Study of satisfaction and involvement of ATSU students

Marketing, Projects and Events
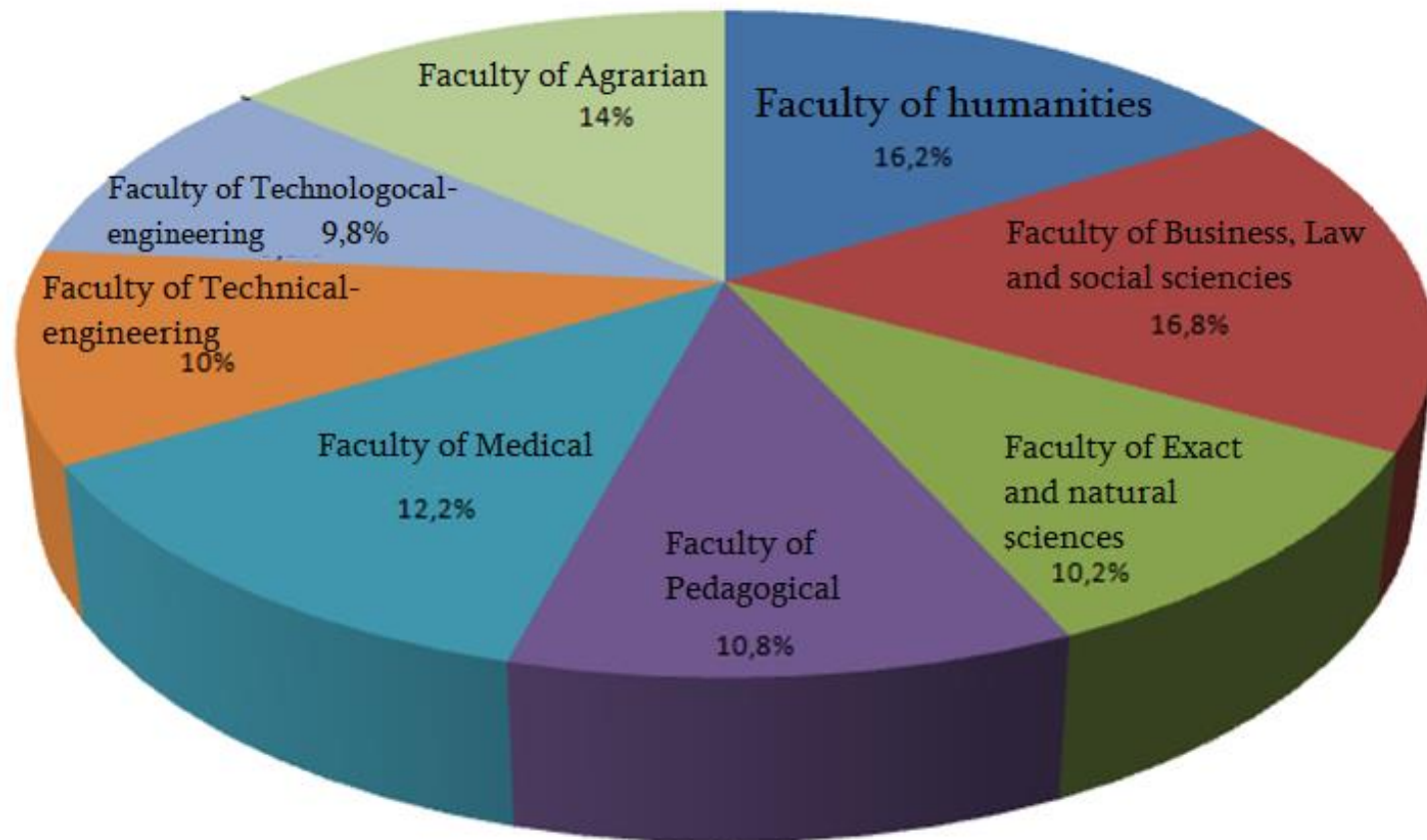Management Service of ATSU

December,2017–January,2018

Aim of the research:

- Studying the involvement and activeness of the students in projects and arrangements offered by the university;

- Studying the contentment of students in order to raise effectiveness of the university functions.
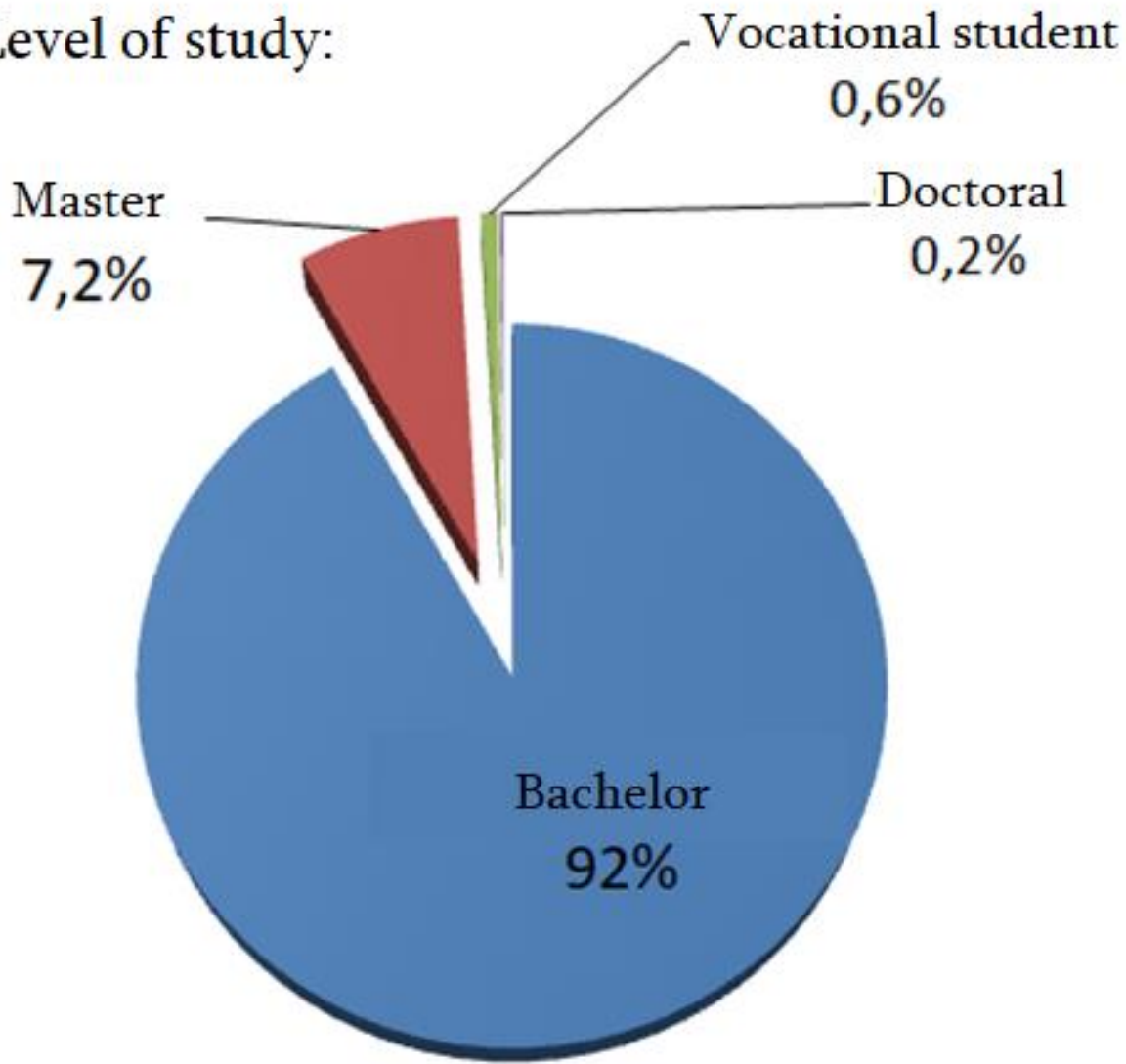
Quantitative and qualitative research methods were used to make the enquiry.

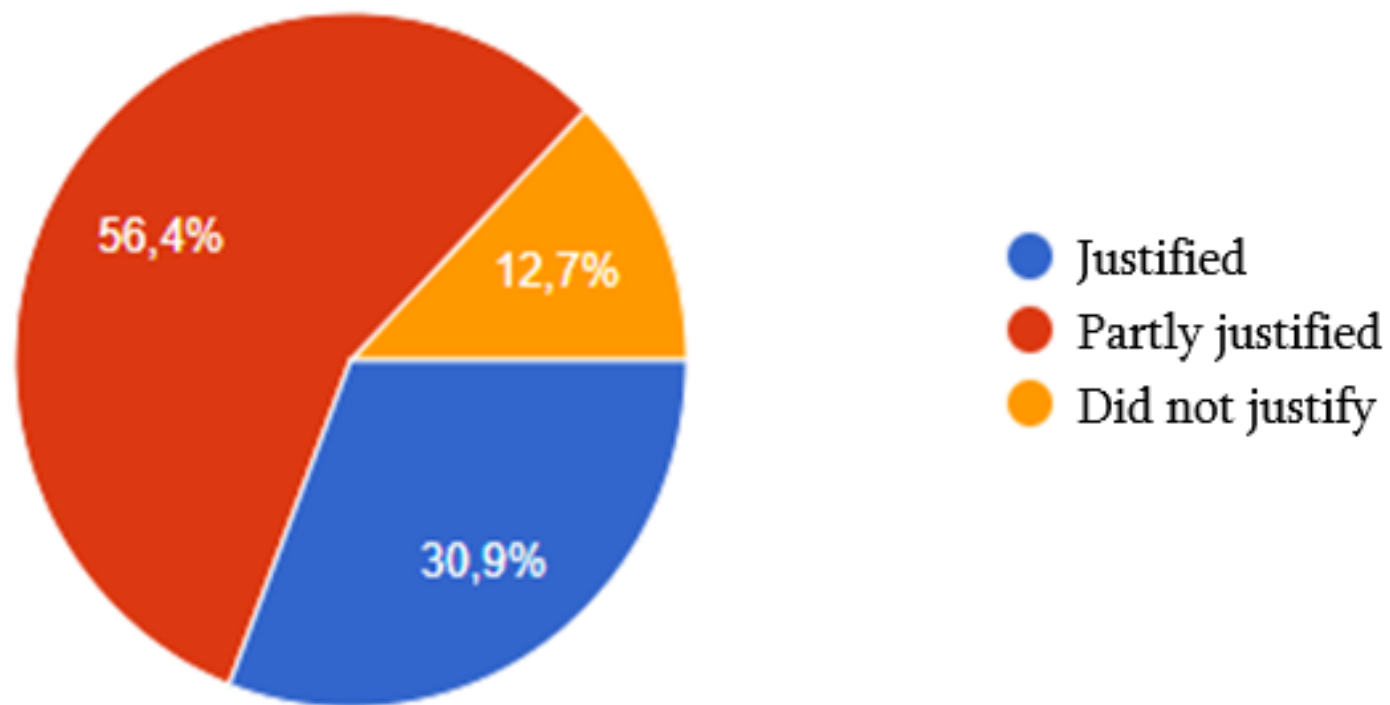# 1955 students of different faculties took part in the enquiry.

