



UNIVERSITY OF
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**QUALITY PROMOTION
AND ASSURANCE**

GRADUATE OPINION SURVEY REPORT ON THE QUALITY OF UNIVERSITY EDUCATION 2021

INSPIRING GREATNESS

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EXECUTIVE SUMMARY

In 2021, the University of KwaZulu-Natal (UKZN) undertook a survey of graduates, whose degrees were conferred in the virtual graduation ceremonies, to determine their perspectives on the quality of their educational experiences at UKZN. This survey acknowledges the experiences and voices of graduates particularly during one of the most difficult times in global higher education. The pandemic necessitated the move to remote teaching and learning for which very few institutions were prepared, this resulted in the rapid pedagogical adaptations for both staff and students. Feedback from the graduates during these times is therefore an important part of planning a way forward for the university.

For presentation purposes, this survey report has been divided into six areas of quality important for effective education: quality of studies overall; facilities, administration and support; whether appropriate skills had been developed; workload and standard of work expected; quality of teaching and quality of assessment. The survey report is further divided into a section on employment as well as a section on further study.

A sample of 1406 respondents completed the online survey. The online Lime Survey consisting of 53 questions was used to collect the data. A 5-point Likert-scale was used to measure levels of satisfaction with higher values indicating higher levels of agreement. A score closer to 5 indicates a strong positive response while a score closer to 1 indicates a strong negative response. The findings indicate that:

1. Seventy-eight percent of respondents were satisfied with the quality of their degree/diploma studies.
2. Seventy-one percent of respondents were satisfied that the environment at UKZN helped them to learn effectively.
3. Eighty-nine percent of respondents were satisfied that they had developed analytical skills (89%), problem-solving skills

(85%), written, verbal communication skills (89%) and computer skills (82%).

4. Generally, respondents knew the standard of work expected of them (77%), about half of the respondents were of the opinion that the workload was manageable (52%). While less than three quarters of the respondents felt that they were given clear guidelines (67%), 55% of the respondents felt that there was enough time to understand the concepts they had to study.
5. In terms of respondents' overall opinions of teaching staff, 64% felt that staff motivated them to give of their best; 58% thought that staff made a real effort to understand difficulties students were having with their work; 63% felt that staff gave helpful feedback; 64% stated that lecturers were extremely good at explaining concepts to them and that lecturers worked hard to make their studies interesting.
6. With regard to assessment, 49% of respondents felt that all you needed to do well was to have a good memory while 47% of graduates thought that it was possible to get through courses by just working hard at exam time.
7. The questions on administrative assistance, support facilities and equipment showed that 45% of respondents rated professional services staff at School level helpful; while 62% found the support facilities (e.g. libraries) assisted them during their studies and 68% found the equipment to be of a good standard.
8. Twenty-six percent of respondents were employed at the time of graduation, this includes those that were either self-employed, employed or employed and studying further. Of those respondents who indicated they were employed, 73% of them were in full-time employment, and

48% had permanent employment. Graduates generally found employment through job adverts.

9. A total of 43% respondents were studying further at the time of graduation (studying further or employed and studying further). The College of Humanities had the highest percentage of respondents who were studying further while the College of Health Sciences had the lowest. The majority of graduates studying further were studying towards an Honours degree (60%) while 12% were enrolled for a higher degree by research. Ninety percent were studying at UKZN and 79% of those who responded felt that their studies had sufficiently prepared them for further studies.

Overall, respondents indicated reasonable levels of satisfaction with most aspects surveyed. Lower satisfaction levels can be noted in three areas: the assistance received from professional services staff at school and college levels, time given to

understand module content and workloads. These findings however, must be considered in the light of the limitations of the Graduate Opinion Survey which was administered online had a low response rate. The possible cause for low responses could be two-fold, the introduction of an online survey due to graduation ceremonies being conducted virtually or it could be attributed to the survey being conducted at the time where the country was under lockdown due to the COVID-19 pandemic and most graduates may not have had access to the survey as a result of lack of resources and infrastructure.

The Graduate Opinion Survey report provides a common set of assessment results which can provide the basis for discussion among all stakeholders of the University. Surveys of this nature do not provide qualitative data but indicate trends and patterns that may require deeper reflection and exploration. The information can thus provide a focus for planning, budgeting, and management.

INTRODUCTION

This report summarises the results of the Graduate Opinion Survey for 2021. The survey marks the continuation of the University of KwaZulu-Natal's (UKZN's) commitment to students in providing quality services and education, in keeping with the institution's vision to be the premier university of African scholarship.

The objective of the survey was to gain a broad range of graduate opinions by requesting graduates to assess the quality of their University education. The survey sought to discover not only how satisfied graduates are with their educational experience at the University of KwaZulu-Natal (UKZN), but to ascertain what proportion of graduates were employed and how many were involved in further study.

The Graduate Opinion Survey has been conducted annually at UKZN since 2005, having first been designed in 1999 by the Quality Promotion Unit and Division of Management Information of the University of Natal. This is thus the fifteenth Graduate Opinion Survey since the

merger of the former University of Durban-Westville and University of Natal and as such, enables the University to monitor trends and patterns over a sustained period of time. The survey has historically been administered manually in graduation ceremonies however due to the COVID-19 pandemic the administration of the surveys had to be adapted in line with graduation ceremonies being conducted in virtual platforms. In 2021, the Graduate Opinion Survey was administered electronically.

Data collected from surveys must be transformed into information that can be used within the University to effect change. It is therefore more important to focus attention on the use of results and sustaining change rather than on the results themselves. The principal value of this report is to provide a common set of assessment results which can provide the basis for discussion among all stakeholders of the University. The information can provide a focus for planning, budgeting, and management. This report thus presents data without drawing conclusions and making recommendations.

METHODOLOGY

In this section, the research methodology, in terms of the sample, the research instrument, the data collection method and the analysis of results, is described. Finally, the limitations are discussed.

Sample

The information for the Graduate Opinion Survey report was obtained from respondents eligible for graduation in 2021. Historically, the survey was conducted for graduates attending the graduation ceremonies which were usually held in April and September of each year in both Durban and Pietermaritzburg however, due to the pandemic, the respondents that participated in the survey were those that were eligible to graduate in 2021 who had identifiable information on the UKZN database. In total 10 300 invitations to participate in the survey were sent out to graduates using either their private or UKZN email addresses.

Research Instrument

The questionnaire comprises four sections, specifically:

- Section A consists of nine demographic questions.
- Section B consists of twenty-two questions which assess the respondents' satisfaction with their degree/diploma as a whole. This section is further sub-divided in terms of six qualities for effective education: quality of teaching, clarity of educational goals and standards of work expected, nature of assessment, manageability of workload and enhancement of generic skills. Since 2013, the survey has also included three questions that focus on professional service staff, support facilities, and equipment.
- Section C consists of thirteen questions that require the respondents to provide information on their current employment status.
- Section D consists of five questions that

require the respondents to provide information on their further study.

The online survey comprising of 53 questions, mainly required responses to be selected and had a few open-ended free text sections which allowed respondents to comment on any aspect of their experiences which may not have been addressed by the close ended questions. Most of the boxes are either a choice "yes" or "no" response or a Likert scale where respondents are required to rate their answers in terms of agreement, with the opportunity to give a neutral response.

Data Collection

Permission was granted by the Registrar for QPA to conduct the Graduate Opinion Survey following the vetting process of the instrument by the UKZN legal office. Further internal ICS permissions were acquired to access student email addresses (UKZN and private). Email addresses were extracted from the Locate me App and merged with the ITS data to access active student email addresses.

With the assistance of the ICS team, the survey was designed on the Lime Survey platform. The link to the survey was then sent to those who graduated in 2021 via a generic email address. Follow up reminders were sent to graduates on a weekly basis. In keeping with the regulations outlined in POPIA and PIPA, the graduates were invited to participate, their participation was voluntary and they had the option to opt out should they not want to participate in the survey. A number of graduates opted not to complete the survey.

Analysis of Results

The Graduate Opinion Survey uses a five-point Likert scale for measuring levels of agreement. Higher values represent higher levels of agreement. The scale used is as follows:

1. Strongly Agree
2. Agree
3. Neutral

4. Disagree
5. Strongly disagree.

There was also an opportunity for respondents to respond with open comments and provide qualitative feedback. In this report, the 'strongly agree' and 'agree' responses were grouped to positive responses while the 'disagree' and 'strongly disagree' responses were grouped to negative responses.

Limitations

The results of the Graduate Opinion Survey must be considered in the context of several limitations. One limitation relates to the timing of the survey. The data was collected at the time when the country was under lockdown due to the COVID-19 pandemic. A number of UKZN email addresses were inactive as the students were no longer registered with the institution and had not updated their recent contact details of the Locate me App developed by ICS.

Furthermore, Graduates who may have received the link to the survey may have opted out or may have responded to some of the questions and decided to not complete the entire questionnaire. It is also apparent from the responses that not all respondents answered all the questions.

It must also be noted that comments are made on a general level, for instance, about the teaching over a whole degree/diploma. This makes it difficult for respondents to give an assessment for teaching across-the-board when some of their lecturers may have been very good while others may have been mediocre or poor.

Presentation of the Report

The report mirrors the questionnaire and presents the University wide results in the aforementioned categories. The qualitative comments and details about employment provided by respondents are presented in Appendices. Actual number of the responses is provided in appendix 6.



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UNIVERSITY-WIDE REPORT

2021

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1. DEMOGRAPHIC PROFILE

1.1 Respondents Who Completed the Graduate Opinion Survey

In 2021, 10 300 graduates were invited to participate in the Graduate Opinion Survey, 1772 graduates opted in and 1406 provided valid responses. This represents 17,2% of the graduates eligible for graduation in 2021. The number of responses received in 2021 is significantly higher than in 2020 (8%) when the online methodology was introduced in response to the COVID-19 pandemic. While the overall number of responses is listed on the table below (Table 1), it must be noted that the response rate for each question may differ as the respondents may have opted not to answer certain sections of the questionnaire.

Table 1: Respondents who completed the Graduate Survey Questionnaire, 2021

RESPONSE RATE 2021	
	UKZN Total
No. of graduates invited	10 300
No. of graduates who agreed to participate	1772
No. of graduates responded (valid responses)	1406

1.2 Demographic Profile of Respondents

This section provides a summary of the number of graduates who completed the Graduate Opinion Survey questionnaire, and a profile of respondents in terms of their race, gender, age, nationality, language and whether they were the first in their families to receive a degree.

The majority of respondents in 2021 were African, female, under the age of 25 and South African. They did not consider English to be their home language and less than half of the respondents were the first in their families to obtain a degree (figure 1). Forty-nine¹ percent of respondents from UKZN were the first individuals in their immediate family to obtain a degree (figure 1), indicating that

a reduced number of students are the first generation graduates who obtain degrees within their immediate families. The College of Humanities had the highest percentage of respondents who were the first in their families to obtain a degree (Appendix 6).

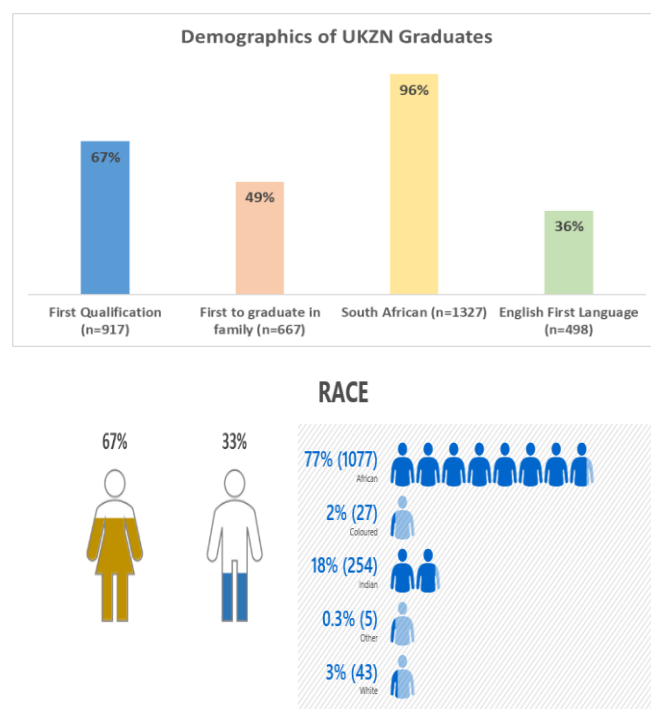


Figure 1: Demographic profile of respondents, 2021

1.3 Main Current Activity of Respondents

Twenty-seven percent of the respondents described themselves as being employed at the time of graduation, this includes those that were either self-employed, employed and studying or employed. A significant decrease of 14% on the employment rate can be noted when compared to 2020, this mirrors the latest statistics on youth unemployment in the country. Close to half of the respondents described themselves as unemployed

¹ Rounded off to the nearest whole number

but seeking employment, an 8% increase from 2020 (figure 2).

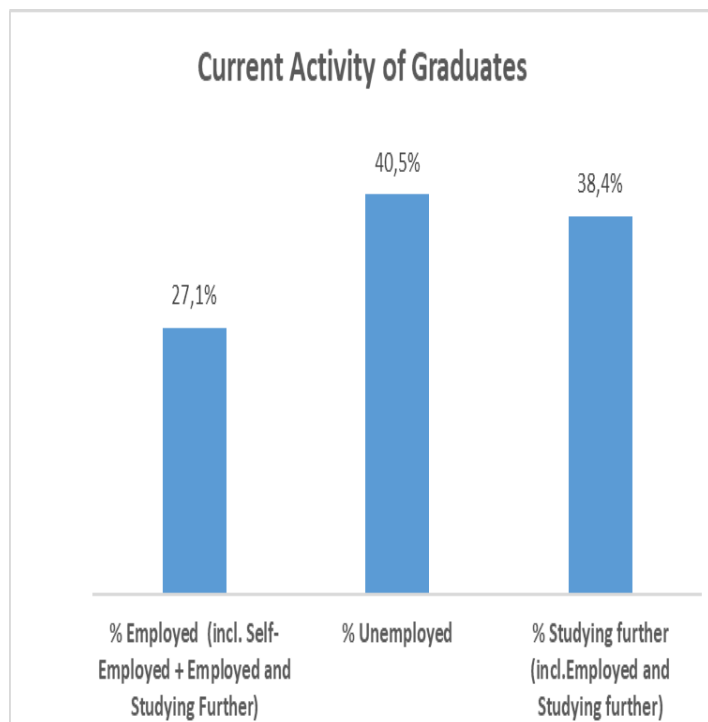


Figure 2: Respondents main current activity

The College of Health Sciences had the greatest number of respondents who indicated that they were employed (68%) while the College of Humanities had the greatest number of graduates that were unemployed (16%) (Appendix 6).

Majority of those that indicated they were employed were completed their Masters and PhDs. A majority of those that completed their undergraduate degree were unemployed at the time of graduation (Figure 3). Those who graduated for their postgraduate studies were mostly employed while those in the undergraduate programmes were mostly seeking for employment or studying further (Appendix 6).

University wide, thirty-eight percent of the respondents indicated that they were studying further. The College of Humanities had the highest percentage of graduates who were furthering their studies (40%). Very few students were self-employed with the College of Humanities having the largest number of respondents who were self-employed (Appendix 6).

The majority of those employed and those studying further were satisfied with their main current activity across all Colleges (Appendix 6). Further details about employment and studying further are provided in the sections of this report dealing with these aspects.

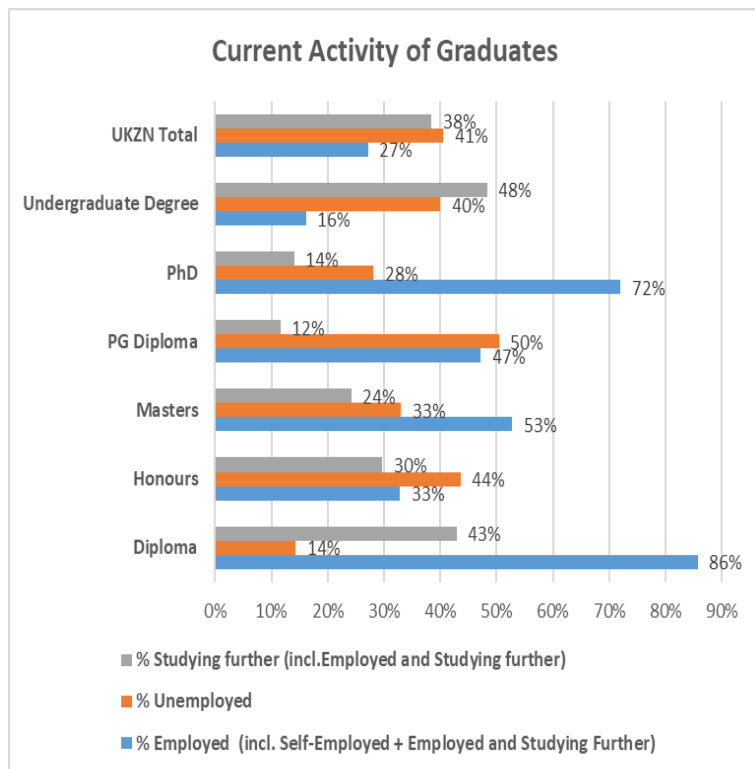


Figure 3: Current activity per qualification

1.4 Funding of Studies

A majority of those who responded were funded by the National Student Financial Aid Scheme (NSFAS). A decrease from 36% in 2020 to 28% in 2021 can be noted on the percentage of respondents that indicated they were self-funded (Figure 4). Those that responded 'other' indicated that their studies were paid for by their respective employers, with a majority of them being from UKZN and benefiting from the Fee remission provision provided for staff to further their studies.

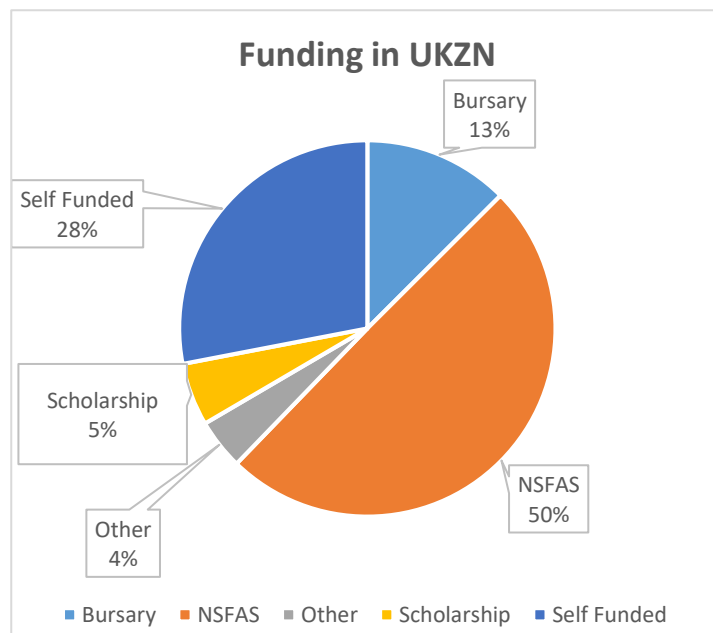


Figure 4: Respondents' source for funding

2. RESPONDENTS' OPINIONS OF DEGREE/DIPLOMA STUDY AS A WHOLE

This section summarises the results in terms of the respondents' satisfaction regarding the quality of their studies overall, whether appropriate skills had been developed, the workload and the standard of work expected, the quality of teaching and the quality of assessment, as well as the administrative staff, facilities, support facilities and equipment available to assist students.

2.1 Quality of Education

Two aspects were included in this section, the degree of satisfaction with the quality of the qualification obtained and with the learning environment at UKZN.

The statement in respect of this aspect was: "Overall, I am satisfied with the quality of the qualification obtained".

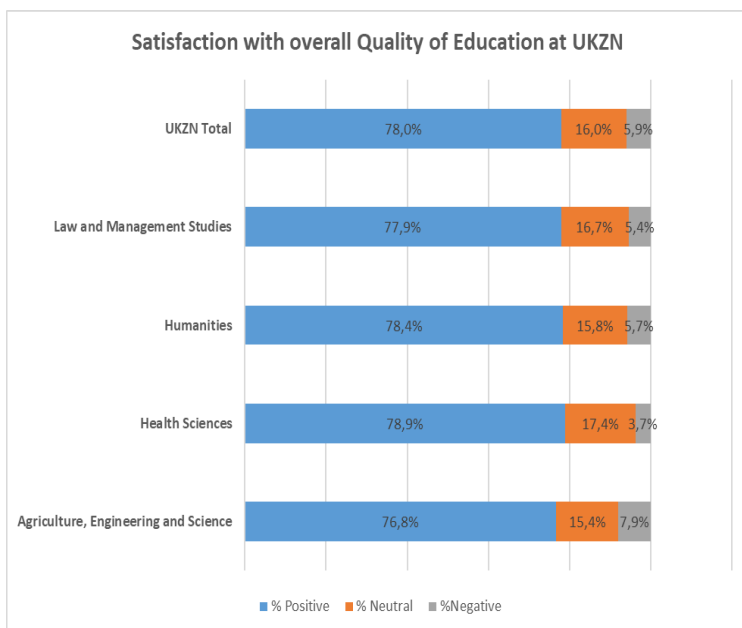


Figure 5: Respondent's overall satisfaction with the quality of the qualification obtained

The overall figures (Figure 5) for UKZN reflect that the majority of respondents (78.0%) positively agreed that they were satisfied with the quality of their degrees. A marginal increase of 4% is noted when compared to the results obtained in 2020 for this question. The percentage of positive responses was consistent across the Colleges.

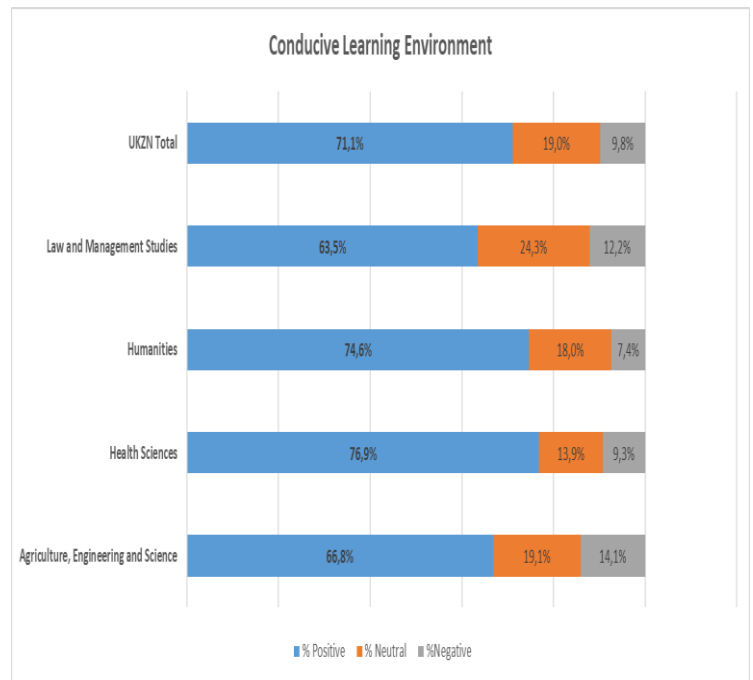


Figure 6: Respondent's satisfaction with the learning environment

The statement in respect of this aspect was: "I thought that the environment at UKZN was conducive for learning".

The majority of respondents from UKZN overall positively agreed (71,1%) that the environment at UKZN had helped them to learn effectively (Figure 6). A 7% increase can be noted when compared to the 2020 figures. Respondents from the Edgewood and Medical School campuses were mostly satisfied with the learning environment (87% and 81% respectively) while these from the Westville campus were less satisfied with the learning environment (Figure 7). As indicated in the qualitative section (Appendix 1) the increase in neutral responses could be as a result the remote learning which resulted in the closure of campuses during the greater part of the year. Respondents from the College and Law and Management Studies the most unsatisfied with the learning environment.

Conducive Learning Environment per Campus

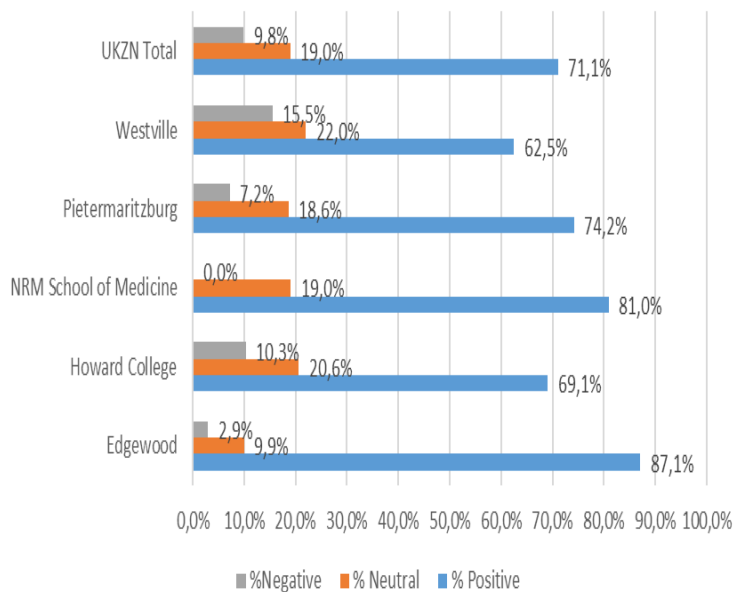


Figure 7: Respondent's satisfaction with the learning environment per campus

2.2 Development of Skills

Respondents were required to rate their satisfaction with the development of four sets of skills, namely problem solving, analytical, written and verbal communication and computer.

For the University as a whole, the percentage of positive responses in relation to the development of problem solving (85%), analytical (89%) and communication skill (88%) were consistently high indicating that the respondents were satisfied with the level to which their skills were developed (Figure 8).

The percentage of neutral and negative responses for the development of computer skills was higher than in the other three skills, this has consistently been a trend over the past three years. Below are some of the comments related to computer skills:

"Covid-19 changed teaching and learning making computer skills a hot topic and in demand. UKZN can positively assist students that have limited knowledge and computer skills to become better through training as well as designing curriculum in a manner focusing on these skills."

