Institutional Research Manual

University of Technology Bahrain

Contents

UTB Vision 5

UTB Mission 5

UTB Values 5

UTB Organizational Chart 6

INTRODUCTION 8

UTB SURVEYS

Main Institutional Research 9
Other Research 11

UTB SURVEY FRAMEWORK AND PROCESSES

Student Survey Framework and Processes 15
Purpose of the Student Survey Framework 16
Definition of Terms 16
Surveys within Scope of this Framework 17
Surveys outside the Scope of this Framework 17
Management of Student Surveys 17

ANALYSIS AND DISSEMINATION OF SURVEY RESULTS

Access to University Student Population 19
Analysis of Surveys 19
Approval of Survey Results 19
Dissemination of Survey Results 19
Integration of Results 19
Storage and Reports Cataloguing 20
Responsibilities 20

SURVEY INSTRUMENTS PREPARATIONS AND REVISIONS
Review Cycles 22

REFERENCES 25

Appendix (Survey Forms) 26

List of Tables and Diagrams

TABLE

Table 1	Institutional Research Matrix	12

FIGURES

Figure 1.	The UTB Survey Framework	15
Figure 2.	Institutional Survey Management Framework	18
Figure 3.	Preparation of Administrative Staff/and Faculty Satisfaction Survey Instrument	23
Figure 4.	Preparation of Survey Instruments for Student Satisfaction, Senior Exit, WBL Student Survey, Alumni and Alumni/WBL Surveys	23
Figure 5.	Revision of Survey Instruments for Student Satisfaction, Senior Exit, WBL Student Survey, Alumni and Alumni/WBL Surveys	24
Figure 6.	Revision of Employee Satisfaction Survey Questionnaire	24

UTB Vision

The University of Technology Bahrain will contribute to the advancement and application of knowledge and will have a transformative impact on the lives of learners and the society, whilst continuing to inspire students and the future generation to come.

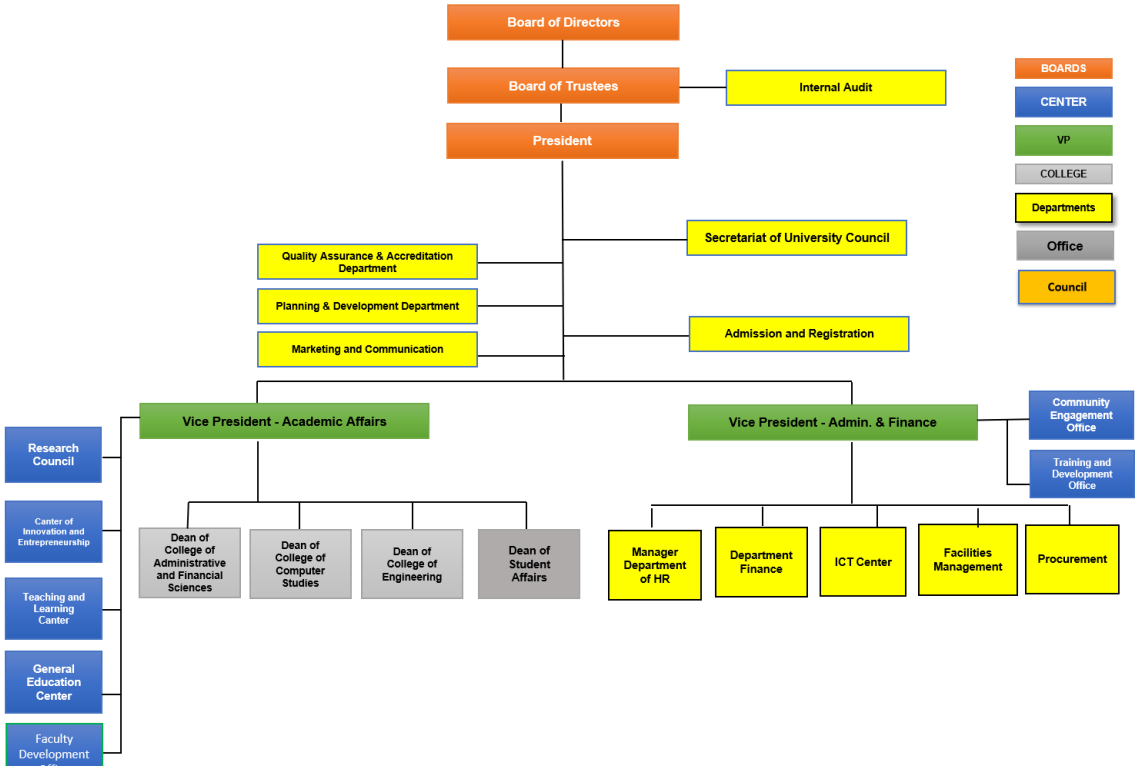
UTB Mission

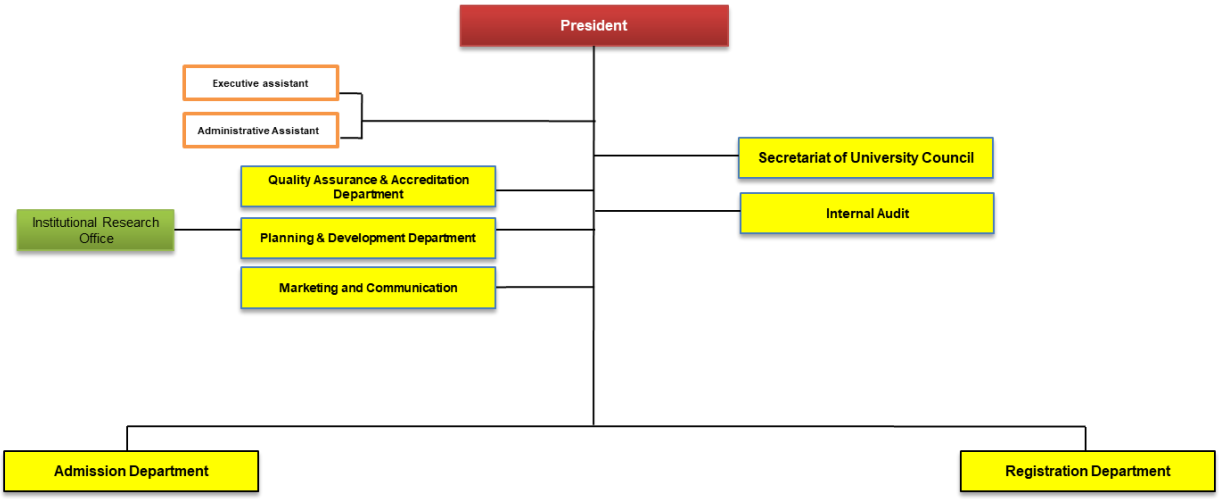
To contribute to the growth and sustainability of the economy and the expansion of human knowledge in business, science, and technology by fostering continuous innovation and excellence in education and research, strategic partnerships, international recognition, and entrepreneurial development.

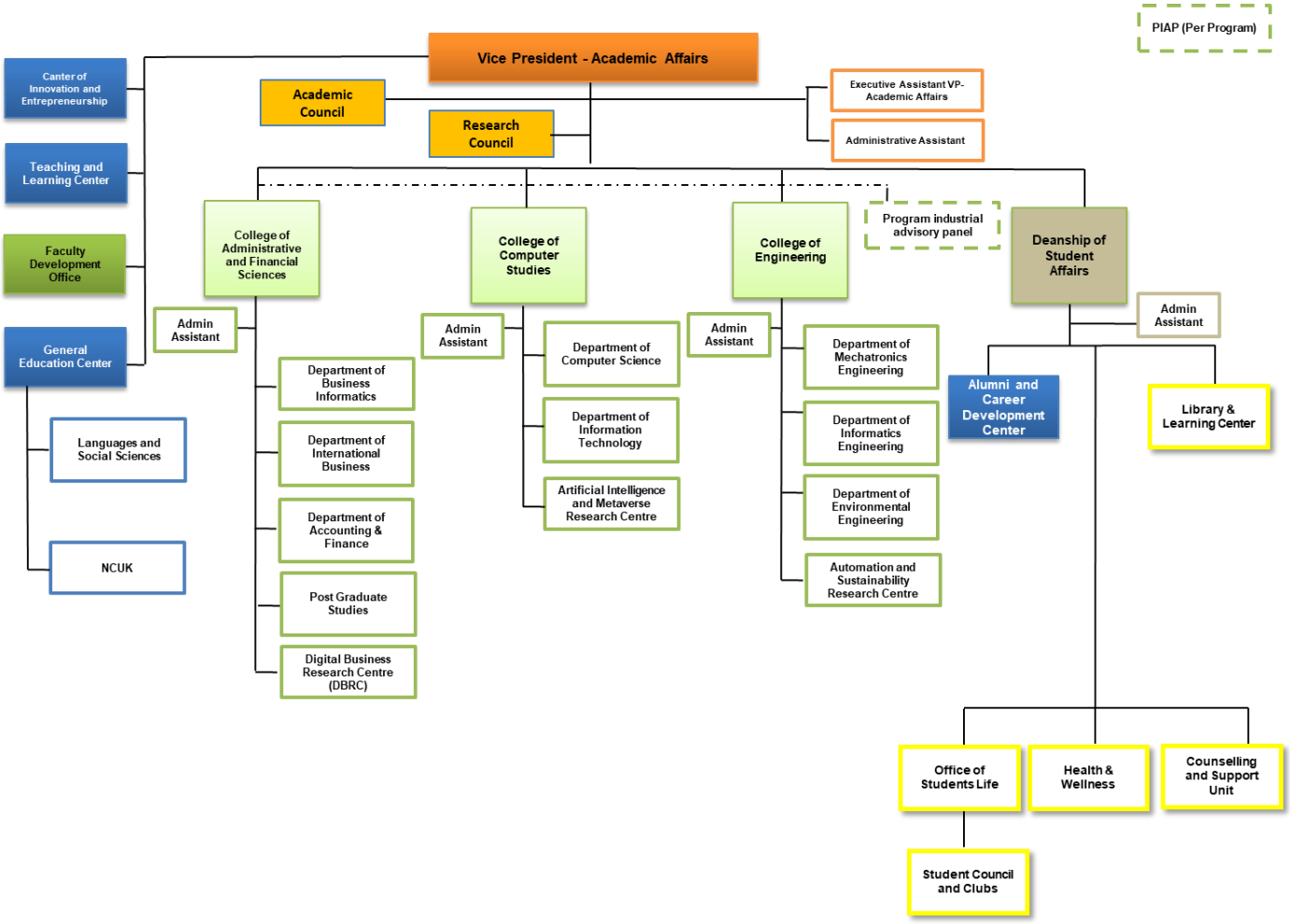
UTB Values

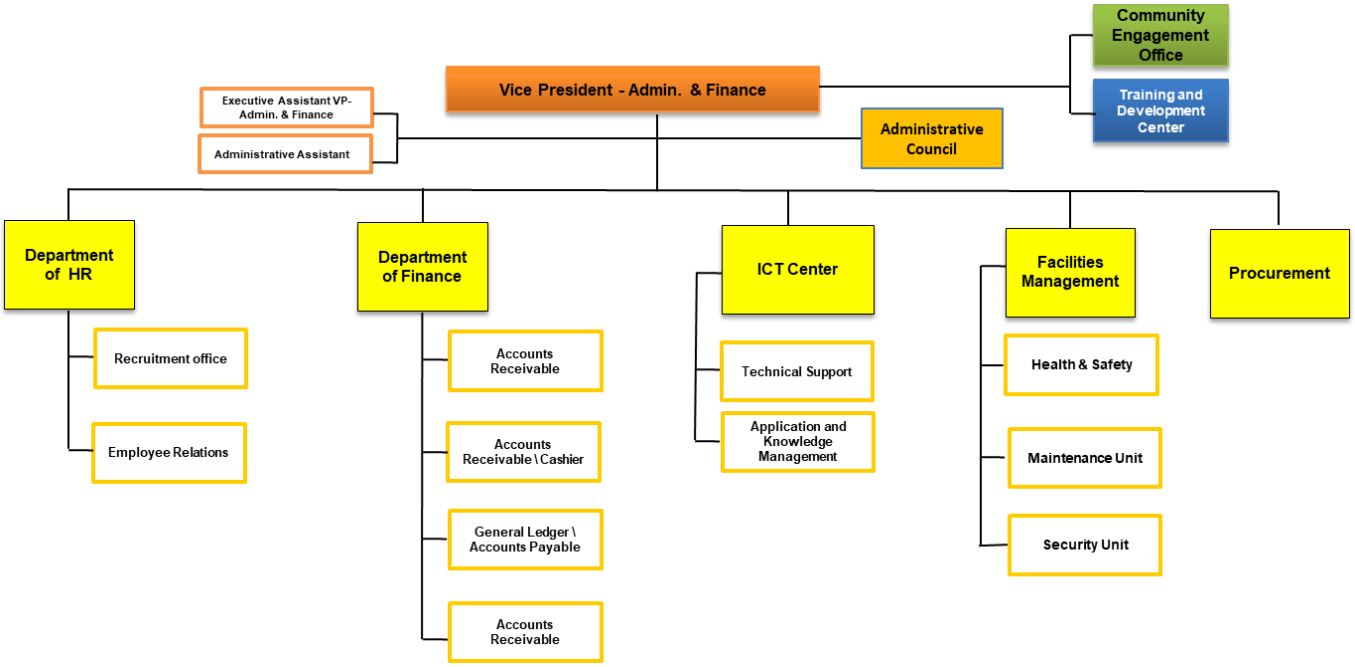
1. Excellence and Quality
2. Professionalism
3. Creativity and Innovation
4. Growth and Development
5. Commitment and Engagement
6. Collaboration
7. Integrity

UTB organogram






PIAP (Per Program)
Vice President - Academic Affairs
Canter of Innovation and Entrepreneurship
Academic Council
Research Council
Executive Assistant VP-Academic Affairs
Administrative Assistant
Teaching and Learning Center
Faculty Development Office
General Education Center
College of Administrative and Financial Sciences
College of Computer Studies
College of Engineering
Program industrial advisory panel
Deanship of Student Affairs
Admin Assistant
Admin Assistant
Admin Assistant
Admin Assistant
Admin Assistant
Languages and Social Sciences
NCUK
Department of Business Informatics
Department of International Business
Department of Accounting & Finance
Post Graduate Studies
Digital Business Research Centre (DBRC)
Department of Computer Science
Department of Information Technology
Artificial Intelligence and Metaverse Research Centre
Department of Mechatronics Engineering
Department of Informatics Engineering
Department of Environmental Engineering
Automation and Sustainability Research Centre
Alumni and Career Development Center
Library & Learning Center
Office of Students Life
Health & Wellness
Counselling and Support Unit
Student Council and Clubs


Community Engagement Office
Vice President - Admin. & Finance
Executive Assistant VP-Admin. & Finance
Administrative Assistant
Administrative Council
Training and Development Center
Department of HR
Department of Finance
ICT Center
Facilities Management
Procurement
Recruitment office
Employee Relations
Accounts Receivable
Accounts Receivable \ Cashier
General Ledger \ Accounts Payable
Accounts Receivable
Technical Support
Application and Knowledge Management
Health & Safety
Maintenance Unit
Security Unit

INTRODUCTION

University of Technology Bahrain (UTB) regularly conducts various surveys to improve the quality of its services in line with the attainment of the vision and mission statements of the University and to set the direction of the university programs towards total quality satisfying its stakeholders.

The surveys address both internal and external environment concerns. The internal environment situation is sourced from the students and the employees of the University. In contrast, the external environment situation is derived from graduates and alumni of different colleges.

The information gathered from the surveys is a vital input for the university's short- and long-term plans to provide quality education and services. Improvements of these plans result from the surveys, whereas the corresponding implementation of the programs is monitored by the surveys that are part of the monitoring process.

This manual is designed to guide the conduct, analysis, and reporting of the surveys, uniformity of the forms used, and regularity of survey schedules. Thus, the manual will have the following objectives:

1. Provide a clear understanding of the various surveys conducted in UTB.
2. Establish guidance as to the procedures and operational structure of the different surveys.
3. Provide a framework for the conduct and management of surveys.

UTB SURVEYS

The surveys being conducted in UTB address both internal and external environment concerns. The internal environment situation is sourced from the students and the employees of the University. In contrast, the external environment situation is derived from the employers of university graduates and the alumni of the different colleges and Work-Based Learning (WBL) employers of practicum students. The University acknowledges the importance of evidence-based decisions through the collection and analysis of survey data. The results of the surveys play a significant role in the attainment of the University's Vision. UTB currently administers the following surveys as part of the survey cycle:

Main Institutional Research

Student Satisfaction Survey – The UTB Student Satisfaction Survey is an annual survey conducted as a continual initiative of acquiring feedback from the students at different colleges of the University. Recognizing the students' level of satisfaction based on their experiences in terms of academic support, curriculum and instruction, facilities, educational infrastructure, policies, and procedures is significant in promoting a student-friendly learning environment.

Faculty Satisfaction Survey- The UTB Faculty Satisfaction Survey is an ongoing effort to obtain feedback from the faculty member regarding satisfaction on University Vision-Mission and Direction, Empowerment, Leadership, Salary and Fringe Benefits, Employee Development, Facilities, and Infrastructures, and Policies and Procedures. The effort provides the University with inputs for the formulation of the comprehensive employee development program and other development initiatives of the university.

Administrative Staff Satisfaction Survey – Like the Faculty satisfaction survey, the Administrative Staff Satisfaction Survey aims to gather feedback regarding University Vision-Mission and Direction, Empowerment, Leadership, Salary and Fringe Benefits, Employee Development, Facilities, and Facilities and Facilities Infrastructures and Policies and Procedures.

Student Exit Survey–The UTB Senior Exit Survey is focused on determining how the PILOs/SOs is attained. Before finally leaving the university, graduating students are asked how their educational experience has contributed to achieving the PILOs/SOs. The University must know the extent of their educational experiences in transforming the students based on the identified learning outcomes of the different programmes. The survey results form part of the continuous quality improvement initiatives of the university in the delivery of its services towards the attainment of vision, mission, values, and goals (VMVG) and knowledge of university structure and the University’s role in the development of the society.

Alumni Survey: Graduate Destination is used to trace graduates' most recent graduates of their current professional status and employability. The survey outcome is also an integral concern in the university's initiatives to address society's need to produce responsible professionals and individuals.

Alumni Survey: Beyond Graduation - The Beyond Graduation Survey (BGS) is a three-year follow-up to the graduate destination survey. Results of the study determine the importance of higher education qualification in the lives of the graduates three years after graduation through the assessment of the attainment of the programme educational outcomes (PEO). The study also assesses the employment mobility of the subject cohort.

Employer Survey - The UTB Employer Survey is one way of assessing the PEOs and centered on the performance of UTB graduates as evaluated by their respective employers. The survey includes the employer's evaluation on the quality of work and productivity, work attitude, commitment, and compliance to company rules of the University graduates. The survey result is essential in improving the quality of instruction in the University that would address the current market needs.

Satisfaction on Library Facilities – The survey aims to assess both the level of satisfaction and the importance of the services and facilities provided by the university library as perceived by the students. The survey result is essential in improving the quality of the benefit of the university office.

