



# Ivane Javakhishvili Tbilisi State University

## Student Service Satisfaction Questionnaire

1. The main sources of receiving information regarding the issues related in the first row of the table are the following (*note: please, check the appropriate box. Several answers can be selected in each column*):

	University website	Email or LMS account	Faculty administration	University administration	Other students	Professors and lecturers	I have not received information
Regarding university learning process							
Regarding existing scholarships and exchange programs							
Regarding various benefits associated with paying the tuition fees							
Regarding cognitive, cultural and sport events at the university							

2. With regard to the presented provisions (use a five-point scale for evaluation, where 1 means "completely disagree", and 5 – "completely agree". In case of absence of information necessary for evaluation, select the answer - 6):

	Completely disagree 1	Disagree 2	More or less agree 3	Agree 4	Completely agree 5	I have no information 6
The lecture curriculum is well-scheduled						
Adequate hours are dedicated to the most important training courses for my profession						
It is necessary to increase the hours for theoretical lessons						
It is necessary to increase the hours for practical lessons						
Theoretical lessons are well-organized; its goals, objectives and content are in line with the student needs						
Practical lessons are well-organized; its goals, objectives and content are in line with the student needs						
The competence of the lecturer is relevant to the high-quality teaching						
The lecturers are ready for student counselling and support						

Learning materials are relevant to high-quality teaching						
New technologies are actively used in the teaching process						
Technical equipment for auditoriums (infrastructure) is adequate to the high-quality teaching						
Research laboratories are sufficient						
Quality of research laboratories (arrangement, inventory, etc.) are completely acceptable						
Arrangement of foreign language cabinets (e.g. relevant equipment for listening and speaking activities) is quite acceptable						
University infrastructure (e.g. auditoriums, recreation areas, etc.) is well-arranged, properly organized						
Information regarding educational programs and						

training courses is available and public for students						
University LMS service is effective						
Information regarding the assessment forms, components, and criteria is available to students						
Student assessment system is objective and transparent						
Exams are well-organized						
Additional cognitive, cultural and sports activities are actively held at the university						
University promotes student involvement in international projects						
University ensures financial assistance / co-funding for student participation in various projects						
Information regarding career services existing in the university is available						
Career planning						

services existing in the university are effective						
Internship opportunities exist at the university						
Knowledge gained at the university corresponds to the requirements of the modern labor market						
With the knowledge gained at the university you will be able to move on to the next level of study						
University preserves the rights of the students						
University has various student support services (flexible tuition payment system, etc.)						

**3. How satisfied are you with the university library resources and services?**

	Very dissatisfied 1	Dissatisfied 2	More or less satisfied 3	Satisfied 4	Very satisfied 5	I have no information 6
Library is full of scientific literature (with books as well as electronic materials)						
Library is full of foreign-						

language scientific literature						
Library is full of Georgian scientific literature						
Library has a flexible system for the use of materials (taking books out of the library, etc.)						
Other (write down) _____						

**4. Overall, do the results of your university education fit your expectation?**

1. Yes
2. More or less
3. No

**5. Please, list maximum three most important issues (problems), which, in your opinion, should be addressed first and foremost at the university.**

1. (Write down) \_\_\_\_\_
2. (Write down) \_\_\_\_\_
3. (Write down) \_\_\_\_\_

**6. In case of various problems, related to the learning process, have you applied for the appropriate service (multiple answers can be selected)?**

1. Yes – in case of answer “Yes”, select the appropriate service / person and answer the question 7
2. No – in case of answer “No”, answer the question 8

1. Learning Process Management Department
2. Quality Assurance Service
3. Scientific Department
4. Examination Center
5. Information Technology Department
6. Representative of the Dean of the faculty
7. Any subject teacher
8. Other students / group mates
9. Student self-government
10. I did not address anyone (go to question 8)

**7. Was the problem solved which is why you have addressed the appropriate service / person?**

1. Was completely solved
2. Was partially solved
3. Was not solved

**8. Why did not you address the relevant service for elimination of the problem?**

1. I had no information for whom to apply
2. I had no hope that they would help me with the problem
3. It could lead to the problem with the course teacher / faculty administration
4. I could become the object of indifferent attitude
5. I have solved the problem by myself
6. Other (write down) \_\_\_\_\_

**9. How well do you know the following documents / procedures?**

	I don't know at all	I know less	I know it partially	I know well
Tbilisi State University Charter				
Code of ethics				
TSU internal regulations and disciplinary liability rules				
Rules for obtaining, suspending and terminating student status				
Credit recognition rule				
Mobility rule				
Rules for conducting the exams				
Norms of academic integrity				

**10. Do you plan to continue your studies?**

1. I plan to continue my studies at TSU
2. I plan to continue my studies at another university of Georgia
3. I plan to continue my studies abroad
4. I do not plan to continue my studies
5. I have not decided yet

**11. Would you recommend other student(s) to enter Tbilisi State University?**

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

**Demographic Part:**

**D1. Age: (write down)** \_\_\_\_\_

**D2. Gender: (tick)**                      **Female**                                      **Male**

**D3. Faculty: (tick)**

1. Exact and Natural Sciences
2. Humanitarian Sciences
3. Social and Political Sciences
4. Business and Economics
5. Psychology and Education Sciences
6. Medicine
7. Law

**D4. Degree: (tick)**                      **Bachelor**                                      **Master**

**D5. Semester: (write down)** \_\_\_\_\_

Thank you for your cooperation!