..." ... We should have an IT department that teaches students how to use word and excel more efficiently and properly,

" "what I can recommend is the training of computer skills especially for health science students as they don't normally use computers"

(Appendix 1-4)

Skills Development

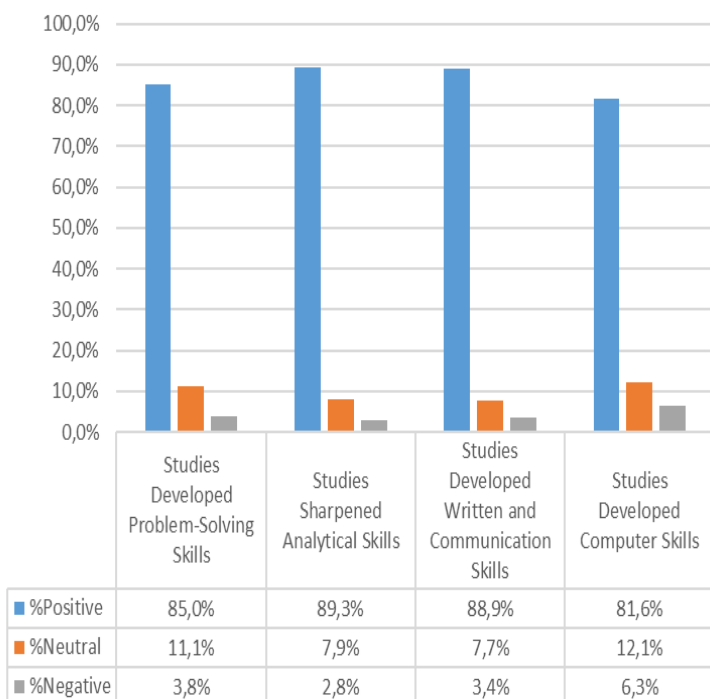


Figure 8: Respondents satisfaction with skills development

2.3 Workload and Standard of Work

In this section, respondents were required to rate four aspects related to workload and the standard of work, namely, standard of work expected, manageability of the workload, whether clear guidelines were given, and whether there was sufficient time to understand the content.

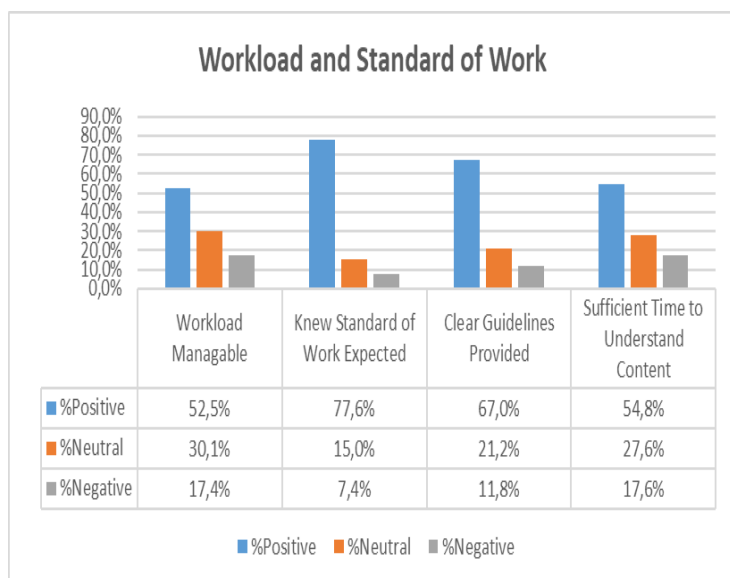


Figure 9: Respondents satisfaction with workload and standard of work.

Overall, most respondents positively agreed that they knew the standard of work expected (77.6%), they were somewhat satisfied that clear guidelines were provided by lecturers (67.0%). There was an increase in neutral and negative responses for workload was manageable and sufficient time to understand the content indicating that some respondents were somewhat felt that the workload in their respective courses was not manageable and that they were not afforded sufficient time to engage with the content. This could be due to a number of factors including but not limited to disruptions in the academic calendar and the pandemic (Figure 9).

Responses were more positive for the standard of work expected with the combined percentage of positive responses increasing from 77,4% in 2020 to 77,6% in 2021.

"stop overloading students with work, it's really depressing. All I can say is that we are over worked, we are not given enough time to prepare for assumed tasks at a given period. Its work after work, and we are studying, sometimes I even thought of

quitting."

"Workload is heavy with very tight deadlines."

"the workload they give at a short space of time trains a person to be able to manage time, discipline and dedication"

"the workload given to students it too much and students should be given enough time to complete assessments"

(Appendix 1-4)

2.4 Quality of Teaching

Quality of teaching is assessed in terms of responses to statements regarding lecturers motivating students to give of their best, making a real effort to understand the difficulties students were experiencing, giving helpful feedback, being good at explaining concepts and making studies interesting.



Figure 10: Respondents perceptions on the quality of teaching

The highest positive response (63.7%) was in relation to academics motivating students and the lowest percentage of positive response was in relation to lecturers understanding difficulties experienced by students (Figure 10). The highest percentages of neutral responses were in relation to studies being made interesting. In the qualitative sections some respondents have indicated that some academics need to find engaging ways in which they can deliver the subject matter in an innovative manner that is more appealing to students.

"Lecturers are not being considerate of the trying times that students are facing and just piling on the work and leaving minimal leeway for late submissions or work extensions. All the submissions are close together."

"Some of the lecturers weren't always engaging in class and just weren't really good lecturers. But a lot of them were very good and I appreciated their knowledge and passion."

"There are numerous factors that the University is failing us in and it goes beyond academics."

(Appendix 1-4)

2.5 Assessments

This section had two questions related to opinions about what was necessary to succeed in the assessments. In the case of these two questions, the “disagree” ratings were the more favorable ratings and therefore higher percentages for these ratings are preferable.

More students positively agreed with the statements than negatively agreed with the statements (Figure 11). These aspects are discussed in more detail in the following sections.



Figure 11: Respondents' perception in relation to assessment (memory)

Respondents were required to rate the following statement: “To do well in my degree/diploma, all I really needed was a good memory.” Nearly half (49%) of respondents positively agreed that all they needed to do well was a good memory. Twenty one percent gave were not sure and gave neutral responses while 30% disagreed with the statement.

Respondents were required to rate the following statement: “It was possible for me to get through the modules I took just by working hard around exam times”. More respondents agreed than disagreed with the statement (Figure 11). A combined total of positive responses shows that

most respondents (46%) believed that they could

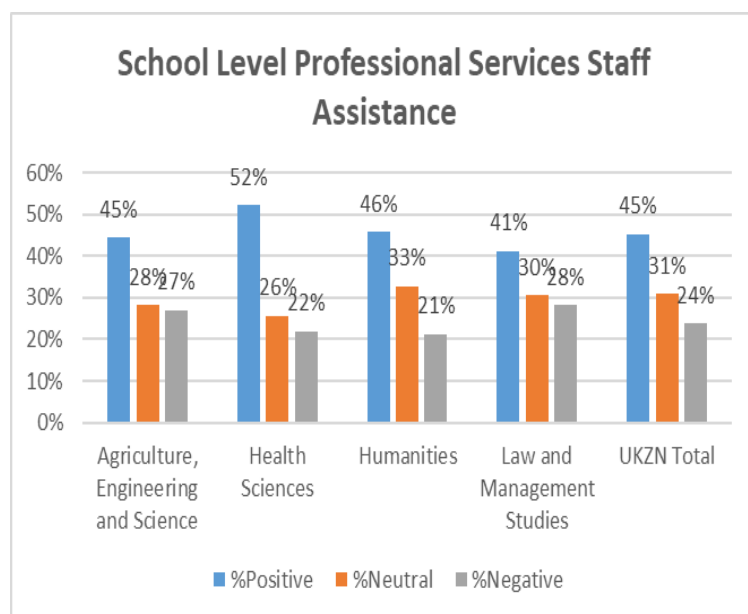


Figure 12: Respondents' perception on assistance received from School Professional Services staff

pass by just working hard around exam times.

“Lecturers and supervisors offer good guidance and doing exceptionally well to prepare us for our assessments.”

“It felt as if there was an extreme rush to complete continuous assessments even if we, as students, did not fully understand concepts.”

“The exams test memory, not intelligence. Most (NOT ALL) Lecturers place more emphasis on passing assessments in lieu of preparing students for life post qualification(s). The influx of students per course is much too great and therefore places a barrier for any EFFECTIVE solution. Sadly, most students will just be seen as another number during their studies.”

(Appendix 1-4)

2.6 Professional Services Staff, Support Facilities and Equipment

A combined percentage (55%) of the respondents responded with either a neutral or negative response to the statement related to the services provided by the professional services staff at School level (Figure 12). Forty five percent of the respondents positively agreed that the administrative assistance offered by professional services staff at School level was sufficient, this is a significant decline from 2019 with a 15% decrease from 60% to 45% in 2020 and 2021. The respondents from the Schools in College of Humanities were the

least satisfied with the respondents from the College of Health Sciences being most satisfied in comparison to other Colleges.

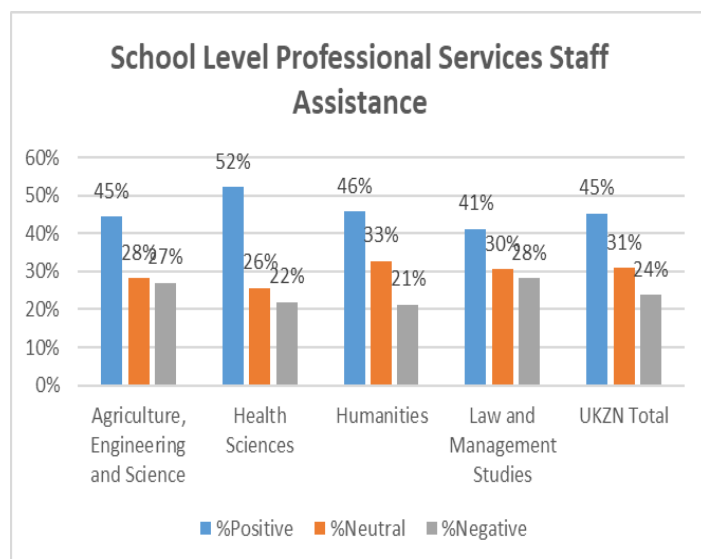


Figure 13: Respondents' perception on assistance received from School Professional Services staff

Overall, the satisfaction levels for the assistance received at College and School level was relatively low. The respondents from the College of Law and Management Studies was least satisfied with the assistance received at College level over all other Colleges. (Figure 14).

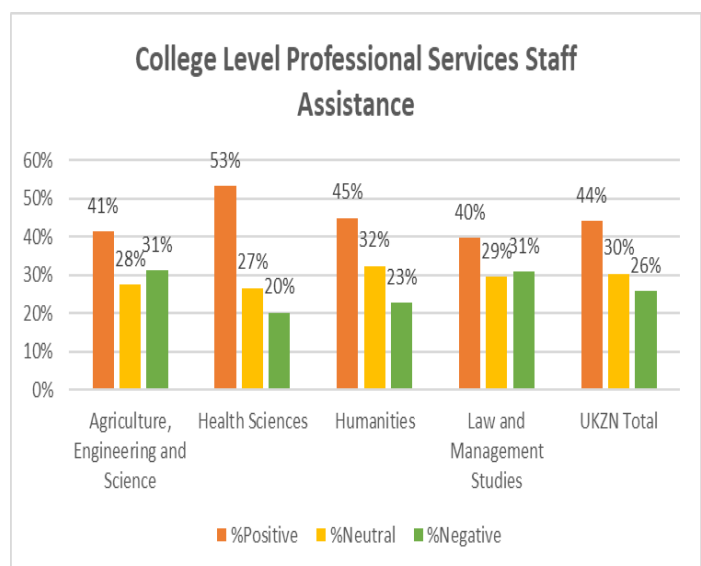


Figure 14: Respondents' perception on assistance received from College Professional Services staff

"administrative staff don't seem to care about student problems, this has become worse now that we can only communicate with them via email."

"Constant lack of assistance and efficiency from

administrative staff."

"The content itself is not a problem, roadblocks put up by administration and poor communication with students make it difficult to engage seriously with anything"

"Administration (college office) needs attention urgently."

"The first thing that could be improved is the administrative staff. Too much of time was spent running around trying to sort out paperwork that should have been resolved easily, had the admin people in charge actually taken an interest in doing their jobs. Too much of this time was wasted and could have been better utilized for attending lectures and studying. Once you miss out, it is difficult to catch up."

Respondents were required to rate the following statement: "I thought the support facilities (e.g. libraries, clinics, counselling) really assisted me during my studies' and "The equipment needed to do well in my studies was of a good standard".

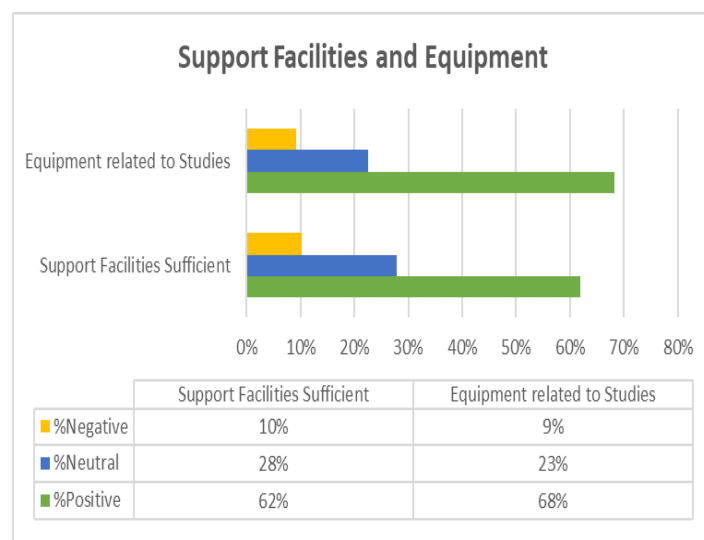


Figure 15: Respondents perception with regards to the effectiveness of Support facilities and Equipment

Sixty-two percent of respondents were positive about the support facilities (such as libraries, clinics and counselling) provided by the University and felt that these facilities to a degree assisted them during their studies at UKZN (Figure 15).

Sixty-eight percent of those who responded were of the opinion that the equipment required to do well in their chosen qualification was of an acceptable standard. In 2020, 64% of the respondents responded positively with regards to this statement.

"I think UKZN has the best learning facilities, however Covid-19 has affected many students especial those who are coming from disadvantageous backgrounds. It was not easy to cope with the demands of the institution during Covid-19 period"

"Having more facilities for students to study in a good environment other than the library."

"To update facilities in order to cater for increasing number of students, you can't have 50 students and then have a system that caters for half of that"

"the admin staff at the fees office / refund office needs more support. They seem a bit overwhelmed and keep losing refund documents not only for myself but many students which is not a good reflection on the standards of finance at the University."

(Appendix 1-4)

3. EMPLOYMENT

In this section, graduates were requested to provide information related to their employment. A total of 26,3% of the respondents reported that they were employed at the time of the virtual graduation ceremonies (Figure 16). The figures presented hence forth relate to the 312 respondents who indicated they were employed.

Those who were employed were asked to complete a number of questions related to their employment. These questions were related to the type of employment they had obtained, the relationship between their studies and their employment and how they obtained employment. Some may have responded 'no' to avoid the additional questions associated with 'yes'.

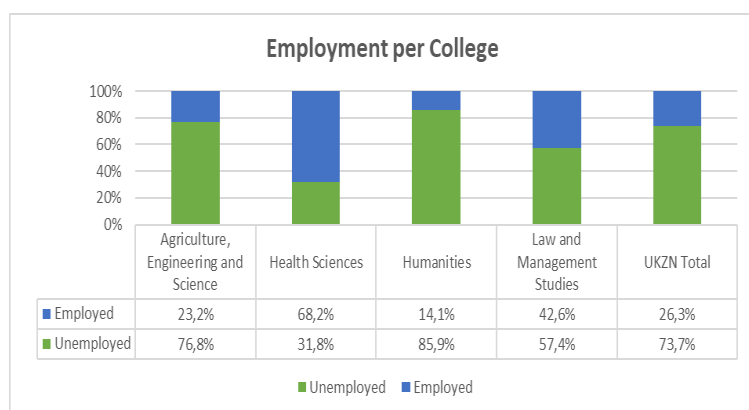


Figure 16: Profile of respondents that indicated they were employed per College

Most of the respondents who were employed were from the College of Health Sciences and the College of Law and Management Studies. The College of Humanities had the least number of graduates employed at the time of the survey (Figure 16).

Those who were employed were in full time employment (74%) and 49% had permanent positions. The majority of respondents were employed in KwaZulu-Natal (56%) (Figure 17). A majority of those who indicated they were employed were employed by the in professional companies (Appendix 5).

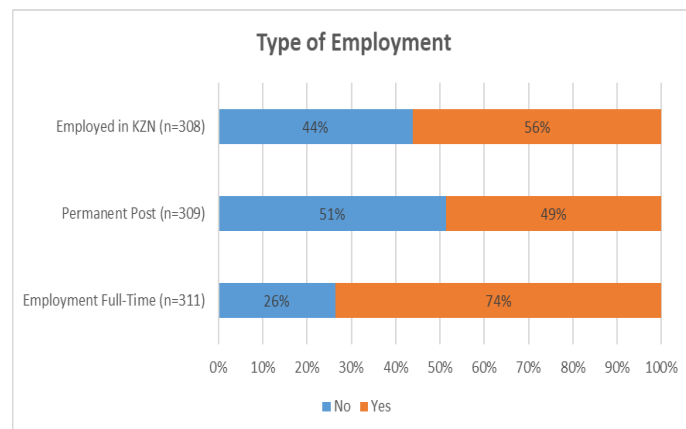


Figure 17: Type of employment and employment sector

Respondents were asked to answer questions about the relationship between their studies and their employment (Figure 16). Seventy-nine percent stated that their job was directly related to their field of study and 73% reported that their present job was in their long-term career interest. Seventy-three percent of respondents felt that their studies had adequately prepared them for the employment sector.

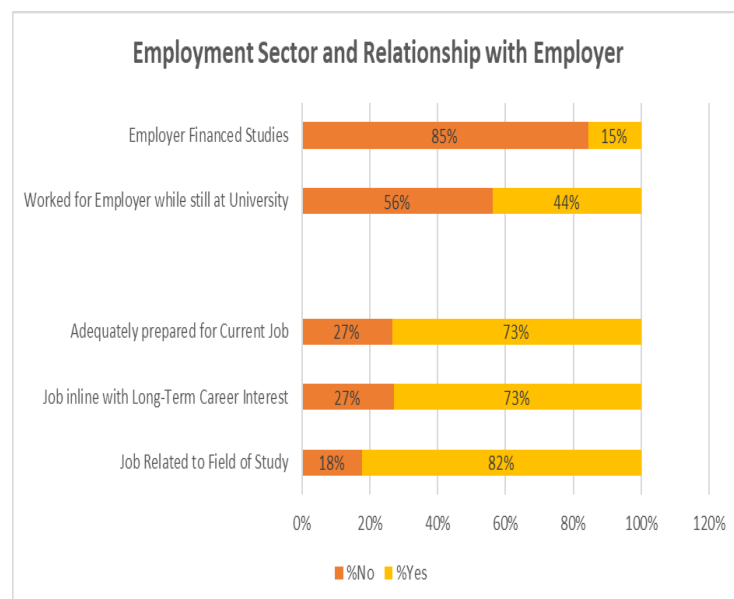


Figure 18: Relationship between study, employment and employer

Forty-four percent of the respondents had worked for their present employer while studying and 15% of the employers funded the respondents' studies (Figure 18). These responses are summarised in appendix 6.

Majority of respondents found it either very difficult

(18,7%) or difficult (36,1%) to get a job and most respondents got their jobs by responding to job adverts (Figure 19). Nineteen percent of the respondents got their jobs through personal contacts. Those that indicated 'other' included the following methods they used to secure employment: political deployment, volunteering and networking.

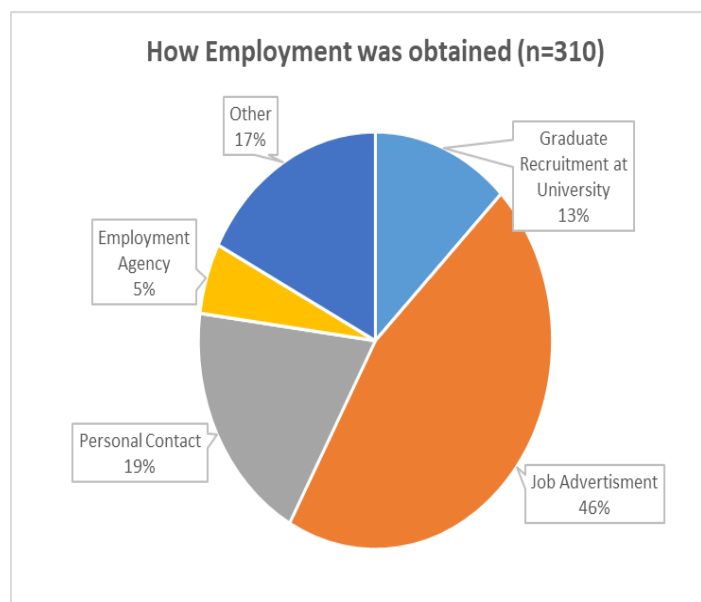


Figure 19: Percentage responses in relation to obtaining a job

I'd like to suggest that for future science students to have experiential work as part of the degrees requirement this would be more helpful when seeking for employment after the degree as it is quite obvious not everyone gets into honours

due to high unemployment rate in South Africa, I wish the university could advice students on doing degrees that would assure them jobs when they finish university or degrees that will help them start their own businesses.

I'd be happy if the course can be shaped in a way that can allow us possible employment without having to go postgraduate level, not all of us want to do postgrad studies.

(Appendix 1-4)

4. FURTHER STUDY

A total of 42% of respondents stated they were studying further. The figures presented in this section henceforth are those of the 493 respondents who responded to this question.

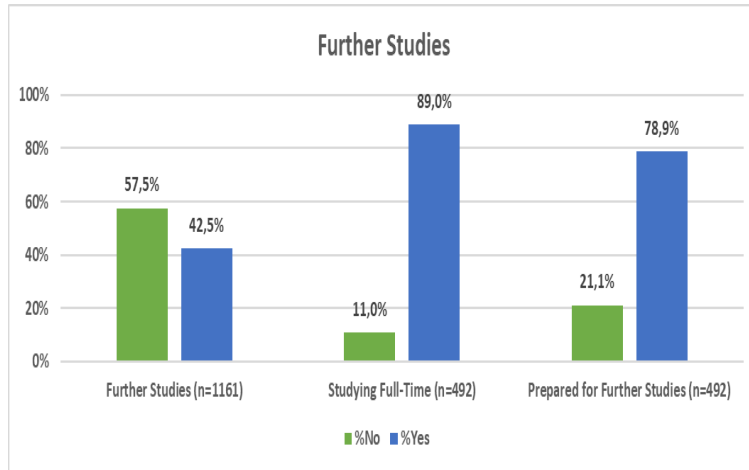


Figure 20: Respondents studying further

Majority of the respondents who were studying indicated that their studies were full time (89%), 8% more than in 2020. Seventy eight percent of respondents studying further believed that their studies had prepared them adequately for further studies (Figure 20).

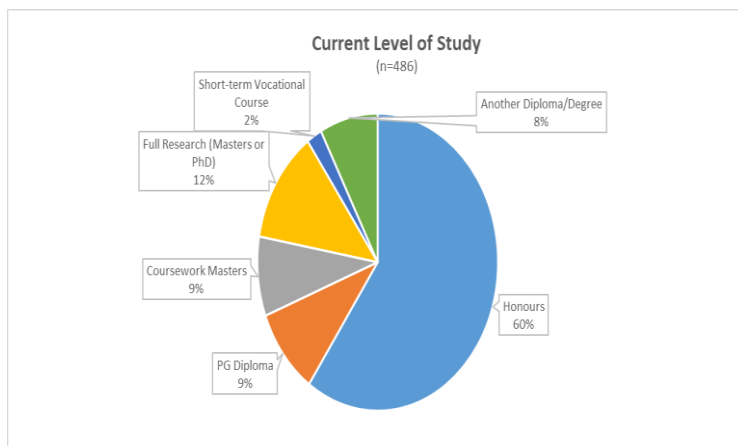


Figure 21: Type of Qualification

The majority of respondents (60%) who were studying further were enrolled for Honours degrees with 17% enrolled for full research studies either in a Masters or Doctoral qualification. Overall the graduates indicated that they were satisfied with the qualification obtained and indicated that they were adequately prepared to pursue studies either

in the next level or in another qualification equivalent to the one they had obtained.

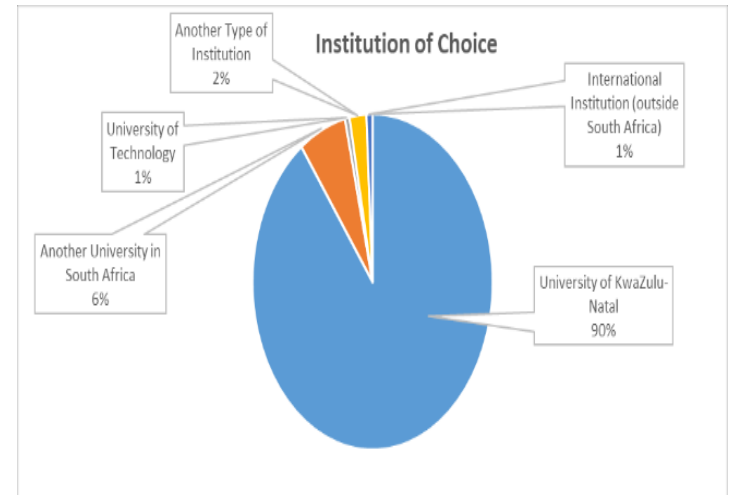


Figure 22: Type of Institution

Majority of respondents (90%) who were studying further were studying at UKZN (Figure 20). Two percent of the graduates indicated that they were furthering their studies in other institutions outside South Africa while 6% of the graduates indicated that they were studying in other institutions within South Africa. Overall, the University of KwaZulu-Natal is still considered by our graduates as a University of choice for furthering their studies.

"The quality of education was great even though we were the first group of online learning."

"The university provided a wonderful opportunity for me to gain knowledge and skills needed for the workplace and I was pleased with the quality standard offered by the university, in terms of teaching and learning."

"The quality is of a good standard, especially given the Covid-19 times we are currently in."

(Appendix 1-4)

CONCLUSION

The Graduate Opinion Survey focused on the perspectives of quality in teaching and learning at the university and on aspects related to employment at the time of graduation and further studies. It cannot be ignored that the challenges experienced by student and staff during the unprecedented period of the pandemic caused disruptions, experienced nationally and globally necessitated an emergency response which the academic institutions were not prepared for, this experience. Despite the challenges faced, the overall response indicate that graduates were satisfied with the overall quality of their studies at UKZN, a majority were somewhat satisfied with the learning environment.

Respondents were generally satisfied with the skills developed, an increase with regards to the development in computer skills can be noted when compared to previous years. This may be as a result of the university wide drive towards online learning necessitated by the pandemic.

There was considerable variation with satisfaction in respect of the workload and standard of work

with some respondents highlighting that the workload was not manageable and they needed more time to engage with their studies, some also indicated the negative effect that these had on their well-being and overall health.

The responses also highlight a dissatisfaction with administrative support within Schools and Colleges, lack of communication and late responses was flagged as a concern which needs to be addressed. Comments were also received with regards to online teaching and learning initiatives taken by the university and the effectiveness thereof. They also flagged their dissatisfaction with the virtual graduation ceremonies and the delay in the issuing of certificates which adversely affected their abilities to submit the required information to their employers/ potential employers.

Overall, while the University of KwaZulu-Natal is still considered as a University of choice for furthering studies, the respondents reflected that the quality of their studies could be improved through strengthened administration, student support systems and improvement in student to staff ratios and better infrastructure which will enable students to reach their full potential.

