

18th June, 2024.

SUMMARY OF STUDENT SURVEY RESULTS ON THE ORGANIZATION OF THE STUDY PROCESS IN THE STUDIES OF THE ENGLISH LANGUAGE STREAM

We thank all students who participated in the survey in June 2024 and shared their opinion. Students' opinion is very valuable and necessary for the improvement of the university activities.

A total of 134 students took part in the survey, which is 20% of the total number of students studying in the English stream. Student participation in the survey by study programmes is presented in Figure 1.



Fig. 1 The number of students who participated in the survey by study programme

The aim of the survey was to find out the students' opinion on the organisation of the study process, the activities of the Students' Council, the quality of the library work.

Summarizing the results of the survey, we can conclude:

- ❖ Overall, the average assessment of students for the entire study process of study programmes is 3.46. It should be noted that the study programmes "International Cultural Project Management" and "Circular Economy and Social Entrepreneurship" have ratings of 3.60 and 3.86, respectively.
- ❖ The majority of students (89.52%) admit that they have chosen the study programme correctly and that it meets their expectations. Some of the students (8.06%) admit that the chosen programme partially meets expectations and only 2.42% state that they made a mistake in choosing the programme.

- ❖ In general, students are satisfied with the quality of teaching staff's work: 49.62% of students rated it as "high" and 40.60% of students rated it as "good". Student satisfaction with the quality of teaching staff's work is shown in Figure 2



Fig. 2 Student satisfaction with the quality of teaching staff's work

- ❖ Student satisfaction with EKA's information provision is shown in Figure 3.

Compared to the previous year, the highest rating of students has increased by 10%.

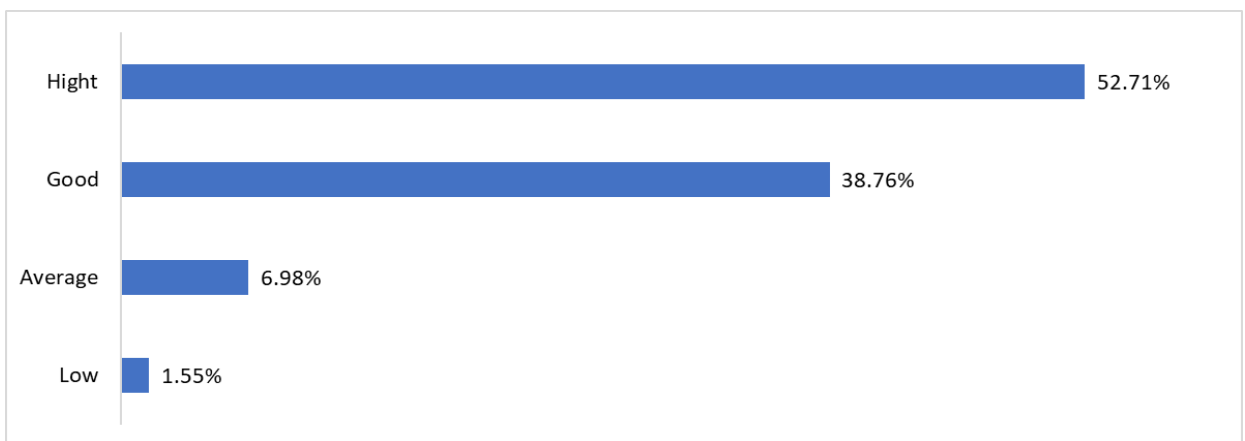


Fig. 3 Student satisfaction with information provision

- ❖ In response to the question "How do you rate the organization of classes (observance of the exact list of lectures, timely distribution of information about changes), the students generally expressed good feedback. The distribution of answers is shown in Figure 4.



Fig. 4 Student satisfaction with the organization of lessons.

- ❖ Students had the opportunity to express their opinion about the content of the study programme. Basically, all students are satisfied with the content. Several students expressed their desire to include more different types of practical lessons in the study course content.
- ❖ Students also had the opportunity to evaluate collaboration with the directors of study programmes. The proportion of assessments is presented in Figure 5.



Fig. 5 Students' overall assessment of collaboration with the programme director

- ❖ The assessment of programme directors in various aspects is presented in Figure 6.