1. Faculties:

- Faculty of Agrarian 14%
- Faculty of humanities 16,2%
- Faculty of Technologocal-engineering 9,8%
- Faculty of Business, Law and social sciencies 16,8%
- Faculty of Technical-engineering 10%
- Faculty of Medical 12,2%
- Faculty of Exact and natural sciences 10,2%
- Faculty of Pedagogical 10,8%

2. Level of study:

Vocational student 0,6%

Master 7,2%

Doctoral 0,2%

Bachelor 92%

3. Did ATSU justify your studying expectations?

- 56,4%
- 12,7%
- 30,9%

Legend:
- Justified
- Partly justified
- Did not justify

4. How would you rate?

Legend: ■ Very good ■ Good ■ satisfying ■ Not satisfying ■ Hard to answer

University administration activities
- Very good: 276
- Good: 554
- satisfying: 769
- Not satisfying: 214
- Hard to answer: 114

Your faculty dean's and secretariat activities
- Very good: 555
- Good: 574
- satisfying: 527
- Not satisfying: 200
- Hard to answer: 61

Student support and development services' activities
- Very good: 240
- Good: 463
- satisfying: 629
- Not satisfying: 356
- Hard to answer: 184

Librarian and reading halls' activities
- Very good: 379
- Good: 582
- satisfying: 567
- Not satisfying: 273
- Hard to answer: 77

Exams organization and technical assuring sector activities
- Very good: 384
- Good: 596
- satisfying: 580
- Not satisfying: 218
- Hard to answer: 80

Student self-government activities
- Very good: 252
- Good: 455
- satisfying: 546
- Not satisfying: 362
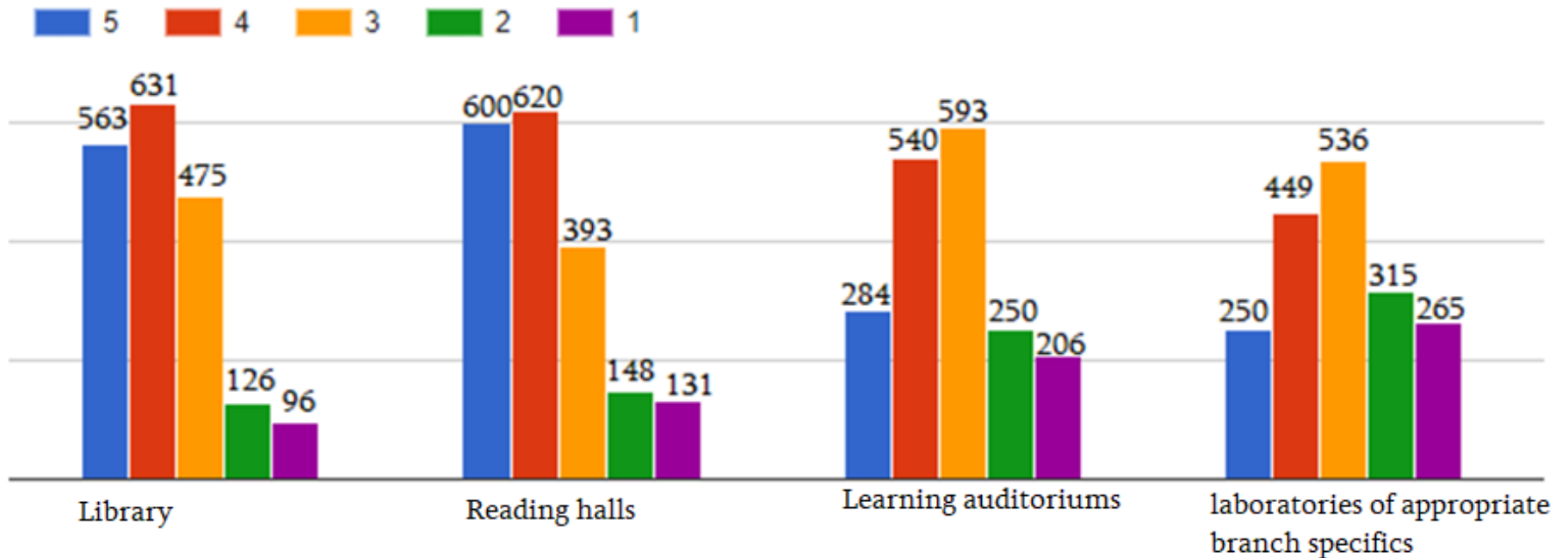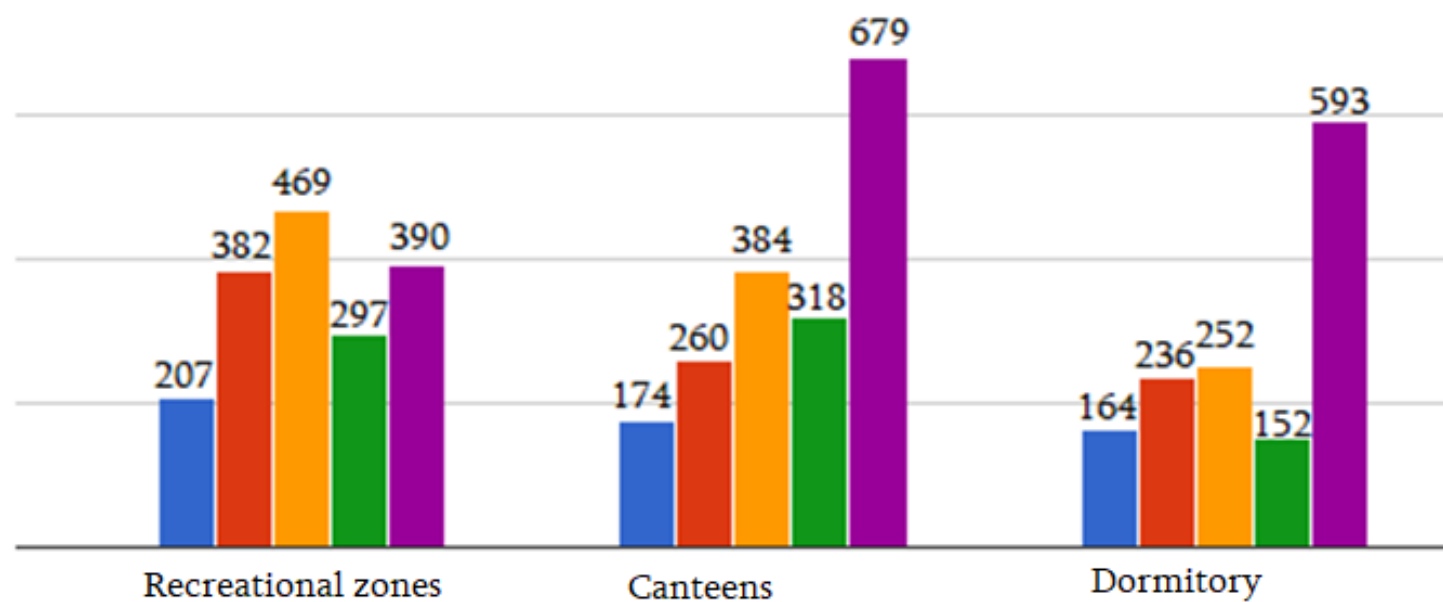- Hard to answer: 250

5. Please assess the course of the study process.

Legend: Very good | Good | Satisfying | Not satisfying | Hard to answer

The schedule of studying: 360, 742, 616, 165, 34

The quality of lectures: 381, 663, 611, 214, 40

The quality of practical/seminar/laboratorian studying: 266, 501, 574, 390, 157

The variety of modern teaching methods: 191, 321, 590, 616, 176
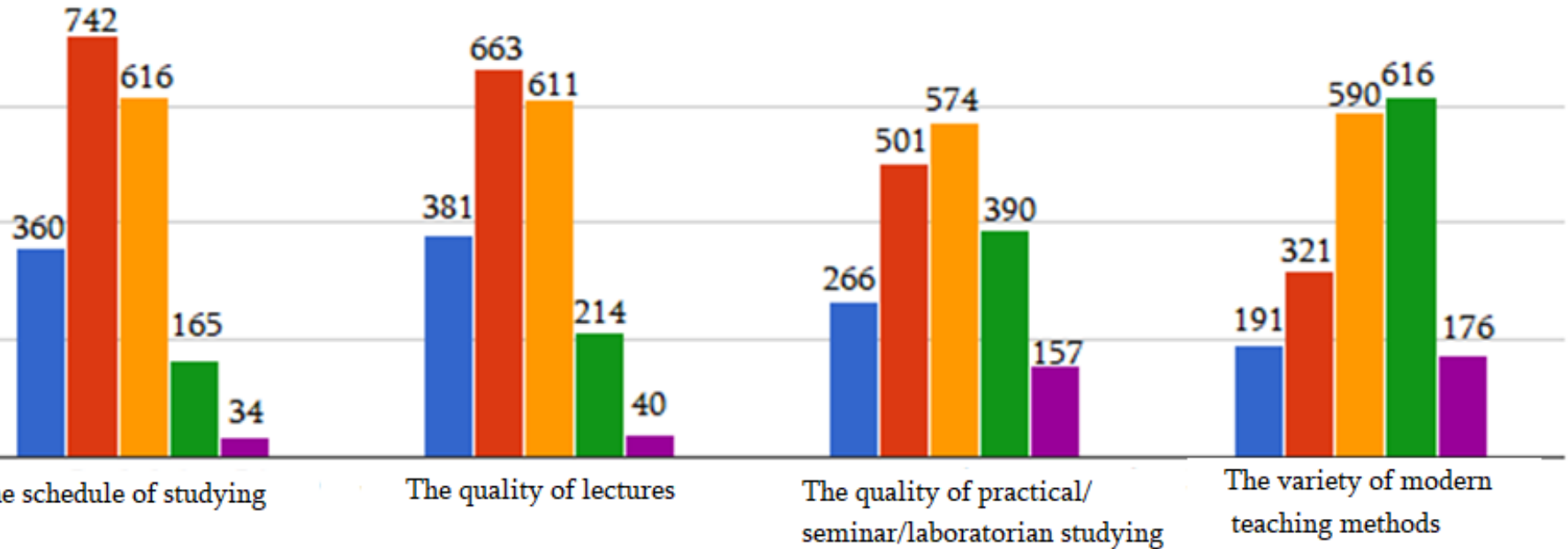
6. How would you assess the ATSU infrastructure?

