

Addis Ababa, Ethiopia
November, 2023



Student Satisfaction Survey for Anesthesia Program Accreditation

Document Code: ETA/ACC/ANS/03
Edition: 1
Effective Date: Nov 10/2023

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FEDRE Education and Training Authority



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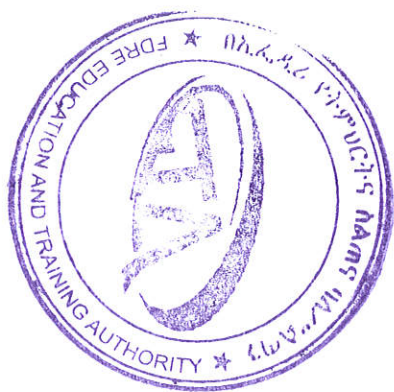
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Acronyms

SSS	Student Satisfaction Survey
ETA	Education and Training Authority
DCT	Data Collection Tools



The completed Student Satisfaction Survey data and summary report are one part of the data sources used to evaluate a program for the purpose of quality assurance and accreditation. The

1.2 Scope of the document

The Guide to Student Satisfaction Survey document is developed to provide guidance to students in HEI programs seeking accreditation to conduct the Student Satisfaction Surveys. It provides a step-by-step guidance for the process of generating the survey, administering the survey, collecting and analyzing the data, and preparing the student satisfaction survey summary report.

1.1 Purpose of the document

Self-Evaluation is the phase of the accreditation process in which institutionally recognized group of professionals collect and review data about the program in order to identify strengths to be maintained and effectively address areas of improvement. This process can also be called as self-review, self-assessment, self-audit or self-evaluation. It is a mandatory step in the process of evaluation to obtain accreditation, and guarantee the program's compliance with standards via a transparent constructive self-evaluation and improvement process. A vital component of the self-evaluation process is obtaining feedback from students to identify strengths and areas for improvement and implement necessary corrective actions and changes. Hence, students have an essential role in the accreditation process.

Ethiopian Training Authority (ETA) was established in 2022, by a Council of Ministers Decree as an autonomous legal body, accountable to the Ministry of Education, to supervise the relevance and quality of higher education institutions through accreditation. One of the main objectives of ETA is to assess the relevance and quality of education and training offered by HEIs. As part of the main requirements for accreditation the HEI's are expected to conduct a self-evaluation.

Program accreditation is a systematic and thorough process of assessing the performance of HEI's program in accordance with established standards and enabling it to provide quality higher education. It looks at critical areas of program development and performance that can be assessed objectively. The program accreditation process will assess HEI's program based on a set of nine standards which are formulated through wide stakeholder consultations, research and international best practice.

1. Introduction



Please note that the ETA considers Student Satisfaction Survey to be critical, but it can only use the analysis if it is completed using the required survey items with the results presented in

2.3. Implementation of the survey

requirements

The survey should be developed using and ensuring inclusion of the following guidelines and The Student Satisfaction Survey is based on the standards for Anesthesia program accreditation.

2.2. Development of the survey

survey committee is important.

The Anesthesia student body leadership can play a vital role in this regard. The Anesthesia student committee will have the responsibility for designing and conducting the survey, analyzing the response data, interpreting the results and preparing the summary report. For this reason, ensuring broad representation of the Anesthesia student body on the Student Satisfaction

The Anesthesia program obtains the applicable and current accreditation documents from ETA when it is ready to proceed with the accreditation process. The Anesthesia program leadership will inform the Anesthesia student body of the process and procedure for the Student Satisfaction Survey as outlined in this document. To ensure proper implementation of the survey, a student committee can be formed with representation of students from all years of the study program.

2.1. Establishment of student committees

- a. Establishment of student committees
- b. Development of the survey
- c. Implementation of the survey
- d. Analysis of survey data
- e. Interpretation of results and preparation of a summary report

The Student Satisfaction Survey may include the following procedures:

2. Process and Procedure

survey questions are based on the Program Accreditation Standards. The Survey Questions will be generated based on Student Satisfaction Survey Process and Procedure



student data or individual student comments. areas of student concern or differences across classes. DO NOT INCLUDE individual

services) that may reflect differences in how each class rated an item or other reasons for survey. Note any recent changes (e.g., curriculum revisions or changes in student areas in which it needs improvement, documenting conclusions using data from the curriculum, student services). Note the areas in which the program is doing well and the results of the student opinion survey, organizing the findings by topic areas (e.g., “Narrative”. In the narrative that follows the executive summary, concisely summarize by some other framework (e.g., curriculum, student services).

the summary to highlight the major findings and organize it by accreditation elements or “Executive Summary”. Follow the “Methods” section with an executive summary. Use from their classmates, such as class meetings or focus groups.

number of students participating in other methods used by students to collect opinions responding to the survey for each class year and overall. If applicable, also include the administered and a response rate table that displays the number and percent of students including the survey of students in all classes. Include the dates when surveys were

• “Methods” Begin with a description of the method(s) used to gather student opinion data, the survey. The following are guidelines for writing some of the SSS Report sections:

The student’s satisfaction survey report includes a narrative and the data tables for each item in

2.4. Survey Report

format.

to be redone if they do not contain the required items or are not reported in the required

• Note that the Anesthesia program Accreditation Lead may ask for the survey and SSS

Describe any other methods used to collect information

• Specify in the “Methods” section the dates when surveys were administered to each class, the survey response rate for each class year, and the overall response rate.

• Encourage participation in the survey; aim for at least a 70% response rate for each class year of the Anesthesia students.

• Include all of the survey listed in the required student opinion survey items below

the required format.



