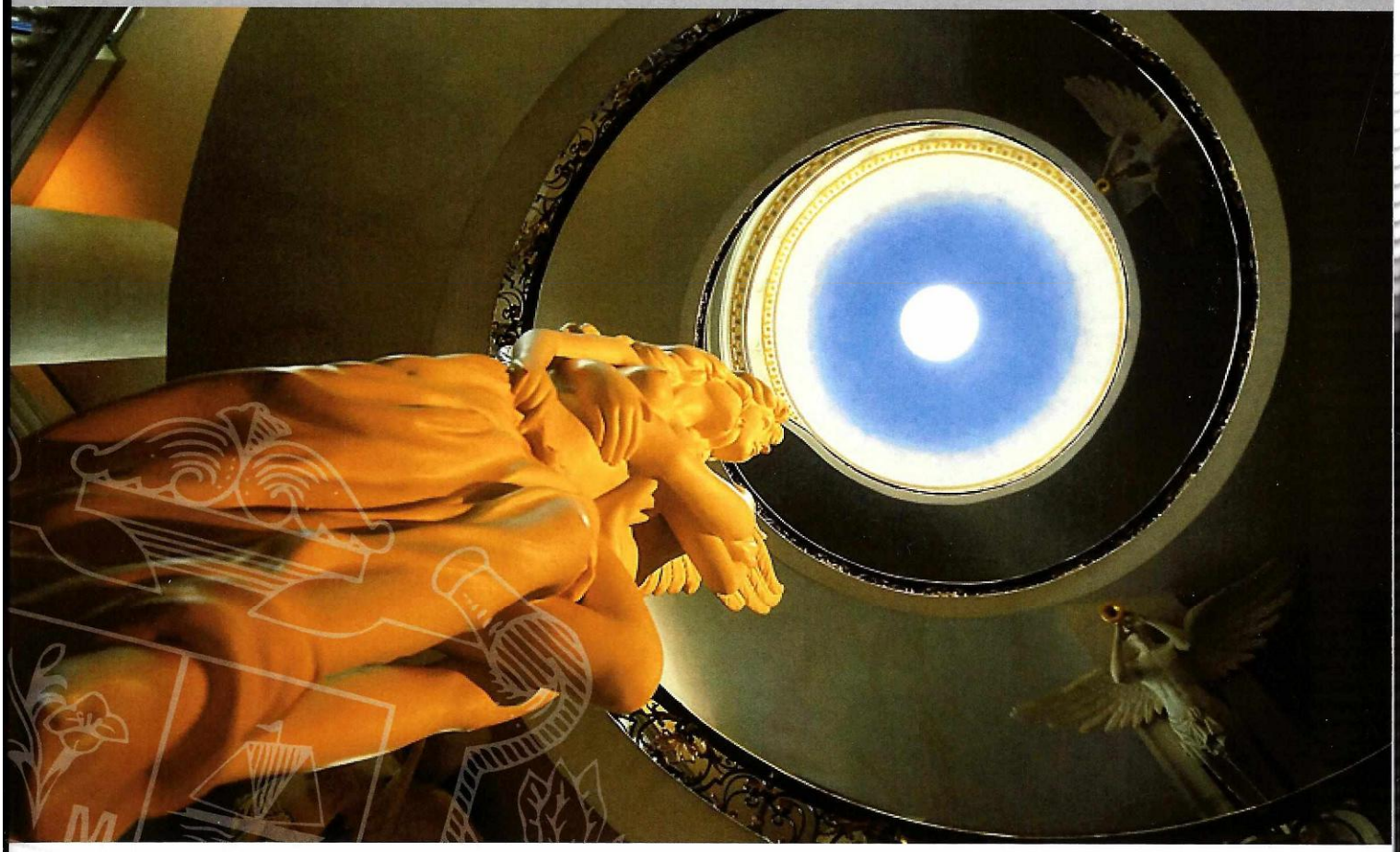

A STUDY ON GRADUATE'S SATISFACTION WITH PROGRAM QUALITY

BATCH 43

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ASSUMPTION UNIVERSITY OF THAILAND
SINCE 1969

A Study on Graduates' Satisfaction with Program Quality

(Batch 43)

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Preface

The National Education Act 1999, specify the aim of education by prescriptive institution provide system and guarantee the quality inside institution to be a tool beware of quality and standard of education base on academic freedom and operation freedom of higher education. Also, there is preparing for guarantee quality from inside and outside. The guarantee education is a part of education management process should be continually. For Quality service is important education quality that indicate about University service is the result of university as quality. Assumption University has seen the important of useful information from Graduates and assigned the Research Institution to study the satisfaction of graduates about University service every academic. In Batch 43, Institute for Research and Academic Services has completed education research successfully.

Institute for Research and Academic Services hope that research "The satisfaction of Graduates about program quality Batch 43". This research will provide useful information for planning and specifying the policy of university.

Dr. Preecha Methavasaraphak

Director

Institute for Research and Academic Services

May 2016

EXECUTIVE SUMMARY

The main objective of this research, titled *A Study on Graduates' Satisfaction with Program Quality Batch 43* is to investigate the satisfaction of Assumption university graduates of Batch 43 on seven aspects of the university's performance: Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement. The sample in this study included the graduates from both undergraduate and graduate programs of the Batch 43. Out of the total number of 3,111, 2,373 were Bachelor's degree graduates, 702 were Master's degree graduates, and 36 were Doctoral degree graduates. Online Graduate Register (OGR) Systems were employed in the data collection procedure and descriptive statistics such as number, percentage, mean, standard deviation to descript the data of respondents and descript the data study as the opinion about satisfaction of Assumption University's performance of Batch 43. The findings are summarized as follows:

Profile of the respondents

Out of the total of 3,111 respondents, the majorities 76.3% (2,373) were Bachelor's degree graduates, 22.6% (702) were Master's degree graduates and 1.2% (36) were Doctoral degree graduates.

Finding

The responses from the ORG survey questionnaires were analyzed and the findings are presented according to the seven aspects of the university's performance.

Program

The respondents' satisfaction on the aspect of Program was reported at high level with the average score of 3.90. The respondents were most satisfied in Courses offered are useful to students (3.98) and knowledge acquired enables you to get job easily (3.88) respectively. The respondents were least satisfied in Content is up-to-date and well-designed (3.86). The University should consider improving this aspect as a priority.

Lecturers

The respondents' satisfaction on the aspect of Lecturers was reported at high level with the average score of 3.97. The respondents were most satisfied in Lecturers have knowledge and experience related to the courses they teach (4.06), Lecturers have taught the syllabus content within the time-frame given (4.00) and Lecturers have encouraged students to engage in self-directed learning and self-development (3.95) respectively. The respondents were least satisfied in Lecturers have utilized effective teaching methodology (3.92). The University should consider improving Attractive Teaching Style as a priority.

Teaching and Learning

The respondents' satisfaction on the aspect of Teaching and Learning was reported at high level with the average score of 3.92. The respondents were most satisfied A clear study plan is provided to students (3.96), Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.) (3.94) and Teaching strategies enhance critical analytical and problem-solving skills, Teaching and learning activities encourage application of knowledge acquired (3.92). The respondents were least satisfied in Appropriate course and supplementary materials as well as educational technologies are provided to students (3.90) and Classrooms, libraries, laboratories and information technology support teaching and learning (3.89). The University should consider improving these 2 aspects of Teaching and Learning as a priority.

Evaluation

The respondents' satisfaction on the aspect of Evaluation was at high level with the average score of 3.86. The respondents were most satisfied in Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus, Evaluation methods and assessment of performance are fair, transparent and verifiable (3.87). The respondents were least satisfied in Evaluation methods are in line with the objective of the course (3.85) The University should consider improving this aspects as a priority.

Student Advising

The respondents' satisfaction on the aspect of Student Advising was high level with the average score of 3.87. The respondents were most satisfied in Student s are given advice and guidance when needed (3.88). The respondents were least satisfied in Academic advisers offer advice on learning, study plan, registration and other problems (3.86). Which should be improved firstly.

Extra-curricular Activities

The respondents' satisfaction on the aspect of Extra-curricular Activities was high level with the average score of 3.85. The respondents were most satisfied in Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study (3.95), Extra-curricular activities help you apply knowledge gained in the field of study (3.87) and Extra-currivular activities develop student relationship and establish a network of contacts with others (3.86) respectively. The respondents were least satisfied in The Last Orientation provides you information on how to succeed in your career (3.79). The University should consider improving this aspects as a priority.

