



Evaluation of student questionnaire surveys at the university

Academic year 2019/2020

Contents

Academic year 2019/2020.....	1
Evaluation of questionnaire.....	2
1 Organization of the teaching process	2
1.1 Graphical evaluation of questions	3
2 Information about events and studying conditions	5
2.1 Graphical evaluation of questions	6
3 Work environments.....	9
3.1 Graphical evaluation of questions	9
4 Educational environment and education support	11
4.1 Graphical evaluation of questions	12
5 Support of the extracurricular activities	15
5.1 Graphical evaluation of questions	15
Distance learning - observations and comments	17
Conclusions and proposed measures	17

In accordance with Rector's Decision no. 9/2017 on securing the internal quality of education system at the Pavol Jozef Šafárik University in Košice (UPJŠ), in the first month of the winter semester (usually September - mid October) an anonymous questionnaire survey of students' satisfaction with the teaching process at the UPJŠ is performed. Students can respond to questions about studying at the university, access to information, the environment, assessment out-of-courses options, or to give any of their own suggestions.

The students were offered 37 questions, which were divided into 5 sections:

- organization of the teaching process,
- information about the events at the faculty and teaching conditions,
- work environment,
- educational environment and educational support,
- support of extracurricular activities at the university.

Students responded by selecting an answer from the given options, and at the end, they had the opportunity to contribute their own ideas and insights that could contribute to increasing their satisfaction. All student used the electronically questionnaire (in AiS2).

The results from the analysis will be used to improve the learning process and are a good example for other students to participate in the survey in the future, contributing to making student satisfaction data at the university more objective.

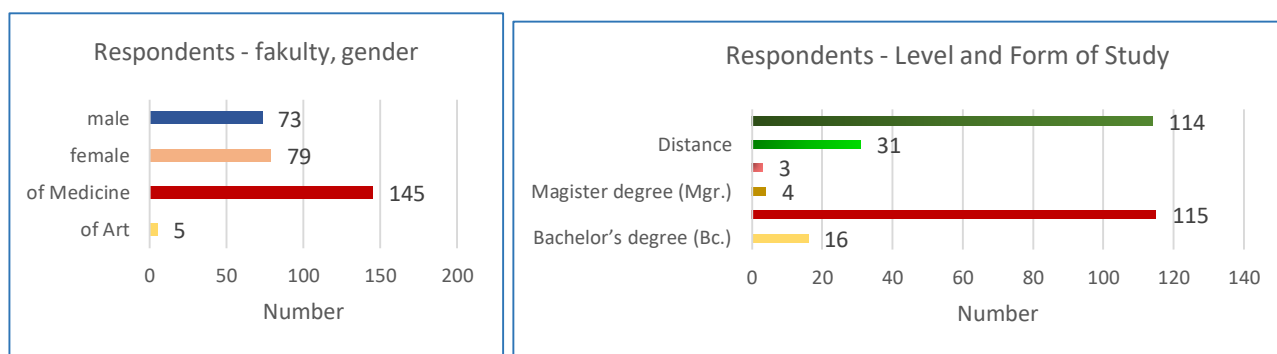
The questionnaire in the academic year 2019/2020 was completed after the academic year-end in September/October 2020 by a total of 150 students of English study programs, what is the three times more than in AY 2018/2019. Everyone involved in the survey thanked you for your willingness and patience in answering to questions, as well as suggestions and notices. Despite the fact that not a large number of university students have taken part in the survey, all statements and opinions are very valuable to the University leadership, since they contribute to improving the learning process and foster a creative work environment.

The objectives of organized feedback are:

- to identify and analyse students' views on university teaching and identify positive responses as well as bottlenecks in the learning process,
- to discuss problematic areas with the university departments concerned;
- to take measures to remedy the identified deficiencies.

Evaluation of questionnaire

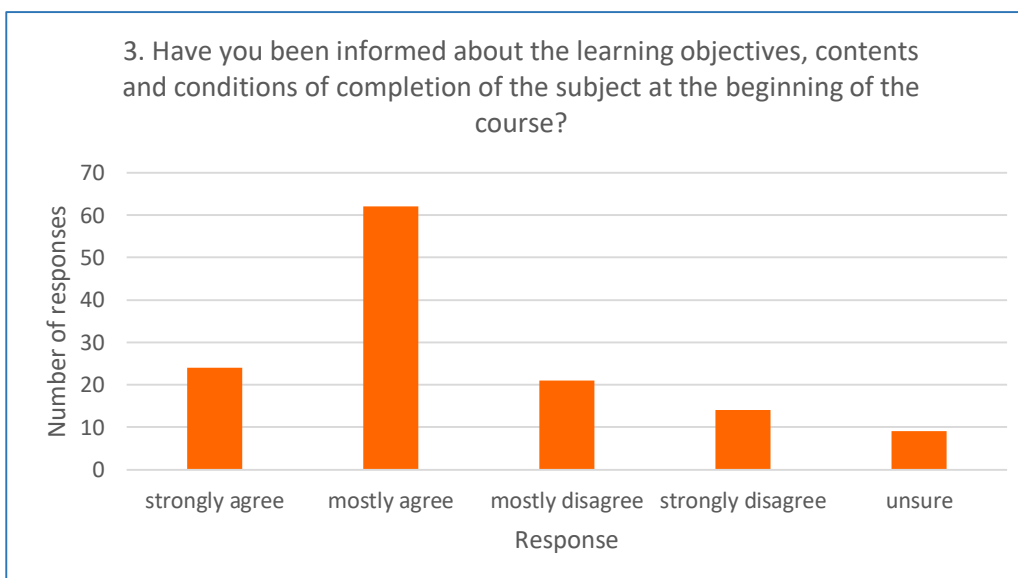
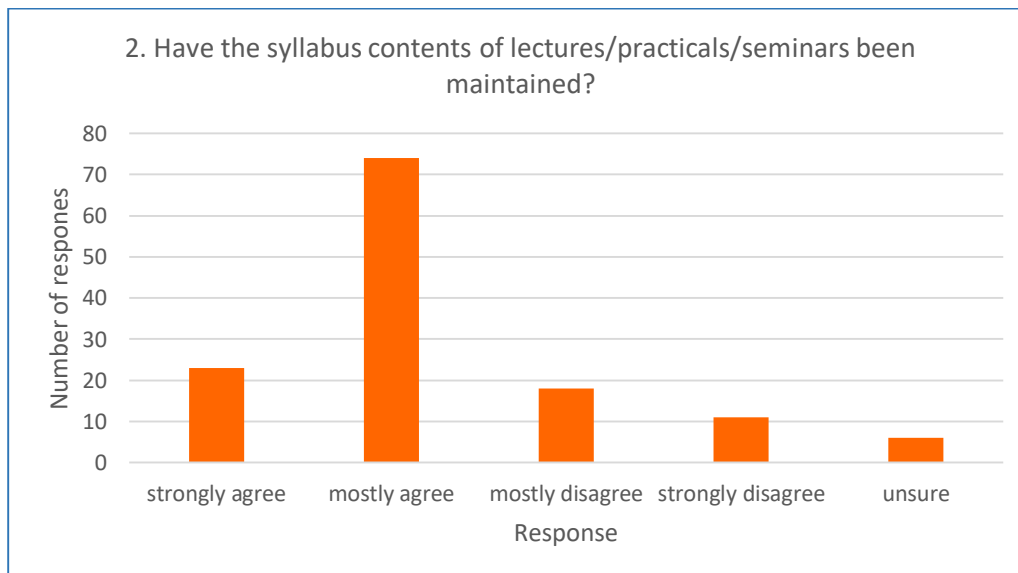
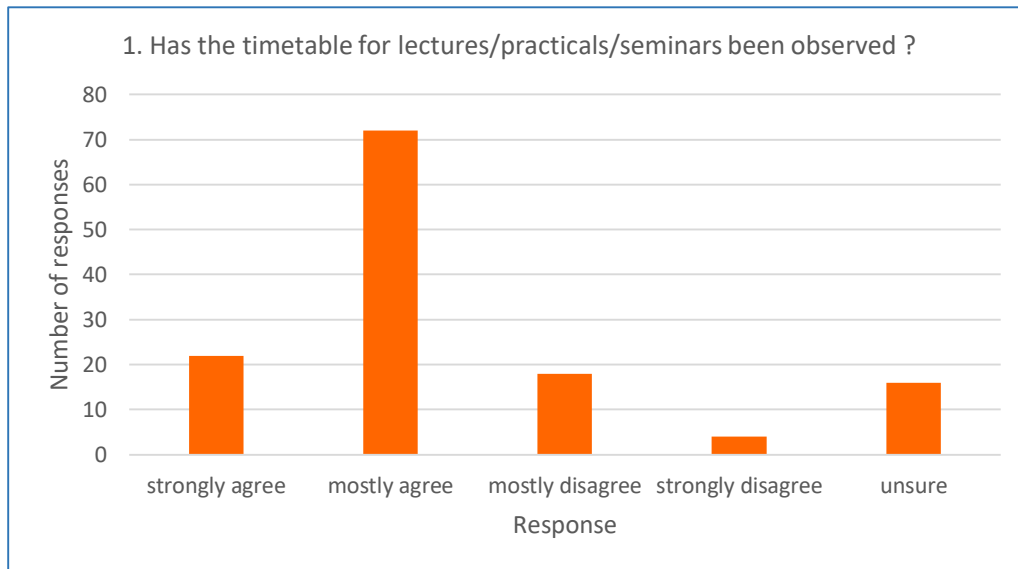
Half of the students who responded anonymously were male and half female, mostly from the **Faculty of Medicine** (97 %). When evaluating satisfaction, the possible answers were "very satisfied", "satisfied", "dissatisfied" and "very dissatisfied" to simplify the analysis. Most students completed the printed form of the questionnaire.

