Customer Satisfaction Module & Lecturer Combined Report_Oct 2021 for MDIS_Lecturer for Ling Han Tong, Maurice -(LC1701000905)

Prepared by: **Survey Admin**
Creation Date: **Monday, November 8, 2021**

Response Summary:

Raters	Students
Responded	11
Invited	25
Response Ratio	44%

BATCH CODE: FBSD12109A, FBSD12110A

Lecturer's effectiveness

	Unique_Name	Excellent - 5	Very Good - 4	Good - 3	Fair - 2	Poor - 1	Good & Above	Good & Above %	Sum	Mean
The lecturer is knowledgeable and explained the subject matter clearly	Ling Han Tong, Maurice - (LC1701000905)	4	2	3	2	0	9	81.82%	41.00	3.73
The lecturer was well prepared for the classroom teaching including the use of appropriate teaching aids and technology	Ling Han Tong, Maurice - (LC1701000905)	4	2	2	3	0	8	72.73%	40.00	3.64
The lecturer used practical examples which help to communicate ideas and concepts clearly	Ling Han Tong, Maurice - (LC1701000905)	4	2	2	3	0	8	72.73%	40.00	3.64
The lecturer was able to encourage student participation in class	Ling Han Tong, Maurice - (LC1701000905)	4	2	2	3	0	8	72.73%	40.00	3.64
The lecturer handled questions raised by students to the satisfaction of the class	Ling Han Tong, Maurice - (LC1701000905)	4	2	2	3	0	8	72.73%	40.00	3.64
Punctuality of lecturer for class	Ling Han Tong, Maurice - (LC1701000905)	4	3	2	2	0	9	81.82%	42.00	3.82
The lecturer provided timely and useful feedback	Ling Han Tong, Maurice - (LC1701000905)	2	2	3	3	1	7	63.64%	34.00	3.09
Overall	Ling Han Tong, Maurice - (LC1701000905)	26	15	16	19	1	57	74.03%	277.00	3.60

LECTURER EVALUATION COMMENTS

Module and content

	Unique_Name	Excellent - 5	Very Good - 4	Good - 3	Fair - 2	Poor - 1	Good & Above	Good & Above %	Sum	Mean
The subject matter was adequately covered as stated in the course objectives	Ling Han Tong, Maurice - (LC1701000905)	3	5	3	0	0	11	100.00%	44.00	4.00
The course materials were useful in the learning of concepts covered in the classroom	Ling Han Tong, Maurice - (LC1701000905)	4	3	2	2	0	9	81.82%	42.00	3.82
There were appropriate use of case studies, examples and classroom discussion to support learning of concepts	Ling Han Tong, Maurice - (LC1701000905)	4	3	2	2	0	9	81.82%	42.00	3.82
The duration of the course was sufficient to cover the content of the programmme	Ling Han Tong, Maurice - (LC1701000905)	4	4	3	0	0	11	100.00%	45.00	4.09
The module topics and assignments were well spaced	Ling Han Tong, Maurice - (LC1701000905)	4	3	4	0	0	11	100.00%	44.00	4.00
The difficulty of the module was pitched at the right level	Ling Han Tong, Maurice - (LC1701000905)	3	5	2	1	0	10	90.91%	43.00	3.91
Overall	Ling Han Tong, Maurice - (LC1701000905)	22	23	16	5	0	61	92.42%	260.00	3.94

What are the lecturer's strengths?

Comments
knowledgeable
learning from dr Maurice in chemistry practical lessons is much better than online!
Dr. Maurice would always relate the Chemistry topics to real–life examples. In addition, he is also very clear and precise in his explanation and would give us extra questions to try out.
provide example
He explains the subject matter clearly and also uses examples to help understand concepts clearly.
good at explaining
Lecturer is clear and includes relevant examples to explain concepts
go thru very fast
The lecturer have the ability to explain the lessons in a very short time.
He explains concept thoroughly.

What improvements would you suggest to the lecturer?

Comments
I would appreciate it if he could be less condescending in his tone when a student is in doubt or asking a question.
should provide marks for the quiz, marking scheme for lab reports, should have sessions for tutorials (we just have lecture). in addition to this, lecturer should provide some questions at the end of each lecture to understand if student's have actually understood the chapter or not. usually students are beyond quiet and during lab reports they are chasing each other for answers.
It would be good if Dr. Maurice can slow down in his explanation as there are times when he is going a little fast.
NA
Nil
nil
–NIL–
i would say to improve on how he teaches, he teaches abit fast, and gets agitated when we dont reply online, and sometimes when i asked him to go back a slide, he goes back but he just go backs and doesnt wait.
It would be better if the lecturer explains more in specific way ,in detail.
He can be a bit more engaging when teaching us lessons.

Other comments:

Comments
Wrote condescending comments under my report when there was a miscommunication about the report. It makes me not want to continue learning.
NA
I enjoy watching the Chemistry videos that he shows us during lectures! They are very interesting.
NA
Nil
nil
–NIL–
i think you just need to go abit slow, and dont get angry at us. sometimes u get angry at us and we loose the interest.
More patience.

MODULE EVALUATION COMMENTS

What I like about the module

Comments
Interesting
This module is very fun and interesting as not only is there a wide range of Chemistry topics that are taught, the information that I gain from the module can be used in real–life context and experiments.
NA
Nil
interesting
Easy to follow through
ive learnt it, so its easier
In my opinion, this module would support the degree in biomedical science.
I like all the topics taught

What I did not like about the module:

Comments
calculations
lack of sufficient questions to practice
There is nothing that I dislike about this module.
NA
Nil
nil
Insufficient exposure to practice questions and exam questions
NA
none
Too many slides

Other comments:

Comments
no comments
NIL
NA
Nil
nil
–NIL–
NA
none

Lecturer's effectiveness

Question	Good And Above %
The lecturer is knowledgeable and explained the subject matter clearly	81.82%
The lecturer was well prepared for the classroom teaching including the use of appropriate teaching aids and technology	72.73%
The lecturer used practical examples which help to communicate ideas and concepts clearly	72.73%
The lecturer was able to encourage student participation in class	72.73%
The lecturer handled questions raised by students to the satisfaction of the class	72.73%
Punctuality of lecturer for class	81.82%
The lecturer provided timely and useful feedback	63.64%

Module and content

Question	Good And Above %
The subject matter was adequately covered as stated in the course objectives	100.00%
The course materials were useful in the learning of concepts covered in the classroom	81.82%
There were appropriate use of case studies, examples and classroom discussion to support learning of concepts	81.82%
The duration of the course was sufficient to cover the content of the programmme	100.00%
The module topics and assignments were well spaced	100.00%
The difficulty of the module was pitched at the right level	90.91%

Chemistry

Response Summary:

Invited	Responded	Response Ratio
25	11	44.00%

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