Based on the analyzed data the committee interprets the findings to identify program strengths as well as area of improvement of the program. The student's satisfaction survey report includes a narrative and the data tables for each item in the survey. The following are guidelines for writing some of the SSS Report sections:

- "Methods": Begin with a description of the method(s) used to gather student opinion data, including the survey of students in all classes. Include the dates when surveys were administered and a response rate table that displays the number and percent of students responding to the survey for each class year and overall. If applicable, also include the number of students participating in other methods used by students to collect opinions from their classmates, such as class meetings or focus groups.

2.6. Interpretation of results and preparation of a summary report

Students can indicate whether they are very dissatisfied, dissatisfied, neutral, satisfied, or very satisfied with each statement as they are asked to rate their level of satisfaction using a 5-point scale regarding accessibility, staff helpfulness, facilities, course relevance, and gain in knowledge and skills. Students can also choose "N/A" if they don't think they have experienced enough or are unable to evaluate correctly. In order to analyze the responses received from the targeted pupils, the committee combined the categories for extremely unsatisfied and dissatisfied in one and satisfied or very satisfied in another.

2.5. Analysis of Students satisfaction Survey

N/A. These must be presented in total and by class year.

- In the "Numerical Tables" section, include a table for each item on the survey. For each item, the ETA requires providing the number and percent of students who selected satisfied and very satisfied combined, dissatisfied and very dissatisfied combined and similar comments from a number of students.

However, you may include as illustrations in the "Narrative" section comments that are representative of a large number of student responses and/or include a synthesis of



The following questions are statements used to assess student satisfaction about Teaching Learning Process in the Comprehensive undergraduate nursing program that you might have about as a student under Comprehensive Anesthesia in your institution. Please indicate the

You may add survey items as needed to reflect the distinctive characteristics of your program or to address other issues of particular importance to Anesthesia program students.

The response data includes topics that relate to ETA Anesthesia program accreditation requirements and that are required for program DCT.

The ETA requires that the student opinion survey include, at a minimum, the following items and that you use the scale below.

3. Required Student Opinion Survey Items

- The ETA requires that the student opinion survey include, at a minimum, the following items and that you use the scale below.
- The response data includes topics that relate to ETA Anesthesia program accreditation requirements and that are required for program DCT.
- You may add survey items as needed to reflect the distinctive characteristics of your program or to address other issues of particular importance to Anesthesia program students.
- The following questions are statements used to assess student satisfaction about Teaching Learning Process in the Comprehensive undergraduate nursing program that you might have about as a student under Comprehensive Anesthesia in your institution. Please indicate the

degree of your agreement or disagreement with each statement by ticking (✓) on one of the five alternatives beside each statement from 1 to 5 and select N/A if the statement is not applicable to you and at your institution.

Please indicate your level of satisfaction, using the following scale:

1 = Very dissatisfied

2 = Dissatisfied

3 = Satisfied

4 = Very satisfied

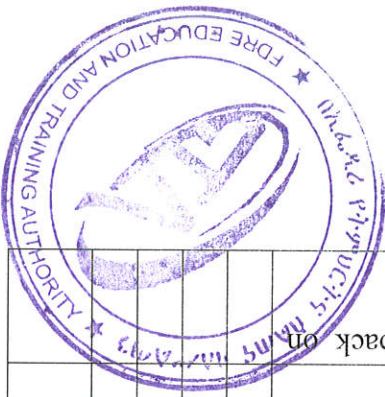
N/A = No opportunity to assess/Have not experienced this



4. Questions for Student Satisfaction Survey

Standard 1: Program Outcome									
No	Questions	1	2	3	4	N/A			
1	Information of the program learning outcomes (Indicator 1.1.3)								
Standard 2: Curriculum									
1	Participation of students in co-curricular activities (2.1.3)								
2	Students are informed about the development of career pathways (2.1.7)								
3	Representation of students the curriculum evaluation and revision process (2.2.1)								
4	Inclusion of students feedback in the curriculum monitoring and evaluation (2.2.2)								
Standard 3: Learning, Teaching and Assessment									
1	Consistency of learning-teaching activities with the curriculum(3.1.1)								
2	Participation of students in the learning-teaching process (3.1.3)								
3	Utilization of technological facilities for the delivery of learning-teaching (3.1.4)								
4	Provision of special support to who are poorly performing students (3.1.5)								
5	Availability of feedback on teaching activity and feedback based improvement (3.1.6)								
6	Awareness of assessment policy (3.2.1)								
7	Availability of a functional mechanism for students to appeal and dispute resolution (3.2.3)								
8	Information of students on progression and graduation (3.2.5)								
9	Maintenance of an appropriate balance between formative and summative assessments (3.2.6)								
10	Availability of various assessment methods and tools (3.3.1)								
11	Provision of students' timely, specific, and actionable feedback on assessment result(3.3.3)								

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satisfied (c + d) responses. Calculate all response data percentages using the total number of responses **which includes N/A responses** as the denominator, and the type of response (e.g., satisfied/very satisfied) as the numerator. Response data percentages calculated any other way will need to be redone, which may cause delays for your program.

The following table format should be used for items where students in all years of the curriculum respond.

Table Title*									
Class	Number of Total Responses/Response	Rate to this Item	N/A Responses		Dissatisfied		Satisfied		Total
			Number and % of Responses	%	Number and % of Responses	%	Number and % of Responses	%	
Y1									
Y2									
Y3									
Y4									
Total									

*The table title should match the items listed in Appendix C: Required Student Opinion Survey Items. For example, the table title for #1 in the Required Student Opinion Survey Items would be "Accessibility of the Office of the Student Affairs."

If an item is specific to a set of students, such as an item about the clinical years/clerkships, the table can be modified to reflect the class (es) that can provide data based on their experience. If an item is directed to students who are or have been in the internship years, the following table format should be used:



