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University*

## Satisfaction Survey Manual



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## Introduction

This document is a manual for the assessment of the administrative and learning processes and educational programs at the European University and conducting satisfaction surveys.

It is necessary the university to implement various types of surveys, in order to continuously improve the quality of teaching and other university services, to meet the expectations of its stakeholders.

The types of planned internal and external surveys, their periodicity and methodology are described in the survey manual. As an appendix the document is accompanied with survey instruments / questionnaires that the Quality Assurance Service will periodically use for the purpose of making assessments and quality improvement. The questionnaires are subject to updating and, in case of necessity individual, specific requirements shall be considered.

The purpose of the survey is to help identify both the challenges of the internal-university environment and the needs of external stakeholders.

Students and academic / invited and administrative staff are the target audience for surveys of the internal environment of the University. The target audience of surveys for identifying the needs of external stakeholders are the employers of the university, professional associations, etc.

Conducting regular surveys is one of the ways for making an assessment of administrative and educational processes, examination processes, educational programs, program implementing staff. Analyzing of the survey outcomes and assessment will help the university implement its short-term and long-term plans in terms of quality improvement. Conducting regular surveys is one of the means for observing and monitoring educational processes.

The purpose of the manual is to provide a standardized guide for conducting survey, analysis and reporting.



## The types of surveys planned by European University

### 1. Survey of Students General Satisfaction

Survey of Student's General Satisfaction is a regular survey designed to get feedback from students based on their personal experience related to the following issues: learning process, university infrastructure, procedures, student services, etc. Assessing student satisfaction in each aspect will help the university improve the quality of services (see Appendix 1).

### 2. Survey of General Satisfaction of Academic and Invited staff

The purpose of the Staff Satisfaction Survey is to receive feedback from the Academic and Invited staff of the University on the following issues related to the University activities: management style, remuneration, additional benefits, taking care for staff development, infrastructure, procedures. For the development of the University, it is important incentives to be set for Academic and Invited staff, who contribute to the development of the educational (see Appendix 2).

### 3. Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff

The purpose of the survey of administrative staff is to receive feedback from the university administrative staff on the following issues: management style, remuneration, taking care for staff development, infrastructure, procedures. It is important for the development of the university to assess management processes of organization in different aspects and identify development opportunities (see Appendix 3).

### 4. Survey of students enrolled in the University through mobility

The purpose of the Survey of the Students enrolled in the University through Mobility is to examine the factors of choosing the university, expectations, assessment of the university image, its publicity among the target audience (see Appendix 4).



### 5. Survey of student moved from the University through mobility

The purpose of the survey of the students moved from the University through mobility is to examine the reasons why students leave the university (see Appendix 5).

### 6. Assessment of educational program by a student

Surveying students, studying at graduating courses, is one of the means to assess the achievement of educational program goals. Within the survey, students - studying at graduating courses assess educational programs, in particular the content of the program, teaching and learning methods used within the program, assessment methods etc. the knowledge they gained within the program. Considering the survey outcomes is important for the ongoing development of process of educational programs (see Appendix 6).

### 7. Assessment of educational program by a graduate

Surveying the graduates of the University is one of the means to assess the learning outcomes of an educational program. The graduate evaluates goals, learning outcomes, and curriculum of the educational program. The survey of the graduates enables the university to monitor the professional development / status of its graduates, accordingly, to evaluate the possibility of achieving the learning outcomes of educational programs, get recommendations for the purpose of development of the program and improvement the achievement of learning outcomes (see Appendix 7).

### 8. Assessment of educational program by an employer

Assessment of the educational program by employers is important at the development stage of the program, at the assessment stage for making amendemnts in the educational program, as well as with regular intervals, to verify compliance of the goals, learning outcomes, and curriculum of the educational program with the requirements of labor market. The analysis of the assessment outcomes helps the university make its educational programs more delicate (see Appendix 8).





### 9. Assessment of educational program by the staff involved in the implementation of the program

Assessment of the educational program by the staff, involved in the implementation of the program serves to refine and develop the goals, learning outcomes and curriculum of the program. It is one of the internal mechanisms for quality assurance and the amendments, made based on the analysis of its results, contribute to the continuous development of the program (see Appendix 9).

### 10. Assessment of the course and the lecturer by a student

Assessment of the Course and Lecturer by a student is a regular survey designed for the purpose of assessing the academic performance of the staff involved in the implementation of the program, to receive feedback based on the students' personal experience related to the particular course and lecturer. Within the survey, the students evaluate the course volume, forms and methods of assessment, teaching methodology, opportunities for getting expected learning outcomes, lecturer competences etc. Assessment, made by students, helps the university systematically identify weaknesses and improve teaching and learning quality (see Appendix 10).