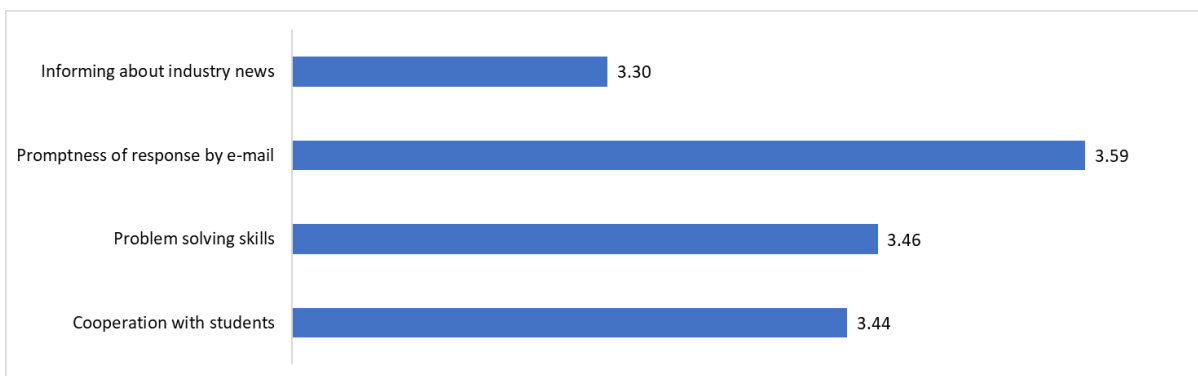


Fig. 6 Students' average evaluation of programme directors in general by main evaluation aspects on a scale from 1 to 4.

- ❖ Student satisfaction with the range of informational resources available at the EKA's library is shown in Figure 7

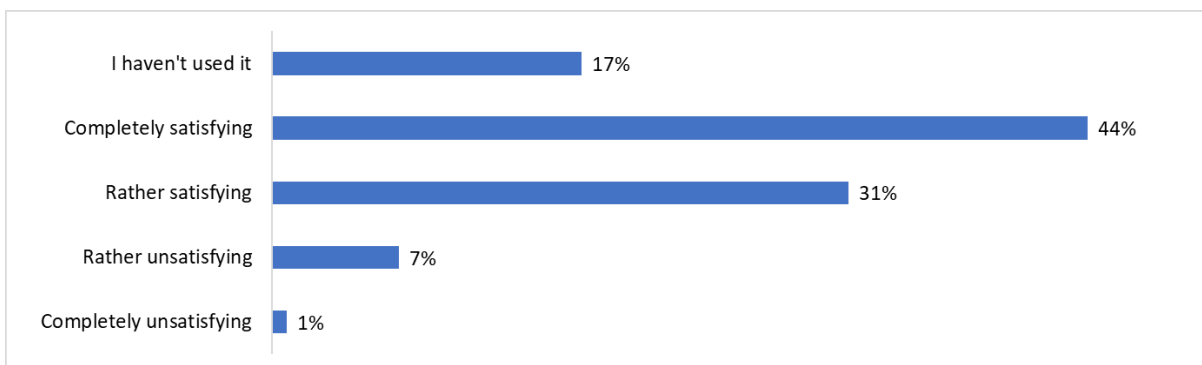


Fig. 7 Student satisfaction with the range of information available at the EKA's library

- ❖ To the question "How satisfied are you with the quality of work of the EKA's librarian (professionalism, kindness, responsiveness, accuracy of the information provided, etc.)" the majority (93.5%) gave positive feedback. Students highly value the quality of the librarian's work (average rating - 3.46).
- ❖ To the question "Can you find all the information you need on the website?" the majority of students (93,2%) answered in the affirmative.
- ❖ Basically, students are satisfied with the IT and technical service provided by EKA. The percentage of satisfaction is shown in Figure 8.

