



Student Service Satisfaction Questionnaire

1. Please rate how satisfied you are with these statements? (Please rate it on a 5-point scale where the digit "1" indicates very dissatisfied and the digit "5" very satisfied)

(Enter points) _____

Questions	very satisfied	satisfied	Mostly satisfied	dissatisfied	very dissatisfied
With the knowledge acquired at the university					
With faculty					
With specialization					

2. Do the results of your university education match your expectations?

1. Yes
2. more or less
3. No

3. Do you think that

	Yes	Partially	No
The knowledge gained at the university corresponds to the requirements of the modern labor market.	1	2	3
With the knowledge gained at the university you will be able to move on to the next level of study.	1	2	3
Please indicate what you consider to be a strong part of your university education.			
Please indicate what you see as the weakness of university education.			

4. In general, how do you evaluate the organization of learning process (teaching management) at the university? (Please rate it on a 5-point scale where the digit "1" indicates a very low level and the digit "5" indicates a very high level)
(Please indicate point) _____

5. Basically, how do you get the information you need? (Note: multiple answers can be indicated in each column).

	About the learning process at university	About existing scholarships and exchange programs	About the various benefits associated with paying tuition fees	About cognitive, cultural and sporting events at the university
Via webpage of university	1	1	1	1
Vie e-mail or SmS/LMS account	2	2	2	2
From faculty administration	3	3	3	3
From university administration	4	4	4	4
From other students	5	5	5	5
From professors an teachers	6	6	6	6
other (Please indicate) _____ _____	7	7	7	7

6. Please indicate whether you agree with the following statements: (Note: Please, mark only 1 answer for each statement)

	Totally disagree	disagree	More or less agree	Agree	Fully agree
The lecture schedule (table) is well distributed.	1	2	3	4	5
The hours of the most important training courses for my specialty are quite enough.	1	2	3	4	5
It is necessary to increase the hours of theoretical lessons.	1	2	3	4	5
Practical training hours should be increased.	1	2	3	4	5
The quality of teaching in each course is high.	1	2	3	4	5
Theoretical lessons are well organized, its goals, objectives and content are in line with students' needs.	1	2	3	4	5
Lecturers are ready to advise and support students.	1	2	3	4	5
Modern technologies are actively used in the teaching process.	1	2	3	4	5

There are enough laboratories.	1	2	3	4	5
The quality of the laboratories (arrangement, inventory, etc.) is fully acceptable.	1	2	3	4	5
Information about educational programs and courses is publicly available for students.	1	2	3	4	5
I am informed about the forms and components of evaluation.	1	2	3	4	5
The student evaluation system is objective and transparent.	1	2	3	4	5
I am content with the organization of exams.					
Setup of foreign language cabinets (e.g. technical equipment for listening and speaking exercises, etc.) is perfectly acceptable.	1	2	3	4	5
Additional cognitive, cultural and sports activities are actively held at the university.	1	2	3	4	5
Satisfied with university infrastructure (e.g. auditoriums, recreation areas, etc.)	1	2	3	4	5
The university promotes student involvement in international projects.	1	2	3	4	5
I am involved in the evaluation of the program implementation.	1	2	3	4	5
University career planning services are available and effective.					
There are internship / internship opportunities at the university.	1	2	3	4	5
The university protects students' rights.	1	2	3	4	5
The university carries out various student support activities (e.g. flexible tuition payment scheme, etc.)	1	2	3	4	5
The university provides funding / co-financing for student participation in various projects	1	2	3	4	5

7. Do you think you that .. (Note: 1 or 2 answers are possible)

1. The duration of any training course should increase. (Please, indicate which subject) _____
2. The duration of any training course should be reduced (Please, indicate which subject) _____
3. The duration of all training courses is satisfactory.

8. How satisfied are you with the resources and services of the University Library?

	Very unsatisfied	unsatisfied	More or less satisfied	Satisfied	Very satisfied
Library of scientific literature (books)	1	2	3	4	5

Library of Scientific Electronic Literature	1	2	3	4	5
Foreign language literature	1	2	3	4	5
Georgian Literature	1	2	3	4	5
Possibility to borrow books	1	2	3	4	5
Other (Please specify) _____	1	2	3	4	5

9. Are you planning to continue your studies? (Note: more than 1 answer possible)

1. Yes, I plan to continue my studies at the same university.
2. Yes, I plan to continue my PhD studies at the same university.
3. I plan to continue my studies at another University of Georgia.
4. I plan to continue my studies abroad.
5. I haven't decided yet.