learning and scientific laboratories: 262, 448, 509, 297, 275

acting and conference halls: 483, 668, 400, 162, 136

sport grounds / halls: 207, 354, 488, 296, 458

hygienic points: 159, 292, 399, 378, 609

Recreational zones: 207, 382, 469, 297, 390

Canteens: 174, 260, 384, 318, 679

Dormitory: 164, 236, 252, 152, 593
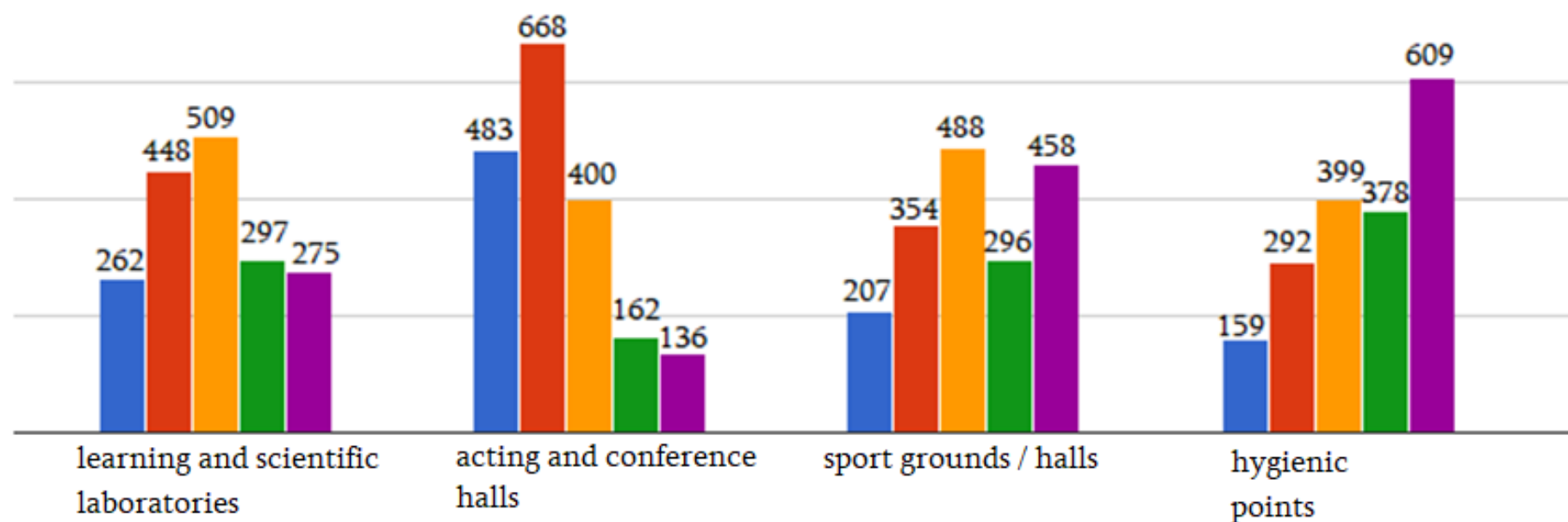
7. Student life is not just studying. Have you participated in?

Legend: Yes (blue), No (red)

Top chart:
- Student scientific conferences: Yes 37%, No 63%
- University activities: Yes 46.5%, No 53.5%
- Different sections of work (according to the interest): Yes 32.6%, No 67.4%
- Sport competitions: Yes 27.3%, No 72.7%
- Discussion of important and relevant issues of society: Yes 40%, No 60%

Bottom chart:
- Variety of researches: Yes 30%, No 70%
- Student projects: Yes 51%, No 49%
- Training-seminars and public lectures: Yes 51%, No 49%
- Scientific picnic: Yes 26%, No 74%
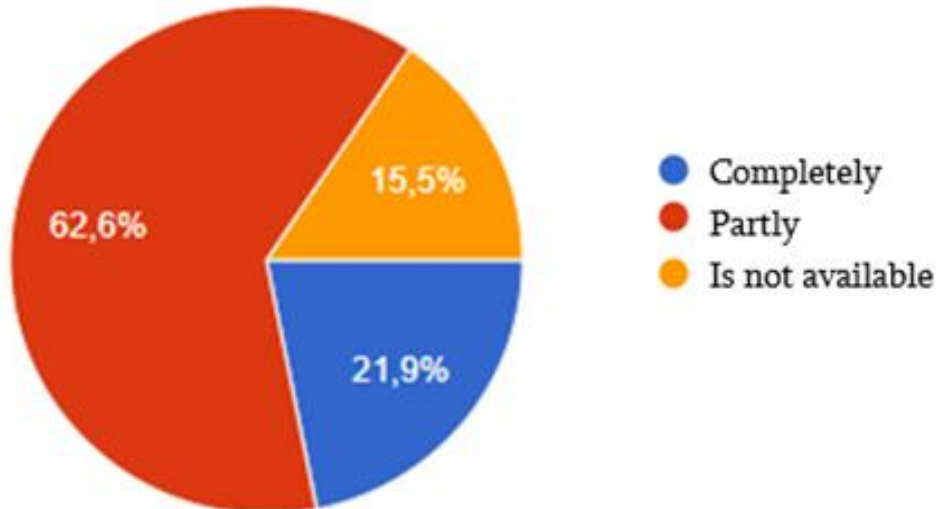- Student self-government projects: Yes 33%, No 67%

8. Do you participate in the process of educational programs' assessment and development?
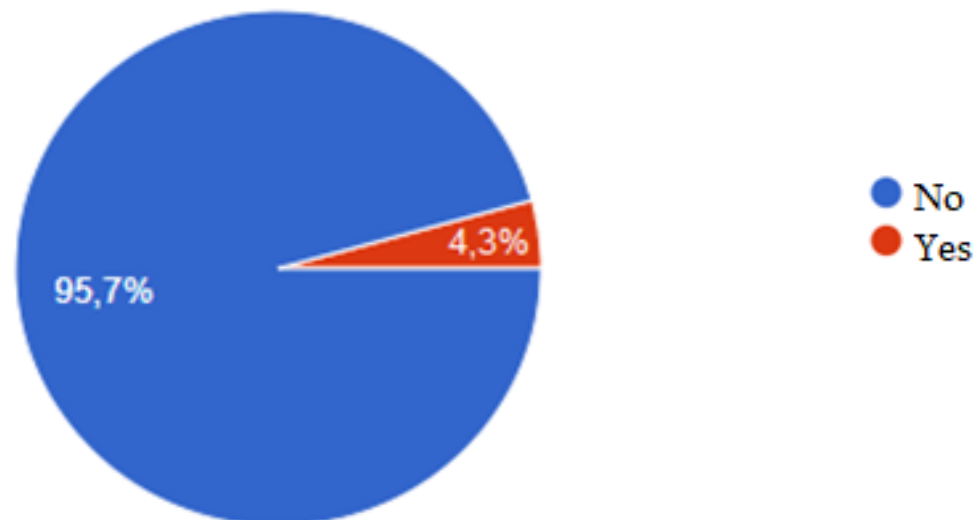

76,3%

23,7%

Yes
No

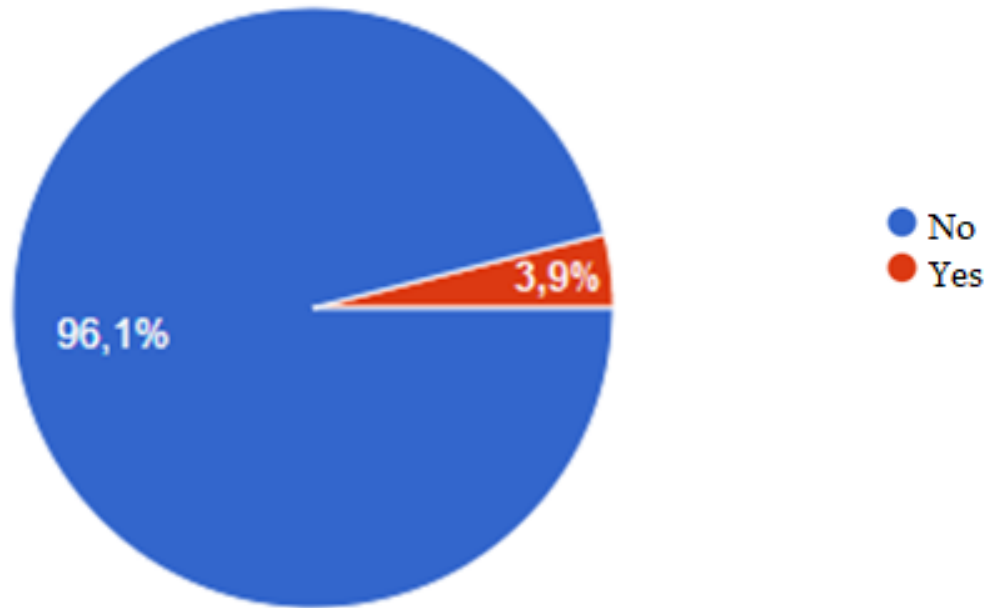# 9. how available is the process of internationalization and international cooperation for you?