### 11. Assess the internship component by the student

The internship component assessment is performed by students after completing the internship component. The evaluation of the internship component of the educational programs serves to study the student's satisfaction with the knowledge and skills acquired within the internship component, as well as to assess the achievement of the learning outcomes defined by the internship component of the educational program. As a result of the survey, the following issues are evaluated by a student: the organizational issues raised by the university and the internship facility; monitoring the internship process by the supervisor of the internship; monitoring the internship process by the the mentor; getting the necessary instructions from the mentor; support of the mentor in acquiring knowledge and skills within the internship; knowledge and



skills related to the main field of study acquired by the student within the internship; ensuring the performance of the syllabus-defined activities and time by the mentor. As a result of the survey, the student also names and evaluates the reasons that hinder the development of knowledge and skills defined by the syllabus, if any (see Appendix 11).

## 12. Student assessment of the practice facility (clinic) and clinical training courses

The assessment of the practice facility (clinic) and clinical training courses is carried out by the students after the completion of the clinical training courses. The assessment of the clinic and clinical training courses by the student serves to study the student satisfaction with the knowledge and skills acquired within the clinical training courses, as well as to assess the achievement of the learning outcomes defined by the clinical training courses of the educational program. As a result of the research, the student evaluates the organizational issues performed by the practice facility (clinic), the clinic equipment needed to effectively manage the learning process, the knowledge and skills related to the main field of study acquired by the student during the clinical training, providing the student with demonstration of the knowledge and skills acquired during the clinical training course under the supervision of the lecturer on the patient / mannequin, ensure the fulfillment of the time specified in the syllabus by the lecturer. As a result of the survey, the student also names and evaluates the reasons that hinder the development of knowledge and skills defined by the syllabus of clinical training courses, if any (see Appendix 12).

## 13. Assessment of the examination process by a student

The purpose of the assessment of the examination process by a student is to show the student's satisfaction with the examination process, in particular, to assess: the compliance of the examination questions with the content of the syllabus, the timely start of the examination, the provision of necessary instructions for the student; Issues of student awareness regarding the examination process, as well as the organization and courtesy of the examiners, the correctness of the examination schedule, which helps the Quality Assurance Service assess the progress and organization of the examination process in general, students' satisfaction with the mentioned





processes; Also, identify potential improvements and ensure that work is underway to improve them (see Appendix 13).

#### 14. Students' Assessment of their participation in the International Academic Mobility Program

Students' participation in the International Academic Mobility Program is assessed by the students participating in the program upon their return from mobility. The purpose of the survey is to assess students' satisfaction with participating in the International Academic Mobility Program, in particular, satisfaction with organizational issues with the sending and host universities, key interests in participating in the International Academic Mobility Program, knowledge and experience gained in the program, and other positive outcomes. The survey also serves to record any other positive or negative assessments related to the sending and host higher education institution while participating in the mobility program (see Appendix 14)

#### 15. Staff Assessment of their participation in the International Academic Mobility Program

Assessment of staff participation in the International Academic Mobility Program is performed by the staff, participating in the program upon return from mobility. The purpose of the survey is to assess staff satisfaction with participation in the International Academic Mobility Program, in particular, satisfaction with the organizational issues of the sending and host universities, key interests in participating in the International Academic Mobility Program, qualifications and experience, other positive learning outcomes, the application of acquired knowledge and experience in the learning process. The survey serves to record any other positive or negative assessments related to the sending and host higher education institution while participating in the mobility program (see Appendix 15).

#### 16. Group Discussion (Focus Group Method)

The focus group method can be used as both a supplement method of quantitative survey. After conducting these surveys and summarizing the data, it might be necessary to interpret the obtained data, to seek deeper information on the problematic issues identified in the quantitative



and qualitative surveys. It is advisable to conduct a group discussion with participation of the relevant respondents / group members. In each specific case, the Quality Assurance Service of the University makes the decision on who will be the target group and on the number of focus groups with which discussions will be held.

Procedures and process for conducting survey

Responsibilities

The Quality Assurance Service is in charge of supervising the administration of the surveys described in this document. In accordance with the content of the survey, other administrative units / entities of the University (eg. Program Manager, Human Resources Management Service, Student and Alumni Service Center, Information Technology Service etc.) may be involved in the process of outcome analysis, introduction of questionnaires in the management of learning processes, for the modification of means of survey / questionnaires. or, in case of necessity, consulting services shall be procured outside the university (eg. research consultant, research / consulting company).