Learning development/improvement

The respondents' satisfaction on the aspect of Learning development/improvemnt was high level with the average score of 4.11. The respondents were most satisfied in Analytical analysis, communication and information technology skills (4.27), Interpersonal skills and responsibility (4.12) and Knowledge (4.11) respectively. The respondents were least satisfied in Morals and ethics (3.98). The University should consider improving this aspects of the Learning development/improvement as a priority.

Table 1 Ranking Mean of satisfaction score in each field of AU Graduates Batch 43

Aspects of the Program quality	The opinion of AU Graduates Batch 43 (n=3,111)		
	Mean	SD	Ranking
Program	3.90	0.63	4
Lecturers	3.97	0.61	2
Teaching and Learning	3.92	0.60	3
Evaluation	3.86	0.66	6
Student Advising	3.87	0.70	5
Extra-curricular Activities	3.85	0.63	7
Learning development/improvement	4.11	0.60	1
Overall Aspects	**3.94**	**0.55**	

According to the findings on the university's performance in 7 aspects; Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement it was found that the overall satisfaction of the respondents in every aspect was reported at high level with the average score of 3.94.The respondents were most satisfied in Learning development/improvement (4.11), Lecturers (3.97), Teaching and Learning (3.92), Program (3.90), Student Advising (3.87) and Evaluation (3.86) respectively. The respondents were least satisfied in Extra-curricular Activities (3.85). The University should consider improving this aspect as a priority.

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Principles and Reasonable

Education Institution is institution developing people in high abilities whether create knowledge and also important people in developing country. Education Institution has 4 main important parts include Learning and Study in research, Academic service to society and Infrastructures and Promotion of Thai Arts. In order that The National Education Act 1999 specifies the aim of education by prescriptive institution provide a system and guarantee the quality that inside institution in all levels and all academics, Act 6 is a standard system and guarantee the quality of education. Act 48 specifies original affiliation and Institution provide guarantee the quality inside institution. The guarantee the quality of education is the one of administration process that continually (The office for National Education Standard and Quality Assessment, 2003)

Graduates' Satisfaction indicates the important guarantee about the quality of institution Assumption University's performance irrespective of Learning and Study, Curriculum, Curricular activity, Adjust Professor, Academic Services, Working Time of staff and Overall Image of AU. Assumption University, It is see that useful important information of Graduates as above, it provide academic about Graduates' Satisfaction with program quality Batch 43

The purpose of study

1. To study the Satisfaciton of Au's Graduates Batch 43 with program quality.

2. To compare the Satisfaciton of Au's Graduates Batch 43 with program quality between Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates.

3. To compare the Satisfaciton of Au's Graduates Batch 43 with program quality be composed of Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement.

The scope of research

This research study about perception of Graduates Batch 43 with program quality be composed of Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement. To study Assumption University's graduates Batch 43 with in Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates.

Defines terminology used in research

Graduates mean student who graduate follow by curriculum in Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates which every faculty and every major of Assumption University Batch 43 that survey as OGR

Satisfactions with Assumption University means feeling or attitude of University's program quality.

Assumption University's program quality means Service, Management in other parts of university be composed of Program, Lecturers, Teaching and Learning, Evaluatio,n Student Advising, Extra-curricular Activities and Learning development/improvement.

The benefits of education

1.To inform the information about guideline and planning policy in various fields be composed of Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement for President of Assumption University and organization partner.

2. To use the information about Assumption University's program quality and the quality of education Batch 43

Population and sample

Population and sample use for this study as Graduates in Bachelor degree, Master degree and Doctoral degree from Assumption University Batch 43, the total 3,111 people separate into Bachelor's Degree graduates 2,373 people, Master's Degree graduates 702 people, Doctoral Degree graduates 36 people. Researcher collected data by using population. The following table 1-3

Table 1 Number and Percentage of Respondent by Faculty and Major in Bachelor Degree

Faculty	Major	Total graduates	Respondent	
			count	%
Martin de Tours School of Management and Economics	Marketing	416	393	94.47
	Finance and Banking	72	69	95.83
	Accounting	171	168	98.25
	International Business Management	151	146	96.69
	Business Information Systems	55	54	98.18
	Management	100	98	98.00
	Hospitality and Tourism Management	122	119	97.54
	Real Estate	32	30	93.75
	Industrial Management	42	41	97.62
	Insurance	12	10	83.33
	Business Economic	34	31	91.18
	Management (ACC)	33	33	100.00
	Total	**1,240**	**1,192**	**96.13**
School of Arts	Business English	435	418	96.09
	Business French	7	7	100.00
	Business Chinese	79	75	94.94
	Business Japanese	62	61	98.39
	Chinese for Economy and Trade	14	14	100.00
	Total	**597**	**575**	**96.31**
Bernadette de Lourdes School of Nursing Science	Nursing Science	42	40	95.23
	Total	**42**	**40**	**95.23**
Vincent Mary School of Science and Technology	Computer Science	11	10	90.91
	Information Technology	11	11	100.00
	Telecommunication Science	4	4	100.00
	Technology Management	17	17	100.00
	Business Data Analysis	3	3	100.00
	Total	**46**	**45**	**97.83**
Vincent Mary School of Engineering	Computer Engineering	6	6	100.00
	Electrical and Electronics Engineering	12	12	100.00
	Computer and Network Engineering	8	8	100.00
	Telecommunication and Electronics Engineering	12	12	100.00
	Mechatronics Engineering	3	3	100.00
	Total	**41**	**41**	**100.00**
Albert Laurence School of Communication Arts	Communication Arts-Advertising	4	3	75.00
	Visual Communication Arts	40	36	90.00
	Public Relations	41	38	92.68
	Performance Communication	59	55	93.22
	New Media Communication	35	33	94.29
	Advertising	99	97	97.98
	Total	**278**	**262**	**94.24**
School of Law	Laws	124	124	100.00
	Total	**124**	**124**	**100.00**

Table 1 (cont.)

Faculty	Major	Total graduates	Respondent	
			count	%
School of Biotechnology	Food Technology	20	20	100.00
	Agro – Industry	5	5	100.00
	Total	**25**	**25**	**100.00**
Montfort del Rosario School of Architecture and Design	Architecture	34	33	97.06
	Interior Architecture	18	18	100.00
	Interior Design	1	1	100.00
	Product Design	11	10	90.91
	Total	**64**	**62**	**96.88**
School of Music	Music Business	2	2	100.00
	Music Performance	6	5	83.33
	Total	**8**	**7**	**87.50**
Bachelor's Degree Total		**2,465**	**2,373**	**96.26**

Table 2 Number and Percentage of Respondent by Faculty and Major in Master Degree

Faculty/Grad School	Major	Total graduates	Respondent	
			count	%
Martin de Tours School of Management and Economics	Financial Economics	1	1	100.00
	Supply Chain Management	15	12	80.00
	Total	**16**	**13**	**81.25**
School of Arts	Teaching Chinese as a Foreign Language	1	1	100.00
	Total	**1**	**1**	**100.00**
Vincent Mary School of Science and Technology	Telecommunications Science	1	1	100.00
	Computer Science	2	2	100.00
	Information Technology	7	6	85.71
	Technology Management	5	4	80.00
	Communication and Computer Network Technology	1	1	100.00
	Concentration: Internet and E-Commerce Technology	1	1	100.00
	Total	**17**	**15**	88.23
School of Law	Business Law	12	12	100.00
	Public Law	2	2	100.00
	Business Law (International program)	6	6	100.00
	Taxation Law	1	1	100.00
	Taxation Law (International program)	1	1	100.00
	International Law and Diplomacy	3	3	100.00
	Total	**25**	**25**	**100.00**
School of Biotechnology	Food Biotechnology	5	4	80.00
	Total	**5**	**4**	**80.00**
Graduate School of Business	Business Administration	363	357	98.35
	Organization Development And Management	25	24	96.00
	Tourism Management	38	37	97.37
	Investment Analysis And Management	23	23	100.00
	Concentration in Marketing	48	43	89.58
	Concentration in General MBA	27	26	96.30
	Concentration in Finance	55	53	96.36
	Concentration in Retail Management	22	22	100.00
	Concentration in Accounting	1	1	100.00
	Total	**602**	**586**	**97.34**

Table 2 (cont.)

