



# MUT

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**MANGOSUTHU**  
UNIVERSITY OF TECHNOLOGY

## **GRADUATE SURVEY 2020**



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- Its team members in the development of this report.
- The Office of the Registrar who provided the SMSs that were used to contact graduates.
- The Office of Marketing and Communications who assisted QMD to communicate with graduates via social media.
- The TLDC Graphics department for providing technical assistance with the software.

## EXECUTIVE SUMMARY

This is a report of the survey that the Quality Management Directorate (QMD) conducted among graduates who graduated in the 2020 graduation ceremony. The initiative to survey graduates 'views, opinions and experiences is informed by the understanding that students 'views, opinions and experiences are important and should be taken into consideration in the planning and operations of the University with a view to enhancing the quality of provision. Using the responses in this graduate survey report, key areas can be targeted in order to improve the teaching and learning processes in the University. The key objective of the 2020 Graduate Survey is to establish the graduates' experiences regarding the facilities and the overall provision in the University when they were students.

The 2020 Graduate Survey was conducted online. Multiple platforms were used to ensure that the graduating cohort were informed of and had access to the online survey. The participation of the graduates was voluntary. The quantitative responses were summarized and reported according to the number of respondents who selected a particular answer. The qualitative responses were grouped into six themes namely: physical resources, human resources/delivery, curriculum/Teaching and learning, campus activities WIL and safety. Although QMD made an effort to ensure that the survey reached as many graduates as possible, there are certain limitations that impacted the survey, chief among them the following:

- There may be students who might not have been able to access the survey due to various reasons;
- The contact details of the graduates through which the links had to be sent in the University were not all up to date thus making it a challenge to reach them.

The limitations notwithstanding, the graduate report provides insights and data that is critical for improving the provision of the University and the overall experience of the students. Key findings of the 2020 Graduate Survey are:

- The response rate for this survey at an institutional level is 71%
- Unemployment for the graduating cohort of 2020 stands at 59%;
- The single biggest reason for unemployment in 2020 is cited as "*No opportunities for work*"; followed by "*Could not find work related to my field*"
- The University attracts mainly African students, (99%), from the KwaZulu-Natal province;
- There are slightly more male graduates, (51.5%), than female graduates, (47.2%), in 2020;
- Among those who participated in the study only 21% is studying further;

- The majority of graduates, (86%), received a National Diploma qualification;
- 89% of the respondents are satisfied with the overall experience at MUT;
- More than 85% of the participants would recommend MUT to prospective students.

**Key words:** Curriculum, Teaching and Learning, Graduating Cohort, Quality Management Directorate, University Provision.

## **Introduction**

The Quality Management Directorate (QMD) at the Mangosuthu University of Technology (MUT) conducts a graduate survey annually to solicit graduates' views on several issues related to their overall experiences and the quality of provision during their period of study. The graduate surveys are conducted as part the broader aim of improving the quality of provision and by extension students' experiences in the University's three faculties: Engineering, Natural Sciences, and Management Sciences. Graduates hold key insights into the quality of University provision and are well-positioned to assess the quality of services they experienced as students. The graduate survey is a rich data source that the University uses to improve the university experience for students.

The initiative to survey graduates' opinions is informed by the understanding that student's views and experiences are important and should inform the quality of provision as well as the planning and operations of the University. The responses in this report will be used to identify areas of commendation that can be strengthened across the University and areas requiring development with the aim of improving the University experience for students.

The objectives of the graduate survey were therefore to:

- establish the graduates' experiences regarding the facilities and the overall provision in the University;
- solicit feedback regarding graduates' teaching and learning experiences;
- establish how graduates rate the University as a teaching and learning institution;
- establish graduates' employability by industry and their preparedness for the world of work;
- establish the number of students who are undertaking further studies after completing their first qualification;
- elicit graduates' opinions regarding the education and training that the University provides, and
- provide feedback on the survey results to the University community for reflection and action.

## **Methodology**

In 2020 the graduation ceremony was conducted virtually. The questionnaire comprised both qualitative and quantitative questions to solicit student perspectives and factors that influenced students' experiences. This was done to generate as much data as possible from the

respondents thereby enabling us to better understand the views of graduates regarding the University's quality of provision. As the questionnaire was conducted online for the first time and given the emergency remote teaching and learning conditions due to the COVID-19 pandemic, the survey was marketed through as many University-approved communication platforms as available to ensure that as many of the graduating class of 2020 were informed about and had access to participate in the online survey. QMD used bulk SMS, personal emails and the MUT Facebook page to reach graduates and the link was also made available on the virtual graduation web page to encourage graduates to participate in the survey while also informing them that their participation was voluntary and that their anonymity would be protected. A link to access the graduate survey was sent to the graduates a week before the graduation. Graduates had three weeks to complete the survey.

The questionnaire was divided into three sections as follows:

- Biographical details (closed-ended);
- Study experiences (closed-ended); and
- Areas of improvement (open-ended).

