

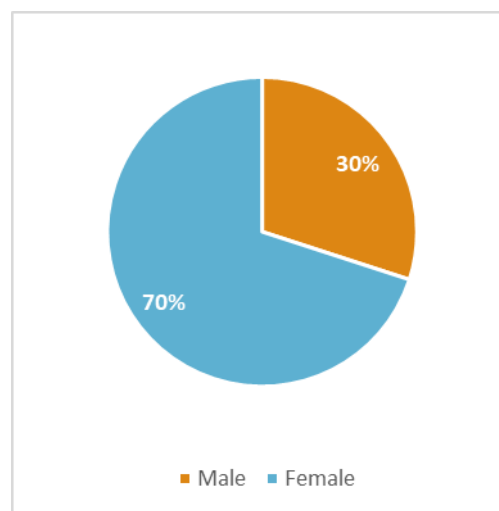


## Student Survey Analysis

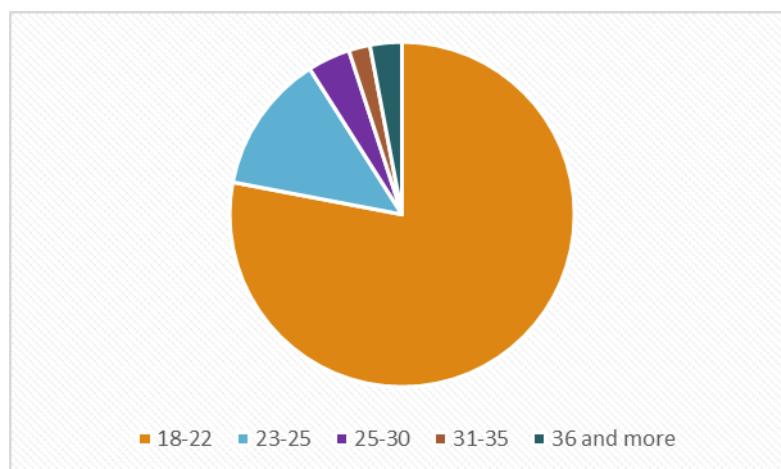
2019-2020 Academic Year

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:

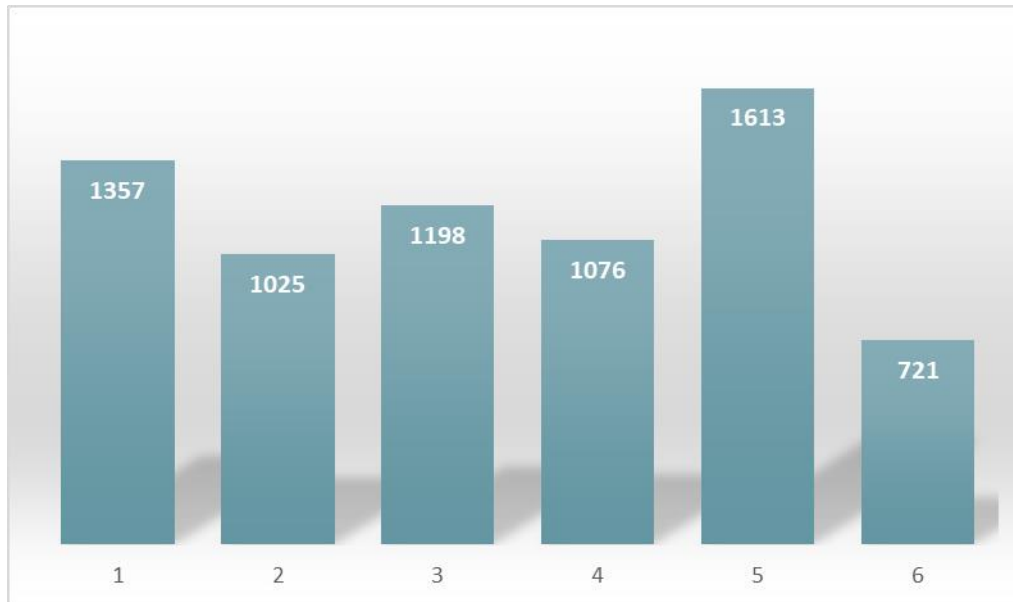
4. The hours of practical training should be increased;
5. The arrangement of foreign language rooms (for example appropriate facilities for listening and speaking activities) is quite acceptable.

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.