Faculty/Grad School	Major	Total graduates	Respondent	
Graduate School of Human Science	Philosophy	2	2	100.00
	Curriculum and Instruction	8	8	100.00
	Educational Administration	7	7	100.00
	Individual and Family Studies	1	1	100.00
	Phychology	1	1	100.00
	Conuseling Phychology	6	6	100.00
	Total	**25**	**25**	100.00
Graduate School of English	Professional English Media Studies	1	1	100.00
	English Language Teaching	17	16	94.12
	Total	**18**	**17**	**94.44**
Graduate School of eLearning	Management	13	11	84.62
	Teaching and Technology	1	1	100.00
	Computer Communications and Network	2	2	100.00
	Information Systems	1	1	100.00
	Graphic and Gaming Technology	1	1	100.00
	Total	**18**	**16**	88.89
Master's Degree Total		**727**	**702**	**96.56**

Table 3 Number and Percentage of Respondent by Faculty and Major in Doctoral Degree

Faculty	Major	Total graduates	Respondent	
			count	%
Martin De Tours School of Management and Economics	Finance	1	1	100.00
	Marketing	2	2	100.00
	Total	**3**	**3**	**100.00**
Vincent Mary School of Science and Technology	Information technology	5	5	100.00
	Computer and Engineering Management	1	1	100.00
	Computer Information Systems	1	1	100.00
	Total	**7**	**7**	**100.00**
Graduate School of Business	Organization development	7	7	100.00
	Total	**7**	**7**	**100.00**
Graduate School of Human Science	Philosophy	4	4	100.00
	Religion studies	3	3	100.00
	Education Leadership	3	3	**100.00**
	Counseling Psychology	5	5	100.00
	Total	**15**	**15**	**100.00**
Graduate School of English	English language teaching	1	1	100.00
	Total	**1**	**1**	**100.00**
Graduate School of eLearning	eLearning Methodology	3	3	100.00
	Total	**3**	**3**	**100.00**
Doctoral Degree Total		**36**	**36**	**100.00**

Note: Graduates information have received from Director, Office of the Registrar on January 27, 2016.

Tools used in the research

Tools use to study on Graduates' Satisfaction with Program quality of Graduates Batch 43 composed of Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/ for President of Assumption University and organization partner.

Scoring and interpretation of scores

As Researcher uses Likert Scale 5 levels for satisfaction with Assumption University's performance. Researcher specify all of variable score as follows

Question is about opinion of Graduates in Overall Assessment that has scoring as follows

(Satisfaction)	(Scoring)
Most	5
More	4
Neutral	3
Less	2
Least	1

Score interpretation

1.00-1.50 = very low level

1.51-2.50 = low level

2.51-3.50 = moderate level

3.51-4.50 = high level

4.51-5.00 = very high level

Data collection

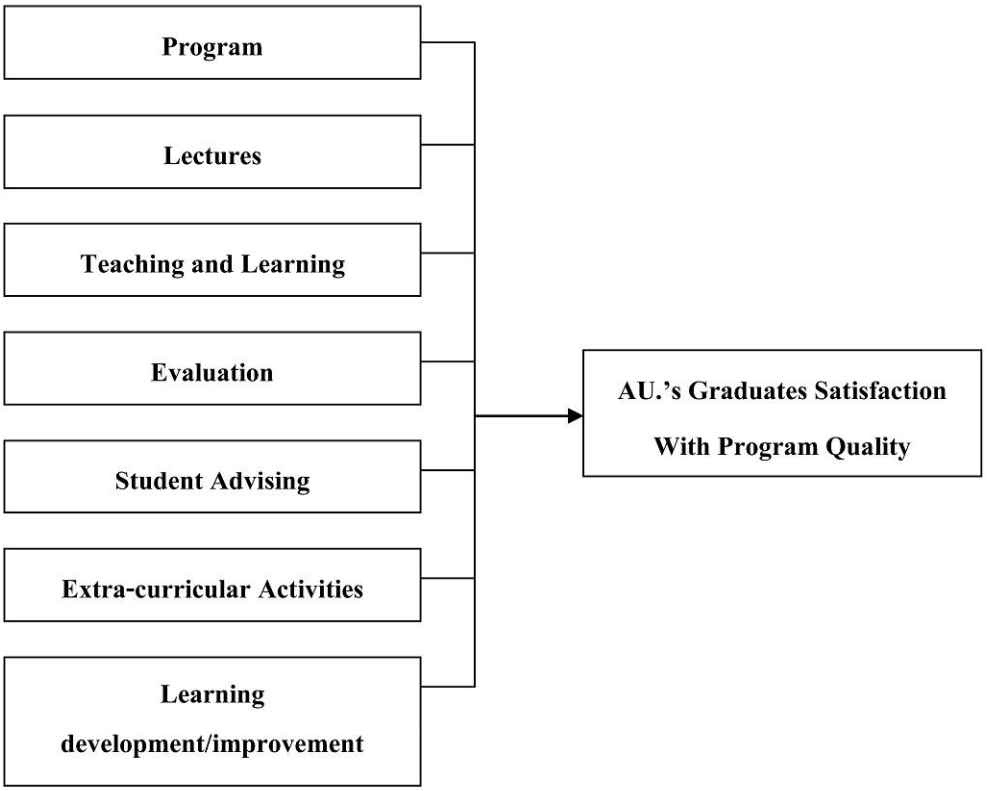
Researcher collected the data that Graduates Batch 43 answer questionnaire before Online Graduate Register, OGR of university's website.

Data analysis

Researcher uses program for analyzing statistic data by using SPSS for Windows and analyze the data as follows

- Descriptive Statistics such as number, percentage, mean, standard deviation to descript the data of respondents and descript the data study as the opinion about satisfaction of Assumption University's performance Batch 43.

Researching conceptual



The assessment of study

It is research that Assessment of Program quality follows by the opinion of Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates Batch 43. It shows that

Part 1 Basic Information of respondents

Part 2 The satisfaction of Program quality graduate Batch 43.

Part 3 Comparing the satisfaction of Program quality between Bachelor degree, Master degree and Doctoral degree

Part I : Basic Information of respondents

It is research that Assessment of Program quality by Batch 43: Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates of Assumption University following table 4

Table 4 Number and Percentage of Respondent by General Data

Variable	Characteristic	Amount	Percentage
Sex	Male	1,198	38.5
	Female	1,913	61.5
	Total	**3,111**	**100.0**
Age	19-30 years old	2,857	91.8
	31-40 years old	217	7.0
	More than 40 years old	37	1.2
	Total	**3,111**	**100.0**
Education	Bachelor's Degree	2,373	76.3
	Master's Degree	702	22.6
	Doctoral Degree	36	1.2
	Total	**3,111**	**100.0**

It is information of batch 43; Bachelor's Degree graduates, Master's Degree graduates and Doctoral Degree graduates. Assumption University found that the total of respondents is 3,111 people. Most respondents were Female, accounted for 1,913 people or 61.5%, while the number of male was 1,198 people or 38.5%, Most of age between 19-30 years old and the total is 2,857 people or 91.8%, age between 31-40 years old and the total is 217 people or 7.0%, and more than 40 years old and the total is 37 people or 1.2%. For education level, it found that Most of Graduates are Bachelor's Degree and the total is 2,373 people or 76.3%, the second is Master's Degree and the total is 702 people or 22.6%, the third is Doctoral Degree and the total is 36 people or 1.2.

Part II : The satisfaction of Program quality graduate Batch 43

This research shows that Assessment of program quality Bachelor degree, Master degree and Doctoral degree. The opinion researches are Program, Lecturers, Teaching and Learning, Evaluation, Student Advising, Extra-curricular Activities and Learning development/improvement following by table 5-25

Table 5 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Program

Program	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
1.Content is up-to-date and well-designed.	3.85	0.70	3.72	0.72	3.93	0.73	3.69	0.73	3.68	0.69	3.75	0.70	3.81	0.75	3.48	0.65	3.63	0.71	4.71	0.49	3.79
2.Courses offered are useful to students.	3.97	0.67	3.87	0.70	4.05	0.71	3.87	0.76	3.73	0.67	3.84	0.67	3.95	0.77	3.64	0.70	3.76	0.64	4.71	0.49	3.92
3.Knowledge acquired enables you to get job easily	3.89	0.71	3.80	0.71	3.95	0.75	3.84	0.77	3.71	0.72	3.72	0.72	3.82	0.72	3.60	0.71	3.65	0.63	4.71	0.49	3.84
Overall	**3.91**	**0.59**	**3.80**	**0.62**	**3.98**	**0.67**	**3.80**	**0.67**	**3.71**	**0.63**	**3.77**	**0.62**	**3.86**	**0.68**	**3.57**	**0.57**	**3.68**	**0.58**	**4.71**	**0.49**	**3.85**

From table 5, it shows that the bachelor's degree graduates, batch 43, were satisfied with Program in high level with score of 3.85. When considering in details, the graduates were satisfied the most with Courses offered are useful to students with score of 3.92, Knowledge acquired enables you to get job easily with score of 3.84 and Content is up-to-date and well-designed with score of 3.79 respectively.