## **Data Analysis**

A three-pronged approach was used in the analysis of the data. Analysis of data was done at institutional, faculty and departmental level. The quantitative responses were summarized and reported according to the number of respondents who selected a particular answer. The qualitative responses were grouped into six themes, namely: Physical Resources, Human Resources/ Delivery, Curriculum/ Teaching and Learning, Campus Activities, WIL and Safety. The completed questionnaires were analyzed using the EvaSys software and Microsoft Excel. In addition, responses to open-ended questions were analyzed using the Python software.

## **Limitations**

QMD made an effort to ensure that the survey reached as many graduates as possible, however, certain limitations impacted the survey. Amongst others, the following:

- There may be students who might not have been able to access the survey despite attempts to avail it to all students;
- The contact details of the graduates in the University were not updated thus making it a challenge to contact them.

The limitations notwithstanding, the graduate Survey report provides insights that could contribute to the overall institutional planning and improvement of conditions in the University going forward.



# GRADUATE REPORT DASHBOARD | INSTITUTIONAL PERFORMANCE

Quality Management Directorate

2539 graduates

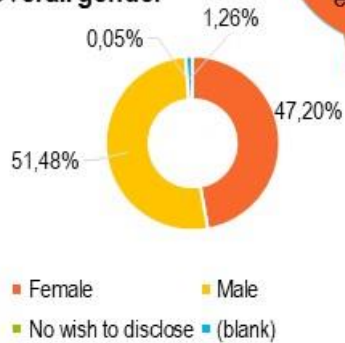


89% were satisfied with the overall study experience

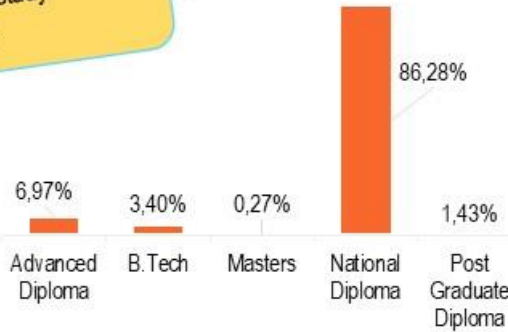
## Race Distribution



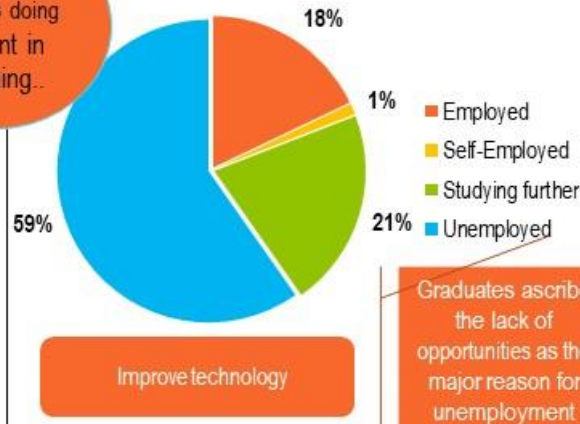
## Overall gender



## Qualifications Obtained

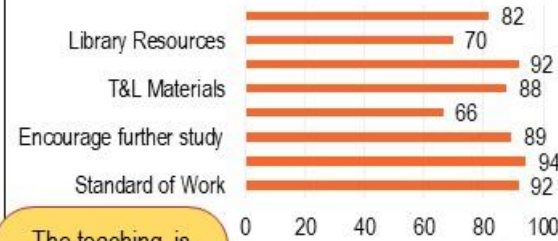


## Graduates' Occupation



Graduates ascribe the lack of opportunities as the major reason for unemployment

## Overall Learning Experience (%)



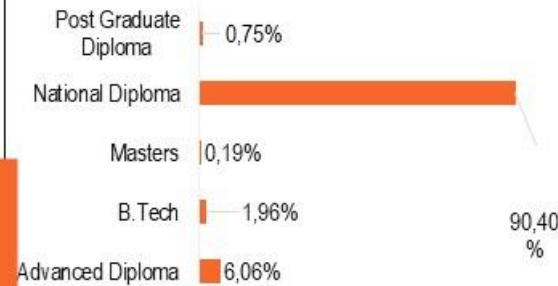
The teaching is exactly what is expected from teaching and learning... they should keep it up

More than 85% of the graduates would Recommend MUT

## Overall University Experience (%)



## Unemployment per Qualification Type



\*Blank denotes missing information while graduates' comments and suggestions appear in the report unedited

## **Institutional Findings**

- The response rate for this survey at an institutional level is 71%
- Unemployment for the graduating cohort of 2020 stands at 59%;
- The single biggest reason for unemployment in 2020 is cited as “*No opportunities for work*”; followed by “*Could not find work related to my field*”
- The University attracts mainly African students, (99%), from the KwaZulu-Natal province;
- There are slightly more male graduates, (51.5%), than female graduates, (47.2%), in 2020;
- Among those who participated in the study only 21% is studying further;
- The majority of graduates, (86%), received a National Diploma qualification;
- 89% of the respondents are satisfied with the overall experience at MUT;
- More than 85% of the participants would recommend MUT to prospective students.

