

Current Student Satisfaction Questionnaire Report

on the Public Administration Program

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First: Objectives of the questionnaire

1. Evaluate the current student's satisfaction with the public administration program.
2. Identify the public administration program's strengths and areas of improvement in the current students' experience.

Second: Measurement levels

We focused during this questionnaire on three levels of measurement:

1. Materials used: in which we measure study materials and courses, teaching methods and techniques.
2. Availability and accessibility: which measures the learning environment and educational resources.
3. Experience: in which we measure academic guidance and student support, as well as the overall evaluation of the academic program.

Third: Tool Design

1. General questions: There are five general questions.
2. Satisfaction phrases: a total of thirteen phrases.
3. Qualitative (open-ended) questions: In this report, we have one open-ended question.

Fourth: Response

The questionnaire was sent out to all current students in the public administration program have been sent. A total of 209 students responde.

Fifth: Values of responses

In analyzing the percentages of agreement responses, the following rating scale was used:

Assessment of the level of satisfaction	Weigh
Strongly agree	4
Agree	3
Disagree	2
Strongly disagree	1
Not applicable	0

Part 1: Demographic data

Sixth: Analysis of responses (general questions):

6,1 Distribution of respondents by gender

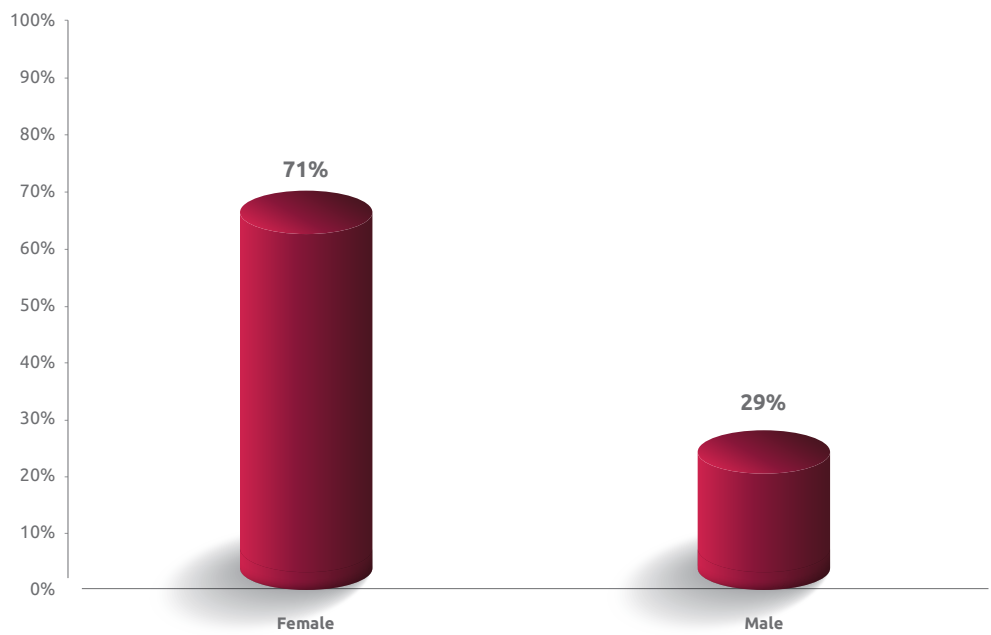
Female respondents represented approximately two-thirds of the total participants, accounting for 71%, while male respondents made up 29%.

This distribution closely reflects the actual gender composition of students currently enrolled in the program.

Table (1)
Distribution of respondents by gender

Options	Responses	
Female	71%	149
Male	38%	60

Chart (1)
Gender



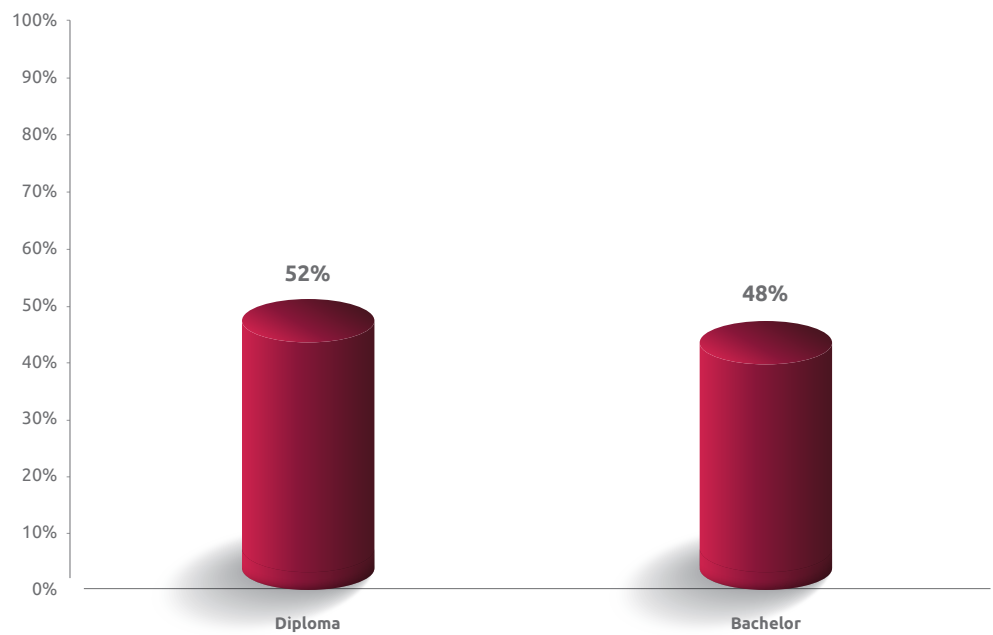
6,2 Distribution of respondents by academic program:

Respondents were classified according to their academic program into two categories: Diploma and Bachelor’s degree. Students enrolled in the Diploma program constituted 52% of the total responses, while 48% were from the Bachelor’s program.

