

CHAPTER 12

OVERALL SATISFACTION

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Students were asked to provide overall ratings for five items: their course, their faculty, their campus, BCUC as a whole and their potential career prospects on a 0–100 Scale.

Respondents rated *overall satisfaction with your course* the highest (76.3%). *Overall satisfaction with your campus* received the lowest rating (67.3%) (Figure 12.1).

There were fewer than 10 responses for those in the **School of Continuing Professional Development** hence these figures will not be highlighted in the comments.

Students in **Health Studies** and **Technology** gave the highest satisfaction ratings overall (Figure 12.2).

Respondents in the **Partner Colleges** and in **Applied Social Sciences and Humanities** gave slightly lower ratings for *overall satisfaction with your faculty*. These students and respondents in **Leisure and Tourism** gave lower ratings for *overall satisfaction with your campus* (Figure 12.2).

Students in **Applied Social Sciences and Humanities**, **Business Studies** and the **Partner Colleges** gave lower ratings for *overall satisfaction with BCUC as a whole* (Figure 12.2).

Respondents in **Design** and the **Partner Colleges** gave lower ratings for *overall satisfaction with your potential career prospects* (Figure 12.2).

Figure 12.1: Overall satisfaction mean % rating

<i>Overall satisfaction measure</i>	<i>n</i>	<i>Missing</i>	<i>Mean % rating</i>
Overall satisfaction with your course	701	13	76.3
Overall satisfaction with your faculty	680	34	74.1
Overall satisfaction with your college/campus	690	24	67.3
Overall satisfaction with BCUC as a whole	683	31	71.9
Overall satisfaction with your potential career prospects	633	81	74.1

Figure 12.2: Overall satisfaction by faculty mean % rating

<i>Overall satisfaction measure</i>	<i>Mean % rating by faculty</i>							
	AS	BS	Dn	HS	LT	SCPE	Tech	PC
Overall satisfaction with your course	74.5	73.4	79.7	80.9	78.0	91.2	76.2	72.8
Overall satisfaction with your faculty	70.0	73.4	76.1	81.4	76.3	91.9	78.4	68.3
Overall satisfaction with your campus	62.7	65.1	69.3	78.9	61.4	84.2	77.2	63.0
Overall satisfaction with BCUC as a whole	66.1	66.1	74.5	80.9	72.3	84.4	81.4	68.4
Overall satisfaction with your potential career prospects	74.8	72.9	71.1	79.8	76.7	88.8	79.5	69.1

Students at **Berkshire College of Agriculture** (UBA) gave the lowest ratings among the **Partner Colleges** for *overall satisfaction with your course* (67.3%) and *overall satisfaction with your faculty* (61.5%) (Figure 12.3).

Respondents at **Amersham and Wycombe College** gave the highest rating for overall satisfaction with your campus (64.6%) and *overall satisfaction with BCUC as a whole* (69.8%) (Figure 12.3).

Students at **East Berkshire College** (UEB) gave the highest rating for *overall satisfaction with your potential career prospects* (73.1%) (Figure 12.3).

Figure 12.3: Overall satisfaction by partner college mean % rating

<i>Overall satisfaction measure</i>	<i>Mean % rating by Partner College</i>		
	UAW	UBA	UEB
Overall satisfaction with your course	72.9	67.3	78.2
Overall satisfaction with your faculty	68.6	61.5	72.5
Overall satisfaction with your campus	64.6	61.8	60.0
Overall satisfaction with BCUC as a whole	69.8	67.4	65.8
Overall satisfaction with your potential career prospects	68.3	66.0	73.1

OVERALL SATISFACTION WITH BCUC COMPARED WITH PREVIOUS YEARS

This year students gave slightly lower ratings for *overall satisfaction with BCUC as a whole* and *overall satisfaction with your potential career prospects* (Figures 12.4, 12.5).

Overall satisfaction with your course is lower for students in **Applied Social Sciences and Humanities** and in **Business Studies** compared with 2004 (Figure 12.5).

This year respondents in **Applied Social Sciences and Humanities** and **Technology** gave slightly lower ratings for *overall satisfaction with your faculty* and *overall satisfaction with your campus*. Students in these faculties and in **Health Studies** also gave slightly lower ratings for *overall satisfaction with BCUC as a whole* (Figure 12.5).

Respondents in **Health Studies** rated *overall satisfaction with BCUC as a whole* lower where as students in **Technology** rated this higher compared with 2004 (Figure 12.5).

Figure 12.4: Overall satisfaction 2004 and 2006 mean % rating

Overall satisfaction measure	n		Mean % rating	
	04	06	04	06
Overall satisfaction with your course	890	701	77.4	76.3
Overall satisfaction with your faculty	872	680	74.1	74.1
Overall satisfaction with your campus	872	690	68.5	67.3
Overall satisfaction with BCUC as a whole	858	683	74.8	71.9
Overall satisfaction with your potential career prospects	793	633	76.4	74.1

Figure 12.5: Overall satisfaction 2004 and 2006 by faculty mean % rating

Overall satisfaction measure	Mean % rating													
	AS		BS		Dn		HS		LT		Tech		PC	
	04	06	04	06	04	06	04	06	04	06	04	06	04	06
Overall satisfaction with your course	78.2	74.5	77.6	73.4	80.0	79.7	82.2	80.9	77.3	78.0	75.0	76.2	72.1	72.8
Overall satisfaction with your faculty	74.7	70.0	72.9	73.4	77.3	76.1	81.9	81.4	73.8	76.3	72.9	78.4	66.9	68.3
Overall satisfaction with your campus	71.2	62.7	65.6	65.1	70.6	69.3	77.7	78.9	62.0	61.4	72.0	77.2	63.2	63.0
Overall satisfaction with BCUC as a whole	75.0	66.1	70.3	66.1	75.9	74.5	88.1	80.9	75.8	72.3	72.9	81.4	67.7	68.4
Overall satisfaction with your potential career prospects	74.8	74.8	75.3	72.9	76.0	71.1	91.1	79.8	78.2	76.7	70.1	79.5	68.4	69.1

Students in **Amersham and Wycombe College** and **Berkshire College of Agriculture** gave slightly higher ratings for *overall satisfaction with your faculty* compared with 2005. Overall satisfaction with your campus has improved for respondents at **Berkshire College of Agriculture** (Figure 12.6).

Students at **East Berkshire College** gave higher ratings for *overall satisfaction with BCUC as a whole* this year. Overall satisfaction with your potential career prospects has improved somewhat for these students (Figure 12.6).

Figure 12.6: Overall satisfaction 2005 and 2006 by partner college mean % rating

<i>Overall satisfaction measure</i>	<i>Mean % rating by Partner College</i>					
	UAW		UBA		UEB	
	05	06	05	06	05	06
Overall satisfaction with your course	72.1	72.9	69.8	67.3	76.8	78.2
Overall satisfaction with your faculty	71.4	68.6	66.4	61.5	69.3	72.5
Overall satisfaction with your campus	64.3	64.6	64.9	61.8	58.1	60.0
Overall satisfaction with BCUC as a whole	69.4	69.8	65.7	67.4	69.8	65.8
Overall satisfaction with your potential career prospects	69.9	68.3	65.7	66.0	59.8	73.1