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## Student Survey Analysis

2018 year

The main purpose of the student survey was to determine satisfaction with the education quality received at the university, as well as the evaluation of the different services. The research method was an online survey. The research instrument was a quantitative research questionnaire.

### **Awareness and sources of receiving information**

Students should indicate by which instrument they receive the information:

- about the university teaching process;
- about existing scholarships and exchange programs;
- about different benefits related to the tuition fees

Among the major sources for receiving the information that students need, Internet access (especially the TSU official website and social network) and classmates/students are ranked higher than TSU structural units and/or academic staff.

According to the research data, students are most familiar with the issues from TSU documents/procedures that they are most intensively dealing with:

Examination rules (I know it more or less 24.2; I know it well - 66.3%) and

Credit recognition rules (I know it more or less - 31.5; I know it well - 44%).

### **Assessment of learning environment**

Students had to evaluate the learning environment according to different components on a scale of agreement/not agreement. The results of the survey showed the following problematic trends:

- need for increasing practical lessons;
- less usage of modern technologies;
- Insufficient number of laboratories;

### **Satisfaction with the education level received at the University**

As the survey data shows, students' satisfaction with the education level received at University is slightly higher than average value (Mean value = 3.6 (evaluated by 5-point scale)).

Students also identify a problem with teaching methods – they indicate that the content of subjects/disciplines is partially related to the current trends; Also, active/modern teaching forms (discussion, training, games, etc.) are less commonly used; According to the study, only half of the lecturers use video lessons and presentations. It should be noted that students often use social network and email to communicate with lecturers. Similar trends were identified during the analysis according to the different aspects.

### **Satisfaction with the library**

Satisfaction with the various resources and services of the library is also slightly above than average value. Only the opportunity to borrow a book from the library is negatively rated (in the field of low evaluation (Mean = 2.8)). However, scientific literature of the library has slightly higher point (mean = 3.7).

### **Career Support**

The study shows that the involvement of the TSU Career Support Center in the educational process is very minimal, the main reason for which is the low level of informing the students

with corresponding information. The majority of students have no information about the existence of the TSU Career Support Center: "I have no information" - 71.1%.

### **Access to different services**

Following aspects were highlighted about the accessibility to the different services for students at the University: usage of library books and electronic resources are most widely available, as well as information technologies (Mean value = 3.3; evaluated by 4-point scale).

Participation into international and different research projects, as well as university funding/co-financing for participating in various projects/programs (mean value = 2.3; evaluated by 4-point scale) are the least available for the students. The average value of participation in exchange programs is at the lowest point.

### **Assessment of learning courses and professors/lecturers**

Within the framework of the study, the students were given a list of different courses in order to evaluate the teaching courses and professors/lecturers according to the different parameters. Student's assessments in all parameters were positive with high scores (Mean > 4; evaluated by 5-point scale).

### **Satisfaction with the education level received at the University**

Despite these problems stated above, the attitude towards the university and its environment in general is more positive - the majority of respondents (63.5%) would still be admitted to the TSU if they were a student. Almost the same number of students, would advise other students to study at the TSU.