APPENDIX 1: COMMENTS: CAES

COLLEGE OF AGRICULTURE, ENGINEERING AND SCIENCE	
Agricultural, Earth and Environmental Science	
Qualification	Comments on the quality of your education at UKZN and what can the university improve on in future-
BCom Honours Information Systems and Technology	The workload allocated should be of an appropriate amount that is not crammed all in December.
Bsc	It was great
Bsc	Quality is okay but more can be done towards the practical side of studies
BSc	The university can improve on lecturers who don't speak English properly, or well enough for the students to understand.
Bsc	the university focuses more on research rather than practical skills that are needed in the working environment
BSc	The handling of
BSc	The University also needs to care about students' residences as they play a vital role in student performance.
BSc	There needs to be an equal opportunity for all campuses, Pietermaritzburg campus is left behind in terms of infrastructure and technical equipment while the campuses in Durban have the most relevant and modern infrastructure and technology development. The system on the PMB campus should also be focused more on developing student's computer skills, just like most campuses in Durban. I realized this in my Honours this year, as PMB students we are left behind with computer skills and we are only good with theory, which might not be beneficial in the long run. The world is becoming digital and students should be exposed to the relevant skills at an early stage.
Bsc Envs	The university can introduce more courses which are more focused on a certain career for example GIS instead of it only being found as a few modules in environmental sciences
BSc Hons Geology	Add more practical work and field visits to help better understand the course.
Bsc Soil Sciences and Hydrology	Just that a person is smart does not mean he/ She can be a lecture, I think the university need to change that mindset. A person should be a lecture because he/she can teach. Besides that, I love UKZN I had a great time being a student and I made a lot of good friends. I'm proud to say I am a UKZN graduate ♡
BSS	It was good, the quality of work received is now beneficial in the workplace.
Environmental science	The University need to ensure that every student have hands on experience with work related to their studies especially in Science courses where it is more of theory than practical

Environmental Science	Where do I start, I really struggled with getting academic support as a post-grad. If I had issues with my supervisor I found that if I wanted to report any issues about my supervisor I would have to report to him. I also observed some other post-grad students struggling when their supervisor was on leave (sabbatical or maternity leave), there was no effort or plan made for the students under the lecture's supervision. It was also a struggle in going to site without a driver's licence that is under 2 years, specific drivers would have been helpful. Also getting support from higher education in terms of the quality of the thesis which will be submitted, when there are ongoing issues, if the supervisor is not available who do we go too? It can get quite depressing without having support when stressed and struggling with workload or have no funding.
Environmental Sciences	The quality of education at UKZN is very good. However, much improvement is needed in terms of the administrative services, e.g. registration assistance, responses to enquiries, etc.
ENVS	I would appreciate more active field trips, as most of the content is theory based and often does not prepare us for the "real world" and securing a job. I feel students learn best with first-hand experience. Especially during postgraduate years.
Master of Agriculture (Food Security)	More focus on computer skills development to adequately complete a thesis
PGDIP Food Security	The fact that we are only receiving our certificates a year later is despicable. UKZN is a disappointment.
PhD Environmental Science	Post graduate students are victims of supervisor's selfish interests and they don't give hard working students the speedy feedback they deserve.
Phd Geography	Excellent
	some study areas require more practicals on the field than what was offered.
	It is still a major challenge to get employment or in-service training in the field of the degree I acquired.
Chemistry and Physics	
B.Sc	The strikes. Please do something about the strikes. Yes, everybody has the right to gather and protest in this country. However, should we not strive as educated individuals to solve our problems in a more peaceful manner. This doesn't just apply to the students, but rather the university as a whole. The disruptions to the semester as a result of the violent strikes were unsavoury to say the least, and I hope that future students do not have to experience that
Bachelor of Science in Applied Chemistry	Failure does not mean it is over, it means you still have an opportunity to try again. Academic staff need to attend to queries of students in a conducive and friendly way.
BSc	N/A
Bsc	Work experience during the undergrad qualification.
BSc honors in chemistry	The administrative staff at the college office needs extensive training as I always experienced difficulties when it was time to register. Some years, it took me coming to campus for as long 4 days just to get registered. Instructions regarding how to apply for postgraduate studies also need to be clearly outlined.

BSc Honours	The university can improve by raising the standard of education and also offer more support services like mentors at student residents. The university can also take final year students to their field of work to get a feel of the workplace. The university should also ensure a very safe environment to the students both day and night, campus and student accommodations. Alcohol must be banned on campus and student residents with strict fine or punishment if one is found to break that rule.
MSc	Specifically, in CAES department of chemistry and physics, they must arrange industry exposure of the students during some period of their degrees.
MSc in Chemistry	There is a need for high priority maintenance of laboratory equipment/instruments and a need for highly qualified technicians to maintain and operate the equipment in some instances, as well as better training procedures for students to operate the instruments optimally without damage. Perhaps standard operating procedures and log books by each instrument would help with this.
MSc in Chemistry	After graduating with a MSc in Chemistry it has been difficult to find a job in my qualified field as I am highly qualified with little real-world work experience. I have searched for over a year now, and am still looking for opportunities. The country lacks enough graduate programs and internships for majority of graduates to be integrated into the workforce with no work experience.
	Improve the security of students on campus
Engineering	
Bsc	Quality of education is outstanding..... you can improve on giving engineering students on campus accommodation.
BSc	UKZN is one of the best university in South Africa, however, the standard of research, science and innovation won't improve. Laboratory equipment are outdated and very old. The school needs a massive upgrade for it to compete amongst the best. Invest in learning and teaching, lab work, practical and others.
BSc Chemical Engineering	There is still room for improvement in how UKZN offers its educational services to students, a culture of professionalism, fairness and respect for diversity needs to be cultivated and fostered.
BSc Chemical Engineering	Improvement in academic support groups especially during the supplementary exam period for struggling students.
BSc Civil Engineering	Excellent Quality of Education
BSc Civil Engineering	The engineering program is a rushed one. A better integration of work-related concepts and university theory needs to be implemented.
BSC Computer Engineering	Administration was a nightmare, I wasted many hours trying to get things sorted out. The campus does not feel like a conducive place for learning, I spent all my time studying from home rather than on campus.

Bsc Computer Engineering	I understand that this is an institute for higher learning and I agree that most Modules were conducted effectively, however, Modules such as Design or any Coding-related Modules demanded more than we were actually taught. None of the other Modules actually assisted in completing Design and I feel more emphasis should be placed on teaching students on how to go ahead and do something instead of expectations without teaching. I understand that the standards cannot be lowered, however they should compensate and improve their teaching methods on this matter Also... we work hard for our Degrees, and I understand that due to the pandemic, a virtual Graduation was put into place... however that should have been a temporary compensation as we truly deserve an actual Graduation, however delayed or late that may be...
BSc in Chemical Engineering	The quality of education at UKZN is very good. Nothing needs improvements.
BSc Land Surveying	I would suggest the university start hiring professionals from the related work field who clearly understand what is happening in the work environment than lecturers who only know theory
BSc. Electronic Engineering	We need lecturers who are more involved with the students. Showing up for lectures is not enough. You need to be engaging and ensure thorough practice and understanding of theory through engaging exercises, quizzes and assessments.
BSc.Eng	Less disruptions. Lectures need to test on what they actually taught us. Lectures need to be more open and helpful. I feel other universities have an easier degree. Why do students doing engineering at UCT perform better than those at UKZN?? The teaching and testing standard at UKZN should be equal to that of other universities.
BSc.Eng	I was unemployed for an entire year. I applied to and was rejected from over 60 positions before finally entering a graduate program that I had been applying to for 3 consecutive years.
BScEng	The explanation and guidance given by some lecturers, it would be better if they prepared easy to understand presentations than just issuing notes and rushing over the material. Also, they should include more terminology and practices used in the industry

BScEng - Civil	I would like the school to be more practical when it comes to engineering studies and tasks that they give to students. an example would be to give students at least two tasks/assignment per semester where they apply their knowledge to solve a practical problem. This can be done by developing a relationship with local engineering firms which can assist in hooking up a group of students with their designs/construction
BScEng (Mechanical Engineering)	Very poorly managed university. Lots of bureaucracy and politics involved esp. at upper management and it filters to college level. Poor funding and upkeep of degree syllabi and comparing the quality of education to other SA universities, it ranks quite low compared to say UJ or UCT.
MSc	Students often found out scopes of tests which wasn't communicated to the class at large. Clamp down on plagiarism. It's rampant in civil. From report writing, assignments and lab results.
MSc Chemical Engineering	The quality of education is just above minimum and needs a potent international recognition. There are far too many strikes on campus that are dangerous to everyone. There is also frequent load shedding and water shortages/issues that drastically impact experimental work and lectures.
MSc Civil Eng	The support from my supervisor was greatly appreciated and every attempt was made to encourage and assist me at any time. More supervisors should adopt this approach as it sparks a good relationship with the supervisor and the project.
MScEng	The university needs to also prepare students for the non-academic environment, this may be done by offering mandatory modules that put emphasis on interpersonal skills and workplace ethics.
PhD	Please put competent people in the administration of Engineering
PhD in Construction Management	Excellent. Keep it up.
PhD in Construction Management	Enjoying my current job
Life Sciences	
Bachelor of Science	Residences are disgusting and need work
Bachelor of Science (Stream LES)	After a student has graduated the university must provide the correction channels for learnership or work for that matter. Just like they do in Health and Sciences Faculty
Biochemistry and Microbiology	Have more practicals since some students learn best by visualizing things rather than listening to the lecturer. More field trips
Biological Sciences (Ethnobotany)	Education/syllabus should align with what is expected of us in the work environment. Lecturers should let us know why we are studying/learning certain aspects of the course so that we have a vision and idea of the working place outside the University.

BSc	Education is okay but stop withholding our certification when we are owing. How do you expect us to pay if we can't get jobs?
BSc	I think the system or the structure of the department was more focused on the business than the student's success. it the practical education is so poor in undergraduate degrees and at the same time only few students taken to proceed to postgraduate studies, the rest struggle a lot in the outside world. somehow it makes me feel like the system is a scam
BSc	The university can improve on giving students more practical experience during the 3 years of studying because at the end it leads to more job experience.
BSC	There are too many disruptions that I experienced during my 3-4-year study at ukzn. This was due to the strikes that not only halted academic activities but made ukzn an unsafe place to study because you are so scared of being stuck at a location and not knowing if the protesters will spear you, the police mistaking you for a protester or being in the firing line of pellets, bricks or teargas(I have a personal experience of the wind carrying the teargas fumes to the place me and a friend of mine where 'hiding'). I feel the ukzn need to ensure that the basic rights of their students are met, these include safety, good housing, water and electricity and quality education.
BSc	We're always taking evaluation surveys at the end of each module which in my opinion is useless because nothing ever changes, I think the institution just asks for our opinions on some "what can we do better" just for the ambience not that you guys really care but it's whatever.
BSc	The administration staff at college level take very long to sort out and solve administration problems even if it is something minor.
BSc Genetics and Microbiology	The quality of education is fine. However, dealing with administrative staff is terrible, most seem cold and unwilling to help you. Things don't get done if you don't push them to do it, this problem has been made worse by COVID as it's hard to push someone over email, I have been trying to get something fixed on my degree for over a year now with no success. It's not just myself, many students are fed up with the inefficiencies of the university.
Bsc Marine biology	Better lecture notes
BScHons Marine Biology	I felt that we were not given enough practical experience about what to expect going forward as graduates. Focus on cultivating the creativeness of students more than just grades.
Forensic Genetics	The quality of education is of a moderate standard, and the university has so many useless degrees which lead to many people unemployed after spending so much time, money and effort studying. The university should focus on tailoring qualifications or fields that are in high demand instead of offering so many pointless and usable degrees to students. because what's the point of studying if you can't get the job you studied for. Plus, the university should be assisting students with being placed in certain jobs and/or open job opportunities for them. With the money that people spend on education, it's the least the university can do, is help student find proper placement in the work environment or securing internships etc.
Forensic Genetics	I hate my job and I hate that there are no job opportunities for me to practice what I studied
MSc	Good. Administrative staff at college level are not as helpful as they should be. There is often a lot of confusion about where/which departments to go to for the assistance required.

MSc	I believe in the integrity of my qualification due to my supervisor being of great standard. However, the admin and support staff make all related steps extremely difficult and are, to my experience, extremely inefficient.
MSc	I think the standard is very high in general, however the equipment in many of the labs on Agric campus was poorly maintained and often very old/out of date. It makes it very hard for our research to be at an international level.
MSc Ecology	I appreciate the teaching and guidance I received from my supervisors. I would love to come back and enrol for another degree :)
MSc Genetics	The finance and administrative departments need to improve their efficiency as it was extremely difficult to focus on my studies while worrying about when my bursary payments from the university were going to be received
Phd	Education is great. The university admin/financial system is highly inefficient and lack respect towards its student. I will not recommend the university to friends or enemies.
	Admin needs improvement
	Education was good
	I believe lecturers need to work hand in hand to ensure they are not giving students work load that is over their capacity because students end up settling for lower marks as long it's a pass. This really meddles with the quality of our qualifications. Thank you.
	In terms of postgraduate studies, the University try its best by offering students with workshops that are very important and other supporting activities so I am happy with the quality. I would like to see a full investigation on students that do not finish their MSc and PhDs on record time. I would like to also see the improvement on release of scholarship funds by the University because University delays to refund students and it has a negative impact on students' academics.
	The university lecturers seem to work in isolation, not checking with other lecturers about whether or not students are already cramped with assignments and tests. Furthermore, even if they do know they don't seem to care, it's as if they believe that they are the only actual lecturers who are teaching the students. When students say that they are stressed or exhausted they behave as if it's not their problem. As much as it is understandable that lecturers assume that students can take the workload because they've come to study a degree, it is inhumane how the lecturers pile-up work knowing fully well that the student s have so much to do. It's as if all they care about is completing their own module even if it is at the expense of the student's health as well as their mental health. It is very difficult for students especially since most students are not bursary students and have to fund their studies by working. Well the university can say that this is not the problem, it actually is because students are trying to pay the fees set by the university. The overwhelming stress caused many people to have a negative experience of studying at ukzn. Additionally, most lecturers do not lecture in ways that make the lectures interesting. Most of the time they are reading off slides. Equipment in the first-year chemistry lab was pathetic. In my own experience I never had a practical where I had all the equipment I needed and if I did have the equipment it was almost always broken.
	The University should be always put Postgraduates students into consideration whenever then taking any decision.

Mathematics, Statistics, and Computer Science

Bsc	Administrative staff and learning environment.
BSc	It is missing some courses that are really essential in the industry.
BSc	Make the library less noisy, make registration process not a pain and have more companies in the related field visit.
Bsc Applied mathematics	Studying can be stressful especially adapting to new topics. It would be great if peer mentors could avail themselves to give study strategies that helped them to get good grades as well as good research for post grad studies. If each student can have this I think the university performance will increase
BSc Honours	As someone coming from undergraduate at WITS, UKZN students are too lax as they have little work. The lecturers are decent, but UKZN environment is not much different from high school. Quality of students from UCT, WITS, UP far exceeds those of UKZN due to more academic pressure in those universities. UCT, WITS, UP students will outperform UKZN students in the workplace.
Computer Science	I am satisfied and would recommend others to pursue their studies with UKZN
Mathematics	it is of high quality; more effort needs to be done by the department of basic education in collaboration with the department of higher education so that more south Africans can pursue stem subjects at the postgraduate level. I noticed that it was more foreigners who enrolled for postgraduate studies than local despite the fact that there is funding for locals.
PhD	No one will listen to you if you ask for support regarding cubicles issues. Maths post docs were sharing the cubicles with Masters and PhD students. The Maths post-docs could sing, laugh their lungs out and conduct tutorials in the cubicles, that is bringing students in the cubicles, so sad (if I think of this experience I hate UKZN as reporting this was like a joke to whoever you thought could help)
PhD	The university needs to put in place more checks and balances vis-a-vis ensuring that supervisors do not unreasonably seek to frustrate students, and put in place mechanisms for students to raise concerns without fear of victimization.
PhD Applied Mathematics	The administration staff in the various departments are rude and not helpful at all. They usually ignore requests for help from students completely or just reply very rudely. UKZN would be much better if there were admin/staff/secretaries that actually cared about the students and treated us with respect.

APPENDIX 2: COMMENTS -CHS

COLLEGE OF HEALTH SCIENCES	
Clinical Medicine	
MBChB	It is an excellent teaching institution, however much more is needed with regard to MBChB.
MMDSC	The only issue I had during my studies was accessing journal articles as the library did not subscribe to a number of Medical journals I required for e.g. BMJ STI, International Journal of STD and AIDS. The virtual graduation ceremony in October was okay considering the challenges with lockdown but it was disappointing that the link provided in the UKZN communicate did not work. I managed to get on eventually, with help from my UKZN colleagues in time to see my name but I heard a number of other students had challenges and missed the ceremony altogether. Overall my studying at UKZN was seamless, my supervisor and the SCM postgrad staff were great.
MMedSc	The university needs to implement programs that will have us develop skills for the job market. Postgraduate funding needs to be more readily available and advertised as well. There should also be a component of post grad that exposes us to academia so that we are able to graduate as with more skills and experience.
MSc	Excellent quality. No need for improvement.
Health Science	
B. Occupational therapy	Good
B. Physiotherapy	Everything is in excellent form.
B. Physiotherapy	I am currently doing a Community Service which is a one-year contract.
B. Speech Language Pathology	The lecturers should stop picking favourites and only making them pass.
B.Pharm	Try to be more welcoming and accommodative for international students.
B.Pharm	Try to be more welcoming and accommodative of international students.
Bachelor of Occupational Therapy	Ukzn is good at inducing anxiety and depression disorder.
Bachelor of Pharmacy	The degree I was doing seemed to scratching on the surface with a lot of the modules and papers were repeated frequently which did not always reflect on a student's ability to understand but to cram. The school did not have a proper foreign student welcoming or integration process or club hence foreign students' grievances often went unaddressed. Some students were so adamant within their cultures that they were not welcoming to foreigners which made the place a little unwelcoming to foreigners.
BDENT	In the dental field were a lot of student with limited equipment. The teachers did try their best for everyone to be competent but the sad reality is not everyone had the same "grasp". In a clinical setting some student really needed extra time to practice than the rest but we were not afforded that. The equipment was very limited, we had to take turns to use it

Bdt	I believe when it comes to our qualification the university does not give its all. We did not have enough study and training equipment at the hospital. Most modules we were not exposed to physical studying and only knew it according to the book not practically which made it hard for us to practice it out to the patients when we finished our studies.
Bdt	As Dental therapists. The Dentists that employ us do not give us as much respect and gratitude. They don't treat us well at all.
BOCTH	The quality of education I received at UKZN was superb. I have learnt a lot about myself and independence.
masters of optometry	Quality is excellent. Have exchange programmes with big universities in the world
masters of optometry	Department of optometry
MOptom	International Employee
MPH	The course work towards my MPH was satisfactory. I however had a horrible time with my MPH Supervisor. frankly she needs to be confined to coursework and not Supervise any students.
PhD in Pharmacy	Good quality
	In my discipline we had very little opportunity to do our clinical work as our classes were too big
Laboratory Medicine and Medical Science	
B. Med science honours in Physiology	Improve security especially at night and lights needs to be put in stairways which is extremely important if students are working in the labs late at night. If it is not fee's able to hire extra security then a security vehicle could be stationed on request if students are working late into the night
Bmedsc	Better and organized communication with students in the future. Online system of exams and assignments introduced cheating and false marks.
Doctor of Philosophy (Medical Biochemistry)	I am satisfied with the quality of education that I received from UKZN.
Medical Science	UKZN has provided me with an excellent quality of education and has allowed for me to grow academically and socially.
Medical science physiology	Excellent
MMED MICRO	WHEN IT COMES TO RESEARCH, WE NEED PROPER GUIDANCE IN LEGAL, PROCUREMENT AND ETHICS. ALL THESE DEPARTMENTS ARE TOO SEGRAGATED AND WE SPEND HOURS TRYING TO FIGURE OUT WHERE TO GO AND HOW TO DO THINGS. SOMEONE LIKE A RESEARCH CO-ORDINATOR WILL BE GOOD TO SHOW US THE ROPES AND GUIDE US.
MSc	funding for employed married people due to financial constraints and responsibilities they have or discounted fees and CHS funding opportunities should be available to all. Not all employed students have enough finances to finance their studies. Tuition fees are very expensive so is the cost of living especially when you have children that are still schooling.
Msc Medical Science	They can ensure that postgraduates have funding and the necessary equipment to do practicals.

MSc Medical Sciences (Physiology)	In academic administration UKZN should hire sufficient number as in some instances you can't get assistance when the officials are on holidays or sick leave. UKZN laboratory should hire enough number of assistants. Also, in terms of academic records they should be uploaded on student central.
	To provide sufficient funding for postgraduate studies
Nursing and Public Health	
Bachelor's degree in Nursing	It's not easy to leave Nursing students to fend for themselves. The university should be helping Nursing students in getting jobs. Many Nursing graduates are unemployed. I wish the university could help because it is so tough out there just like olden times
Master of Nursing	Better lecture rooms for Nursing students, Air-cons are never working, desks are broken and untidy. Overhead projectors always had issues. Nursing students previously had a LAN now that was given to engineering students like everything else, it's absolutely ridiculous how nursing students who also pays fees have been side lined in such a huge way. I have been a student since undergrad and only seeing facilities being taken away. Some lecturers also need to be better prepared to certain courses, as they had no knowledge towards the course making it rather confusing.
Ph.D Public health	The quality of Education in UKZN is very good. However, there is need to strengthen communications especially with distance learning programmes. Many distance learning students fail to graduate on time for reasons including, not knowing what next is to do. There is paucity of information available to non-resident students regarding their courses.
Post Honours Degree	The time it took for ethical approval was horrendous and due to the delay, I was forced to pay an extra R4000 to complete my post graduate degree due to their delay. To finish the course in 2018 and to only just receive your certificate is appalling especially when you as a student work so hard to finish within the year of your postgraduate degree. I came back thinking things would have improved at postgraduate level but I was shocked as it was worse. I will never return to study at UKZN and would never recommend them to anyone which is so sad as this was where I completed my undergraduate degree. Things seriously need to change and the student's best interest should be top priority.
Postgraduate diploma in public health	I appreciate UKZN management and I request them to never give up on their quality management improvement
Postgraduate Diploma Public Health	The admin staff needs to improve their communication skills

COLLEGE OF HEALTH SCIENCES

School of Clinical Medicine

Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
PhD	Need to facilitate provision of higher capacity computers to post grad and doctoral students post-doctoral
MBChB	Administrative staff
MBChB	I realised the quality of my education and qualification from UKZN is really good since I have started working and having been comparing my education to that of my colleagues from other universities. I'm incredibly grateful to UKZN and the teaching I received as well as the opportunities I was exposed to as a student.
MBChB	It's very stressful

School of Health Science	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
B Pharmacy	Do not to give us test in a close duration
B Pharmacy	Great quality education
B. Physiotherapy	I'm really proud to graduate from UKZN Westville campus
B.DTh	The university must allow students to have a graduation ceremony. knowing that one day, you will be going to the stage with your gown on and with at least one parent/ guardian as a spectator was a huge motivation on its own and encouraged. One to study harder. I am not earning enough. it is very difficult for me to financially support my family and I, considering the fact that I am the first graduate at home and I am now a breadwinner.
B.Pharmacy	The curriculum should go hand in hand with the practical skills
B.Phrm	The externships experience for pharmacy students' needs better coordination and supervision. Faculty acceptance should be based purely on merit. There are many deserving candidates applying especially for health sciences that do not make the quota. I am thoroughly enjoying my post-grad experience at UKZN. Thus far, my supervisor/tutor has been excellent in guiding and mentoring me through my research. The support staff has been efficient and helpful.
B.PHRM	The pharmacy department could try to start hospital visits as early as first year because those who are not working part time in a pharmacy need all the practice they can get and early as possible
Bachelor Occupational Therapy	Increase the amount of community-based clinical experience in health science degrees as well as the amount of interdisciplinary clinical work in order to better prepare for the reality of working in the public health sector Employment was provided for 1-year community service as per degree requirements, however poor prospects for permanent post following community-service.
Bachelor of nursing	Update skills lab, add demonstrative features up to date in our skills lab
Bachelor of Optometry	I can never regret the past 4 years I spent at UKZN. I feel very proud to have been studying at UKZN, I say great choice. I'm glad that I have obtained my qualification at this university.
Bachelor of Physiotherapy	Improving theory based and practical learning sites. INCLUDING A VARIETY OF CONCEPTS. exploring differential learning styles not just large groups learning
Bachelor of Physiotherapy	Treat all colleges equal (Health Sciences is mostly given special treatment)
Bachelor of nursing	For me it was good to be at UKZN but students' needs more time to study for the test and Exams when it comes to nursing because a lot of time we spend in hospitals when we come back we tired and can't study.
Bc physiotherapy	The quality of education was the best, what I can recommend is the training of computer skills especially for health science students as they don't normally use computers most modules are practicals for Physiotherapy and other disciplines No
Bdt	To update facilities in order to cater for increasing number of students, you can't have 50 students and then have a system that caters for half of that
BDTH	The theory part is good but clinical part I feel like they need to improve. More materials and we need more staff Work environment is different, even clinical work is harder
BOT	the quality is excellent

BPharm	The quality of my education could have been better had we focused more on the modules that pertain to pharmacy from the first semester of first year. The university (pharmacy department) should consider phasing out modules such as PHYSICS 131, BIO 103, MATHS 150 and ZULM 105(for Zulu speaking people) as the content taught in these modules is not useful during the course and in my opinion does not relate to pharmacy. As for ZULU 105, it makes no sense for a Zulu speaking person to do it they should rather be given an opportunity to study a different language.
BPharm	UKZN has potential to grow however there were several issues. There were many racial differences from the time of acceptance, to the end of my degree. As a pharmacist, I think the practical learning in pharmacies need to be more organized and structured, and supervised. I also believe communication from the university to the student is very poor. This is a much more pleasant experience compared to my undergrad. I enjoy my interaction with my supervisors, as there is a common goal. I feel my work as a researcher is necessary and validated. Support staff are also very welcoming and helpful.
BPharm (hons)	The degree should reflect "Honours"
bs. sport sciences	the level of education at UKZN is extremely good their lecturers are very good and professional people in and out of class I really enjoyed my learning period at the institution according to me there isn't much they could improve besides lecture times....
BSS	The quality of education was good before COVID-19. Now that it is COVID, it is hard. Especially for first years.
Doctoral Degree	They should organise more Students Centre Learning
MOptom	The quality of education is good and convenient
MPharm	The university is exceptional
MSc	EXCELLENT. Improve on equal academic opportunities for both domestic and international students It's a great opportunity to be trained enough to give back to my society
MSc OT	Nothing
MT. OPTOM	EXCELLENT INSTITUTE THAT ENCOURAGES RESEARCH.
Speech Therapy	I feel as though my practical experience was inhibited by lack of patients and lack of sites. I am nervous to start community service as I do not feel competent in my skills due to clinics running for a short period of time.
Sports science	Information on fees payment
	Get lecturers that actually want to help students learn.
	I had good clinical exposure, keep getting good supervisor Being outside of kzn is hard and when working where they are no resources. Kzn is best province
	Poor. We are, the UKZN family, are perceived as a lower level of education within the real world of occupation. The striking and protests, 'free education', and poor administrative support is clearly visible when compared to similar faculties from other universities. It is embarrassing at times to hear about the perceptions of other universities of UKZN. Ways to improve:

	Stop making UKZN an easy target of belittling talk. Provide better support to students. Take forceful action on striking and protest action. Ensure that the level of students entering university is up to par. Ensure students want to study and not only come in for the joy-ride.
School of Laboratory Medicine and Medical Science	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
BMDSCP	As a Medical Science graduate, I'd be happy if the course can be shaped in a way that can allow us possible employment without having to go postgraduate level, not all of us want to do postgrad studies. Lectures really should know their work to be able to teach or make us understand without having to struggle because the lecturer just read the notes to us and never explained what do they even mean.
BMed.Sc Medical biochemistry	I'm enjoying it, I don't regret taking this decision
BMedSci PHYSIOLOGY	I would improve the work ethic, competency of UKZN admin staff
BMedSciHons (Physiology)	UKZN has well-trained staff who make academics flow smoothly. Lecturers must have more ways to conduct lectures in a proper and understandable manner. UKZN trained me to be a good writer and developed my communication skills.
Honors degree in medical science physiology	Great university but admin needs to be more polite and graduates should be given the opportunity to take their graduation pictures
Honours in medical science -Anatomy	More efficient communication between the students and lecturers or other administrative departments.
Master of Medical Science	The university has been instrumental in shaping my thinking. I am grateful for all the opportunities offered by the university.
MMedSc	It is of a good standard. Upgrading of laboratory skills required to complete the project should be a priority and should follow the proposal writing task. The research study is in a new field of study. Upskilling us required in order to complete the lab work.
Mmedsci	More funding at the post graduate level
MMSc	I think the University should implement programs to support postgraduate students. For me, the program from Honours to Masters was very vague and misinformation is very prevalent. Transparency with regards to fee remission, funding for years after one year should be discussed. Students should have a portal to be able to discuss their challenges with supervisors freely and without fear of repercussions. My supervisor assured me multiply times that my Masters degree would take one year as I stressed that this is vital for me. Graduating 4years later with mounting debt I feel that this is unfair and I feel tricked. I ask for honesty, transparency and an easier transition to be able to change supervisors when students are in this position.
School of Nursing and Public Health	

Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Bcur	Pay more attention to the needs of your students and investigate lecturers who are ill mannered and make student life miserable. It would be nice if we were given posts after qualifying like other nursing students from other colleges
BNAP	The lecturers were helpful. But the administration department was very disappointing, constant lack of communication to students, we as students had to find out important information about of course ourselves.
Honors in Nursing education	I am only not happy with receipt of my qualification on completion. Being sent from pillar to post. Very late email responses that ain't even that helpful
Masters	Better communication with remote students. UKZN has the potential to influence entire Africa.
Masters in nursing management	I believe that some academics were not keen to assist with some difficulties
MNCH	Everything is great so far.
MNUR	The university could concentrate on producing more publishable research studies so as to be on par with Wits and UCT
MPH	The academic staff is trying their level best but the administrative staff is dropping the ball, they are not responding to students emails when requiring their administrative support.
MSc Nursing	Make financial supports available for foreigners too.
PGD Occupational health	The curriculum for occupational health should be expanded to include environmental health and safety as well
PGDip	Good
PGDIP Public Health	University needs better lecture rooms
Ph.D	Generally, everybody was helpful. The university should improve on making sure timelines are strictly adhered to. The university is an excellent one. It is an environment where anybody and everybody will like to study in
PhD Public Health	Introduce publication incentives to graduate students
	The quality was good and I think UKZN should give young and upcoming graduates to develop their skills in facilitation or teaching so that they can be fully equipped if they one to join academia
	Student records are not very helpful, I had to escalate the matter higher to get assistance. This area really needs improvement.

APPENDIX 3: COMMENTS-CHUM

COLLEGE OF HUMANITIES	
School of Applied Human Sciences	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Masters Social Science	Personally, having studied at another University prior to attending UKZN, it was clear to me that the quality of the curriculum was at a lower level, we did not learn as much. This is particularly so in relation to student's dissertation writing. Students were not adequately prepared. Completing administrative tasks at a University level is also painstaking. I am still awaiting my degree as it will not load despite all departments reporting that there are no holds on their side.
B social work	More considerate staff
B. Social Work	UKZN does not care about its students, its main goal is to push academic excellence and fees being payed forgetting about the different challenges we face. Students come from different backgrounds, most black students were not born with a silver spoon, the university could try a bit harder to be lenient and understand the diversity of its students. The education system generally oppresses the students without means to get by. The university could also try to be less Westernized and lean towards understanding its cultural context.
B.SOWK	It can keep an eye to lectures whose modules are under performed as some of them are not competitive
BA	During this time of covid 19, I think UKZN must improve the quality of assistance their staff give to students, especially the lecturers, some are good and they help students a lot, but other lectures are rude. Also stop work loading students, it's really depressing. All I can say is that we are work loaded, we are not given enough time to prepare for assumed tasks at a given period. Its work after work, and we are studying, sometimes I even think to quit.
BA	humanities faculty has difficult administrative processes especially for financially disadvantaged students. Challenging wish that there was more support in this online learning
BA	Lecturers/academic staff have to stop ignoring/not replying to students' emails.
BA	More support for students, especially during online learning is needed.
BA	Provide practicals for the post graduate honours criminology and forensic studies students
BA	The institution is the best. Very challenging but worth it.
Bachelor of Arts	As long as teaching and learning is conducted through online learning, students' emails must be replied to as soon as possible.
Bachelor of Arts	Good
Bachelor of Arts	Teaches should understand the learning difficulties of some learners and learners should show that they are willing to be helped.
Bachelor of Social Science	The quality is good, I'm not sure about best but I know it is good, however, the university can improve by engaging more with students, understanding their difficulties, trying to meet students halfway could be very helpful. The university could also improve in lecturer-student communication and for the communication not to be biased or stereotyped in terms of which race they preferred over the other ones. Support facilities should be re-evaluated, students suffer at the hands of "professionals" working at the student

	support facilities. I cannot say I am 100% satisfied with UKZN right now but I am hoping that some things will change for the better and right now things have changed for the worst especially since COVID-19 surfaced. Contact classes could also help because honestly speaking, online learning is trash and does nothing for our education. Academic staff, funding and other employees to work on campus because them being at home does justice for themselves only and not the students. If the student card and ICS employees can work on campus then everyone else can, it is of no point and no use having health measures put in place like sanitizers only for people to stay at home! Hopefully my responses will be taken into consideration and will be well thought of.
Bachelor of Social Science	The lectures were really assisting and the lecturers always wanted what's best for us as students, they were helpful and always patient, usually willing to give second chances. I have faith in my qualifications because I trust the quality of education offered at the institutions. I am already recommending the universities to others. Even the campuses are friendly and accommodating.
Bachelor of Social Science honours	The university can improve in the amount of time they give to student to do work. The university can also improve by hiring more psychologist as student need them. The university may improve res, including Wi-Fi and security in residence
Bachelor of social science Honours in Forensic Criminology	UKZN is a very good school. It offers the best education and each learner enjoys completing their degrees at UKZN. However, due to the current situation we are facing globally, the University should find a way to make online learning more enjoyable and keep the momentum on each student. More trips that relate to your qualification should be conducted. I wish there was a technique that is used to keep the momentum on first time students to help with giving us the energy and motivation to keep going
Bachelor of Social Science in Industrial Psychology	I believe the university needs to invest in the Humanities Faculty in terms of providing study material like workbooks with activities to enhance the level of understanding for the students
Bachelor of Social Sciences	As much as the degree is more self-structured I would really appreciate a well-structured degree which would ensure every student has the standard of education or knowledge one needs for that qualification. Furtherly, the university knows very well that three-year degrees especially humanities that are not enough and for funding sacks I wish it was made a four-year degree not only for quality sakes but to assist many students that qualified for Honors study but couldn't further their studies because of funding constraints. I wish we were more exposed to practical work or where we could go observe clinics or psychological work in practice, I think this alone would enhance individual participations and interest to the study and give them full boost of motivation
Bachelor of Social sciences	Quality of the education is good but there should be time where students are assisted thoroughly by lectures so that every student can understand and not be left behind.
Bachelor of Social sciences	To study hard so I can finally be what I want to see myself in the next 5 years, able to conquer all the obstacles that come in my academic way. Everything seems to be tough be can manage and cope with my work.
Bachelor of Social Sciences	I feel like the Lecturers are not understanding of the difficulties associated with distance learning. We experience network connection issues but are prevented from late submissions although a valid reason stands.
Bachelor of Social Sciences	The quality of my education at UKZN was excellent, however the university can improve their corporation with the student representatives (SRC)
Bachelor of Social work	If the contents and the curriculum may focus more on our African context rather than being more western.
Bachelor of social work	The issues of funding are a huge problem in my current studies. Again, staying at home waiting for permission to return back to campus it affects my me as I don't have enough time to focus on my studies if I am at home.

Bachelor of Social Work	Balance practicals and theory. The university focuses too much on theory which does not enable students to understand how things are done in their fields.
Bachelor of Social work	I would like to thank UKZN for everything, from 2017 when I was a first-year student until 2020. In my own experience, UKZN have to improve the quality of student residents off campus.
Bachelor of social work	Management and administrative departments.
Bachelor of Social Work	The quality of education at UKZN is in good standard. The university can improve the study rooms at the off-campus residences
Bachelor of Social Work	The quality of education at UKZN is very good. Among other things that I believe the University needs to look into it's the workload. The workload is huge, it's not easy to manage it effectively and it was even worse in 2020. timetables, deadlines are strenuous.
Bachelor of social work	The quality of education at UKZN was very Good, and I am satisfied with it. It can continually help if the lecturers can persist on offering support to students, be willing to assist them whenever they need clarity in their studies. Also, giving students enough time to do their assignments and tests can be of great help, and such can favour their high level of achievement.
Bachelor of Arts	The quality of learning in UKZN is sufficient just the improvement could be on more of the people assisting during first year on the selected programme and about what faculties or college students are picking because some of us have an idea of what we would like to do in future or if going into a particular programme will get you employed when you complete the degree because most degrees are not even valid when you go looking for employment so maybe first years should be advised by people who are experienced and know what they are dealing with like the seriousness of being there at the frontline of a child's future is so important that the person dealing with such is equipped with the information needed
B-Art	The University can rather put students who opted for other qualifications, but ended with B. S. S OR B. A, on bridging courses or extend their years of study to ensure quality. E. G. I went in to UKZN seeking for LLB-my passion, the only reason why I couldn't get in was that I got English(home) 56%, I had 34 points, it's really depressing
BSocSc	The administration.
BSocSci	Class sizes to be smaller. It was distracting to hear multiple students speaking at the same time.
BSocSci Psychology and Legal Studies	More practicals, more opportunity to study real life cases and what was happening around us at the time instead of being so reliant on the text book cases. There's a jump in the workload due to Covid. Lecturers are not being considerate of the trying times that students are facing and just piling on the work and leaving minimal leeway for late submissions or work extensions. All the submissions are close together.
BSocSciHons Criminology and Forensic Studies	Administrative department needs to be more efficient
BSOWK	I have no complaints at all.
BSOWK	UKZN wasn't fair enough according to my perspective during the lockdown period, some of us as students were really experiencing problems at home due to various reasons but we were forced to study on those conditions. UKZN is favour some degree's than others, yes, some courses need certain aspects but at the same time we mustn't feel less valued in comparison with other colleges. Deans of my college need to work hard to ensure that their students are being taken care of. Social work students suffer a lot during practical period with no financial support or transport from the college. I really hope my opinion is valid and will assist the upcoming students

BSS	Administration registration process and issuing of degrees and replies of emails
BSS	Am grateful, but the university needs to improve student residences to be conducive. We are currently experiencing problems as we are learning online, we send emails regarding those problems but they are no responses.
BSS	Great, just more practical experience needed for Criminology and Forensics Studies
BSS	I enjoyed every moment of it, given a choice I'll definitely do it again,
BSS	I think the university should have programmes whereby students could share the problems they face every day, whether it is teenage problems, family problems, academic problems, etc. Those programmes should aim at helping the students overcome such things in order for them to not be disturbed in their academics.
BSS	It has been really good and highly recognized. So far everything has been good and I look forward to applying for my Master's degree.
BSS	it is a good qualification I hope I will get a good job with it. I am hoping to get more experience in my qualification in order to become one of the lectures in the University of KwaZulu-Natal.
BSS	Lecturers and administrators of UKZN need to have better and efficient communication. Not communication at the last minute or no communication at all. Most times, students only hear certain things by word of mouth or by fending for themselves because lecturers have expectations but do not communicate it. Can be seen as a building block towards my long-term career goals.
BSS	Lecturers can improve with communication and not leaving the communication for last minute. They could be more clear about expectations and with their guidelines as most of the time students hear things by word of mouth or by fending for themselves.
Bss	Online learning gave us challenges, as it was new to us and internet data we were given was not enough. UKZN does not cater enough for the post graduate students. I find doing my post graduate degree here very depressing
BSS	The quality of education (more specifically in the Humanities department) needs to be improved and prioritized more. The admin side of UKZN is generally poor, understaffed and lacks the sense of urgency.
BSS	The quality of education is very good. What the University can improve on is responding to students' complaints and queries as quickly as possible and refrain from involving officials such as the SAPS. It would be better to resolve issues with students and the University management.
BSSs	The quality of the education at UKZN is great, I learned a lot, grew experience and became smarter than majority of people who didn't study. I feel privileged and gifted.
BSS	The University can assist student with choosing majors that go together. For instance, industrial psychology with economics or management. If I knew about this early I would have no paired Industrial psychology with Criminology. I went for academic advise but I was not advised about this or even made aware. PGCE has a lot of work, however I am trying my level best.
BSS	There is nothing that the university must improve, everything I good
BSS	They must improve on this online learning thing
BSS	Do graduations bafe2, it our first time graduating yet we cannot even celebrate it, you busy telling us about covid, yet other universities do so I'm strongly disappointed in UKZN.
BSS	Possibly allow for more experiential work especially is the psychology department during undergrad and honours.

Bss	Practicals should be offered since when you have to get a job they need experience so at UKZN in humanities should offer students practicals like people doing psychology and Sociology should go in to communities and apply what is being taught in class room doing Bachelor of arts in honors of sociology while I was doing BsS
BSS (Gen)	I could use another job with a more permanent position
BSS INDUSTRIAL PSYCHOLOGY	UKZN ADMIN IS TERRIBLE. STAFF DONT ANSWER EMAILS, THEY HATE THEIR JOBS, THEY ARE RUDE AND UNPROFESSIONAL. MAYBE ASSESSING THE ADMIN STAFF WOULD HELP TREMENDOUSLY. CONTRACT BASED JOB. CONTACT ENDS SOON
BSS4	I think administrative assistance from the college of humanities should be viewed. Not only one or relative student complain of their attitude and behaviours. Also, a new platform for learning can be introduced. For instance, work with scashes, presenting and previous videos in displaying data. This will enable more student to see how theory applies in real world. I think student complains are being taken for granted. I believe further studies are for gaining more information, and that's can only be done through collaboration. A lecture without student is not a lecture, and vice versa
BSSH	I received the best quality of education at UKZN. So far nothing I can say that it needs to be improved, everything is just perfect.
BSSH	It is of a really high standard however, the humanities staff could use more training on how to deal with people, in terms of being responsive and patient because we need them to how us the way.
BSSHCF	Introduce more practicals so that students are able to gain experience while in university
BSSHons	It was fairly good but it was affected by the atrocious incompetence of the administrative staff and some demotivated lecturers. On the contrary, there were a handful of extremely skilful and passionate lecturers that made a big difference in my academic life.
BSW	OUTSTANDING. THE UNIVERSITY SHOULD WORK ON PROVIDING FOR DISADVANTAGED STUDENTS AS A RESULT OF THE PANDEMIC.
BSWK	TO PROVIDE STUDENTS WITH PROPER ASSISTANCE DURING THIS HARDEST PERIOD OF COVID 19YES, THE ISSUE IS FUNDING OF POSTGRADUATES AND THE ISSUES OF ELECTIVES
Honours	Communication between lecturers and students
Honours degree	They must stop online learning
Master of Social Science	I think the academic staff is overworked and have too many students to supervise, it would bode well for the supervisors to have less students therefore be able to assist/assess their students sufficiently. There are times you feel they are being rushed. The supervisors are good but overworked. These are tough times and employment is mostly under contracts. I love my job and grateful however I do wish I would find permanent employment.
Master of Social science	The quality of education is satisfactory but the administration is quite poor. Much improvement is required.
Masters in Social Science	UKZN is really the centre of excellence, however, the university must improve its approach to financial inclusion at the postgrad level.
Masters of Social Science	The quality of education at UKZN is exceedingly great and of good standard.
MSS (Psychology)	The University should help students choose their degrees wisely because most of them have no job opportunities

MSW	Access to the facility since covid-19 was not easily accessible During my study I got promoted at work
	The education is good but it is not good for the system outside the school because it does not help you to be ready for work or to compete in the corporate world.
	The university must improve their finance office, the service is very poor. Students leave the university owing lot of money.
	The university should improve more on admin work. Everyone involved because we send emails to people there in charge and don't get any replies in months.! The university should really inspire greatness and not just have it as a slogan. They should prioritize their students
	UKZN generally has a high quality of education, and I really enjoyed doing my Undergraduate Degree there. Some of the lecturers weren't always engaging in class and just weren't really good lecturers. But a lot of them were very good and I appreciated their knowledge and passion. The administrative services aren't always very reliable. That can definitely improve. The university website has also been confusing at times and difficult to navigate. My undergraduate studies definitely didn't prepare me enough for the workload in honours. But I'm still enjoying it very much and my lecturers have been great.
	I am not funded and received that email late when I've registered.
School of Arts	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
B.A	Education at UKZN is really amazing, I mean like has a very high-quality standard. It is the best University Afterall. The University doing excellent.
B.A	I'm proud to say that I was a part of the UKZN "family" although I would suggest that extra time should be given to students when times has been lost. (strikes etc)
BA	Add more time in lectures and tutorials and less time on assessments. It gives students anxiety.
BA	Communication between lecturers and students since we are in time of covid 19 where were are studying from home. Quick responses on emails, and better understanding of where a student is coming from.
BA	Currently during the pandemic, they can be more efficient like last year
BA	Everything seems to be ok
BA	Give us graduation ceremonies next year, we've worked so hard and been yearning for that moment since childhood.
BA	Honestly, I feel that lecturers need to be available more and engage with students more. Especially with this online learning, zoom meetings were either postponed to never happen again or cancelled and some of us need things to be explained not learned off textbook.
BA	I am satisfied with the quality of my qualification; however, I feel UKZN could improve by investing more in the Arts department, specifically media studies. I feel we could have gotten way more out of the programme if they invested more on lecturers and more specified or structured programmes within the media and cultural studies department.
BA	It's okay
BA	Listen to students more instead of ignoring them
BA	Safety of the students when studying late hours on campus.

BA	The administration side of UKZN needs enormous improvement. All my years of studying at UKZN I never received sufficient help from the administrative side.
BA	The staff working in the administrative offices and those post grads students, some of them are unable to assist. The only thing they do sometimes, they send you to people that they also don't know how to help you and sometimes they are too lazy to do their jobs, as a result you would end up giving up.
BA	The University could improve on the level of professionalism where the administration and administrative staff are concerned. Sometimes the students are met with the worst attitude from staff and you sometimes find that the administration is all over the place. For instance, after having paid for and submitted the application form for an academic transcript, only after two months and several emails sent, was my transcript sent to me. In the interim, I was unable to apply for jobs or spaces at other Universities. I completed my degree in 2019 and only in February 2021 did I receive my degree through post. The systems used appear to be slow and ineffective and this leads to the students being inconvenienced. They either need to be updated or changed. Understandably, the pandemic threw all institutions off course but it laid bare the cracks in the UKZN administration more than anything.
BA	The university must at least decrease a certain percentage on the fees for self-funded student because the amount is too much. The staff is really doing an amazing job they are meeting us half way and the work load is too much.
BA	The University should listen to the complaints brought forward by students. The university may know what is best for the students but I believe students know what is better for the more than the university does.
BA	They must improve the availability of tutors even during online learning because sometimes lectures are not always available.
BA	Time management needs to improve. Making sure lectures are prepared for - there is an allotted time and it needs to be stuck to - a lot of going over that time and there are other lectures to attend. If the class doesn't participate in a particular question posted by the lecturer - said lecturer should move on rather than waste time making the lecture awkward.
BA	I am not funded I need money, I am always hungry here at res because my family is struggling to give me money. While my NSFAS status says I am funded but the school doesn't give me money just because I am a PGCE student!!!!!!
BA	The quality of education compared to other universities that do music is very high theoretically but practically they are better. Give more practical experience and pay more attention to the music department because it's taking a toll. The fact that I don't have any funding affects me academically and the fact that in my undergraduate degree I didn't do academic writing but now that's what my honours degree is based on isn't helping
BA anthropology	Was my first time doing online studies which challenged me to be more in contact with my lectures. The quality of education at UKZN will challenge one to do more work for themselves than to be given everything easy.
BA- Art	First it can start by listening to students, especially as individuals instead of as a collective, as much as there is good quality of education that's it. They need to put more effort in guiding students towards careers not just academics.
BA Arts	I feel like UKZN is into theory so much, but some other Degrees needs Practicals than theory. If that can change I will be more happy.
BA English and Psychology	People unfortunately don't respect UKZN due to the lack of financial discipline and control of strikes.
BA Honours	Nasincisha ngempela graduation

BA Honours	Okayish
BA in Arts	I learned a lot about online learning since we have faced the Covid19 crises. I would like the school to improve on giving student continuous assessment to prepare for actual exam
BA International Studies	The quality of education at UKZN is up to a great standard. As I'm looking for employment, I have come across many job vacancies which require job seekers to have experience relevant to that certain post. The requirement of 'experience' makes it difficult for most university graduates to find a job because they (we) only offer THEORY, with no practical experience in our field of study. So, I think it would be best for the university to establish programs that will ready its students for the work field.
BA M music and drama performance studies	For me everything is good, nothing has to be changed. Yes. We as PGCE students are not funded and it's very painful.
BA Marketing and Political Science	Good. It portrays a good way what is expected in a student at a university and there's nothing you can't get through if you working hard
BA Music	The quality of the education at my university is effortlessly great. I would advise some people who might want to study here to consider the university as their first choice. My current studies that I am doing right now means a lot to me. I always wanted to further my studies doing PGCE.
Bachelor of Arts	I'm fully satisfied I am not complaining about anything I had a very good and fruitful experience and the minor challenges I perceived them as training and preparations for the real world, I thank you. I am currently doing the PGCE program and I'm specializing in Business Studies and Travel & Tourism.
Bachelor of arts	Increased workload, places too much pressure on the students without taking into consideration other modules. Academic staff is very poor regarding queries and assistance. Workload is heavy with very tight deadlines. Admin is poor regarding our enquires. University is not seeking to help PGCE students that were initially going to be funded by nsfas.
Bachelor of arts	very good quality. I can't think of anything at the moment Nothing to say at the moment
BAH	Improve the quality of online learning. Work with lecturers to make workloads more manageable.
BAH	Pay more attention to Arts school and invest more to arts like you do with other departments because the technical part of doing art in UKZN is just bad service.
BAH	The quality of UKZN education is on standard and the improvements can be made around making education easier for learner's and not making it difficult
BAIST	Education at UKZN is very effective in terms of opening one's mind to the world and equipping one with sufficient skills. Skills that will sharpen one's understanding of things and how to apply themselves in different spheres of society. Improvements can be made on administrative services, staff to be more understanding when it comes to different student situations.
BAMDPS	The lecturers must stop treating students as if they are studying their module only as this is the cause of academic stress which leads to depression.
BAmus	Put students first I am currently doing my PGCE
BMus (Hons.)	Listen and plan around your students' needs more efficiently and effectively so that strikes aren't so often.
BSc Honors	I am satisfied with the quality of education offered by the institution, but sad because they refused to allow me a chance to do my Masters yet I come from a very poor background and cannot to pay the required amount.

BSS	I am very pleased with the quality of the education that I received at UKZN.
Honours. English studies.	The humanities department at UKZN is terrible every year when it comes to registration. The staff are not helpful in the department despite studying at UKZN for 4 years, I did not see any improvements throughout my studies which is why I left UKZN to study at another institution instead. I have family members who are studying at UKZN and despite the fact that I started studying in 2017 at UKZN, it's 4 years later and those family members still find registration the most gruesome and overwhelming part of studying; not even the actual studying itself.
MBA	I would've preferred that drama students be brought back to campus because studying a practical course like drama at home is close to pointless for me. Still would prefer that we be allowed to go back to campus for lessons
PGCE	Can we have a proper graduation not virtually please!!!!
PhD	The university has good quality academic programmes. I think there is a need to strengthen closer relations between students and lecturers so that lecturers get to understand their students better. Further, support for students with disabilities, specifically those with visual impairments should be strengthened. Language plays a vital role in understanding of concepts. UKZN is using English as a medium of instruction which at times poses problems for non-non-English-speaking people. This area requires attention to improve academic performance.
PhD	Would have preferred to be employed by UKZN as a lecturer, considering I studied there for 8 years and was a top achiever and would have been an asset to the university
	As for criminology and forensic studies I think UKZN should provide practicals to improve the quality of this qualification the work loads us draining and requires more time than the time provided by the university e.g. I think the lectures should do away with giving works and assignments during practicals because already we have a lot on our plates having to do practicals and submitting assignments is too much
	Better communication, more efficiency registration
	Everything could be improved based on how expensive the fees are and how isolated self-funded students are.
	Good but too much theory instead of practical learning I'm studying with funding that what I can say I guess
	The quality of the education is honestly moderate. There are so many key aspects to a child's education. Others outside the class environment. The university has somewhat poor admin. Poor treatment of students. In fact, studying at home is better than being on campus. I have only my studies to worry about. Not delayed registration. Staff that has attitude and no humility. But all in all, it is a pleasure to be part of the institution.
	The university can improve on their administrative processes. Bcom Honours in Management
	Upgraded lecture rooms, they are falling apart and in a terrible state. Better equipment.
School of Built Environment and Development Studies	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Architecture	Other disciplines should get the same level of interest and funding as engineering. The computers are not powerful enough for architecture students to do their renders which are a big part of presentations. There are limited PC's in the master's studio. (6 PC's for a class of approx. 30 students)

	Masters studio is not a stimulating environment for learning. Architectural department needs to place more emphasis on developing student's CAD (computer aided drawing) skills, as this is what most employers look for.
B Architectural Studies	Architectural education in particular must be better organised and lecturers need to respond better to student needs on a personal level, as lecturers are fast to criticise us on personal levels.
Bachelor of Social Science	The University must continue giving the best education to all student to inspire to greatness
Bachelor of Social science	All I can say the quality of my education at UKZN is on a high quality it can be matched international. Hence am proud of UKZN education, with this quality of education I can represent my country throughout the planet.
Bachelor of Social Science Honours in Community and Development Studies	I'm happy to be part of this best university
Bachelor of social science in community development	Put students' needs first don't just run a business. But all is good
Bachelor of Social Science in Geography and Environmental Management	The university should allow Geography and Environmental Management at Howard College to be a Bachelor of Science not Bachelor of Social Science it is so under-rated although the degree is of high standard. Well the lectures are giving us too much work within a short period of time and due dates for work submission are too steep
BAS	The qualification is worthless if we are not given the opportunity to learn how to transition into the workforce. we are not so therefore we are lost. No jobs for graduates. the industry wants graduates with decades of experience
Batchelor of Social science	Our education system is good but it has some short comings. It does not enable students to practice what they learn in real life situation since it based on theory and less or no practical experience experiences. Also, during this time of COVID19 it was not easy to reserve response from appropriate people for instance, during February I have paid and requested academic record and Qualification statement I have not received it till today. I have lost opportunity after opportunity due to this issue. The university supposed to Empower students not weaken them. The university must put an effort in promoting sustainable development. Since I thought my Honours would be based on practicals rather than theory. I was disappointed to find out that we are still continuing with theory. Which does not help in understanding real Job practices.
BSocSc in Housing	Due to the new normal which is online learning. UKZN should make sure by all means that the mental health of students is of main priority. With high rates of depression, anxiety and suicide due to academic pressure. It is substantial that UKZN takes into consideration the reality of academic pressure especially towards the end of the semester. Tutorials, assistance, counselling must be prioritized and learners made aware of such services. There must always be assistance available for students.
BSS	Good quality education
BSS	the university of KwaZulu Natal is producing quality education using different aspects of the university e.g. professional contact and online lectures. however, a university may improve online learning in order accommodate everyone I'm currently doing my first year in honours degree at the University of KwaZulu Natal
BSSc (Housing)	More students must be funded
BSSH Comdev Studies	Satisfactory to an extent. The university should assist more in post graduate funding. Funding at postgraduate level is of a minimal and is lacking Lack of funding for postgraduate studies that makes it kind of difficult to sustain ourselves and perform at our optimum level.

