

SN	Student Satisfaction Rates	2019	2020	2021	2022	2023
1	I am satisfied with ACE's physical facilities and IT infrastrucutre.	3.98	4.49	4.48	4.72	4.63
2	I am satisfied with the adequacy, accessibilty, and quantity of teaching-learning resources.	4.23	4.49	4.6	4.72	4.55
3	I am satisfied with the healthy, safe and secure environment in ACE.	4.15	4.58	4.63	4.74	4.64
4	ACE's communication processes/channels with students are adequate and effective.	4.48	4.48	4.55	4.75	4.52
5	I am satisfied with the academic stuff performance including the quality of teaching.	4.46	4.52	4.51	4.73	4.52
6	I am satisfied with the assessment methods and frequency.	4.42	4.33	4.55	4.68	4.5
7	I am satisfied with the services provided such as pre-course counselling by recruitment agents or course consultants and the orientation by ACE staff.	4.17	4.49	4.57	4.72	4.56
8	I am satisfied with the standard and quality of student support services.	4.6	4.49	4.22	4.47	3.72
9	I am satisfied with holistic experiences (e.g. ECA, enrichment activites etc.) in ACE	4.33	4.41	4.53	4.72	4.56
10	I am satisfied with the commitment from ACE regarding its core values and culture.	4.15	4.4	4.55	4.71	4.56
11	I am satisfied with the overall services of ACE's recruitment agents (if applicable).	3.9	4.48	4.52	4.68	4.54
12	I am satisfied with the quality of courses and the overall school experience.	4.31	4.5	4.58	4.71	4.61