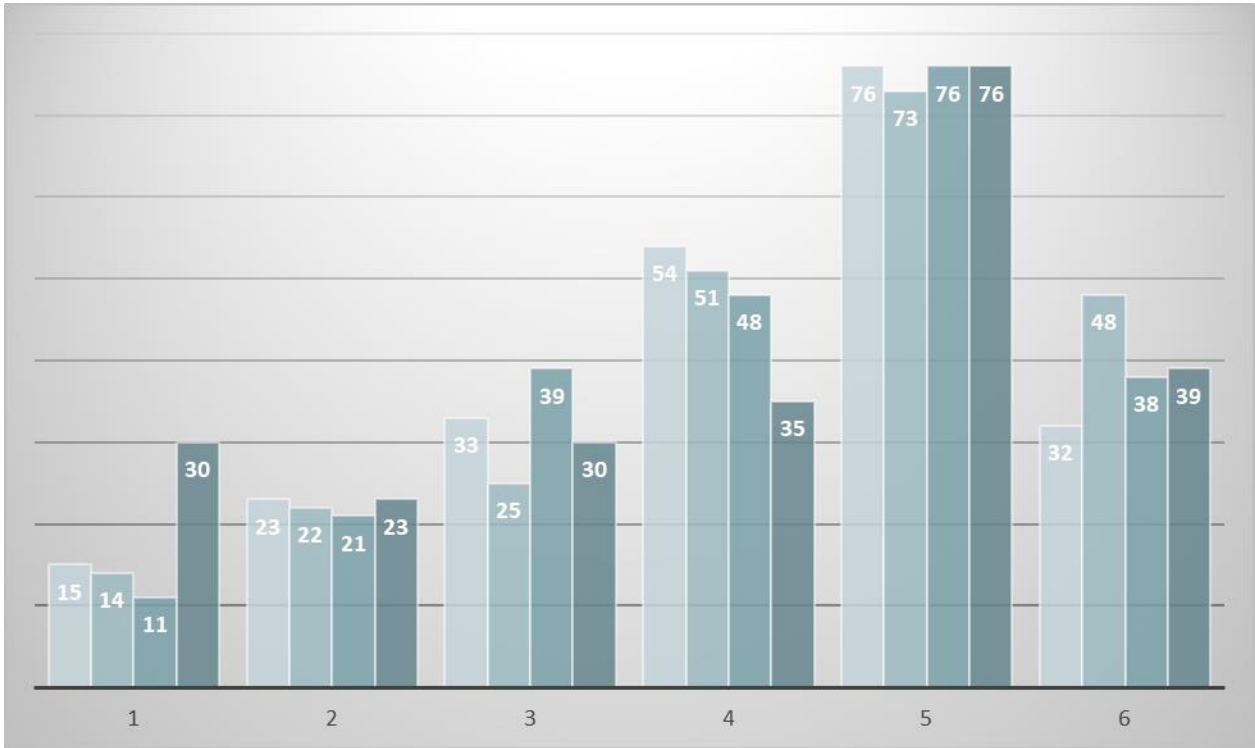


### **Satisfaction with Various Services**

#### **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.

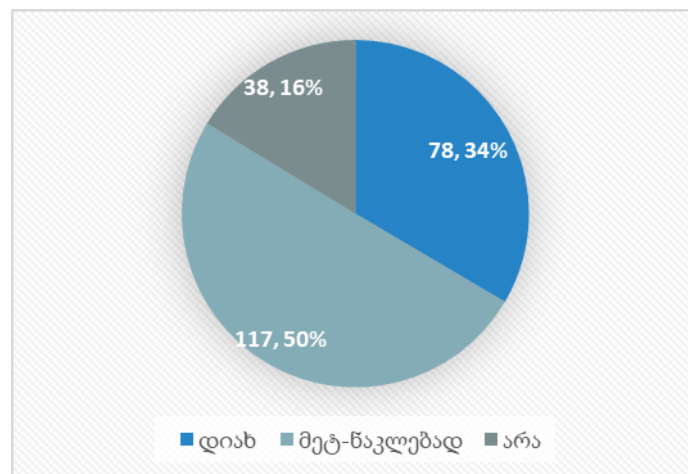
Students' satisfaction with various resources and services of the library was evaluated positively, which is higher than in the previous year.



### Rate of satisfaction with the level of obtained education

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

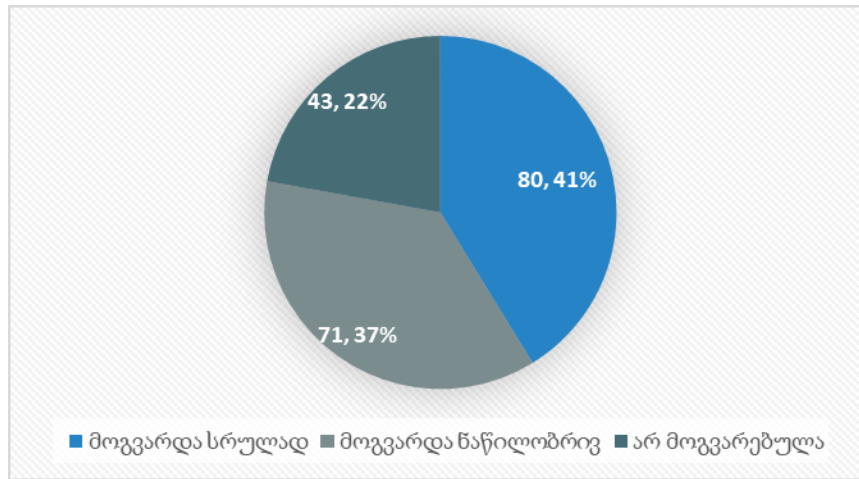
According to the survey, 87.4% of the respondents are satisfied with the level of education received by students at the University.