When considering in Faculty level, School of Musid were satisfied with Program with score of 4.71, Bernadette de Lourdes School of Nursing Science with score fo 3.98 and Martin de tours school of management and Economics with score of 3.91 respectively.

Table 6 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Lectures

Lectures	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
4.Lecturers have knowledge and experience related to the courses they teach.	4.03	0.68	3.94	0.71	3.95	0.71	4.07	0.72	4.07	0.75	3.91	0.70	3.93	0.73	3.76	0.78	3.84	0.66	4.71	0.49	3.98
5.Lecturers have taught the syllabus content within the time-frame given.	3.97	0.69	3.88	0.72	3.90	0.63	4.04	0.67	3.90	0.74	3.87	0.71	3.87	0.74	3.72	0.79	3.77	0.64	4.71	0.49	3.92
6.Lecturers have encouraged students to engage in self-directed learning and self-development.	3.91	0.73	3.81	0.71	3.83	0.71	3.98	0.72	3.88	0.78	3.86	0.71	3.89	0.75	3.80	0.76	3.73	0.68	4.71	0.49	3.87
7.Lecturers have given students advice on learning and self-development.	3.90	0.72	3.84	0.75	3.80	0.76	3.93	0.78	3.85	0.79	3.84	0.73	3.85	0.78	3.68	0.75	3.76	0.69	4.86	0.38	3.87
8.Lecturers have utilized effective teaching methodology.	3.88	0.71	3.84	0.72	3.80	0.72	3.87	0.76	3.80	0.75	3.81	0.70	3.92	0.72	3.48	0.71	3.74	0.72	4.86	0.38	3.85
Overall	**3.94**	**0.57**	**3.86**	**0.61**	**3.86**	**0.63**	**3.98**	**0.64**	**3.90**	**0.64**	**3.86**	**0.61**	**3.89**	**0.65**	**3.69**	**0.68**	**3.77**	**0.57**	**4.77**	**0.31**	**3.90**

From table 6, it shows that the bachelor's degree graduates, batch 43, were satisfied with Lectures in high level with score of 3.90. When considering in details, the graduates were satisfied the most with Lecturers have knowledge and experience related to the courses they teach score of 3.98, Lecturers have taught the syllabus content within the time-frame given with score of 3.92, and Lecturers have encouraged students to engage in self-directed learning and self-development, Lecturers have given students advice on learning and self-development are with score of 3.87 respectively.

When considering in Faculty level, School of Music were satisfied with Lectures with score of 4.77 , Vincent Mary School of Science and Technology were satisfied with on Lectures with score of 3.98 out of 5 and Martin de Tours school of management and Economics with score of 3.94 respectively.

Table 7 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Teaching and Learning

Teaching and Learning	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
9.Teaching and learning activities are in accordance with the objectives of the program.	3.87	0.68	3.79	0.68	3.98	0.73	3.96	0.77	3.85	0.73	3.81	0.69	3.81	0.73	3.52	0.71	3.74	0.63	4.71	0.49	3.84
10.A clear study plan is provided to students.	3.93	0.73	3.86	0.73	3.88	0.79	4.04	0.71	3.93	0.72	3.84	0.72	3.84	0.75	3.64	0.76	3.77	0.69	4.71	0.49	3.89
11.Teaching strategies enhance critical analytical and problem-solving skills.	3.90	0.71	3.81	0.72	3.88	0.76	3.87	0.79	3.88	0.75	3.79	0.72	3.83	0.72	3.52	0.65	3.69	0.67	4.57	0.53	3.85
12.Teaching and learning activities encourage application of knowledge acquired.	3.90	0.71	3.83	0.70	3.85	0.74	3.80	0.76	3.88	0.75	3.83	0.71	3.81	0.74	3.44	0.65	3.66	0.63	4.57	0.79	3.86
13.Appropriate course and supplementary materials as well as educational technologies are provided to students	3.88	0.72	3.79	0.72	4.00	0.78	3.82	0.78	3.80	0.78	3.83	0.72	3.78	0.74	3.32	0.56	3.66	0.57	4.57	0.79	3.84
14.Classrooms, libraries, laboratories and information technology support teaching and learning.	3.91	0.74	3.77	0.73	3.85	0.80	3.91	0.76	3.73	0.74	3.78	0.75	3.79	0.79	3.32	0.56	3.66	0.70	4.71	0.49	3.84
15.Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.)	3.92	0.71	3.86	0.73	3.88	0.76	3.84	0.77	3.85	0.82	3.82	0.71	3.82	0.69	3.44	0.58	3.77	0.64	4.57	0.53	3.88
Overall	**3.90**	**0.56**	**3.82**	**0.60**	**3.90**	**0.70**	**3.89**	**0.66**	**3.85**	**0.62**	**3.82**	**0.61**	**3.81**	**0.62**	**3.46**	**0.53**	**3.71**	**0.49**	**4.63**	**0.48**	**3.86**

From table 7, it shows that the bachelor's degree graduates, batch 43, were satisfied with Teaching and Learning in high level with score of 3.86. When considering in details, the graduates were satisfied the most with A clear study plan is provided to students with score of 3.89, Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.) with score of 3.88 and Teaching and learning activities encourage application of knowledge acquired with score 3.86 respectively.

When considering in Faculty level, School of Music were satisfied with Teaching and Learning with score of 4.63, Martin de tours school of management, Economics and Bernadette de Lourdes School of Nursing Science are with score of 3.90 and Vincent Mary School of Science and Technology with score of 3.89 respectively.

Table 8 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Evaluation

Evaluation	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
16.Evaluation methods are in line with the objectives of the course.	3.79	0.69	3.78	0.70	3.98	0.73	3.87	0.76	3.71	0.72	3.71	0.70	3.79	0.75	3.44	0.65	3.66	0.63	4.57	0.53	3.77
17.Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus.	3.83	0.69	3.77	0.70	3.98	0.73	3.89	0.80	3.68	0.72	3.76	0.71	3.81	0.76	3.48	0.65	3.66	0.65	4.57	0.53	3.80
18.Evaluation methods and assessment of performance are fair, transparent and verifiable.	3.81	0.71	3.79	0.71	3.83	0.78	3.93	0.69	3.71	0.75	3.74	0.71	3.81	0.73	3.48	0.65	3.58	0.67	4.71	0.49	3.79
Overall	**3.81**	**0.62**	**3.78**	**0.64**	**3.93**	**0.70**	**3.90**	**0.71**	**3.70**	**0.69**	**3.74**	**0.64**	**3.80**	**0.69**	**3.47**	**0.62**	**3.63**	**0.57**	**4.62**	**0.49**	**3.79**

From table 8, it shows that the bachelor's degree graduates, batch 43, were satisfied with Evaluation in high level with score of 3.79. When considering in details, the graduates were satisfied the most with Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus with score of 3.80, Evaluation methods and assessment of performance are fair, transparent and verifiable with score of 3.79 and Evaluation methods are in line with the objectives of the course with score of 3.77 respectively.

When considering in Faculty level, School of Music were satisfied with Evaluation with score of 4.62, Bernadette de Lourdes School of Nursing Science with score of 3.93 and Vincent Mary School of Science and Technology with score of 3.90 respectively.

Table 9 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Student Advising

Student Advising	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
19.Student s are given advice and guidance when needed.	3.82	0.73	3.78	0.75	3.90	0.74	4.02	0.78	3.76	0.83	3.80	0.73	3.87	0.78	3.60	0.71	3.73	0.63	4.71	0.49	3.81
20.Academic advisers offer advice on learning, study plan, registration and other problems.	3.80	0.73	3.77	0.75	3.85	0.77	4.07	0.81	3.76	0.83	3.76	0.70	3.87	0.76	3.80	0.76	3.73	0.71	4.57	0.53	3.80
Overall	**3.81**	**0.66**	**3.77**	**0.70**	**3.88**	**0.73**	**4.04**	**0.76**	**3.76**	**0.81**	**3.78**	**0.67**	**3.87**	**0.73**	**3.70**	**0.68**	**3.73**	**0.61**	**4.64**	**0.48**	**3.80**

From table 9, it shows that the bachelor's degree graduates, batch 43, were satisfied with Student Advising in high level with score of 3.80 out of 5. When considering in details, the graduates were satisfied the most with Students are given advice and guidance when needed with score of 3.81.

