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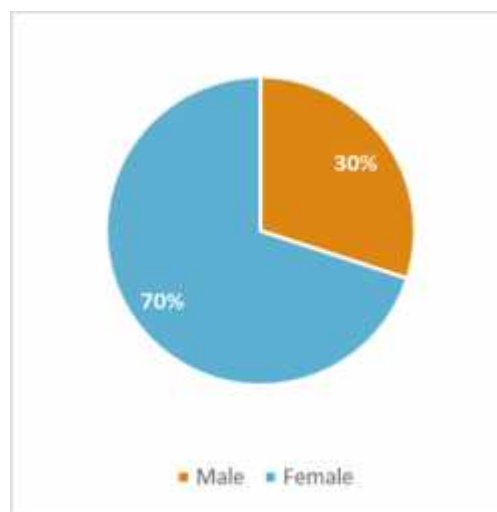
Faculty of Medicine

Student Survey Analysis

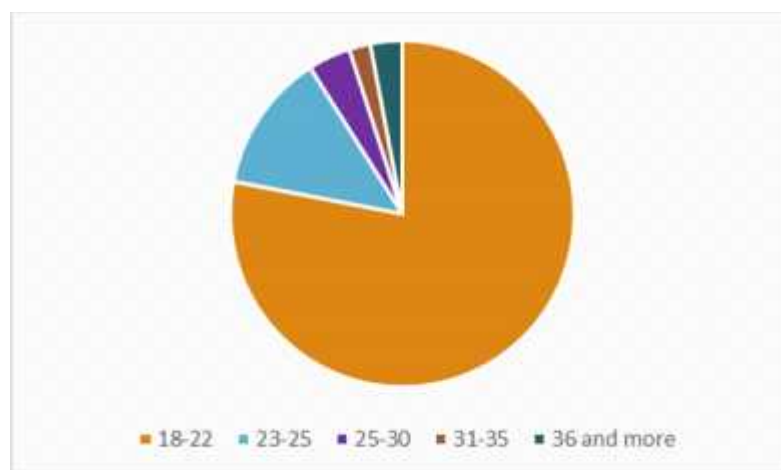
2019-2020 Academic Year

The main objective of the student survey was to determine the rate of satisfaction with the quality of education received at the university and to evaluate various services. The research method was an online survey. The research tool was a quantitative research questionnaire.

A total of 223 students participated in the survey, most of whom were female (70%).



Most of the respondents (78%) were students in the age rate of 18-22 years. Fifteen students of the Master's Programme and 12 students of PhD Programmes participated in the survey.



Awareness and Information Sources

Students had to name what main sources of information they used concerning the following issues:

- The process of education at the University;
- Existing scholarships and exchange programs;
- Various benefits related to the payment of tuition fees;
- Educational, cultural and sporting events at the University.

The survey revealed that the most important among the main sources of information needed for students is the TSU website, which in the followed articles was followed by e-mail, LMS account, administration of the faculty, or other students.

It is worth noting that, compared with this year's survey, the significance of the TSU website as the main source of information for students has increased.

However, getting ranked information on the following issues remains a problem:

1. Various benefits related to the payment of tuition fees;
2. Existing scholarships and exchange programs;
3. Educational, cultural and sporting events at the University.

Assessment of Educational Processes

Students had to assess the educational process by the different components (see table), according to the agree-disagree type Likert response scale, where 1 means where 1 indicated "strongly disagree" and 5 stood for "agree completely", while 6 indicated a lack of the information needed for the assessment.

The survey revealed that the provisions stated below received the lowest rating, which means that the students completely disagree with them in terms of ranking:

1. There is a sufficient number of research laboratories;
2. The arrangement of foreign language rooms (for example appropriate facilities for listening and speaking activities) is quite acceptable;
3. Modern technologies are actively used in the educational process;
4. Practical courses are well organized; their goals, objectives, and content correspond to the students' needs;
5. The schedule of lectures is well arranged.