9.1. information availability:

- Completely
- Partly
- Is not available

62,6%

15,5%

21,9%

9.2. Have you ever participated in international mobility program?
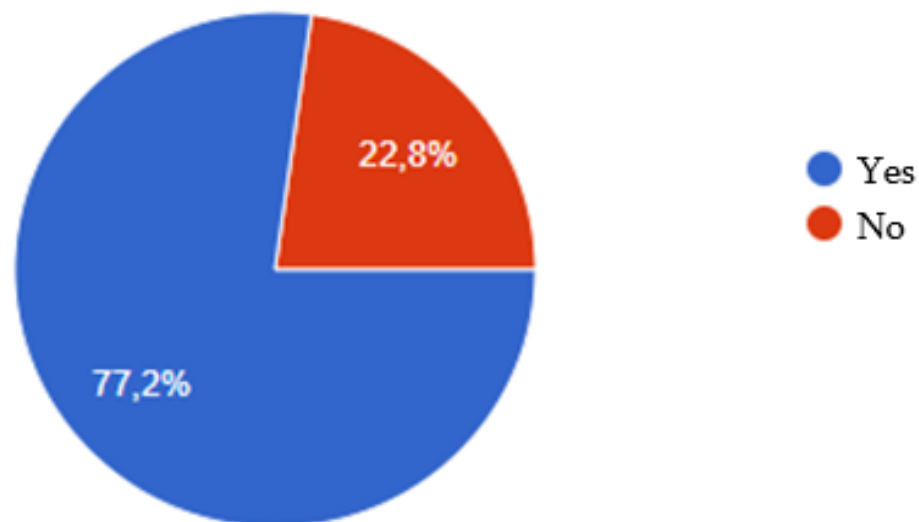

- No
- Yes

95,7%

4,3%

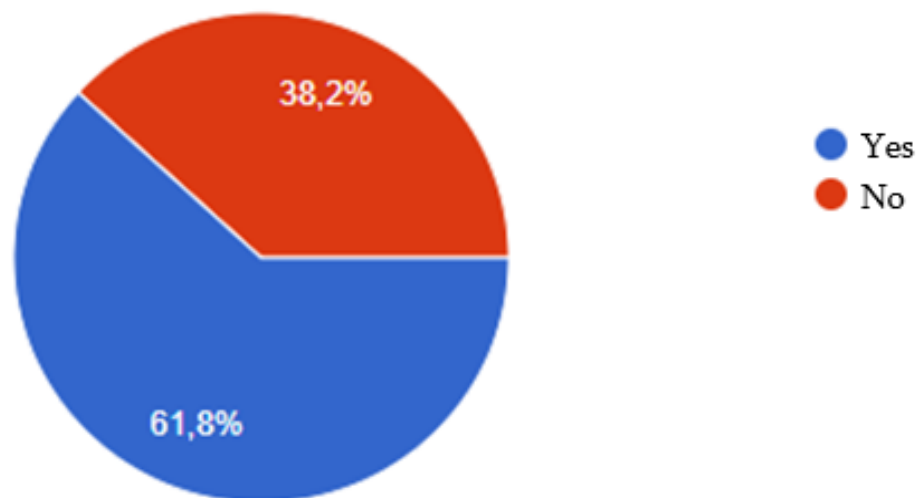## 9.3. Have you ever participated in international research projects?

- *"Henti";*
- *Research of language spreading by Luxemburg university;*
- *Dialectical research in Tao-Klarjeti;*
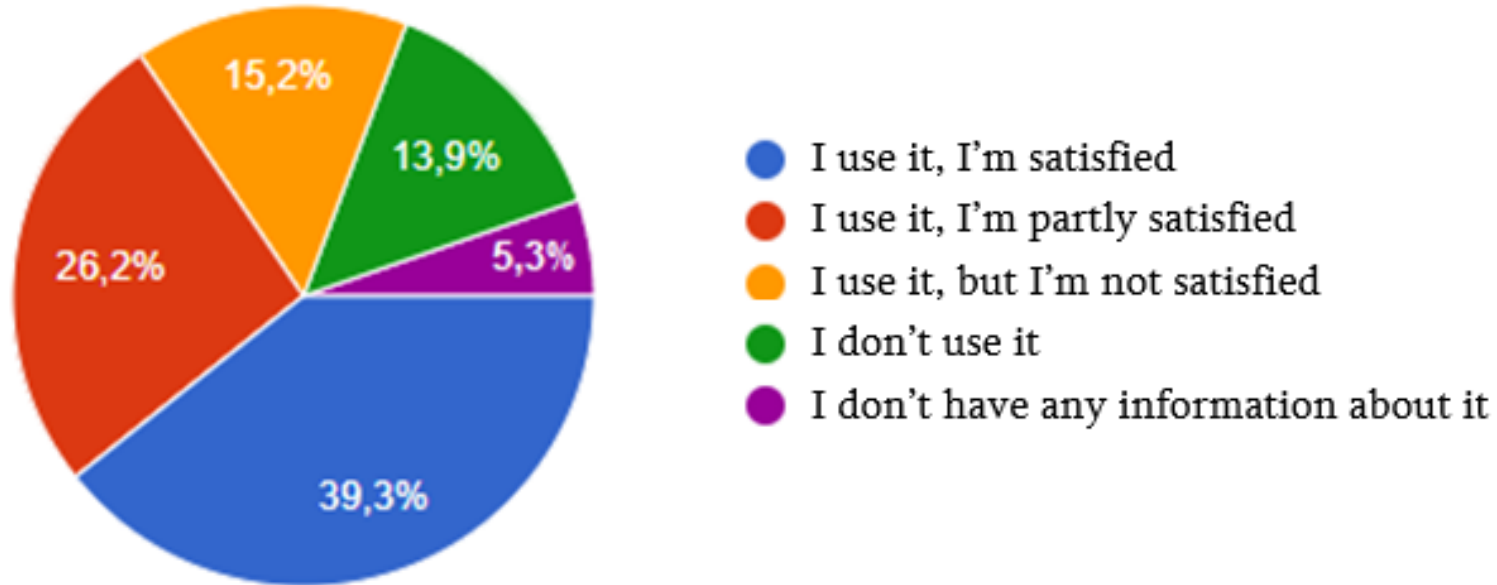- *Dialectological research in Turkey.*

10. Are you aware of the current regulations regarding the assessment system and assessment in the ATSU?

- 22,8%
- 77,2%
- ● Yes
- ● No

11. In your opinion, whether transparent criteria are used to assess student knowledge or not?

- 38,2%
- 61,8%
- ● Yes
- ● No

12. Do you use electronic dean and how do you assess its efficiency?

Legend:
- I use it, I'm satisfied
- I use it, I'm partly satisfied
- I use it, but I'm not satisfied
- I don't use it
- I don't have any information about it

Pie chart values: 15,2%; 13,9%; 26,2%; 5,3%; 39,3%

The following problems revealed with regard to the electronic Dean's office:
- *Writing the results with delay;*
- *Incomplete and incorrect information in some cases;*
- *Technical problems (difficulty in navigation, students have difficulty in accessing and finding information etc.);*
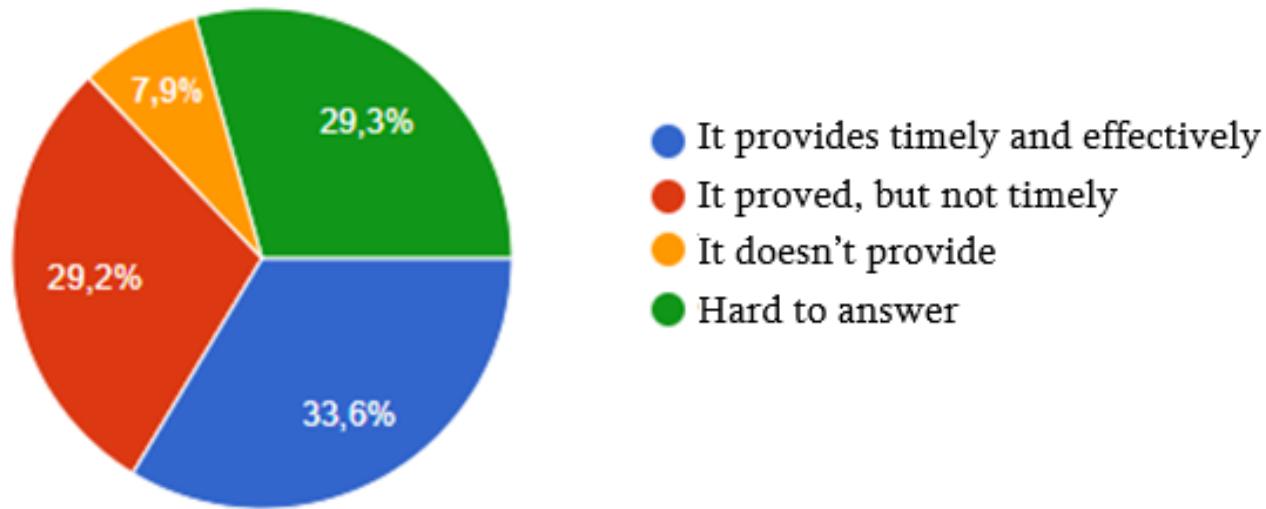- *Complicated and unattractive design.*