## **Recommendations**

- With unemployment among participants at 59%, strengthening the Entrepreneurship drive will greatly support students and graduates’ entrepreneurship development. This will in turn support efforts in the implementation of entrepreneurship in the curriculum. The University should also interrogate the contributing factors to high unemployment number among its graduates.
- As the number of those studying further is very low at 21% at institutional level, the University should develop relevant advanced diplomas and postgraduate programmes to provide an articulation pathway for higher studies;
- The findings indicate that the majority of participants in the survey come mainly from the province of KwaZulu–Natal (99%). The University should therefore intensify its marketing effort with a focus on drawing a greater diversity of students from other provinces and the SADC region.
- Although overall the report shows that graduates were happy, 89%, with their experience in the University, the responses to the open-ended question indicates that the University should prioritise improvement in the area of infrastructure, WI-FI; lecture halls and reliable transport to give the students a conducive environment to succeed.

## **What some respondents have to say about the quality of education offered at MUT (Institutional)**

Graduates’ comments have been represented as written by the graduates with no changes:

- *According my knowledge MUT is the best varsity especially when it comes to learning gaining an experiment and it improves students from poor community with knowledge.*

- *MUT is the university that encourage students to strive for education.*
- *I think everything is perfect.*

# GRADUATE REPORT DASHBOARD [ENGINEERING PERFORMANCE]

Quality Management Directorate

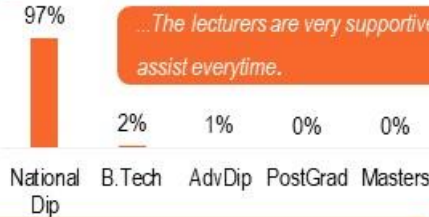
809 Graduates



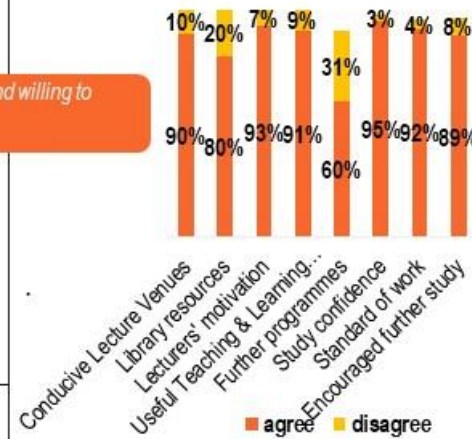
99% (801) Response rate

92% were satisfied with the overall study experience

### Qualifications Obtained



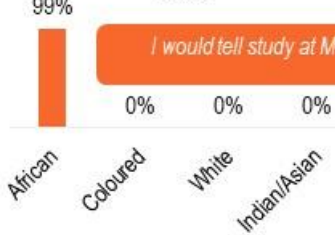
### Overall Learning Experience



### Overall Faculty Experience



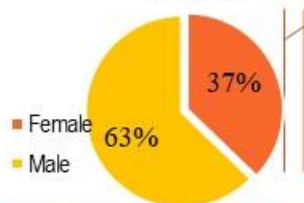
### Race



### Graduates' Occupation

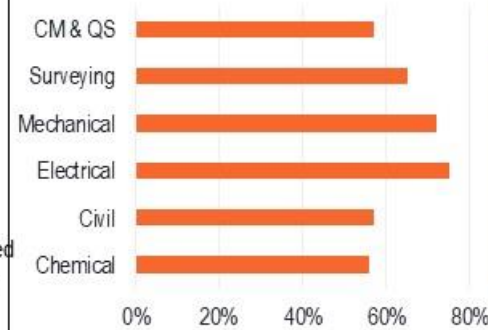


### Gender



According to myself MUT is doing fine but they should increase communication courses because 90% of students are ZULU tribes so every time they communicate using Zulu language and in the workplace they find it hard to communicate fluently with others