When considering in Faculty level, School of Music were satisfied with Student Advising with score of 4.64, Vincent Mary School of Science and Technology with score of 4.04 and Bernadette de Lourdes School of Nursing Science with score of 3.88 respectively.

Table 10 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Extra-curricular Activities

Extra-curricular Activities	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
21.The Freshmen Orientation provides you information about University regulations, University life and how to succeed academically.	3.78	0.71	3.70	0.71	3.90	0.74	3.89	0.83	3.78	0.79	3.68	0.70	3.75	0.74	3.52	0.71	3.53	0.62	4.71	0.49	3.75
22.Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study.	3.96	0.69	3.84	0.72	3.93	0.62	4.00	0.67	3.80	0.75	3.93	0.73	3.90	0.68	3.72	0.74	3.60	0.61	4.86	0.38	3.91
23.Extra-curricular activities help you apply knowledge gained in the field of study.	3.90	0.73	3.75	0.73	3.88	0.72	3.82	0.75	3.76	0.77	3.83	0.73	3.85	0.79	3.64	0.70	3.66	0.72	4.71	0.49	3.84
24.The Last Orientation provides you information on how to succeed in your career.	3.78	0.73	3.64	0.69	3.75	0.71	4.04	0.82	3.76	0.80	3.71	0.74	3.85	0.77	3.52	0.59	3.60	0.64	4.86	0.38	3.74
25.Extra-curricular activities develop student relationship and establish a network of contacts with others.	3.90	0.73	3.70	0.71	3.90	0.71	3.87	0.79	3.76	0.73	3.78	0.74	3.81	0.77	3.60	0.65	3.68	0.70	4.86	0.38	3.82
Overall	**3.86**	**0.58**	**3.73**	**0.61**	**3.87**	**0.62**	**3.92**	**0.69**	**3.77**	**0.64**	**3.79**	**0.63**	**3.83**	**0.66**	**3.60**	**0.57**	**3.61**	**0.51**	**4.80**	**0.38**	**3.81**

From table 10, it shows that the bachelor's degree graduates, batch 43, were satisfied with Extra-curricular Activities in high level with score of 3.81. When considering in details, the graduates were satisfied the most with Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study with score of 3.91, Extra-curricular activities help you apply knowledge gained in the field of study with score of 3.84 and Extra-curricular activities develop student relationship and establish a network of contacts with others with score of 3.82 respectively.

When considering in Faculty level, School of Music were satisfied with Extra-curricular Activities with score of 4.80, Vincent Mary School of Science and Technology with score of 3.92 and Bernadette de Lourdes School of Nursing Science with score of 3.87 respectively.

Table 11 Mean and standard deviation of the bachelor's degree graduates satisfaction with Program Quality on Learning development/improvement

Learning development/improvement	Martin de tours school of management and Economics (n=1,192)		School of Arts (n=575)		Bernadette de Lourdes School of Nursing Science (n=40)		Vincent Mary School of Science and Technology (n=45)		Vincent Mary School of Engineering (n=41)		Albert Laurence School of Communication Arts (n=262)		School of Law (n=124)		School of Biotechnology (n=25)		Montfort del Rosario School of Architecture and Design (n=62)		School of Music (n=7)		Overall (n= 2,373)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
26.Morals and ethics	3.97	0.76	3.93	0.77	4.05	0.78	3.98	0.78	3.98	0.76	3.84	0.75	3.86	0.79	3.64	0.64	3.74	0.68	4.71	0.49	3.94
27.Knowledge	4.10	0.72	4.06	0.76	4.03	0.80	4.02	0.78	4.02	0.85	3.92	0.73	3.95	0.78	3.80	0.65	3.94	0.67	5.00	0.00	4.05
28.Cognitive skills	4.04	0.72	3.99	0.75	4.05	0.75	4.04	0.77	3.93	0.85	3.94	0.72	3.90	0.73	3.72	0.54	3.81	0.65	4.86	0.38	4.00
29.Interpersonal skills and responsibility	4.13	0.74	4.06	0.78	4.15	0.77	4.11	0.78	4.10	0.80	4.01	0.75	3.95	0.78	3.92	0.76	3.84	0.75	4.86	0.38	4.08
30.Analytical analysis, communication and information technology skills	4.24	0.52	4.21	0.54	4.33	0.57	4.29	0.59	4.27	0.59	4.21	0.51	4.23	0.57	4.12	0.33	3.92	0.68	4.57	0.79	4.22
Overall	**3.91**	**0.59**	**3.80**	**0.62**	**3.98**	**0.67**	**3.80**	**0.67**	**3.71**	**0.63**	**3.77**	**0.62**	**3.86**	**0.68**	**3.57**	**0.57**	**3.68**	**0.58**	**4.71**	**0.49**	**3.85**

From table 11, it shows that the bachelor's degree graduates, batch 43, were satisfied with Learning development/improvement in high level with score of 3.85. When considering in details, the graduates were satisfied the most with Analytical analysis, communication and information technology skills with score of 4.22, Interpersonal skills and responsibility with score of 4.08 and Knowledge with score of 4.05 respectively.

When considering in Faculty level, School of Music were satisfied with Learning development/improvement with score of 4.71, Bernadette de Lourdes School of Nursing Science with score of 3.98 and Martin de tours school of management and Economics with score of 3.91 respectively.

Table 12 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Program

Program	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
1.Content is up-to-date and well-designed.	3.85	0.80	5.00	0.00	3.80	0.68	4.04	0.73	3.50	0.58	4.07	0.70	4.00	0.76	3.82	0.88	4.00	0.73	4.05
2.Courses offered are useful to students.	4.08	0.76	5.00	0.00	3.87	0.74	4.24	0.66	4.25	0.50	4.17	0.69	4.08	0.76	3.82	0.81	4.19	0.83	4.16
3.Knowledge acquired enables you to get job easily	3.77	0.73	4.00	0.00	3.60	0.74	4.04	0.73	3.75	0.96	4.04	0.73	3.76	0.72	3.71	3.82	3.88	0.72	4.00
Overall	**3.90**	**0.67**	**4.67**	**0.00**	**3.76**	**0.58**	**4.11**	**0.61**	**3.83**	**0.43**	**4.09**	**0.63**	**3.95**	**0.66**	**3.78**	**0.76**	**4.02**	**0.66**	**4.07**

From table 12, it shows that the master's degree graduates, batch 43, were satisfied with Program in high level with score of 4.07. When considering in details, the graduates were satisfied the most with Courses offered are useful to students with score of 4.16, Content is up-to-date and well-designed with score of 4.05 and Knowledge acquired enables you to get job easily with score of 4.00 respectively.

When considering in Faculty level, Graduate School of Arts were satisfied with program with score of 4.67, Graduate School of Law with score of 4.11 and Graduate School of Business with score of 4.09 respectively.