Preparation, modification, revision of the survey instrument

The developed survey instruments require periodic modification. Therefore, before each new stage begins, a questionnaire based on previous experience should be revised. It may turn out that some questions need to be formulated, new questions to be added, and some questions to be removed. Academic Personnel, Vice-rectors, invited consultants etc. might be involved in the questionnaire revision process.

Administration of Survey

Periodicity and frequency of the survey varies in accordance with the type of survey. The tables provide details of the administration of each survey type:

Table 1 - Survey of Students General Satisfaction

Type of survey	Survey of Students General Satisfaction
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<b>Respondents</b>	Students
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 1)

Table 2 Survey of General Satisfaction of Academic and Invited Staff

<b>Type of survey</b>	Survey of General Satisfaction of Academic and Invited Staff
<b>Respondents</b>	Academic and Invited Staff
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University

	( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 2)

Table 3 - Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff

<b>Type of survey</b>	Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff
<b>Respondents</b>	Administrative Staff
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 3)

Table 4 - Survey of students enrolled in the University through mobility

<b>Type of survey</b>	Survey of students enrolled in the University through
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	mobility
<b>Respondents</b>	Students enrolled in the University through mobility
<b>Frequency of conducting the survey</b>	In accordance with the participation of the University in the mobility process, after the completion of the mobility process
<b>Preparing the survey report</b>	No later than 2 weeks after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 4)

Table 5 - Survey of student moved from the University through mobility

<b>Type of survey</b>	Survey of student moved from the University through mobility
<b>Respondents</b>	Student moved from the University through mobility
<b>Frequency of conducting the survey</b>	Twice a year, after the completion of the mobility process
<b>Preparing the survey report</b>	No later than 2 weeks after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service



<b>Survey Method</b>	Electronic or Questionnaire survey
<b>Survey platform</b>	In case of necessity Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 3)

Table 6 - Assessment of educational program by a student

<b>Type of survey</b>	Assessment of educational program by a student
<b>Respondents</b>	Bachelor / Master students
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 6)

Table 7 - Assessment of educational program by a graduate



<b>Type of survey</b>	Assessment of educational program by a graduate
<b>Respondents</b>	Graduates of the University (1 year after graduation)
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 7)

Table 8 - Assessment of educational program by an employer

<b>Type of survey</b>	Assessment of educational program by an employer
<b>Respondents</b>	Relevant organizations in the field, professional associations, etc.
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage of partner organizations, other organizations - systematic selection

<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 8)

Table 9 - Assessment of the educational program by the staff, involved in the implementation of the program

<b>Type of survey</b>	Assessment of the educational program by the staff, involved in the implementation of the program
<b>Respondents</b>	The staff, involved in the implementation of the program
<b>Frequency of conducting the survey</b>	Annually at the end of the academic year
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 9)

Table 10 - Assessment of the course and the lecturer by a student

<b>Type of survey</b>	Assessment of the course and the lecturer by a student
<b>Respondents</b>	Students of the relevant training course
<b>Frequency of conducting the survey</b>	Once per semester; No later than 2 weeks before the final exams
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 10)

Table 11 - Assess the internship component by the student

<b>Type of survey</b>	Assess the internship component by the student
<b>Respondents</b>	Students participating in the internship component
<b>Frequency of conducting the survey</b>	After the student completes the internship component
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage



<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 11)

Table 12 - Student assessment of the practice facility (clinic) and clinical training courses

<b>Type of survey</b>	Student assessment of the practice facility (clinic) and clinical training courses
<b>Respondents</b>	Students participating in clinical training courses
<b>Frequency of conducting the survey</b>	Upon completion of clinical training courses by the student
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 12)

Table 13 - Assessment of the examination process by a student

<b>Type of survey</b>	Assessment of the examination process by a student
<b>Respondents</b>	Students
<b>Frequency of conducting the survey</b>	After midterm and final exams
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 13)

Table 14 - Students' Assessment of their participation in the International Academic Mobility Program

<b>Type of survey</b>	Students' Assessment of their participation in the International Academic Mobility Program
<b>Respondents</b>	Students
<b>Frequency of conducting the survey</b>	After each participation in the International Academic Mobility Program
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service

<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 14)

Table 15 - Staff Assessment of their participation in the International Academic Mobility Program