Table (2)
Distribution of respondents by age group

Options	Responses	
Diploma	52%	109
Bachelor	48%	100

Chart (2)
What is your current academic program?



6,3 Employment Status:

Respondents' current employment status was categorized into four groups. The majority (78%) reported being employed full-time, followed by 13% who were unemployed, 5% employed part-time, and 3% who were actively seeking employment.

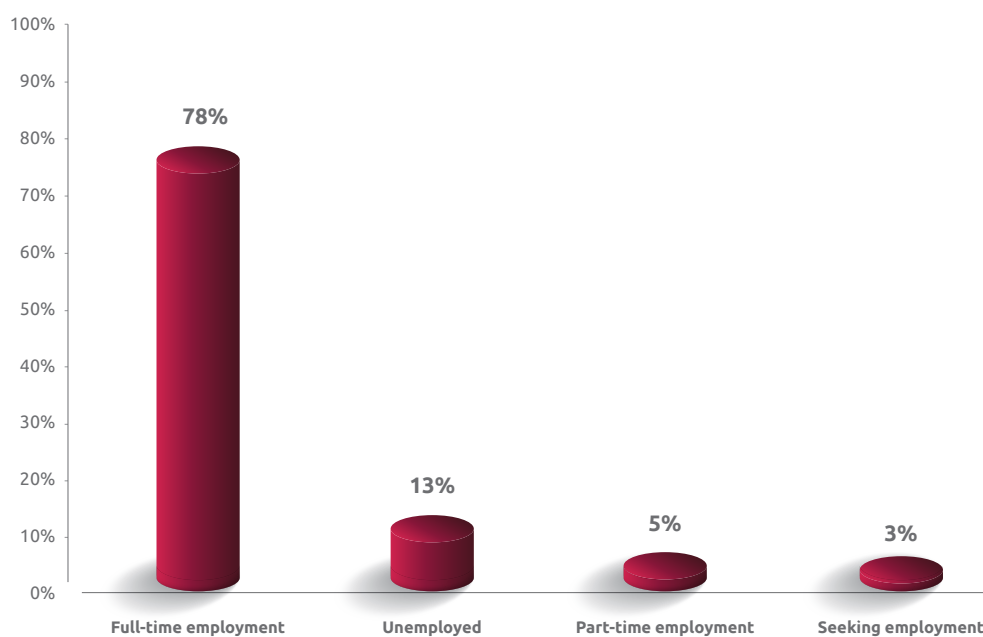
Table (3)

Distribution of respondents by status after graduation

Options	Responses	
Full-time employment	78%	164
Unemployed students	13%	28
Part-time employment	5%	10
Seeking employment	3%	7

Chart (3)

What is your current employment status?



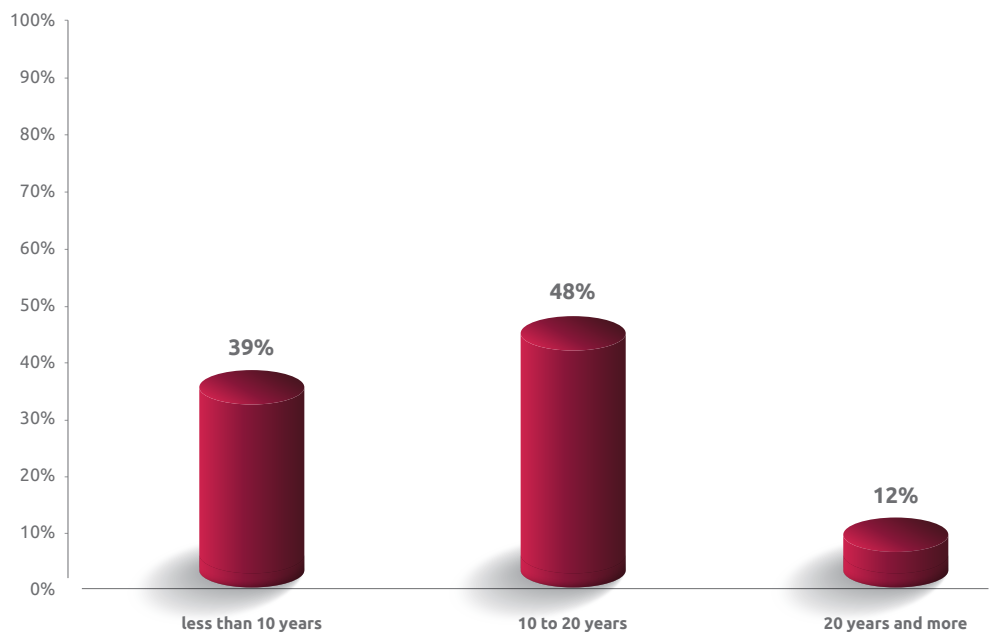
6,4 How long have you been working:

Respondents’ work experience was categorized into three timeframes. Less than 10 years, 10 to 20 years, and 20 years and more.

Table (4)
Distribution of respondents by start of work

Options	Responses	
less than 10 years	39%	82
10 to 20 years	48%	101
20 years and more	12%	26

Chart (4)
How long have you been working?