Whereas, the following provisions received the highest rating, which means that the students completely agree with them in terms of ranking:

1. Career planning services of the University are effective;
2. The University provides funding/co-funding for participation of the students in various projects;
3. The University offers internship/practice opportunities.

The study identified the following most problematic trends:

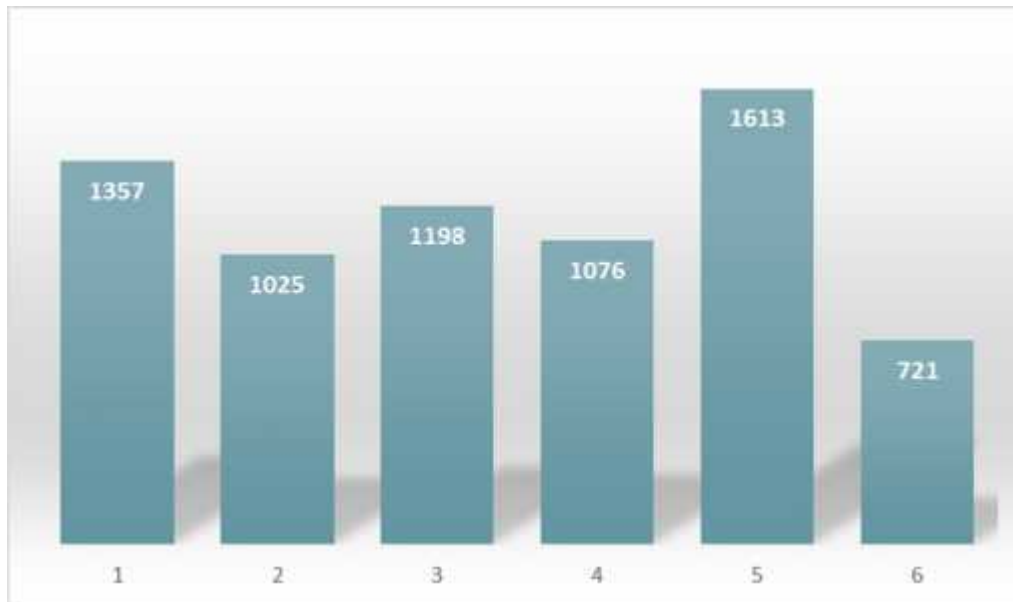
4. The hours of practical training should be increased;
5. The arrangement of foreign language rooms (for example appropriate facilities for listening and speaking activities) is quite acceptable.

Partially, direct opposite results were obtained from the research. Therefore, carrying out an in-depth survey at a later stage is needed.

The schedule of the lectures (table) is well distributed	56	42	57	39	34	5
An adequate number of credit hours are assigned to the most important courses for my specialty	51	45	52	29	48	8
It is necessary to increase the hours of theoretical courses	54	37	46	30	52	14
It is necessary to increase the hours of practical training	19	18	28	27	97	44
Theoretical courses are well arranged, their goals, objectives, and content are in line with students' needs	28	41	45	49	62	8
Practical courses well organized, their goals, objectives, and content correspond to the students' needs;	56	35	41	40	51	10
The competence of the lecturer is relevant for the high quality of education	26	17	42	49	77	22
Lecturers are ready for counseling and supporting the students	26	27	46	43	69	22
Educational materials are relevant for high-quality education	50	33	44	46	50	10
Modern technologies are actively used in the educational process	61	46	40	45	32	9
The technical facilities of the lecture halls (infrastructure) is adequate for high-quality education	52	50	42	40	39	10
There is a sufficient number of research laboratories	78	48	33	24	20	30
The quality of research laboratories (arrangement, facilities, etc) is completely acceptable.	68	45	35	29	21	35
The arrangement of foreign language rooms (for example appropriate facilities for listening and speaking activities) is quite acceptable;	73	41	37	19	24	39
The infrastructure of the University (for example lecture halls, recreation areas, etc.) is well-ordered, properly organized.	42	57	49	41	33	11
Information about educational programs and training courses is public and available to the student	34	35	34	54	65	11
The LMS service of the University	44	41	49	37	53	9