<b>Type of survey</b>	Staff Assessment of their participation in the International Academic Mobility Program
<b>Respondents</b>	Staff
<b>Frequency of conducting the survey</b>	After each participation in the International Academic Mobility Program
<b>Preparing the survey report</b>	No later than one month after the survey is completed
<b>Type of selection</b>	Full coverage
<b>Entity in charge</b>	Quality assurance Service
<b>Survey Method</b>	Electronic survey
<b>Survey platform</b>	Electronic Information System of European University ( <a href="https://eunsis.eun.edu.ge/">https://eunsis.eun.edu.ge/</a> ) / SurveyMonkey
<b>Survey instruments</b>	Structured questionnaire with open and closed questions (see Appendix 15)

Table 16 - Focus Group Method



<b>Type of survey</b>	Qualitative research method / focus group
<b>Respondents / Participants</b>	Selected based on key research objectives (lecturers, students, employers)
<b>Frequency of conducting the survey</b>	As it is needed
<b>Preparing the survey report</b>	No later than one month after the discussion is held
<b>Type of selection</b>	Targeted
<b>Number of participants in one group</b>	10-15 participants
<b>Entity in charge</b>	Quality Assurance Service
<b>Survey instruments</b>	Focus Group

The frequency of the survey may be determined by a frequency different from the periodicity specified in this document.

#### Analyzing and reporting of survey outcomes

The Quality Assurance Service is responsible for preparing analysis and report of the survey outcomes. The university is entitled to invite external consultants or use internal resources to analyze the results of the survey/ prepare a report. If case of necessity, various structural units / entities of the University are involved in the analysis process (eg. program managers are involved in the analyzing the results of the evaluation of educational programs and Human Resources Management Service - in the process of analyzing the outcomes of evaluating the management processes of the organization and the survey of general satisfaction of administrative staff etc.)



As a result of the analysis of the satisfaction survey, the Quality Assurance Service will develop recommendations. Results are introduced to structural units / entities in order to manage weaknesses identified by the survey.

Based on the survey outcomes and recommendations, the relevant structural unit / entity responds to and submits the results to the Quality Assurance Service (see the Survey Outcomes Response Report Form, Appendix 16). The survey outcomes response report describes not only the actions taken but also the future steps that are planned to be taken to improve the results, that have been achieved. The Curator Vice-Rector of the structural unit / entity together with the Quality Assurance Service is responsible for monitoring the implementation of future plans recorded in the report.

Quality Assurance Service analyzes responses to identified cases using a form developed for this specific purpose (see Survey Outcomes Response Analysis Form, Appendix 17). The form gives the possibility to summarize the issues raised as a result of any survey, relevant responses, as well as those issues that were not considered appropriate to be responded to, the reasons of the mentioned above, those issues that are planned to be addressed in the future, deadlines of planned responses, entities responsible for implementation, structural units. The Quality Assurance Service, together with the Curator-Vice-Rector of the responsible structural units / entities, monitors the implementation of the planned responses according to the deadlines indicated in the form. Thus, the form allows the Quality Assurance Service to see the overall picture of the responses and to monitor the implementation of future planned response activities.

Surveys are conducted on a regular basis, giving the ability to assess the effectiveness of response to the survey outcomes.

#### Dissemination and integration of survey outcomes

Response to the survey outcomes is disseminated to the parties participating in the survey. Dissemination of responses to the survey outcomes helps to increase the motivation and quality of participation of respondents in surveys.

The survey outcomes are used to continuously improve the quality of the university.



*Appendixes:*

*Appendix #1. Student General Satisfaction Survey Questionnaire;*

*Appendix #2. General Satisfaction Survey Questionnaire for Academic and Invited Staff;*

*Appendix #3. Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff*

*Appendix #4. Survey of students enrolled in the University through mobility*

*Appendix #5. Survey of student moved from the University through mobility*

*Appendix #6. Questionnaire of Assessment of educational program by a student;*

*Appendix #7. Questionnaire of Assessment of educational program by a graduate;*

*Appendix #8. Questionnaire of Assessment of educational program by an employer;*

*Appendix #9. Questionnaire of Assessment of educational program by the staff involved in the implementation of the program*

*Appendix #10. Questionnaire of Assessment of the course and a lecturer by a student;*

*Appendix #11. Questionnaire of Assessment of the internship component by the student*

*Appendix #12. Questionnaire of Student assessment of the practice facility (clinic) and clinical training courses*

*Appendix #13. Questionnaire of Assessment of the examination process by a student*

*Appendix #14. Questionnaire of Students satisfaction survey with the International Academic Mobility Program*

*Appendix #15. Questionnaire of Staff satisfaction survey with the International Academic Mobility Program;*

*Appendix #16. Survey Outcomes Response Report Form;*

*Appendix #17. Survey Outcomes Response Analysis Form.*