



Evaluation of Orientation Feedback and Analysis of Student Facility Satisfaction at Kolej Teknologi Yayasan Sabah

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ABSTRACT

This technical report presents an analytical study conducted at Kolej Teknologi Yayasan Sabah (KTYS), focusing on two primary tasks under the Student Affairs Department: a new student orientation feedback initiative and an analysis of student satisfaction levels regarding provided facilities. The orientation feedback analysis aims to evaluate the effectiveness and student satisfaction of the orientation program through the collection of qualitative and quantitative data. Utilizing a Google Form distributed to participants, data from 50 respondents were collected and analyzed. Subsequently, student satisfaction regarding campus facilities was assessed using Power BI, a powerful data visualization and analysis tool. Data preprocessing techniques and interactive dashboards were employed to examine variations in satisfaction levels across various facilities, such as workshops, cafeterias, sports facilities, and the library. The analytical results indicate that while event planning and technical facility satisfaction are commendable, there is a critical need to enhance interaction during orientation and improve the maintenance of specific facilities like the library. Overall, these findings provide valuable insights for management to execute evidence-based decision-making to optimize the student experience and campus support.

Keywords: Facility satisfaction, Feedback form, Kolej Teknologi Yayasan Sabah, Power BI, Student orientation.

INTRODUCTION

Kolej Teknologi Yayasan Sabah (KTYS) is a prominent educational institution in Sabah established by Yayasan Sabah. KTYS is committed to providing quality technical and vocational education through various diploma and certificate programs in fields such as engineering, information technology, business management, and hospitality. The college is renowned for emphasizing industry-relevant education and providing modern facilities like laboratories, workshops, and classrooms to ensure students acquire practical learning experiences.

The Student Affairs Department at KTYS plays a crucial role in supporting student welfare and personal development. This department acts as a vital link between students and the college administration, managing various extracurricular activities, counseling services, and creating an inclusive campus environment. To ensure that the provided services and facilities remain relevant and effective, continuous evaluation is essential.

Therefore, two analytical studies were conducted to evaluate college programs and facility services. The first study focused on new student feedback regarding orientation events to allow the department to understand students' perspectives and identify areas for improvement. The second study focused on analyzing student satisfaction with the provided facilities using a data visualization approach. Both initiatives were implemented to assist KTYS in ensuring an environment that supports holistic student growth and success.

THE PROPOSED METHOD

New Student Orientation Feedback

To evaluate the effectiveness of the New Student Orientation Event, a feedback form was created using Google Forms. The first step involved determining the purpose and objectives of the form to align with the goals of the orientation program. Questions were designed and divided into sections covering event sessions, distributed materials, provided resources, facilities, and overall satisfaction. A closed-ended question format was used to ensure that quantitative and qualitative data could be accurately gathered. Once the questions were reviewed and finalized, the Google Form link was distributed to new students via WhatsApp groups shortly before the program concluded. Response data were then collected and analyzed to identify satisfaction patterns.

Student Facility Satisfaction Analysis

To measure the level of student satisfaction with campus facilities, the data visualization and analysis software Power BI was utilized. The process began with the collection of relevant data from student satisfaction survey responses. The data were then imported into Power BI and underwent a data transformation process to ensure they were clean and consistent. Interactive dashboards were developed to display key metrics related to facility satisfaction levels. Interactive functions such as filters, slicers, and drill-down capabilities were applied to enable detailed analysis across various facility categories and student demographics.