Satisfaction Survey on ICT- The survey aims to assess both the level of satisfaction and the importance of the services and facilities provided by the University ICT Center as perceived by the students. The survey result is essential in improving the quality of the benefit of the university office.

Work-Based Learning (WBL) Employer - The University ensures effective implementation of Work-Based Learning (WBL)/Practicum/On-the-Job Training (OJT) following processes and procedures, meaningful placements, and employment. WBL employers evaluate the pre-internship orientation/activities by the practicum adviser, WBL employer's experiences on the practicum students, and WBL student's employability skills. The information derived from this survey shall form part of UTB's plans and continuous quality improvement effort on industry immersion

Work-Based Learning (WBL) Students – The students' overall experience in the Work-Based Learning (WBL)/Practicum/On-the-Job Training (OJT) is also assessed using the WBL survey for the student. The survey covers assessment areas in terms of following processes and procedures, meaningful placements, and employment.

Annual Evaluation of College Dean by Faculty–The evaluation is conducted to assess the college Dean's performance regarding the following aspects: Leadership, Administration and

Management, Curriculum Related Matters, Communication, Fairness and Ethics, Student Affairs, and University and Community Services.

Annual Evaluation of Programme Head by Faculty - The evaluation is conducted to assess the college Dean's performance regarding the following aspects; Leadership, Administration and Management, Curriculum Related Matters, Communication, Fairness and Ethics, Student Affairs, and University and Community Services.

Management Performance Appraisal (Non-Academic Officers) – Conducted to evaluate non-academic head offices officers' performance regarding management and leadership practices and achievement of KPIs.

Other Research

Effectiveness of Remedial Course – aims to assess the efficacy of the university intervention in preparing admitted students to college-level Math and English courses of tutoring struggling readers in both an individualized and small group setting.

Effectiveness of Admission Policy–aims to evaluate how effective the current university policies about the university's mechanisms in determining the readiness of admitted students to college-level courses.

Report on Students-at-Risk–provide the regular information of students identified as "at-risk" based on the university policy manual. The results of the study serve as valuable input in designing interventions to improve chances of student completion.

Report on Retention and Progression–Reports key data and information regarding retention and progression statistics in each Programme necessary for programme review and program interventions.

Thesis/Capstone Satisfaction Survey–Assess the level of satisfaction of both undergraduate and graduate students on various aspects of the student's thesis/capstone experience in their respective programmes.

The institutional research matrix in table 1 details each survey in terms of survey assessment/evaluation area, data gathering time frame, and reporting schedules.

TABLE 1. INSTITUTIONAL RESEARCH MATRIX

Institutional Research		Areas Assessed/Measured	Respondents	Person-in-Charge	Survey Frame	Data Gathering	Reported
Major Institutional Surveys							
1	Students Survey Satisfaction	Level of Satisfaction on various Student Services	All Students except students admitted during the 2nd trimester of the AY	Colleges	Annual	First to the Third week of April	The first week of July
2	Faculty Satisfaction Survey	Level of Satisfaction on various university faculty experience areas	Current Teaching Staff	Human Resource	Annual	First to the Third week of April	The first week of July
3	Administrative Staff Satisfaction Survey	Level of Satisfaction in various university experience areas	Current Administrative Staff	Human Resource	Annual	First to the Third week of April	The first week of July
4	Student Exit Survey	PILO	Graduating Students	Alumni and Career Development Center	Annual	Year-round	The first week of July
5	Alumni Survey: Graduate Destination	Employment Profile and employability of graduates	Graduates of the previous AY	Alumni and Career Development Center	Annual	September to December	Fourth week of January
6	Alumni Survey: Beyond Graduation	PEO and mobility of graduates	The cohort that completed their Programme three years before the reporting period	Alumni and Career Development Center	Annual	September to December	Fourth week of January
7	Employer Survey	PEO and Employability Skills assessment	Employers of UTB Alumni	Alumni and Career Development Center	Annual	September to December	Fourth week of January
8	Satisfaction on Library Facilities	Level of Satisfaction in Library Services	All students	Library	Annual	First and Second Trimester	The first week of July

9	Satisfaction Survey on IT	Level of Satisfaction in Library Services	All students	ICT Office	Annual	First and Second Trimester	The first week of July
10	Work-Based Learning (WBL) Employer	Level of Satisfaction on various aspects of the WBL Programme of the university	Employers of Students who completed their WBL	Practicum Coordinator	Annual	Every end of the Trimester	Fourth Week of September
11	Work-Based Learning (WBL) Students	Level of Satisfaction on various aspects of the WBL Programme of the university	The students who completed their WBL	Practicum Coordinator	Annual	Every end of the Trimester	Fourth Week of September
12	Annual Evaluation of College Dean by Faculty	College Dean's performance in terms of the following aspects: Leadership, Administration and Management, Curriculum Related Matters, Communication, Fairness and Ethics, Student Affairs, and University and Community Services.	Faculty	Human Resource	Annual	End of AY	Fourth Week of September
13	Annual Evaluation of Programme Head by Faculty	Programme Head performance in terms of the following aspects: Leadership, Administration and Management, Curriculum Related Matters, Communication, Fairness and Ethics, Student Affairs, and University and Community Services.	Faculty	Human Resource	Annual	End of AY	Fourth Week of September
14	Management Performance Appraisal (Non-Academic Officers)	Management performance in terms of management and leadership practices and achievement of KPIs	Non-Academic Employees	Human Resource	Annual	End of AY	Fourth Week of September
Other Institutional Research							
15	Effectiveness of Remedial	The effectiveness of remedial classes and preparing admitted students to college-level Math and English courses	Secondary Data involving students who were recommended to take the remedial courses	College	Trimester	Every end of the Trimester	First Week of September

16	Effectiveness of Admission Policy	The effectiveness of the admission policy in determining the readiness of admitted students to college-level courses	Secondary Data involving students who were not recommended to take the remedial courses	DSA	Trimester	Every end of the Trimester	First Week of September
17	Report on Students-at-Risk	Identification of students who are categorized as “at-risk” based on the university policy manual.	Secondary Data involving students at risk	DSA	Trimester	Every end of the Trimester	First Week of September
18	Report on Retention and Progression	Retention and progression statistics in each of the Programme	Secondary Data	College/Registration	Trimester	Every end of the Trimester	First Week of September
19	Thesis/Capstone Satisfaction Survey	Level of Satisfaction on various aspects of the students’ Thesis/Capstone experience.	Students who completed their thesis/capstone	College	Trimester	Every end of the Trimester	First Week of September

UTB SURVEY FRAMEWORK AND PROCESSES

A survey framework for managing the conduct of surveys addresses the following, as shown in Figure 1 below:

- surveying of critical stakeholders such as students, staff, alumni, and employers
- access to stakeholders' population
- conduct of surveys
- data generated from surveys and its analysis, reporting, verification, endorsement, and approval
- dissemination of survey results

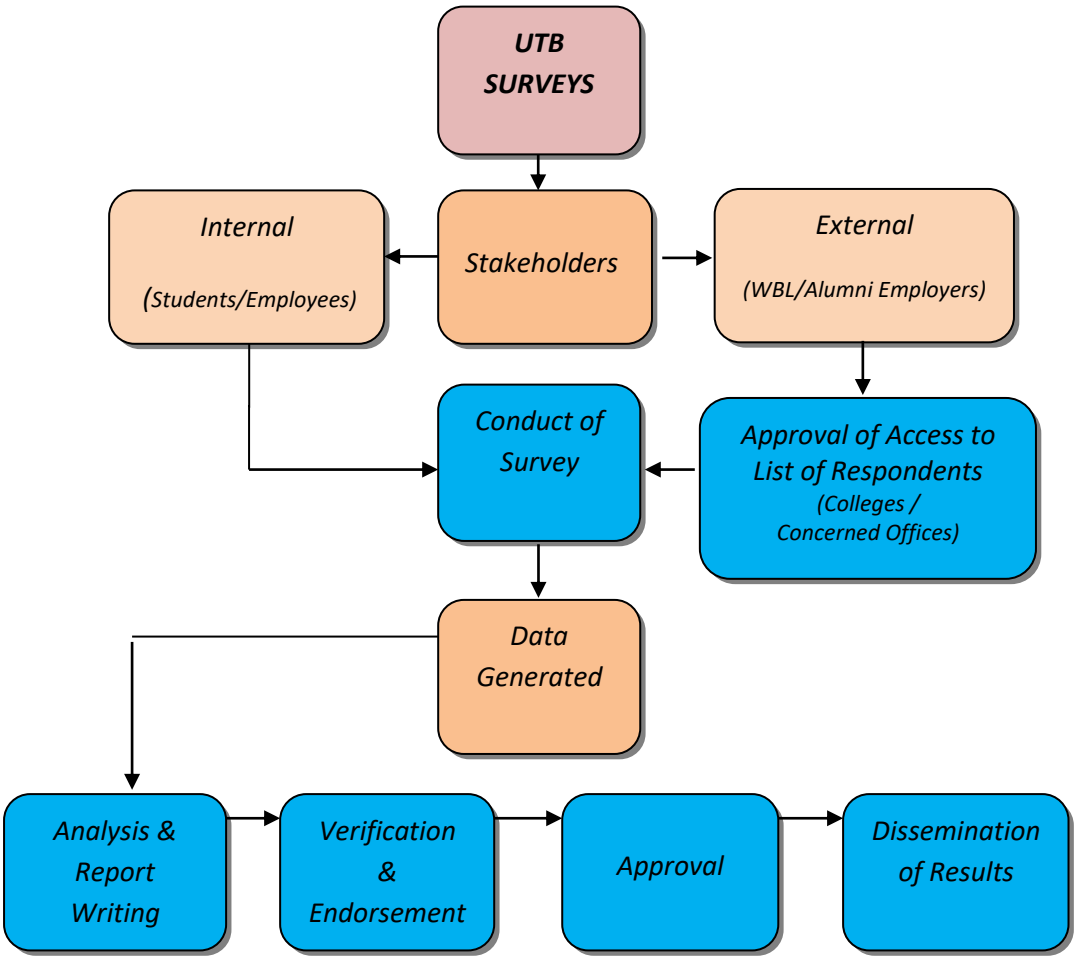


Figure 1. The UTB Survey Framework

Student Survey Framework and Processes

The student survey framework and related processes provide a managed and coordinated approach to institutional-wide surveys. The Student Survey Framework and Processes have the following main objectives:

- To coordinate and manage effectively university-wide survey.

- To ensure that all students across all colleges/centers and modes of delivery have the opportunity to provide feedback on their experiences at UTB.
- To report survey findings to Academic and University Council to inform, and provide an evidence base for, an enhancement to learning, teaching, curricular offerings, services, systems and procedures, academic and social experiences, and the broader student experience.
- To ensure the efficiency of the survey processes and to minimize survey fatigue among students by keeping under review the number and scope of institutional level surveys; and
- To ensure that actions taken as results of the surveys are communicated to students as part of closing the loop on student feedback.

The Student Survey framework applies to all student surveys that target the whole UTB student population or a random sample of the entire UTB cohort.

Purpose of the Student Survey Framework

This Survey Framework has been formulated to ensure that surveys conducted in the name of UTB:

- Are within the acceptable level;
- Do not compromise population samples through the overlap of surveys; and
- Are disseminated and utilized appropriately.

Definition of Terms

For this document, the following are defined:

Survey	A formal set of structured questions that require recorded responses from an individual
Student Survey Framework	Is a guide on student-related surveys to gather feedback and collective data on various aspects of academic and social services in the university.
Student Survey Processes	Are series of steps, actions, and decisions to achieve a particular outcome.
Students	Refer to Bonafede UTB respondents of surveys across colleges at the time of conduct of surveys
University	Refers to UTB
Response Rate	Also known as completion rate or return rate, is the number of people who responded to the survey over the number of people who were invited to complete the study, expressed as a percentage
Survey Register	Is the formal record cataloging approved institutional surveys

Surveys within Scope of this Framework

Surveys within the scope of this framework include university-wide student surveys, which were reflected in Table 1 (Institutional research matrix).

Surveys outside the Scope of this Framework

The following surveys are exempt from review under this framework:

- Surveys were undertaken by academic staff for academic research purposes unless the surveyed activities cover a significant proportion of the student population;
- Surveys conducted by individual academic staff with students enrolled in their courses (Student Evaluation of Teaching and Learning using Moodle, Course Evaluation and Teaching Survey); and PILO/SO Evaluation, as part of learning and teaching quality assurance processes; and
- Simple feedback surveys intended for quality assurance (QA Survey) and improvement of administrative procedures (TNA); and evaluation of academic staff (Teacher's Behavior Inventory (TBI), and Students Evaluation of Tutor (SET).

Management of Student Surveys

The Institutional Research Office (IRO) under the Planning and Development Department (PDD) office manages the student surveys. The collection, tallying, analysis, and report writing are conducted by the IRO coordinator. The assistance of support from offices and other university members may be sought for in the administration, retrieval, and completion of the survey. Specifically, the Guidance Office, through its Head who obtains the instruments from the different colleges and coordinates with the IRO in floating and retrieval of the Senior Exit Surveys, and the Colleges through the Deans in assisting the IRO in the online administration of the Student Satisfaction Survey.

In managing the survey framework, PDD-IRO responsibilities include:

- Agreeing and managing the schedule of student surveys;
- Ensuring all bona fide UTB students have opportunities to participate in the student surveys; and
- Ensuring that survey results are reported to the appropriate university officials and stakeholders.

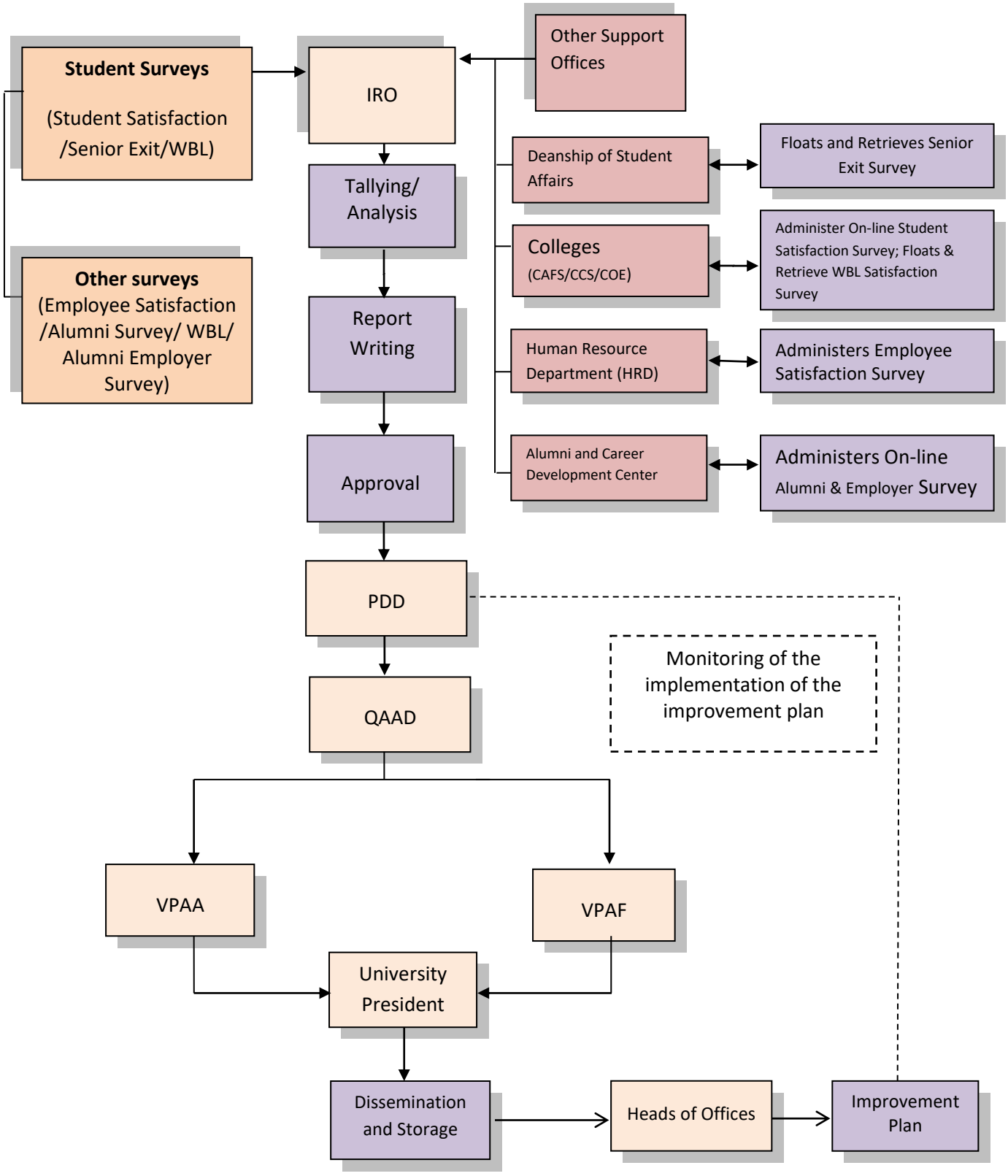


Figure 2. Institutional Survey Management Framework

ANALYSIS AND DISSEMINATION OF SURVEY RESULTS

Access to University Student Population

Access to populations requires approval from the responsible university officer:

- Access to data on student population requires the approval of the Head of Administration/VPAA; requested from the Head of Information Communication and Technology (ICT) or Head of Registration or Head of Admission; access to data on alumni populations requires the approval of Head of VPAA and requested from Alumni and Career Development Center.
- PDD-IRO has the responsibility to ensure that sufficient request/notice is given to data providers for extraction of the required students' data

Analysis of Surveys

Approved surveys within the framework are administered by the concerned offices/department in coordination with the IRO. Once the accomplished questionnaires are retrieved, the IRO tallies and analyze the data. The satisfaction rates are determined by calculating the positive response rate. This is done by adding the count of "satisfied" and dividing it by the total of the "satisfied" and "dissatisfied."

Approval of Survey Results

After the IRO has analyzed the results and produced the initial draft of the report, the document will be reviewed and endorsed by the Head of Planning and Development to the Director of Quality Assurance and Accreditation for the validation of the results. After validation, the QAAD then endorses the report to Vice President for Administration (all administrative relative surveys) and Vice President for Academic Affairs (all academic-related surveys) for approval. These surveys will then be subject to final approval by the University President.

Dissemination of Survey Results

The PDD communicates the Survey Results to all the Stakeholders. The storage of the reports will be the primary duty of the IRO.The stakeholders include the employees, students, alumni, employers, Programme Industry Advisory Panel (PIAP), and external examiners. The results are disseminated through meetings, orientation, and general assembly. They are also posted on bulletin boards, included in the Dataline Newsletter, and made available on the University website.

Integration of Results

The results of the surveys are finalized and submitted to the concerned college for analysis as well as the Planning and Development Office for the integration to other reports. The Head of the Alumni and Career Development Center and the Guidance Office submits the

survey results to the specific committee through the Deans of the College. The Alumni Survey Results and the Employer Survey Results are forwarded to the Faculty Committee for the PEO Assessment and Evaluation. The results of the Senior Exit Survey go to the Faculty Committee for the PILO/ SO Assessment and Evaluation. On the other hand, the Student Satisfaction Survey results directly to the Dean to develop the Improvement Plan.