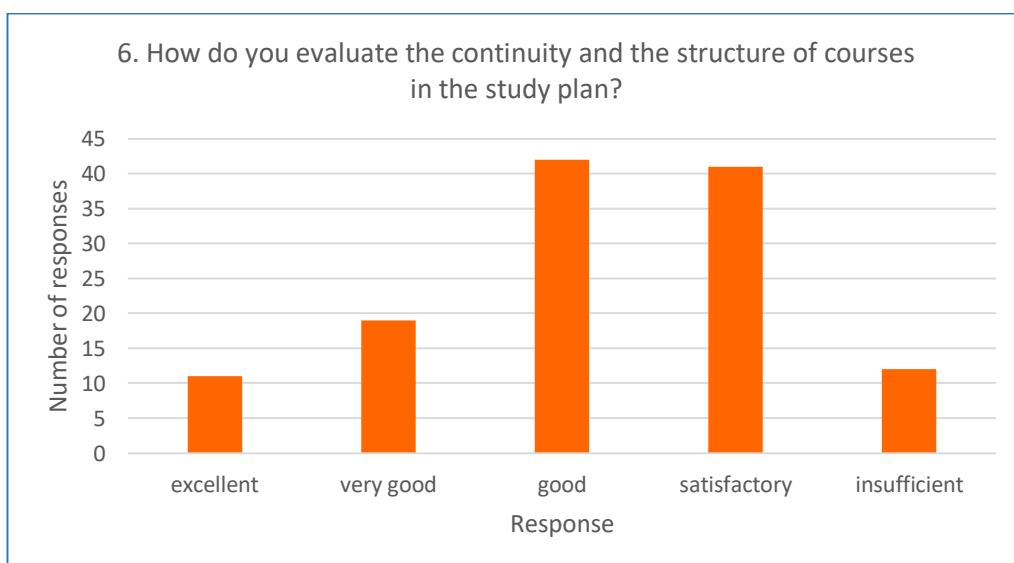
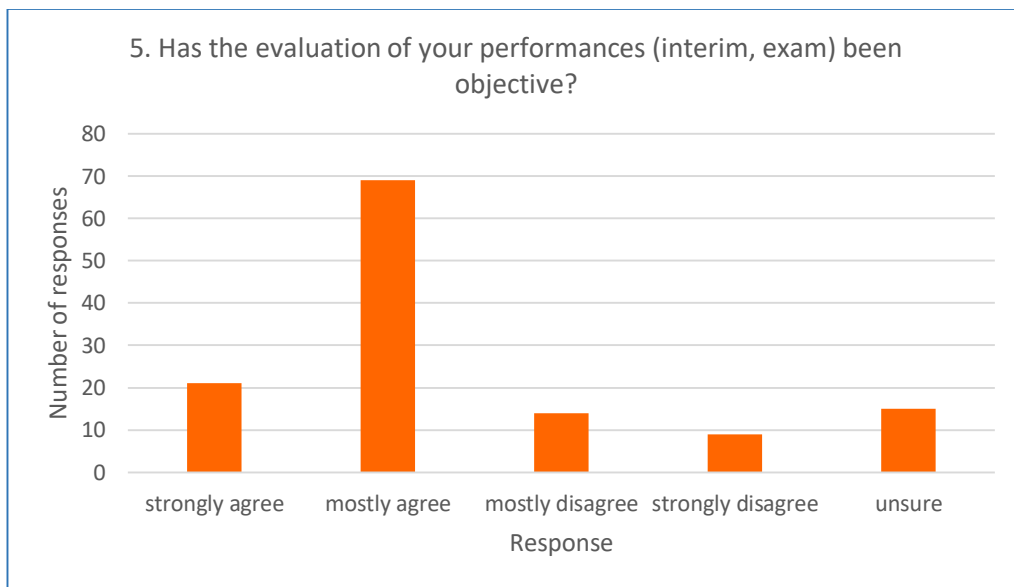
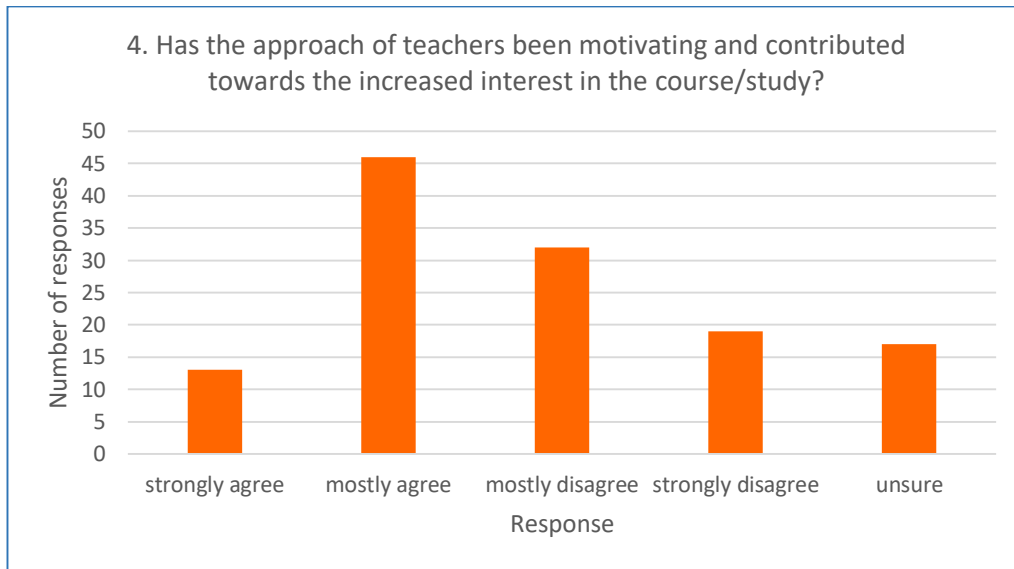


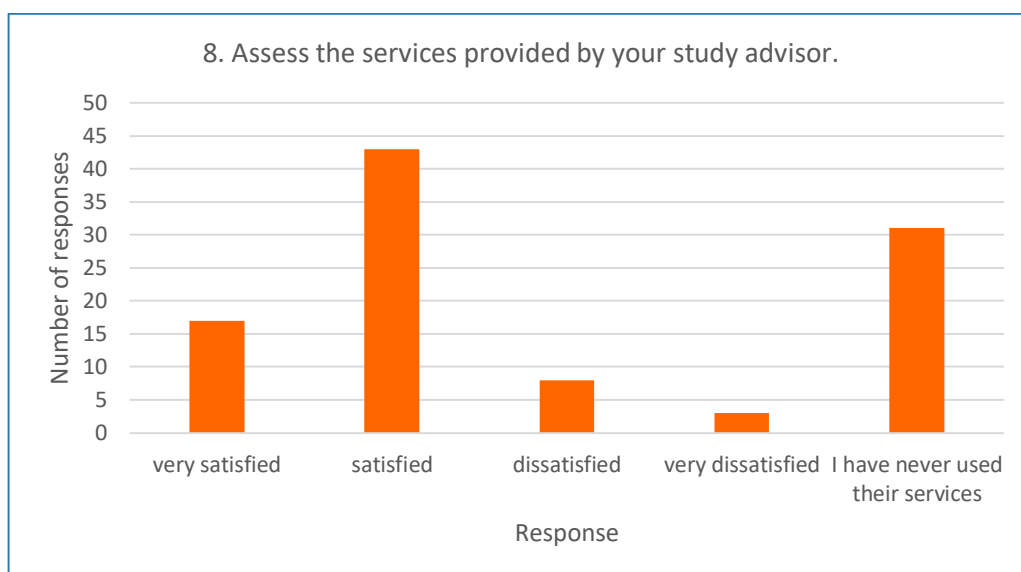
1 Organization of the teaching process

Up to 60 % of students answered that the timetables of lectures/workshops and seminars were adhered to and think that their content schedule has been respected. Most of the students agree that they were informed about the learning objectives, contents and conditions of completion of the subject at the beginning of the course. Teachers' motivating approach was also positively evaluated. Mostly of students think that their performance assessment was objective, more than 43 % was satisfied or very satisfied with quality of the diploma theses supervision. More than 38 % of students assesses the services provided by your study advisor as very satisfied or satisfied and only 7 % was dissatisfied or very dissatisfied.