Bsshou	The education provided by the university as a whole is of great quality and valuable, and the university can improve the cleanliness in the LANS
Hons CMDV	You won't improve anyways so my opinion is irrelevant
Master of Population Studies	The university has become very complacent in terms of graduates. It seems that the university is determined to push out more completed degree numbers, rather than degrees of a good quality, especially at the postgraduate level. Perhaps there should be more emphasis on higher quality standard dissertations and theses, rather than on numbers pushed out for graduation as it makes the university and its qualifications appear sloppy. There are not many opportunities for graduates anymore.
Masters in Architecture	Overpriced. Lazy Lecturers (not all). Not enough lecturers producing papers or practical experience. Administrative departments are non-existent. The University is a joke and I will never have anything decent to say about it.
Masters of architecture	Better architectural studios, facilities are not properly equipped and toilets are unhygienic
MTRP	Administrative staff take too long to assist students Practical equipment in the school of town planning is very poor
PhD (Development Studies)	very good
	A little low compared to other main varsities. The standards expected from us are way higher - I went from 80s to 60s (marks)
	The admin staff, they have to be more supportive and available! Especially she needs to be well informed and to change her attitude.
School of Education	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Bachelor of Education	Accommodation. In that department UKZN is very reckless
BED IN hourners in history	Giving student laptops and data early add more data maybe 50GB per month. Or 20 GB for a day and 10 GB for nyt
Doctoral degree	I thank capturing the specialization on the certificate for Doctoral candidate is very important and needs to be looked at.
B Ed	It is always the best university, no need to change anything.
B Ed	Ngingathi nje iNyuvesi ayiqhubeka nokwenza okuhle kubantu bonke jikelele abakuyona. Kumnandi emsebenzini
B ed	Nothing to be improved everything was perfect
B ed	The quality of education is very good but the campus must improve on the library space as it was limited during exams where everyone is coming for a study
B ed	University of KwaZulu Natal remains one of the best universities in South Africa
B. Ed	Large numbers in classes doesn't allow for a good learning space as there is too much disruption. Strikes also negatively affect the learning process. It's hard to find a permanent post.
B. Ed	The quality of Education that I got was very exceptional

B. Ed	The university needs to consider students, the staff and all the other people in authority at UKZN need to put the students' interests before their own interests. Education is all about students not the dean, not the lecturers and definitely not the src, students need to celebrate their hard-earned degrees and achievements, it's selfish of those in authority to turn a blind eye when it comes to graduations yet the country and the university itself is participating in certain gatherings such as orientation for first years, following the covid19 protocol even those in authority attend social gatherings such as weddings & other ceremonies.
B. Ed	Improve the learning environment, especially on my campus (Edgewood) some of learning services are insufficient e.g. Lans, library and lecture venues.
B.A PPL	The quality of education was quite good. The university can improve in terms of listening to student issues, and ensuring that student needs outside of pure academics is addressed because these things have an impact on our academic performance. The work so far is quite interesting and engaging. I hope it will help me in terms of attaining future employment.
B.ed	Education at UKZN is of great quality. What can be improved is that students should be given study material rather than to buy their own because some cannot afford on their own.
B.ed	Everything was perfect
B.Ed	I am very happy with the quality of education at UKZN. The lecturers always made sure that we had sufficient resources to study and understand the content better. the only thing the university (edge wood campus) need to improve are the resource learners use on campus when doing their work i.e. computers and printing machine
B.Ed	I think the quality of education depends on how the student dedicate himself or herself to work. I am saying this because the university makes sure that all resources are available for every student.
B.ed	My opinion on the quality of the education I received at UKZN is that I am grateful for the opportunity, I am grateful for the experience, but honestly, I wouldn't want to go through it again anytime soon. Hence, I did not even bother applying for an honour's degree. The toll it took on someone like me (have extreme mental health issues such as extreme anxiety, BPD, DID), who's also transgender, is very much severe that I need stability right now.
B.ed	the quality of education is excellent. in future I think there should be good communication between the students and the educators-educators should always respond to students' email.
B.ed	The quality of education is extremely good.
B.Ed	The quality of my education at UKZN is of good standard. I'm able to analyse information with critical engagement in different texts and other information to make reasonable comments and solutions to problems.
B.Ed	The University needs to improve seriously at attending cases made to the RMS department. Every time either me or my friends reported an incident of bullying or theft to RMS there was no follow up which means those people continue to bully and steal from other people. There needs to consequences and it needs to happen very fast to ensure that we all have a great experience at UKZN. UKZN Edgewood needs to prepare us more for the kind of relationships we will find in the schools we work in. The relationship with parents, the community and fellow teachers. We were never taught about that and that plays a big role in our jobs as teachers.
B.ed	UKZN can improve on employment rate of their graduates
B.ed	It consists too much workload and stressful mostly caused by postgraduate funding.
B.Ed Degree	No comment, the school inspires greatness.

B.Ed Degree	UKZN is one of the best universities not just in the country but in Africa for a specific reason and I am glad I became part of the UKZN family and will always encourage others to do so as well
B.Ed Honours	They offered quality education but I think there is still room for improvement, certain boundaries can be overcome especially on the student's side.
B.Ed Hons	I think UKZN has the best learning facilities, however Covid-19 has affected many students especially those who are coming from disadvantaged backgrounds. It was not easy to cope with the demands of the institution during Covid-19 period. I think UKZN management can do better in terms of providing work or internship platforms for those who have studied there. It is frustrating to owe the institution and being denied opportunity to further your studies because you have outstanding fees and the institution is well aware that you are still unemployed.
B.Ed in intermediate and senior phase	On the consultation times with lecturers and learners more time need to be created for this aspect.
BA degree	Sad infrastructure, admin staff unhelpful. Many lecturers for certain subjects did not arrive for lectures often, some of the departments need a serious overhaul, Presently at UCT, infinitely better run.
BA in Pol and Phil	UKZN needs to either shut down or pull up its socks. Biggest disappointment was during lockdown!!!!
BA(LAW)	I love UKZN but the administration at UKZN is a disaster. Not enough time to complete assignments due to late registration caused by the administration, but honours lectures are doing their best to assist us.
BA:Philosophy and Economics	There is too great a gap between the best and the worst Teachers and that signals poor institutional systems. The university needs to secure the bottom while enabling the best to thrive by giving them promotions and good working conditions to do even better.
Bachelor of Education	I am satisfied with the quality of my education at UKZN. I am satisfied
Bachelor of education	In my opinion UKZN has played a hugely role to me because now I do all things that are responsible for teachers. My future career is now fully lighting best regards university.
Bachelor of education	it is good and produces best graduates awesome
Bachelor of Education	over the years from 2017 and still today the way of learning is improving even in the midst of the pandemic excellent work to the university A beat challenging with online learning however lectures are doing their best.
Bachelor of education	Proper use of funds
Bachelor of Education	The university must try and maintain laws by limiting student political power that make management allow those who are in political clubs do as they wish around campus. It expands my teaching strategies and also make me overview main aspect of teaching with the barriers of teaching and learning.
Bachelor of education	UKZN had a good quality education which was so inclusive.
Bachelor of education	UKZN is excellent in terms of education and I suggest that the access to the learning site should be free of charge
Bachelor of education	UKZN IS THE BEST. It difficult but i try my best because of personal conditions
Bachelor of Education	good. decrease the amount of assignments I never thought I would ever experience academic depression but now it's happening
Bachelor of Education	The university need to fix their administrative skills, learn to assist students better.
Bachelor of education	Currently I'm busy with Honours Degree in education, and I'm very about what I doing.

Bachelor of Education (Senior/FET)	The university academic staff needs to improve the feedback process. I barely received any feedback on my assignments, we were simply given marks. There was no opportunity to review our assignment scripts after they were marked with comments.
Bachelor of education Bed	Fees office is not well managed so much delays in processing funds. I think the university should improve there
BEd	Fund students based purely on their academics instead of the colour of their skin. I've applied for funding several times only to be rejected. I graduate as a self-funded cum laude student.
Bed	Good
BEd	Good quality education
BEd	I am satisfied with the quality of my education. The only issue of experienced was when I applied for postgraduate studies for which no feedback was given to me from the beginning. I initiated the query on when the written test would be and was able to write last minute then thereafter no feedback as to whether I was accepted or rejected was given hence I have had to take an unexpected gap year. :-(
BEd	I feel like the quality of education was amazing but one thing missing was diversity. There was a lot of hidden racism portrayed by the students, not the lecturers as they try by all their means to be inclusive and eradicating stereotypes and racism that was evident not only in the institution but in the whole of South Africa. I feel like to improve and be the first university in SA of be the one who put it on the front, the university should have a programme that will address and educate the students more about racism. In that way, it can be easily eradicated inside the institution and outside. My honours degree has taught me a lot based on social justice, including gender injustices that happened from my lower grades including undergraduate degree that I was not aware of. It made me realise how much our country South Africa has tried to improve from the imbalances and injustices of the past and how it has reached so far, also how the injustices cab be promoted while trying to do the justice, for instance in gender blindness.
BED	I found this institution extremely supportive and caring towards the students. Not only academically however, the institution ensures that students live in conducive residents as well. All lecturers put the needs of the students first, they take their time to thoroughly explain when they teach. I honestly have never been taught so thoroughly and patiently in my life. UKZN (Edgewood) Lecturers are the best.
Bed	I had a great experience during my studies at UKZN. The lecturers did their best to ensure that we obtain degrees that are of a best standard.
Bed	I was very impressed with everything except that part time learning is very challenging. I believe that if part time students can be provided with their different times to the full-time students. Sometimes full-time students are very disruptive whereas, part time students normal attend after work and most of them do not have time to waste since sometimes they attend even if they feel tired but push for the greater good. If the university can separate times for part time and full-time students, then everything can be much better.
BEd	I'm satisfied with the quality of education I received. However, maybe more learning support materials should be available It is indeed tougher than an undergraduate degree and the pandemic brings about more challenges. Load shedding is one of the major's challenges especially when you need to attend class and your power gets cut ...

BEd	It is of high quality and covered aspects needed in the field. I wish you could improve on realistic practical work, teach about setting q papers and memos, administrative work regarding learner registration and going in depth in the teacher's files and what they should contain. Also teaching about moderation marking and all other administrative tasks related to the education profession. Also, if content could be delivered according to the Annual teaching plans.
BEd	Lectures need to be more available in terms of communication with their students
BED	More practical work instead of so many lectures. We need to start applying what we learnt on an ongoing basis.
Bed	I was appointed through bursary but it was not easy want I'm still going through
Bed	Online learning is not easy for students to adapt to, so it would be helpful if the university-oriented students first so that they can get used to online learning. B Ed Honours in Language and Media Studies.
Bed	The lectures, as some of them it gets hard to understand.
BEd	There are numerous factors that the University is failing us in and it goes beyond academics. I argue that UKZN does not value its students as much as it should, considering that they are the biggest stakeholders in the institution. On the issue of the provision of quality education, I believe the biggest downfall is the institutions failure to well execute its use of technology is teaching and learning. The university was not fully prepared to move to e-learning. The use of technology has been limited, in that teaching is facilitated through slide-based contact lectures and the provision of some electronic material (as a result of Covid, this now includes the use of personal computers). The use of digital technology goes beyond the use of a computer and e-materials; it should be compatible with the learner-cantered approach in order for it to be effective in enhancing students' learning experiences. The quality of electronic teaching materials provided to students is problematic; in most cases, the material does not provide sufficient information like the some of the course packs used to, nor does it allow students to complete exercises and tutorials online, therefore they are subjected to printing the material; this then defeats the purpose of moving towards a paperless system The lack of interaction in some lectures was rather disheartening and crippled my motivation. The classes were monotonous and the attendance dropped with each lecture session (this also applies to the e-learning we are currently doing). This is not related to the survey, but I feel the need to air it out. I am extremely disappointed by the way UKZN has decided to approach the graduation ceremony. I feel that the university has no desire whatsoever to even attempt to honour its graduates accordingly. To insist on depriving graduates a dignified ceremony is unkind, brutal and inconsiderate. We have seen different institutions implementing strategies to ensure that Covid-19 regulations are adhered to, whilst giving their students a proper graduation. This dismissal of our cries and hiding behind the skirts of Covid-19 shows that UKZN lacks thinking and creativity to come up with suitable alternatives that will please all those involved.

BeD	They must improve in hiring staff who are more familiar with teaching and learning to accommodate different students.
Bed	this is directed at the management and directors of the university. I would like to express how much I was destroyed and tarnished my dreams. solely wanted to graduate the traditional way but thanks to you I could not live my dream. thank you for ruining my lifelong dream and God bless you for this selfish act, Covid regulations are broken every day on-campus in every campus with your so-called orientations but could not manage to accommodate the 2017 post graduates. this was an evil act of saving money. Please ruin my dreams of graduating even further because I know you will.
Bed	We want our graduation ceremony just like other universities. Not this online thing we've worked hard to earn this so why not allowing us to celebrate? Give us our graduation ceremony
Bed degree	The education quality is good and inspiring, the university should find new ways of managing students not by violence, it creates the image that problems are solved by violence and brings trauma to students
Bed Honours	UKZN is good at keeping the standard of university by offering quality education we are having difficulties finding participants for our research due to covid 19 especially if your study is based on schools
BEd Honours	Teaching and Learning Experience was great but coming from the Edgewood Campus, the technological facilities were very limited. Not enough Lans, before the lockdown, when we had to physically submit tasks, some Lans had no ink, so we have to move around Lans looking for Lans with printers that can print, printing machines were few as there was only two, our documents that were being printed took a long time because there's so many students printing and only two machines doing the printing, sometimes your documents would be queued up in the printing machine without printing your documents, ICS staff would sometimes be absent when you need to sort something out with them, in every Lan there is an office for the ICS staff but are only available in orange lam, the inconvenience of walking from Lan 4 to orange Lan just to speak to the technicians is frustrating. The toilets at Edgewood Campus are an absolute disgrace. How are students expected to use toilets without tissues, sometimes broken without or dirty? Especially in the main teaching block, out of a row of toilets, sometimes only three would function. The sinks are even worse, not to mention the fact that there's almost always no soap, and no paper towels in the dispenser, people who come from other institutions to study at Edgewood get to brag about the other institutions, simply because of the state of the Edgewood main teaching block, during my undergraduate degree, I found it amazing to see the difference in equality as Science and Technology majors had incredible spaces where they get to use different tools and structures, but there was not even a small corner for the ECD Foundation Phase, as ecd and Foundation have no majors, but instead require a lot of resources and structures that we only are told by word of mouth with seeing, exploring and learning how to use them. We just see this in schools when we do teaching practices, I wonder why we are supposed to 'imagine' a ecd classroom and all it's important components, while science students don't 'imagine' their experiments. ECD Lecturers do the most, they go out of their way to try to make the ecd class as realistic as possible but it not even close to what it is like in the real teaching world. There should be a real ecd center just like the technology block, as every foundation Phase teacher has to teach not only maths or science or life skills or language, but have to teach all these and so the classroom and facilities should cater and contain all these aspects. Why is there no ECD center, dedicated to the whole Foundation Phase, we are expected to perform as the great Edgewood educators when we don't really know half the instruments used, and have to look for pictures and watch videos or even worse, try to remember the items we used as grade R learners more than 15 year ago because the university can't supply ecd preservice educators with learning resources. The UKZN hype just disappears when you realize the level of inequality and quality of the structures you are expected to learn under, inspiring which greatness, dirty toilets?

	ques by the printing machines? Frustration of not finding staff to help you with your tech difficulties, library so small cannot even contain half of the students during exam time? Which greatness, inspiring greatness? Where? How? Who? What? Goodluck maybe the students who come after us will have a better experience.
BEd honours gender education	I love the zoom lectures. MEd thesis
Bed.Hons	I took it upon myself to get my CV hand delivered to schools.
BTH	For facilitators and support staff to students to be clearly visible. First year students are lost and lack information and direction. If directions and helpful areas are visible it will make the first year at university more pleasant.
BTH	I think the quality of education is sufficient.
BTH	I'm pleased with the quality of education but applying for admission for a different qualification even though u qualify u found that the application is unsuccessful without reasons being given. That is frustrating for some of us.
doctor of philosophy	the quality of education at UKZN is of high quality. The UKZN should improve on the examination process. It took me a Year to get my results after submission of my thesis. The University should consider issuing certificate to the graduands to an urgent issue.
Education	very challenging
Honours in Education	UKZN Edgewood campus is an outstanding academic institution. All aspects of studying at the institution are beyond expectations.
Honours in Teacher Education and professional development	The problem would be the library have limited space, not all students are able to access it during exam time for studying.
Honours of education	Continue do the best
Masters in Education	Students who perform well should be given financial assistance. Financial assistance should not be based on race. It does not mean that certain race groups automatically have the means to fund their studies. Academic performance should be rewarded. Government employees face the greatest challenges securing bursaries. The assumption is that employees do not have family responsibilities.
MEd	The quality of the education is high. Lecturers are very knowledgeable and work hard to help the students. I am employed overseas
PCGE	The university must improve facilities like education equipment.
PGCE	Best institution. Load of work under covid times was hectic
Pgce	English only speakers were left out at times whenever the lecturer spoke in Zulu without translating to English. The course was too academic and didn't prepare adequate for the classroom
PGCE	Excellent
PGCE	Giving us actual graduation ceremonies.
PGCE	Good and excellent
PGCE	I think the University need to improve in providing students with online data in time and make sure that all students that are funded by NSFAS get laptops for online learning. I think that can help a lot, I do not wish to other student experience what I experienced

	where I had to do online learning without a cell phone or laptop, so basically, I relied on friends and neighbours for me to study using these devices and it was very hard
PGCE	increase support of learners
PGCE	It of a good standard
Pgce	It was great
PGCE	Often it seemed as if the lecturers were just trying to get through work, rather than trying to teach us something. Certain parts of the PGCE course seem overly theoretical and academic, and have nothing to do with what actually happens in actual schools. The English first language teaching was remarkably useful however, and Dr Bridget Campbell is an exceptional lecturer. The teaching practice section was by far the most useful, engaging and practical section of the entire degree. I learned more in those four weeks than I did in the entire rest of the year put together. More emphasis on this, and less on endless unrelated theory, in the future would prove beneficial.
PGCE	Online learning was very difficult so as time goes by and Covid ends the university shouldn't resort to online learning
PGCE	Quality of education is great. I would like to applaud the BEd Honours ELMP lecturers! They're doing an amazing job Just appreciating the dedication and support we get from the ELMP lecturers. They're amazing.
PGCE	Some of the teachers were biased and gave very little guidance, their aim was not to teach but to show how much they knew such as Mr Heath. overall most of the teachers did well although covid19 became a challenge to us all.
PGCE	The quality is of a high standard and I am a very happy individual
PGCE	The quality of education at UKZN is phenomenal, is show that the lecturers are well skilled, intelligent and they love what they are doing. It allows me to further my studies become of the information or knowledge I gain in UKZN
PGCE	The quality of education is good but it can improve.
PGCE	The quality of education is good. However, it does accommodate students from poor background.
PGCE	The university is the best gives sufficient knowledge, resources and articles to equip ourselves.
Pgce	They must give the PGCE students respect as they do to other students.
Pgce	UKZN is the best university
PGCE	UKZN is the best university which doesn't lower it levels to accommodate anyone with whatsoever situation, I had to work hard to obtain good grades and move to another level.
PGCE	With an online learning taking place, the assistance via emails by lecturers must be effective. Not all of them respond to the emails we send.
PGCE	For me everything was right, beside the lecture rooms sometimes when you are the first year you dint now where you support to attend the lecture, and you always change the venues
PGCE	I learnt nothing from my EDPS module and felt like we were left to our own vices. The concept of discovery learning or constructivism was taken too far for it to be fruitful. I was left confused. The University could monitor such things. Our notes were dated the previous year and we received feedback when it no longer mattered and often nothing helpful. It was the only problematic module which ruined my first experience at UKZN.
PGCE	The quality is good, but the university need to improve on attending the matter of students on time.

PGCE	The university can improve on responding to students' emails. They don't respond on time.
PGCE	The University is one of the best in SA they can continue helping students to do their best. Yes program
PGCE	They must go back to the traditional graduation.
PGCE FET	Many things.
PGCE senior and Fet	Some other Lecturers needs to learn more about conducting online classes.
PhD	I am satisfied with the quality of education at UKZN. However, UKZN needs to monitor closely the attitude and behaviour of some supervisors. They do not acknowledge receipt of work sent via emails by their students. Some respond after 1 - 6 months. Consequently, students take longer to complete their studies whilst paying money each time they register. Some students become discouraged and never complete their studies. My Supervisor responded the following day each time I sent her some work on my Masters and even PhD study. I am so proud of her. She gave clear guidelines all the time and encouraged me to complete. Thus, I graduated virtually 27 May 2021. But, I am very angry with the virtual graduation. The real graduation had already been prepared for 20 May 2021. Even the date written on the certificate is 20 May 2021. I am unhappy with the specialization not written. Other universities do write it adhering to CHE and SAQA. Some even write the title of the student's dissertation.
PhD	It was a great experience, and it will impact positively on my profession and workplace. Thank you so much for your support and efforts Very supportive
PhD	Rigorous quality assurance system in place.
PhD	Very good
PhD	The quality of education is excellent in UKZN.
Phd in education	Good
Post Graduate Certificate in Education	The quality is good and I'm happy with my qualification that I have obtain at UKZN. The UKZN can improve in marking sure that they had best lectures.
Postgraduate Certificate in Education Further Education and Training Phase	I obtained a BSc degree in Environmental Sciences from UKZN in 2017 and have had great trouble finding a job in that field. Jobs are extremely difficult to come about and it made me feel as if my degree was useless. I would apply and apply and get turned down because they would take people who had honours or masters. I really wish I had known that about the qualification before I chose to study it. My Pgce however has really helped me. I got a job in the field of education as soon as I finished. I really feel UKZN should add more practical work in the BSc environmental science qualification or something else that would make graduates more employable. We go to university and invest a lot of money into our studies only to graduate and earn a salary that is less than those who do not study.
	Lectures were extremely good.
	The quality is excellent. Supervisors especially at PG level must improve on the time to give feedback as they sometimes take long.
	The quality is superb, the school management is wonderful. However, most supervisors are not giving their maximum support due to their engagement in many things at a time.
	The quality of education at UKZN is superb no doubt about it, however the problem will be that the lecturers are having too much on their plates in terms of number of groups they are teaching. This emanates from late response the student received from lecturers. In future the lecturers should be given a limited workload so that they will manage to give feedback as soon as possible.