On the otherhand, the Head of the Human Resource Department is the one who analyzes and interprets the results of the Employee Satisfaction Survey and eventually comes up with an Improvement Plan to address the effects. For the Student Satisfaction Survey, the college analyzes the results and developsan Improvement Plan. The improvement plan is then discussed and finalized with the head of the Planning and Development office before presentation either the Vice President for Academic Affairs or Head of Administration.

The results of the surveys are utilized for continuous improvement. The weaknesses identified in the surveys are addressed through the improvement plan prepared by the concerned office. The developed improvement plans are implemented in the respective offices and monitored by the PDD. Any improvement is reported to all stakeholders through meetings, general assembly, and newsletter.

Storage and Reports Cataloguing

The Institutional Research Office is in charge of assuring that the final reports of the surveys are appropriately stored and cataloged. Therefore, any request to the institutional research office to access the final reports or excerpts will require approval from either the Vice President for Academic Affairs and the Vice President for Administration and Finance through the Planning and Development Office.

Responsibilities

The Institutional Research under the Office of the Planning and Development oversees the conduct of all surveys. All academic-related surveys, including Student Satisfaction Surveys, Senior Exit Survey, Alumni Survey, Employer Survey, are coordinated with the Office of the Vice President for Academics. In contrast, the Employee Satisfaction Survey is coordinated with the Human Resources Department under the Vice President of Administration and Finance Office. In addition, there are offices tasked with the administration and retrieval of the surveys. Finally, the assistance of support offices and members of the University may be requested to complete the surveys. These are cited in the paragraphs that follow:

Alumni and Career Development Center (ACDC) is responsible for the online administration and retrieval of the Alumni and Employer Surveys. The PLAO Head collates the results and submits them to the IRO.

Human Resource Department (HRD) is in charge of conducting the employee satisfaction survey. The Head of the HRD forwards the retrieved questionnaire to the IRO.

Deanship of Student Affairs is responsible for the floating and retrieval of the Senior Exit surveys. The Head of the Counselling and Support Unit obtains the survey instruments from the respective colleges. The Dean of Student Affairs submits the retrieved questionnaires to the IRO.

In coordination with the faculty members, colleges through the Deans are responsible for the online administration of the Student Satisfaction Surveys.

Vice President for Academic Affairs (VPAA) verifies and endorses academic-related survey reports to the University President for approval.

Vice President for Administration and Finance (VPAF) verifies and endorses non-academic-related survey reports to the University President for approval.

*University President*approves all the completed survey reports submitted to VPAA and VPAF to disseminate results to the various stakeholders.

SURVEY INSTRUMENTS PREPARATIONS AND REVISIONS

All UTB surveys within the framework (Student Satisfaction, Senior Exit Survey, WBL Student Survey, Alumni and Alumni/WBL Employer Surveys) are prepared by the colleges/department in coordination with the PDD-IRO and the Quality Assurance Department (QAAD). The survey questionnaires are forwarded to the Vice President for Academic Affairs for approval and presentation to the Academic Council. In addition, the Student Satisfaction Survey questionnaire is sent to the IRO for online tagging in Moodle in coordination with the Information Communication Technology Services Department.

Likewise, the Alumni and Employer Survey Questionnaires are submitted to the PLAO for online tagging. When revisions are necessary, the college communicates these to the concerned offices and provides the revised versions of the questionnaires. The HRD, on the otherhand, is responsible for the preparation of the Employee Survey questionnaire in coordination with the QAAD and IRO and approval of the Vice President for Administration and Finance (VPAF) and presentation to the Administrative Council. Figures 3 and 4 present the framework in preparing the student survey instruments and other surveys within the framework. In contrast, figures 5 and 6 demonstrate revising the tools considering the several identified triggers.

Review Cycles

The review and updating of the survey instruments are done regularly depending on the type of survey being administered. For example, for Programme surveys (Alumni Survey, Student Exit Survey, etc.), the review of instruments will follow the Programme review cycle. Other surveys are evaluated and reviewed every five years unless major triggers like HEC and QA, department, and other significant stakeholders' recommendations. In addtition, the IRO conducts an annual split-half reliability test to assess the effectivness of the survey in terms of the extent to which the questions in the survey all measure the same identified construct. A chronbach alpha value of 0.7 is considered a threshold for assessing internal consistency.

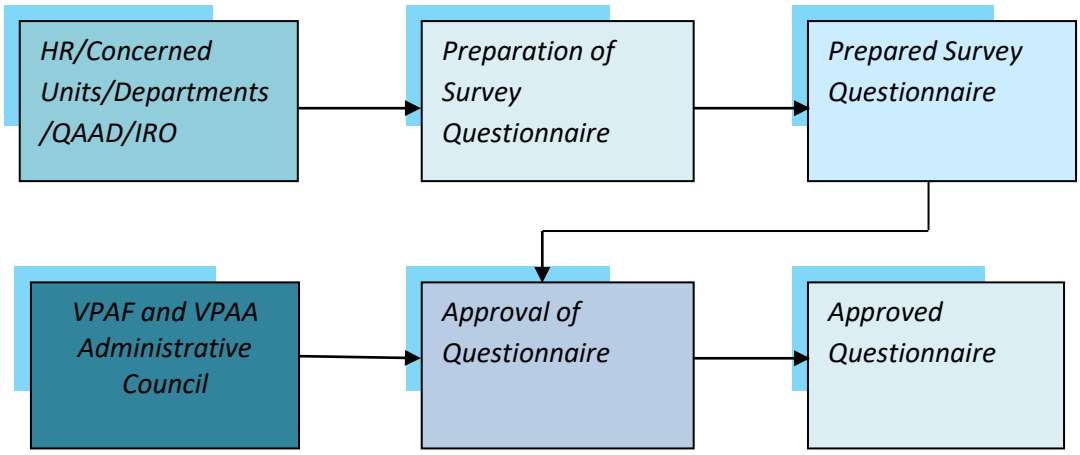


Figure 3. Preparation of Administrative Staff/and Faculty Satisfaction Survey Instrument

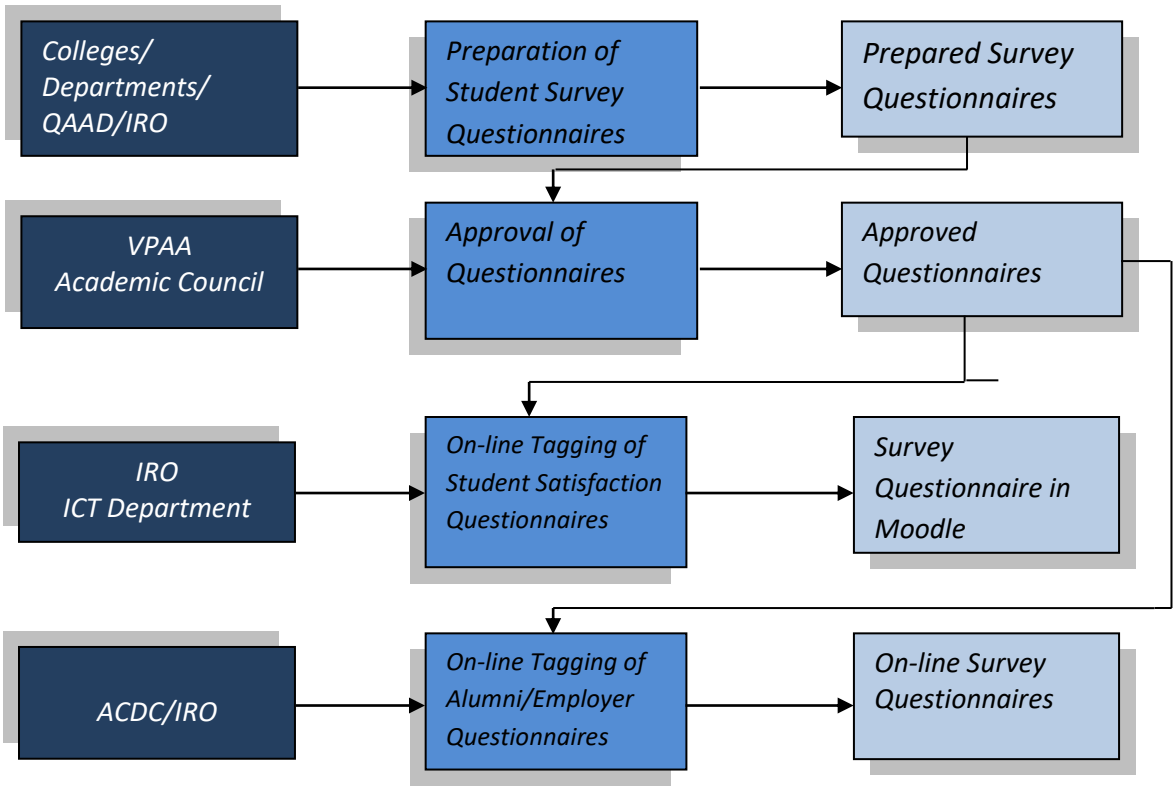


Figure 4. Preparation of Survey Instruments for Student Satisfaction, Senior Exit, WBL Student Survey, Alumni and Alumni/WBL Surveys

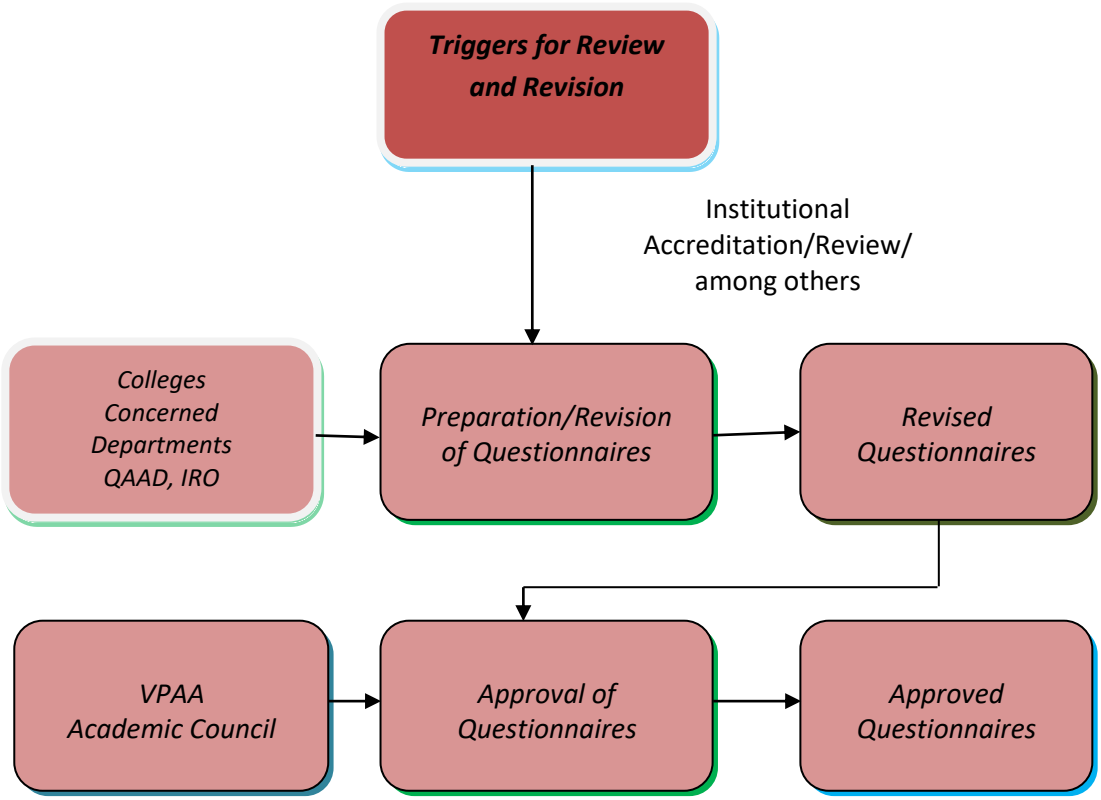


Figure 5. Revision of Survey Instruments for Student Satisfaction, Senior Exit, WBL Student Survey, Alumni and Alumni/WBL Surveys

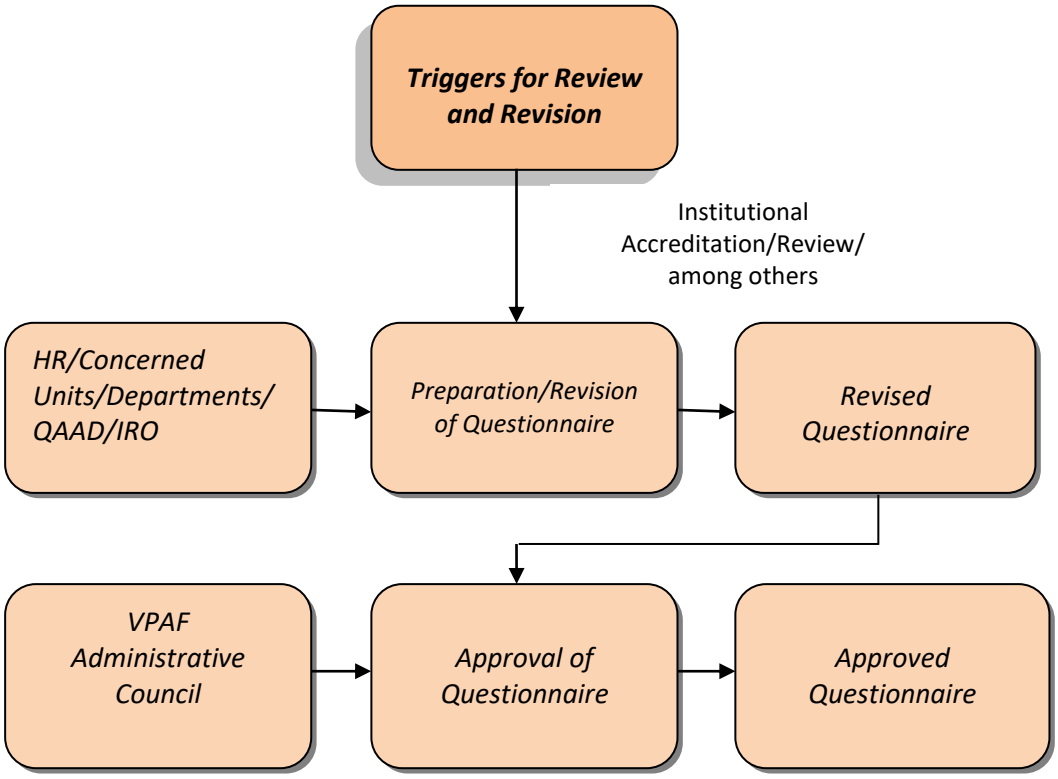


Figure 6. Revision of Employee Satisfaction Survey Questionnaire

REFERENCES

Adler, Keith. 2012. School Exit Surveys. Creative Commons Attribution-Noncommercial-ShareAlike 3.0 Unsorted License.

AMA International University- Bahrain.2012.Survey Forms

Denison, Daniel and Neale, William. Denison Organizational Culture Survey

Facilitator Guide. http://www.denisonconsulting.com/Docs/DOCS_A-Z/DOCS_Facilitator_Guide.Pdf. Accessed 16 January 2014

Fairfax County.2007. Manual for Surveying for Customer Satisfaction. Performance Measurement Team Department of Management and Budget.

Gilbride, Dennis, Kristie Golden, David Vandergoot& Robert Stensrud.2012. MANUAL FOR THE EMPLOYER OPENNESS SURVEY. Syracuse University Center for Essential Management Services South Oaks Hospital Drake University.

Institute for Citizen-Centred Service. 2004. How to Conduct Customer Surveys Manual. Published by the Institute for Citizen-Centred Service.

National Cooperative Grocers Association.2008. Community Survey User's Manual.

New Mexico State University 2009. Alumni Survey. College Process Manual.

Ortañez, Rodel L. 2011. Faculty Development Program: Landscape of Faculty Performance among Selected Higher Educational Institutions.

Powell, Linda. 2001. Conducting Hospital Employee Satisfaction Survey. Mountain States Group, Inc.

Powell, Linda. 2001. Patient Satisfaction Surveys for Critical Access Hospitals. Mountain States Group, Inc.

APPENDIX

SURVEY FORMS

University of Technology Bahrain

STUDENT SATISFACTION SURVEY FOR UNDERGRADUATE STUDENTS (NON-ONLINE)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional) :
Student No. (Optional) :
Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE
Year Level ☐1st ☐2nd ☐3rd ☐4th
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

Using the scale below, please rate your experience in terms of the different aspects of your university life.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

II. Delivery/instruction and Academic Support

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Delivery/ Instruction						
1	Faculty's Quality of teaching					
2	Availability of teaching faculty for consultation.					
3	Sufficiency of supervision during capstone/thesis writing					
4	Appropriateness of final projects and assessment required per course where applicable					
5	Suitability of the skills learned from the laboratories					
6	Practicum/on-the-job training environment					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	provide meaningful “real-life” experiences					
7	Opportunities provided for independent learning					
8	Sufficiency of curricular offerings					
9	Convenience of the course timings					
College Advising						
1	Availability of academic adviser					
2	Knowledge of the academic advisor on student’s curricular requirements					
3	Ability of the Academic adviser to provide encouragement and support					
4	Ability of the academic adviser to communicate effectively the curricular requirements.					
Academic Support Services - Registration						
1	Level of assistance of academic support offices					
2	Speedy action on matters pertaining to registration functions					
Academic Support Services - Student Affairs						
1	Sufficiency of staff in the academic support services to attend to student needs.					
2	Ability to address students’ issues.					
3	Sufficiency of activities provided to students					
Guidance and Counseling						
1	Adequacy of student support provided for the special needs’ students.					
2	Career advising on current market requirements					
3	Timeliness of career advising					
4	Satisfaction on the improvements on academic support/career advising/student support					

III. How would you rate the following aspects of facilities and academic infrastructure?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
On Classrooms and Laboratories						
1	Adequacy and size of Classroom and Laboratories					
2	Air conditioning, heating and ventilation in all classrooms.					
3	Presence of safety rules and implementation in laboratories					
4	Adequacy of teaching facilities					
Information Technology (IT)						
1	Adequacy of Information Communications Technology (ICT) tools and facilities					
2	Appropriate, updated and licensed software applications					
Library						
1	Fitness-for-purpose of and adequacy of library facilities (digital library, books,					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	orientation etc)					
2	Access to on-line databases					
3	Updated library holdings					
Lounges and Halls						
1	Adequacy of student lounges and halls					
2	Availability of space and facilities for individual /group study					
Other Facilities						
1	Clean and spacious cafeteria					
2	Availability of clinics for first aid					
3	Cleanliness and sufficiency of toilet facilities					
4	Satisfaction on improvements in all facilities					

IV. How would you rate the student's satisfaction on the policies and procedures and academic management?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Timeliness of Policy Dissemination					
2	Consistency of implementation of policies and procedures					
3	Availability of policy information (on bulletin boards, website, etc)					
4	Effectiveness of policy dissemination					
5	Relevance of the policies and procedures to guide the students					
6	Effectiveness of handling student concerns					
7	Speedy action on student complaints					
8	Availability of officers to handle concerns of the college/department					
9	Clarity and understanding of organizational structure of the university / college					
10	Satisfaction on improvements related to policies and procedures and academic management					

V. How would you rate the following aspects of student life at the university?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of sports and recreational facilities					
2	Activeness of university clubs and student organizations					
3	Promotion of cultural competence and cultural interaction					
4	Implementation of campus and student safety					
5	Sufficiency and appropriateness of extracurricular activities					
6	Satisfaction on actions done to improve					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	student life.					