13. What do you think, how does it take into account the legitimate interests of the student in case of changing / canceling programs?
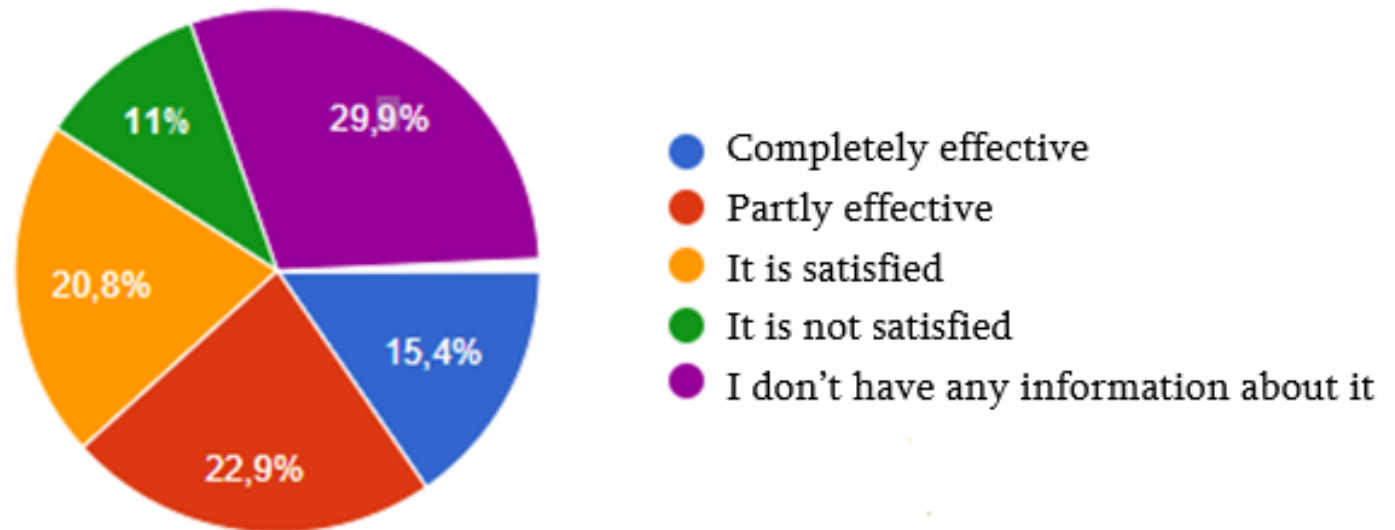

- 10,2%
- 28,9%
- 36,1%
- 24,8%

Legend:
- Completely takes into account
- Partly takes into account
- Does not take into account
- Hard to answer
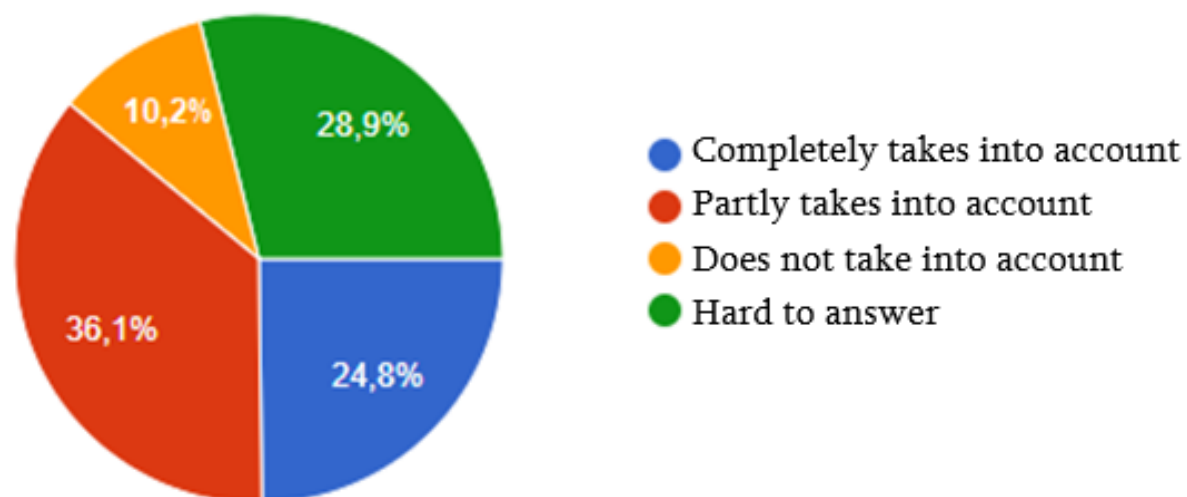
14. In your opinion, how transparent and fair the rule of canceling and terminating student's status?

- 34,5%
- 26%
- 39,5%

Legend:
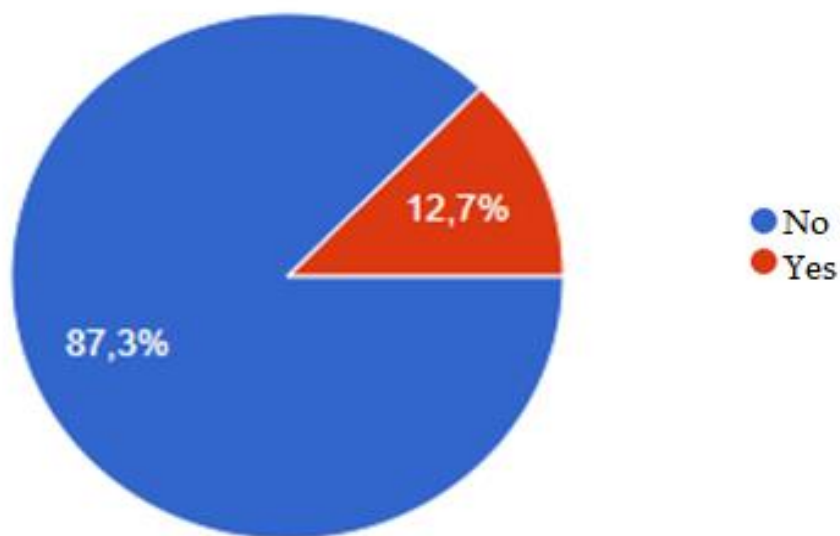- It is transparent and fair
- It is not fair and transparent
- Hard to answer
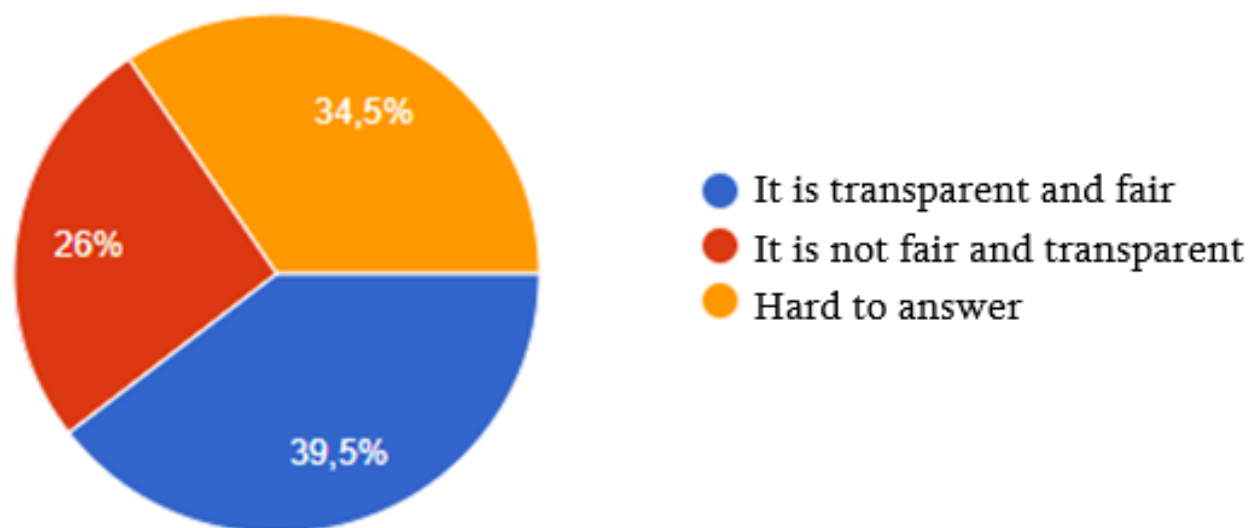
15. In your opinion, how effectively provides and timely manner ATSU to protect students' rights and legitimate interests?

- 🔵 It provides timely and effectively
- 🔴 It proved, but not timely
- 🟠 It doesn't provide
- 🟢 Hard to answer

7,9%
29,3%
29,2%
33,6%

16. Please evaluate the effectiveness of student complaints review in ATSU?

- 🔵 Completely effective
- 🔴 Partly effective
- 🟠 It is satisfied
- 🟢 It is not satisfied
- 🟣 I don't have any information about it

11%
29,9%
20,8%
15,4%
22,9%

17. Have you had any problems at any structure of the university?

12,7%

87,3%

- No
- Yes

Please, mark certain structural unit:

| Structural unit	Count
Mobility service	1
Accounts department	1
Security service	2
Developing and supporting center of students	2
Reading Hall	1
Library	4
Chancellery	5
Rating center	11
Dean's office	15
Secretariate	25
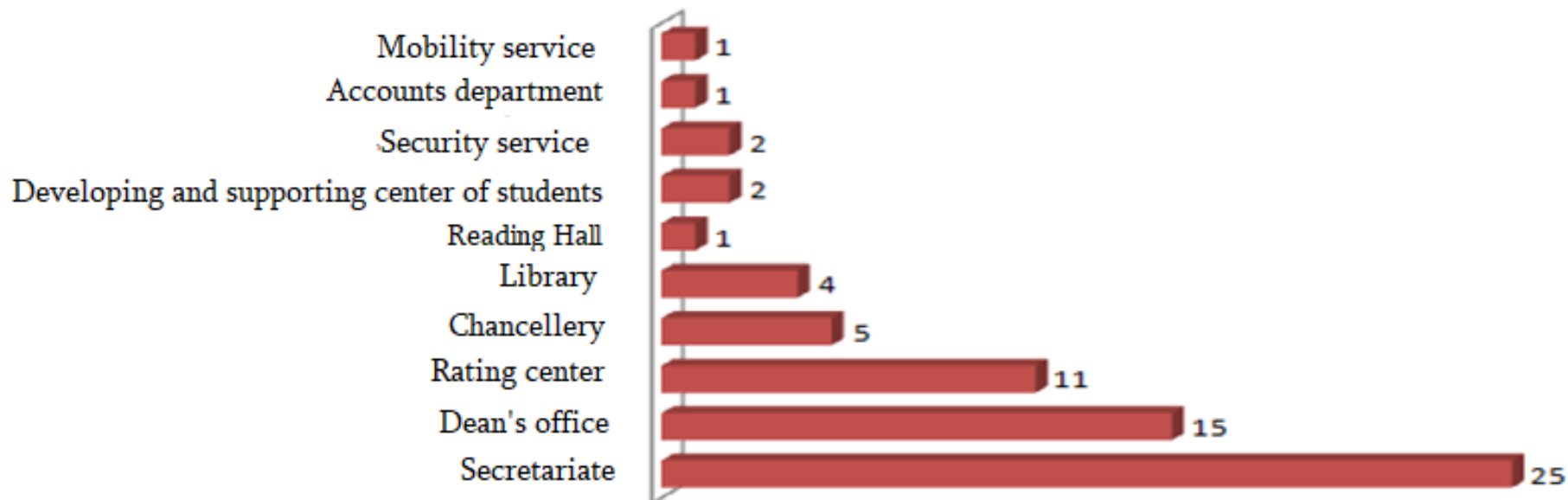
18. In your opinion, does the university provide students' different requirements, special educational or other needs and their uninterrupted involvement in educational process?