is effective						
Information on the forms of assessment, components, and criteria is available to students.	34	33	36	46	71	13
The student grading system is fair and transparent.	42	30	39	44	66	12
Exams are well organized	43	24	42	38	72	14
Additional educational, cultural and sporting events are actively held at the University	46	33	45	34	41	34
The University promotes the involvement of the students in international projects	51	32	37	26	53	34
The University provides funding/co-funding for participation of the students in various projects;	40	25	34	23	50	61
Information on career planning services at the University is available	52	29	26	32	47	47
Career planning services of the University are effective	58	25	32	24	32	62
The University offers internship/practice opportunities.	51	30	29	26	38	59
The knowledge gained at the University corresponds to the requirements of the modern labor market	29	31	43	40	70	20
The knowledge gained at the University allows moving to the next level of education	21	26	48	38	88	12
The University protects the students' right	39	29	41	32	72	20
The University offers a variety of student support services (Flexible tuition payment system, etc.)	33	20	26	32	86	36

The number of neutral answers in the survey was 1198 and 721 respondents did not give an answer, while 2382 of the answers were negative and 2339 positive.

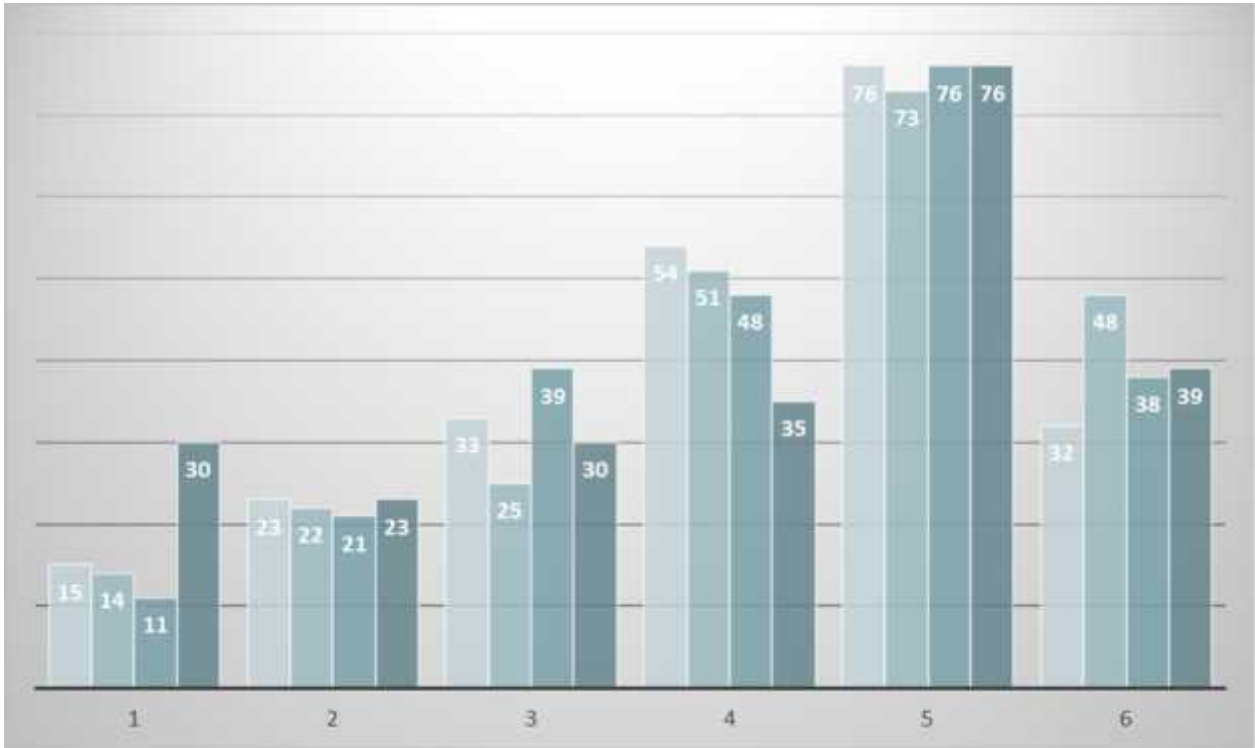


Satisfaction with Various Services

Rate of satisfaction with library resources and services

Students were asked to rate satisfaction with the various components (see table), on a 5-point Likert scale, with 1 indicating "very dissatisfied" and 5 indicating "very satisfied", while in case the lack of the information needed for the assessment 6 was to be selected.