	The quality of education is excellent but we need to go back to classes as this online classes are very challenging
	The quality of education is the best one. I think the university should improve in the method of distributing study material like providing different study materials through social media and then provide professional development to students. My current employment used to have better working conditions now this is gradually lacking
	UKZN standards push one to excel in many ways beyond our initial potential. More feedback on assessments are need. Lecturers should be available to assist when needed. Communication was a major problem during COVID 19. Not applicable
	University is doing great work in shaping the future of students
	School of Religion, Philosophy and Classics
School of Social Sciences	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
BSS	Challenging since it is lockdown.
B.A Tourism	The university must have internships to offer students at the end of each degree, so we can have a work experience the road is tough but I will make it. please assist with funding
BA	ADMINISTRATION. JUST DO BETTER
BA	Quality of education is satisfying. The admin staff must work on respecting students and respond to student emails, and not just ignore emails.
BA	The quality of education at UKZN is excellent however more work needs to be done to improve the interactions between students and lecturers.
BA	As much as it is an institute for learning and it's a business, by all means this things of not helping student financially, academically, at the end yall demand that students pay their debts sometimes debts which they don't know about, if yall can be lenient with the students this institute will have less protests It is hard when you doing something you don't know at all and the lecturers demand you to be exceptional at everything whilst we don't know anything...truly speaking it is hard to study if you are not funded and you find staff demanding you to 100%focused while depression haunts you everyday
BA	They must continue to do their best in motivating students to do better.
BA Hons Political Science	Communicate with students and allow student to influence their academic structures particularly through voicing ill behaviours from lecturers and other staff management whom are abusive somehow towards students
BA International Studies in Political Science and French	UKZN needs to invest more on the renovation of structures especially residence and leased out residence. Please may the UKZN board or high authority actually listen to student's complaint when it involves a lecturer and not brush it off as students being ungrateful. I'm loving my Honours degree more than the 3 years it took to get my undergraduate degree, this says a lot on the level and quality of lecturers or seminar coordinators and their passion towards educating the students
Bachelor of arts and cultural heritage tourism	The experience is good because it helps you to socialize and make new networks meet new people and learn new information the quality of education is at the high level

Bachelor of Social Science	I found UKZN as an interesting institution of higher education because it helps me develops my study skills. I wish the University to also consider students who come from a very disadvantaged home. I have nothing to say for now.
bachelor of social science	I found UKZN stressful most of the time but the student support services really helped me throughout my stay at UKZN
Bachelor of social science	Internships at least at 3rd year call centre
Bachelor of Social Science	Some of the lecturers need experience in lecturing because at 3rd level we had lecturers who would come in and read us slides, which made it pointless for us to attend.
Bachelor of social science	To make sure that they employ people who love their job who will be patient with students and listen to their views. Lecturers and supervisors must make sure we understand and if there is a problem to attend too, they must pay attention carefully and help students.
Bachelor of social science	The university can improve their administration.
Bachelor of Social Science	There's a lot that needs to be improved especially the administration staff. They should assist students more efficiently It is heart-breaking that the school did not try harder to organize the graduation ceremony for 2020 students
Bachelor of Social science	UKZN had the best quality in education, aim satisfied with their teaching methods and my qualification
Bachelor of social science	UKZN is the best university in South Africa and the world. I am humbled and privileged by being one of its students.
Bachelor of Social Science (Geography and Environmental Management)	Assessing if their stuff does their work correctly. Some lectures lack understanding to the current situations faced by students.
Bachelor of Social Science (Government, Business and Ethics)	Workload is too much
Bachelor of social science in Geography and Environmental Management	if the lectures can communicate more with students especially now that everything is done online
Bachelor of Social Science in Industrial Psychology	I am satisfied with my qualification and standard of education offered at UKZN. However, UKZN can improve on their administration overall. They can be better equipped to offer students more opportunities to better their studies.
Bachelor of Social Sciences	A more conducive and supportive learning environment. More professional staff with a willingness to help and treat students with consideration. Easier communication with lecturers.
Bachelor of social sciences	Currently as a postgrad it's really unfair UKZN must keep to their words in providing funding for post graduates. It's hard to concentrate while starving. Still waiting for funding UKZN POSTGRAD FUNDING it's really hard to survive.
BACHELOR OF SOCIAL SCIENCES	IT WAS A GOOD EXPERIENCE BUT THERE IS ALWAYS A ROOM FOR IMPROVEMENT IN SOME LEARNING AREAS MMAYBE INTRODUCE PRACTICALS WORK IN SOME MODULES
Bachelor of social sciences	Not giving students too much workload especially when online learning is taking place
Bachelor of social sciences	Nothing must be improved, I'm satisfied with the quality.
Bachelor of Social Sciences Honours	technology improvements since we are learning online.

Bachelor of Social Sciences in Ethics and Management	Putting student needs to the front, listening to what the students really need help on. Another thing is the issue of inclusivity, and teaching students on ways of living together and how the LGBTQ community is still marginalized.
BBS	The staff can be more interactive with emails especially by replying to emails and answering their phones
BSc	Have more campuses because there are too many students per campus, per class, per lan.
Bsc	Lectures needs to make time for students especially first years Provide more Notes- slides Give us more time to study and not give us overload of work
BSC	Local language and indigenous knowledge is crucial for university improvement in future.
BSc	More stuff members
BSocScience(Augmented Curriculum)	Teach practical things rather than dwelling on history. Teach things necessary or prepare us, for the working environment.
Bss	Improve Communication
BSS	Better communication and administrators
BSS	Communication is the only thing that I want to be improved by the institution mostly communication between students and lecturers, I almost failed a module because of lack of communication by the lecturer whom was communicating to us via WhatsApp not university email it was last year 2020 when we were still trying to adapt to changes brought by the COVID-19 pandemic The UKZN has not given me funding while they have all the background of where I come from, so I've noticed that the university does not care much about their students
BSS	Due to the high cases of gender-based violence and the violence during strikes I felt unsafe. Maybe security should be tightened and university talks should be held to educate the individuals in the university. I am enjoying my current studies I just wish it was more interactive with the lectures because online lectures are difficult to follow through.
BSS	Education wise, the university excels. However, a lot of improvements need to be made in the administration department. The university should keep in mind that when the pandemic hit, it took a toll on students as well. We understand the time constraints however, we are only human and there is only so much of work we can handle at a time. The university should pay more attention to a student's mental well-being during this difficult time. Honours level is certainly more difficult than I thought it would be however, I am managing well.
BSS	Enough funding for Post Graduate Certificate. Also treat students equally it seems like those who are self-funded get so much attentions especially other races except Africans. Too much workloads especially for PGCE students whereby we are doing practicals also doing other academically work at a same time.
Bss	Excellent I'm. Coping with work and it good
BSS	For first year students there must be a follow-up regarding their academic failure. I am so stressed with my current studies because I do not have funding, I would really appreciate if we can be assisted with postgraduate funding such as UKZN bursary.
BSS	I can say being UKZN student was a great achievement. It has taught me a lot especially when it comes to learning and skills. As for improvement I don't see any improvement needed because we had everything and time we needed but it was on us how we use that time and the resources that were given.

BSS	I had the best time doing my degree, it was challenging but I really enjoyed everything. No online graduation ceremonies should take place anymore
BSS	I received the best, and the quality offered to students is also perfect, there is nothing to add I would like my employer to use my skills and experience to find me another job within the Institution I am awaiting for my Research to be marked
BSS	I still believe that UKZN still needs guidance with how they help students, and this this of not approving Graduation ceremony while other institutions are having one is not right totally unacceptable cause we as students we've worked hard to reach where we are. And we were really looking forward to this. I must say I'm disappointed with how they handled the situation.
BSS	I would like to thank the University for giving me an opportunity to study. Thank you. Challenging but interesting!
BSS	It is good and a safer environment for studying. Provide the clarity of what qualification a student is studying. I'm doing my best at my current studies.
BSS	IT IS OF HIGH QUALITY, IN FUTURE THEY NEED TO FOCUS MORE ON STUDENTS NEEDS
BSS	It somehow seems like the University is turning a blind eye on the environmental factors that may cause students to not give their full potential when it comes to school work, they expect more from students but do the bare minimum
BSS	Lectures need to be reasonable with the amount of work they provide to students. Being overworked lead us to depression I'm only concerned about employment after my honours degree.
BSS	Many of the lecturers just read from the slides and did not provide further information or understanding, especially in the Criminology department. We never received feedback that could help us improve on our work. Moving to online was the most stressful experience of my life purely because the lecturers (except one) and university provided us with no information on what was happening. It was very disappointing I would never have studied post-grad at UKZN due to my terrible experience. Which is upsetting because some of the psychology lecturers are amazing. But the university does not provide an environment that I wanted to remain in.
BSS	More resources
BSS	My experience at UKZN was something absolutely new, as none of my family members attended a university. The quality of the education I received was remarkable. I learnt so many new skills and it really expanded my knowledge of both academic and personal situations. The lecturers are brilliant in their fields which really made me confident as a student. Due to our current circumstances, it took some for me to adjust to the online education. However, with the virtual lectures and able time at home, I've managed to really get involved with my work.
Bss	Nothing much needs to change besides providing post-graduates with NSFAS funding by cause the provided bursaries do not consider all deserving students. I am currently unable to put up with work load pressure however I am trying my level best to be uploaded.
BSS	Offer guidance on first year students on which qualifications are useful and demanded in the working environment - let them know the real truth of the chances of employment and life after varsity...also offer practicals for every course

BSS	Overall, my undergrad experience was good. I am grateful for the opportunity I got to pursue my studies, and I am grateful for all the knowledge I have acquired. I would, however, like to share my opinion on the academic staff. Understandably, with distance learning, we have all had to adapt to new means of communication. However, the communication with staff members is by no means satisfactory. When you have a query, you will get a response day or weeks later, that's if you're lucky enough to even receive a response. I am not familiar with other faculties, but the administration in Humanities is in dire need of some improvements. Not forgetting the finance /academic record departments. I have been trying for months to contact someone to assist me with receiving my transcript, so when I eventually received it, I was disappointed to find I had paid for a letter I was supposed to receive but did not get. When I had queried, I was once again ignored. This had led to me missing out on possible employment. Without my transcripts, I could not proceed with my application for a job that I have been long preparing for. Majority of the time, students have to fend for themselves because of the lack of help from admin staff. Up until today, I still have issues regarding staff not responding to emails. As students, we are doing our best. It would be really helpful to have cooperative staff to assist us throughout our academic journeys. As an institution that claims to value education, more attention needs to be paid to the academic staff. Admin Staff! Please do better!
BSS	Quality of education of a high standard, however the facilities and poor handling of administration tasks is highly disappointing
Bss	so far for me everything is good
BSS	Some lectures put their all into assisting students while some just handed out tasks, such as the Criminology department. The administration assistance received was not good enough to assist students. Lectures were more helpful in that department. I strongly believe that those new to the administration department need more training and patience.
BSS	Some of the admin staff could be a bit more helpful and understanding I'm struggling. Getting help online is useful but doesn't convey information as well as in person.
BSS	Some of the courses mostly in the Humanities requires some sort of practicals or field work not only theory.
Bss	Stop virtual graduation.. Make students to register for free
BSS	The Education system at UKZN is of good quality So far all is well. Lecturers and supervisors offer good guidance and doing exceptionally well to prepare us for our assessments.
BSS	The handling of finance is very poor. I have been funded by the bursary but to my surprise I had difficulty in registering for the Honours degree, I am also not sure whether I will get my certificate since I am now told I owe funds to the university. My funder has confirmed payments were made. This is killing the exciting moment of graduating from the University.
BSS	The lecturer should engage more with students and teach them, since we have moved to eLearning, the workload has increased for students and they teach themselves, therefore to improve the standard of learning Lecturers should do more zoom sessions with students and do one-on-one consultation.

BSS	The overall administrative staff to be more fair and understanding to students. For UKZN as a whole to be for all students, not just students from privileged homes.
BSS	The quality of education at UKZN is one of high standards. Their aim is to make sure you leave with a degree of quality. They should focus on getting lecturers who can teach and impart knowledge rather than someone with their highest qualifications. Not all those who have their doctorate can teach.
BSS	The quality of education is overall excellent however the teaching staff needs to be more considerate of students and circumstances and make efforts to ensure that content is understood and not teach just for the sake of its lecturers need to a little more patient and passionate of their jobs
BSS	the university must change academics advisers. students who are coming from disadvantage schools are not used to English language. they end up structuring their degree wrongly and realise later that, they don't find meaning on what they are doing. I wish the university will have a policy that will ensures that anyone who is doing business with the university gives 10% back to the community (students) these funds will assist students in terms of dept. and minimise university students dept. this policy should be compulsory. even on tender policy. we can't allow people to come and mine Dimond from the institution then don't gives back to the students.
BSS	The university must improve in terms of making sure that students especially the first years throughout their undergrad they are made aware of possible opportunities that may emerge from inside the university and other opportunities that my concern scholarships and bursaries especially for the final years. Sports must be encouraged as well as other activities of art to keep the Minds fresh and focused. Students must be made aware that there are psychologists should they have a hard time weather academically or a personally. It is a pity that post graduates or honours students are mostly not funded yet it's hard to find jobs to find. I wish this situation can you change for the sake of others students in the future
BSS	THE UNIVERSITY NEED TO INTERVINE TO THOSE STUDENTS IN NEED AND ALSO TEACH THEIR STUFF TO RESPECT STUDENTS ALSO
BSS	The university should introduce practicals in each and every qualification, it can be a formal workplace or laboratory
Bss	They might as well consider giving or including driver's license because most of jobs need it nowadays and it hard for us to generate the money for licence after school
BSS	Things started to change with Covid-19 I think the university needs to find a new way to accommodate every student of its community Except for the issue of funding on PGCE I am doing just fine and enjoying the course too
BSS	UKZN has opened my eyes and unlocked potential I never thought I had. It's a shame Lockdown occurred as I believe I would have explored and unlocked more of my potential in a conducive place of learning.
BSS	UKZN should provide practical on many fields so that one can have experience Postgraduate we lack of funding
BSS	University must provide practical session especially for the college of humanities.

BSS	It's difficult to participate on my studies as I do not have funding, I was forced not to return to residence as no one was going to give me money for my needs especially food, I'm currently studying from home, and the environment I'm in, it's not good for a student, it is not easy at all.
BSS	UKZN offer even useless courses like B.A and BSS. As a first student lacking much information you are vulnerable to such courses because you don't know
BSS CFSD	The financial exclusion of students who cannot afford, higher more stuff to assist students especially during COVID, and provide postgraduate funding to students who further their studies or even provide only meal allowances. We still have not received electives for criminology, the school had to allocate us electives and we were not allowed to do it ourselves individually.
BSS GBE	Although being unprecedented, I hope to see improvement in the online learning adjustment. Last year was in my opinion, quite bad! I don't know how much time management had or gave to lecturers to recreate curriculums as and set fair test dates but it wasn't the best. Pre-covid, I can't say the structure of my degree and elective choices made it difficult for me to do well much. A lot of my grief also came from my experiences with the administrative staff at college level! It is unfortunate that this is always an unenjoyable experience having to deal with staff members you look to for assistance. Registration period is almost always a stress inducing experience. Well thought out structure. A bit overwhelming at times but considerably fair for the learning standard expected at Postgrad level.
BSS GEM	UKZN HAS QUALITY IN EDUCATION.
BSS general	It's acceptable There should be job opportunities allocated so we can gain experience
BSS GENERAL	Everything is well I guess I will do the best at the end.
BSS general	Administrative workers must improve (respond faster) in their response time in responding to emails.
BSS(psychology and human resource management).	PGCE students are all suffering with getting funding while we are expected to do practicals where we need to dress professionally and travel every day.
BSS4	Good
BSS4	Good could improve
BSS4	Invite more of Zulu speaking lectures
Bssc	The quality of education is satisfying. To help with studies, tutors should be more active in assisting students with their studies.
BSSc	The University should consider students practical work for all the schools as we live in the world where they demand some practical work in order to hire you after studying
BSSC Degree	UKZN is doing well in the field of education Currently doing well with the support of lectures
BSSc Government Business and Ethics	There is great effort in assuring students walk out of the campus with satisfactory assistance in obtaining their degrees. No improvement required.
BSSGBE	The quality of education is very good the only problem is that it focuses only in theory there are no practicals for each and every course available It is very difficult some student registered late and it's very hard to cover all the work done at the beginning of semester especially for me as I am doing my PGCE I have to do practical on the other side do my assignments and tests are also here

BssGem	Online equipment and their stuff must be familiar with online packages of learning. And also teach students more about their course application into the world
BSSGEM	The quality of my education in UKZN is good. The University may improve on implementing more practical learning to their students.
BSSGEM	I think that the university has to focus on adding a bit more of practical learning in some modules of our courses. An example would be my qualification, other Environmental Systems modules did not have practical education and my former colleagues and I saw a need of incorporating it in future as we believe that it makes the learning experience more fun and easier. Other than that, I am happy with the University's quality of education and the dedication our lecturers have in assisting us to achieve our career goals.
BssH	Even though I registered willingly to study my two-degree qualifications but funding for my studies brought confusion and different challenges encountered along the way of studying. UKZN as an institution is somehow responsible for its students, by this I mean there is no student who shall suffer as I did. During my study period specifically, undergraduate information was very vague to rural coming individuals like myself. As a result, I ended up not finishing my degree at a stipulated period of time and standard wished to. Emotional support, social support, educational support and financial support are four key elements that the University shall look closely. Stuff tasked to do so must be monitored so to ensure if they do their job without discriminating and looking down upon students of race.
BSSH	UKZN can improve the following ▪ Experienced lectures ▪ teaching and assessment techniques ▪ heavy work load Online learning is not suitable for the practice and access to equipment
BSSH	For my qualification I don't think we were taught to think analytically. I also think we were taught just the basics of each module we never went in-depth. The social Sciences modules are not structured properly.
BSSH	▪ I feel like it was challenging learning in my honours year when classes were not live, because I struggled to catch up with all of the material when I was focused on other things.
Master of Social Science (Anthropology)	Introduce content that is relevant to current times. A degree that makes one desirable to the employment market.
Political Science	The quality of education offered at UKZN was good. The lecturers were competent and were able explain topics well.
Post Graduate Diploma in Information Studies	The only thing I would like UKZN to improve on is its administrative staff, sometimes the admin offices are very hard to reach over the phones throughout most colleges, things are not quickly done and sometimes things like documents get misplaced.
Postgraduate diploma in Information studies	So far nothing in my studied needs to be changed
Postgraduate diploma in library and information studies	UKZN mainly provide us with theory, which they are very good at but they need to provide us with practicals too.
	Better admin services
	Improve admin systems !!
	It okay

	It was of best quality even though we were disrupted by COVID-19 Pandemic hence we were ordered to study online all which was a new thing to us, however we adapted to the new learning style
	Remove affirmative action and choose students on merit because it's racially unfair that students get selected based on the colour of their skin rather than the marks they produce. If you guys fund me I'll do another degree in law.
	To bring back contact classes.

APPENDIX 4: COMMENTS-CLMS

COLLEGE OF LAW AND MANAGEMENT STUDIES	
School of Accounting, Economics and Finance	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Bachelor of Commerce	Take students concerns into consideration and stop excluding students due to outstanding fees
Bachelor of Commerce	The quality of education at UKZN is great. I wish the University would offer more programmes which cater to students who are not English speakers. That would even the playing field to a certain extent.
Bachelor of Commerce Honours Management Accounting.	Most lecturers should do more than just read the slides that they have summarized. Those slides are summarized according to their understanding. The process of how the lecturer came to such an understanding should be discussed with relevant facts and a conclusion be given upon which students can then debate. The slides should be discussed to enable students to adopt a particular skill that would make exams and tests easier to approach. Students should be encouraged to study together but should not be tutors. Tutorials play a vital role in enabling a student to grasp a concept therefore professionals should be given the responsibility to undertake such a task. The testing program of the university should be improved to an extent where all sections taught before an upcoming test are tested and should not be classified as examinable. I say this because 2 out of 5 sections comprise the majority of a test of which all sections must be studied not to mention a time delay due to protests resulting in the same workload being rushed just to make up the time lost.
BCHMA	Quality is good for students
BCOA	UKZN prepares you for the future and tests on a level that is expected of you in future
Bcom	Administration could be more timeous. Much more work Tested on a much higher level Tested on application not memory
BCom	Employ lectures who are dedicated to teaching and reaching out to students
Bcom	Enrol students in vacation jobs to gain experience and exposure to work environment
Bcom	Fair
BCom	The university provided a wonderful opportunity for me to gain knowledge and skills needed for the workplace and I was pleased with the quality standard offered by the university, in terms of teaching and learning. Post Covid, in terms of teaching and learning, the university should look to migrate towards having an online presence, i.e. by recording lectures and posting on Moodle, having tutorial submissions online, etc
Bcom	But I'm also looking for Employment
BCom	In the college of Law and management we could get practical programmes for example visiting firms that we study about just to get an actual idea of the difference between the university and corporate world.

Bcom	The education quality is good, lecturers must attend students especially when asking questions through emails.
Bcom	UKZN provided me with the best education during my studies and I hope the university keeps on providing students with the best quality education they need.
BCOM	Understand student matters regarding admin issues, and being more approachable. I am certain that I could have had much better marks last year had we been able to have script review, but our appeals were continuously denied. This can be improved upon. I am in PGDA now and we are faced with the same issue this year. Overall, I am pleased with the academic service of UKZN, however, an issue still facing us is the lecturers who are new and not that experienced. They do not know which sections to emphasize and quite often do not finish the syllabus properly. It would help if their lectures are supervised and they are guided on teaching methods. We are not Unisa, we are supposed to be hands on and benefitting from lectures and tutorials. The PGDA lecturers and admin staff are above average and will do the most to ensure that we understand and study with minimal issues. I am very pleased with how this year is going so far. I would however prefer if our lectures were pre-recorded and we were allowed an hour of consultation every week. This would allow us to make the most of our time with lecturers. By combining the lecture and consultation, we sometimes do not get a chance to finish all sections properly and ask our questions due to time.
BCom	Everything is closely packed. We're basically chasing deadlines instead of learning
BCOM ACC	The disruptions due to the ongoing strikes were extremely disadvantageous and often sections were not covered during lectures due to the lost time as a result. More time needed to be allocated before test periods to accommodate for this lost time and lecturers needed to ensure that all content to be tested is covered adequately before tests/exams.
BCOM ACCOUNTING	ABSOLUTELY BELOW STANDARD BRILLIANT MUCH BETTER THAN THE RUBBISH EDUCATION AT UKZN
Bcom accounting	Clearer and timeous communication from an administrative point of view. I was not made aware that I had to reapply for my nsfas bursary in my postgraduate year. Requesting academic records and degree of complete letters can at times be no response.
Bcom Accounting	I found that UKZN has very few good lecturers. Most of the modules I had to teach myself. Aside from lecturers the tutors are chosen very badly. I did not have a single tutor that I could ask for help from and as a result I found tuts a waste of time that I could've spent teaching myself the content. I would not recommend anyone attend UKZN. The quality of teaching is poor. Administrative staff are unfriendly and incompetent. The facilities at campus are poor and the online learning facilities are far behind other universities.
Bcom Accounting	Less disruptions in university
Bcom finance and economics	keep up the good work
BCom Honours in Economics.	I feel like I learned a lot concerning topics related to the economics field. However, I feel that not enough was done to make the content applicable to practical situations. I also feel that tools and skills weren't developed sufficiently and there's still a significant gap between their current levels and where they need to be, for me to be an asset in the workplace (or at least proficient enough for the workplace). I also feel like not enough time and resources were dedicated to learning about the different specialties within economics, such as environmental economics, health economics, labour economics and international trade. And I feel like that has continued into

	masters. It would be better if at postgraduate level (honours and higher), economics students could specialise and have their degrees structured with one focus/specialty in mind. At this level, I don't feel that it's helpful to learn a little bit of everything. I feel like that should be reserved for an undergraduate degree in economics. In saying that, there should be a structured undergraduate degree for economics as well! It would be perfect for introducing students to economic concepts and models, as well as to begin training them in using the different programmes they will come across. I feel as though continuing my studies has not made me any more prepared for the workplace. It has only made me feel more overwhelmed and underprepared.
Bcom Hons	The quality of education is ok; however, I think it's important for the university to start teaching modules that cater for the 4 IR. Another important factor is helping students understand the vocational outcomes of their degrees. I think that aspect is really poor and so if academic services can provide an understanding to students of what jobs are there in respect to their degrees it would be better
BCom in finance and economics	I'm very satisfied with the quality of my qualification I'm doing very well so far although it is a bit challenging since an equipment like a laptop to assist in facilitating my studies.
FBIM	More assistance for online because it's really hard
Financial planning	Nothing much
MARKETING & SUPPLY CHAIN MANAGEMENT	UNIVERSITY NEEDS TO IMPROVE COMMUNICATION WITH PART TIME STUDENTS.
MCOM	Excellent Provide more teaching relief for academic staff credentialing
MCOM	I'm satisfied
Mcom in Finance	Areas of improvement include creating more conducive study areas for postgraduates other than the library and lans. It's difficult to get a cubicle in the library and at the research centre (J-block) as they are always fully booked at the beginning of the year. Moreover, students would appreciate it if the weak Wi-Fi connection in the library could be fixed. Thank you.
PGCE	UKZN is a good school that have good teaching experience which helps us to gain good qualification
Pgda	Excellent
PGDA	lecturers should spend more time on harder topics and should not ignore but spend an appropriate amount of time on simpler topics. nsfas financial advisors need to respond to emails timely rather than ignoring emails from students.
PGDip MS	The quality of my qualification is excellent. The practical and analytical methods used during assessment ensures that there's quality. It was challenging at time when we suddenly switched to remote lectures but the adjustments were quick and lectures still remain entertaining and valuable.
PhD - Accounting	The University should strengthen the capacity: - the administrative services - research supervisors
POSTGRADUATE DIPLOMA FBIM	The quality of education is excellent

	I think UKZN should allow students to process their given work especially in the time such as covid 19, u can expect them to first teach themselves and give them so many tasks in a short space of time. Its pure abuse
	Started off well... Deteriorated around covid... But I'm pretty sure that being that nobody was prepared for covid... And that made it near impossible to have consistency
	The actual content was fine. Some of the lecturers were really rude and made no effort at all to properly teach content. University admin services were incredibly slow in providing documents. Academic transcripts are free and immediately accessible at most other South African universities, yet at UKZN we have to pay R70 and wait months on end. Certain lecture venues, such as L block, are quite dingy inside, which is not conducive to learning.
	It's nice
Graduate School of Business and Leadership	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
BBA	Provide internships for student, before they graduate or after, so that they can have experience, to whatever course they were doing
Bcom	The quality of education is good and the workload given to students it too much and students should be given enough time to complete assessments I'm doing Bcom honours in supply chain management
BUSINESS ADMINISTRATION	I AM SATISFIED OVERALL
DBA	It is very good. Communication if schools and colleges Need to relocate to RSA Mpumalanga
DBA	The students especially at Masters and PhD level should be given the opportunity to defend their findings, not just the proposal.
DBA	The professional service staff at Graduate School of Business Leadership is very poor. The professional service staff behave as if they are not working for a professional institution. It is as if they are not accountable to anyone. I know that based on the professional service staff, I would never recommend anyone to study at UKZN
Doctor of Philosophy	Graduate School of Business and Leadership, highly professional team that I have had the pleasure of working with, special thanks to my supervisors and administrators.
Leadership	With the covid-19 pandemic nothing can be done
PGD Business Admin	Communication and response
PGLS	It is one of the best in the Country
Post Graduate Diploma in Leadership	I am satisfied with the quality
Post Graduate Diploma in Leadership	It is deteriorating
Postgraduate diploma in business leadership	Satisfied Just started
Postgraduate Diploma in Leadership Studies	I need access to the library Operational Commander I need to visit my supervisor face to face, depending on email doesn't help me
Postgraduate Diploma Local Economic Development	The online learning was new for most of us including some Lecturers, more resources to be made available for online learning and for it to have a structured program as some classes were too long and some too short.