- Yes
- Partly
- No

60,8% 12,4% 26,8%
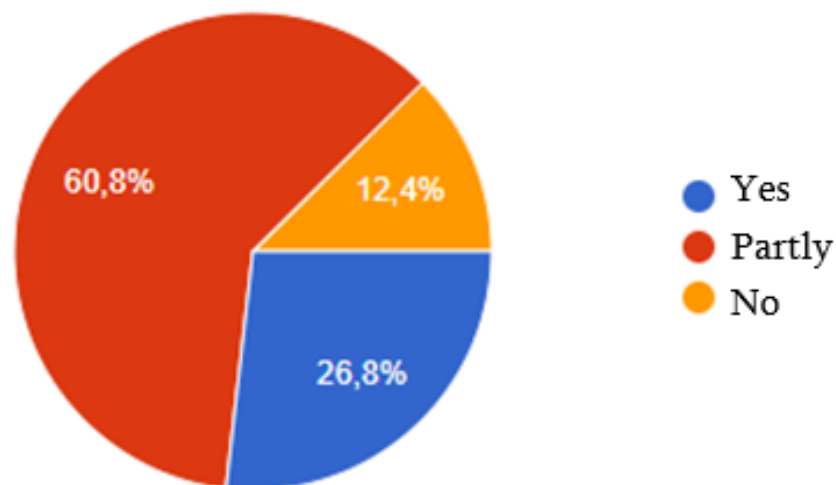
19. Did you get information on the consultation and assistance in the university and student services immediately after the start of the study?


- Yes
- No

33% 67%
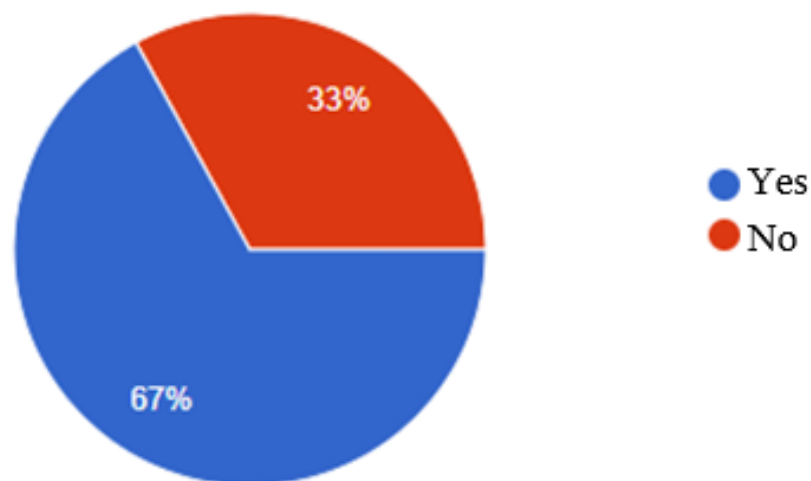
20. Do you have an information about carrier supporting service existing in ATSU which support implementing events connected to employment, carrier development and professional orientation?


55,5%

44,5%

- Yes
- No
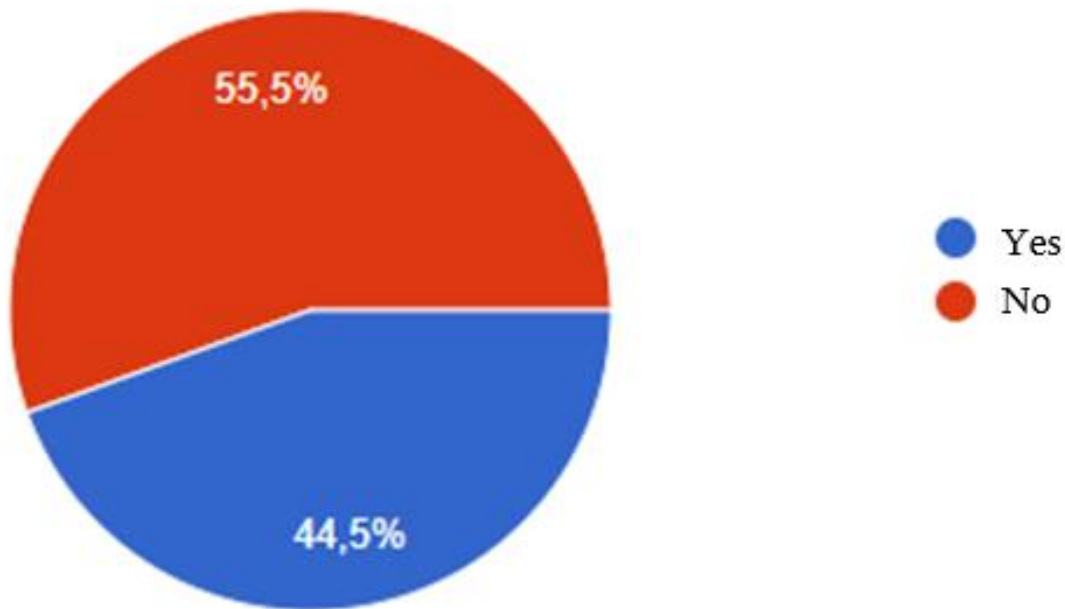
21. Does ATSU provide extra curricula activities (sport, art, perception) which encourage and support student initiatives?

53,1%   15,9%   31%

- ● Yes
- ● Partly
- ● No
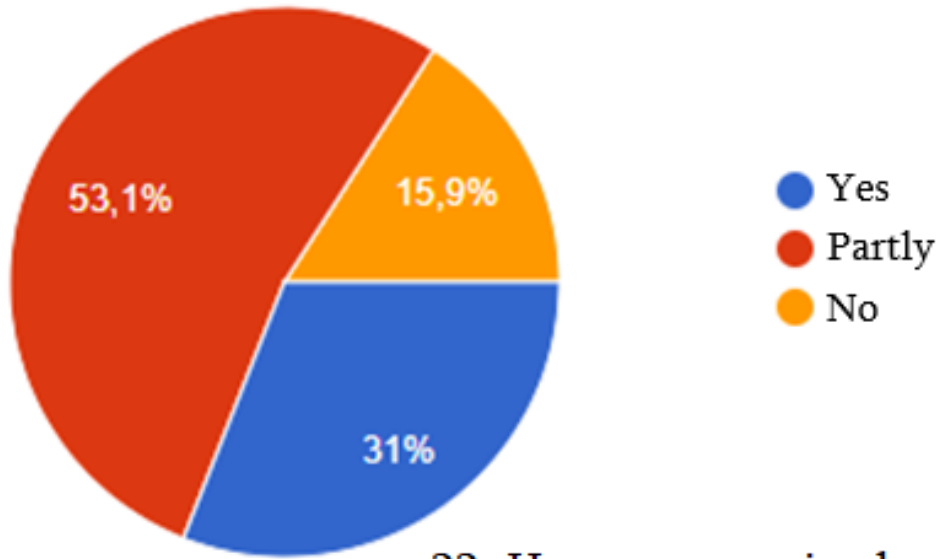
22. Have you received scholarship, assistance or other kind of advantages when paying for a tuition fee?

66,7%   33,3%

- ● Yes
- ● No
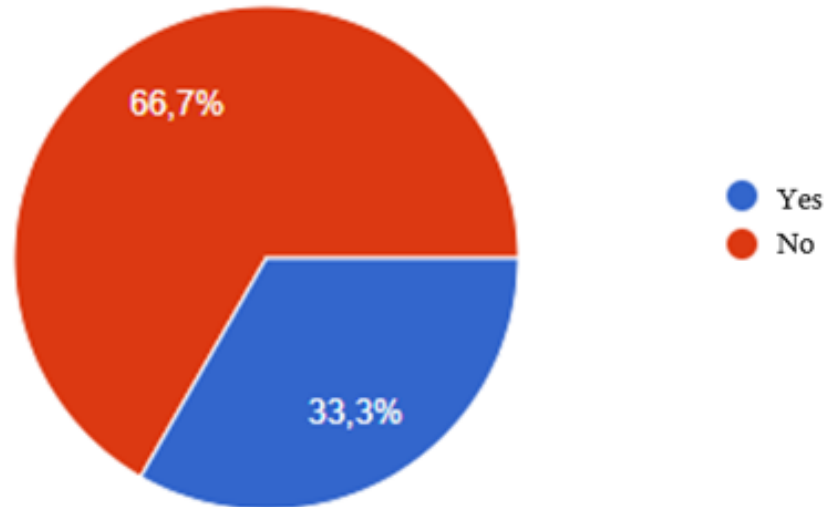
23. In your opinion, how transparent and public is the information about socially vulnerable students support mechanisms?