Part 2: Current students’ experience in the public administration program

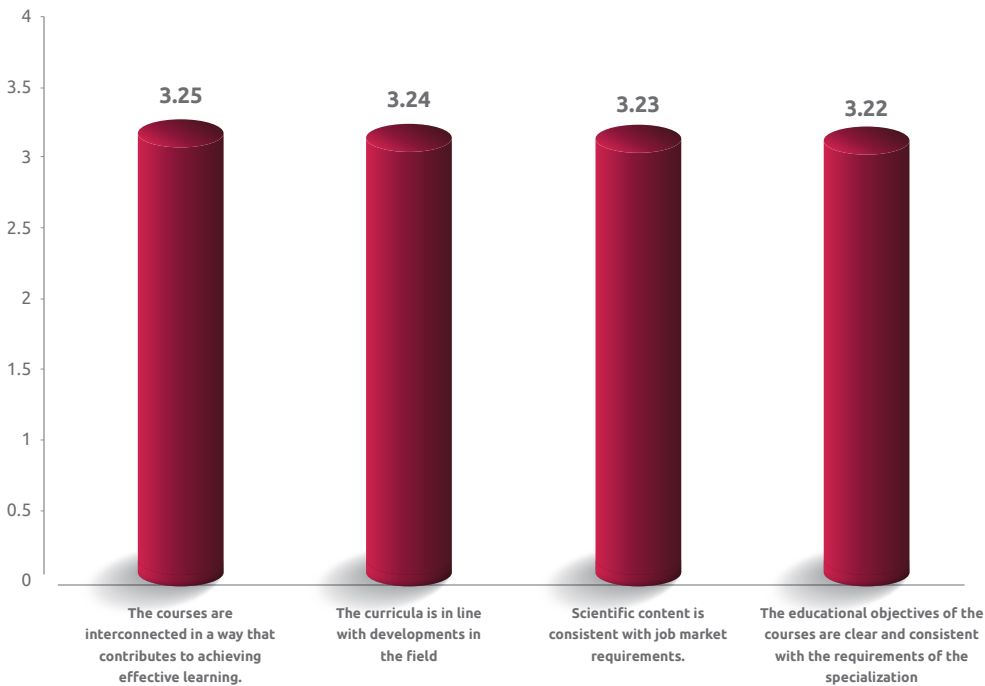
First: Curricula and courses

Table (5)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
The curricula is in line with developments in the field	32%	60%	6%	1%	1%	3,24
The educational objectives of the courses are clear and consistent with the requirements of the specialization	34%	54%	9%	2%	1%	3,22
Scientific content is consistent with job market requirements.	33%	56%	8%	1%	2%	3,23
The courses are interconnected in a way that contributes to achieving effective learning.	36%	50%	8%	2%	4%	3,25

Note: The percentages express the proportion of respondents to the sample size.

Chart (5)
Curricula and courses



Second: Teaching methods and techniques:

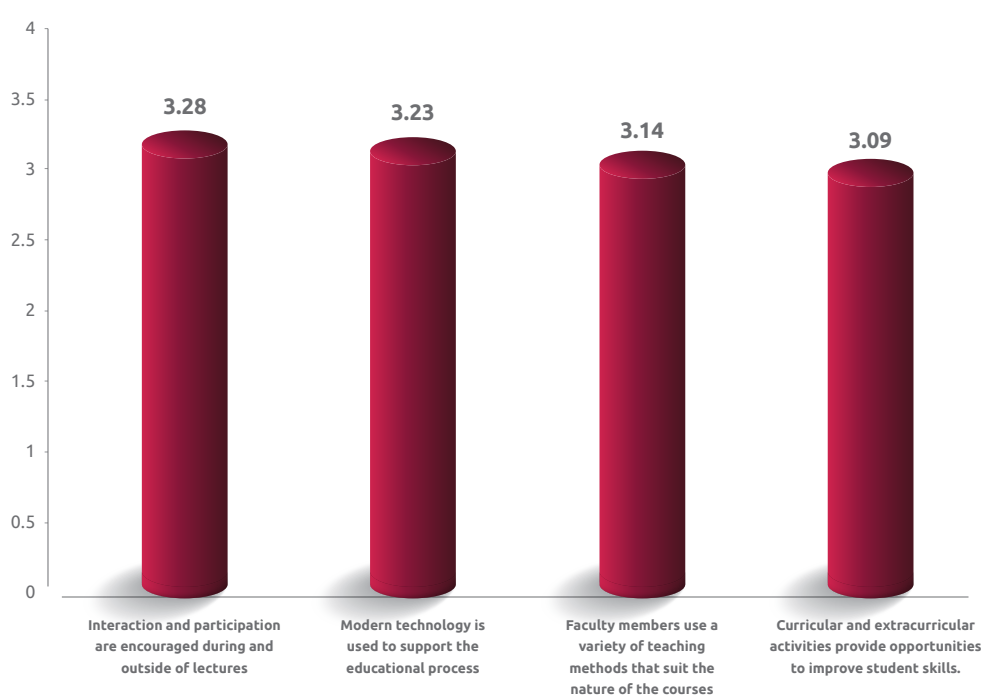
Table (6)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
Faculty members use a variety of teaching methods that suit the nature of the courses.	29%	56%	11%	2%	2%	3,14
Curricular and extracurricular activities provide opportunities to improve student skills.	26%	53%	11%	4%	7%	3,09
Interaction and participation are encouraged during and outside of lectures.	41%	46%	9%	2%	2%	3,28
Modern technology is used to support the educational process.	37%	49%	8%	3%	2%	3,23

Note: The percentages express the proportion of respondents to the sample size.

