

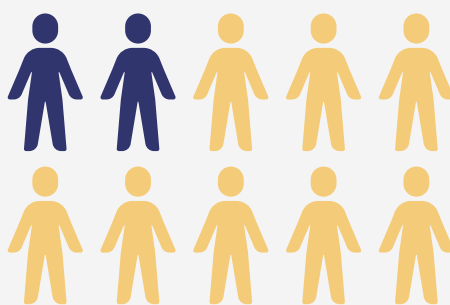
# Student Feedback

This infographic gives an overview of the students' feedback survey outcomes for semester 1, year 2021/22. The feedback includes comments on the programmes offered at ITS, teaching and learning, facilities at ITS and module specific feedback.

## RESPONDENTS

A total of 126 respondents completed the survey, amounting to **12%** of the total student population at ITS.

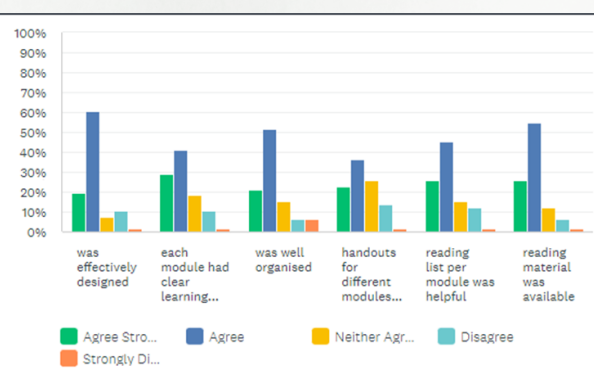
Majority of respondents came from the Foundation course, followed by Certificate in Food Preparation and Service and Bachelor in International Hospitality Management.



## POSITIVITY RATE

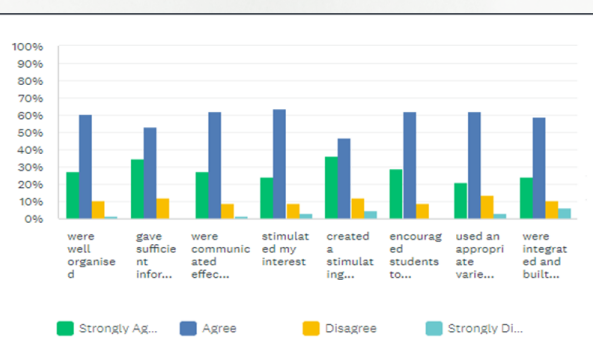


The survey had an average **positive** response of 79%.



### Programme

80% of the respondents feel that the programme they are following is **effectively** designed and **reading material** was available. 59% feel that it was well **organised** and handouts were **helpful**.



### Teaching Strategies

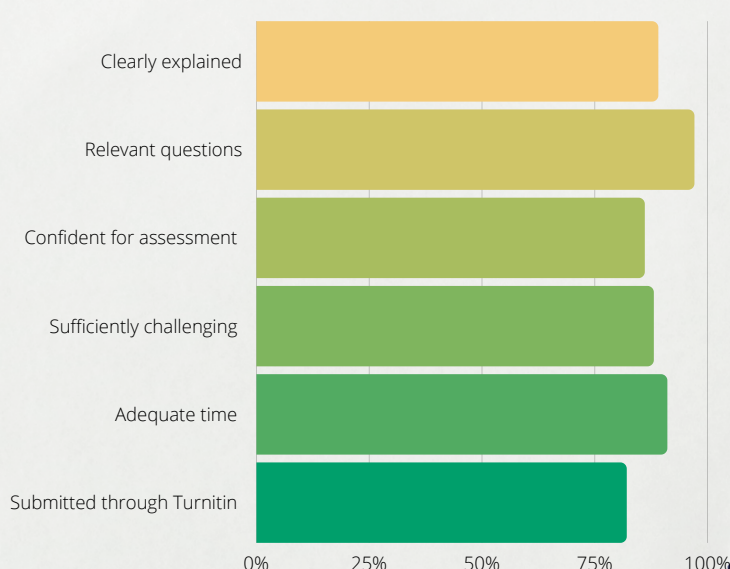
With an average of 88% positivity rate, respondents think that the teaching of modules within their course is **well organised** and creates a **stimulating** learning environment.