	GSBL must approve the administration support to students. Provide adequate feedback and providing correct directives
	I have over stayed on this job
School of Law	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
bachelor of laws (LLB)	The admin staff and registration process at UKZN was a nightmare every single year there has to be a system put into place that is more efficient specially to ensure financial clearance. Overall the staff at UKZN especially anything to do with admin is horrible and this needs to be communicated to them.
LLB	Admin needs to be improved a great deal
LLB	Administrative support and structures need to be addressed, huge time delays and not approachable and follow up poor
LLB	Be more hands on for the students especially regarding their difficulties and lesson the culture of not assisting students because the management structures say otherwise.
LLB	Be more understanding of the less fortunate people and their circumstances.
LLB	Best Education however it will be advisable if the method of learning can also be adjusted to other assessment
LLB	Better adaptation to the new normal presented by COVID-19
LLB	Better support for students with mental health and learning to be flexible to better accommodate students suffering with mental illness.
LLB	Engage more with students. Help us navigate our career paths and explain in-depth the jobs we can do after the qualification
LLB	I HATED EVERY MINUTE AND I AM GLAD I AM DONE. THE MATERIAL WAS NOT THAT BAD AND I ACTUALLY DID WELL BUT THE SYSTEM IS STILL VERY OPPRESSIVE I HOPE YOU GUYS DO BETTER.
LLB	I think the quality of education at UKZN is good overall, it's just that some lecturers where not helpful and were less motivating than others. I think the lecturers need to be able to motivate their students and must be able to go the extra mile for them.
LLB	My education was great. A lot of information was online which was really helpful. However, security on campus residences should be taken a lot more seriously. I was robbed during broad daylight in a university residence, Albert Luthuli to be specific. This can really affect a student psychologically and interfere with their studies.
LLB	Personally, I feel like offers quality education. I cannot compare with others institution as I have never been to those institutions but from my experience I can confidently recommend UKZN to any of my relatives who want to study at university because they offer good quality education. It's not as difficult as I thought it would be.
LLB	Plan academic programs in consultation with students needs
LLB	Specifically, at the School of Law, the school must introduce more practical task for masks, including more discussion, group work, community work and other practical work. The school must expand clinical law as a module and spread it over two year at least.
LLB	Studying at UKZN was wonderful, however I feel that the university can improve on their administration. It is often difficult to get simple admin done as the queues are long and you have to wait all day and students often don't know where to go and what to do, it makes things a little difficult without proper guidance and instruction

LLB	Take care of its students give them good quality accommodation with access to internet
LLB	the quality is basic as the lecturers cannot lecture in way to say the student who know nothing. the lecturers expect the students to know everything. have better and lecturers that can teach not lecturers that know the work but cannot explain
LLB	The social economic stability of students impacts students, university should have measures in place to manage both.
LLB	The university could improve greatly the student culture of students. The university lacks student culture and seems that the main(only) focus is academics. I also observed that a student who enters UKZN, the only thing he/she leaves with is just the qualification and personal development is not encouraged. Transformation in the institution is lacking greatly. The university could also initiate programs to educate about accountability for how students speak to each other, especially regarding socio-economic issues that affect all of us. The general culture of the university is homophobic, misogynistic and to some degree racist. Student culture does not encourage accountability or progression. Another observation with the institution is the inadequate administrative staff. The admin of the university is subpar and downright disappointing. Moving forward I would also hope that the university invests in its students beyond their studies (i.e. encourage entrepreneurship through programmes-this also ties in with the lack of student culture) and life beyond academics for all faculties.
LLB	The university must be more practical. In LLB, we only do Moots once and that on our final year. Moots are practical and should be done regularly. At least four times as part of the course. They are more practical.
LLB	There can be more practical experience added. For example, students should not just study the law, they should be exposed to the real-world work of the law. Law students can be taken to court to better understand the court process.
LLB	Too focused on tests and memorization. Should focus more on assignments and open book tests, thus testing skill and understanding. More practical work (i.e. debates, moots, etc) should be given and not just theoretical work.
LLB	I am currently enrolled in the Law Society's School for Legal Practice, where I am undergoing Practical Legal Training.
LLB	I feel there are just too many student protests that hampers the study time and in some cases quality of work in that we now had to rush through the semester trying to cover work as a lot of time was taken by student protests the level of input required is far different from undergraduate and I feel the undergrad doesn't remotely assist with the input level required at masters
LLB	Stepping out of the cocoon of high school and heading into university helped me understand a lot about life and the real world. The education I received at UKZN, especially studying law, gave me a real sense of understanding of not only our country's legal system, but also equipped me with certain skills such as learning how to work with others and how to solve everyday problems.
LLB	The university must seriously improve in taking students complaints on lecturers or academic staff seriously, because this impacts heavily on one's learning. Also, we also had a lot of racial preferences, which had a big impact on how the student was interacted with.
LLM	Some of my evening classes had to be doubled leading to classes lasting till very late. Also, one of my exam results took an unreasonably long time to come through.
LLM	The quality of the masters was world class. I am waiting for doctoral committee to approve my application. Have no experience yet.
PhD	Excellent

PhD	UKZN stands out as a quality institution with qualified staff, offering good quality education. The ICS department needs to be capacitated to better meet the needs of students and staff in this more online environment. In general ICS help was slow.
	I had a great experience at the School of Law in UKZN, Pietermaritzburg. Although the standard of work presented some degree of difficulty at times, it was manageable and has trained me with the necessary skills I'll need once I am employed. There is in my opinion, little to no room for improvement in the University's quality of service. I had no complaints.
	The Environmental Law LLM is at the right level, however, the lecturers sometimes get too busy and often resulting in delays in attending to student enquiries. may there is an opportunity to improve on time attendance to student's dissertation feedback
School of Management, IT and Governance	
Qualification	Comments on the quality of education at UKZN and suggested improvements for the future
Bachelor of Commerce	I think this online learning is not working for some of us. especially for those living in rural areas.
Bachelor of Commerce	Quality of student residences can be improved with appropriate study support material
Bachelor of Commerce (Human Resources Management & Management)	Improve on Administrative staff communication. They take way too long don't like the industry. Will be switching careers next year Hoping it helps me make the right career choice
Bachelor of Commerce (Supply Chain Man. & Management)	The learning techniques really need to be looked at and evaluated. It is very hard to understand some of the "lecturers" but overall, the education provided is of a good stand. The support for our research studies this year is pretty bleak honestly. There is very little to totally no academic support we need whatsoever to cater for the gap that would have been accounted for if we had still had normal contact lectures. IT'S A TOTAL DISASTER, BUT I GUESS WE'LL MANAGE AGAIN ON OUR OWN!
Bachelor of Commerce in Marketing and Supply Chain Management	I am satisfied with the quality of my qualification due to UKZN high standard of teaching and learning. The lecturers, academic staff like mentors, tutors, ADO's played an important role in obtaining this qualification and they made perceive things in another way, therefore the UKZN has good quality of education, they need to continue maintaining their standard of good quality of education and acquire more skills. Indeed, it was challenging and it was not easy but it was worth it at end. I am looking to continue my studies for learning and acquire more skills.
Bachelor of Honours in Administration	Good communication between administrative staff and lecturers including responding to emails and answering calls.
BAdmin	The university is offering a perfect academic excellence and being a UKZN student gave me many opportunities
BAdmin (HRM)	The COVID-19 pandemic has had a major impact in lowering the quality of teaching and learning at UKZN. In order to bridge that gap and ensure that my education was still of good quality I found myself having to over-compensate. As a student, this was exhausting but it goes largely ignored. It felt as if there was an extreme rush to complete continuous assessments even if we, as students, did not fully understand concepts. Unfortunately, this is a circumstance which is outside of the institution's control. However, there is no doubt in my mind that the process of teaching and learning was more effective, impactful, manageable and enjoyable while classes were in-person.
BAdmin (public admin and HRM)	Quite good. Need more efficient administrative management.
BAdmin HRM	I wish to get something that is related to my field of study

Bcom	Before accepting students, the university should also consider the subjects that they were doing in high school, most students find themselves doing things that they don't understand because the university does not give proper counselling before offering a student another offer that is completely different from what they've gained basic knowledge for in high school.
BCom	For postgrad studies(honours) work with studies for their research. Help students to understand how to analyse their results. maybe do a short course at the beginning before they start their research. This will help students to plan their questionnaires appropriately.
Bcom	Having lecturers that actually teach concepts instead of reading straight off the slides. Having more facilities for students to study in a good environment other than the library.
Bcom	Quality is good but it is difficult to keep up when the school is pressurising us to finish work earlier. Off campus residences would also appreciate conducive study areas fit for a UKZN student.
BCOM	The amount of textbooks available in the library or they can make eBooks available for students for free
Bcom	The attitude of certain administrators and lecturers. Some lecturers are very knowledgeable in their work but that does not necessarily mean they are good at imparting that knowledge to students. This causes confusion to students and that's most likely when student tend to not attend that specific lecture. During the duration of my time completing my undergraduate degree, there are lecturers who I've met that are excellent in their methods of teaching and some who are incapable of answering questions directly on the spot. Once during a revision programme there was a specific question which we did not understand so we asked for assistance. The answer given by our lecturer was different from the answer when they memo was released. The explanation given to us was the memo was by a Dr lecturer from another UKZN campus and we should just follow that. That's just one incident I remember clearly but there are others.
BCom	The university must give students more time to prepare for exams and they must not set the exam date for every module at the same time It very hard, there's too much work
Bcom	This is not the avenue for this but I needed to mention it. Everything is remote at the moment and the vice chancellor said that priority would be given to students graduating to receive results. I paid the money in February and emailed it to the respective Westville Campus people, however I am still waiting on my results. I even started my new job and I am still waiting on my results to be emailed to me so I can forward to my respective employer
BCOM	University was not ready for online learning
BCOM	Balancing my honours and work is very hard. It is hard to balance my honours with work. It's a pity that the honours program is not offered on a part time basis. The deadlines and workload are too much.
Bcom	Lecturers should adopt the use of pedagogy to enhance active learning and retention amongst students.
Bcom General	The University needs to improve its administration. It's lacking and the people there incompetent. It's showing me flames
BCom Hons - Marketing	Good Quality of education

BCOMIR	The system of education at UKZN is much too focused on theory! The exams test memory, not intelligence. Most (NOT ALL) Lecturers place more emphasis on passing assessments in lieu of preparing students for life post qualification(s). The influx of students per course is much too great and therefore places a barrier for any EFFECTIVE solution. Sadly, most students will just be seen as another number during their studies.
BHIST	The University must ensure that students' residence are always in good conducive standard not the state they are currently in, especially the off campus ones, they should have a fully functional WIFI, proper security (We suggest RMS and not these Indian cheap security companies with amateur workers), maintenance should be done properly and regularly.
D Phil	The quality is good. The university should conduct more workshops to assist Phd students
Human Resource Management	UKZN should improve on their administrative departments service wise, and to also teach department administrators email and phone etiquette.
MCom	Covid-19 changed teaching and learning making computer skills a hot topic and in demand. The UKZN can positively assist students that have limited knowledge and computer skills to become better through training as well as designing curriculum in a manner focusing on these skills. To enhance research quality at postgrad more is needed in terms of learning materials and support staff. Most students could not complete their studies a result of incompetent supervisors, that did not prioritise their students. Each college can partner or collaborate with government or private sector in research. These collaborations would lead to research that is needed and implemented. Also, it could be another way of generating or creating funding opportunities for students. Researchers are battling with funding at Masters and PhD level, without properly funded studies, the quality and quantity of research will be negatively impacted. The colleges and supervisors, need to stimulate a publishing culture from honours level, allowing student to grow in research and their respective fields. Promote collaborations in research with local and international institutions to further enhance the quality of research at the UKZN. These can be implemented across colleges for examples Marketing and Geography or Agriculture in dealing sustainability challenge.
MCom	I wish I knew exactly what was expected from me for my Master's Degree. Everything was trial and error. If I knew the structure then I would have saved more time and completed my qualification faster.
Mcom	More black South African lecturers
MCom	My role involves engaging with different stakeholders and managing Digital Solutions at national level Doing a short course Certificate in Business and Systems Analysis at the UCT
Mcom Management	INTERVENTIONS ON STUDENT SUPERVISOR RELATIONSHIP ESPECIALLY AT MASTERS AND PHD LEVEL.
MPA	Thanks for giving me a chance to air my views. You will realise that where I 'strongly disagree' involves the library. The Westville learning commons is very noisy. I don't how many times I complained about that. Nothing was done. Students would receive phone calls in the leaning commons. They would congregate around one student and talk endlessly. Complaining just did not work! I would not like to mention names; I don't mean to get someone into trouble. But you will know who is responsible to what.

	The library staff at the entrance were more than helpful; both ends - the issue desk/receiving desk, and Mr Sipho Khumalo. Otherwise learning at this campus was fine. Lots of work, yes. But this is a university, not a high school. The students need to do a lot of work. However, the communication between the students and the lecturers can still improve. Also, the personalities of the lecturers also play a big role in how they relate to the students. That is given at a university level. A student should be able to cope with that. Again, this is not high school. Overall, learning at this School was a nice experience. I would recommend the School to anyone. But, please, do something about the learning commons. Yeah, please keep improving the quality of your programme. Also, in some cases it takes a bit longer for some sections of the School to respond to the students' requests. Some are very quick, that is highly recommended.
PF Dip Supply Chain and Marketing management	Registration process was a mess. Admin staff cost me an extra module. I did 9 modules instead of 8 because of an admin error.
PhD	Human resource (Academic staff) is not enough. This compromise quality as the academics must teach large numbers at undergraduate level and also supervise large numbers of postgraduate students. University must increase academic staff and there must be a maximum number of students that can be supervised by one supervisor. E.g. a supervisor with 15 students (8 masters and 7 PhDs) will not going to fully support and guide these students equally, thus the quality is compromised.
Post Grade in Hrm	The course was very informative and it helped me to develop my skills
Post-Graduate Diploma	I think it is in line with expectation. There could be more practical courses that could be introduced like Employment Equity, Employee Relations, although they were touched upon during the duration of the course.
Postgraduate Diploma in Management	The administration is totally crap, there's lot of improvement that needs to be done
Postgraduate Diploma in Management	The quality was good, however lecturers can offer more assistance because there are instances where the content being taught isn't properly explained the ADO's when a student goes for consultation, so maybe more flexible consultation hours from the lecturers.
	Administration
	The quality of education was great even though we were the first group of online learning

APPENDIX 5: EMPLOYMENT-ALL SCHOOLS

College of Agricultural, Engineering and Science	
School of Agricultural, Earth and Environmental Science	
Bsc	Geovicon mpumalanga
	Council for Geoscience
BSHGLS	Pretoria
Environmental Science	DUCT,PMB
Master of Agriculture (Food Security)	Rocky Park Farming
	UK Centre for Ecology and Hydrology
	Wallingford
MSc	United Kingdom
PhD	University of Limpopo, Polokwane
PhD Enviromental Science	ENTC-SNPAS, Lobamba
	303 security and cleaning services, Germiston
School of Chemistry and Physics	
Bsc honors	African Bank (Johannesburg)
MSc in Chemistry	Meerkat - Pinelands, Cape Town, Western Cape
School of Engineering	
BSc Chemical Engineering	Deloitte Consulting
BSc Civil Engineering	Madan Singh and Associates CC, Durban
BSc Civil Engineering	HATCH Africa (pty) Ltd, Johannesburg
BSc-Eng	Golden Gateway School, Durban
	Royal HaskoningDHV
BScEng (Mechanical Engineering)	Johannesburg
BScHons Marine Biology	WILDOCEANS, Durban
	Carbon Calculated
BSHES	Cape Town
Forensic Genetics	MPC Recruitment PTY LTD
Master of Science in Electronic engineering	Kwaden Software Development Company
MSc Civil Eng	Nankhoo Consulting Engineers , Durban

	Department of Water & Sanitation
MSc Ecoogy	Pretoria
PhD in Construction Management	WBHO Construction (Pty) Ltd
Property development (Quantity surveying)	Growthpoint Properties Johannesburg and Cape Town
School of Mathematics, Statistics, and Computer Science	
Computer Science	Manicaland State University of Applied Sciences, Mutare, Zimbabwe
Mathematics	NUST, Bulawayo, Zimbabwe
College of Health Sciences	
School of Clinical Medicine	
MBCHB	North West department of health
School of Health Science	
B Dental Therapy	Gauteng
B. Occupational therapy	Department of health
B. Physiotherapy	Ladysmith Regional Hospital, at Ladysmith KwaZulu-Natal
Bachelor Of Pharmacy	Clicks
Bpharm	Netcare Pretoria east hospital
Honours in Occupationanl Therapy	Gauteng Health
Master of Physiotherapy	HG Physio, Durban
masters of optometry	masinde muliro unversity of science and technology
Master's of Optometry	Kzn department Of Health
	Department of health
MBCHB	Pretoria
MOptom	Magrabi Optical Riyadh
MPH	Durban
	Natraj Pharmacy
PhD in Pharmacy	Durban
School of Laboratory Medicine and Medical Science	
MMED MICRO	NHLS
MSc	SEAD
School of Nursing and Public Health	
B Nursing	Nseleni chc .. Richards Bay

	Umphumulo Hospital
Bachelor of Nursing	KZN
College of Humanities	
School of Applied Human Sciences	
BSS	Coca-Cola Phoenix industrial park
Master of Social Science (Industrial Psychology)	Department of Community Safety and Liaison. Pietermaritzburg
MSS	Department of Basic Education
Ph.D - Psychology	Department of Basic Education
SW	Central university of technology Welkom Fs
	Bidfreight Ports Operation
	Durban
	Bindura University Zimbabwe
School of Arts	
BA	Department of Education
BA	Department of Education
BA in English Studies and Philosophy	Department of Education
Gender studies	Department of education
School of Built Environment nd Development Studies	
	Department of Education
PGDSS	(KwaZulu-Natal)
	Department of education
Population studies	durban
School of Education	
B ed	Eastern Cape department of Education, peddie
B Ed	Higher Health, uMzimkhulu
B.Ed	DUT, Durban
B.Ed	KZN Dept. of Education
	Department of Education
	Ilembe District
Bachelor in Education	Mandeni

	Department of Education
BACHELOR OF EDUCATION	KwaZulu-Nata;
BEd	Department of education, Pietermaritzburg
BEd	Department of Social Development in Johannesburg
BedHons	DHET, UKZN
Curriculum studies	Elevate Education Pietermaritzburg
Doctor of Philosophy	Durban TB/HIV Care
M.AE	Methodist Church of Southern Africa
Master of Education	Ezingoleni secondary school,Portshepstone
MEd	Department of Public Works
Med	Dr. V.G. Naidoo. Durban
	GREAT ZIMBABWE UNIVERSITY
	MASVINGO
PGCE	ZIMBABWE
PGCE	MAJUBA TVET college, Newcastle
PGCE	Department of Education, Gauteng
	Department of education
Phd	Greytown
PhD	eThekwini Municipality- Durban KZN
PhD History Education	Mangaluru
	KwaZulu Natal Departmentof Education
PhD in Education Leadership, Management and Policy	Pietermaritzburg
PhD in Educational Psychology	KZN department of education
Postgraduate Diploma in Higher Education	Nelspruit
	Department of Education Pietermaritzburg
	Durban
School of Religion, Philosophy and Classics	
BAH (Bachelor of Arts, Honours)	Nottingham Trent University
BTh	Northern Cape Department of Education
MTh	Olivora Cosmetics Ltd - Lagos Nigeria
	New Germany Primary, Durban

School of Social Sciences	
	SAMRC
Bachelor of social sciences	Durban
Bachelor Social Science	Statistics South Africa, based in Dundee
BSS	pmb.Bombay
BSS	ST FRANCIS COLLEGE MARIANNHILL. PINETWON
BSS	The University of KwaZulu-Natal, Durban, South Africa
Bss	University of Venda, Thohoyandou
	SANBI
Honours Degree in Policy and Development Studies	Pietermaritzburg
PDGIS	University of KwaZulu-Natal, Durban
PHD	Tbhivcare organisation
PHd	University of KwaZulu-Natal, Durban
PHHS	UKZN, Durban (Howard Campus)
	WALTER SISULU UNIVERSITY (MTHATHA)
College of Law and Management Studies	
School of Accounting, Economics and Finance	
	Community Safety and Liaison
BBA	PMB
BCOM	Capitec Bank, Pietermaritzburg
BCom economics honors	Ithala development and finance corporation
	Island View Shipping, a division of Grindrod Shipping Pte. Ltd.
MCom (Maritime Studies)	Durban
Pgdip FBIM	Department of health Ladysmith
PGDMS	Salvage Management and Disposals
PhD Finance	National University of Science and Technology (Zimbabwe)
Post graduate diploma in accountancy	Auditor General of South Africa (Johannesburg)
Graduate School of Business and Leadership	

DBA	Vedanta Zinc International
Master of Commerce in Leadership Studies	KZN Department of Basic Education
Masters in commerce and leadership	EDTEA and Prtemartzburg
MBA	HEARD - UKZN
MBA	Nedbank Ltd
MCOM	Eskom, pietermaritzburg
MCOM	Statistics South Africa, Pietermaritzburg
	Sedibeng District Municipality
	Sedibeng
MCOM in Leadership Studies	Gauteng
PhD (Leadership Studies)	UKZN Westville Campus
	DUT
	Durban
School of Law	
	POTGIETER LOUW ATTORNEY INC
Bachelor of Laws (LLB)	PRETORIA
LLB	Brett Purdon Attorneys
LLB	Kooben Chetty & Associates
LLB	Norton Rose Fulbright
	Pietermaritzburg Bar, Advocates Society
LLB	Pietermaritzburg, KZN
LLB	SARAWAN & COMPANY ATTORNEYS
MA (Child Care and Protection)	I established my own private practice and registered own training company.
Postgraduate Diploma in Industrial Relations	GPSSBC
School of Management, IT and Governance	
Bachelor of Administration	Tigerbrands Durban
Bachelor of Administration Honours: Public Administration.	Kwazulu-Natal Department of Social Development.
Bachelor of Commerce (Honours) - Industrial Relations	Department of Education in Ladysmith
BBA	UKZN
Bcom	Boxer

BCOM	Capesoft
Bcom	Cna hilton
BCOM	Nestlè (Johannesburg)
BCom	Talksure Trading Umhlanga
BCom Honours in Marketing Management	Premier Sihle Zikalala
Bcom IT	KPMG johannesburg
BComm IS&T Hons	MIP HOLDINGS PTY LTD - Johannesburg
Hons Public Administration	Umdoni MUNICIPALITY SCOTTBURGH
	UKZN
	Ujamaa Centre
Master in Commerce	Pietermaritzburg
Master of Administration: Public Administration	Department of Correctional Services
MCOM IN COMMERCE. Human Resources Management	Department of Higher Education at Gauteng Pretoria
MPA	Department of Agriculture, Land Reform, and Rural Development
PGDIP	NOVA Human Capital Solutions, Johannesburg.
Ph.D. in Supply chain managementt	Parttime lecturer
	Central Medical Stores Trust
	Lilongwe
PhD	Malawi
Post graduate in Human Resource Management	Liberty Insurance company
	EThekwin Municipality
	Transnet (Durban)
	UMuziwabantu municipality
	Harding

School of Agricultural, Earth and Environmental Science	School of Life Sciences
Chemunique Pty (Ltd) in Gauteng, Lanseria	Durban
CIMMYT, Nairobi	Kelly le roux consulting, westville
EDTEA, Port Shepstone	ORI (DURBAN)
Mondi South Africa	UKZN, Pietermaritzburg campus
SARAO, Pretoria	Water research commission. Pretoria
School of Engineering	School of Mathematics, Statistics and Computer Science

Amazon Web Services in Cape town	Department of education,Bergville
Automould (Smiths Plastics)	Dimension Data, Johannesburg
Automould, Durban	Investec- Sandton
DLV Engineers and Project Managers (Vryheid)	Sanlam. Cape Town.
GoMetro, Cape Town	South African Radio Astronomy Observatory
NCP Alcohols, Durban	
RBCT, Richards Bay	
Sappi Ngodwana	
Tiger brands, Durban	
School of Clinical Medicine	School of Health Science
Department of Health	Appelsbosch Hospital
Department of health	Charles Johnson Memorial Hospital
Department of Health (Eastern Cape)	City of Bulawayo teacher training college
Department of Health(Gauteng)	Clicks group (KZN)
KEH - Durban	Department of Health
School of Laboratory Medicine and Medical Science	Department of Health
Boston Scientific KZN	Department of health kzn
Mangosuthu University of Technology, Durban	Department of Health, Zululand district
School of Nursing and Public Health	Department of Health, Eastern Cape
Africa Health Research Institute, Mtubatuba	Department of health, in uMthatha
Department of Health, eThekweni	Department of Health, Pietermaritzburg
DOH umzinyathi	Department of Sport and Recreation: umgungundlovu district
DUT, PMB	DOH -Ndwedwe
Eastern Cape department of Health	Government (Amajuba memorial hospital)
Isithundu clinic in KwaZulu Natal	Ho Teaching Hospital, Ghana
Kwame Nkrumah University of Science and Technology, Kumasi, Ghana	Jabulani Eastern cape
Kzn dept of health	JHB
University	Mazibuko, north west
	Osindisweni Hospital, Durban
	Our Lady of Grace Hospital, Breman Asikuma, Ghana
	Saint Patrick's hospital in Bizana

	Specsavers Carletonville
	Transnet,KZN
	Tshwane University of Technology
	Tswaing Sub District
School of Applied Human Sciences	School of Education
Bargain Books, Durban	A secondary school in Durban
DURBAN , WESTVILLE. I CHOOSE TO NOT NAME THE COMPAny	Department of Education
Social development in kwamashu	Department of Education EMpangeni
UKZN	Department of Education, Ganges Secondary school
University of KwaZulu-Natal, Durban. Howard College Campus	DoE
Unzansi Youth in business, Pietermaritzburg.	DoE Durban
WESSA Durban	Dunveria Secondary School, Pietermaritzburg
School of Arts	Education under EThekweni Region
Cape Town.	English Language Center, Taibah University, KSA
DHS Chris Seabrooke Music Centre, Durban.	ENkandla
KZN Department of Health	Esayidi TVET College, KwaZulu Natal
Rhodes University - Makhanda (Grahamstown)	Fundi Capital Durban
School of Built Environment and Development Studies	Government
Johannesburg	Komenda College of Education, Komenda-Ghana
School of Religion, Philosophy and Classics	KWAZULU-NATAL department of education
Ujamaa Center	KZN Department of Basic Education
UKZN, Durban	MAJUBA TVET COLLEGE NEWCASTLE
School of Social Sciences	Ministry of Education Mauritius
Cci	Miss khanyi Mpumalanga provonce
Jonsson workwwae	Morningside Primary School, Durban
Mr and Mrs Naidoo, Durban umhlanga the ridge	SPU, Northern Cape
SASSA - KZN Region	Taung
University of KwaZulu Natal, Pmb campus.	TCPC, Randburg
University of KwaZulu-Natal	UKZN
	Department of Education
	Department of Education EMpangeni

	Department of Education,Ganges Secondary school
	DoE
	DoE Durban
	Dunveria Secondary School, Pietermaritzburg
	Education under EThekweni Region
	English Language Center, Taibah University, KSA
	ENkandla
	Esayidi TVET College, KwaZulu Natal
	Fundi Capital Durban
	Government
	Komenda College of Education, Komenda-Ghana
	KWAZULU-NATAL department of education
	KZN Department of Basic Education
	MAJUBA TVET COLLEGE NEWCASTLE
	Ministry of Education Mauritius
	Miss khanyi Mpumalanga provonce
	Morningside Primary School, Durban
	SPU, Northern Cape
	Taung
	TCPC, Randburg
	UKZN
School of Accounting, Economics and Finance	School of Law
Buckman, Hammarsdale	Discovery. Westville
Durban	G.H.Ismail INC. Durban
EY, Johannesburg	KwaZulu-Natal Museum (public entity under National Department of Sports, Art and Culture
Ingerop SA , Durban	MAHOMED SALEK ATTORNEYS INCORPORATED, DURBAN
Ithala Development Finance DURBAN	Pule incorporated, Johannesburg
KPMG	Road Accident Fund, Durban
Kpmg durban	Road Traffic Infringement Agency, Midrand.
Kreston KZN	Transnet in Richards Bay