VI. How would you rate your satisfaction on the University's community engagement activities?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	I gained additional knowledge / ideas from the activities.					
2	My capabilities are improved.					
3	The activities enhanced my awareness on my social responsibility.					
4	The overall objectives of the community engagement are met.					
On Educational Activities						
5	My work ethics is enhanced.					
6	I developed interest in entrepreneurships/computing/ engineering.					
On Outreach Activities						
7	My outreach capabilities are improved.					
8	The activities strengthened my sense volunteerism to be of help to others.					
On Social/Cultural Activities						
9	The activities promoted camaraderie among the students.					
10	These provided the opportunity to meet new acquaintances.					

VII. Vision, Mission, Values and Goals (VMVG) and University Structure/Officers

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of orientation on Vision, Mission, Goals and Values (VMVG) of the University					
2	Sufficiency of information on the University structure and its officers					
3	Appropriateness of activities relative to VMVG					
4	Presence of University Officers in selected events/activities					
5	Satisfaction on actions done to promote VMVG					

VIII. Please indicate how clear the procedures are in the following offices, and indicate the quality of the services you receive. Kindly mark in block 1 & 2 as appropriate

Office/Service	Clarity of Procedure (1)					Quality of Service You Receive (2)			
	Did Not Use	**Clear**	**Confusing**	**Very Confusing**		**Excellent**	**Good**	**Fair**	**Poor**
Admissions									
Registration									
Accounting/Finance									
IT									
Library Facilities and Services									
Guidance									

IX. In your opinion, what are the strongest points of the College? Please tick the boxes.

☐Faculty Competence
☐Academic Support (Advising)
☐Course Offerings
☐Curriculum
☐Facilities
Others (Pls specify): _____

X. Over-all, how satisfied are you with UTB?

☐Very Satisfied
☐Satisfied
☐Cannot Judge
☐Satisfied
☐Neutral
Comments for Improvement: _____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:
Dean's Office
College of _____

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

STUDENT SATISFACTION SURVEY FOR MBA STUDENTS (NON-ONLINE)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional)
Student No. (Optional)
Year Level ☐ 1st ☐ 2nd
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

Using the scale below, please rate your experience in terms of the different aspects of your university life.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

II. Delivery/instruction and Academic Support

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Delivery/ Instruction						
1	Faculty's Quality of teaching					
2	Availability of teaching faculty for consultation.					
3	Appropriateness of final projects and assessment required per course where applicable					
4	Suitability of the skills learned from the laboratories					
5	Opportunities provided for independent learning					
6	Sufficiency of curricular offerings					
7	Convenience of the course timings					
MBA Thesis Advising						

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Sufficiency of adviser's supervision during thesis writing					
2	Frequency of meeting with the thesis writing adviser					
3	Expertise of thesis writing adviser on the topic					
4	Quality and appropriateness of advice given by the thesis adviser					
College Advising						
1	Availability of academic adviser					
2	Knowledge of the academic advisor on student's curricular requirements					
3	Ability of the Academic adviser to provide encouragement and support					
4	Ability of the academic adviser to communicate effectively the curricular requirements.					
Academic Support Services - Registration						
1	Level of assistance of academic support offices					
2	Speedy action on matters pertaining to registration functions					
Academic Support Services - Student Affairs						
1	Sufficiency of staff in the academic support services to attend to student needs.					
2	Ability to address students' issues.					
3	Sufficiency of activities provided to students					
Guidance and Counseling						
1	Adequacy of student support provided for the special needs' students.					
2	Career advising on current market requirements					
3	Timeliness of career advising					
4	Satisfaction on the improvements on academic support/career advising/student support					

III. How would you rate the following aspects of facilities and academic infrastructure?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
On Classrooms and Laboratories						
1	Adequacy and size of Classroom and Laboratories					
2	Air conditioning, heating and ventilation in all classrooms.					
3	Presence of safety rules and implementation in laboratories					
4	Adequacy of teaching facilities					
Information Technology (IT)						
1	Adequacy of Information Communications Technology (ICT) tools and facilities					
2	Appropriate, updated and licensed software applications					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Library						
1	Fitness-for-purpose of and adequacy of library facilities (digital library, books, orientation etc)					
2	Access to on-line databases					
3	Updated library holdings					
Lounges and Halls						
1	Adequacy of student lounges and halls					
2	Availability of space and facilities for individual /group study					
Other Facilities						
1	Clean and spacious cafeteria					
2	Availability of clinics for first aid					
3	Cleanliness and sufficiency of toilet facilities					
4	Satisfaction on improvements in all facilities					

IV. How would you rate the student's satisfaction on the policies and procedures and academic management?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Timeliness of Policy Dissemination					
2	Consistency of implementation of policies and procedures					
3	Availability of policy information (on bulletin boards, website, etc)					
4	Effectiveness of policy dissemination					
5	Relevance of the policies and procedures to guide the students					
6	Effectiveness of handling student concerns					
7	Speedy action on student complaints					
8	Availability of officers to handle concerns of the college/department					
9	Clarity and understanding of organizational structure of the university / college					
10	Satisfaction on improvements related to policies and procedures and academic management					

V. How would you rate the following aspects of student life at the university?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of sports and recreational facilities					
2	Activeness of university clubs and student organizations					
3	Promotion of cultural competence and cultural interaction					
4	Implementation of campus and student safety					
5	Sufficiency and appropriateness of extracurricular activities					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
6	Satisfaction on actions done to improve student life.					

VI. How would you rate your satisfaction on the University's community engagement activities?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	I gained additional knowledge / ideas from the activities.					
2	My capabilities are improved.					
3	The activities enhanced my awareness on my social responsibility.					
4	The overall objectives of the community engagement are met.					
On Educational Activities						
5	My work ethics is enhanced.					
6	I developed interest in entrepreneurships/computing/ engineering.					
On Outreach Activities						
7	My outreach capabilities are improved.					
8	The activities strengthened my sense volunteerism to be of help to others.					
On Social/Cultural Activities						
9	The activities promoted camaraderie among the students.					
10	These provided the opportunity to meet new acquaintances.					

VII. Vision, Mission, Values and Goals (VMVG) and University Structure/Officers

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of orientation on Vision, Mission, Goals and Values (VMVG) of the University					
2	Sufficiency of information on the University structure and its officers					
3	Appropriateness of activities relative to VMVG					
4	Presence of University Officers in selected events/activities					
5	Satisfaction on actions done to promote VMVG					

VIII. Please indicate how clear the procedures are in the following offices, and indicate the quality of the services you receive. Kindly mark in block 1 & 2 as appropriate

Office/Service	Clarity of Procedure (1)					Quality of Service You Receive (2)			
	Did Not Use	**Clear**	**Confusing**	**Very Confusing**		**Excellent**	**Good**	**Fair**	**Poor**
Admissions									
Registration									
Accounting/Finance									
IT									
Library Facilities and Services									
Guidance									

IX. In your opinion, what are the strongest points of the College? Please tick the boxes.

☐Faculty Competence
☐Academic Support (Advising)
☐Course Offerings
☐Curriculum
☐Facilities
Others (Pls specify): _____

X. Over-all, how satisfied are you with UTB?

☐Very Satisfied
☐Satisfied
☐Cannot Judge
☐Satisfied
☐Neutral
Comments for Improvement: _____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:
Dean's Office
College of _____

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

STUDENT SATISFACTION SURVEY FOR UNDERGRADUATE STUDENTS (ONLINE)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional) :
Student No. (Optional) :
Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE
Year Level ☐ 1st ☐ 2nd ☐ 3rd ☐ 4th
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

Using the scale below, please rate your experience in terms of the different aspects of your university life.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

II. Delivery/instruction and Academic Support

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Delivery/ Instruction						
1	Faculty's Quality of teaching					
2	Availability of teaching faculty for consultation.					
3	Sufficiency of supervision during capstone/thesis writing					
4	Appropriateness of final projects and assessment required per course where applicable					
5	Suitability of the skills learned from the laboratories					
6	Practicum/on-the-job training environment provide meaningful "real-life" experiences					
7	Opportunities provided for independent learning					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
8	Sufficiency of curricular offerings					
9	Convenience of the course timings					
College Advising						
1	Availability of academic adviser					
2	Knowledge of the academic advisor on student's curricular requirements					
3	Ability of the Academic adviser to provide encouragement and support					
4	Ability of the academic adviser to communicate effectively the curricular requirements.					

III. How would you rate the student's satisfaction on the policies and procedures and academic management?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Timeliness of Policy Dissemination					
2	Consistency of implementation of policies and procedures					
3	Availability of policy information (on bulletin boards, website, etc)					
4	Effectiveness of policy dissemination					
5	Relevance of the policies and procedures to guide the students					
6	Effectiveness of handling student concerns					
7	Speedy action on student complaints					
8	Availability of officers to handle concerns of the college/department					
9	Clarity and understanding of organizational structure of the university / college					
10	Satisfaction on improvements related to policies and procedures and academic management					

IV. Vision, Mission, Values and Goals (VMVG) and University Structure/Officers

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of orientation on Vision, Mission, Goals and Values (VMVG) of the University					
2	Sufficiency of information on the University structure and its officers					
3	Appropriateness of activities relative to VMVG					
4	Presence of University Officers in selected events/activities					
5	Satisfaction on actions done to promote VMVG					

SATISFACTION ON ONLINE LEARNING

Using the scale below, please rate your level of satisfaction in the online learning system in the University in terms of (A) quality of learning and assessment, (B) Student Teacher Interaction (C) Ease of Access and (D) Support.

V. How would you rate your satisfaction in the quality of learning and assessment in the online learning of the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Learning						
1	The relevance of the online course materials in helping students to achieve the course' intended learning outcomes.					
2	The extent to which the online materials are helpful in allowing students to acquire subject-specific knowledge both in theory and practice.					
3	The design of the online course materials which provides opportunity for students to exercise my inquiry skills and solve complex, subject-based problems.					
4	The extent of the online course material in helping students to develop social, technological and professional competencies					
5	The extent to which the online course materials stimulate students' interest and enthusiasm to participate in the learning process.					
Assessment						
1	The timeliness and clearness of communication regarding my assessment					
2	Diversity of online assessments used					
3	Over-all ease in the participation of online assessments both graded and non-graded					
4	Fairness and transparency of assessments administered.					
5	Timely provision of feedback to participated assessments.					

VI. How would you rate your satisfaction in the student-teacher interaction in the online learning of the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of teachers to provide the needs of learners during discussions.					
2	Online features (eg. discussion board, interactive markers, forums) that allow a more interactive teaching and learning process during classes.					
3	The messaging feature in the MOODLE account encourages the exchange of ideas among and between students and between teachers and students.					
4	Effectiveness of announcement function/feature in the MOODLE account					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	that allows faculty to provide timely announcements such as new policies and university procedures.					
5	The facility available online to facilitate forums/surveys.					

VII. How would you rate your satisfaction in the ease of access of online learning in the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Access to a personal computer on-and off campus.					
2	Access to a reliable internet connection on-and off campus.					
3	Access to an e-learning system/platform (e.g., MOODLE; BLACKBOARD; WEBCT; TEAMS; ZOOM) through my university.					
4	Ease in Logging in and utilizing the functionalities of e-learning platform.					
5	The accessibility of online platform to record my attendance and monitor my marks.					

VIII. How would you rate your satisfaction in the Support provided by the university in the online learning considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of personnel who provides assistance in cases when technical issues are experienced online.					
2	Clearness and availability of online guidelines provided by the university.					
3	Timely response of IT support to technical query.					
4	Adequacy of support and encouragement from the administration and faculty to participate online					

IX. Please indicate how clear the procedures are in the following offices, and indicate the quality of the services you receive. Kindly mark in block 1 & 2 as appropriate

Office/Service	Clarity of Procedure (1)					Quality of Service You Receive (2)			
	Did Not Use	Clear	Confusing	Very Confusing		Excellent	Good	Fair	Poor
Admissions									
Registration									
Accounting/Finance									
IT									
Library Facilities and									

Office/Service	Clarity of Procedure (1)					Quality of Service You Receive (2)			
	Did Not Use	Clear	Confusing	Very Confusing		Excellent	Good	Fair	Poor
Services									

X. In your opinion, what are the strongest points of the College? Please tick the boxes.

☐Faculty Competence
☐Curriculum
☐Academic Support (Advising)
☐Facilities
☐Course Offerings
Others (Pls specify): _____

XI. Over-all, how satisfied are you with UTB?

☐Very Satisfied
☐Satisfied
☐Not Satisfied
☐Neutral
☐Cannot Judge
Comments for Improvement: _____
_____

XII. Over-all, I prefer online teaching over face to face teaching

☐Strongly Agree
☐Agree
☐Disagree
☐Strongly Disagree
☐Cannot Judge

XIII. In your opinion, what specific areas or feature of the university's e-learning system needs improvement?

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:
Dean's Office
College of _____

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

STUDENT SATISFACTION SURVEY FOR MBA STUDENTS (ONLINE)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional)
Student No. (Optional)
Year Level ☐ 1st ☐ 2nd
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

Using the scale below, please rate your experience in terms of the different aspects of your university life.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

II. Delivery/instruction and Academic Support

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Delivery/ Instruction						
1	Faculty's Quality of teaching					
2	Availability of teaching faculty for consultation.					
3	Appropriateness of final projects and assessment required per course where applicable					
4	Suitability of the skills learned from the laboratories					
5	Opportunities provided for independent learning					
6	Sufficiency of curricular offerings					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
7	Convenience of the course timings					
MBA Thesis Advising						
1	Sufficiency of adviser's supervision during thesis writing					
2	Frequency of meeting with the thesis writing adviser					
3	Expertise of thesis writing adviser on the topic					
4	Quality and appropriateness of advice given by the thesis adviser					
College Advising						
1	Availability of academic adviser					
2	Knowledge of the academic advisor on student's curricular requirements					
3	Ability of the Academic adviser to provide encouragement and support					
4	Ability of the academic adviser to communicate effectively the curricular requirements.					

III. How would you rate the student's satisfaction on the policies and procedures and academic management?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Timeliness of Policy Dissemination					
2	Consistency of implementation of policies and procedures					
3	Availability of policy information (on bulletin boards, website, etc)					
4	Effectiveness of policy dissemination					
5	Relevance of the policies and procedures to guide the students					
6	Effectiveness of handling student concerns					
7	Speedy action on student complaints					
8	Availability of officers to handle concerns of the college/department					
9	Clarity and understanding of organizational structure of the university / college					
10	Satisfaction on improvements related to policies and procedures and academic management					

IV. Vision, Mission, Values and Goals (VMVG) and University Structure/Officers

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Adequacy of orientation on Vision, Mission, Goals and Values (VMVG) of the University					
2	Sufficiency of information on the University structure and its officers					
3	Appropriateness of activities relative to VMVG					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
4	Presence of University Officers in selected events/activities					
5	Satisfaction on actions done to promote VMVG					

SATISFACTION ON ONLINE LEARNING

Using the scale below, please rate your level of satisfaction in the online learning system in the University in terms of (A) quality of learning and assessment, (B) Student Teacher Interaction (C) Ease of Access and (D) Support.

V. How would you rate your satisfaction in the quality of learning and assessment in the online learning of the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Learning						
1	The relevance of the online course materials in helping students to achieve the course' intended learning outcomes.					
2	The extent to which the online materials are helpful in allowing students to acquire subject-specific knowledge both in theory and practice.					
3	The design of the online course materials which provides opportunity for students to exercise my inquiry skills and solve complex, subject-based problems.					
4	The extent of the online course material in helping students to develop social, technological and professional competencies					
5	The extent to which the online course materials stimulate students' interest and enthusiasm to participate in the learning process.					
Assessment						
1	The timeliness and clearness of communication regarding my assessment					
2	Diversity of online assessments used					
3	Over-all ease in the participation of online assessments both graded and non-graded					
4	Fairness and transparency of assessments administered.					
5	Timely provision of feedback to participated assessments.					

VI. How would you rate your satisfaction in the student-teacher interaction in the online learning of the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of teachers to provide the needs of learners during discussions.					
2	Online features (eg. discussion board, interactive markers, forums) that allow a more interactive teaching and learning process during classes.					
3	The messaging feature in the MOODLE account encourages the exchange of ideas among and between students and between teachers and students.					
4	Effectiveness of announcement function/feature in the MOODLE account that allows faculty to provide timely announcements such as new policies and university procedures.					
5	The facility available online to facilitate forums/surveys.					

VII. How would you rate your satisfaction in the ease of access of online learning in the university considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Access to a personal computer on-and off campus.					
2	Access to a reliable internet connection on-and off campus.					
3	Access to an e-learning system/platform (e.g., MOODLE; BLACKBOARD; WEBCT; TEAMS; ZOOM) through my university.					
4	Ease in Logging in and utilizing the functionalities of e-learning platform.					
5	The accessibility of online platform to record my attendance and monitor my marks.					

VIII. How would you rate your satisfaction in the Support provided by the university in the online learning considering the following?

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of personnel who provides assistance in cases when technical issues are experienced online.					
2	Clearness and availability of online guidelines provided by the university.					
3	Timely response of IT support to technical					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	query.					
4	Adequacy of support and encouragement from the administration and faculty to participate online					

IX. Please indicate how clear the procedures are in the following offices, and indicate the quality of the services you receive. Kindly mark in block 1 & 2 as appropriate

Office/Service	Clarity of Procedure (1)					Quality of Service You Receive (2)			
	Did Not Use	Clear	Confusing	Very Confusing		Excellent	Good	Fair	Poor
Admissions									
Registration									
Accounting/Finance									
IT									
Library Facilities and Services									

X. In your opinion, what are the strongest points of the College? Please tick the boxes.

☐Faculty Competence
☐Academic Support (Advising)
☐Course Offerings
☐Curriculum
☐Facilities
Others (Pls specify): _____

XI. Over-all, how satisfied are you with UTB?

☐Very Satisfied
☐Satisfied
☐Cannot Judge
☐Satisfied
☐Neutral
Comments for Improvement: _____
_____

XII. Over-all, I prefer online teaching over face to face teaching

☐Strongly Agree
☐Disagree
☐Cannot Judge
☐Agree
☐Strongly Disagree

XIII. In your opinion, what specific areas or feature of the university's e-learning system needs improvement?

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:
Dean's Office
College of _____

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

FACULTY SATISFACTION SURVEY

Dear Faculty,

In our aim to provide motivation, satisfaction, professional growth and development of employees, University of Technology Bahrain (UTB) continuously implements measures to improve its services, systems, processes and procedures. In this regard, we would like to solicit your inputs pertaining to your experience in the University on the different areas being considered. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. INFORMATION

Name (Optional)	:			
Nationality	:			
Academic Rank	:			
College	:			
Length of Services	:___ Years			
Age	☐ Below 30	☐ 30-40	☐ 41-50	☐ above 50
Sex	☐Male	☐Female		
Highest Educational Attainment	☐Bachelor's Degree	☐Master's Degree	☐Doctorate Degree	☐Post Doctorate Degree

II. Using the scale below, please rate your experience in terms of the different aspects of your university life.

5	Very Satisfied	4	Satisfied
3	Moderately Satisfied	2	Dissatisfied
1	Very Dissatisfied		

II. A. Vision, Mission, Direction

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Appropriateness of the Vision that creates motivation among the employees					
2	Clarity of the Mission that provides meaning to the direction of the university					
3	Clearness of the strategies and directions that define the future of the university					
4	Continuous strategic initiatives to meet the changing demand of times					
5	Long-term and short-term efforts in addressing issues relative to organizational development					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Vision, Mission and Direction.