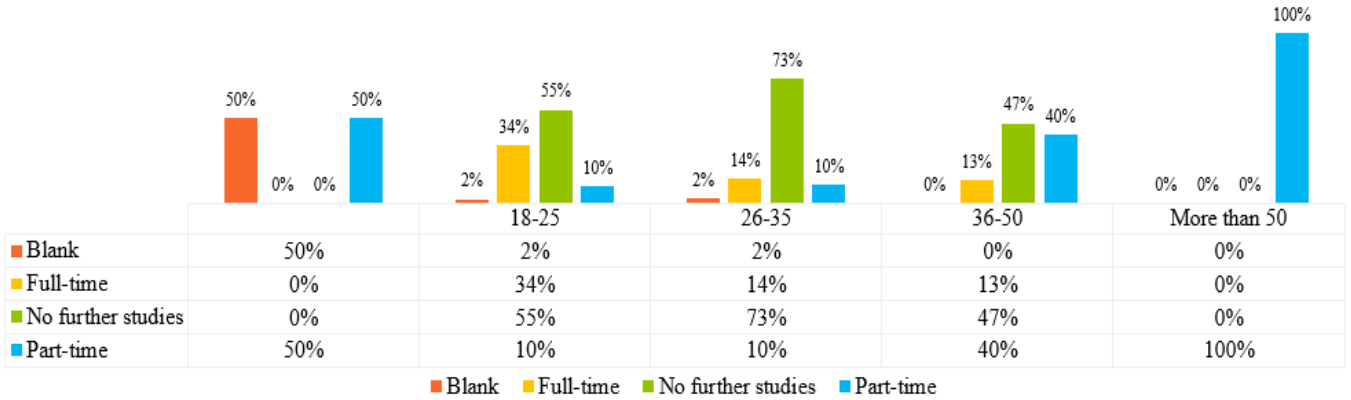
### Unemployment per field of study



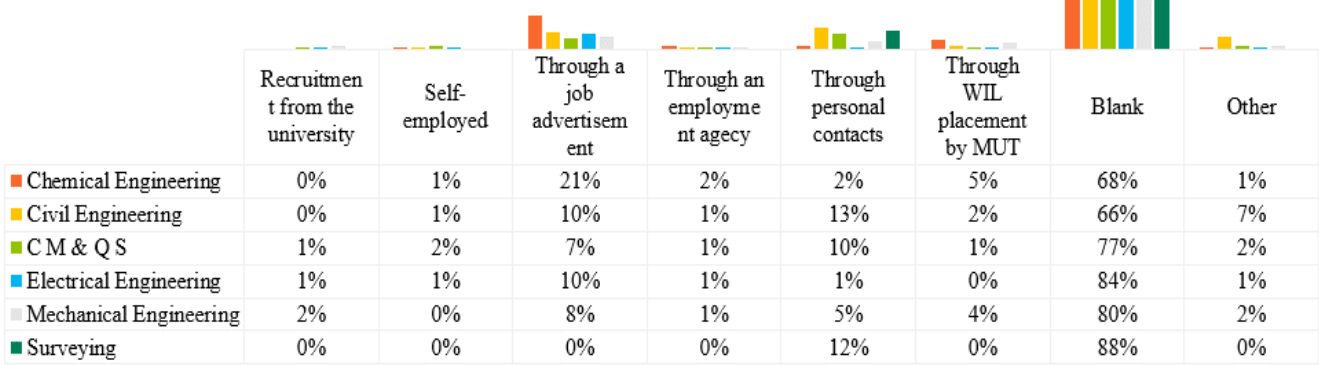
Blank denotes missing information, while graduates' comments and suggestions appear in the report unedited



### Age and further study in Engineering



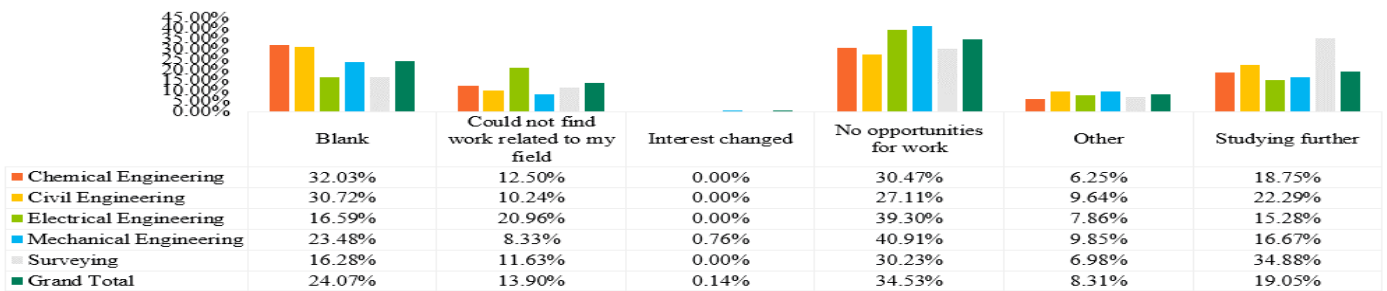
### Manner of recruitment in Faculty of Engineering



### Job relatedness to the field of study Engineering

- Of the employed graduates in the Faculty in 2020, 76% were in occupations related to their field of study, while 24% were in unrelated areas. In 2019, the figure of graduates in areas related to their field of study was 36%. This represents an improvement across the departments in the Faculty in 2020.

### Reasons for Unemployment in Engineering



In the Faculty of Engineering, of the 809 respondents, 99 % are African. Of the 809 respondents, 85% came from KZN. This represents about a 2% decrease compared to 2019 (87%). The graduates overwhelmingly

indicated that they were satisfied with their experience in the Faculty of Engineering programmes with a positive rating averaging 93% on the following variables: *“development of communication skills and confidence”* in 2020. In 2019, the average rating on the same variables was 95%, representing a decline of 2%. The graduates in all the Engineering disciplines indicated a negative perception rating of (above 10%) on the impact of the programme in stimulating a desire to study further. Only 8,5% of the respondents held the same view in 2019. Eighty-nine percent of the Faculty of Engineering respondents rated the category on *“the teaching and learning materials helped them in their studies”* as being helpful in their studies in 2020. This variable was rated 95% in 2019 indicating a decline of 6%.