- Completely transparent
- Partly transparent
- Is not transparent
- Hard to answer

32,6%
31,9%
25,4%
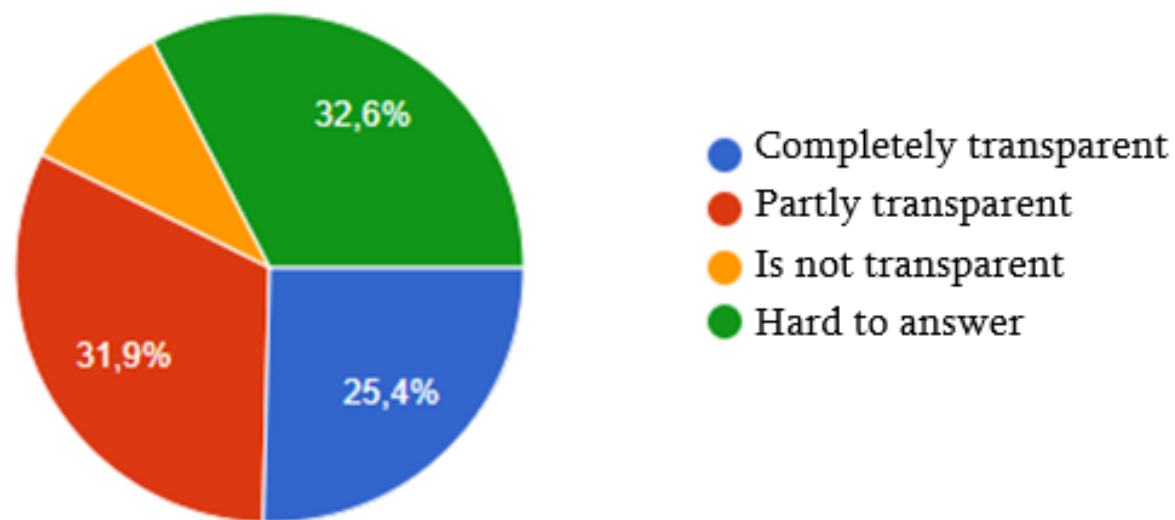
24. Do you use or have you used the international library databases access?

- Yes
- I had no need
- I don't have any information

25,6%
47,6%
26,8%
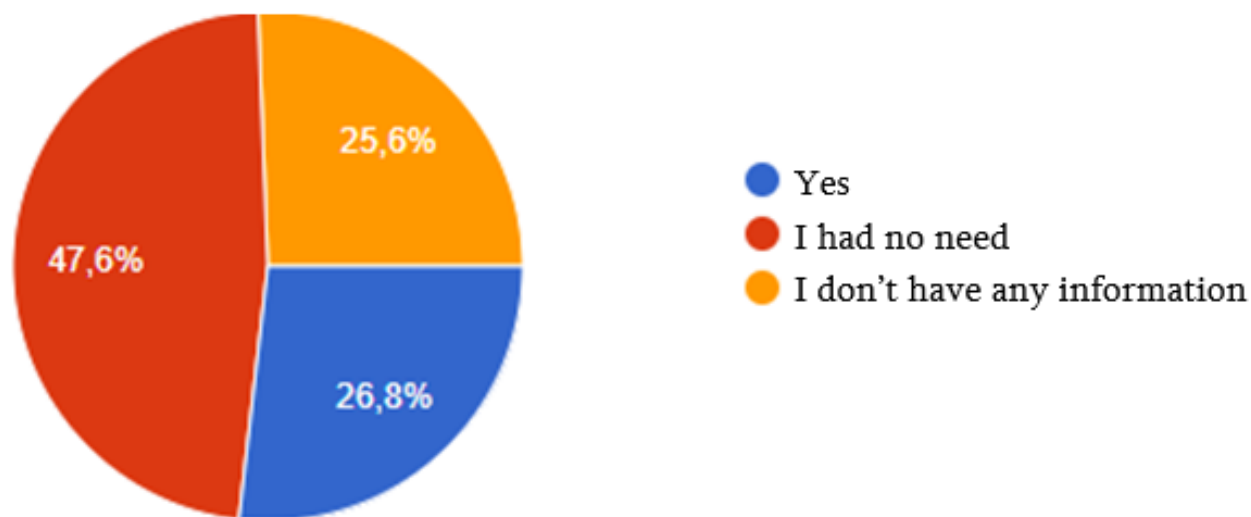
25. In your opinion, how much is the library and other literature enough in the university library?

- Completely enough
- Enough
- Is not enough
- Hard to answer

42,5%
13,2%
14,3%
30%
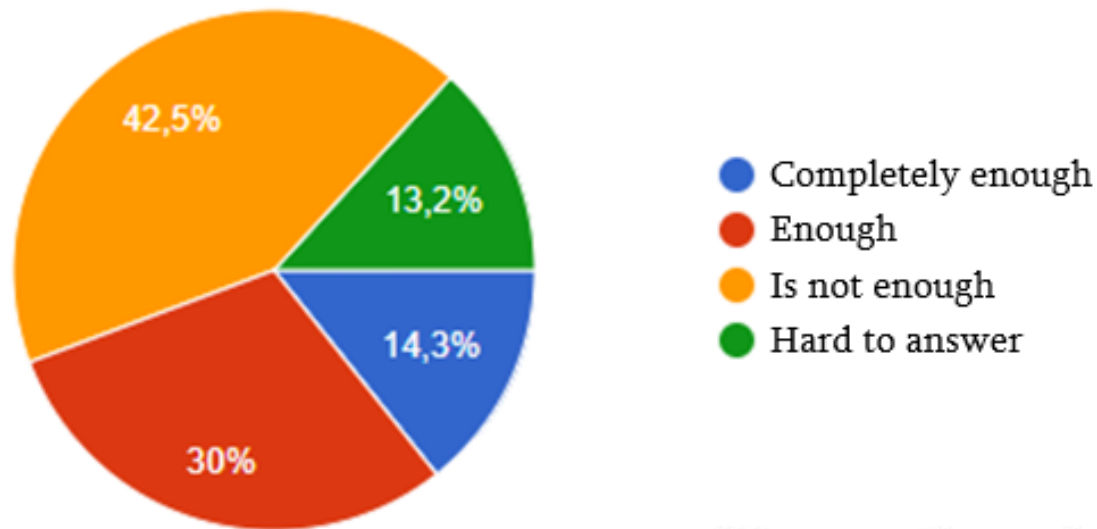
26. How would you evaluate the effectiveness of university medical assistance service?

- completely satisfactory
- partly satisfactory
- unsatisfactory
- I had no need and it's hard to answer

52,8%
12,4%
20,6%
14,2%
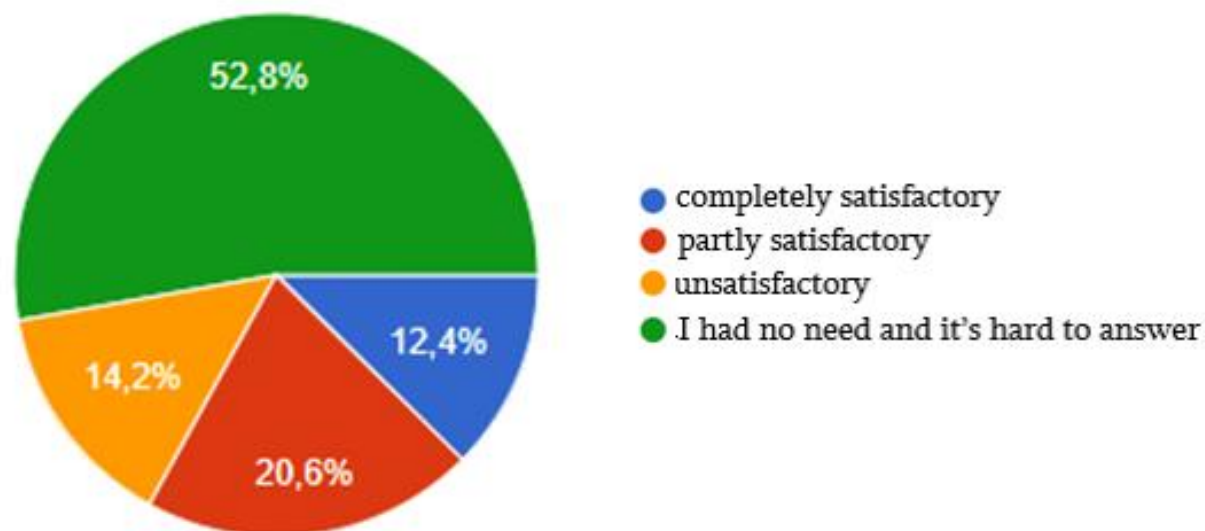
27. From which source you are getting information about the university planning and ongoing activities? (Mark all relevant fields)