_____

II.B. Empowerment

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Involvement in decision making process					
2	Access to needed information					
3	Delegation of authority					
4	Recognition of individual's initiatives that promote organizational change and development					
5	Exercise of academic freedom					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Empowerment.

_____

II.C. Leadership

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Reliability and effectiveness of the organizational structure					
2	Professionalism, transparency, ethical behavior and accountability in the performance of his / her duties and responsibilities					
3	Ability of the superior to derive sound judgment and impartial decisions					
4	Superior's ability in getting things done					
5	Ability of the superior in fostering of employee's well-being and teamwork					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Leadership.

_____

II.D. Interpersonal Relationships, Culture, and Work Environment

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	University culture, norms and practices					
2	Relationship with superiors, peers and subordinates					
3	Work environment					
4	Treatment to employees					
5	Opportunity for growth and development and future career progression					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Interpersonal Relationships, Culture, and Work Environment

_____

II.E. Salary and Fringe Benefits

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Competitiveness of the salary					
2	Applicable allowances (housing and transportation)					
3	Health care services					
4	Provision and availment of leaves					
5	Process used in determining salary, allowances and other benefits					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Salary and Fringe Benefits

_____

II.F. Employees Development

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of the different provisions for employee development					
2	Fitness of the staff/ faculty development program					
3	Appropriateness of the performance evaluation					
4	Clarity and consistency of the ranking and promotion procedures					
5	Attendance to in-campus seminars, conferences, trainings, workshops and development initiatives to address the needs of the academic staff					
6	Attendance to off-campus local seminars, conferences, trainings, workshops and development initiatives to address the needs of the academic staff					
7	Attendance to off-campus international seminars, conferences, trainings, workshops and development initiatives to address the needs of the academic staff					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Employees Development

_____

II.G. Facilities and Infrastructures

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Sufficiency and appropriateness of updated Information Communications Technology (ICT) tools and facilities in the performance of duties and responsibilities as faculty members					
2	Conduciveness of faculty offices and other physical facilities for work and personal					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	necessities					
3	Sufficiency and availability of academic infrastructures (AI) (books, references, journals, e-journals, and magazines) in the library to address faculty needs in the performance of duties and responsibilities					
4	Provision of remote access to on-line databases like HRMS, CIS, Moodle among others for effective work performance					
5	Regularity of improving / updating facilities and infrastructures					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Facilities and Infrastructures

_____

II.H. Policies and Procedures

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Fitness of the Employees Manual for proper guidance in the smooth performance of duties and responsibilities					
2	Dissemination of policies and procedures pertaining to the employees					
3	Consistency of the implementation of the policies and procedures					
4	Periodicity of updating the policies and procedures pertaining to employees based on the demand of the changing needs of time and applicable circulars / regulations					
5	Involvement in the review / updating of existing policies and procedures					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Policies and Procedures

_____

II.I. Handling of Complaints

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Transparency and fairness in handling complaints					
2	Duration of complaints' proceedings					
3	Composition of the complaints committee					
4	Transparency and fairness of the decisions made by the complaints committee					
5	Appropriateness of the complaint's procedure					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Handling of Complaints

_____

II.J. Over-all Satisfaction

		Strongly Agree (5)	Agree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
1	Over-all, how satisfied are you working at UTB					
2	Over-all, how satisfied are you working in your department?					
3	I would recommend UTB as a good place to work					
4	I Am proud of being part of UTB					

III. Other Aspects

A) What do you like best about working at UTB?

B) In your opinion, what specific areas / services / systems of UTB need to be improved?

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

HUMAN RESOURCE AND DEVELOPMENT OFFICE

University of Technology Bahrain

ADMINISTRATIVE STAFF SATISFACTION SURVEY

Dear Employee,

In our aim to provide motivation, satisfaction, professional growth and development of employees, University of Technology Bahrain (UTB) continuously implements measures to improve its services, systems, processes and procedures. In this regard, we would like to solicit your inputs pertaining to your experience in the University on the different areas being considered. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. INFORMATION

Name (Optional)	:			
Nationality	:			
College/Department	:			
Length of Services	: ___ Years			
Age	☐ Below 30	☐ 30-40	☐ 41-50	☐ above 50
Sex	☐Male	☐Female		
Highest Educational Attainment	☐Bachelor's Degree	☐Master's Degree	☐Doctorate Degree	☐Post Doctorate Degree

II. Using the scale below, please rate your experience in terms of the different aspects of your university life.

5	Very Satisfied	4	Satisfied
3	Moderately Satisfied	2	Dissatisfied
1	Very Dissatisfied		

II.A.Vision, Mission, Direction

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Appropriateness of the Vision that creates motivation among the employees					
2	Clarity of the Mission that provides meaning to the direction of the university					
3	Clearness of the strategies and directions that define the future of the university					
4	Continuous strategic initiatives to meet the changing demand of times					
5	Long-term and short-term efforts in addressing issues relative to organizational development					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Vision, Mission and Direction.

II.B. Empowerment

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Involvement in decision making process					
2	Access to needed information					
3	Delegation of authority					
4	Recognition of individual's initiatives that promote organizational change and development					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Empowerment.

_____

II.C. Leadership

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Reliability and effectiveness of the organizational structure					
2	Professionalism, transparency, ethical behavior and accountability in the performance of his / her duties and responsibilities					
3	Ability of the superior to derive sound judgment and impartial decisions					
4	Superior's ability in getting things done					
5	Ability of the superior in fostering of employee's well-being and teamwork					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Leadership.

_____

II.D. Interpersonal Relationships, Culture, and Work Environment

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	University culture, norms and practices					
2	Relationship with superiors, peers and subordinates					
3	Work environment					
4	Treatment to employees					
5	Opportunity for growth and development and future career progression					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Interpersonal Relationships, Culture, and Work Environment

II.E. Salary and Fringe Benefits

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Competitiveness of the salary					
2	Applicable allowances (housing and transportation)					
3	Health care services					
4	Provision and availment of leaves					
5	Process used in determining salary, allowances and other benefits					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Salary and Fringe Benefits

_____

II.F. Employees Development

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Availability of the different provisions for employee development					
2	Fitness of the staff/ faculty development program					
3	Appropriateness of the performance evaluation					
4	Clarity and consistency of the ranking and promotion procedures					
5	Attendance to in-campus and off campus seminars, trainings, workshops and development initiatives to address the needs of the employees					
6	Attendance to off-campus and off campus seminars, trainings, workshops and development initiatives to address the needs of the employees					
7	Appropriateness of staff career development programs to address the needs of the employees					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Employees Development

_____

II.G. Facilities and Infrastructures

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Sufficiency and appropriateness of updated Information Communications Technology (ICT) tools and facilities in the performance of duties and responsibilities					
2	Conduciveness of offices and other					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	physical facilities for work and personal necessities					
3	Provision of remote access to on-line databases and other related university information for effective work performance					
4	Regularity of improving / updating facilities and infrastructures					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Facilities and Infrastructures

_____

II.H. Policies and Procedures

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Fitness of the Employees Manual for proper guidance in the smooth performance of duties and responsibilities					
2	Dissemination of policies and procedures pertaining to the employees					
3	Consistency of the implementation of the policies and procedures					
4	Periodicity of updating the policies and procedures pertaining to employees based on the demand of the changing needs of time and applicable circulars / regulations					
5	Involvement in the review / updating of existing policies and procedures					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Policies and Procedures

_____

II.I. Handling of Complaints

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	Transparency and fairness in handling complaints					
2	Duration of complaints' proceedings					
3	Composition of the complaints committee					
4	Transparency and fairness of the decisions made by the complaints committee					
5	Appropriateness of the complaint's procedure					

Please indicate (if any) suggestions that will further provide satisfaction of the employees along Handling of Complaints

_____

II.J. Over-all Satisfaction

		Strongly Agree (5)	Agree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
1	Over-all, how satisfied are you working at UTB?					
2	Over-all, how satisfied are you working in your department?					
3	I would recommend UTB as a good place to work					
4	I Am proud of being part of UTB					

III. Other Aspects

A) What do you like best about working at UTB?

B) In your opinion, what specific areas / services / systems of UTB need to be improved?

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

HUMAN RESOURCE AND DEVELOPMENT OFFICE

University of Technology Bahrain

EXIT SURVEY (BSBI)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name :
Year of Graduation :
Permanent Address :
Email Address :
Contact No. :

What was the most important reason for your enrollment at University of Technology Bahrain (UTB)?

☐Reputation and prestige of the University
☐Cost of Tuition
☐Location
☐Diversity of Programme Offerings
☐Campus Appearance
☐Recommendation by Friends
☐Recommendation by Family
Others, please specify: _____

Do you have at least one job offer? ☐ Yes, please specify: _____ ☐ No

Do you have plans to pursue Graduate studies in the near future? ☐ Yes, please specify: _____ ☐ No

II. PILO ATTAINMENT AND CURRICULUM AND INSTRUCTION

In your experience at the College of Administrative and Financial Sciences (CAFS), specifically as to what extent of your education has contributed to the achievement of the programme intended learning outcomes. Please help us improve our services by placing a check mark (□) in the appropriate box using the scale below,

5	To a very large extent	4	To a large extent
3	To a moderate extent	2	To a small extent
1	To a very small extent		

		To a very large extent (5)	To a large extent (4)	To a moderate extent (3)	To a small extent (2)	To a very small extent (1)
A. PILO Attainment						
1	Accumulated understanding on all key concepts of the functional areas in business.					
2	Developed a clear view on the information system role in business organization.					
3	Understood all informatics tools used in business along with their design and development requirements.					
4	Established an ability to use effectively the appropriate informatics tools and information system for business application and decision making.					
5	Acquired the ability to customize level of software user for business needs.					
6	Acquired the ability to apply adequate financial skills in business management.					
7	Acquired the ability to create, evaluate and assess a range of best practices on various business areas.					
8	Acquired the skills to conduct project management activities in various business aspects.					
9	Adopted and used informatics-based solutions for business.					
10	Developed my interpersonal skills and ability to work in a team.					
11	Motivated to pursue life-long learning.					
12	Attained enthusiasm to promote ethical and professional behavior.					
B. Curriculum and Instruction						
In your experience at the College of Administrative and Financial Sciences (CAFS), at what degree do you agree/disagree on each of the statements pertaining to curriculum and instruction?						
		Strongly Agree (5)	**Agree (4)**	**Agree to Some Extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
1	The coherence of the curricula meets my expectations.					
2	The General and Tool courses are very useful as supplement to the Professional courses.					
3	Math, Sciences, and General Education courses are well taught.					
4	The programme core courses are appropriate.					
5	The knowledge and skills learned in the laboratory are sufficient to complement the theoretical and conceptual frameworks.					
6	The capstone project / theses / design project experience prepares students well for employment.					
7	The practicum / on-the-job training program provides meaningful “real-life” experiences.					
8	The degree of academic challenge is excellent.					

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Deanship of Student Affairs
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EXIT SURVEY (BSIB)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name :
Year of Graduation :
Permanent Address :
Email Address :
Contact No. :

What was the most important reason for your enrollment at University of Technology Bahrain (UTB)?

☐Reputation and prestige of the University ☐Cost of Tuition
☐Location ☐Diversity of Programme Offerings
☐Campus Appearance ☐Recommendation by Friends
☐Recommendation by Family
Others, please specify: _____

Do you have at least one job offer? ☐ Yes, please specify:_____ ☐ No

Do you have plans to pursue Graduate studies in the near future? ☐ Yes, please specify:_____ ☐ No

II. PILO ATTAINMENT AND CURRICULUM AND INSTRUCTION

In your experience at the College of Administrative and Financial Sciences (CAFS), specifically as to what extent your education has contributed to the achievement of the programme intended learning outcomes. Please help us improve our services by placing a check mark (□) in the appropriate box using the scale below,

5 To a very large extent 4 To a large extent
3 To a moderate extent 2 To a small extent
1 To a very small extent

		To a very large extent (5)	To a large extent (4)	To a moderate extent (3)	To a small extent (2)	To a very small extent (1)
A. PILO Attainment						
1	Accumulated understanding of all business					

	concepts and areas.					
2	Acquired complete knowledge of international dimensions in functional areas of business.					
3	Attained knowledge and understanding on how to identify the international business best practices which includes ethical, legal, political, economic and technological factors.					
4	Acquired the ability to apply best practices in international business management.					
5	Developed negotiation skills and capabilities in international business relations.					
6	Acquired the skills to formulate, implement, and evaluate business strategies in global settings.					
7	Acquired skills to evaluate and apply appropriate approaches in dealing with international business affairs.					
8	Developed critical thinking in managing business activities in diverse environment.					
9	Improved my thinking ability to combine various policies and standards in a dynamic international context.					
10	Developed my interpersonal skills especially in a multi-cultural environment.					
11	Recognized the need for and to be engaged in life-long learning in dynamic situations.					
12	Attained enthusiasm to promote ethical and professional behavior.					

B. Curriculum and Instruction

In your experience at the College of Administrative and Financial Sciences (CAFS), at what degree do you agree/disagree on each of the statements pertaining to curriculum and instruction?

		Strongly Agree (5)	**Agree (4)**	**Agree to Some Extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
1	The coherence of the curricula meets my expectations.					
2	The General and Tool courses are very useful as supplement to the Professional courses.					
3	Math, Sciences, and General Education courses are well taught.					
4	The programme core courses are appropriate.					
5	The knowledge and skills learned in the laboratory are sufficient to complement the theoretical and conceptual frameworks.					
6	The capstone project / theses / design project experience prepares students well for employment.					
7	The practicum / on-the-job training program provides meaningful “real-life” experiences.					
8	The degree of academic challenge is excellent.					

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Deanship of Student Affairs
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EXIT SURVEY (MBA)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name :
Year of Graduation :
Permanent Address :
Email Address :
Contact No. :

What was the most important reason for your enrollment at University of Technology Bahrain (UTB)?

☐Reputation and prestige of the University
☐Cost of Tuition
☐Location
☐Diversity of Programme Offerings
☐Campus Appearance
☐Recommendation by Friends
☐Recommendation by Family
Others, please specify: _____

Do you have at least one job offer? ☐ Yes, please specify:_____ ☐ No

Do you have plans to pursue Graduate studies in the near future? ☐ Yes, please specify:_____ ☐ No

II. PILO ATTAINMENT AND CURRICULUM AND INSTRUCTION

In your experience at the College of Administrative and Financial Sciences (CAFS), specifically as to what extent your education has contributed to the achievement of the programme intended learning outcomes. Please help us improve our services by placing a check mark (□) in the appropriate box using the scale below,

5	To a very large extent	4	To a large extent
3	To a moderate extent	2	To a small extent
1	To a very small extent		

		To a very large extent (5)	To a large extent (4)	To a moderate extent (3)	To a small extent (2)	To a very small extent (1)
A. PILO Attainment						
1	Acquired relevant knowledge and understanding of organizations and management requirements in a complex business context.					
2	Possessed ability to understand, respond and lead change through intellectual breath in business administration.					
3	Obtained an understanding of relevant information to guide in the decision-making process in business administration.					
4	Developed appropriate leadership styles in order to ensure motivation, monitoring, mentoring and adequate coaching.					
5	Acquired ability to formulate business policies for various functional areas to satisfy market requirements.					
6	Enhanced my capability to apply and customize best business administration policies to increase efficiency in the business.					
7	Boosted my skills to conduct risk analysis in developing, implementing and evaluating business related activities.					
8	Enriched sound judgment skills in the absence of complete data information					
9	Increased my competence to integrate research into business and management by applying appropriate methodologies.					
10	Enhanced skills to lead cooperative activities in a diverse team.					
11	Acquired the ability to persuade in presenting ideas and decisions.					
12	Attained the passion to pursue life-long learning and promote ethical behavior.					
B. Curriculum and Instruction						
In your experience at the College of Administrative and Financial Sciences (CAFS), at what degree do you agree/disagree on each of the statements pertaining to curriculum and instruction?						
		Strongly Agree (5)	**Agree (4)**	**Agree to Some Extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
1	The coherence of the curricula meets my expectations.					
2	The General and Tool courses are very useful as supplement to the Professional courses.					
4	The Programme core courses are appropriate.					
5	The knowledge and skills learned in the laboratory are sufficient to complement the theoretical and conceptual frameworks.					
6	The capstone project / theses / design project experience prepares students well for employment.					
8	The degree of academic challenge is excellent.					

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Deanship of Student Affairs
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain

University of Technology Bahrain

EXIT SURVEY (BSCS)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name :
Year of Graduation :
Permanent Address :
Email Address :
Contact No. :

What was the most important reason for your enrollment at University of Technology Bahrain (UTB)?

☐Reputation and prestige of the University ☐Cost of Tuition
☐Location ☐Diversity of Programme Offerings
☐Campus Appearance ☐Recommendation by Friends
☐Recommendation by Family
Others, please specify: _____

Do you have at least one job offer? ☐ Yes, please specify:_____ ☐ No

Do you have plans to pursue Graduate studies in the near future? ☐ Yes, please specify:_____ ☐ No

II. PILO ATTAINMENT AND CURRICULUM AND INSTRUCTION

In your experience at the College of Computer Studies (CCS), specifically as to what extent your education has contributed to the achievement of the programme intended learning outcomes. Please help us improve our services by placing a check mark (□) in the appropriate box using the scale below,

5	To a very large extent	4	To a large extent
3	To a moderate extent	2	To a small extent
1	To a very small extent		

		To a very large extent (5)	To a large extent (4)	To a moderate extent (3)	To a small extent (2)	To a very small extent (1)
A. PILO Attainment						
1	Analyze a complex computing problem and to apply principles of computing and other relevant disciplines to identify solutions					
2	Design, implement, and evaluate a computing-based solution to meet a given set of computing requirements in the context of the program's discipline					
3	Communicate effectively in a variety of professional contexts					
4	Recognize professional responsibilities and make informed judgments in computing practice based on legal and ethical principles					
5	Function effectively as a member or leader of a team engaged in activities appropriate to the program's discipline					
6	Apply computer science theory and software development fundamentals to produce computing-based solutions					
B. Curriculum and Instruction						
In your experience at the College of Computer Studies (CCS), at what degree do you agree/disagree on each of the statements pertaining to curriculum and instruction?						
		Strongly Agree (5)	**Agree (4)**	**Agree to Some Extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
1	The coherence of the curricula meets my expectations.					
2	The General and Tool courses are very useful as supplement to the Professional courses.					
3	Math, Sciences, and General Education courses are well taught.					
4	The Programme core courses are appropriate.					
5	The knowledge and skills learned in the laboratory are sufficient to complement the theoretical and conceptual frameworks.					
6	The capstone project / theses / design project experience prepares students well for employment.					
7	The practicum / on-the-job training program provides meaningful "real-life" experiences.					
8	The degree of academic challenge is excellent.					