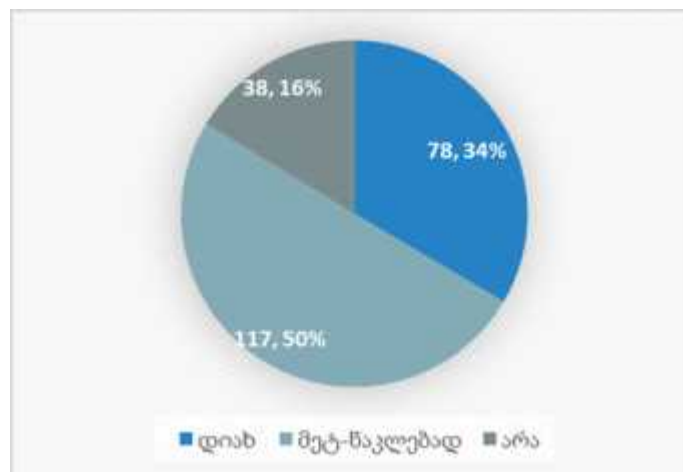
Students' satisfaction with various resources and services of the library was evaluated positively, which is higher than in the previous year.



Rate of satisfaction with the level of obtained education

Question: Do the results of education obtained at the University meet your expectations?

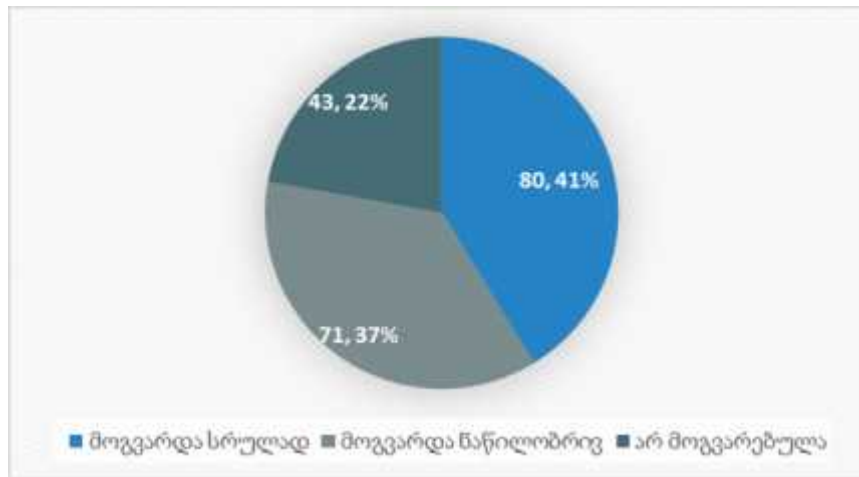
According to the survey, 87.4% of the respondents are satisfied with the level of education received by students at the University.