1.1 Graphical evaluation of questions



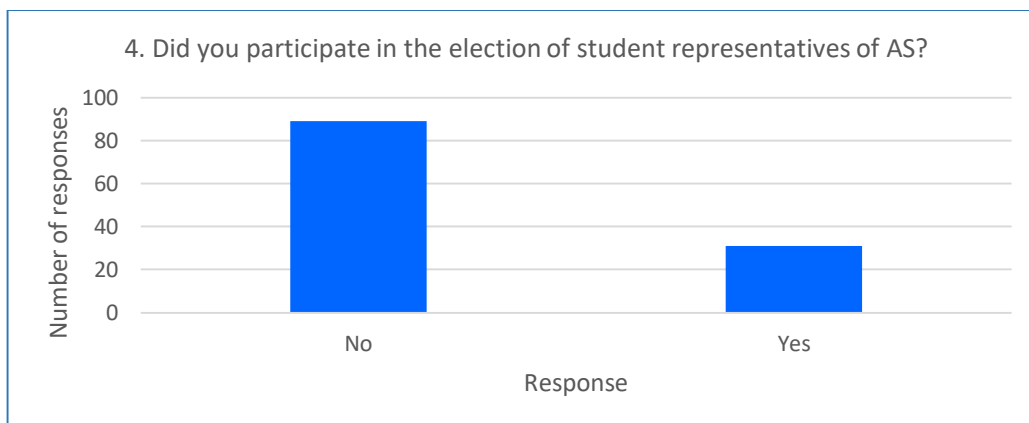
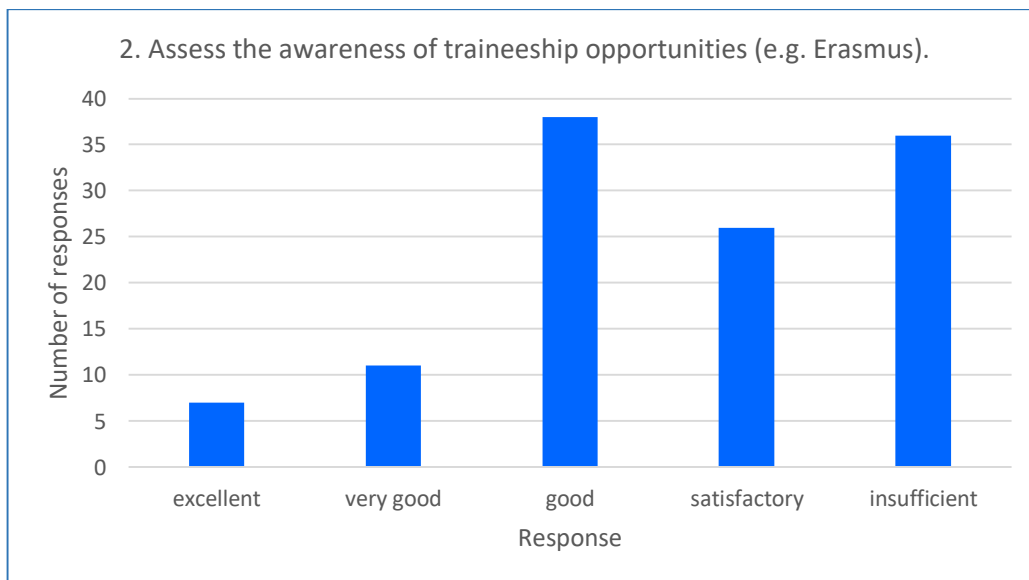
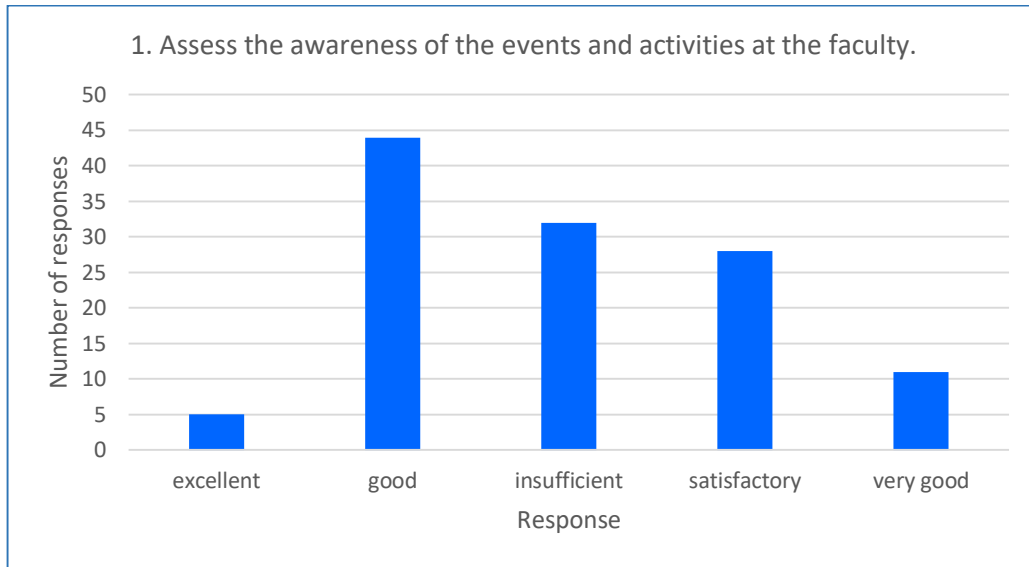


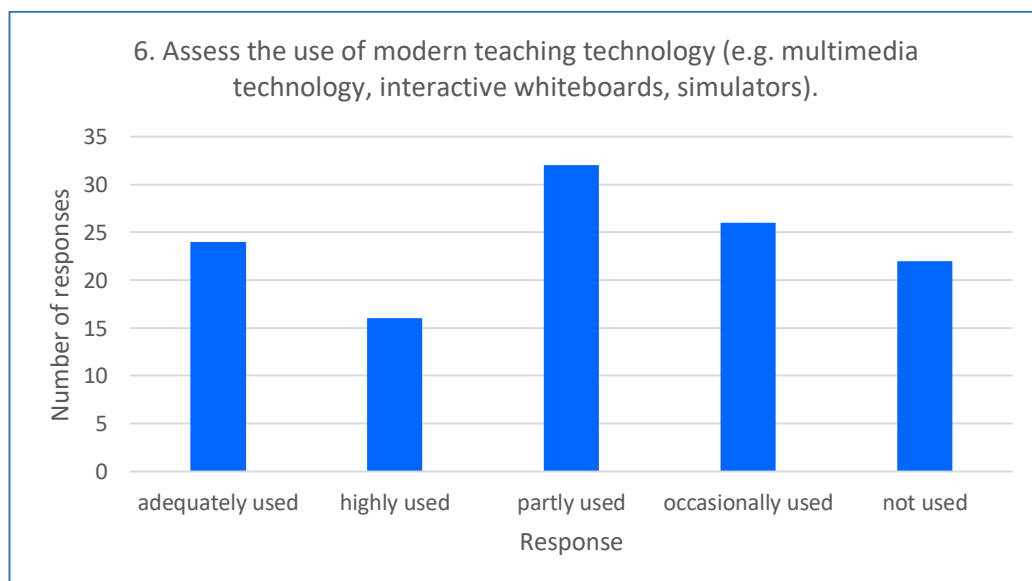
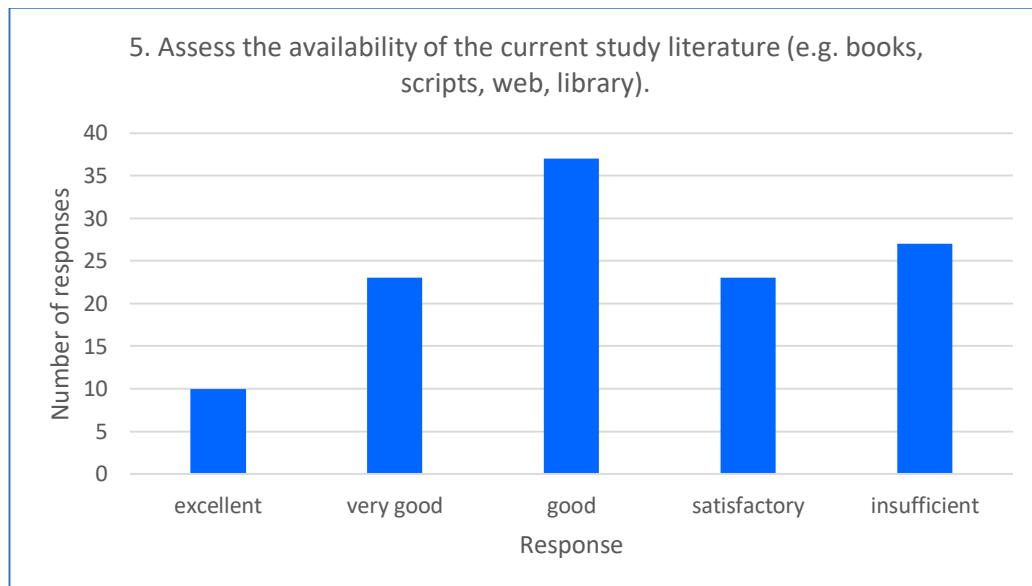
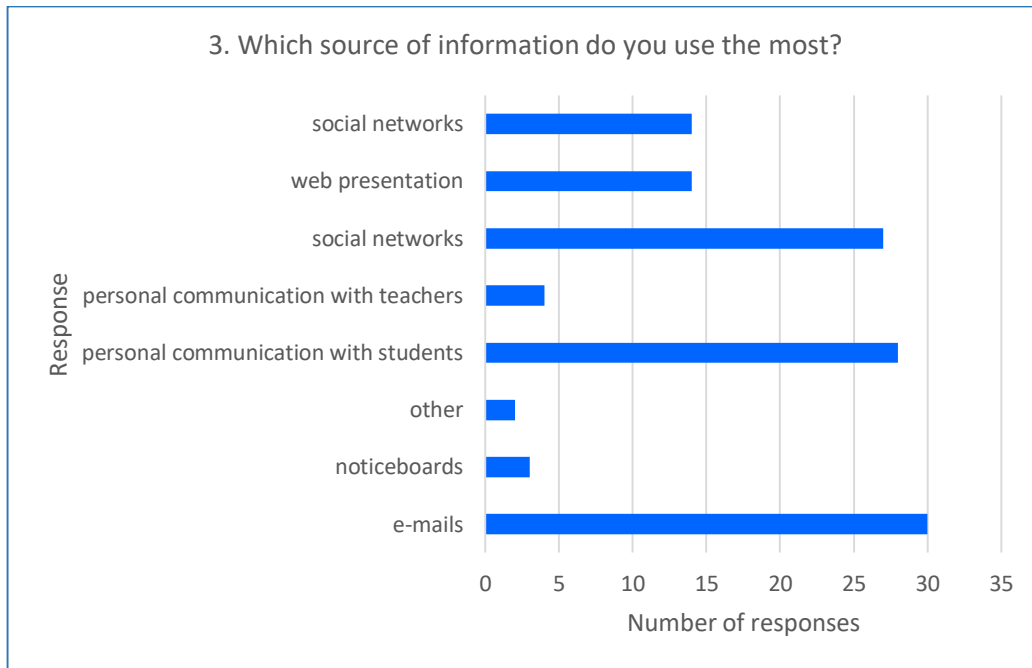