Table 13 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Lecturers

Lecturers	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	**SD**	**Mean**	**SD**	**Mean**	**SD**	**Mean**	**SD**	**Mean**	**SD**	**Mean**	**SD**	**Mean**	SD	**Mean**	SD	**Mean**	SD	**Mean**
4.Lecturers have knowledge and experience related to the courses they teach.	4.00	0.71	5.00	0.00	4.20	0.68	4.20	0.71	4.75	0.50	4.29	0.68	4.16	0.69	4.12	0.70	4.44	0.81	4.28
5.Lecturers have taught the syllabus content within the time-frame given.	4.08	0.64	5.00	0.00	4.13	0.52	4.04	0.68	4.50	0.58	4.23	0.69	4.24	0.78	4.06	0.90	4.44	0.73	4.22
6.Lecturers have encouraged students to engage in self-directed learning and self-development.	4.00	0.71	4.00	0.00	4.07	0.70	4.12	0.78	4.00	0.82	4.19	0.71	4.20	0.71	4.06	0.83	4.13	0.81	4.18
7.Lecturers have given students advice on learning and self-development.	3.92	0.76	4.00	0.00	4.00	0.76	4.12	0.88	4.00	0.82	4.18	0.73	4.00	0.76	3.94	0.83	4.31	0.79	4.16
8.Lecturers have utilized effective teaching methodology.	4.15	0.69	5.00	0.00	4.00	0.76	4.00	0.76	4.25	0.96	4.15	0.71	4.00	0.76	3.76	0.83	4.13	0.72	4.13
Overall	**4.03**	**0.62**	**4.60**	**0.00**	**4.08**	**0.51**	**4.10**	**0.65**	**4.30**	**0.58**	**4.21**	**0.61**	**4.12**	**0.61**	**3.99**	**0.73**	**4.29**	**0.72**	**4.19**

From table 13, it shows that the master's degree graduates, batch 43, were satisfied with Lecturers in high level with score of 4.19. When considering in details, the graduates were satisfied the most with Lecturers have knowledge and experience related to the courses they teach with score of 4.28, Lecturers have taught the syllabus content within the time-frame given with score of 4.22 and Lecturers have encouraged students to engage in self-directed learning and self-development. with score of 4.18 respectively.

When considering in Faculty level, Graduate School of Arts were satisfied with Lecturers with score of 4.60, School of Biotechnology with score of 4.30 and Graduate School of eLearning with score of 4.29 respectively.

Table 14 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Teaching and Learning

Teaching and Learning	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
9.Teaching and learning activities are in accordance with the objectives of the program.	3.92	0.64	4.00	0.00	4.07	0.70	4.04	0.79	3.75	0.96	4.16	0.71	3.88	0.78	3.94	0.83	4.13	0.72	4.13
10.A clear study plan is provided to students.	4.08	0.76	4.00	0.00	3.93	0.80	4.08	0.76	3.75	0.96	4.17	0.72	3.96	0.79	4.00	0.79	4.19	0.75	4.15
11.Teaching strategies enhance critical analytical and problem-solving skills.	4.00	0.71	5.00	0.00	4.00	0.76	3.96	0.79	4.00	0.82	4.16	0.71	3.92	0.81	3.88	0.70	4.06	0.77	4.13
12.Teaching and learning activities encourage application of knowledge acquired.	4.00	0.71	5.00	0.00	4.00	0.76	4.12	0.60	3.75	0.96	4.15	0.70	3.96	0.68	3.76	0.90	4.06	0.68	4.12
13.Appropriate course and supplementary materials as well as educational technologies are provided to students	4.08	0.49	4.00	0.00	3.93	0.46	3.96	0.68	4.00	0.82	4.12	0.74	3.84	0.85	3.82	0.88	4.19	0.83	4.09
14.Classrooms, libraries, laboratories and information technology support teaching and learning.	4.00	0.58	3.00	0.00	4.00	0.76	3.72	0.74	3.75	0.96	4.06	0.78	3.92	0.81	3.94	0.83	4.13	0.89	4.04

Table 14 (Cont.)

Teaching and Learning	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
15.Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.)	4.08	0.64	5.00	0.00	3.73	0.59	3.96	0.68	3.75	0.96	4.15	0.72	3.92	0.81	3.82	0.81	4.25	0.86	4.11
Overall	**4.02**	**0.54**	**4.29**	**0.00**	**3.95**	**0.47**	**3.98**	**0.56**	**3.82**	**0.81**	**4.14**	**0.62**	**3.91**	**0.67**	**3.88**	**0.73**	**4.14**	**0.68**	**4.11**

From table 14, it shows that the master's degree graduates, batch 43, were satisfied with Teaching and Learning in high level with score of 4.11. When considering in details, the graduates were satisfied the most with is A clear study plan is provided to students with score of 4.15, Teaching and learning activities are in accordance with the objectives of the program with score of 4.13 and Teaching and learning activities encourage application of knowledge acquired with score of 4.12 respectively.

When considering in Faculty level, School of Arts were satisfied with Teaching and Learning with score of 4.29, Graduate School of Business, Graduate School of eLearning with score of 4.14 and Martin de tours school of management and Economics with score of 4.02 respectively.

Table 15 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Evaluation

Evaluation	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
16.Evaluation methods are in line with the objectives of the course.	4.00	0.71	4.00	0.00	3.80	0.77	4.04	0.61	4.25	0.50	4.09	0.72	4.08	0.76	3.88	0.86	4.00	0.82	4.07
17.Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus.	4.00	0.71	3.00	0.00	3.80	0.77	3.92	0.64	4.00	0.82	4.10	0.73	4.00	0.87	3.94	0.83	4.00	0.82	4.07
18.Evaluation methods and assessment of performance are fair, transparent and verifiable.	4.08	0.76	3.00	0.00	3.93	0.70	3.96	0.73	4.25	0.50	4.12	0.73	4.16	0.80	3.94	0.90	4.25	0.68	4.11
Overall	**4.03**	**0.71**	**3.33**	**0.00**	**3.84**	**0.63**	**3.97**	**0.61**	**4.17**	**0.58**	**4.10**	**0.68**	**4.08**	**0.77**	**3.92**	**0.80**	**4.08**	**0.74**	**4.08**

From table 15, it shows that the master's degree graduates, batch 43, were satisfied with Evaluation in high level with score of 4.08. When considering in details, the graduates were satisfied the most with Evaluation methods and assessment of performance are fair, transparent and verifiable with score of 4.11 and Evaluation methods are in line with the objectives of the course , Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus with score of 4.07 respectively.

When considering in Faculty level, School of Biotechnology were satisfied with Evaluation with score of 4.17, Graduate School of Business with score of 4.10 and Graduate School of eLearning, Graduate School of Human Science with score of 4.08 respectively.

Table 16 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Student Advising

Student Advising	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
19.Student s are given advice and guidance when needed.	4.23	0.73	4.00	0.00	3.93	0.46	3.84	0.80	4.25	0.96	4.10	0.75	4.24	0.66	3.59	0.80	4.19	0.83	4.09
20.Academic advisers offer advice on learning, study plan, registration and other problems.	4.08	0.76	4.00	0.00	3.93	0.70	3.96	0.73	4.50	1.00	4.06	0.76	4.16	0.75	3.94	0.83	4.19	0.83	4.06
Overall	**4.15**	**0.72**	**4.00**	**0.00**	**3.93**	**0.53**	**3.90**	**0.72**	**4.38**	**0.95**	**4.08**	**0.71**	**4.20**	**0.68**	**3.76**	**0.75**	**4.19**	**0.79**	**4.07**

From table 16, it shows that the master's degree graduates, batch 43, were satisfied with Student Advising in high level with score of 4.07. When considering in details, the graduates were satisfied the most with Student s are given advice and guidance when needed with score of 4.09 out of 5, Academic advisers offer advice on learning, study plan, registration and other problems with score of 4.06 respectively.

When considering in Faculty level, School of Biotechnology were satisfied with Student Advising with score of 4.38, Graduate School of Human Science with score of 4.20 and Graduate School of eLearning with score of 4.19 respectively.

Table 17 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Extra-curricular Activities

Extra-curricular Activities	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
21.The Freshmen Orientation provides you information about University regulations, University life and how to succeed academically.	3.69	0.75	3.00	0.00	3.60	0.63	3.84	0.69	3.50	0.58	4.05	0.76	3.84	0.90	3.71	0.77	4.00	0.82	4.01
22.Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study.	3.85	0.80	3.00	0.00	3.67	0.62	3.92	0.70	3.75	0.50	4.09	0.75	3.80	0.87	3.88	0.78	4.00	0.73	4.05
23.Extra-curricular activities help you apply knowledge gained in the field of study.	3.85	0.80	3.00	0.0	3.53	0.64	3.88	0.78	3.25	0.50	4.02	0.77	3.76	0.88	3.65	0.70	3.94	0.85	3.97
24.The Last Orientation provides you information on how to succeed in your career.	3.77	0.83	3.00	0.00	3.60	0.63	3.92	0.64	3.75	0.50	3.99	0.79	3.56	0.77	3.53	0.72	3.69	0.79	3.94
25.Extra-curricular activities develop student relationship and establish a network of contacts with others.	3.77	0.80	4.00	0.00	3.60	0.83	3.76	0.78	3.75	0.50	4.01	0.79	3.84	0.80	3.59	0.80	3.88	0.89	3.97
Overall	**3.78**	**0.77**	**3.20**	**0.00**	**3.60**	**0.60**	**3.86**	**0.63**	**3.60**	**0.37**	**4.03**	**0.68**	**3.76**	**0.75**	**3.67**	**0.67**	**3.90**	**0.77**	**3.99**

From table 17, it shows that the master's degree graduates, 43, were satisfied with Extra-curricular Activities in high level with score of 3.99. When considering in details, the graduates were satisfied the most with Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study with score of 4.05, The Freshmen Orientation provides you information about University regulations, University life and how to succeed academically with score of 4.01 and Extra-curricular activities help you apply knowledge gained in the field of study, Extra-curricular activities develop student relationship and establish a network of contacts with others with score of 3.97 respectively.