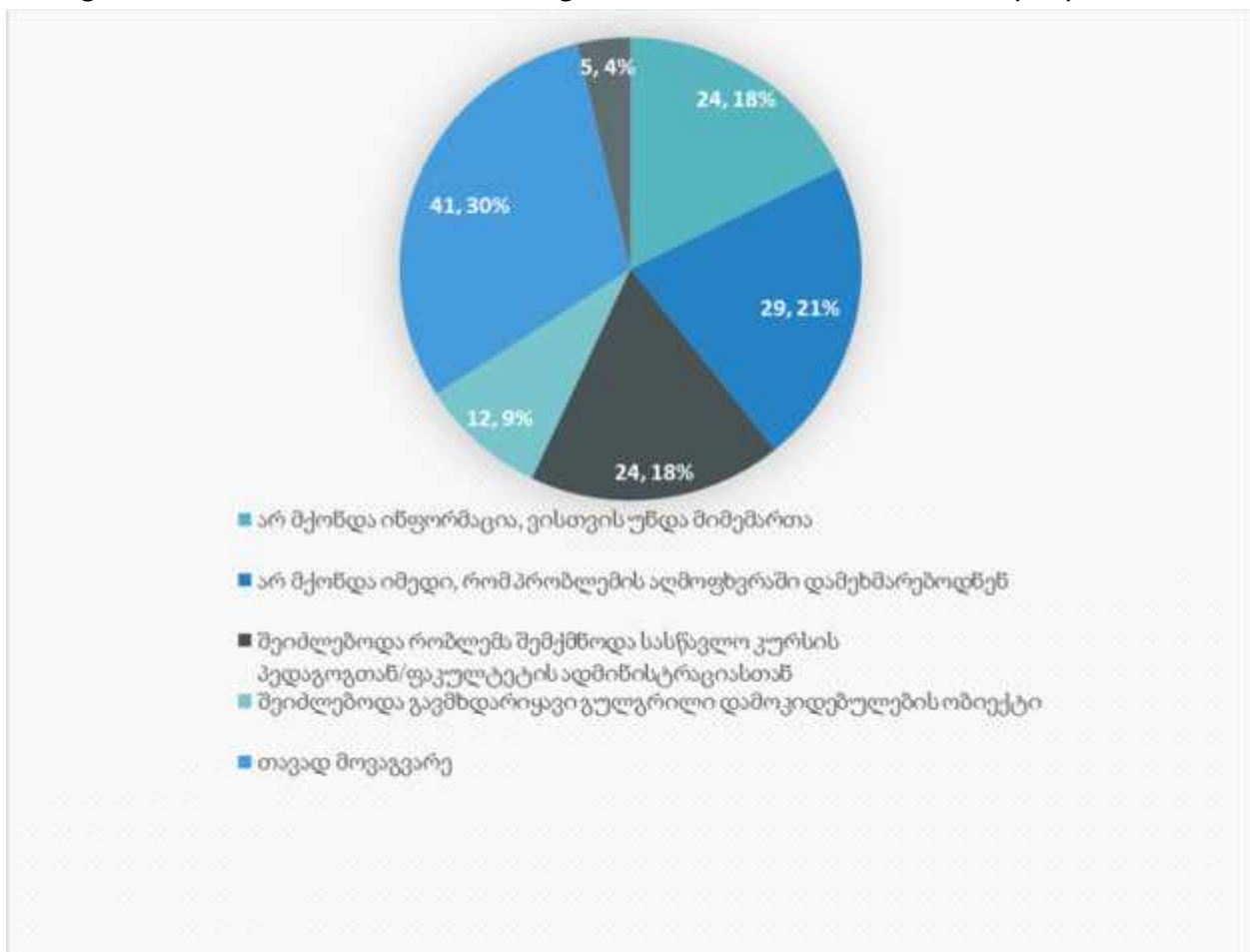
The students indicated that in case of any problems aroused in the process of learning, they would mainly refer to the representative of the Dean's office of the faculty or the lecturer of the course.

Students addressed the Department of Management of Training Processes and other/fellow students equally.

The problem was completely solved for 80, 41% students and partially for 71, 37% students.



The reasons for not applying for the relevant services by the respondents were distributed among the different answers, with the largest share on the answer "solved by myself". (29,21%)



Students are most familiar with the procedures for conducting examinations, acknowledgment of credits, rules for obtaining, suspending and terminating student status from the University regulations, rules, documents, and procedures.

They are the least familiar with the TSU statute, provisions of academic honesty, and code of ethics.

Level of satisfaction

Despite these problems, the attitude towards the University/its environment generally is more positive. The majority of respondents suggested other students go to the TSU (68.1%).

It is noteworthy that, compared to the previous year, the level of satisfaction tends to be increased.