Chart (6)

Teaching methods and techniques



Third: Learning environment and educational resources:

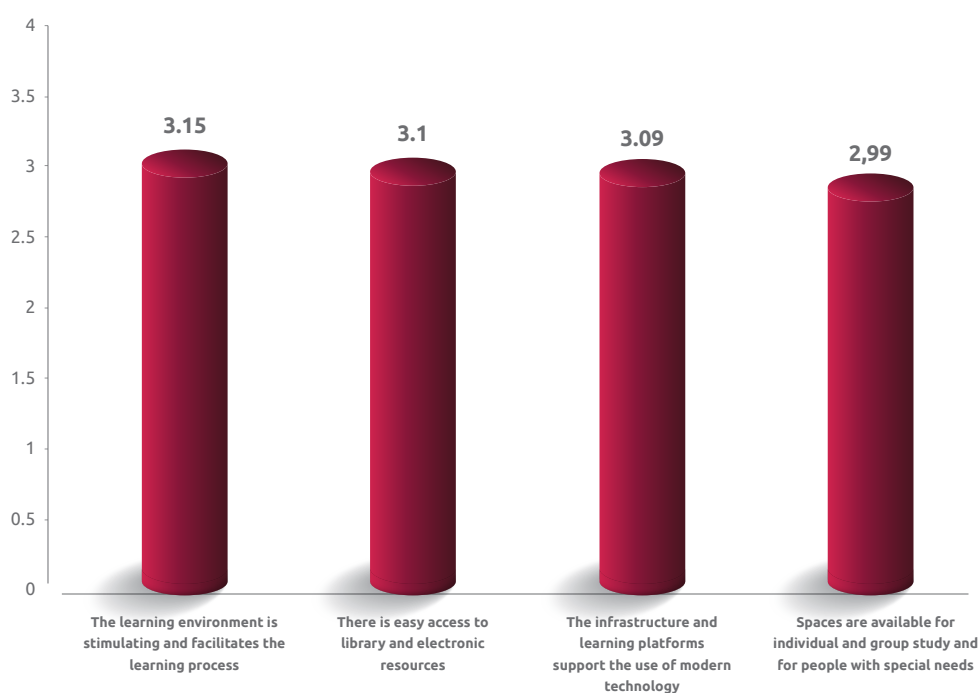
Table (7)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
The learning environment is stimulating and facilitates the learning process	33%	53%	8%	5%	1%	3,15
There is easy access to library and electronic resources	28%	56%	10%	4%	2%	3,1
The infrastructure and learning platforms support the use of modern technology	26%	57%	10%	4%	3%	3,09
Spaces are available for individual and group study and for people with special needs.	26%	47%	15%	6%	6%	2,99

Note: The percentages express the proportion of respondents to the sample size.

Chart (7)

Learning environment and educational resources



Fourth: Academic guidance and student support:

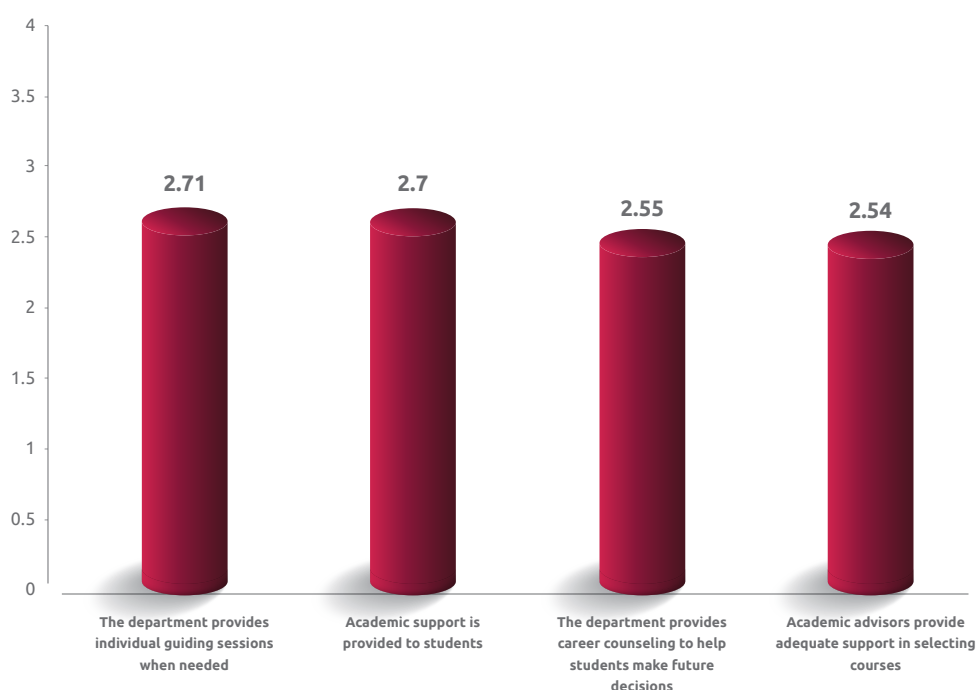
Table (8)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
The department provides individual guiding sessions when needed	14%	48%	21%	10%	7%	2,71
Academic support is provided to students	15%	46%	20%	12%	7%	2,7
The department provides career counseling to help students make future decisions	12%	39%	26%	14%	9%	2,55
Academic advisors provide adequate support in selecting courses	12%	41%	23%	16%	8%	2,54

Note: The percentages express the proportion of respondents to the sample size.