When considering in Faculty level, Graduate School of Business were satisfied with Extra-curricular Activities with score of 4.03, Graduate School of eLearning with score of 3.90 and School of Law with score of 3.86 respectively.

Table 18 Mean and standard deviation of the master's degree graduates satisfaction with Program Quality on Learning development/improvement

Learning development/ improvement	Martin de tours school of management and Economics (n=13)		School of Arts (n=1)		Vincent Mary School of Science and Technology (n=15)		School of Law (n=25)		School of Biotechnology (n=4)		Graduate School of Business (n=586)		Graduate School of Human Science (n=25)		Graduate School of English (n=17)		Graduate School of eLearning (n=16)		Overall (n=702)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
26.Morals and ethics	3.92	0.64	4.00	0.00	3.73	0.70	4.08	0.86	4.00	0.82	4.14	0.74	4.16	0.69	3.88	0.78	4.13	0.89	4.12
27.Knowledge	4.08	0.64	5.00	0.00	4.13	0.64	4.12	0.83	4.25	0.96	4.30	0.71	4.12	0.53	4.18	0.88	4.44	0.73	4.28
28.Cognitive skills	4.08	0.64	4.00	0.00	3.87	0.64	4.08	0.81	4.25	0.96	4.24	0.72	4.12	0.67	3.82	0.88	4.31	0.70	4.21
29.Interpersonal skills and responsibility	4.08	0.49	4.00	0.00	3.80	0.68	4.20	0.82	4.25	0.96	4.28	0.71	4.12	0.67	3.88	0.86	4.44	0.81	4.25
30.Analytical analysis, communication and information technology skills	4.23	0.44	4.00	0.00	4.40	0.51	4.40	0.50	4.50	0.58	4.40	0.49	4.24	0.44	4.24	0.44	4.69	0.48	4.40
Overall	**4.08**	**0.51**	**4.20**	**0.00**	**3.99**	**0.49**	**4.18**	**0.71**	**4.25**	**0.82**	**4.27**	**0.59**	**4.15**	**0.54**	**4.00**	**0.69**	**4.40**	**0.64**	**4.25**

From table 18, it shows that the master's degree graduates, batch 43, were satisfied with Learning development/improvement in high level with score of 4.25. When considering in details, the graduates were satisfied the most with Analytical analysis, communication and information technology skills with score of 4.40, Knowledge with score of 4.28 and Interpersonal skills and responsibility with score 4.25 respectively.

When considering in Faculty level, Graduate School of eLearning were satisfied with Learning development/improvement with score of 4.40, Graduate School of Business with score of 4.27 and School of Biotechnology with score of 4.25 respectively.

Table 19 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Program

Program	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
1.Content is up-to-date and well-designed.	5.00	0.00	4.43	0.79	4.14	0.69	4.07	0.70	4.00	0.00	4.00	1.00	4.22
2.Courses offered are useful to students.	4.00	0.00	4.57	0.53	4.29	0.76	4.07	0.70	4.00	0.00	4.00	1.00	4.19
3.Knowledge acquired enables you to get job easily	4.67	0.58	4.57	0.79	4.14	0.90	3.80	0.77	4.00	0.00	4.00	1.00	4.11
Overall	**4.56**	**0.19**	**4.52**	**0.60**	**4.19**	**0.72**	**3.98**	**0.68**	**4.00**	**0.00**	**4.00**	**1.00**	**4.18**

From table 19, it shows that the doctoral degree graduates, batch 43, were satisfied with program in high level with score of 4.18. When considering in details, the graduates were satisfied the most with Content is up-to-date and well-designed with score of 4.22.

When considering in Faculty level, Martin de tours school of management and Economics were satisfied with Program with score of 4.56, Vincent Mary School of Science and Technology with score of 4.52 and Graduate School of Business with score of 4.19 respectively.

Table 20 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Lectures

Lectures	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
4.Lecturers have knowledge and experience related to the courses they teach.	4.67	0.58	4.86	0.38	4.43	0.53	4.27	0.59	5.00	0.00	4.33	0.58	4.47
5.Lecturers have taught the syllabus content within the time-frame given.	4.67	0.58	4.86	0.38	4.14	0.90	4.13	0.64	5.00	0.00	4.00	1.00	4.33
6.Lecturers have encouraged students to engage in self-directed learning and self-development.	5.00	0.00	4.71	0.49	4.43	0.79	4.07	0.80	5.00	0.00	4.33	0.58	4.39
7.Lecturers have given students advice on learning and self-development.	4.67	0.58	4.86	0.38	4.29	0.76	4.07	0.70	5.00	0.00	4.33	0.58	4.36
8.Lecturers have utilized effective teaching methodology.	4.33	0.58	4.86	0.38	4.14	0.69	3.87	0.83	5.00	0.00	3.67	1.15	4.17
Overall	**4.67**	**0.31**	**4.83**	**0.37**	**4.29**	**0.66**	**4.08**	**0.64**	**5.00**	**0.00**	**4.13**	**0.76**	**4.34**

From table 20, it shows that the doctoral degree graduates, batch 43, were satisfied with Lectures in high level with score of 4.34. When considering in details, Lecturers have knowledge and experience related to the courses they teach with score of 4.47, Lecturers have encouraged students to engage in self-directed learning and self-development with score of 4.39 and Lecturers have given students advice on learning and self-development with score of 4.36 respectively.

When considering in Faculty level, Graduate School of English were satisfied with Lecturers with score of 5.00, Vincent Mary School of Science and Technology with score of 4.83 and Martin de tours school of management and Economics with score of 4.67 respectively.

Table 21 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Teaching and Learning

Teaching and Learning	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
9.Teaching and learning activities are in accordance with the objectives of the program.	4.33	0.58	4.86	0.38	4.29	0.76	3.87	0.74	4.00	0.00	4.00	1.00	4.19
10.A clear study plan is provided to students.	4.33	0.58	4.86	0.38	4.43	0.79	4.13	0.64	4.00	0.00	4.33	0.58	4.36
11.Teaching strategies enhance critical analytical and problem-solving skills.	5.00	0.00	4.86	0.38	4.43	0.79	4.00	0.65	4.00	0.00	3.67	1.15	4.31
12.Teaching and learning activities encourage application of knowledge acquired.	5.00	0.00	4.86	0.38	4.14	0.69	4.00	0.76	4.00	0.00	4.00	1.00	4.28
13.Appropriate course and supplementary materials as well as educational technologies are provided to students	4.67	0.58	4.71	0.49	4.00	1.00	3.80	0.86	4.00	0.00	4.00	1.00	4.11
14.Classrooms, libraries, laboratories and information technology support teaching and learning.	4.67	0.58	4.57	0.79	4.00	1.00	3.87	0.83	4.00	0.00	4.00	1.00	4.11
15.Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.)	4.67	0.58	4.71	0.49	4.29	0.76	4.13	0.64	4.00	0.00	4.33	0.58	4.33
Overall	**4.67**	**0.36**	**4.78**	**0.40**	**4.22**	**0.75**	**3.97**	**0.67**	**4.00**	**0.00**	**4.05**	**0.82**	**4.24**

From table 21, it shows that the doctoral degree graduates, batch 43, were satisfied with Teaching and Learning in high level with score of 4.24. When considering in details, the graduates were satisfied the most with A clear study plan is provided to students with score of 4.36, Teaching and learning activities help in the achievement of objectives in the five learning domains (morals and ethics, knowledge, cognitive skills, interpersonal skills and responsibility, analytical skills, communication and information technology.) with score of 4.33 and Teaching strategies enhance critical analytical and problem-solving skills with score of 4.31 respectively.

When considering in Faculty level, Vincent Mary School of Science and Technology were satisfied with Teaching and Learning with score of 4.78, Martin de tours school of management and Economics with score of 4.67 and Graduate School of Business with score of 4.22 respectively.