Liberty Corporate, Johannesburg.	UKZN
Momentum metropolitan holdings, johannesburg	UKZN
Mr Price Group	School of Management, IT and Governance
MTN (SA) - Randburg (Jhb)	Berea Technical College
SA Maritime School and Transport College. Durban	Boschendal , Cape Town
Sappi Durban	Chinhoyi University in Zimbabwe
UKZN	Department of Community Safety and Liaison in Pietermaritzburg
UKZN Durban	Department of Transport kzn, Estcourt
Graduate School of Business and Leadership	DoE
Conlog pty Ltd, Durban	Doh pmb
Inzuzo Ye-Sizwe Development Consultants, Pietermaritzburg	DSV Solutions
Mpumalanga Education Department-Nelspruit	KZN PREMIER'S OFFICE
National Development Agency in Parktown, Johannesburg	Mangosuthu University of Technology
PEPKOR LOGISTICS	MOOIRIVER
SAPPI SAICCOR UMKOMAAS	NOVA Human Capital Solutions.
South African Police Service	Pietermaritzburg DOE
transnet national port authority- durban	Remon Naidoo. Durban
University of Eswatini	Road Accident Fund Durban
	SA Tourism, Sandton
	SAB ABInBev, Johannesburg
	SAB Durban
	Sandock Austral Shipyards [Durban]
	Shangqiu Normal University, Shangqiu
	UKZN
	VillageReach, Kinshasa

APPENDIX 6: RESPONSES PER QUESTION

Variable	Demographics	Agriculture, Engineering and Science	Health Sciences	Humanities	Law and Management Studies	UKZN Total	Agriculture, Engineering and Science	Health Sciences	Humanities	Law and Management Studies	UKZN Total %
Gender	Female	147	79	520	174	920	51,8%	60,8%	71,2%	66,4%	65,4%
	Male	137	51	210	88	486	48,2%	39,2%	28,8%	33,6%	34,6%
	Total valid responses	284	130	730	262	1406	100,0%	100,0%	100,0%	100,0%	100,0%
Race	African	191	83	633	170	1077	67,3%	63,8%	86,7%	64,9%	76,6%
	Coloured	2	5	15	5	27	0,7%	3,8%	2,1%	1,9%	1,9%
	Indian	77	35	60	82	254	27,1%	26,9%	8,2%	31,3%	18,1%
	Other			4	1	5	0,0%	0,0%	0,5%	0,4%	0,4%
	White	14	7	18	4	43	4,9%	5,4%	2,5%	1,5%	3,1%
	Total valid responses	284	130	730	262	1406	100,0%	100,0%	100,0%	100,0%	100,0%
First Qualification	No	83	56	212	111	462	29,6%	44,1%	29,6%	43,5%	33,5%
	Yes	197	71	505	144	917	70,4%	55,9%	70,4%	56,5%	66,5%
	Total valid responses	280	127	717	255	1379	100,0%	100,0%	100,0%	100,0%	100,0%
	Missing/Invalid Responses	4	3	13	7	27					
First to graduate in family	No	155	67	330	155	707	55,8%	52,8%	45,5%	61,0%	51,1%
	Yes	123	60	395	99	677	44,2%	47,2%	54,5%	39,0%	48,9%
	Total valid responses	278	127	725	254	1384	100,0%	100,0%	100,0%	100,0%	100,0%
	Missing/Invalid Responses	6	3	5	8	22					
South African	No	17	14	14	15	60	6,1%	10,9%	1,9%	5,9%	4,3%
	Yes	262	114	710	241	1327	93,9%	89,1%	98,1%	94,1%	95,7%
	Total valid responses	279	128	724	256	1387	100,0%	100,0%	100,0%	100,0%	100,0%
	Missing/Invalid Responses	6	1	9	1	13					
English First Language	No	155	68	505	141	869	56,2%	53,5%	71,2%	55,3%	63,6%
	Yes	121	59	204	114	498	43,8%	46,5%	28,8%	44,7%	36,4%
	Total valid responses	276	127	709	255	1367	100,0%	100,0%	100,0%	100,0%	100,0%
	Missing/Invalid Responses	8	3	21	7	39					

Variable	College/Qualification Type	Employed	Employed and Studying further	Self-employed	Studying further	Unemployed but seeking employment	Total	% Employed (incl. Self-Employed + Employed and Studying Further)	% Unemployed	% Studying further (incl. Employed and Studying further)
Main Current Activity	Agriculture, Engineering and Science	57	8	3	97	119	284	23,9%	41,9%	37,0%
	Health Sciences	70	15	4	23	18	130	68,5%	13,8%	29,2%
	Humanities	79	37	4	256	354	730	16,4%	48,5%	40,1%
	Law and Management Studies	76	26	2	78	79	262	39,7%	30,2%	39,7%
	UKZN Total	282	86	13	454	570	1406	27,1%	40,5%	38,4%
	Diploma	2	3	1		1	7	85,7%	14,3%	42,9%
	Honours	73	17	2	66	122	280	32,9%	43,6%	29,6%
	Masters	38	9	1	13	30	91	52,7%	33,0%	24,2%
	PG Diploma	45	11	1	3	61	121	47,1%	50,4%	11,6%
	PhD	31	8	2		16	57	71,9%	28,1%	14,0%
	Undergraduate Degree	93	38	6	372	340	849	16,1%	40,0%	48,3%
	UKZN Total	282	86	13	454	570	1405	27,1%	40,6%	38,4%

Variable	College/Qualification Type	No	Yes	Valid Responses	Missing/ Invalid	%No	%Yes
Satisfaction with Current Activity	Agriculture, Engineering and Science	126	150	276	8	27,8%	72,2%
	Health Sciences	30	99	129	1	11,6%	88,4%
	Humanities	388	330	718	12	36,8%	63,2%
	Law and Management Studies	103	152	255	7	24,4%	75,6%
	UKZN Total	647	731	1378	28	29,5%	70,5%
	Diploma		7	7	6	0,0%	100,0%
	Honours	137	137	274	1	50,0%	50,0%
	Masters	33	57	90	2	36,7%	63,3%
	PG Diploma	69	50	119	2	58,0%	42,0%
	PhD	14	41	55	17	25,5%	74,5%
	Undergraduate Degree	394	439	833	28	47,3%	52,7%
	UKZN Total	647	731	1378	13	47,0%	53,0%

Funding	Rating Scale	Self Funded	NSFAS	Bursary	Scholarship	Other	Total	Self Funded	NSFAS	Bursary	Scholarship	Other	Total
Gender	Female	113	470	42	45	250	920	64,2%	67,2%	68,9%	59,2%	63,5%	65,4%
	Male	63	229	19	31	144	486	35,8%	32,8%	31,1%	40,8%	36,5%	34,6%
	Total valid responses	176	699	61	76	394	1406						
Race	African	134	621	44	55	223	1077	76,1%	88,8%	72,1%	72,4%	56,6%	76,6%
	White	2	9	2	2	12	27	1,1%	1,3%	3,3%	2,6%	3,0%	1,9%
	Coloured	34	65	13	16	126	254	19,3%	9,3%	21,3%	21,1%	32,0%	18,1%
	Other		2			3	5	0,0%	0,3%	0,0%	0,0%	0,8%	0,4%
	Indian	6	2	2	3	30	43	3,4%	0,3%	3,3%	3,9%	7,6%	3,1%
	Total valid responses	176	699	61	76	394	1406						
Qualification	Diploma		3			4	7	0,0%	0,4%	0,0%	0,0%	1,0%	0,5%
	Undergrad Degree	59	82	15	27	97	280	33,5%	11,7%	24,6%	35,5%	24,6%	19,9%
	Honours	12	3	10	16	50	91	6,8%	0,4%	16,4%	21,1%	12,7%	6,5%
	PG Diploma	18	53	9		41	121	10,2%	7,6%	14,8%	0,0%	10,4%	8,6%
	Masters	7		5	17	28	57	4,0%	0,0%	8,2%	22,4%	7,1%	4,1%
	PhD	80	558	22	16	174	850	45,5%	79,8%	36,1%	21,1%	44,2%	60,5%
	Total valid responses	176	699	61	76	394	1406						
College	Agriculture, Engineering and Science	51	120	5	29	79	284	29,0%	17,2%	8,2%	38,2%	20,1%	20,2%
	Health Sciences	16	36	9	15	54	130	9,1%	5,2%	14,8%	19,7%	13,7%	9,2%
	Humanities	74	462	26	19	149	730	42,0%	66,1%	42,6%	25,0%	37,8%	51,9%
	Law and Management Studies	35	81	21	13	112	262	19,9%	11,6%	34,4%	17,1%	28,4%	18,6%
	Total valid responses	176	699	61	76	394	1406						

Variable	College	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	% Positive	% Neutral	%Negative
Satisfaction with overall Quality of Qualification	Agriculture, Engineering and Science	91	94	37	14	5	241	76,8%	15,4%	7,9%
	Health Sciences	57	29	19	3	1	109	78,9%	17,4%	3,7%
	Humanities	265	215	97	22	13	612	78,4%	15,8%	5,7%
	Law and Management Studies	83	90	37	8	4	222	77,9%	16,7%	5,4%
	UKZN Total	496	428	190	47	23	1184	78,0%	16,0%	5,9%
UKZN Environment Conducive for Learning	Agriculture, Engineering and Science	61	100	46	17	17	241	66,8%	19,1%	14,1%
	Health Sciences	34	49	15	8	2	108	76,9%	13,9%	9,3%
	Humanities	216	237	109	24	21	607	74,6%	18,0%	7,4%
	Law and Management Studies	55	86	54	17	10	222	63,5%	24,3%	12,2%
	UKZN Total	366	472	224	66	50	1178	71,1%	19,0%	9,8%
UKZN Environment Conducive for Learning	Edgewood	69	80	17	3	2	171	87,1%	9,9%	2,9%
	Howard College	138	157	88	27	17	427	69,1%	20,6%	10,3%
	NRM School of Medicine	5	12	4			21	81,0%	19,0%	0,0%
	Pietermaritzburg	77	98	44	9	8	236	74,2%	18,6%	7,2%
	Westville	77	125	71	27	23	323	62,5%	22,0%	15,5%
	UKZN Total	366	472	224	66	50	1178	71,1%	19,0%	9,8%

Variable	College	Stongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	%Positive	%Neutral	%Negative
Studies Developed Problem-Solving Skills	Agriculture, Engineering and Science	102	109	22	10		243	86,8%	9,1%	4,1%
	Health Sciences	51	43	10	4		108	87,0%	9,3%	3,7%
	Humanities	282	252	66	12	6	618	86,4%	10,7%	2,9%
	Law and Management Studies	77	101	35	10	4	227	78,4%	15,4%	6,2%
	UKZN Total	512	505	133	36	10	1196	85,0%	11,1%	3,8%
Studies Sharpened Analytical Skills	Agriculture, Engineering and Science	112	112	15	5		244	91,8%	6,1%	2,0%
	Health Sciences	54	43	8	3		108	89,8%	7,4%	2,8%
	Humanities	268	277	53	9	7	614	88,8%	8,6%	2,6%
	Law and Management Studies	89	110	18	5	4	226	88,1%	8,0%	4,0%
	UKZN Total	523	542	94	22	11	1192	89,3%	7,9%	2,8%
Studies Developed Written and Communication Skills	Agriculture, Engineering and Science	104	104	22	11	2	243	85,6%	9,1%	5,3%
	Health Sciences	56	43	8	2		109	90,8%	7,3%	1,8%
	Humanities	314	250	36	11	4	615	91,7%	5,9%	2,4%
	Law and Management Studies	101	90	26	6	5	228	83,8%	11,4%	4,8%
	UKZN Total	575	487	92	30	11	1195	88,9%	7,7%	3,4%
Studies Developed Computer Skills	Agriculture, Engineering and Science	125	93	16	6	3	243	89,7%	6,6%	3,7%
	Health Sciences	42	35	22	8	2	109	70,6%	20,2%	9,2%
	Humanities	296	212	70	22	13	613	82,9%	11,4%	5,7%
	Law and Management Studies	89	79	36	13	8	225	74,7%	16,0%	9,3%
	UKZN Total	552	419	144	49	26	1190	81,6%	12,1%	6,3%

Variable	College	Strongly						Strongly		
		Agree	Agree	Neutral	Disagree	Disagree	Total	%Positive	%Neutral	%Negative
Workload Managable	Agriculture, Engineering and Science	31	75	73	55	11	245	43,3%	29,8%	26,9%
	Health Sciences	19	39	31	16	2	107	54,2%	29,0%	16,8%
	Humanities	84	263	195	60	19	621	55,9%	31,4%	12,7%
	Law and Management Studies	27	91	62	30	16	226	52,2%	27,4%	20,4%
	UKZN Total	161	468	361	161	48	1199	52,5%	30,1%	17,4%
Knew Standard of Work Expected	Agriculture, Engineering and Science	75	109	39	15	7	245	75,1%	15,9%	9,0%
	Health Sciences	42	41	22	3	1	109	76,1%	20,2%	3,7%
	Humanities	237	256	90	35	10	628	78,5%	14,3%	7,2%
	Law and Management Studies	78	101	31	11	7	228	78,5%	13,6%	7,9%
	UKZN Total	432	507	182	64	25	1210	77,6%	15,0%	7,4%
Clear Guidelines Provided	Agriculture, Engineering and Science	35	120	53	28	9	245	63,3%	21,6%	15,1%
	Health Sciences	28	48	21	11	1	109	69,7%	19,3%	11,0%
	Humanities	143	280	134	56	9	622	68,0%	21,5%	10,5%
	Law and Management Studies	44	108	47	22	6	227	67,0%	20,7%	12,3%
	UKZN Total	250	556	255	117	25	1203	67,0%	21,2%	11,8%
Sufficient Time to Understand Content	Agriculture, Engineering and Science	27	74	79	49	16	245	41,2%	32,2%	26,5%
	Health Sciences	27	37	27	17	1	109	58,7%	24,8%	16,5%
	Humanities	119	258	169	54	21	621	60,7%	27,2%	12,1%
	Law and Management Studies	37	79	57	36	17	226	51,3%	25,2%	23,5%
	UKZN Total	210	448	332	156	55	1201	54,8%	27,6%	17,6%

Variable	College	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	%Positive	%Neutral	%Negative
Academics Motivated Students	Agriculture, Engineering and Science	48	90	62	25	16	241	57,3%	25,7%	17,0%
	Health Sciences	41	35	27	5	1	109	69,7%	24,8%	5,5%
	Humanities	165	245	143	33	25	611	67,1%	23,4%	9,5%
	Law and Management Studies	60	76	57	24	8	225	60,4%	25,3%	14,2%
	UKZN Total	314	446	289	87	50	1186	64,1%	24,4%	11,6%
Academic Staff Understood Difficulties Experienced by Students	Agriculture, Engineering and Science	31	88	75	29	19	242	49,2%	31,0%	19,8%
	Health Sciences	34	38	27	7	3	109	66,1%	24,8%	9,2%
	Humanities	117	255	160	59	23	614	60,6%	26,1%	13,4%
	Law and Management Studies	42	84	60	25	13	224	56,3%	26,8%	17,0%
	UKZN Total	224	465	322	120	58	1189	57,9%	27,1%	15,0%
Helpful Feedback Provided	Agriculture, Engineering and Science	46	100	65	19	12	242	60,3%	26,9%	12,8%
	Health Sciences	29	54	17	6	3	109	76,1%	15,6%	8,3%
	Humanities	129	262	153	50	17	611	64,0%	25,0%	11,0%
	Law and Management Studies	46	78	64	22	13	223	55,6%	28,7%	15,7%
	UKZN Total	250	494	299	97	45	1185	62,8%	25,2%	12,0%
Concepts Explained Well	Agriculture, Engineering and Science	36	98	79	19	10	242	55,4%	32,6%	12,0%
	Health Sciences	28	46	24	9	1	108	68,5%	22,2%	9,3%
	Humanities	143	266	165	27	11	612	66,8%	27,0%	6,2%
	Law and Management Studies	45	91	62	17	6	221	61,5%	28,1%	10,4%
	UKZN Total	252	501	330	72	28	1183	63,7%	27,9%	8,5%
Studies were made Interesting	Agriculture, Engineering and Science	41	67	93	29	11	241	44,8%	38,6%	16,6%
	Health Sciences	26	48	23	11	1	109	67,9%	21,1%	11,0%
	Humanities	142	239	160	50	18	609	62,6%	26,3%	11,2%
	Law and Management Studies	40	85	61	28	9	223	56,1%	27,4%	16,6%
	UKZN Total	249	439	337	118	39	1182	58,2%	28,5%	13,3%

Student Support	College	Stongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	%Positive	%Neutral	%Negative
Support Facilities Sufficient	Agriculture, Engineering and Science	53	94	70	17	7	241	61,0%	29,0%	10,0%
	Health Sciences	29	32	41	5	2	109	56,0%	37,6%	6,4%
	Humanities	195	209	151	37	20	612	66,0%	24,7%	9,3%
	Law and Management Studies	52	70	69	18	15	224	54,5%	30,8%	14,7%
	UKZN Total	329	405	331	77	44	1186	61,9%	27,9%	10,2%
Equipment related to Studies	Agriculture, Engineering and Science	50	96	57	28	10	241	60,6%	23,7%	15,8%
	Health Sciences	27	40	32	9	1	109	61,5%	29,4%	9,2%
	Humanities	159	289	118	26	17	609	73,6%	19,4%	7,1%
	Law and Management Studies	46	99	60	9	9	223	65,0%	26,9%	8,1%
	UKZN Total	282	524	267	72	37	1182	68,2%	22,6%	9,2%

Professional Services	College	Stongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	%Positive	%Neutral	%Negative
Administration at School level sufficient	Agriculture, Engineering and Science	28	79	68	31	34	240	44,6%	28,3%	27,1%
	Health Sciences	22	35	28	12	12	109	52,3%	25,7%	22,0%
	Humanities	88	194	202	63	68	615	45,9%	32,8%	21,3%
	Law and Management Studies	32	60	68	27	36	223	41,3%	30,5%	28,3%
	UKZN Total	170	368	366	133	150	1187	45,3%	30,8%	23,8%
Administration at College level sufficient	Agriculture, Engineering and Science	19	80	66	41	34	240	41,3%	27,5%	31,3%
	Health Sciences	20	38	29	13	9	109	53,2%	26,6%	20,2%
	Humanities	81	195	199	69	70	614	45,0%	32,4%	22,6%
	Law and Management Studies	28	61	66	34	35	224	39,7%	29,5%	30,8%
	UKZN Total	148	374	360	157	148	1187	44,0%	30,3%	25,7%

Employment	College	No	Yes	Total	%No	%Yes
Currently Employed	Agriculture, Engineering and Science	185	56	241	76,8%	23,2%
	Health Sciences	35	75	110	31,8%	68,2%
	Humanities	526	86	612	85,9%	14,1%
	Law and Management Studies	128	95	223	57,4%	42,6%
	UKZN Total	874	312	1186	73,7%	26,3%

Employment	College	No	Yes	Total	%No	%Yes
Employment Full-Time	Agriculture, Engineering and Science	19	37	56	33,9%	66,1%
	Health Sciences	21	54	75	28,0%	72,0%
	Humanities	29	57	86	33,7%	66,3%
	Law and Management Studies	13	81	94	13,8%	86,2%
	UKZN Total	82	229	311	26,4%	73,6%
Permanent Post	Agriculture, Engineering and Science	37	19	56	66,1%	33,9%
	Health Sciences	48	26	74	64,9%	35,1%
	Humanities	45	40	85	52,9%	47,1%
	Law and Management Studies	29	65	94	30,9%	69,1%
	UKZN Total	159	150	309	51,5%	48,5%
Employed in KZN	Agriculture, Engineering and Science	33	21	54	61,1%	38,9%
	Health Sciences	39	36	75	52,0%	48,0%
	Humanities	28	58	86	32,6%	67,4%
	Law and Management Studies	40	53	93	43,0%	57,0%
	UKZN Total	140	168	308	45,5%	54,5%

Employment	College	No	Yes	Total	%No	%Yes
Job Related to Field of Study	Agriculture, Engineering and Science	9	47	56	16,1%	83,9%
	Health Sciences	4	71	75	5,3%	94,7%
	Humanities	23	63	86	26,7%	73,3%
	Law and Management Studies	19	75	94	20,2%	79,8%
	UKZN Total	55	256	311	17,7%	82,3%
Job inline with Long-Term Career Interest	Agriculture, Engineering and Science	12	44	56	21,4%	78,6%
	Health Sciences	10	64	74	13,5%	86,5%
	Humanities	32	54	86	37,2%	62,8%
	Law and Management Studies	30	64	94	31,9%	68,1%
	UKZN Total	84	226	310	27,1%	72,9%
Adequately prepared for Current Job	Agriculture, Engineering and Science	16	35	51	31,4%	68,6%
	Health Sciences	17	53	70	24,3%	75,7%
	Humanities	21	47	68	30,9%	69,1%
	Law and Management Studies	17	63	80	21,3%	78,8%
	UKZN Total	71	198	269	26,7%	73,3%
Worked for Employer while still at University	Agriculture, Engineering and Science	40	16	56	71,4%	28,6%
	Health Sciences	49	26	75	65,3%	34,7%
	Humanities	47	39	86	54,7%	45,3%
	Law and Management Studies	39	55	94	41,5%	58,5%
	UKZN Total	175	136	311	56,3%	43,7%
Employer Financed Studies	Agriculture, Engineering and Science	45	11	56	80,4%	19,6%
	Health Sciences	67	8	75	89,3%	10,7%
	Humanities	78	7	85	91,8%	8,2%
	Law and Management Studies	72	22	94	76,6%	23,4%
	UKZN Total	262	48	310	84,5%	15,5%

Employment	College	Very Easy	Easy	Difficult	Very Difficult	Total	Very Easy	Easy	Difficult	Very Difficult
Difficulty of Finding a Job	Agriculture, Engineering and Science	6	20	21	9	56	10,7%	35,7%	37,5%	16,1%
	Health Sciences	18	29	17	10	74	24,3%	39,2%	23,0%	13,5%
	Humanities	8	21	35	22	86	9,3%	24,4%	40,7%	25,6%
	Law and Management Studies	4	34	39	17	94	4,3%	36,2%	41,5%	18,1%
	UKZN Total	36	104	112	58	310	11,6%	33,5%	36,1%	18,7%

Employment	College	Graduate Recruitment at University	Job Advertisement	Personal Contact	Employment Agency	Other	Total	Graduate Recruitment at University	Job Advertisement	Personal Contact	Employment Agency	Other
How did you get your Job	Agriculture, Engineering and Science	11	23	10	2	10	56	19,6%	41,1%	17,9%	3,6%	17,9%
	Health Sciences	20	20	10	3	21	74	27,0%	27,0%	13,5%	4,1%	28,4%
	Humanities	6	36	25	4	15	86	7,0%	41,9%	29,1%	4,7%	17,4%
	Law and Management Studies	2	62	14	8	8	94	2,1%	66,0%	14,9%	8,5%	8,5%
	UKZN Total	39	141	59	17	54	310	12,6%	45,5%	19,0%	5,5%	17,4%

Employment	College	Manufacturing	Service	Professional	NGO	Government	Self-Employed	Other	Total	Manufacturing	Service	Professional	NGO	Government	Self-Employed	Other
Type of employment	Agriculture, Engineering and Science	10	9	16	5	8		7	55	18,2%	16,4%	29,1%	9,1%	14,5%	0,0%	12,7%
	Health Sciences		8	19	3	39		6	75	0,0%	10,7%	25,3%	4,0%	52,0%	0,0%	8,0%
	Humanities		14	23	5	28		15	85	0,0%	16,5%	27,1%	5,9%	32,9%	0,0%	17,6%
	Law and Management Studies	9	17	30	3	21	1	13	94	9,6%	18,1%	31,9%	3,2%	22,3%	1,1%	13,8%
	UKZN Total	19	48	88	16	96	1	41	309	6,1%	15,5%	28,5%	5,2%	31,1%	0,3%	13,3%

Current Studies	College	No	Yes	Total	%No	%Yes
Further Studies	Agriculture, Engineering and Science	85	76	161	52,8%	47,2%
	Health Sciences	48	24	72	66,7%	33,3%
	Humanities	173	131	304	56,9%	43,1%
	Law and Management Studies	102	69	171	59,6%	40,4%
	UKZN Total	408	300	708	57,6%	42,4%

Current Studies	College	No	Yes	Total	%No	%Yes
Studying Full-Time	Agriculture, Engineering and Science	7	69	76	9,2%	90,8%
	Health Sciences	5	19	24	20,8%	79,2%
	Humanities	19	111	130	14,6%	85,4%
	Law and Management Studies	24	45	69	34,8%	65,2%
	UKZN Total	55	244	299	18,4%	81,6%

Current Studies	College	No	Yes	Valid Responses	%No	%Yes
Prepared for Further Studies	Agriculture, Engineering and Science	20	56	76	26,3%	73,7%
	Health Sciences	1	23	24	4,2%	95,8%
	Humanities	27	104	131	20,6%	79,4%
	Law and Management Studies	18	50	68	26,5%	73,5%
	UKZN Total	66	233	299	22,1%	77,9%

Current Studies	College	Honours	PG Diploma	Coursework Masters	Full Research (Masters or PhD)	Short-term Vocational Course	Another Diploma/ Degree	Total	Honours	PG Diploma	Coursework Masters	Full Research (Masters or PhD)	Short-term Vocational Course	Another Diploma/ Degree
Level of Current Study	Agriculture, Engineering and Science	36	3	2	31	1	3	76	47,4%	3,9%	2,6%	40,8%	1,3%	3,9%
	Health Sciences	3		2	15	1	3	24	12,5%	0,0%	8,3%	62,5%	4,2%	12,5%
	Humanities	72	13	12	20		12	129	55,8%	10,1%	9,3%	15,5%	0,0%	9,3%
	Law and Management Studies	16	25	4	13	2	7	67	23,9%	37,3%	6,0%	19,4%	3,0%	10,4%
	UKZN Total	127	41	20	79	4	25	296	42,9%	13,9%	6,8%	26,7%	1,4%	8,4%

Current Studies	College	University of KwaZulu-Natal	Another University in South Africa	University of Technology	Another Type of Institution	International Institution (outside South Africa)	Total	University of KwaZulu-Natal	Another University in South Africa	University of Technology	Another Type of Institution	International Institution (outside South Africa)
Institution enrolled in for Current Studies	Agriculture, Engineering and Science	70	3		3		76	92,1%	3,9%	0,0%	3,9%	0,0%
	Health Sciences	19	3			2	24	79,2%	12,5%	0,0%	0,0%	8,3%
	Humanities	115	8		4	2	129	89,1%	6,2%	0,0%	3,1%	1,6%
	Law and Management Studies	43	15	2	5	3	68	63,2%	22,1%	2,9%	7,4%	4,4%
		247	29	2	12	7	297	83,2%	9,8%	0,7%	4,0%	2,4%