Chart (8)

Academic guidance and student support



Fifth: General evaluation of the academic program:

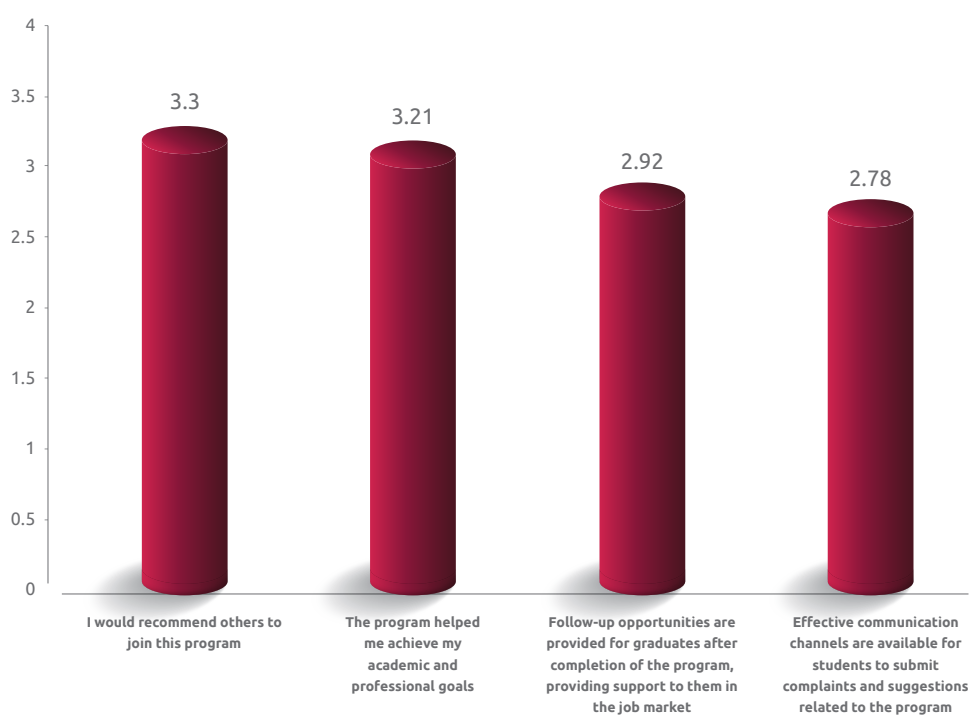
Table (9)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
I would recommend others to join this program	38%	55%	6%	1%	0%	3,3
The program helped me achieve my academic and professional goals	30%	61%	6%	1%	2%	3,21
Follow-up opportunities are provided for graduates after completion of the program, providing support to them in the job market	17%	43%	19%	2%	19%	2,92
Effective communication channels are available for students to submit complaints and suggestions related to the program	17%	44%	20%	9%	10%	2,78

Note: The percentages express the proportion of respondents to the sample size.

Chart (9)

General evaluation of the academic program



Sixth: Field training and graduation projects:

6,1 Participation in field training:

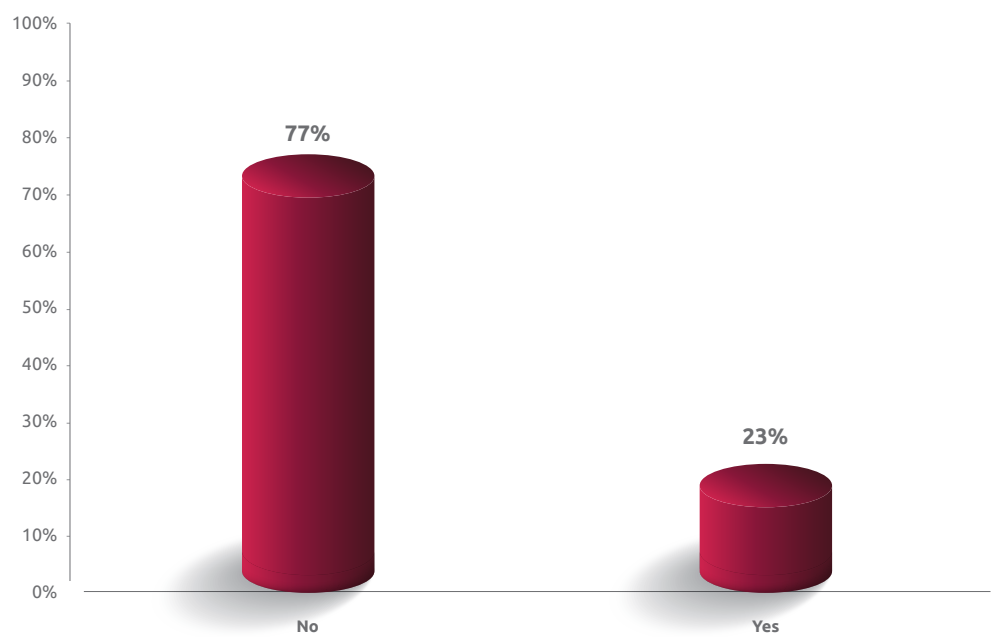
Table (10)

Phrases	Responses	
No	77%	159
Yes	23%	47

Note: The percentages express the proportion of respondents to the sample size.

Chart (10)

Field training and graduation projects:
Through your degree, have you participated in the field training?



