



**DIRECTORATE OF UNIVERSITY QUALITY ASSURANCE  
OFFICE OF THE VICE-CHANCELLOR  
UNIVERSITY OF BENIN  
P.M.B. 1154, BENIN CITY.**

*Motto: Quality Assurance . . . doing the right things  
the right way all the time.*

## QUALITY ASSURANCE EVALUATION SURVEY

### TO BE COMPLETED BY STUDENTS

Quality Assurance is a regulatory mechanism directed at accountability in academic programmes and processes, through a systematic, structure process of evaluations and assessments with the aim of maintaining and improving upon set standards.

1. This Survey is intended to assess students’ evaluation of University services, lecturers and research
2. You are therefore, kindly requested to be sincere and honest in responding to the questions.
3. Be assured that the information provided would be treated with utmost confidentiality.
4. The result obtained at the end of the exercise will be used to galvanize the system towards achieving improved set standards.
5. For further questions and comments, kindly use the designated ‘questions and comments tab at [www.unibenqa.org](http://www.unibenqa.org)

Thank you.

- i. DEPARTMENT:.....
- ii. LEVEL:..... Date:.....
- iii. UNDERGRADUATE [  ] POSTGRADUATE [  ]
- iv. GENDER: Male [  ] Female [  ]
- v. What is your most favourite course?.....  
Why?.....  
.....  
.....
- vi. What is your least favourite course?.....  
Why?.....  
.....

Kindly tick [  ] on the appropriate option to indicate your rating. YES or NO

| <b>DO YOU KNOW THE FOLLOWING:</b> |  | <b>YES</b> | <b>NO</b> |
|-----------------------------------|--|------------|-----------|
| 1.                                | University Motto                           |            |           |
| 2.                                | Vision/Mission Statement of the University |            |           |
| 3.                                | University Anthem                          |            |           |
| 4.                                | University Colour                          |            |           |

Kindly tick [  ] on the appropriate option to indicate your rating, where 1 is “poor” and 5 is “very good”.

| <b>STATEMENT</b>  |   | <b>SCORE</b>      |                                |                      |                   |                            |                             |
|---|---|-------------------|--------------------------------|----------------------|-------------------|----------------------------|-----------------------------|
| <b>How would you rate the following in relation to quality of services:</b> |   | <b>1<br/>Poor</b> | <b>2<br/>Below<br/>Average</b> | <b>3<br/>Average</b> | <b>4<br/>Good</b> | <b>5<br/>Very<br/>Good</b> | <b>6<br/>DON'T<br/>KNOW</b> |
| 1.  | Vice-Chancellor's Office                  |                   |                                |                      |                   |                            |                             |
| 2.  | Registrar's Office                        |                   |                                |                      |                   |                            |                             |
| 3.  | Bursary                                   |                   |                                |                      |                   |                            |                             |
| 4.  | Services at the University Health Centre  |                   |                                |                      |                   |                            |                             |
| 5.  | Efficiency of Library Services            |                   |                                |                      |                   |                            |                             |
| 6.  | Efficiency of the Fire Services           |                   |                                |                      |                   |                            |                             |
| 7.  | Adequacy of toilet facilities             |                   |                                |                      |                   |                            |                             |
| 8.  | Adequacy of spaces for students lectures  |                   |                                |                      |                   |                            |                             |
| 9.  | Adequacy of security services             |                   |                                |                      |                   |                            |                             |
| 10.   | Efficiency of the University water scheme |                   |                                |                      |                   |                            |                             |
| 11.   | Adequacy of sport facilities              |                   |                                |                      |                   |                            |                             |
| 12.   | Halls of Residence                        |                   |                                |                      |                   |                            |                             |
| 13.   | University website                        |                   |                                |                      |                   |                            |                             |
| 14.   | Internet facilities in the university     |                   |                                |                      |                   |                            |                             |
| 15.   | Maintenance of the university environment |                   |                                |                      |                   |                            |                             |
| 16.   | Post Graduate School                      |                   |                                |                      |                   |                            |                             |
| 17.   | Examinations and Records                  |                   |                                |                      |                   |                            |                             |
| 18.   | Students Affairs Division                 |                   |                                |                      |                   |                            |                             |
| 19.   | Academic Planning Division                |                   |                                |                      |                   |                            |                             |
| 20.   | Alumni Relations and Endowment            |                   |                                |                      |                   |                            |                             |
| 21.   | Estate and Works(Electricity)             |                   |                                |                      |                   |                            |                             |
| 22.   | Guidance and Counselling Unit             |                   |                                |                      |                   |                            |                             |
| 23.   | Services rendered by ICTU/CRPU            |                   |                                |                      |                   |                            |                             |
| 24.   | Dean's Office                             |                   |                                |                      |                   |                            |                             |
| 25.   | Head of Unit Office                       |                   |                                |                      |                   |                            |                             |

