

## Executive Summary – Task 3: Student Satisfaction Survey Analysis

As part of **Task 3**, I conducted a comprehensive analysis of student feedback using Python-based quantitative methods and NLP techniques. The objective was to evaluate satisfaction levels, identify performance gaps, and pinpoint the key factors influencing the student experience.

### Key Findings

- **Overall Satisfaction:** The institution's mean satisfaction score is **3.84/5.0**, indicating a generally positive experience but falling short of the excellence threshold (4.0–4.5).
- **Critical Issues Identified:** The presence of **1.0 scores** highlights isolated yet serious dissatisfaction requiring urgent attention.
- **Performance Variation Across Courses:** Notable gaps exist between the highest- and lowest-rated programs, reflecting uneven instructional quality.
- **Instructional Quality as the Top Driver:** NLP confirms that teaching effectiveness, communication clarity, and instructor preparation heavily influence satisfaction.
- **Syllabus Completion Matters:** Students consistently emphasize curriculum coverage as a core expectation.
- **Technology Integration Is Now Essential:** Frequent assessment of ICT Tools shows digital teaching has become a baseline requirement.

### Recommendations

1. Target an improvement of satisfaction from **3.84 → 4.50** in upcoming cycles.
2. Introduce mandatory instructional quality and ICT integration training.
3. Investigate all **1.0 scores** to identify root causes.
4. Support low-performing courses with targeted remediation plans.
5. Implement a **100% syllabus completion guarantee** across departments.
6. Set measurable ICT usage expectations for all instructors.
7. Document best practices from top-rated programs and standardize them institution-wide.
8. Automate weekly NLP-based feedback monitoring.

### Conclusion

Task 3 demonstrates the value of analytics and NLP in transforming student feedback into actionable insights. By addressing instructional inconsistencies and strengthening curriculum delivery, the institution is well-positioned to elevate its satisfaction score to **4.50** and enhance academic performance across all programs.