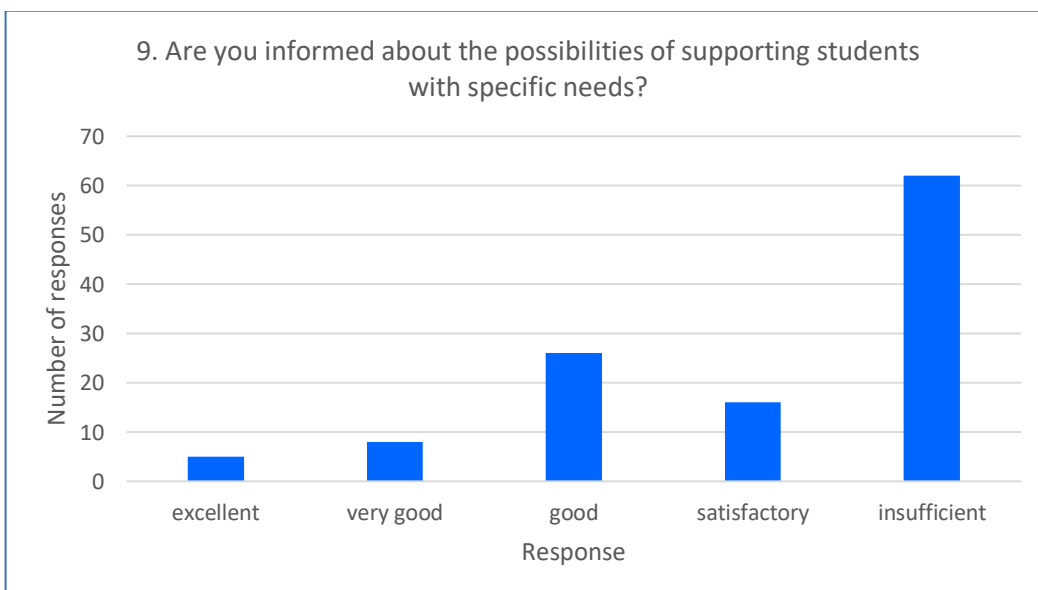
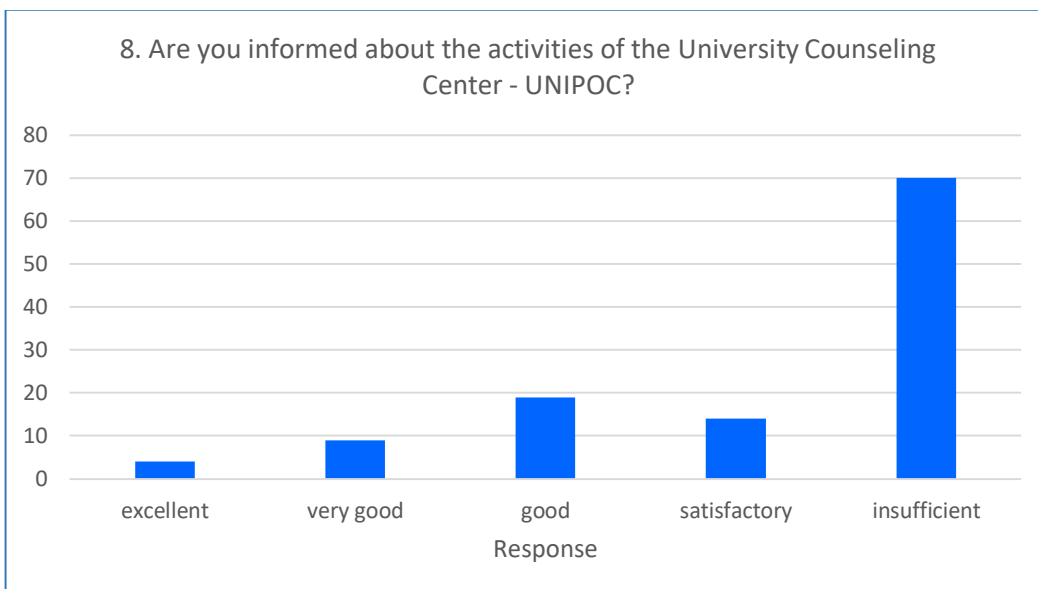
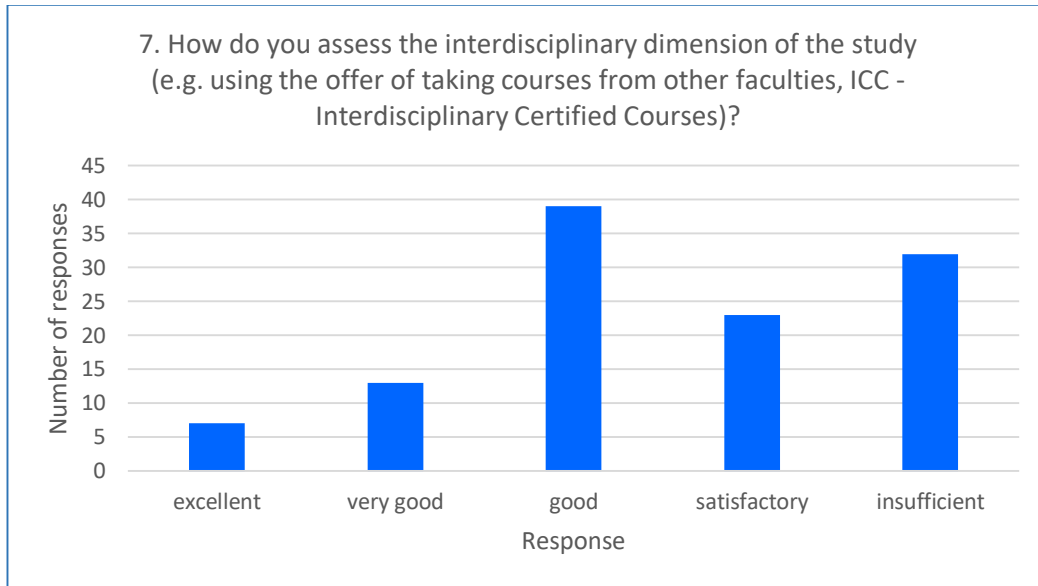
2 Information about events and studying conditions

The students (~ 60 %) were aware of activities at the faculty as well as the opportunities for internships (e.g. Erasmus). They gained most information from the e-mails, personal communication with students, social networks and web presentation. Up to 60 % of students said they did not take part in the election of student representatives to AS. About 16 % of the students answered that the availability of the current study literature is inadequate (46 % in AY 2018/2019). Up to 40 % of students think that modern teaching technology is used occasionally or not used at all. The students (47 %) write that are not informed about activities of the UNIPOC (68 % in previous AY) and 40 % (60 % in previous AY) said they were inadequately informed about the possibilities of supporting students with special needs.

2.1 Graphical evaluation of questions



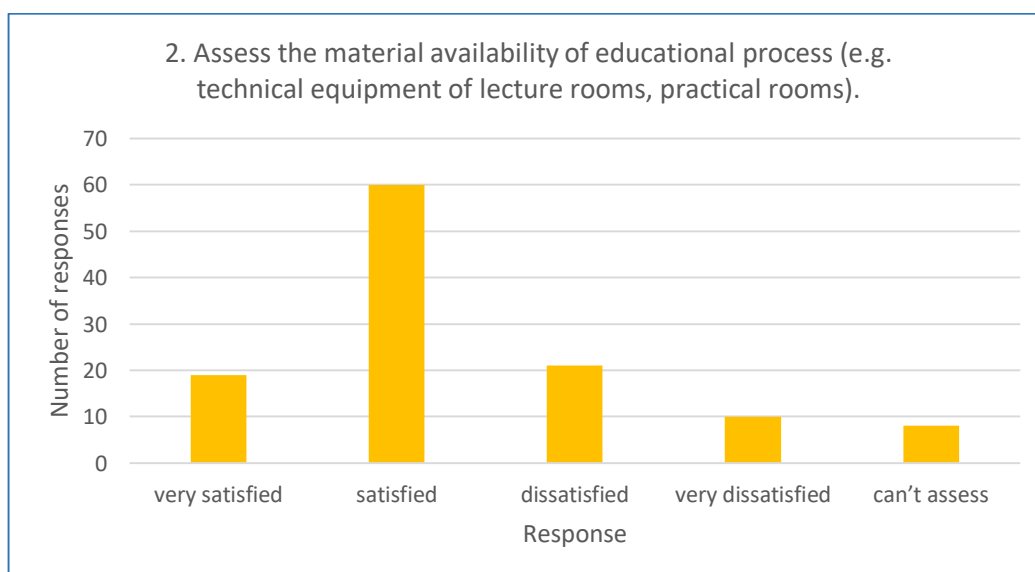
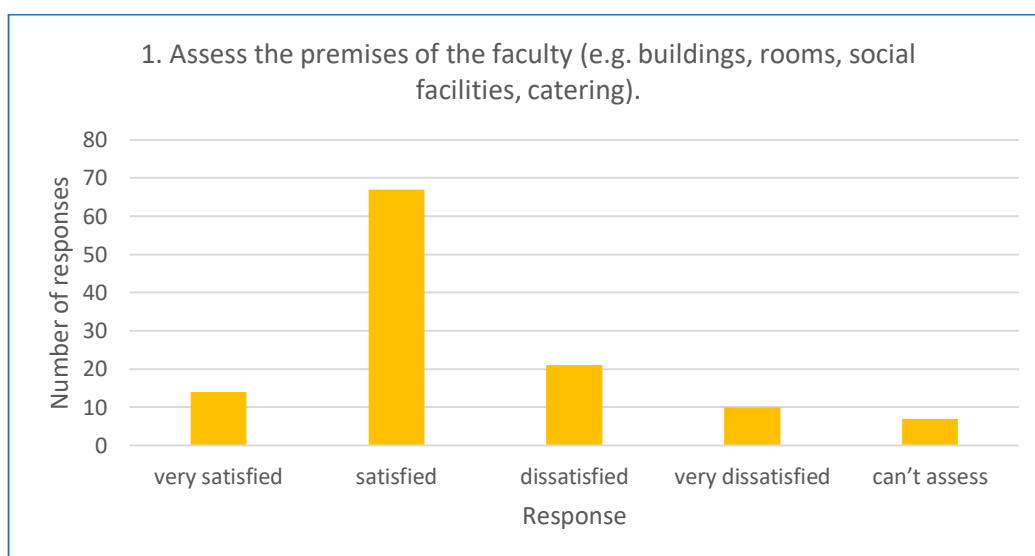