6,2 Field training and graduation projects:

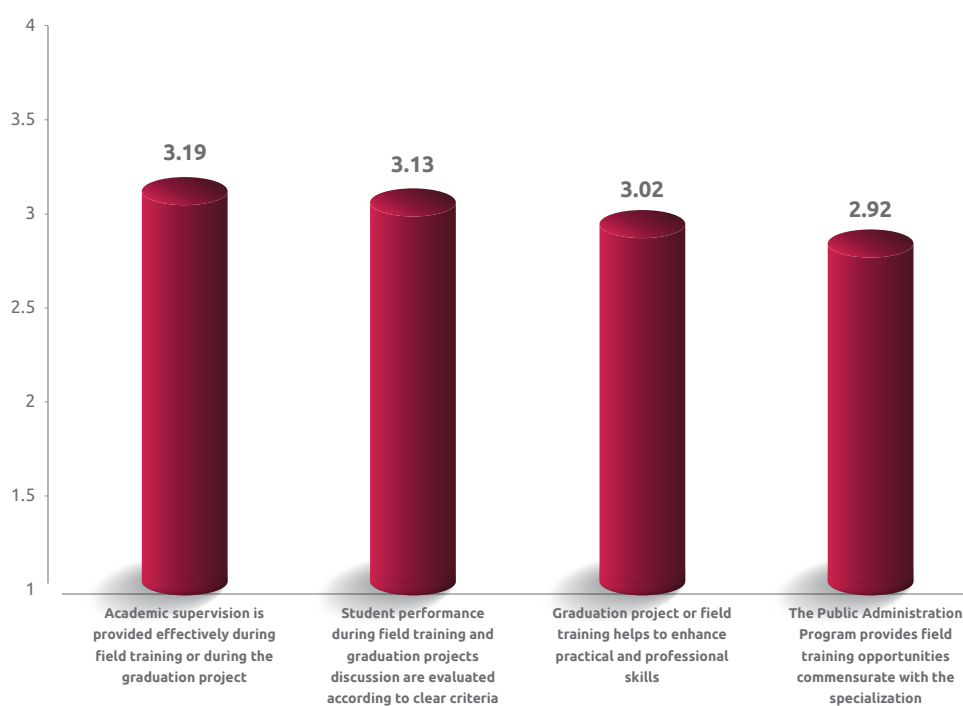
Table (11)

Phrases	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable	Average agreement degree
Academic supervision is provided effectively during field training or during the graduation project	30%	54%	8%	2%	6%	3,19
Student performance during field training and graduation projects discussion are evaluated according to clear criteria	30%	52%	10%	4%	4%	3,13
Graduation projects or field training help to enhance practical and professional skills	34%	40%	12%	10%	4%	3,02
The Public Administration Program provides field training opportunities commensurate with the specialization	24%	52%	8%	12%	4%	2,92

Note: The percentages express the proportion of respondents to the sample size.

Chart (11)

Field training and graduation projects



Seventh: Your suggestions for improving the Public Administration Program:

Responses
Facilitate educational process
Change classrooms to the new building
Delete theories and history of management science and focus on the science itself and the core of the subject
There should be practical training to understand and learn more.
Please lower the test grade to 25 instead of 30, and for the final exam make it 30 instead of 40.
Please diversify the content of the subjects offered for the Public Administration major, because most of the subjects have the same content but in a different way.
Some educational curricula must be changed.
Increase the number of classes in the program and courses to accommodate the number of students.
Increase the number of classes for the program, as we are facing difficulty in some courses that are not available for registration.
Time must be taken into consideration in some lectures.
There must be development, efficiency, and experience in the field of specializations, to cover the public sector materials or any other field, such as political and social fields. There must also be interaction with the sector, for example, field activities regardless of the specialization, or in the governmental or semi-governmental fields for the students to develop. Guidance should be considered because there is a shortcoming in it.
It is necessary to offer more courses over time. We face difficulty in choosing courses due to the lack of seats. Let us assume that the female students who have graduated from high school and are not working will be in the morning, while those who are working and employed will be in the evening so that the seats are not closed to us.
Lectures are required starting at 1:00, 2:00 and 3:00 PM for female employees.
Professors should improve the way they deal with students and answer inquiries with patience and without nervousness. Their method of explanation should not only be through reading, but also through interpretation, giving examples, and providing a detailed explanation.
Reducing the content of the study materials
Activities are required for management students, shortening the content in the major subjects, and providing job opportunities.
Regarding digital transformation, it is necessary to include courses on smart government, data analysis, and artificial intelligence applications in public administration.
It is required to reduce mathematics in the major.
A post-graduate course is required for students who wish to consolidate and master what has been studied and discussed through an academic advisor to qualify for several advantages in the job market.
The current courses are good and appropriate, and the only thing required to improve students' performance is to provide good places that suit students and allow them to sit comfortably in class. The logistical matters are weak, such as the classroom chairs, which are very old and unhealthy to sit on.
It is required online classes.
It is required to diversify the class times, and they should not all be in the afternoon, especially for major subjects. We request that the time be from 11:30 AM for some major subjects.
It is necessary to use modern teaching methods and distribute grades better and for different assignments.

Field training is stressful for employees because they suffer from their employers getting them approved. We even must take annual leave or leave without pay. We also suffer from some places until they give us approval.

There are some subjects in which the content is repeated, which causes the student to get bored by studying the content more than once. Please consider this.

Field training status must be considered. If the student is employed, a work certificate proving completion of the training is sufficient. If the student is not employed, the field training must be completed.

Offering more subjects allows for faster graduation.

For classrooms, the seats are very uncomfortable.

Time must be considered for those who work in the morning periods.

The content of the material needs to be reduced for it to be more easily understood and accepted.

Materials should not be repeated and should be kept short.