### **Key Faculty of Engineering Findings**

Female graduates who participated in the survey in the Faculty constitute only 37% of the entire graduate population in 2020 in the Faculty of Engineering. Compared to 2019 (36%) and 2018 (37%),

- Unemployment stands at 62% among Engineering graduates in 2020, this is more than a 10% increase from the 2019 (50%) and 2018 (51%) figures.
- The Departments of Electrical and Mechanical Engineering have the leading unemployment rates in the Faculty, (72%) and (70%) respectively. The unemployment rate more than doubled from, 24,4%, in 2019 to 56% for respondents in Chemical Engineering.COVID-19 could be a factor;
- The single biggest reason for unemployment in 2020 is cited as *“No opportunities for work”*, followed by *“Could not find work related to my field”*. These same reasons were also prominent in 2019 and 2018;
- The graduates studying further from the Faculty are 15%. This is 6% more than in 2019 which was (9%);
- More than 88% of the graduates indicated that they would recommend the Faculty of Engineering to prospective students; and
- 92% of the graduates were satisfied with the overall study experience.

### **Recommendations**

- The University should introduce programmes to attract and support female engineering students, furthermore the faculty should probe the graduation rate versus the intake of female students as well as time to graduation to fully understand the low percentage of females who graduate;
- With the high unemployment rate of 62% among engineering participants of the study, it is recommended that the entrepreneurial effort that the University has embarked upon has to be extended to the Engineering faculty. It is further recommended that the University interrogate the reasons for the graduates' unemployment status and look for interventions to improve graduates' employability;

- The departments should consider developing advanced and postgraduate diploma qualifications to provide articulation pathways for those that would like to further their studies. This will bode well for the Faculty and University.

### **What some respondents have to say about the quality of education offered at MUT (Faculty of Engineering)**

Graduates' comments have been represented as written by the graduates with no changes:

- *I would tell study at MUT that person real love electrical engineering and MUT is the best in Engineering*
- *The quality of education offered at Mangosuthu pertaining Civil Engineering specially is very good. The lecturers are very supportive and willing to assist every time.*
- *According to myself MUT is doing fine but they should increase communication courses because 90% of students are ZULU tribes so every time they communicate using Zulu language and in the workplace they find it hard to communicate fluently with others.*

# GRADUATE REPORT DASHBOARD [Faculty Management Sciences]

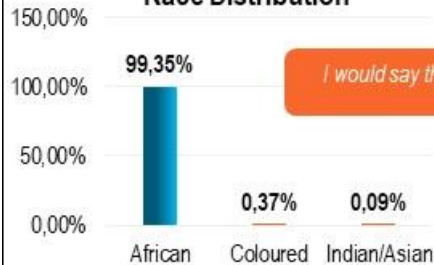
Management Directorate

1279 Graduates

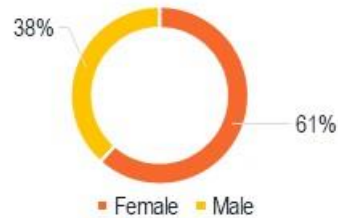


56% (722 respondents)

## Race Distribution

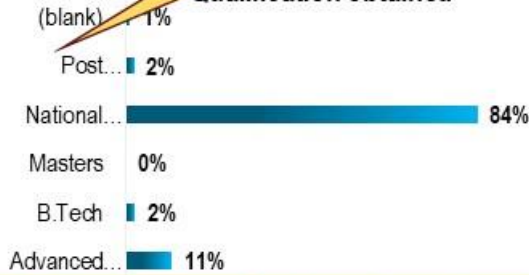


## Gender



More than 85% of the respondents would recommend MUT

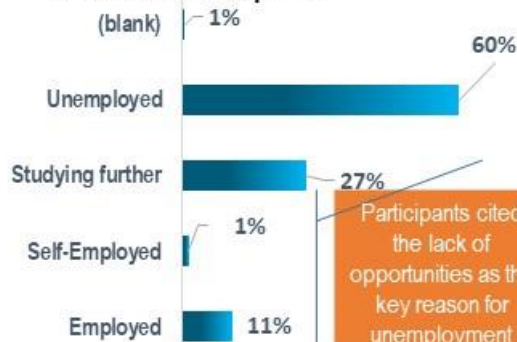
## Qualification obtained



90% were satisfied with the overall study experience

I would say the quality of education is on point, the only thing they must improve in is online learning

## Graduates' Occupation

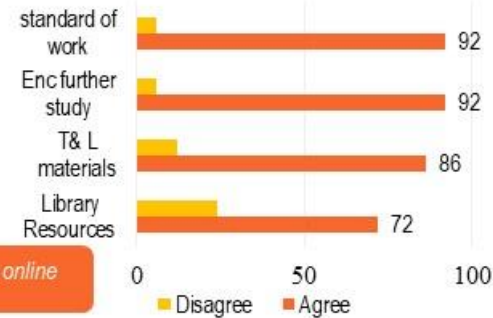


Participants cited the lack of opportunities as the key reason for unemployment

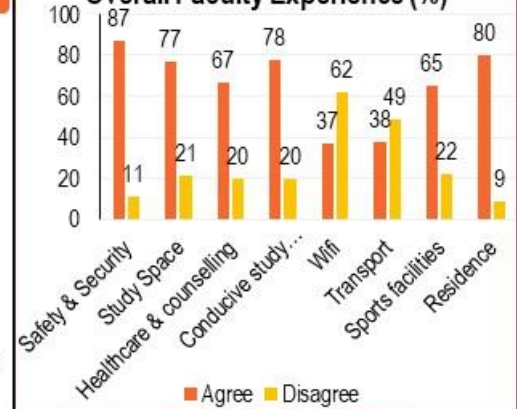
I would say the quality of education is on point, the only thing they must improve in is online learning