**How would you rate the following in relation to the quality of teaching (Undergraduate students only)**

**Course title**.....

**Course code**.....

|     | <b>STATEMENT</b>  | <b>1<br/>Poor</b> | <b>2<br/>Below<br/>average</b> | <b>3<br/>Average</b> | <b>4<br/>Good</b> | <b>5<br/>Very<br/>good</b> | <b>6<br/>DON'T<br/>KNOW</b> |
|-----|---|-------------------|--------------------------------|----------------------|-------------------|----------------------------|-----------------------------|
| 1.  | A course syllabus was available (to explain objectives, learning outcomes and assessments). |                   |                                |                      |                   |                            |                             |
| 2.  | The lecturer followed the course outline  |                   |                                |                      |                   |                            |                             |
| 3.  | The lecturer comes to class on time and attends the lecture hour fully                      |                   |                                |                      |                   |                            |                             |
| 4.  | The lecturer presented the lecture in ways that assisted my learning                        |                   |                                |                      |                   |                            |                             |
| 5.  | The lecturer speaks English clearly and understandably                                      |                   |                                |                      |                   |                            |                             |
| 6.  | The lecturer displayed very good knowledge of the subject area                              |                   |                                |                      |                   |                            |                             |
| 7.  | The lecturer encourages participation and questions in class                                |                   |                                |                      |                   |                            |                             |
| 8.  | The lecturer uses boards and visual aids effectively  |                   |                                |                      |                   |                            |                             |
| 9.  | The lecturer's speaking habits, voice and clarity are appropriate                           |                   |                                |                      |                   |                            |                             |
| 10. | The atmosphere in the room is usually friendly and motivating                               |                   |                                |                      |                   |                            |                             |
| 11. | The lecturer was available to give help outside the class                                   |                   |                                |                      |                   |                            |                             |
| 12. | How often are you given assignments and research questions                                  |                   |                                |                      |                   |                            |                             |
| 13. | The projects/assignments were helpful   |                   |                                |                      |                   |                            |                             |
| 14. | Accessibility of Lecturers for questions and assistance                                     |                   |                                |                      |                   |                            |                             |
| 15. | The lecturer provided timely and helpful feedback on the assignments                        |                   |                                |                      |                   |                            |                             |
| 16. | How comfortable are you in seeking assistance from lecturers                                |                   |                                |                      |                   |                            |                             |
| 17. | Overall, the lecturer was highly effective in facilitating my learning                      |                   |                                |                      |                   |                            |                             |
| 18. | The Lecturer takes attendance regularly (YES/NO)  |                   |                                |                      |                   |                            |                             |

**Evaluation of Course Design**

|    |  |  |  |  |  |  |  |
|----|--|--|--|--|--|--|--|
| 1. | The learning outcomes and assessment of the course were clearly spelt out  |  |  |  |  |  |  |
| 2. | The course was well organised and coordinated to help me learn effectively |  |  |  |  |  |  |
| 3. | The assessment tasks were relevant to the learning objective of the course |  |  |  |  |  |  |
| 4. | The materials used were very helpful                                       |  |  |  |  |  |  |
| 5. | Tutorials/discussion/labs enhanced my understanding of the subject         |  |  |  |  |  |  |

| <b>How would you rate the following in relation to the quality of teaching (Postgraduate students only):</b> |  |     |    |
|--|--|-----|----|
|  |  | YES | NO |
| 1.   | I undertook a course in Research Methodology   |     |    |
| 2.   | I was introduced to my Faculty by way of orientation   |     |    |
| 3.   | Publications on plagiarism are readily available at the PG School                                |     |    |
| 4.   | I have been introduced to and enlisted into a research data base at the University               |     |    |
| 5.   | There are opportunities for exchanges with researchers within and outside of University of Benin |     |    |
| 6.   | There are trainings on how to access grants for research   |     |    |

In your opinion, what resources would improve the quality of teaching and learning in University of Benin?

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What do you think about deploying a Learning Management System (LMS) in the university? (LMS is online learning platform which functions as a virtual classroom and serves as an interaction medium between the students and their lecturers, especially via email).

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In your opinion, give general comments about University of Benin

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