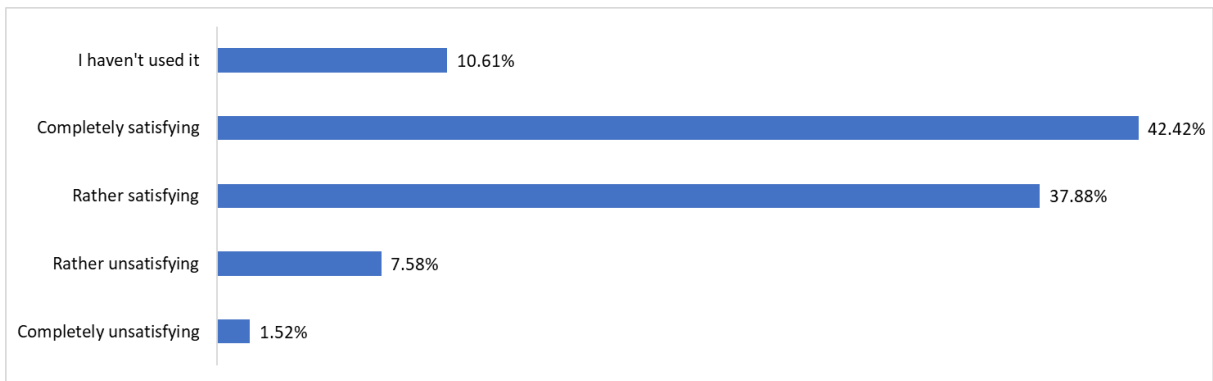


Fig. 8 Student satisfaction with IT and technical service provided by EKA.

- ❖ In response to the question "How do you rate EKA's infrastructure and its compliance with students' needs and well-being (auditorium size, room layout, bicycle storage, security, number of coffee and snack machines and product quality, indoor microclimate: heating, air quality, lighting, etc.)?" ", the students gave mostly a positive assessment. Student satisfaction with EKA's infrastructure is shown in Figure 9



Fig. 9 Student satisfaction with EKA's infrastructure

❖ Student satisfaction with EKA's student self-governance activities is shown in Figure 10.

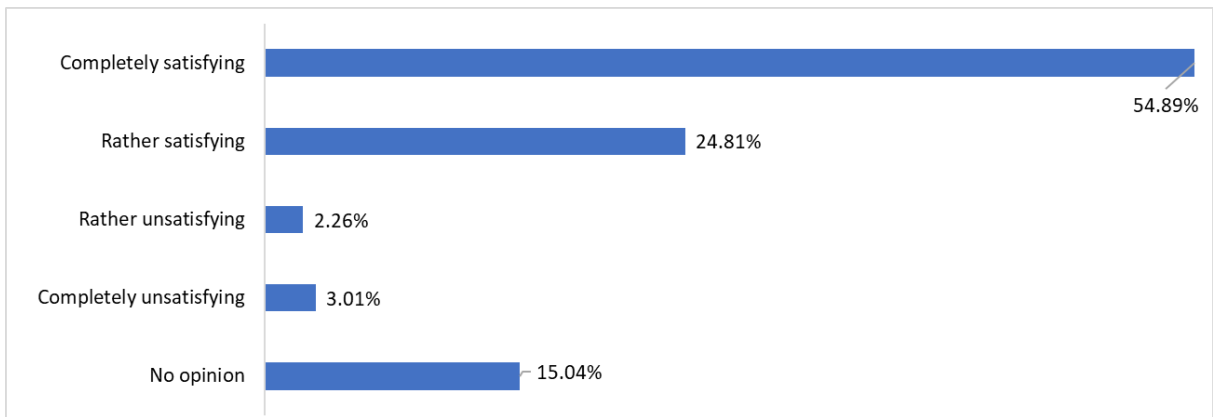


Fig. 10 Indicators of student satisfaction rate with EKA's student self-governance activities

❖ Students also evaluated the activity of the Student Information Centre (SIC). The results obtained in the survey are given in Figure 11.



Fig. 11 Student satisfaction rate scores with SIC

❖ Students also appreciated EKA's international collaboration. The results obtained in the survey are given in Figure 12.