## MUT have best accounting lectures

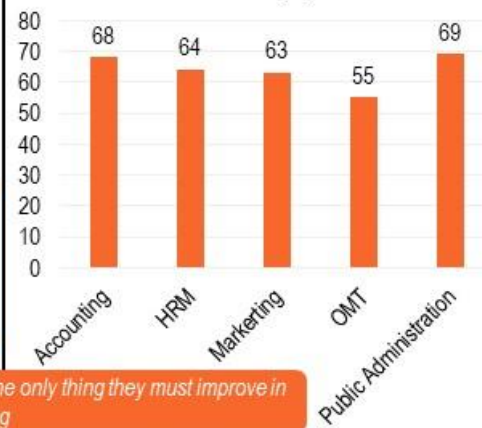
### Overall Learning Experience (%)



## Overall Faculty Experience (%)



## Unemployment per field of study (%)



\*Blank denotes missing information while graduates' comments and suggestions appear in the report unedited

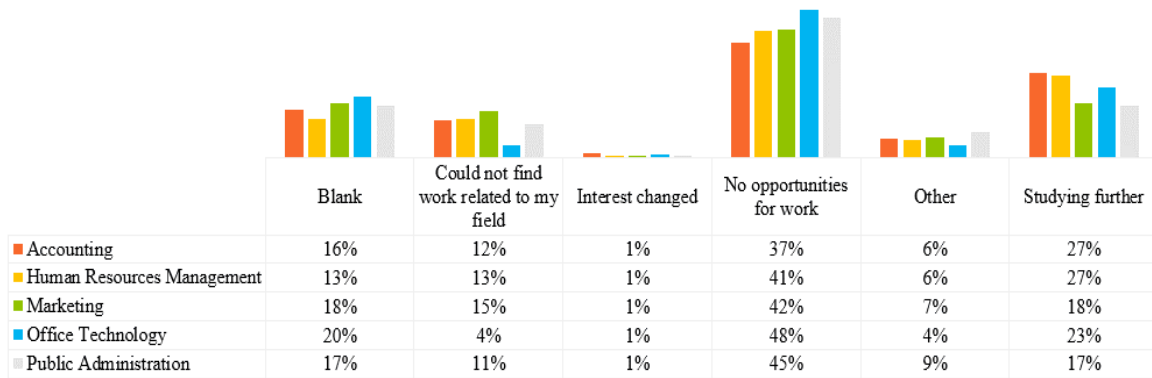


Job relatedness to the field of study

FMS

- About 88% of employed graduates in the Faculty were engaged in work related to their field of study in 2020. The balance of the graduates (12%) were employed in areas unrelated to their field of study. The 2019 respondents in occupations related to their field of study were 11% and this figure improved by 8 times in 2020.

Reasons for Unemployment in Management Sciences



## **Key Faculty of Management Sciences Findings**

- Unemployment stands at 64% in the Faculty in 2020, while in 2019 and 2018 it was 69% and 84% respectively showing a marked decrease in unemployment. This could be attributed to the COVID-19 pandemic;
- The average employment rate is 11% in 2020. In 2019, the Faculty recorded 13% employment rate while in 2018 it was 14%;
- The lack of opportunities was given as the biggest single reason for the graduates' unemployment status in the Faculty. This has also been the same reason proffered in the past two years;
- There was a significant increase in the 2020 respondents who are engaged in further study, 27%, compared to the 2019 average of 16%;
- The Department of Public Administration and Economics and Department of Accounting and Law have the leading unemployment rates in the Faculty in 2020 at (69%) and (68%) respectively
- Of those who participated in the survey,86%, indicated that they would recommend the Faculty to prospective students and ,90%, were satisfied with the overall study experience.

## **Recommendations**

- The low level of unemployment is a great concern. The faculty should undertake a study to determine the factors driving the high rate of unemployment;
- While the improvements in the graduates who are studying further is noted, the Faculty should still continue to increase the numbers of students who are studying further by developing programmes that will provide opportunities for graduates to further their studies.