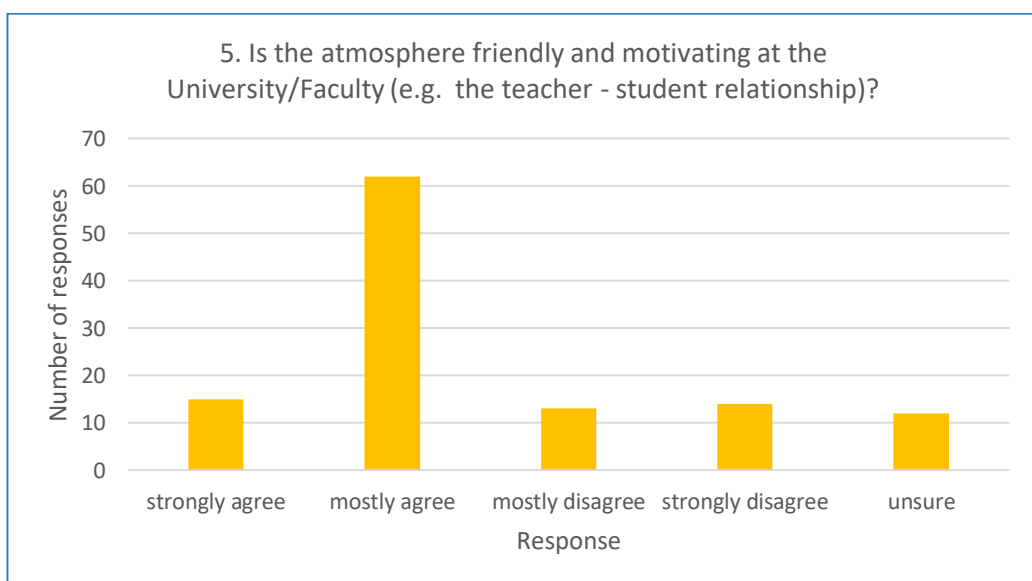
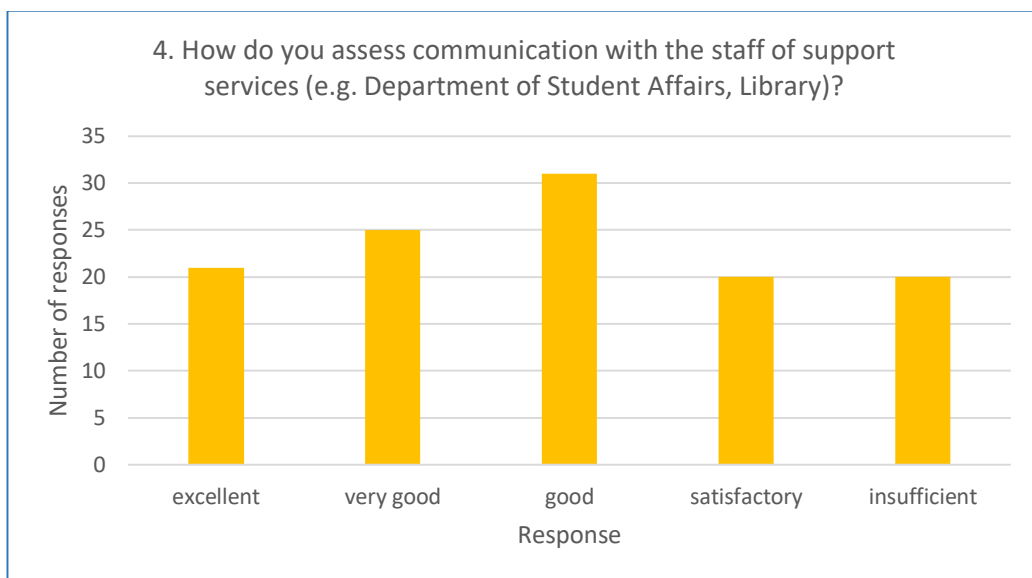
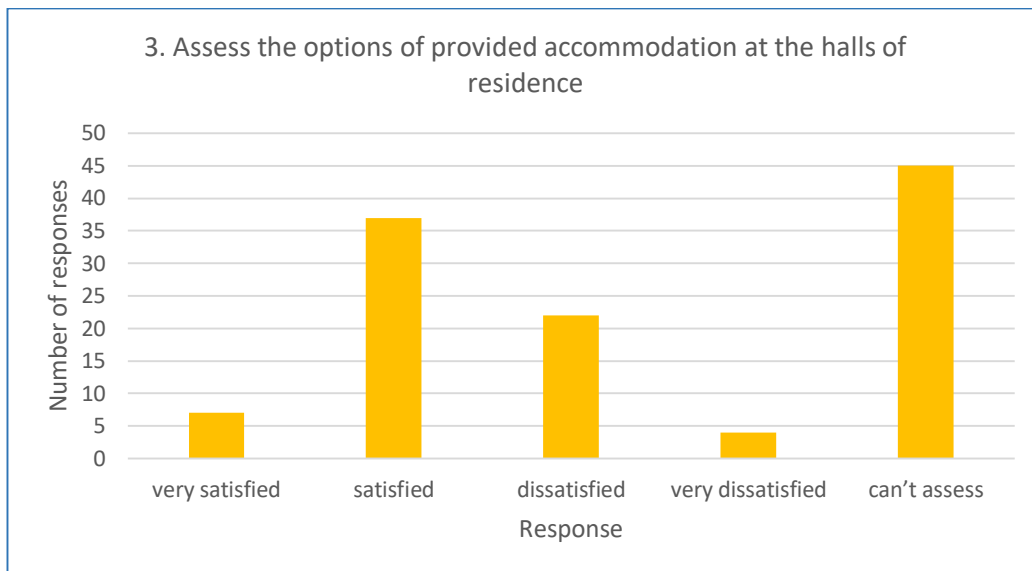


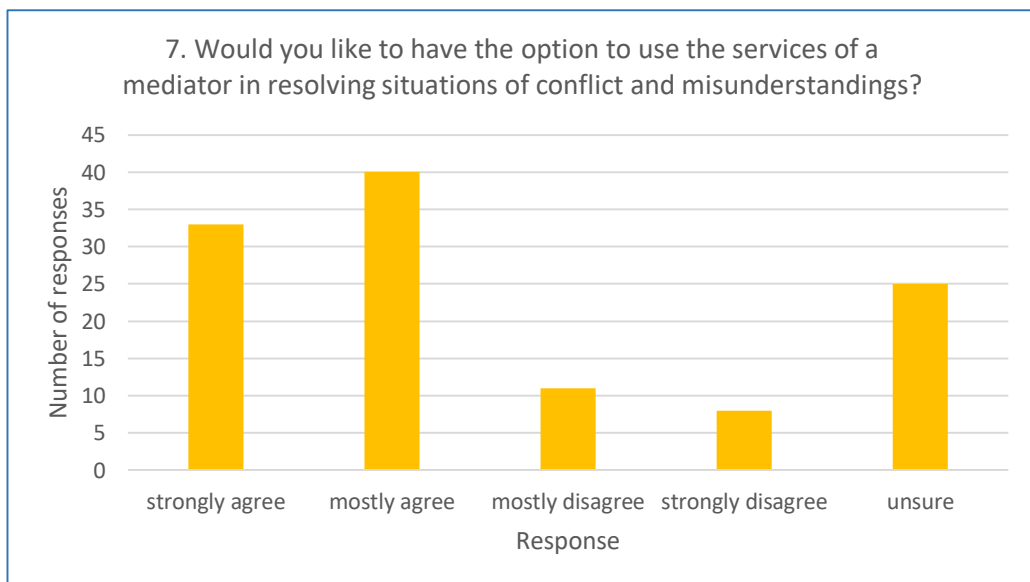
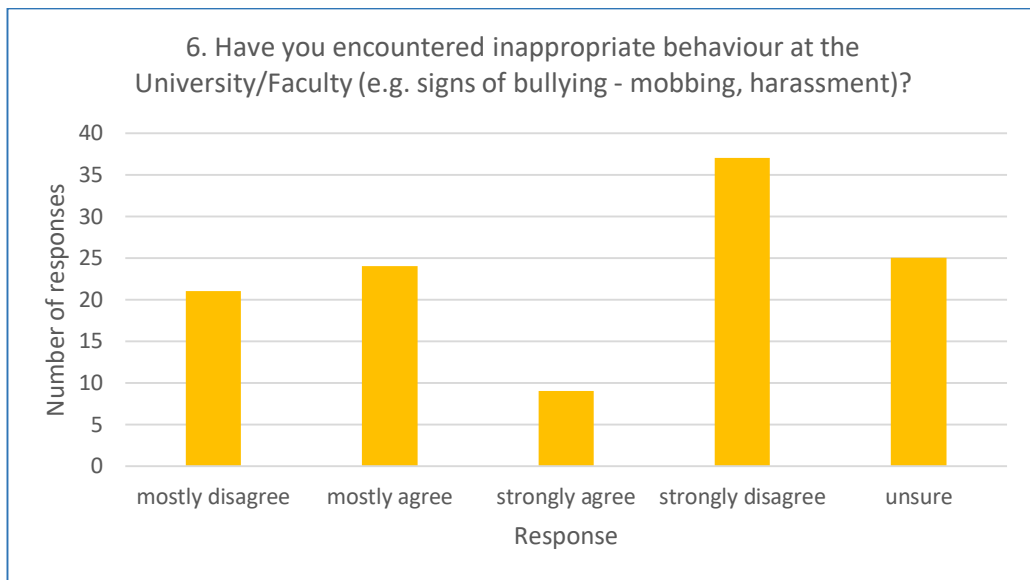
3 Work environments

