

Najran University

The University Development and Quality Deanship

Performance Measurement Unit

A report about measuring the student satisfaction about facilities and services from the leadership of acceptance and registration

Summery

Introduction:

According to the framework of its action plan, it is required for Performance Measurement Unit to apply a survey to evaluate the student satisfaction about facilities and services from the leadership of acceptance and registration. It follows write a report including clear results and recommendations. After that send this report to vice rector ship for development and quality to be discussed it by advisory council of the VRDQ, for taking decisions and procedures for development and quality.

Purpose: The purpose of this report is to identify a degree of faculty-teaching members' effective activities. **Tolls:** It is used a questionnaire to measure the student satisfaction about facilities and services from the leadership of acceptance and registration. **The sample:** is consisted of (128) University students, (30) males, (98) females. The statistical method: is used SPSS (means and percentages). **Results:** the result show that the percentage of the student satisfaction about facilities and services from the leadership of acceptance and registration is (74.2 %). It is considered medium. Therefore, it needs to improve, even reach to (80%) according to standards of the National commission for Assessment and Academic Accreditation and the indicators of strategic plan for the

University of Najran. **Recommendation:** It is necessary to improve a degree of the student satisfaction about facilities and services from the leadership of acceptance and registration