## **What some respondents have to say about the quality of education offered at MUT (Faculty of Management Sciences)**

Graduates' comments have been represented as written by the graduates with no changes:

- *MUT have best accounting lecturers.*
- *I would say the quality of education is on point, the only thing they must improve in is online learning.*
- *Continue with good work and improve WI-FI.*

# GRADUATE REPORT DASHBOARD [Faculty Natural Sciences]

Quality Management Directorate

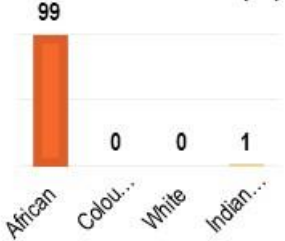
451 Graduates



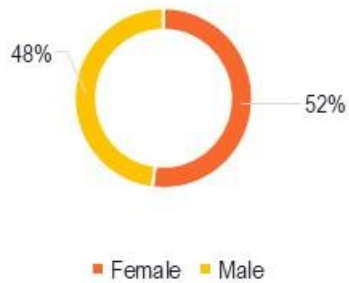
86% were satisfied with the overall study experience

63% (~284 respondents)

Race distribution (%)



Gender

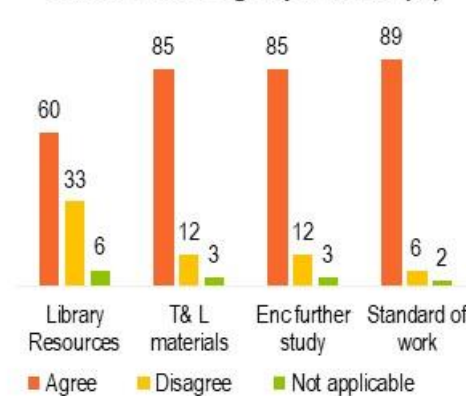


Qualifications Obtained

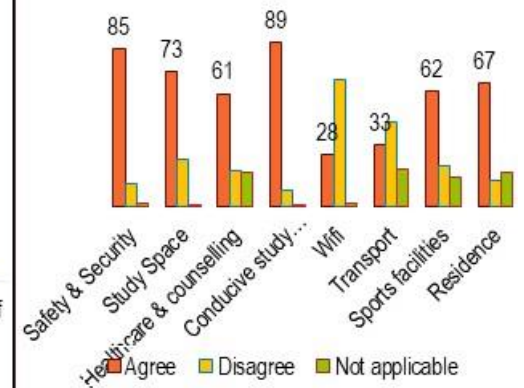


Respondents highlighted the lack of opportunities as the leading reason for their unemployment

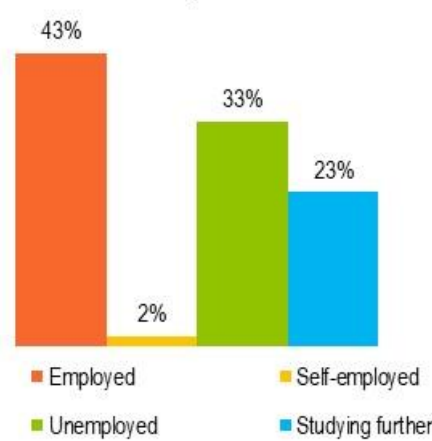
Overall Learning Experience (%)



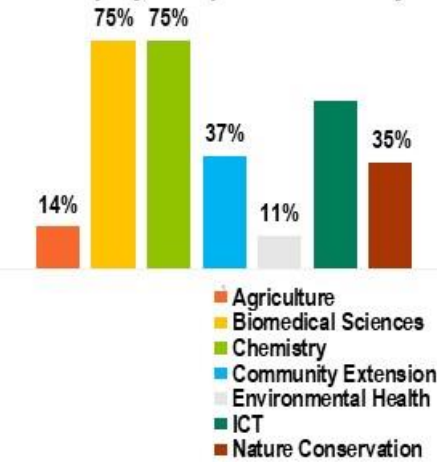
Overall Faculty Experience (%)



Graduates' Occupation



Unemployment per field of study



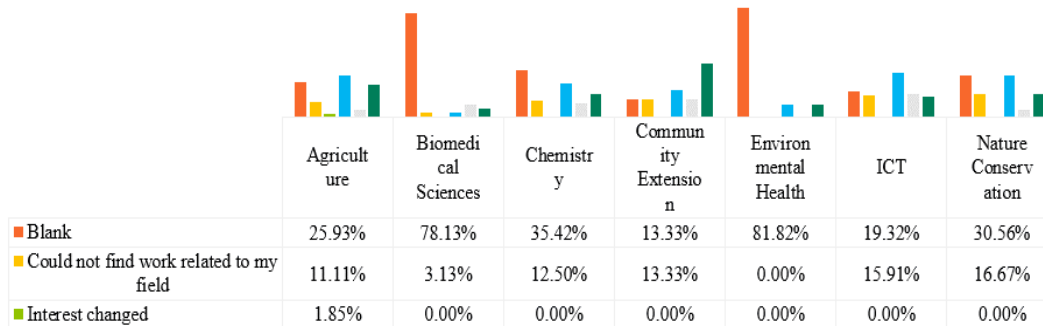
\*Blank denotes missing information

### Job relatedness to the field of study

FNS

All the respondents in the Faculty who reported being employed in 2020, 63%, were in fields related to their field of study while 37% were in unrelated fields. In 2019, 28% of the employed graduates were engaged in fields related to their study area. There was improvement across all the fields of study in the Faculty.