10. Have you used the Career Support Center service?

1. Yes (Please, indicate regarding what issue) _____
2. No (Go to Question N12)
3. I have no information about these services (Go to Question N12)

11. How satisfied are you with the Career Support Center service? (Please rate it on a 5-point scale where the digit "1" indicates very dissatisfied and the digit "5" very satisfied)

(Enter points) _____

12. Please name a major problem for you while studying at university? (Note: More than 1 answer is allowed. Please, indicate priorities with a three-point scale, where 1 is most important and 3 less important)

	1	2	3
Clumsy table for students			
Insufficient time (hours) is devoted to the disciplines needed for our specialization.			
Unnecessary subjects are taught in our specialization.			
Practical lessons are not enough.			
Theoretical lessons are more than enough, compared to the practical ones.			
The quality of teaching of some courses is not very high.			
The organization of exams (e.g. time, place, etc.) is not satisfactory.			
Information technologies are not sufficiently used in the teaching process.			
Teaching takes place with outdated curricula and literature.			

University SMS service is not functioning well.			
After winning the international project (s), the university gave me an unjustified refusal to co-finance.			
The university does not promote successful students.			
Lack of internships / opportunities			
Other (Please, indicate) _____			

13. While studying at university, if any of the above problems occur, did you ask for help ... (Note: more than 1 answer is possible).

1. Department of Training Process Management (Go to question 15)
2. Quality Assurance Service (Go to question 15)
3. Department of Science (Go to question 15)
4. Examination Center (Go to question 15)
5. Department of Information Technology (IT) (Go to question 15)
6. Representative of the Faculty Dean Office (Go to question 15)
7. Teacher of any subject (Go to question 15)
8. Other students/groups (Go to question 15)
9. Student Self-Government(Go to question 15)
10. I did not address anyone.

14. Question No. 14 is answered only by respondents who answered Question 13 No. 10 - "I did not address anyone". Why did not ask for help if you had a problem?

1. I had no information to whom to contact.
2. There was no point for asking for help./I didn't hope they would help me with the problem.
3. There may be a problem with the course teacher / faculty administration.
4. I solved the problem by myself.
5. Because of bad experiences (e.g. I experienced cynical, disrespectful attitude towards opinions of students from university/faculty administration)
6. Other (Please, indicate) _____

14. Question N15 is answered only by respondents who answered Question 13 from N1 to N9. Has the problem been solved that you asked the university to solve?

1. Resolved fully
2. Partially resolved
3. Not resolved

16. Please list up to three of the most important issues (problems) that you think should be addressed first and foremost at the university.

1. (Please, indicate) _____
2. (Please, indicate) _____

3. (Please, indicate) _____

17. In your opinion, how the following aspects of university life have improved or deteriorated over the past 1 year?

	Greatly improved	More or less improved	Remained the same	More or less deteriorated	Too much deteriorated	I have no information
Quality of education	1	2	3	4	5	6
Qualification of teachers	1	2	3	4	5	6
Work of university administration	1	2	3	4	5	6
The work of the Dean of the Faculty	1	2	3	4	5	6
Library Resources (Digital, Books)	1	2	3	4	5	6
Use of information technologies in the learning process	1	2	3	4	5	6
Condition of the laboratories	1	2	3	4	5	6
Condition of foreign language cabinets	1	2	3	4	5	6
Cultural and sports life	1	2	3	4	5	6
University prestige	1	2	3	4	5	6
Employment prospects for university students	1	2	3	4	5	6
Organization of learning process	1	2	3	4	5	6
Organization of exams	1	2	3	4	5	6

18. How well do you know the following documents / procedures:

	I don't know at all	I barely know	I more or less know	I know well
TSU Charter	1	2	3	4
Code of Ethics	1	2	3	4
TSU rules of procedure and disciplinary liability rules	1	2	3	4
Rules for obtaining, suspending and terminating student status	1	2	3	4
Credit recognition rule	1	2	3	4
Mobility rules	1	2	3	4
Examination procedure	1	2	3	4
Norms of academic integrity	1	2	3	4

19. If you were a school leaver, would you still enroll at Tbilisi State University?

1. Yes
2. No
3. I don't know

20. Would you recommend other school leaver(s) to enroll in Tbilisi State University?

1. Yes

2. No.

3. I don't know

Demographic Part:

D1. Age (please indicate) _____

D2. Gender (please indicate) _____

D3. Faculty (please indicate) _____

D4. Step (please indicate) _____

D5. Course (please indicate) _____

Thank you very much for cooperation!