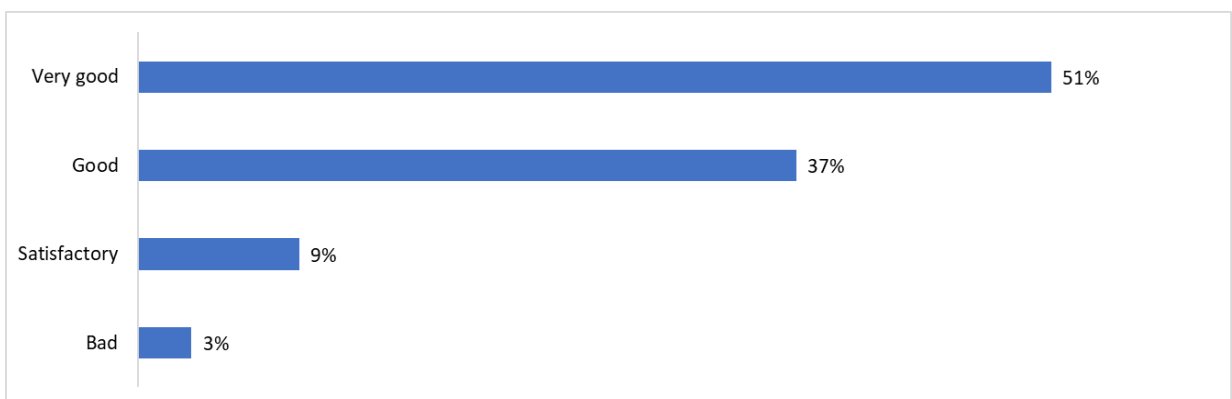


Fig. 12 Indicators of the students' satisfaction rate regarding the international collaboration of EKA

❖ Students were given the opportunity to choose, if possible, which international activities they would like to participate in. The obtained information is summarized in Figure 13.

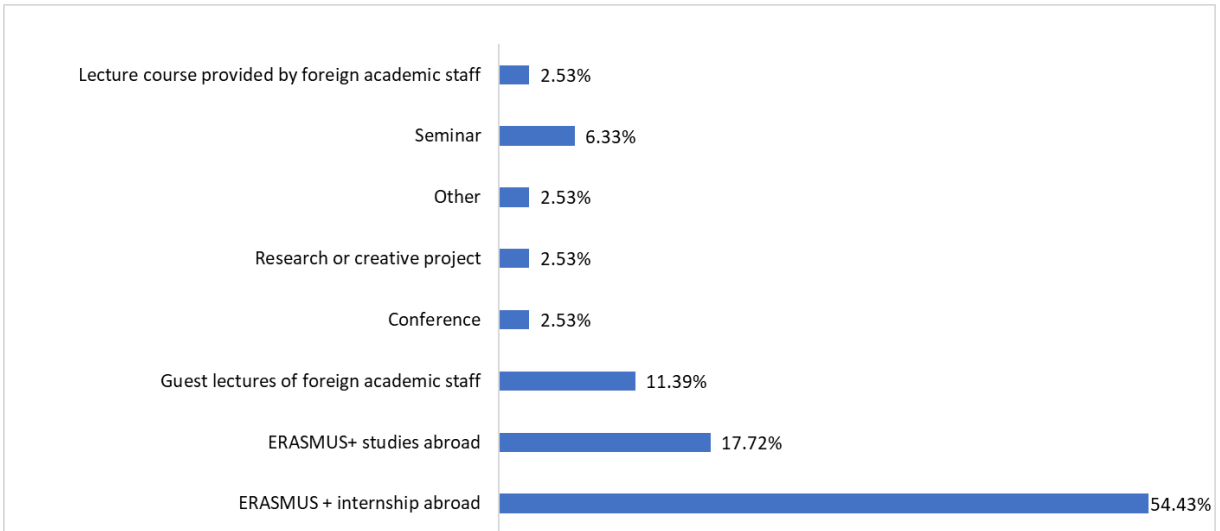


Fig. 13 The results of the student vote on participation in one of the international activities

- ❖ Students also evaluated the EKA's cafe by answering the question "To what extent are you satisfied with the services provided by the EKA's cafe?" The results obtained in the survey are given in Figure 14.