Table 22 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Evaluation

Evaluation	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
16.Evaluation methods are in line with the objectives of the course.	4.67	0.58	4.57	0.79	4.14	0.69	3.93	0.59	4.00	0.00	4.00	1.00	4.17
17.Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus.	4.67	0.58	4.57	0.79	4.29	0.76	3.93	0.59	4.00	0.00	4.00	1.00	4.19
18.Evaluation methods and assessment of performance are fair, transparent and verifiable.	4.67	0.58	4.57	0.79	4.29	0.76	4.00	0.65	4.00	0.00	4.00	1.00	4.22
Overall	**4.67**	**0.58**	**4.57**	**0.79**	**4.24**	**0.71**	**3.96**	**0.55**	**4.00**	**0.00**	**4.00**	**1.00**	**4.19**

From table 22, it shows that the doctoral degree graduates, batch 43, were satisfied with Evaluation in high level with score of 4.19. When considering in details, the graduates were satisfied the most with Evaluation methods and assessment of performance are fair, transparent and verifiable with score of 4.22 out of 5 , Evaluation methods and assessment of students' performance are carried out as specified in the course syllabus with score of 4.19 and Evaluation methods are in line with the objectives of the course with score of 4.17

When considering in Faculty level, Martin de tours school of management and Economics is satisfied with Evaluation with score of 4.67, Vincent Mary School of Science and Technology with score of 4.57 and Graduate School of Business with score of 4.24 respectively.

Table 23 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Student Advising

Student Advising	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
19.Student s are given advice and guidance when needed.	5.00	0.00	4.57	0.79	4.43	0.79	4.13	0.74	4.00	0.00	4.33	0.58	4.36
20.Academic advisers offer advice on learning, study plan, registration and other problems.	5.00	0.00	4.57	0.79	4.43	0.98	4.13	0.74	4.00	0.00	4.33	0.58	4.36
Overall	**5.00**	**0.00**	**4.57**	**0.79**	**4.43**	**0.84**	**4.13**	**0.72**	**4.00**	**0.00**	**4.33**	**0.58**	**4.36**

From table 23, it shows that the doctoral degree graduates, batch 43, were satisfied with Student Advising in high level with score of 4.36. When considering in details, the graduates were satisfied the most with Academic advisers offer advice on learning, study plan, registration and other problems and Student s are given advice and guidance when needed are with score of 4.36 respectively.

When considering in Faculty level, Martin de tours school of management and Economics with score of 5.00, Vincent Mary School of Science and Technology with score of 4.57 and Graduate School of Business with score of 4.43 respectively.

Table 24 Mean and standard deviation of the Doctoral degree graduates satisfaction with Program Quality on Extra-curricular Activities

Extra-curricular Activities	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
21.The Freshmen Orientation provides you information about University regulations, University life and how to succeed academically.	5.00	0.00	3.57	0.79	4.00	1.00	3.93	0.70	4.00	0.00	3.67	0.58	3.94
22.Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study.	4.67	0.58	4.14	0.69	4.14	0.69	4.13	0.64	4.00	0.00	4.00	0.00	4.17
23.Extra-curricular activities help you apply knowledge gained in the field of study.	5.00	0.00	4.00	0.82	4.14	0.69	3.93	0.70	4.00	0.00	3.33	0.58	4.03
24.The Last Orientation provides you information on how to succeed in your career.	4.67	0.58	3.43	0.79	4.14	0.69	3.73	0.70	4.00	0.00	3.33	0.58	3.81
25.Extra-curricular activities develop student relationship and establish a network of contacts with others.	5.00	0.00	4.00	0.82	3.86	0.90	3.87	0.83	4.00	0.00	3.33	0.58	3.94
Overall	**4.87**	**0.23**	**3.83**	**0.67**	**4.06**	**0.71**	**3.92**	**0.64**	**4.00**	**0.00**	**3.53**	**0.42**	**3.98**

From table 24, it shows that the doctoral degree graduates, batch 43, were satisfied with Extra-curricular Activities in high level with score of 3.98. When considering in details, the graduates were satisfied the most with Extra-curricular activities such as workshops, trainings, field trips, etc. enhance your knowledge in the field of study with score of 4.17, Extra-curricular activities help you apply knowledge gained in the field of study with score of 4.03 and The Freshmen Orientation provides you information about University regulations, University life and how to succeed academically, Extra-curricular activities develop student relationship and establish a network of contacts with others are with score of 3.94 respectively.

When considering in Faculty level, Martin de tours school of management and Economics is satisfied with Extra-curricular Activities with score of 4.87, Graduate School of Business with score of 4.06, and Graduate School of English with score of 4.00 respectively.

Table 25 Mean and standard deviation of the doctoral degree graduates satisfaction with Program Quality on Learning development/improvement

Learning development/ improvement	Martin de tours school of management and Economics (n=3)		Vincent Mary School of Science and Technology (n=7)		Graduate School of Business (n=7)		Graduate School of Human Science (n=15)		Graduate School of English (n=1)		Graduate School of eLearning (n=3)		Overall (n=36)
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean
26.Morals and ethics	5.00	0.00	4.29	0.76	4.29	0.76	4.27	0.70	4.00	0.00	4.00	1.00	4.31
27.Knowledge	5.00	0.00	4.71	0.49	4.43	0.79	4.27	0.59	4.00	0.00	4.33	0.58	4.44
28.Cognitive skills	5.00	0.00	4.57	0.79	4.43	0.79	4.33	0.62	4.00	0.00	4.33	0.58	4.44
29.Interpersonal skills and responsibility	5.00	0.00	4.57	0.79	4.43	0.79	4.47	0.52	4.00	0.00	4.33	0.58	4.50
30.Analytical analysis, communication and information technology skills	4.67	0.58	4.86	0.38	4.43	0.53	4.47	0.52	4.00	0.00	4.67	0.58	4.56
Overall	**4.93**	**0.12**	**4.60**	**0.57**	**4.40**	**0.69**	**4.36**	**0.49**	**4.00**	**0.00**	**4.33**	**0.58**	**4.45**

From table 25, it shows that the doctoral degree graduates, batch 43, were satisfied with Learning development/improvement in high level with score of 4.45. When considering in details, the graduates were satisfied the most with Analytical analysis, communication and information technology skills with score of 4.56, Interpersonal skills and responsibility with score of 4.50 and Knowledge, Cognitive skills are with score of 4.44 respectively.

When considering in Faculty level, Martin de tours school of management and Economics is satisfied with Learning development/improvement with score of 4.93, Vincent Mary School of Science and Technology with score of 4.60 and Graduate School of Business with score of 4.40 respectively.

Part III : Comparing the satisfaction of Program quality between Bachelor degree, Master degree and Doctoral degree

Comparing the satisfaction of Program quality between Bachelor degree , Master degree and Doctoral degree it appeared on table 26-34

Table 26 Mean and standard deviation of graduates satisfaction on Program

Program	AU's graduates Batch 43							
	Bachelor's degree (n=2,373)		Master's degree (n=702)		Doctoral degree (n=36)		Total (n=3,111)	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
1.Content is up-to-date and well-designed.	3.79	0.71	4.05	0.71	4.22	0.72	3.86	0.72
2.Courses offered are useful to students.	3.92	0.69	4.16	0.70	4.19	0.67	3.98	0.70
3.Knowledge acquired enables you to get job easily	3.84	0.72	4.00	0.73	4.11	0.82	3.88	0.73
Total	**3.85**	**0.61**	**4.07**	**0.64**	**4.18**	**0.67**	**3.90**	**0.63**

From table 26, it shows that the AU's graduates, batch 43, were satisfied in overall with Program in high level with score of 3.90 with standard deviation of 0.63. When considering in details, the graduates were satisfied the most with Courses offered are useful to students with score of 3.98 with standard deviation 0.70 and Knowledge acquired enables you to get job easily with score of 3.88 with standard deviation of 0.73 respectively. The graduates were satisfied the least with Content is up-to-date and well-designed with score of 3.86 with standard deviation of 0.72, which should be improved firstly.

When considering the level of the graduates, the doctoral degree graduates were satisfied with Program in high level with score of 4.18 with standard deviation of 0.67, the master's degree graduates with score of 4.07 with standard deviation of 0.64 and the bachelor's degree graduates with score of 3.85 with standard deviation of 0.61 respectively.