1- Flexibility in curricula is required to facilitate the concentration of information. 2- The curricula should be based on the nature of the job. 3- Not repeating the topics and curricula materials.

It is necessary to reduce the curriculum because the subject is large and dense.

I hope that the professor will convey the message through the student's understanding of the lesson, not memorizing it, by discussing the lecture lesson at the end of each lecture or explaining any slide that is discussed.

Programs should be developed that mimic the era and stop using old and outdated programs.

Making greater use of technology and trying to update programs continuously.

The lessons should be made easier and the exams for the Public Administration program should be better and easier.

The fieldwork course should be reviewed.

It is required to increase the number of classes after 12:00pm

It is required to introduce more public administration materials

It is required to cancel field training for employees

It is required to reconsider attendance as most students are employees.

Curricula must be developed.

It is necessary to be satisfied with what achieves a scientific addition for students.

It is required to activate remote learning

Considering simplifying operations and procedures within the college

Allocate sessions within the classes to meet experts in the community

Add a public relations major

Curriculum needs to be reduced

Restricting field training to nonemployees

Curriculum needs to be reduced and to simplify the explanation of the material

Modifying some difficult courses, as there are courses specifically for master's students. The study system based on rote learning (goals and principles) must be changed. It must also be considered that most female students are employees and mothers.

The study period must be after 4:00pm as it is difficult for us to balance between work and study.
Teaching methods need to be diversified.
Linking curricula to practical reality in the State of Qatar – deleting duplication in curricula content
Restricting field training for non-employees only.
Modifying the curricula
Midterm exam grades need to be adjusted
Supporting the teaching staff of Qatari male and female teachers
Attracting national cadres of state employees to the teaching staff
Increasing the number of lecturers to increase the number of subjects available in one class. Also, opening remote lectures to help employees cover the requirements.
Improving the seating in some halls and considering the lecture time according to official working hours.
Choosing suitable teachers for female students
It is required to reduce the midterm and final term grades and increase the codes to raise our grades.
Providing more classes for the subjects, as I am a graduate, and I only got two subjects due to the lack of classes
Subjects need to be reduced
It is required to develop teaching methods
Students are required to practice to become successful in the future.
Flexibility is required by some professors to make things easier for the student, especially in terms of assignments and short exams, so that the student understands what he has and what he owes.
Avoid repetition of course topics such as (management jobs) and management schools.
Increase activities during the class period and choose better mentors who have information that benefits the students.
Provide more subjects to contribute to accelerating the learning and graduation process
Facilitate students' exams and implement their required suggestions if they are in their interest.
There should be morning classes so that we can go to college in the morning and go to work in the evening.
Thank you for giving us this space to express our opinions. First: We, as employees, need to have a guidance service by phone due to work circumstances. Second: Some curricula need to be readjusted to suit the educational level of the recipient of the information. Third: I hope that the problems in Blackboard will be resolved, as malfunctions occur continuously with most students and some teachers, which hinders the process of submitting requirements such as assignments and research and negatively affects grades (it is worth noting that the malfunctions also affected some teachers, as they were unable to open the material during the class). In conclusion, I extend my sincere thanks and appreciation for everything you provide to us, and all the above is constructive criticism for a better future for us and for you
The Banner and Blackboard systems need to be modified to make them easier to use in terms of data entry and course registration. It is also required to modify the mechanism for submitting complaints and suggestions, and to consider the employed students, especially older students, while providing job opportunities for students who excel in their academic grades, in terms of opening the way for attracting them to various employers.
It is necessary to modify the program's curricula because most of them are similar.
We need to allocate lectures between the afternoon and evening, as we are female employees and most of the morning lectures do not suit us.

It is required to provide online subjects, especially for seniors and those who work full-time, in addition to distributing lectures in the afternoon hours, as most students are committed to their work schedules.

It is required to provide a distinct and flexible program that helps the student understand the courses.

It is required to cancel the field training course and replace it with another course

It is required to add classes to learn about the specialization

I hope to benefit from outstanding students based on the recommendations of the academic staff to help provide academic support in the event of a shortage to hone their talents.

The number of lessons is too much !!

Development is required in everything to improve the program

Improving educational materials and courses by updating the information contained in the courses, as well as improving and changing the presentation slides related to the content and redesigning them, as well as adding the new college logo to the courses.

I have no suggestions.

A radical change is required to keep pace with technology and provide an atmosphere or classrooms that suit the study environment.

Transparency and objectivity are required from the course professor or doctor, and everyone must be respected. Some doctors need to develop themselves before teaching students.

Qatar Foundation is required to participate in the educational plan and offer solutions for development and innovation at the Community College of Qatar.

1- Not being obligated to buy books if they are not used. 2- Reviewing the introduction to the political science course due to repetition in the content. 3- The instructors do not have sufficient knowledge in arranging the subjects that should be started and opening the way to choosing other secondary subjects.

I hope to change the courses due to their repetition and similarity, and to provide more courses in the optional packages so that they do not only contain mathematics.

Public administration contains a large amount of information and beautiful skills. I hope to pay more attention to it.

Two years have passed since the Public Administration Program was amended. However, there are two courses that should have been opened, but they have not been activated yet. I really wish I could have registered for them, namely (Program Evaluation in the Public Sector and Leadership). These two courses would have really completed my academic career. Instead of taking optional courses outside the major, I hope that these two courses will be activated so that we can benefit from them. The other issue is the shortage of Qatari staff in the bachelor's program. There is no shortage of current professors, but a program like this that offers courses about the public sector to be applied and linked to reality in the State of Qatar, I believe that it needs the presence of Qatari professors.

