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What Really Affects Student Satisfaction? An Assessment of Quality through a University-Wide Student Survey

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Author(s)

Giuliana Solinas, Maria Dolores Masia, Giorgio Maida, Elena Muresu

ABSTRACT

The analysis of students satisfaction for their university experience is important within the educational evaluation. In this study was explored the satisfaction of students to identify which aspects of teaching may be cause of dissatisfaction. A survey questionnaire contains items on motivations, teaching quality and services was compiled in anonymous by the students that attending the courses of the Faculty of Science (University of Sassari, Sardinia) during the second semester of the 2009/2010 academic year. The internal consistency of the questionnaire was assessed by Cronbach' s Alpha. A preliminary chi square test at stepwise logistic regression analysis was applied to evaluate the association between student satisfaction and motivation, quality of teacher and services, at a 0.05 significance level. Only 403 questionnaires were considered good with a response rate of 82.6%. The student' s satisfaction is significant different by gender ($p = .009$). Significant are the items on the interest for scientific studies, the acquisition of the degree as social prestige and future work ($p < .05$); also, the ability of teacher to stimulate and attract the student, the encouragement, the advice to the students and the his professionalism are significantly associated with the students satisfaction ($p < .05$). In males the main factor associated to the satisfaction is to have achieved always good results in school ($OR = 2.84, p = .036$); instead, in females, the interest in science ($OR = 4.75, p = .023$), the title of degree to acquire a social prestige ($OR = 2.00, p = .033$) and the possibility of a future work ($OR = 2.09, p = .028$). Although good judgments made by students, however, require further attention, such as such as the abandonment of the university, the time of graduation degree, the future career, for better analysis of aspects related to the satisfaction of the quality of teaching. (Abstract)

KEYWORDS

Student Characteristics, Faculty of Science, Stepwise Logistic Regression

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