More than 50 % of the students who participated in the survey are satisfied with the material provision of the learning process (e.g. technical equipment of lecture rooms, practical rooms), and 20 % (28 % in previous AY) were not satisfied with the faculty premises (e.g. buildings, rooms, social facilities, meals). More than 40 % of the students were satisfied with the provided accommodation. Communication with support staff (e.g. study department, library) was rated as excellent/very good/good more than 50 % of the students. More than 55 % of the students assess the atmosphere at faculty as friendly and motivating. About 20 % of respondents say that have encountered inappropriate behaviour at the University/Faculty (e.g. signs of bullying - mobbing, harassment) and more than 50 % of the students would welcome the opportunity to use mediator services to deal with conflicts and misunderstandings.

3.1 Graphical evaluation of questions



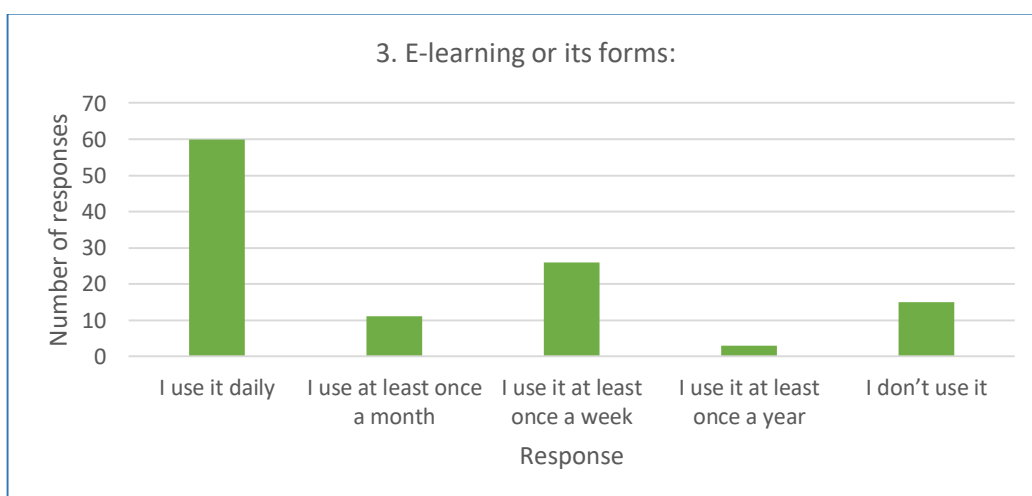
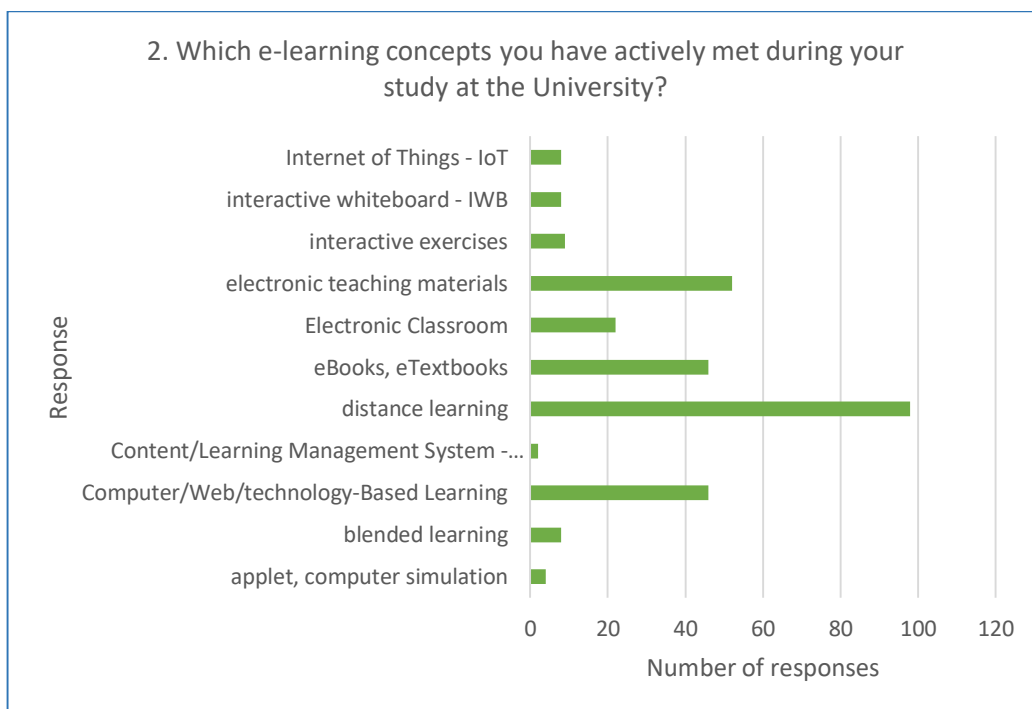
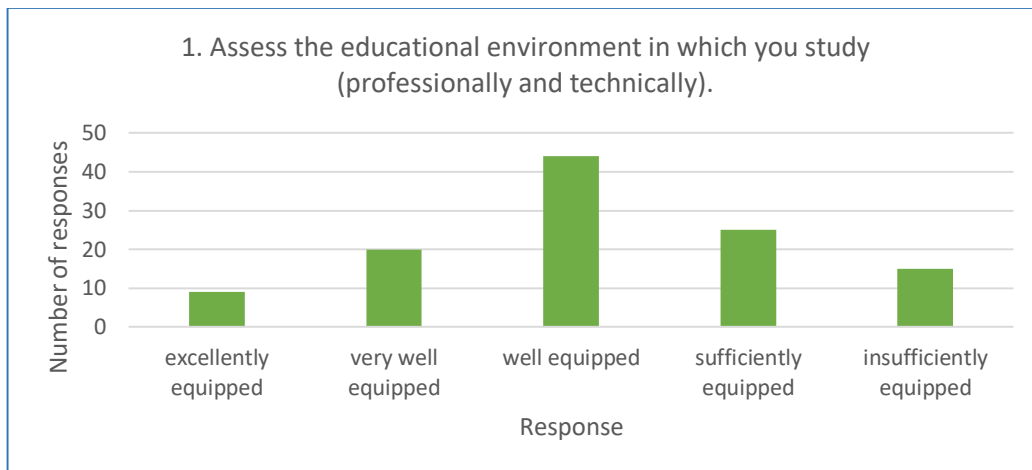




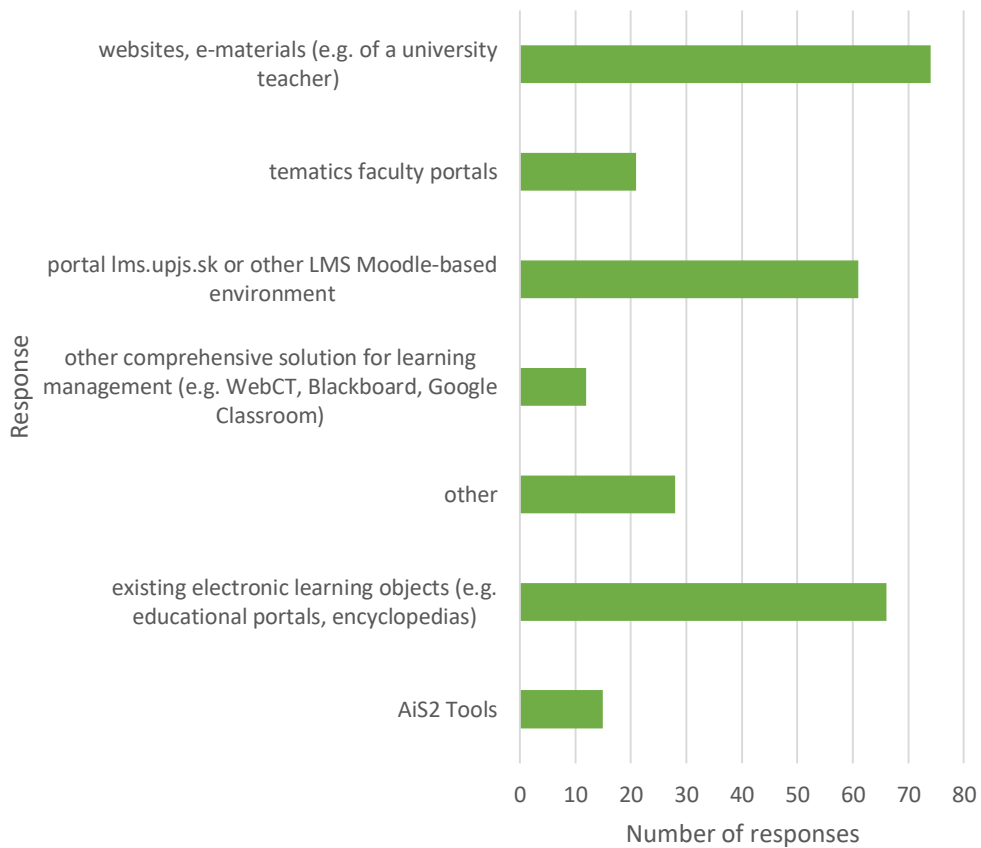
4 Educational environment and education support

The students (50 %) assessed the educational environment in which they are as excellently/very well/well equipped (professionally and technically). In terms of e-learning, most students actively met during distance learning, electronic teaching materials and e-books/eTextbook. The students 60 % use e-learning daily (32 % in previous AY) and 18 % of them use it at least once a week. Students mostly use websites/e-materials, existing electronic learning objects and portal lms.upjs. Only 10 % of respondents use AiS2 Tools. The respondents (~ 40 %) use e-learning elements as a replacement of lectures, to complete the given exercises, tests and in the preparation of own work. Students would like to learn more about these forms of study via seminars and an e-course.