EVALUATION AND RESULTS

Orientation Feedback Evaluation

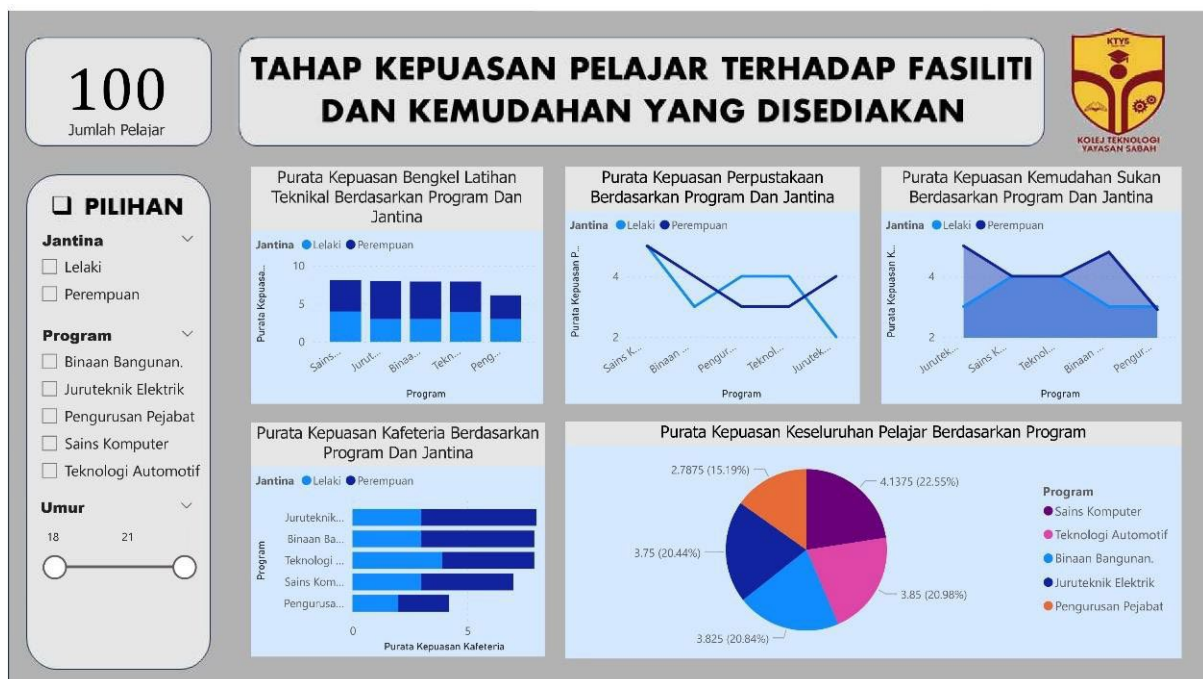
The orientation feedback study received 50 responses, representing a diverse sample of the incoming student population. The analysis results indicate that participants generally had an enjoyable and satisfactory experience throughout the program. The main strengths of the orientation event lie in its organization, planning, and the provision of good preliminary information. However, several aspects were identified for improvement. The findings highlight that students require more comprehensive information, better interaction levels, and more opportunities for engagement among participants. These factors are important to consider in future orientation programs to ensure a smoother student transition into academic life.

Student Satisfaction Levels with Facilities

Data analysis using Power BI shown in Figure 1 provided deep insights into students' perspectives on campus facilities. Based on the generated data visualizations, a large majority of students exhibited high satisfaction levels with key academic facilities, particularly the technical training workshops, cafeterias, and sports facilities. Nevertheless, sentiment analysis from the feedback also revealed several issues requiring attention. Among them, the library facilities showed lower satisfaction levels, and there was high demand from students for improved facility maintenance. The use of Power BI in this context proved highly effective in highlighting key metrics, thereby assisting management in taking specific actions to rectify areas with weaknesses.

Figure 2

The Level of Student Satisfaction with the Facilities Provided by the Dashboard



CONCLUSION

The implementation of the study through the Orientation Feedback Form and facility satisfaction analysis using Power BI has proven the importance of data collection within the operational structure of the KTYS Student Affairs Department. Overall, this study enabled the department to understand the actual needs and issues of the students. Although existing services are at a satisfactory level, there is a need to improve interaction during orientation events and streamline facility maintenance procedures, particularly for the library. The application of these analytical skills encourages evidence-based decision-making, which helps the institution tailor its offerings in line with student requirements. Moving forward, it is recommended that such data collection techniques be expanded to other service departments to ensure continuous improvement in the quality of the educational experience.

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