## Positive Qualitative Feedback

Three main areas of positive feedback emerged:

1. Online sessions are successful and convenient
2. Practical sessions are much more appreciated by students.
3. Students are pleased with the support and teaching of the majority of lecturers and learning coaches.

## Assessment



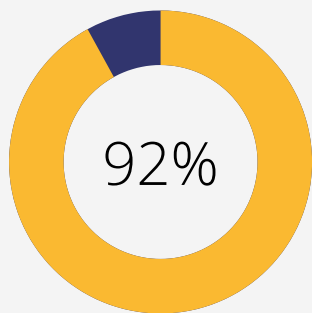
## Areas of Improvement

Four main areas were identified from qualitative feedback given.

1. **Various online platforms** are being used, and should opt to have one main common platform.
2. **Repetition** of content in various modules.
3. Individual lecturing staff were identified as **irresponsible, and inefficient**.
4. **Lack of information** about the modules within the course and at times not updated.



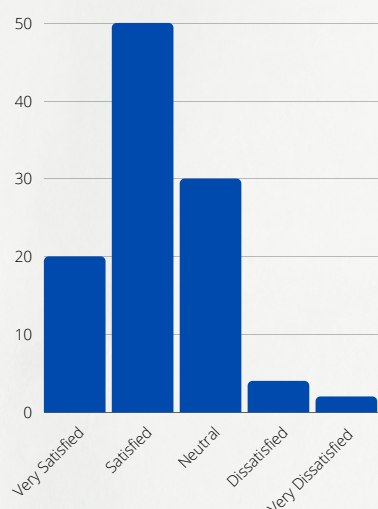
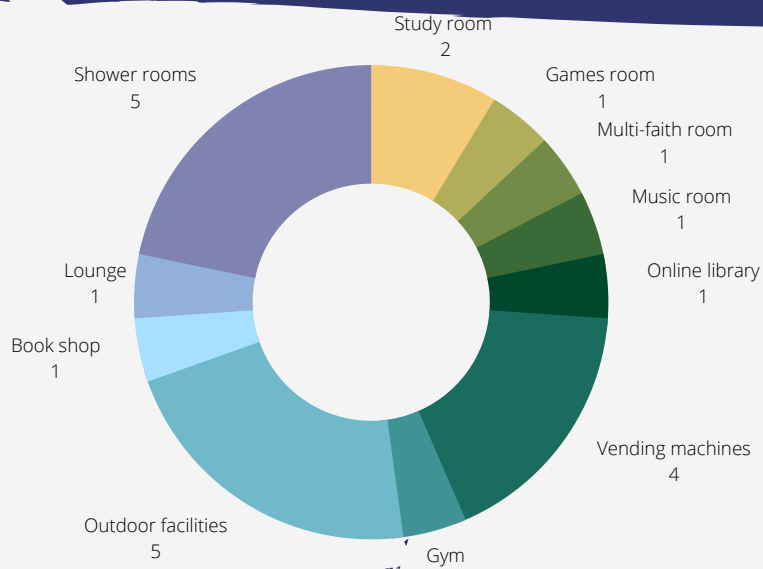
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92% of the respondents would recommend the programme that they are following to fellow students.

## FACILITIES

Majority claimed that they are satisfied with the resources currently available at ITS. Other facilities respondents wish to have are indicated in the chart on the right.



### Health & wellness Support

The majority of respondents are happy with the level of health and wellness support offered, with a positivity rate of 70%.



### Safety at ITS

With an average response of 7 on a line scale, respondents feel that they feel fairly safe on campus and in classrooms.



### Cleanliness

67% of the respondents claimed that they are satisfied with the cleanliness on campus.

## Overall Experience at ITS

Respondents rated their overall experience at ITS as 8 on 10 on the line scale.