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Deanship of Student Affairs
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EXIT SURVEY (BSME and BSIE)

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name :
Year of Graduation :
Permanent Address :
Email Address :
Contact No. :

What was the most important reason for your enrollment at University of Technology Bahrain (UTB)?

☐Reputation and prestige of the University ☐Cost of Tuition
☐Location ☐Diversity of Programme Offerings
☐Campus Appearance ☐Recommendation by Friends
☐Recommendation by Family
Others, please specify: _____

Do you have at least one job offer? ☐ Yes, please specify:_____ ☐ No

Do you have plans to pursue Graduate studies in the near future? ☐ Yes, please specify:_____ ☐ No

II. PILO ATTAINMENT AND CURRICULUM AND INSTRUCTION

In your experience at the College of Computer Studies (CCS), specifically as to what extent your education has contributed to the achievement of the programme intended learning outcomes. Please help us improve our services by placing a check mark (□) in the appropriate box using the scale below,

5	To a very large extent	4	To a large extent
3	To a moderate extent	2	To a small extent
1	To a very small extent		

		To a very large extent (5)	To a large extent (4)	To a moderate extent (3)	To a small extent (2)	To a very small extent (1)
A. PILO Attainment						
1	The ability to identify, formulate, and solve complex engineering problems by applying principles of engineering, science, and mathematics					
2	The ability to apply engineering design to produce solutions that meet specified needs with consideration of public health, safety, and welfare, as well as global, cultural, social, environmental, and economic factors					
3	The ability to communicate effectively with a range of audiences					
4	The ability to recognize ethical and professional responsibilities in engineering situations and make informed judgments, which must consider the impact of engineering solutions in global, economic, environmental, and societal contexts					
5	The ability to function effectively on a team whose members together provide leadership, create a collaborative and inclusive environment, establish goals, plan tasks, and meet objectives.					
6	The ability to develop and conduct appropriate experimentation, analyze and interpret data, and use engineering judgment to draw conclusions.					
7	The ability to acquire and apply new knowledge as needed, using appropriate learning strategies.					
B. Curriculum and Instruction						
In your experience at the College of Computer Studies (CCS), at what degree do you agree/disagree on each of the statements pertaining to curriculum and instruction?						
		Strongly Agree (5)	**Agree (4)**	**Agree to Some Extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
1	The coherence of the curricula meets my expectations.					
2	The General and Tool courses are very useful as supplement to the Professional courses.					
3	Math, Sciences, and General Education courses are well taught.					
4	The Programme core courses are appropriate.					
5	The knowledge and skills learned in the laboratory are sufficient to complement the theoretical and conceptual frameworks.					
6	The capstone project / theses / design project experience prepares students well for employment.					
7	The practicum / on-the-job training program provides meaningful “real-life” experiences.					
8	The degree of academic challenge is excellent.					

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Deanship of Student Affairs
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – GRADUATES' DESTINATION

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:	
Year of Graduation	:	
Permanent Address	:	
Email Address	:	
Contact No.	:	
Upon Graduation	☐ I proceed to relevant employment ☐ I have undertaken graduate studies ☐ Unemployed	☐ I proceed to other employment not related to my programme ☐ Started my own business
If unemployed, what is the primary reason for not working	☐ Difficult to find a job. ☐Attending graduate study. ☐I am not sure what I want to do professionally	☐ Unable to work for health/personal reasons. ☐Do not want employment at this time. Others:_____ _____ _____
If employed, how long did it take to obtain your first employment?	☐ Already employed prior to graduation ☐within 7 to 12 months after graduation	☐within 6 months after graduation ☐beyond 12 months after graduation
Employment Status	☐ Full time ☐ Part Time	☐ Self Employed
Sector of Employment	☐Govt ☐ Private	
Industry of Employment	☐Information Technology ☐Manufacturing ☐Education ☐Real Estate	☐Banking / Finance ☐Telecommunications ☐Health Care

	☐Hospitality ☐Retail / Sales / Marketing Others, please specify:_____
Activities you participated in (conferences, seminars, workshops, paper presentations, membership in professional organizations, etc.)	_____ _____ _____ _____ _____
Are you currently pursuing continuing education or do you have any plans to continue your education within the next 2 years?	☐ Yes, fulltime enrolment ☐ Yes, part-time enrolment ☐ No
If yes, what degree/level are you intending to study?	☐Non-degree; courses only. ☐Bachelor's degree. ☐Master's degree. ☐Doctoral degree. Other _____
Over-all, how do you rate the way UTB prepared you for your employment?	☐ Excellent ☐Very Good ☐Good ☐Fair ☐Poor
Would you recommend UTB to a friend with similar interests?	☐ Definitely, yes. ☐Yes ☐Uncertain ☐Probably not ☐Definitely, not

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____
_____
_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – BEYOND GRADUATION (BSBI)

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:
Year of Graduation	:
Permanent Address	:
Email Address	:
Contact No.	:

II. EMPLOYMENT UPON GRADUATION

Upon Graduation

- ☐ I proceed to relevant employment
- ☐ I proceed to other employment not related to my programme
- ☐ I have undertaken graduate studies
- ☐ Started my own business
- ☐ Did not get employed nor started my own business

Employment Status ☐ Full time ☐ Part Time ☐ Self Employed

Sector of Employment ☐ Government ☐ Private

Industry of Employment

- ☐ Information Technology
- ☐ Manufacturing
- ☐ Banking / Finance
- ☐ Education
- ☐ Telecommunications
- ☐ Real Estate
- ☐ Health Care
- ☐ Hospitality
- ☐ Retail / Sales / Marketing

Others, please specify:_____

III. CURRENT EMPLOYMENT

Current Employment Status ☐ Full time ☐ Part Time ☐ Self Employed

Sector of Current Employment ☐ Govt ☐ Private

Industry of Current Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

Others, please specify:_____

Have you been promoted in the last three years?

☐No mobility

☐Promoted within the same company

☐Moved to another company with higher salary

☐Moved to another company with same salary

IV. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice successful management in business and industry						
As a graduate of BSBI, I was able to practice successful management in business and industry by;						
1	Performing business and management tasks related to my educational background					
2	Working, being promoted, or given positions of increasing responsibilities related to business informatics					
3	Participating in projects that show my ability to solve business problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC					
4	Employing appropriate informatics tools and information systems for business and in decision making processes					
5	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations – related to the business informatics					
PEO2. To foster professionalism grounded on the highest ethical standards						
As a graduate of BSBI, I was able to foster professionalism grounded on the highest ethical standards by;						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission					
2	Adhering to the required codes or laws relating to public safety, health, welfare					

	and environmental concerns.					
3	Setting and applying professional standards to achieve excellence in the workplace.					
4	Contributing in the development of the business industry and the community.					
5	Applying ethics and professionalism in my personal affairs.					

V. SUGESTIONS

Other suggestions or recommendations you may have on how the Programme can be improved:

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – BEYOND GRADUATION (BSIB)

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:
Year of Graduation	:
Permanent Address	:
Email Address	:
Contact No.	:

II. EMPLOYMENT UPON GRADUATION

Upon Graduation

☐ I proceed to relevant employment
☐ I proceed to other employment not related to my programme
☐ I have undertaken graduate studies
☐ Started my own business
☐ Did not get employed nor started my own business

Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Employment

☐ Govt ☐ Private

Industry of Employment

☐ Information Technology
☐ Manufacturing
☐ Banking / Finance
☐ Education
☐ Telecommunications
☐ Real Estate
☐ Health Care
☐ Hospitality
☐ Retail / Sales / Marketing

Others, please specify:_____

III. CURRENT EMPLOYMENT

Current Employment Status ☐ Full time ☐ Part Time ☐ Self Employed

Sector of Current Employment ☐ Govt ☐ Private

Industry of Current Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

Others, please specify:_____

Have you been promoted in the last three years?

☐No mobility

☐Promoted within the same company

☐Moved to another company with higher salary

☐Moved to another company with same salary

IV. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice successful management in business and industry						
As a graduate of BSIB, I was able to practice successful management in business and industry by;						
1	Performing business and management tasks related to my educational background					
2	Working, being promoted, or given positions of increasing responsibilities related to business informatics					
3	Participating in projects that show my ability to solve business problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC					
4	Employing appropriate informatics tools and information systems for business and in decision making processes					
5	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations – related to international business					

PEO2. To foster professionalism grounded on the highest ethical standards						
As a graduate of BSIB, I was able to foster professionalism grounded on the highest ethical standards by;						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission					
2	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
3	Setting and applying professional standards to achieve excellence in the workplace.					
4	Contributing in the development of the business industry and the community.					
5	Applying ethics and professionalism in my personal affairs.					

V. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – BEYOND GRADUATION (MBA)

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:
Year of Graduation	:
Permanent Address	:
Email Address	:
Contact No.	:

II. EMPLOYMENT UPON GRADUATION

Upon Graduation

☐ I proceed to relevant employment
☐ I proceed to other employment not related to my programme
☐ I have undertaken graduate studies
☐ Started my own business
☐ Did not get employed nor started my own business

Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Employment

☐ Govt ☐ Private

Industry of Employment

☐ Information Technology
☐ Manufacturing
☐ Banking / Finance
☐ Education
☐ Telecommunications
☐ Real Estate
☐ Health Care
☐ Hospitality
☐ Retail / Sales / Marketing

Others, please specify:_____

III. CURRENT EMPLOYMENT

Current Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Current Employment

☐ Govt ☐ Private

Industry of Current Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

Others, please specify:_____

Have you been promoted in the last three years?

☐No mobility

☐Promoted within the same company

☐Moved to another company with higher salary

☐Moved to another company with same salary

IV. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5	Strongly Agree	4	Agree
3	Agree to some extent	2	Disagree
1	Strongly Disagree		

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1.To practice effectively as management professionals by demonstrating competency in Accounting, Finance, Marketing and Management and applying critical thinking, analysis and problem solving skills to develop, implement and evaluation solutions in complex business problems requiring interdisciplinary and global perspectives.						
As an MBA graduate, I am able to practice my profession professionally by;						
1	Performing business administration and management tasks related my educational background.					
2	Exhibiting my competency in performing the functional areas in business such as, accounting and finance, marketing and management.					
3	Managing, being promoted, or given positions of increasing responsibilities related to globally competitive and complex business environment.					
4	Demonstrating my analytical thinking skills as I solve analytical problems and find alternatives and solutions.					
5	Supervising / participating in activities that show my ability to understand, respond to, and lead change by applying intellectual breadth in business administration, working in multidisciplinary teams, significantly responding to the needs of the Kingdom of Bahrain or the GCC.					
6	Showing my maturity in facing the challenges of the business world and responding to and the leading the change by my intellectual breadth in business					

	administration, working in multidisciplinary teams, significantly responding to the needs of the Kingdom of Bahrain or the GCC.					
7	engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations–related to the international studies.					
8	applying best practices in business administration to increase business efficiency.					
9	Performing as effective managers in my area of work, building teamwork among my subordinates and serving as a role model.					
PEO2. To promote high ethical standards and professionalism by evaluating the moral, social and environmental implications of managerial decisions and understanding the relationship between business organizations and other societal institutions.						
As a graduate of MBA, I was able to promote high ethical standards and professionalism by:						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission.					
2	Setting and promoting professional standards to achieve excellence in the workplace.					
3	Contributing to the broader business industry community.					
4	Encouraging employees to adhere to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
5	Applying ethics and professionalism in my personal affairs.					

V. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – BEYOND GRADUATION (BSCS)

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:
Year of Graduation	:
Permanent Address	:
Email Address	:
Contact No.	:

II. EMPLOYMENT UPON GRADUATION

Upon Graduation

☐ I proceed to relevant employment
☐ I proceed to other employment not related to my programme
☐ I have undertaken graduate studies
☐ Started my own business
☐ Did not get employed nor started my own business

Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Employment

☐ Govt ☐ Private

Industry of Employment

☐ Information Technology
☐ Manufacturing
☐ Banking / Finance
☐ Education
☐ Telecommunications
☐ Real Estate
☐ Health Care
☐ Hospitality
☐ Retail / Sales / Marketing

Others, please specify:_____

III. CURRENT EMPLOYMENT

Current Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Current Employment

☐ Govt ☐ Private

Industry of Current Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

Others, please specify:_____

Have you been promoted in the last three years?

☐No mobility

☐Promoted within the same company

☐Moved to another company with higher salary

☐Moved to another company with same salary

IV. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5	Strongly Agree	4	Agree
3	Agree to some extent	2	Disagree
1	Strongly Disagree		

		Strongly Agree (5)	Agree(4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. Apply knowledge to effectively analyze and assess real life problems to develop economically viable and socially acceptable computing solutions.						
As a graduate/s of UTB-CCS. I am able to practice my profession successfully by:						
1	Participating in projects that show my ability to solve complex computer science problems, working in multidisciplinary teams, whose solutions respond to the needs globally.					
2	Allow me to work on community-based projects aimed at addressing real-life organizational problems.					
3	Develop solutions to practical problems in the same field fulfilling both social and economic demands and criteria.					
PEO2. Excellence in professionalism, moral and ethical conduct, interpersonal skills and adaptable communication to prevalent trends in technology and changing technology						
As a graduate/s of UTB-CCS. I am able to practice my profession successfully by:						
1	Setting or applying professional standards to achieve excellence in the workplace in accordance with engineering ethics and laws.					
2	Upholding ethical standards and contributing to the broader engineering community.					
3	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					

PEO3.Work productively as successful computer professionals in diverse career paths including supportive and leadership roles on multidisciplinary teams or be active in higher studies.		
Are you engaged in a job related to your profession?	☐Yes	☐No
Have you engaged or participated in any training, seminars, conferences, and workshops related to your field either locally or internationally?	☐Yes, specify:_____	☐No
Have you pursued graduate (Master's) / post-graduate (Ph.D.) studies?	☐Yes	☐No
If your answer to the previous question is **yes**, please provide the detail, if **no** proceed to the next item.	Institution:_____	Degree:_____
Do you have plans to pursue graduate/post-graduate studies in the near future?	☐Yes, specify what Programme :_____	☐No
Have you received any meritorious awards or recognition either locally or internationally?	☐Yes, specify:_____	☐No
Have you been promoted in the last five years?	☐Yes, specify:_____	☐No
Have you held any leadership or management position in your professional career?	☐Yes, specify:_____	☐No
Have you had experience as:	☐Head of department/unit	Please specify department/unit: _____
	☐Team/project leader,	Please specify project title: _____
	☐Project proponent	Please specify project title: _____
	☐Quality assurance lead	Please specify department/project: _____
	☐Community engagement organizer	Please specify project/activity title: _____

V. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

ALUMNI SURVEY – BEYOND GRADUATION (BSME and BSIE)

Dear Alumnus,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your academic and social experience in the University. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name	:
Year of Graduation	:
Permanent Address	:
Email Address	:
Contact No.	:

II. EMPLOYMENT UPON GRADUATION

Upon Graduation

☐ I proceed to relevant employment
☐ I proceed to other employment not related to my programme
☐ I have undertaken graduate studies
☐ Started my own business
☐ Did not get employed nor started my own business

Employment Status

☐ Full time ☐ Part Time ☐ Self Employed

Sector of Employment

☐ Govt ☐ Private

Industry of Employment

☐ Information Technology
☐ Manufacturing
☐ Banking / Finance
☐ Education
☐ Telecommunications
☐ Real Estate
☐ Health Care
☐ Hospitality
☐ Retail / Sales / Marketing

Others, please specify:_____

III. CURRENT EMPLOYMENT

Current Employment Status ☐ Full time ☐ Part Time ☐ Self Employed

Sector of Current Employment ☐ Govt ☐ Private

Industry of Current Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

Others, please specify:_____

Have you been promoted in the last three years?

☐No mobility

☐Promoted within the same company

☐Moved to another company with higher salary

☐Moved to another company with same salary

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice as successful Informatics Engineers / Mechatronics Engineers for the advancement of society.						
As a graduate of UTB-COE, he/she able to practice his/her profession successfully by:						
1	Working, being promoted, or given positions of increasing responsibilities in a job related to engineering.					
2	Participating in projects that show his/her ability to solve complex engineering problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC.					
3	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or					

	workshops; or actively participating in professional organizations.					
4	Using current techniques, skills, and tools necessary for the practice of his / her profession.					
PEO2. To promote professionalism in Informatics Engineering / Mechatronics Engineering practice.						
As a graduate of UTB-COE, he/she was able to promote professionalism in engineering practice by:						
1	Setting or applying professional standards to achieve excellence in the workplace.					
2	Upholding ethical standards and contributing to the broader engineering community.					
3	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
4	Applying the same professionalism to his / her own personal life.					
5	Applying ethics and professionalism in his/her personal affairs.					

V. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SURVEY – BSBI

Dear Respondent,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your experience with our BSBI graduates. The information gathered from this survey will be used as basis for our plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment

☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing
Others, please specify:_____

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice successful management in business and industry						
The graduate was able to practice successful management in business and industry by;						
1	Performing business and management tasks related to his/her educational background					
2	Working, being promoted, or given positions of increasing responsibilities related to business informatics					
3	Participating in projects that show his/her ability to solve business problems, working in multidisciplinary teams, whose solutions					

	respond to the needs of the Kingdom of Bahrain or the GCC					
4	Employing appropriate informatics tools and information systems for business and in decision making processes					
5	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations – related to the business informatics					
PEO2. To foster professionalism grounded on the highest ethical standards						
The graduate was able to foster professionalism grounded on the highest ethical standards by;						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission					
2	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
3	Setting and applying professional standards to achieve excellence in the workplace.					
4	Contributing to the development of the business industry and the community.					
5	Applying ethics and professionalism in my personal affairs.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
Quality of Work and Productivity						
The graduate is able to:						
1	Exhibit work performance that meets company standards;					
2	Plan projects and possess a good overall conceptual ability;					
3	Define problems clearly and can come up with creative and effective solutions to these problems;					
4	Meet expected work outputs at all times;					
5	Complete assigned tasks on schedule.					
6	Exhibits confidence in work.					
7	Possesses leadership and management skills					
8	Possesses good written communication skills;					
9	Possesses good oral communication skills.					
10	Possesses Makes efficient use of company resources.					
Work Attitude						
1	Is dependable and conducts himself / herself professionally.					
2	Exhibits high regard to authority.					
3	Exhibits willingness to accept new responsibilities.					
4	Conducts work activities in an ethical manner.					
5	Is able to keep confidentiality of					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
	information.					
6	Shows keen interest to learn, improve and grow on the job.					
7	Shows respect for cultural and gender differences.					
8	Is able to work well with other employees.					
Commitment to and compliance to company rules						
1	Reports to work on time and shows respect for other people's time.					
2	Strictly observes company rules and regulations.					
3	Maintains a positive outlook.					
4	Recognizes the need to address demands of the changing times.					
5	Keeps his/her workplace clean and orderly.					