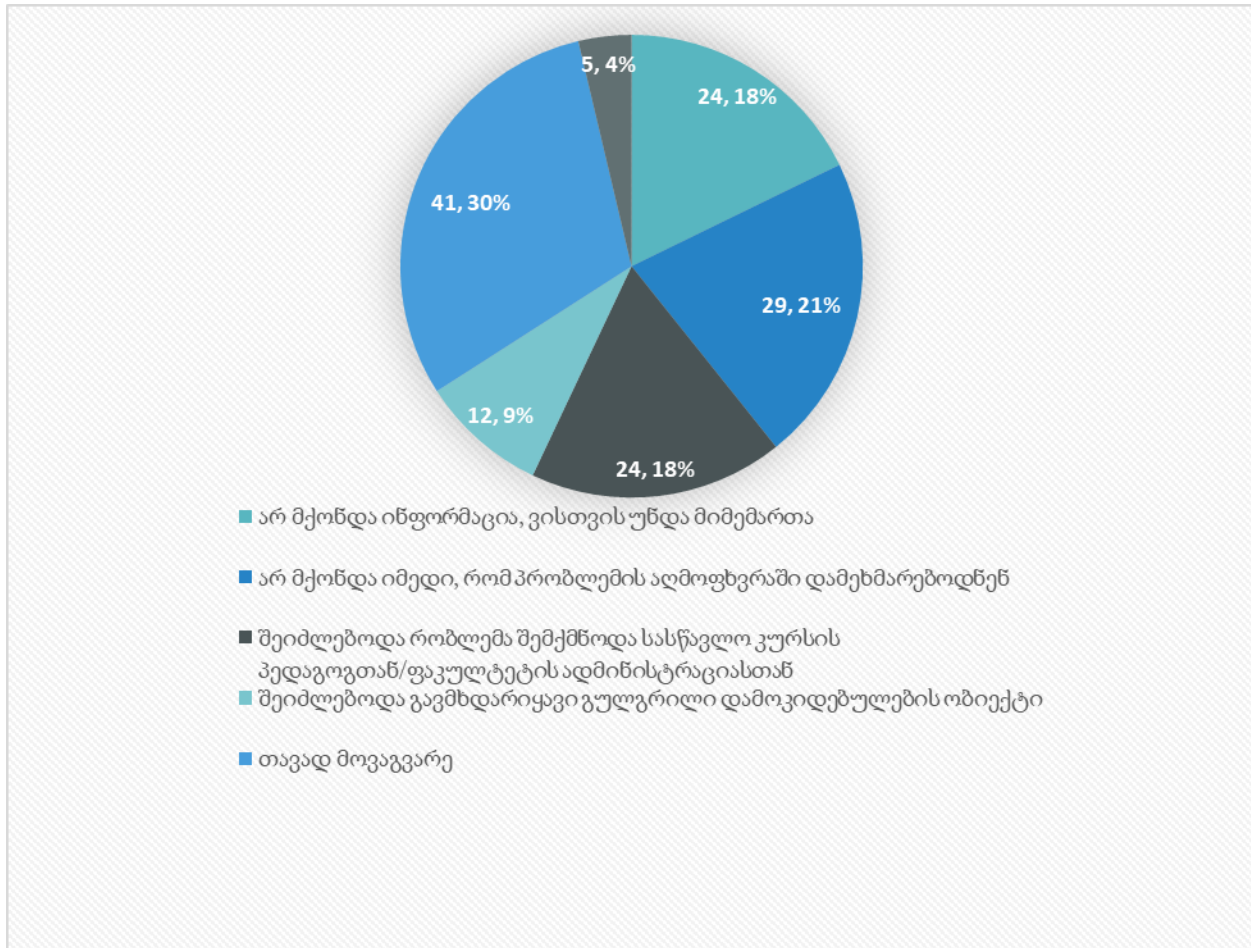
The students indicated that in case of any problems aroused in the process of learning, they would mainly refer to the representative of the Dean's office of the faculty or the lecturer of the course.

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.