Source	Percentage
Corporate Email	35,5%
Official website of the University	28,1%
University official Facebook page	36,5%
Information boards	22,7%
Faculty / Department Administration	23,2%
From other students	38,2%
Mobile application ATSU NEWS	3,7%
I do not get information	6,5%
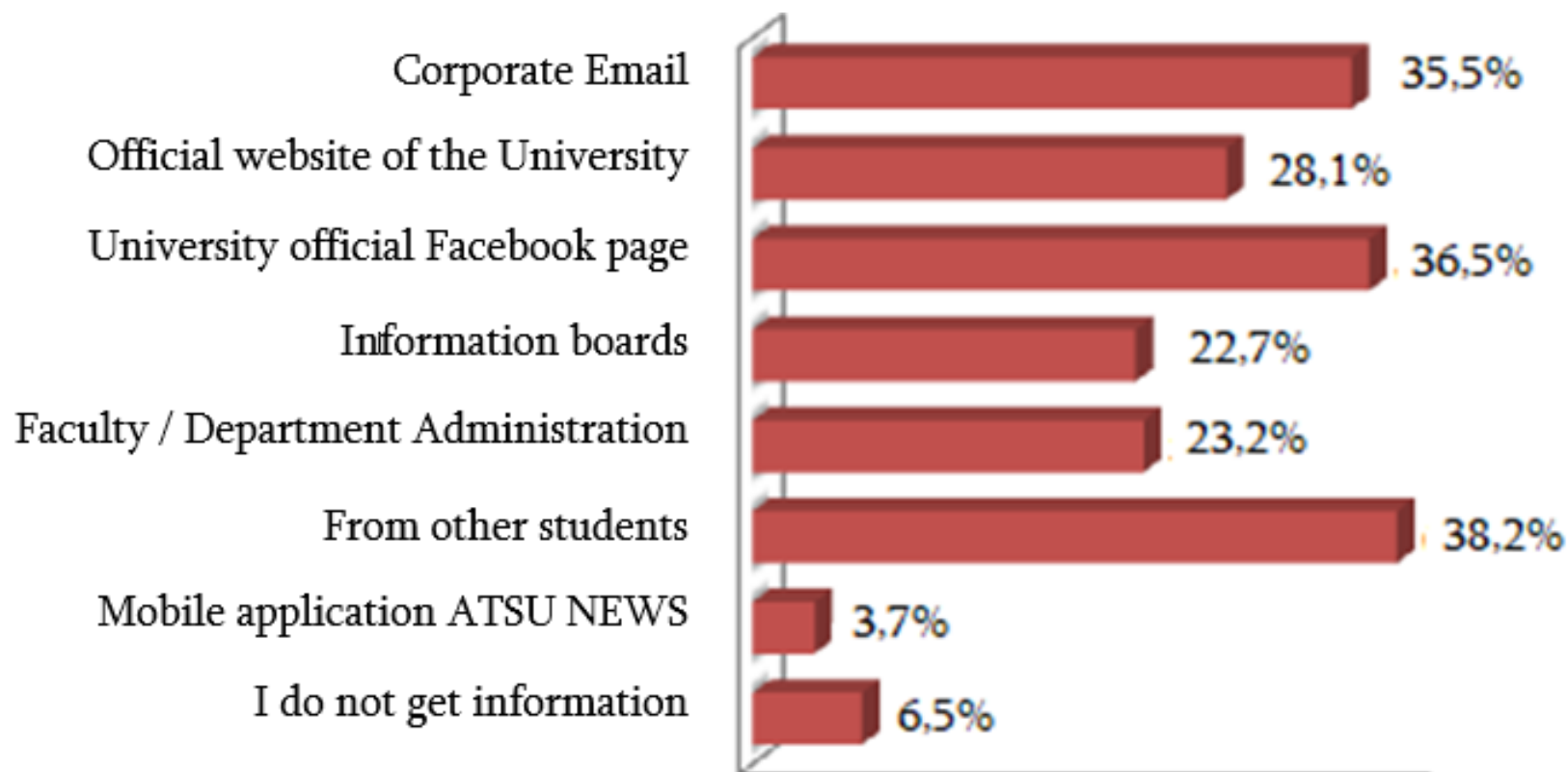
28. To your mind, which aspects of university life need to be solve primarily?

Aspect	Percentage
Modern teaching-methodological literature	35,2%
Classrooms equipped with modern technical means of learning	52,2%
Number of classrooms	11,4%
Studying schedule	15%
Contents of learning courses	16,6%
Employers' involvement in the development of educational programs	32,4%
Practice organization	24,2%
Activation of Students life	33,3%
Controling of attendance	15,3%
Improvement of infrastructure	28%

29. Do you know the principles of academic ethics and honesty, regulations about plagiarism?

- Yes, completely
- Yes, partly
- I've heard about it
- No

35,8%
24%
15%
25,2%
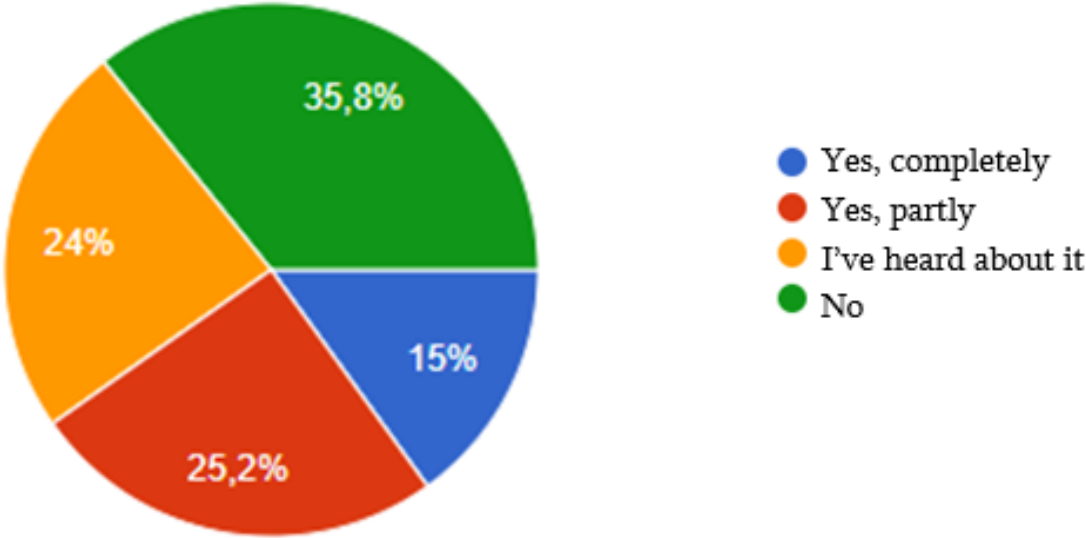
30. If you had a chance to choose university again, would you choose ATSU?

- Yes
- No
- Hard to answer

27,2%
25,3%
47,5%
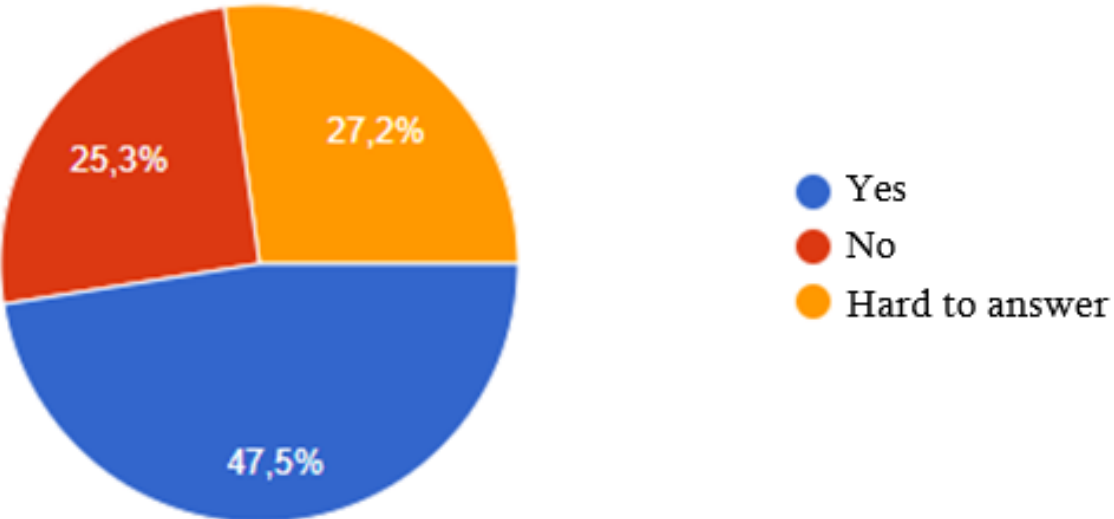
Recommendation about improving university atmosphere and learning conditions:

➢ *Organized infrastructure (auditoriums, hygienic units, canteens, heating system.)*
➢ *Modern methods of teaching, more practice and modern literature;*
➢ *Modern technical equipment in auditoriums and laboratories;*
➢ *Diversifying libraries and improving reading halls;*
➢ *Study schedule adapted to students;*
➢ *Employing qualified staff and young lecturers;*
➢ *Controlling attendance of lecturers at the lectures.*

General tendencies

- The majority of enquired people are content with studying at ATSU and its conditions.
- The majority of the enquired students estimate the working of the university structural units and organizing learning processes as good or satisfactory, though using modern methods in the process of teaching and learning remains as a problem.
- The majority of the enquired students estimates the university infrastructure as good and satisfactory, but the problematic issue is hygienic units, canteens, sports centres and squares and dormitories.
- The majority of the students are actively involved in training-seminars and public lectures, also in student projects. A great number of them has taken part in students' scientific conferences, university events and in discussing different issues important for the society. Unfortunately, not many students are involved in sport activities and competitions, in different types of researches, ATSU scientific picnics and in students self-government projects.
- The number of students in international mobility and research projects is quite low.
- Although the vast majority of the enquired students is informed about estimation system of the university, and thinks that transparent and valid criteria are used in estimating each student, the number of uninformed students is still high as they estimate the system as nontransparent.

- The majority of the enquired students is completely or partially content with functioning of electronic Dean's office, though several problems revealed: late fixation of the results; incomplete or incorrect information in some cases; navigation difficulty, complicated and unattractive design.

- The majority of the enquired students says that the university takes into consideration students' legislative interests in case of changing or cancelling programs, the rules and regulations of interrupted status of the students are fair and transparent. Students also estimate the effectiveness of discussing the complaints from students side.

- The majority of enquired students has not had any problems with university structural units, though there were several problems with Dean's offices, secretariats, and exam centers.

- The majority of enquired students thinks that the university provides different requirements of the students, special educational or other needs and their uninterrupted involvement in educational process.

- The majority of enquired students confirms that they have received information at the beginning of learning process and has information about career maintenance service of the university; the university provides maintaining of the activities planned without curriculum and supports student initiatives, information about socially vulnerable students and their supporting mechanisms are transparent and public.

- More than a quarter of the enquired students uses the access to international library base, approximately half did not have the need to use it and a quarter of them does not have any information about it.

- Although the library fund is filling constantly and systematically, the vast majority of enquired students thinks that current literature of different genres is not sufficient.

- Many students receive information about university events and planned arrangements by electronic mails and official web pages and also Facebook, from faculty administration and from other students. Only very few of them says, that they do not receive information.

- To enquired people's opinion, the following issues and aspects need to be solver primarily: auditoriums equipped with modern technical devices of teaching, modern methods of teaching and modern learning literature, more active student life, more involvement of employers in working out educational programs and improving infrastructure. They also highlight the necessity of implementing modern methods of teaching, more practice and study schedules adapted to students, more qualified staff and employing younger lecturers, strictly controlling the attendance of lecturers and students at lectures.