Among the items listed above, please select the top three which need most improvement to help future UTB BSBI students prepare for their careers?

1._____
2._____
3._____

Top 3 Strengths of UTB BSBI students:

1._____
2._____
3._____

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____
_____
_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SURVEY – BSIB

Dear Respondent,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your experience with our BSIB graduates. The information gathered from this survey will be used as basis for our plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment

☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing
Others, please specify:_____

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice successful management in business and industry						
Graduate of BSIB, was able to practice successful management in business and industry by;						
1	Performing business and management tasks related to my educational background					
2	Working, being promoted, or given positions of increasing responsibilities related to business informatics					

3	Participating in projects that show my ability to solve business problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC					
4	Employing appropriate informatics tools and information systems for business and in decision making processes					
5	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations – related to the business informatics					
PEO2. To foster professionalism grounded on the highest ethical standards						
Graduates of BSIB, was able to foster professionalism grounded on the highest ethical standards by;						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission					
2	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
3	Setting and applying professional standards to achieve excellence in the workplace.					
4	Contributing in the development of the business industry and the community.					
5	Applying ethics and professionalism in my personal affairs.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
Quality of Work and Productivity						
The graduate is able to:						
1	Exhibit work performance that meets company standards;					
2	Plan projects and possess a good overall conceptual ability;					
3	Define problems clearly and can come up with creative and effective solutions to these problems;					
4	Meet expected work outputs at all times;					
5	Complete assigned tasks on schedule.					
6	Exhibits confidence in work.					
7	Possesses leadership and management skills					
8	Possesses good written communication skills;					
9	Possesses good oral communication skills.					
10	Possesses Makes efficient use of company resources.					
Work Attitude						
1	Is dependable and conducts himself / herself professionally.					
2	Exhibits high regard to authority.					
3	Exhibits willingness to accept new responsibilities.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
4	Conducts work activities in an ethical manner.					
5	Is able to keep confidentiality of information.					
6	Shows keen interest to learn, improve and grow on the job.					
7	Shows respect for cultural and gender differences.					
8	Is able to work well with other employees.					
Commitment to and compliance to company rules						
1	Reports to work on time and shows respect for other people's time.					
2	Strictly observes company rules and regulations.					
3	Maintains a positive outlook.					
4	Recognizes the need to address demands of the changing times.					
5	Keeps his/her workplace clean and orderly.					

Among the items listed above, please select the top three which need most improvement to help future UTB BSIB students prepare for their careers?

1._____
2._____
3._____

Top 3 Strengths of UTB BSIB students:

1._____
2._____
3._____

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____
_____
_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SURVEY – MBA

Dear Respondent,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your experience with our MBA graduates. The information gathered from this survey will be used as basis for our plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment

☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing
Others, please specify:_____

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1.To practice effectively as management professionals by demonstrating competency in Accounting, Finance, Marketing and Management and applying critical thinking, analysis and problem solving skills to develop, implement and evaluation solutions in complex business problems requiring interdisciplinary and global perspectives.						
The MBA graduate, was able to practice my profession professionally by;						
1	Performing business administration and management tasks related my educational background.					
2	Exhibiting my competency in performing the functional areas in business such as,					

	accounting and finance, marketing and management.					
3	Managing, being promoted, or given positions of increasing responsibilities related to globally competitive and complex business environment.					
4	Demonstrating their analytical thinking skills as I solve analytical problems and find alternatives and solutions.					
5	Supervising / participating in activities that show their ability to understand, respond to, and lead change by applying intellectual breadth in business administration, working in multidisciplinary teams, significantly responding to the needs of the Kingdom of Bahrain or the GCC.					
6	Showing their maturity in facing the challenges of the business world and responding to and the leading the change by my intellectual breadth in business administration, working in multidisciplinary teams, significantly responding to the needs of the Kingdom of Bahrain or the GCC.					
7	engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations–related to the international studies.					
8	applying best practices in business administration to increase business efficiency.					
9	Performing as effective managers in my area of work, building teamwork among my subordinates and serving as a role model.					
PEO2. To promote high ethical standards and professionalism by evaluating the moral, social and environmental implications of managerial decisions and understanding the relationship between business organizations and other societal institutions.						
The MBA graduate was able to promote high ethical standards and professionalism by:						
1	Performing duties and responsibilities in accordance with the workplace's policies, procedures, vision and mission.					
2	Setting and promoting professional standards to achieve excellence in the workplace.					
3	Contributing to the broader business industry community.					
4	Encouraging employees to adhere to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
5	Applying ethics and professionalism in my personal affairs.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
Quality of Work and Productivity						
The graduate is able to:						
1	Exhibit work performance that meets company standards;					
2	Plan projects and possess a good overall conceptual ability;					
3	Define problems clearly and can come up with creative and effective solutions to these problems;					
4	Meet expected work outputs at all times;					
5	Complete assigned tasks on schedule.					
6	Exhibits confidence in work.					
7	Possesses leadership and management skills					
8	Possesses good written communication skills;					
9	Possesses good oral communication skills.					
10	Possesses Makes efficient use of company resources.					
Work Attitude						
1	Is dependable and conducts himself / herself professionally.					
2	Exhibits high regard to authority.					
3	Exhibits willingness to accept new responsibilities.					
4	Conducts work activities in an ethical manner.					
5	Is able to keep confidentiality of information.					
6	Shows keen interest to learn, improve and grow on the job.					
7	Shows respect for cultural and gender differences.					
8	Is able to work well with other employees.					
Commitment to and compliance to company rules						
1	Reports to work on time and shows respect for other people's time.					
2	Strictly observes company rules and regulations.					
3	Maintains a positive outlook.					
4	Recognizes the need to address demands of the changing times.					
5	Keeps his/her workplace clean and orderly.					

Among the items listed above, please select the top three which need most improvement to help future UTB MBA students prepare for their careers?

1. _____
2. _____
3. _____

Top 3 Strengths of UTB MBA students:

1. _____
2. _____
3. _____

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____

_____

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SURVEY – BSCS

Dear Respondent,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your experience with our BSCS graduates. The information gathered from this survey will be used as basis for our plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment

☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing
Others, please specify:_____

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice as successful computing professionals for the advancement of society						
As a graduate of UTB-CCS, he/she able to practice his/her profession successfully by:						
1	Working, being promoted, or given positions of increasing responsibilities in a job related to computing.					
2	Participating in projects that show his / her ability to solve complex computing					

	problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC.					
3	Engaging in continuing professional development through: completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations.					
4	Using current techniques, skills, and tools necessary for the practice of his / her profession.					
PEO2. To promote professionalism in computing practice						
As a graduate of UTB-CCS, he/she was able to promote professionalism in computing practice by:						
1	Setting or applying professional standards to achieve excellence in the workplace.					
2	Upholding ethical standards and contributing to the broader computing community.					
3	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
4	Applying the same professionalism to his / her own personal life.					
5	Applying ethics and professionalism in his/her personal affairs.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
Quality of Work and Productivity						
The graduate is able to:						
1	Exhibit work performance that meets company standards;					
2	Plan projects and possess a good overall conceptual ability;					
3	Define problems clearly and can come up with creative and effective solutions to these problems;					
4	Meet expected work outputs at all times;					
5	Complete assigned tasks on schedule.					
6	Exhibits confidence in work.					
7	Possesses leadership and management skills					
8	Possesses good written communication skills;					
9	Possesses good oral communication skills.					
10	Possesses Makes efficient use of company resources.					
Work Attitude						
1	Is dependable and conducts himself / herself professionally.					
2	Exhibits high regard to authority.					
3	Exhibits willingness to accept new responsibilities.					
4	Conducts work activities in an ethical manner.					
5	Is able to keep confidentiality of					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
	information.					
6	Shows keen interest to learn, improve and grow on the job.					
7	Shows respect for cultural and gender differences.					
8	Is able to work well with other employees.					
Commitment to and compliance to company rules						
1	Reports to work on time and shows respect for other people's time.					
2	Strictly observes company rules and regulations.					
3	Maintains a positive outlook.					
4	Recognizes the need to address demands of the changing times.					
5	Keeps his/her workplace clean and orderly.					

Among the items listed above, please select the top three which need most improvement to help future UTB BSCS students prepare for their careers?

1._____
2._____
3._____

Top 3 Strengths of UTB BSCS students:

1._____
2._____
3._____

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SURVEY – BSIE and BSME

Dear Respondent,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to your experience with our COE graduates. The information gathered from this survey will be used as basis for our plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. GENERAL INFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment

☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing
Others, please specify:_____

II. PEO ATTAINMENT

Please rate your agreement/disagreement on each of the following statements by placing a check mark (✓) in the appropriate box.

5 Strongly Agree 4 Agree
3 Agree to some extent 2 Disagree
1 Strongly Disagree

		Strongly Agree (5)	Agree (4)	Agree to some extent (3)	Disagree (2)	Strongly Disagree (1)
PEO1. To enable our graduates to practice as successful Informatics Engineers / Mechatronics Engineers for the advancement of society.						
As a graduate of UTB-COE, he/she able to practice his/her profession successfully by:						
1	Working, being promoted, or given positions of increasing responsibilities in a job related to engineering.					
2	Participating in projects that show his/her ability to solve complex engineering					

	problems, working in multidisciplinary teams, whose solutions respond to the needs of the Kingdom of Bahrain or the GCC.					
3	Engaging in continuing professional development through completion of advanced degree; taking industry training or certification courses; attending seminars, conferences, or workshops; or actively participating in professional organizations.					
4	Using current techniques, skills, and tools necessary for the practice of his / her profession.					
PEO2. To promote professionalism in Informatics Engineering / Mechatronics Engineering practice.						
As a graduate of UTB-COE, he/she was able to promote professionalism in engineering practice by:						
1	Setting or applying professional standards to achieve excellence in the workplace.					
2	Upholding ethical standards and contributing to the broader engineering community.					
3	Adhering to the required codes or laws relating to public safety, health, welfare and environmental concerns.					
4	Applying the same professionalism to his / her own personal life.					
5	Applying ethics and professionalism in his/her personal affairs.					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
Quality of Work and Productivity						
The graduate is able to:						
1	Exhibit work performance that meets company standards;					
2	Plan projects and possess a good overall conceptual ability;					
3	Define problems clearly and can come up with creative and effective solutions to these problems;					
4	Meet expected work outputs at all times;					
5	Complete assigned tasks on schedule.					
6	Exhibits confidence in work.					
7	Possesses leadership and management skills					
8	Possesses good written communication skills;					
9	Possesses good oral communication skills.					
10	Possesses Makes efficient use of company resources.					
Work Attitude						
1	Is dependable and conducts himself / herself professionally.					
2	Exhibits high regard to authority.					
3	Exhibits willingness to accept new responsibilities.					
4	Conducts work activities in an ethical manner.					
5	Is able to keep confidentiality of					

Based on your experience with UTB graduates in terms of the following areas, please help us improve our services by placing a check mark (□) in the appropriate box.						
		Strongly Agree (5)	**Agree (4)**	**Agree to some extent (3)**	**Disagree (2)**	**Strongly Disagree (1)**
	information.					
6	Shows keen interest to learn, improve and grow on the job.					
7	Shows respect for cultural and gender differences.					
8	Is able to work well with other employees.					
Commitment to and compliance to company rules						
1	Reports to work on time and shows respect for other people's time.					
2	Strictly observes company rules and regulations.					
3	Maintains a positive outlook.					
4	Recognizes the need to address demands of the changing times.					
5	Keeps his/her workplace clean and orderly.					

Among the items listed above, please select the top three which need most improvement to help future UTB BSME/BSIE students prepare for their careers?

1._____
2._____
3._____

Top 3 Strengths of UTB BSME/BSIE students:

1._____
2._____
3._____

III. SUGESTIONS

Other suggestions or recommendations you may have on how the programme can be improved:

_____
_____
_____
_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

Alumni Career and Development Center
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

SATISFACTION ON LIBRARY SERVICES

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its library services. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional) :

Student No. (Optional) :

Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE

Sex ☐Male ☐Female

Type of Student ☐Working ☐Non-Working

II. LIBRARY USAGE, SATISFACTION, IMPORTANCE OF SERVICES AND GENERAL COMMENTS

How frequently do you come to the Library? ☐Daily ☐Weekly ☐Monthly ☐Never

How frequently do you use the Library online? ☐Daily ☐Weekly ☐Monthly ☐Never

Please indicate how satisfied you are with the following library services and how important are they to your student life. Kindly mark in block 1 & 2 as appropriate

Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
Available books, references and periodicals								
Online Database Resources								
Digital Library with Computers								
E-books								
Availability print journals								
Availability of online journals								
UTB OPAC (Online Public Access Catalogue)								
Thesis & Capstone Collection								
Borrowing / Returning of Resources								
Library Discussion Room								
Library Orientations								
Library Bulletin Board Postings								
Library Service Hours								
Reading & Information Inquiries								
Helpfulness of librarian / library staff								

III. General Satisfaction

How much do you agree or disagree with the following statements?

		Strongly Agree (5)	Agree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
1	The library is the best place for me to study					
2	I feel safe and secure while studying in the library					
3	Overall, the Library provides a good level of service					

IV. SUGESTIONS

In your opinion, what specific areas or feature of the university' library needs improvement?

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

UTB University Library

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

SATISFACTION ON ICT SERVICES

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its ICT services. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional) :
Student No. (Optional) :
Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

II. Please indicate how satisfied you are with the following IT services and how important are they to your student life. Kindly mark in block 1 & 2 as appropriate

Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
University Wide WiFi								
The UTB Website								
Computer Laboratory Equipment								
Computer Laboratory Software								
Technology used in classes								
Moodle Platform Used								
Helpfulness of IT Services to address student concerns								
Technical support to students using computing and Information technology on and off campus.								

III. General Satisfaction

How much do you agree or disagree with the following statements?

	Strongly Agree (5)	Agree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
Overall, the IT provides a good level of service					

IV. SUGESTIONS

In your opinion, what specific areas or feature of the university' library needs improvement?

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

UTB University ICT Services Department

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

EMPLOYER SATISFACTION SURVEY QUESTIONNAIRE ON STUDENT'S WORK-BASED LEARNING (WBL)/PRACTICUM/ON-THE-JOB TRAINING (OJT)

Dear WBL Employer,

Your feedback on your participation in the conduct of work-based learning/practicum/on-the-job training is important to us to ensure effective implementation of Work-Based Learning (WBL)/Practicum/On-the-Job Training (OJT) following processes and procedures, meaningful placements and employment. Please fill this questionnaire. The information derived herein shall form part of UTB's future plans and continuous quality improvement effort.

Thank you

I. EMPLOYERINFORMATION

Name :
Position/Title :
Company :
Email Address :
Contact No. :
Sector of Employment ☐ Govt ☐ Private
Industry of Employment ☐Information Technology
☐Manufacturing ☐Banking / Finance
☐Education ☐Telecommunications
☐Real Estate ☐Health Care
☐Hospitality ☐Retail / Sales / Marketing

II. STUDENT INFORMATION

Name :
Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE
Academic Year and Trimester Started :AY_____ ☐ 1st ☐ 2nd ☐ 3rd
Academic Year and Trimester Completed :AY_____ ☐ 1st ☐ 2nd ☐ 3rd

III. Pre-Internship

Based on your experience(s) in the conduct of pre-internship orientation/activities by the practicum adviser, please assign an appropriate rating from 1 to 5 by checking (□) one of the numbers below each box for a given indicator.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	The conduct of orientation by the practicum adviser on internship/on-the job training					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	(OJT)/work-based learning (WBL).					
2	The process of practicum is well-explained and understood by the WBL employer.					
3	The requirements to be submitted are well-explained					
4	The information on the schedule of company visit is on time.					
5	The conduct of company visit(s) as required.					
6	Overall, the feedback provided by the practicum adviser is effective in achieving the aims and objectives of UTB Practicum/ On-the –Job Training (OJT)/Work-Based Learning (WBL).					

IV. WBL Employer's Experiences on Practicum Student

Based on your experience(s) in the conduct of pre-internship orientation/activities by the practicum adviser, please assign an appropriate rating from 1 to 5 by checking (□) one of the numbers below each box for a given indicator.

5 Very Satisfied 4 Satisfied
3 Moderately Satisfied 2 Dissatisfied
1 Very Dissatisfied

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
1	The orientation to the placement setting including role and responsibilities of the practicum student has been achieved.					
2	Practicum student's responsiveness to your company's training relating to various skills (interpersonal, professional communication, problem-solving, networking, practical skills among others).					
3	Practicum student's involvement in the regular work plans as required by the company.					
4	Involvement in regular work plans as a practicum student related to his programme had been achieved.					
5	The extent to which the practicum student was able to apply theoretical/practical concepts related to his programme for professional development.					
6	Overall, the practicum student learned the necessary skills to successfully complete his/her work-based learning/practicum/on-the-job training.					

V. Additional Information on Employability Skills

Please assign an appropriate rating from 1 to 5 by checking (□) one of the numbers below each box for a given indicator.

5	Very Satisfied	4	Satisfied
3	Moderately Satisfied	2	Dissatisfied
1	Very Dissatisfied		

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
Communication						
1	Writing report(s)					
2	Writing emails and/or memos					
3	Confident in speaking to people (face-to-face or over the phone)					
Teamwork						
1	Good at working with people at work					
2	Good at working with other people that come in contact with the company/organization					
Problem Solving						
1	Being able to find solutions when faced with work related difficulties or setbacks					
2	Has logical process for figuring out possible solution(s)					
Initiative and Enterprise						
1	Has creative thinking to make improvements					
2	Has multi-dimensional perspective in considering company related challenges					
Planning and Organizing						
1	Student is able to work out to finish assigned task(s);					
2	Student is able to work out when and how to finish assigned task(s);					
3	Student is able to develop project timelines; and					
Self-management						
1	Student is able to get on his/her work with someone to check up on;					
2	Student is able to prioritize his/her own deadlines/due dates; and					
3	Student is able to delegate task(s) to other people to ensure timeliness in getting task(s) done.					
Learning						
1	Student is able to understand new things quickly;					
2	Student is able to accept new task(s);					
3	Student is able to adapt on the changes in the workplace on how task(s) are done					
Technology						
1	Being able to use a computer for word processing and sending email					
2	Use specific technology skills relating to using social media;					
3	Use specific technology skills relating to working with design or video editing software					
4	Use specific technology skills relating to					

		Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
	knowledge on programming languages.					
5	Other technology skills relating to hardware, like how to use (Electronic Funds Transfer at Point of Sale (EFTPOS), a cash register, a photocopier or scanner, a camera or a recording studio among others.					

VI. SUGESTIONS

In your opinion, what specific aspect of the OJT Programme needs improvement?