### Reason for Unemployment Natural Sciences



23

There were 284 respondents from the Faculty of Natural Sciences. Of these respondents 82% came from KZN. There is a notable improvement (5%) from other provinces compared to 2019 when 87% of the graduates came from KZN.

### Key Findings in the Faculty of Natural Sciences

Overall, the Faculty recorded a 50% unemployment rate in 2020 while in 2018 and 2019 it was 63% and 51% respectively;

- In three consecutive years, 2018-2020, the Faculty attracted more female students than male students, 52% in 2020 and 54% in both 2018 and 2019;
- The Faculty registered an employment rate of 27% in 2020 compared to 31% in 2019 and 31% in 2018. A decline of 4%;
- The single biggest reason for unemployment at 50% in 2020 is cited as *“No opportunities for work”*, followed by *“Could not find work related to my field”*;
- The ICT department registered the highest number of unemployed graduates at 72% in this graduate report in the Faculty in 2020;
- The number of participants in the faculty who are studying further is 23%; and

- About 62% of the participants in the Faculty indicated that they would recommend MUT as a University of choice to study at while 86% were satisfied with the overall study experience.

### **Recommendations**

- As the limited number of post-diploma qualifications could be a contributing factor to the number of graduates who are studying further, it is recommended that the Faculty intensifies the development of new programmes to provide study opportunities for graduates;
- Although overall the report shows that in the Faculty graduates were happy with the teaching and learning experience, the University should prioritise improvement in the area of infrastructure, WIFI; adequate lecture halls and reliable transport to give the students a conducive environment to succeed.
- Entrepreneurship development should be strongly considered as a key curriculum feature in all the programmes in the Faculty.

### **What some respondents have to say about the quality of education offered at MUT (Faculty of Natural Sciences)**

Graduates' comments have been represented as written by the graduates with no changes:

- *It really good so far, I haven't see any wrong experience, I'm in good hands.*
- *Thank you MUT you have made me, will forever be grateful.*
- *Had a wonderful time in the institution, I'll come back for future study.*

## **More views from respondents on improving the quality of education offered at MUT Institutional**

Excerpts from some students' comments have been included. The data is presented as documented by students without change.

- *They need to change some of the workers that are helping students. Some workers are rude.*
- *It needs to upgrade its IT systems and hire staff that has a more positive attitude towards students*
- *Work on their system. While I was studying there the process of registering was very tiring while it would have been easier if one could do it at the comfort of their home without complications*

## **Faculty of Engineering**

- *They can improve by adding an advanced diploma course for almost every field which needs it, especially the Engineering department.*
- *On behalf of my course Mechanical engineering they must provide tutors for such major modules and the dean must have a lookout if the lectures do their work properly by regulating pass average to such modules and for us as graduates we find it difficult to find jobs due to the lack of support of looking for us appropriate in-service trainings and Its clearly co-op is failing us or they must raise their standards and cooperate with companies. Putting students on training centre's does allow them to explore as much as they can in their field and it's doesn't give them an opportunity to develop themselves in the field.*
- *With regards to theoretical part of study (S1-S4), I am happy, satisfied and I won't complain. But when it comes to helping students get WIL or in-services training, the University is not doing great with that. I know a lot of students that I studied with and completed in time but they are not graduating because of that. To be honest MUT is our only hope, and we worked extremely hard to achieve our goal only to stay at home due to not getting WIL. It's truly painful I won't lie, one of my closest friend is sitting at home, and we always had a conversation of how are we going to look like during the graduation ceremony and making our parents happy. Taking pictures together and etc. But unfortunately that won't have happened. Can the University please look into that, I'm aware it's not easy but it is possible. Thank you so much for giving me the opportunity to study at MUT.*

## **Faculty of Management Sciences**

- *Education is not the problem but the system used is kind of outdated*
- *Please introduce other fields. Most of the graduates are transitioning to logistics, supply chain, business administration etc. please add those faculties. The learning environment is high schoolish can we get a varsity experience where lecturers are more rigid. Lastly, as a university of technology can MUT enhances eLearning platforms.*
- *Education is fast paced and it would be great if our beloved institution would revisit curriculums of certain departments. Enforce ethics and principles to ensure students produce high quality work which will enable them to be the ultimate choice for companies that seek top talent.*

## **Faculty of Natural Sciences**

- *More practical work and field trips must be introduced especially in the faculty of Natural Science other than that MUT study material is on a league of its own.*
- *By improving their WIFI accessibility it was too weak*
- *In field of agriculture, there should be a farm or something for adequate training in practicals. Also the recruitment of sufficient lectures per department. Complaints and requests of students must be attended and handed back solution in time.*

## **CONCLUSION**

The 2020 Graduate Survey provides significant information which could be used for University planning - the improvement of the University provision and infrastructure The report will be provided to the relevant University stakeholders to develop improvement plans for areas that are indicated as requiring development to facilitate fulfilling the University mandate from the perspective of the former students for their relevant areas. The report and its limitations notwithstanding should serve as a framework for reflection for all who are involved in helping the University achieve its strategic objectives and mandate.



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