The 4:00 pm lectures are required to be returned due to the damage they caused us.

It is necessary to reconsider the (field training) curriculum for students who work in government agencies in the country because it does not have any impact on their careers, but rather it is a drain on the student's time and effort.

It is required to keep up with new administrative and technical developments.

It is necessary to reduce the subjects provided and make class periods suitable for employed mothers.

It is necessary to reduce the number of study units in the handouts, as they are dense and contain a lot of information, which affects the method of comprehension and review.

It is necessary to reduce the curricula and avoid repetition in the subjects.

The content of the courses should be readjusted in a better way

Accounting is required to be excluded because it is very difficult for the student.

It is necessary to develop the curricula and add a method or create a simulation of public administration to experience decision-making scenarios, and develop field training and clarify the objectives, standards and requirements in a way that makes it easy for the student to understand what is required of him.

Lectures are required to be allocated for female students at 4:00 PM.

It is required more male and female lecturers

It is required to cancel field training for employed students

It is required to reduce assignments and choose the best times for lectures for girls and boys, taking mothers into consideration during lecture times, and not setting late hours for some courses.

It is required to facilitate the materials and considering the age factor, as we are female employees and have children, and the time and memory factors hinder understanding of a large amount of information.

It is required to reduce the amount of material required for students

Asking students what is useful to them

Considering the requests of male and female students and providing everything they need, in addition to developing places for studying, and to use the library at the end of lecture time.

It is required to reconsider the introduction to the political science course.

Accreditation

Field training should not be provided to the employed student and to be limited only to the graduation project.

Consideration must be given to the employed students and to provide materials and hours to the student to select the subjects without the opinion of the mentor because he has no right to select for the student

It is required to use the technology

I suggest changing the method of student assessment and providing a mechanism for the continuous assessment instead of the midterm and final exam system. Continuous assessment will force the student to be prepared to study the curriculum right away, and thus he will have mastered the curriculum instead of stressing over the midterm and final exams.

It is required to allocate the 4:00 pm lecture times for female students.

I hope that there will be remote lectures, especially for employees, because there is no time to study, and as I am a female employee and a mother at the same time, it is exhausting and tiring, as I do not have enough time to study well. So, I hope that there will be remote lectures according to the conditions. Thank you.

It is required to increase the number of branches of the Public Administration Program and its courses

It is required to amend the curricula, as some topics are repeated in the diploma and bachelor's degrees.

Field training for employees is required to be excluded, as they are satisfied with training courses and employment.

Making things easier for the student

Lecture time is a bit difficult. Please restore the 4:00 pm lectures.

Some of the courses are similar, the explanations are repeated, unrelated and incomprehensible.

It is necessary to increase the number of study branches so that we do not delay graduation. I also suggest that the lectures be in the morning and evening, not all of them in the evening.

It is required to reduce the burden on students in terms of tiring assignments and give flexibility in attendance and absence and in the Ramadan schedule and there is no objection to provide remote learning, especially during the month of Ramadan. Professors are mostly flexible, but there are some who are stubborn as if they do not know that we are older students who study and work and have children to raise and we are not young students

It is required to start lectures at 4:00 pm
In some courses, the lecturer is required not to ask external questions. The students must be trained in how the questions are asked.
It is necessary to improve attendance hours to suit both employees and non-employees, and to have lectures in the morning and evening, rather than all in the evening. I hope my suggestion will be taken into consideration. It is also necessary to improve the content of the courses offered to suit the students' comprehension ability, while diversifying the administrative subjects.
It is required to remove materials containing mathematical problems and exclude the field training for employees.
It is required to submit the exam without any modification to the questions.
It is required to return the 4:00 pm lectures for girls because we have been greatly affected of their absence
It is required to reduce some subjects, as most of them are similar in curricula, and delay our efforts to graduate, as we are mothers and employees, and some of the departments in our workplace do not help in reducing the workload on us for our comfort while studying.
It is required to reduce the lessons in the curriculum and not repeat topics in the subjects
Please reconsider some courses such as public policy.
Flexibility of faculty members is required with students
The material presented in public policy is very dense and we are unable to absorb it.
It is required to open many branches in the morning, considering the mothers' circumstances, and not just considering the employed female students.
It is required to provide professors and doctors who can explain and instruct, and who have experience and to train them to deal well with students and listen to their suggestions for development.
It is required to provide teaching staff to facilitate students' graduation and other matters, as there are no staff.
It is necessary to reduce the number of subjects in the Public Administration specialization because they are all repetitive and have the same information, and this wastes the students' years.
It is required to diversify the subjects and remove business administration subjects from the plan and focus on the administration subjects, as they are difficult specializations and require support from the college.
My suggestion is to cancel the introductory course in public policy because it is useless, as it is just memorization and causes depression among students, both male and female, and takes a lot of effort, and it is of no benefit, and to add a marketing course because it will be a part of our life's journey.
Please review the curricula or courses and correct them for spelling, grammatical, and linguistic errors. Some courses contain unnatural repetition.
It is required to improve the educational materials presented to the student in terms of coordination and organization
It is necessary to add and focus on modern administration to keep pace with the environment, society and future in which we live. Also, it is required to consider constantly the new developments and advancements in administration to improve the administrative curricula in the college, to further enlighten the student on the concept of administration after graduation.
it is required to improve guidance
The materials are very similar and revolve around the same topic.
The tasks required in the field project must be explained to the student in more detail.
The research must be cancelled because I have not seen a student working on her own research.

Note: The responses were copied as they were received, without any modification and answer, with the thanks removed.