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

STUDENT SATISFACTION SURVEY QUESTIONNAIRE ON STUDENT'S WORK-BASED LEARNING (WBL)/PRACTICUM/ON-THE-JOB TRAINING (OJT)

Dear Practicum Student,

Your feedback on your participation in the conduct of work-based learning/practicum/on-the-job training is important to us to ensure effective implementation of Work-Based Learning (WBL)/Practicum/On-the-Job Training (OJT) following processes and procedures, meaningful placements and employment. Please fill this questionnaire. The information derived herein shall form part of UTB's future plans and continuous quality improvement effort.

Thank you

I. EMPLOYER INFORMATION

Company :

Sector of Employment ☐ Govt ☐ Private

Industry of Employment

☐Information Technology

☐Manufacturing ☐Banking / Finance

☐Education ☐Telecommunications

☐Real Estate ☐Health Care

☐Hospitality ☐Retail / Sales / Marketing

II. STUDENT INFORMATION

Name :

Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE

Academic Year and Trimester Started :AY_____ ☐ 1st ☐ 2nd ☐ 3rd

Academic Year and Trimester Completed :AY_____ ☐ 1st ☐ 2nd ☐ 3rd

III. Practicum Adviser

Based on your experience(s) with your practicum adviser, how much do you agree or disagree with the following statements? Use the scale below;

5 Strongly Agree 4 Agree
3 Somewhat Agree 2 Disagree
1 Strongly Disagree

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
1	Conducts orientation on internship/on-the-job training (OJT)/work-based learning (WBL);					
2	Ensures that the process of practicum is well-explained and understood;					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
3	Explains the requirements to be submitted;					
4	Monitors the submission of the requirements;					
5	Follow-up the submission of the requirements required in the marking period;					
6	Always available for consultation;					
7	Informs practicum students on the schedule of company visit;					
8	Conducts company visit(s) as required; and					
9	Overall, the pre-internship conducted by the practicum adviser is effective in achieving the aims and objectives of Practicum/On-the-Job Training (OJT)/Work-Based Learning (WBL).					

IV. WBL/OJT/Practicum Experiences

Based on your experience(s) in your OJT/Practicum, how much do you agree or disagree with the following statements? Use the scale below;

5 Strongly Agree 4 Agree
3 Somewhat Agree 2 Disagree
1 Strongly Disagree

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
1	The orientation to the placement setting including your role and responsibilities was appropriate					
2	The extent to which the field placement met your learning needs of the new and improved skills on communication, collaboration, time management, adaptability, critical thinking, research and analysis and collaboration and how to apply them.					
3	Organization/Company/Institution's responsiveness to your education and training relating to various skills (interpersonal, professional communication, problem-solving, networking, practical skills among others).					
4	I have been involved in the regular work plans of my work-based learning/practicum/on-the-job training.					
5	I have been given specific project to work on related to my programme.					
6	The workload expectations for yourself as a practicum student.					
7	The extent to which you had the opportunity to learn new concepts and synthesize learning from the classroom, integrating theory and practice for professional development.					
8	I had the opportunity to apply theoretical concepts which I have learned at UTB.					
9	My education at UTB/College has provided					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
	me the necessary theoretical/practical knowledge to successfully complete my work-based learning/practicum/on-the-job training.					
10	My education at UTB/College has provided me the necessary skills to complete my work-based learning/practicum/on-the-job training.					

V. Experiences with the training supervisor relating to the learning program during WBL/practicum/OJT

Based on your experience(s) in your OJT/Practicum, how much do you agree or disagree with the following statements? Use the scale below;

5 Strongly Agree 4 Agree
3 Somewhat Agree 2 Disagree
1 Strongly Disagree

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
My work-based learning/practicum/on-the-job training supervisor:						
1	Is easy to approach;					
2	Is supportive to the suitability of workload and learning experience;					
3	Is always willing to answer questions;					
4	regularly monitored my work progress and development; and					
5	conducted regular meeting, where I had the chance to present my progress to other practicum/on-the-job training students and to discuss questions with them.					
6	showed appreciation when I performed my task well.					
7	have regular update on my work progress and performance.					
8	Have clear expectation the compliance on assignment and materials for submission.					

VI. SUGESTIONS

In your opinion, what specific aspect of the OJT Programme needs improvement?

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain

University of Technology Bahrain

ANNUAL EVALUATION OF COLLEGE DEAN BY FACULTY

Dear Faculty,

As part of our continuous quality improvement efforts, we would like to invite you to evaluate your college dean objectively with respect to the following aspects: Leadership, Administration and Management, Faculty and Program Development, Communication, Fairness and Ethics, Student Affairs and University and Community Services.

Thank you.

I. INFORMATION

Name of Rater/Evaluator :

Name of Dean being Evaluated

Using the scale below, please rate your college Dean in terms of the different areas of assessment.

5	Excellent	4	Good
3	Average	2	Below Average
1	Poor		

II. Leadership

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Has long-range vision; thinks and plans beyond the year-to-year operation.					
2	Reaches out and influences constituencies beyond his/her own college.					
3	Is able to prioritize the college's needs and initiatives.					
4	Is readily and regularly available to faculty and students.					
5	Fosters a climate that promotes continuous improvement.					
6	Effectively advocates for the needs of the college.					
7	Is an effective role model for the college.					
8	Values differences and diversity in people.					

Please indicate (if any) suggestions for improvement

_____

_____

III. Administration and Management

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Displays an ability to plan, organize, establish priorities, and make decisions.					
2	Provides opportunities for faculty and staff to use their abilities most effectively and productively.					
3	Involves appropriate persons in the decision-making process.					
4	Handles conflict resolution in fair and consistent manner.					
5	Addresses administrative matters in a timely fashion.					
6	Holds College Council meetings regularly and according to needs.					
7	Evaluates faculty members on objective and fair bases.					
8	Plans and follows college budget according to actual needs.					
9	Takes responsibility for decisions in the college.					
10	Follows appropriate channels in decision making.					
11	Encourages and promotes efforts to increase university support.					
12	Supports University's efforts in student recruitment.					

Please indicate (if any) suggestions for improvement

_____

_____

IV. Faculty and Program Development

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Is knowledgeable about all programs in the college.					
2	Effectively follows up the delivery of the programs in the college.					
3	Promotes a favorable environment for faculty development.					
4	Supports and encourages interdisciplinary collaboration.					
5	Encourages and supports creative approaches to teaching, scholarship, and service.					
6	Encourages and supports long-range planning.					

Please indicate (if any) suggestions for improvement

_____

_____

V. Communication

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Articulates a clear vision for the college.					
2	Maintains open lines of communication.					
3	Effectively communicates both verbally and in writing.					
4	Listens to colleagues and considers their opinions and points of view.					
5	Is clear and persuasive in presentations before groups.					
6	Ensures timely flow of information to departments, faculty, and staff.					

Please indicate (if any) suggestions for improvement

_____

_____

VI. Fairness and Ethics

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Treats faculty fairly.					
2	Exhibits and encourages high ethical and professional standards					

Please indicate (if any) suggestions for improvement

_____

_____

VII. Student Affairs

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Maintains effective academic advising.					
2	Encourages extracurricular activities.					
3	Supervises and follows up on training activities.					
4	Follows up and sets up activities for the alumni.					
5	Encourages students with high academic performance.					
6	Is accessible to and cares for students.					

Please indicate (if any) suggestions for improvement

_____

_____

VII. University and Community Services

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Serves as an effective liaison with the local and regional community.					
2	Creates a positive image of the college in the local and regional community.					
3	Encourages faculty members to provide community services.					
4	Encourages faculty members to participate in university committees					

Please indicate (if any) suggestions for improvement

_____

_____

VIII. GENERAL SUGESTIONS/QUESTIONS

Other comments/suggestions:

_____

What are the strengths of the dean as an administrator?

_____

What are the areas in which this administrator should improve?

_____
_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

University of Technology Bahrain

ANNUAL EVALUATION OF PROGRAMME HEAD BY FACULTY

Dear Faculty,

As part of our continuous quality improvement efforts, we would like to invite you to evaluate your programme head objectively with respect to the following aspects: Leadership, Administration and Management, Faculty and Program Development, Communication, Fairness and Ethics, Student Affairs and University and Community Services.

Thank you.

I. INFORMATION

Name of Rater/Evaluator :

Name of PH being Evaluated

Using the scale below, please rate your Programme Head in terms of the different areas of assessment.

5	Excellent	4	Good
3	Average	2	Below Average
1	Poor		

II.Leadership

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Ensures sound development of strategic and action plans for departmental mission and programs.					
2	Effectively communicates expectations and issues of university and college to faculty.					
3	Is able to prioritize the department needs and initiatives.					
4	Is readily and regularly available to faculty and students.					
5	Fosters a climate that promotes continuous improvement.					
6	Effectively advocates for the needs of the department.					
7	Promotes a favourable environment for faculty development.					
8	Encourages and supports creative approaches to teaching, scholarship, and service.					

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
9	Values differences and diversity in people.					

Please indicate (if any) suggestions for improvement

_____

_____

III. Administration and Management

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Displays an ability to plan, organize, establish priorities, and make decisions.					
2	Attends to essential administrative details such as class scheduling, budget preparation, promotion documentation, program review, and outcomes assessment.					
3	Manages staffing effectively; provides opportunities for faculty and staff to use their abilities most effectively and productively.					
4	Distributes fair and reasonable teaching and non-teaching assignments.					
5	Involves appropriate persons in the decision-making process.					
6	Handles conflict resolution in a fair and consistent manner.					
7	Addresses administrative matters in a timely fashion.					
8	Holds department council meetings regularly.					
9	Evaluates faculty members on objective and fair bases.					
10	Makes proper decisions for the department.					
11	Follows appropriate channels in decision making.					
12	Encourages and promotes efforts to increase university support.					
13	Supports University's efforts in student recruitment.					

Please indicate (if any) suggestions for improvement

_____

_____

IV. Faculty and Program Development

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Undertakes curriculum initiatives (establishing new courses, revising existing courses, incorporating technology, etc.).					
2	Disseminates necessary information (catalog copies, prerequisite lists, requests for information, etc.) about departmental programs.					
3	Supervises learning outcomes assessment.					
4	Supports and encourages internships and undergraduate research.					
5	Supports and encourages departmental activities (seminars, workshops, etc.).					

Please indicate (if any) suggestions for improvement

_____

_____

V. Communication

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Articulates a clear vision for the programme					
2	Maintains open lines of communication.					
3	Effectively communicates both verbally and in writing.					
4	Listens to colleagues and considers their opinions and points of view.					
5	Is clear and persuasive in presentations before groups.					
6	Ensures timely flow of information to faculty and staff.					

Please indicate (if any) suggestions for improvement

_____

_____

VI. Fairness and Ethics

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Treats faculty fairly.					
2	Exhibits and encourages high ethical and professional standards					

Please indicate (if any) suggestions for improvement

_____

_____

VII. Student Affairs

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Maintains effective academic advising.					
2	Encourages extracurricular activities.					
3	Supervises and follows up on training activities.					
4	Follows up and sets up activities for the alumni.					
5	Encourages students with high academic performance.					
6	Is accessible to and cares for students.					

Please indicate (if any) suggestions for improvement

_____

_____

VII. University and Community Services

		Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)
1	Serves as an effective liaison with the local and regional community.					
2	Creates a positive image of the college in the local and regional community.					
3	Encourages faculty members to provide community services.					
4	Encourages faculty members to participate in university committees					

Please indicate (if any) suggestions for improvement

_____

_____

VIII. GENERAL SUGESTIONS/QUESTIONS

Other comments/suggestions:

_____

What are the strengths of the dean as an administrator?

_____

What are the areas in which this administrator should improve?

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

University of Technology Bahrain

Management Performance Appraisal (Heads of Offices)

This evaluation form presents five categories of evaluation criteria which will be filled out by the immediate subordinate of the Head/Manager under evaluation. Note that Part III of this evaluation form shall only be filled out by the PDD and QA. Each category in Part II contains a statement to describe a behavior standard in that area of assessment. The responses are all in 5-point Likert scale and will be scored using the matrix below;

Range of Mean	Interpretation
4.6 – 5.0	Excellent
3.6 – 4.5	Very Good
2.6 – 3.5	Good
1.6 – 2.5	Fair
1.0 – 1.5	Poor

I. INFORMATION

Name of Head/Manager :

Department

II. MANAGEMENT AND LEADERSHIP PRACTICES (40%)

How much do you agree or disagree with the following statements? Use the scale below;

5 Strongly Agree 4 Agree
3 Somewhat Agree 2 Disagree
1 Strongly Disagree

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
Individual Characteristics and Professional Conduct						
The Head/Manager…						
1	is diligent and thorough in the discharge of duties					
2	exercises good judgment					
3	displays enthusiasm, cooperation, and willingness to adapt					
4	exhibits composure, appearance, and attitude appropriate for executive position					
5	demonstrates a capacity for innovation and creativity					
6	anticipates and analyzes problems to develop effective approaches for solving them					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
Policy Execution and Reporting						
The Head/Manager…						
1	Implements actions in accordance with the university goals and objectives.					
2	Supports the actions of the top management, both inside and outside the organization, after a decision has been reached					
3	Understands, supports, and enforces, university policies and procedures					
4	Reviews policies and procedures periodically to suggest improvements to their effectiveness when necessary					
5	Offers workable alternatives for any changes in policies and procedures when the same are no longer practical					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
Reporting						
The Head/Manager…						
1	provides regular information and reports concerning matters of importance to the university					
2	responds in a timely manner to requests for reports					
3	takes the initiative to provide information, advice, and recommendations on matters that are non-routine and not administrative in nature					
4	produces reports that are accurate, comprehensive, concise, and written to their intended audience					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
Supervision						
The Head/Manager…						
1	encourages subordinates to make decisions within their jurisdictions with minimal manager involvement yet maintains general control of operations by providing the right amount of communication.					
2	instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still					

		Strongly Disagree (5)	Disagree (4)	Somewhat Agree (3)	Disagree (2)	Strongly Disagree (1)
	monitoring operations at the department level					
3	develops and maintains a friendly and informal relationship with the staff and workforce in general, yet maintains the professional dignity of the office					
4	sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback					

POSSIBLE AREAS OF IMPROVEMENT

_____
_____
_____
_____

III. GOAL/TARGET ACHIEVEMENT (60%) (to be filled out by the PDD and QA)***

Use the following weights to score the ability of the Manager/Head in achieving its assigned Key Performance Indicators;

2 – Achieved 1 - Partially achieved 0 - Not achieved

(a) Number of Assigned KPIs	
(b) Number of Assigned KPIs achieved	
(c) Number of Assigned KPIs partially achieved	
(d) Number of Assigned KPIs not achieved	
(e) Total Score for goal/target achievement [b x 2 + c x 1 / (a x 2)]	

Signature of the Rater (Date) :_____

Signature of Ratee (Date) : _____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

UTB Planning and Development Office
University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

THESIS/CAPSTONE SATISFACTION SURVEY

Dear Student,

In our aim to provide the highest quality of education and services to our constituents, University of Technology Bahrain (UTB) continuously implements measures to improve its curricular offerings, services, systems and procedures. In this regard, we would like to solicit your inputs pertaining to the support services and the over-all experience in your thesis/capstone writing. The information gathered from this survey will be used as basis for future plans and shall form part of our continuous quality improvement efforts.

Thank you.

I. STUDENT INFORMATION

Name (Optional) :
Student No. (Optional) :
Programme ☐BSBI ☐BSIB ☐BSCS ☐BSME ☐BSIE
Sex ☐Male ☐Female
Type of Student ☐Working ☐Non-Working

II. Please indicate how satisfied you are with the following aspects of your thesis/capstone experience and how important are they to you. Kindly mark in block 1 & 2 as appropriate

A. Academic Support

Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
In relation to my research, my adviser/s;								
1. Are available when I need them								
2. Give me sufficient support in defining my topic								
3. Give me sufficient support in planning my research project work								
4. Give me sufficient support in doing literature searches								
5. Give me sufficient support in planning and writing my report								
6. Give me timely feedback when I submit written material								
7. Have clearly explained issues such as intellectual property, confidentiality, research ethics & plagiarism								
8. Encourage me to publish my work								
9. Encourage me to give conference papers/ articles if needed								
10. Provide expert advice on my area of research								
11. Meet/s my expectations about agreed working protocols (eg., work turn-around, availability)								

A. Academic Support								
Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
12. Manage/s the advisory panel arrangement effectively								
13. Assist/s me with judging my progress against an agreed timeline								
14. Clearly advise me on the structure of my report, the technical specifications, layout, binding and so on								
15. Clearly advise me on the standard of work required for my project report								
16. Clearly advise me on what will happen during the project presentation process								

B. Outcomes of Study								
Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
My research project promotes the development of;								
1. An ability to think critically								
2. An ability to solve problems successfully								
3. A capacity for creativity and innovation								
4. Up-to-date knowledge and skills in my field								
5. A respect for alternative viewpoints								
6. Capacity to manage my time effectively								
7. An ability to see how the outputs of my research project might productively be used								
8. The skills necessary to plan and undertake independent study and research								
9. Knowledge of intellectual property issues such as copyright, patents, confidentiality								
10. Skill in oral and written communication								
11. The ability to work as a member of a team								
12. An ability to handle the unexpected effectively								
13. A capacity to contribute to the development of professional practice in my field								
14. Understanding of the need for presentation and discussion of work at scholarly meetings								

C. Research Resources	SATISFACTION (1)				IMPORTANCE (2)			
Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
Essential resources:								
1. Provides adequate support in securing resources								
2. Is well administered by my college								
3. Allows equal access to resources to all students								
4. Has been clearly explained and I know how to access the resources I am entitled to								
5. Has clear pathways to follow in accessing resources								

D. Administration and Access	SATISFACTION (1)				IMPORTANCE (2)			
Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
1. My college was helpful in finding potential Supervisors for me								
2. My college is helpful when I have questions / problems								
3. The Office of Research Services is helpful when I have questions / problems								

E. Library	SATISFACTION (1)				IMPORTANCE (2)			
Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
UTB library services meet my needs in the following areas:								
1. Library Desk Service								
2. Provision of quiet study areas								
3. Assistance provided by Library staff								
4. Inter-library loan services (borrowing of books)								
5. Remote access to UTB and other library catalogues								
6. Electronic Access to Library resources								

E. Computing and Infrastructure								
Services	SATISFACTION (1)				IMPORTANCE (2)			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Important	Important	Unimportant	Very Unimportant
UTB computing facilities meet my needs in the following areas:								
1. Quality of computing equipment								
2. Quality of software								
3. IT Help and Support								
4. Availability of computers								
5. Technical support and repairs								
6. UTB working space and facilities								
7. Timely information about seminars and workshops								
8. Knowing where to go in my College for assistance if I have issues about my research or supervision								

IV. SUGESTIONS

In your opinion, what specific areas or feature of the university' library needs improvement?

_____

_____

Thank you for your cooperation and willingness to complete this survey. Rest assured that all the information you have provided will be treated with utmost care and confidentiality.

Please return the completed form to:

University of Technology Bahrain
P.O. Box 18041, Salmabad, Kingdom of Bahrain.

University of Technology Bahrain

P.O. Box 18041,
Manama,
Kingdom of Bahrain

Email
info@utb.edu.bh

Tel
+973 17787978

Log on:
utb.edu.bh