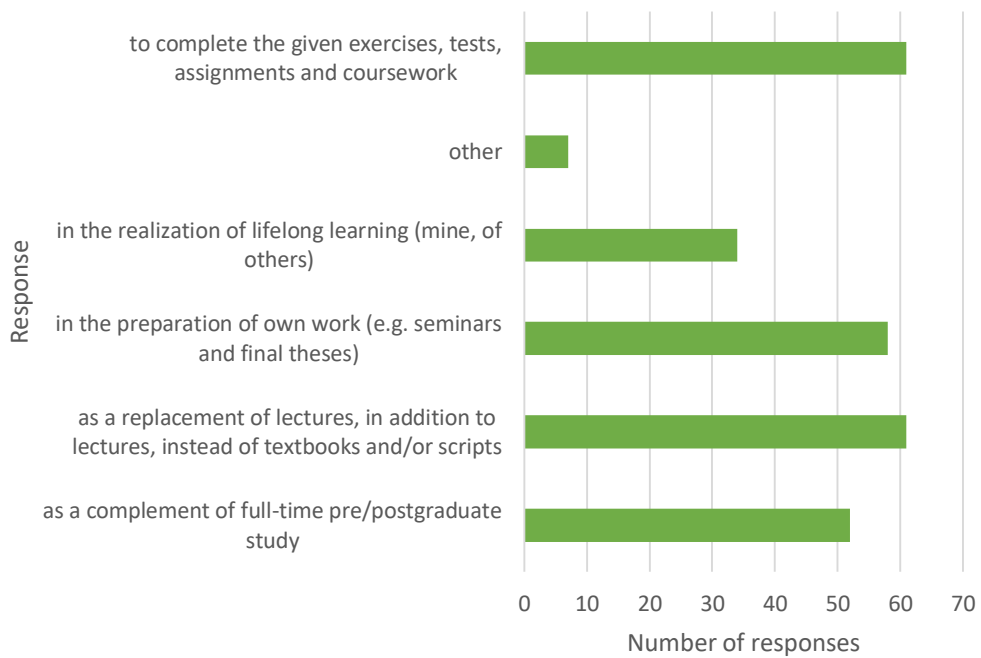
4.1 Graphical evaluation of questions



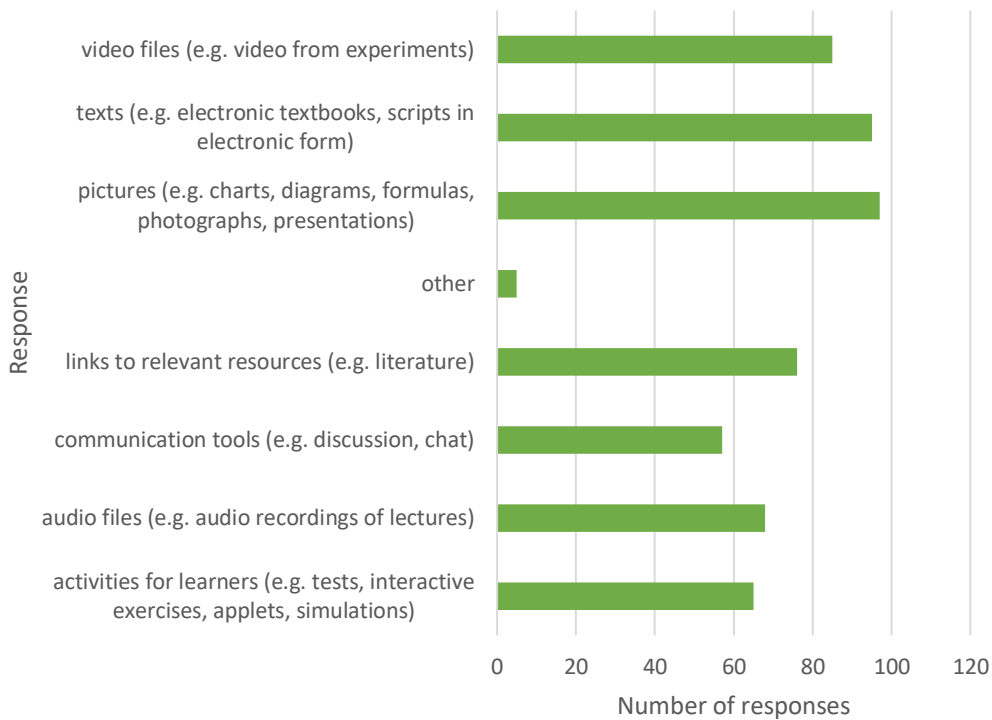
4. While studying, I use:



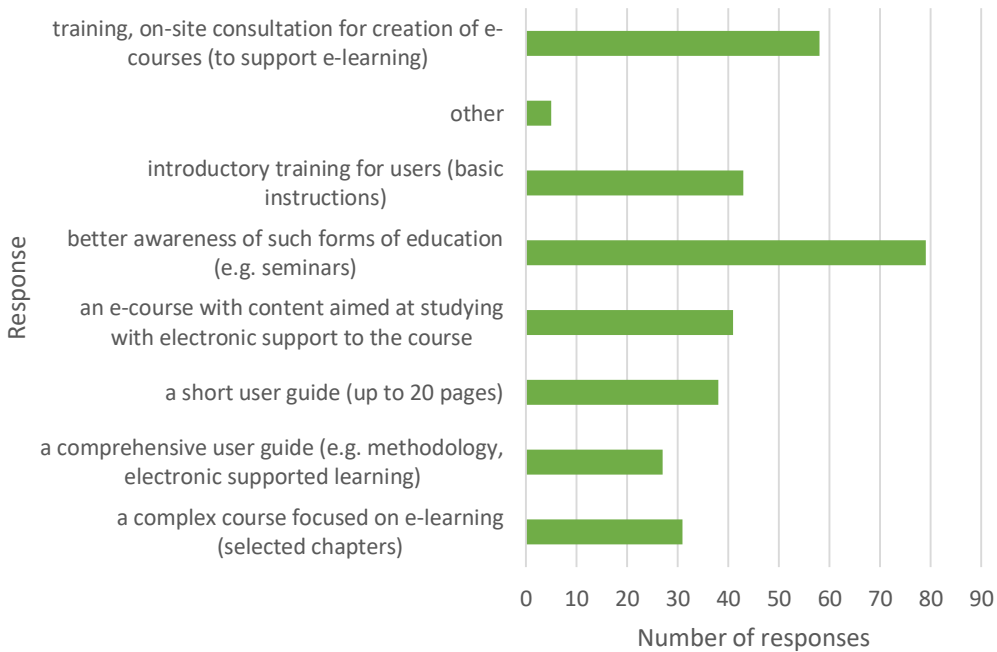
5. I use or want to use e-learning elements:



6. What educational object should e-learning contain ?



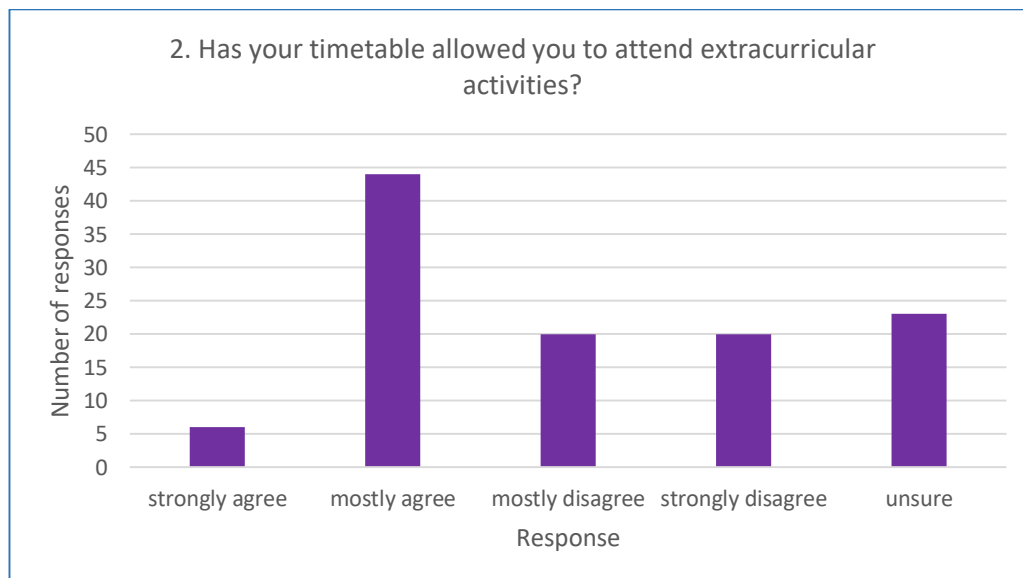
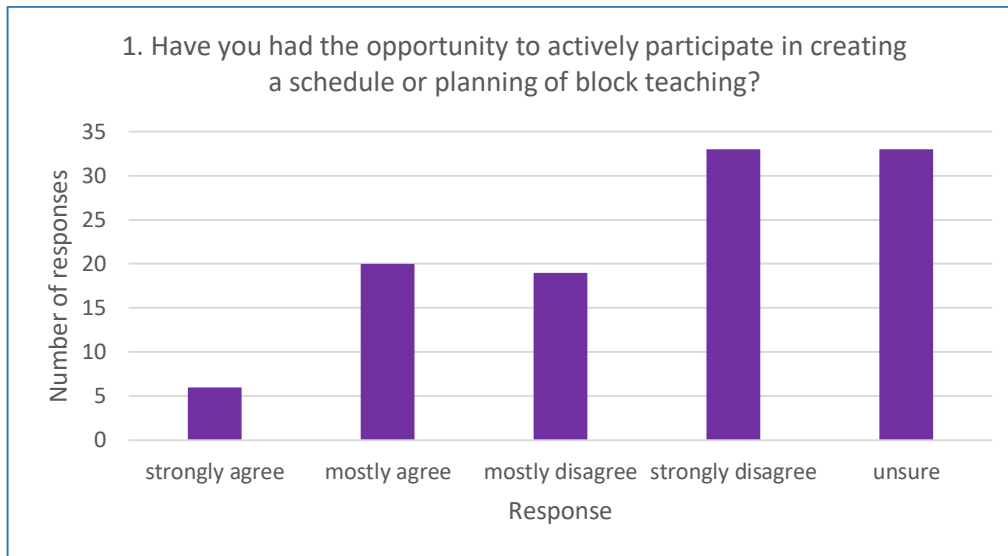
7. I would appreciate the following improvements of the provided e-learning services:



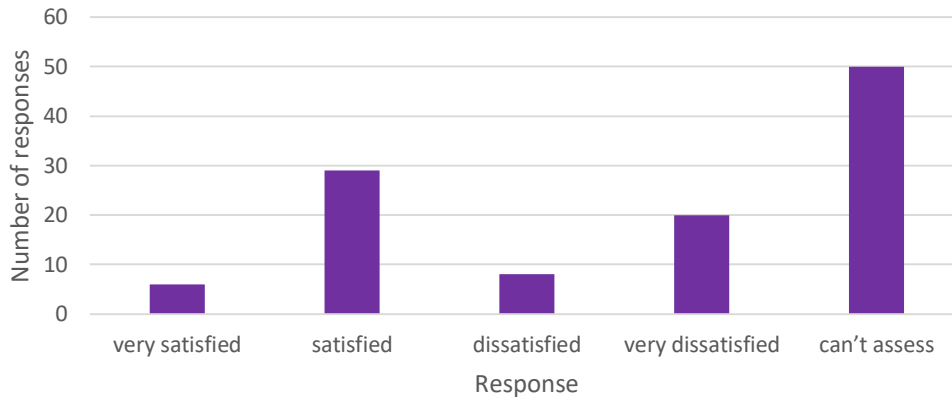
5 Support of the extracurricular activities

More than 30 % of respondents state that they did not have the opportunity to be actively involved in the creation of timetables, and about 33 % of them found that their schedule allowed them to take part in extracurricular activities. More than 30 % of the students do not participate in extracurricular events organized at the university/faculty and almost 30 % of students think they have not been able to actively participate in planning, making of decisions, development of a study field at faculty.

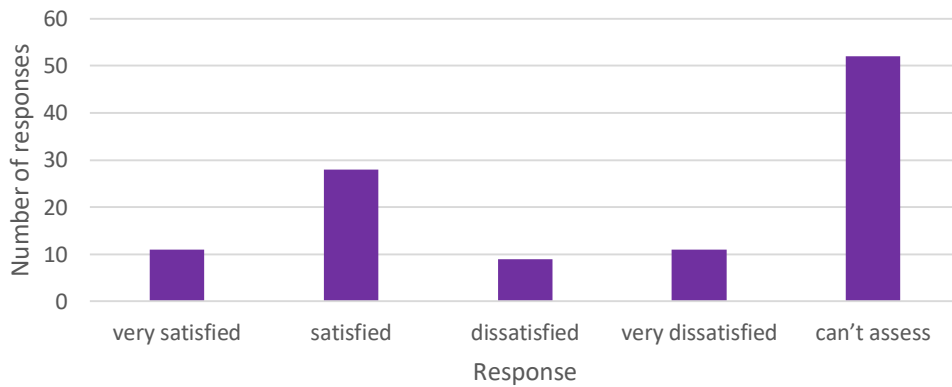
5.1 Graphical evaluation of questions



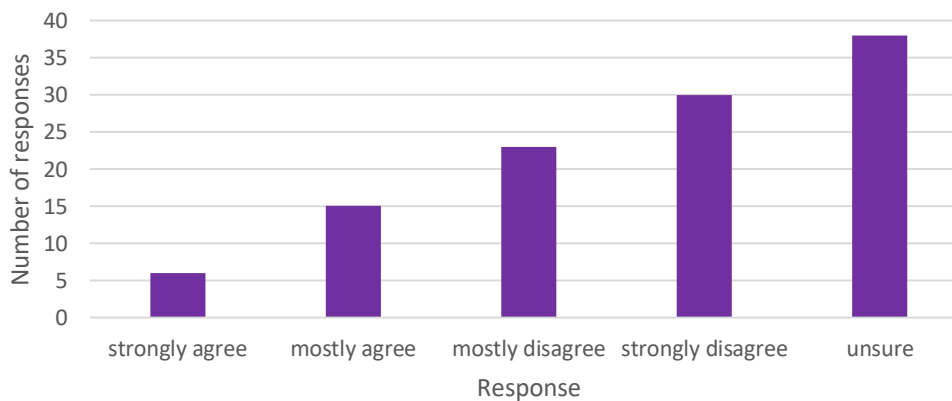
3. How do you assess the options of spending your free time at the University/Faculty? (e.g. ŠtuRko, UNITV, Hornád, CHUŠ, associations)?

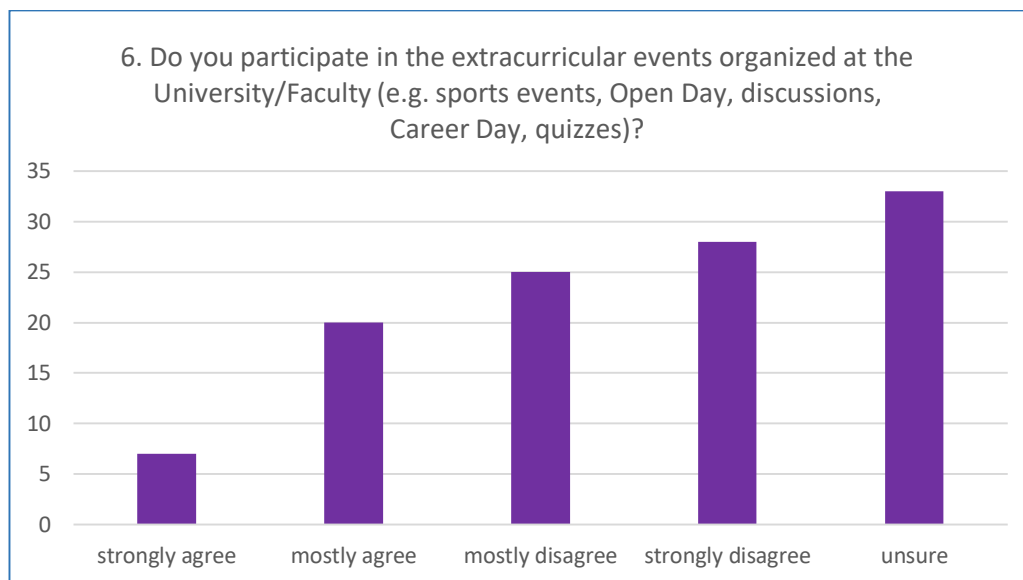


4. Assess the support structures and services allowing you to participate in professional competitions (e.g. SSC, SSW), the technical and material equipment and the opportunity to use it (including top-level laboratory and technical equipment).



5. Have you been able to actively participate in planning, making decisions, development of a study field/faculty (e.g. open forums, discussions, working groups)?





Distance learning - observations and comments

The questionnaire survey also paid attention to the evaluation of the distance form of education, which was introduced at the university in the summer semester AR 2019/2020.

This form was perceived very differently among different students, ranging from complete agreement to complete rejection. A selection of comments and evaluations can be found here: <https://ais2.upjs.sk/ais/start.do> (administratívny systém → správa a zverejňovanie dokumentov → iné elektron. dokumenty → vnútorný systém hodnotenia kvality)

Conclusions and proposed measures

1. To seek solutions for students' passive approach to events at the university/faculties by deepening cooperation with faculty leaders, improving the work of study advisors and supporting the student-teacher collegial relationship.
2. To motivate students to actively participate in the teaching process not only by significantly supporting students' professional activities, but also by improving cooperation with student associations/organizations.
3. To continue the emerging trend of supporting e-learning, especially by expanding and improving the offer of e-courses at the university/faculties.
4. Introduce and use a "mediator" in solving problems e.g. within UNIPOC.