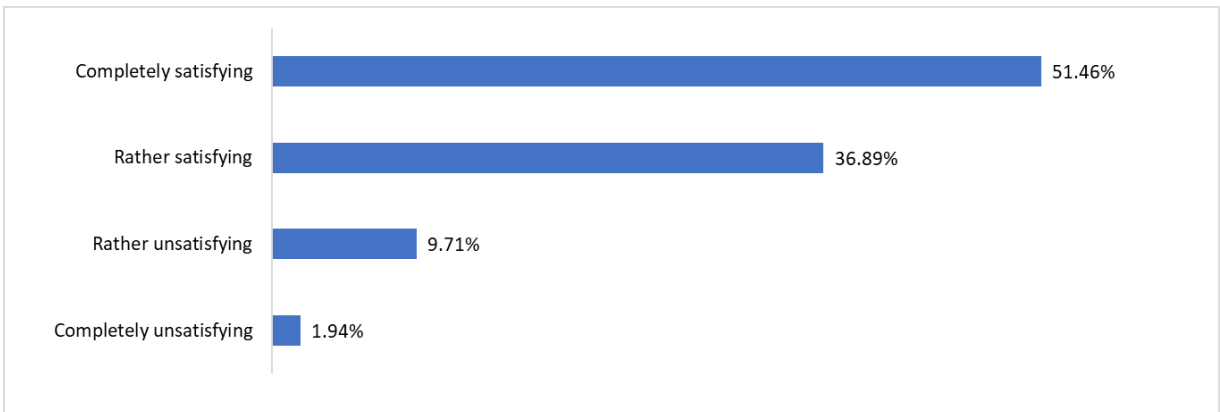


Fig. 14 The results of the student vote on satisfaction with the cafeteria in the EKA's premises

- ❖ Students answering the question "Do you understand the strategic development direction of EKA - the Vision?" provided the answers which are summarized in Figure 15.

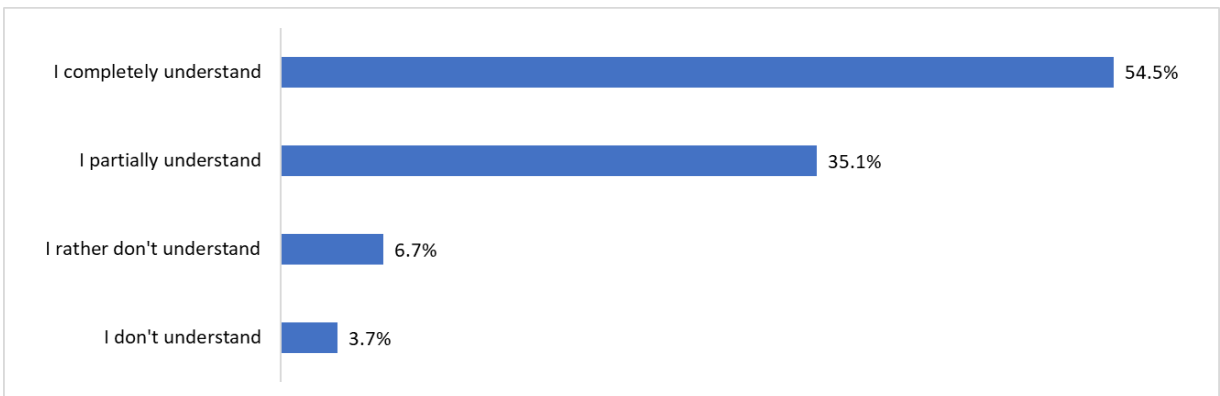


Fig. 15 Indicators of students' understanding of EKA's strategic development direction

We thank all students who left positive comments with words of gratitude and also those who left critical comments and suggestions. Constructive criticism contributes to the functioning of any organisation, including our university.

Explanation and responses to students' comments and suggestions

The table below contains the answers of the EKA administration to the main comments or suggestions of students. Some of the students' recommendations are also repeated from previous surveys. If the situation has not changed, the table gives the same answer as before.

Some suggestions and comments have been received from students. All of them are reviewed by the administration and the information is passed on according to consent. The directors of the respective programmes have also been informed about the students' proposals. Possible and necessary changes will be made in priority order, taking into account the current situation.

Student comment and/or recommendation	Administration response
More practical activities are needed during lectures.	While conducting the lesson, the lecturer chooses the form of the lesson - lecture or practical work. EKA administration, in order to promote student involvement, make lectures more interesting and achieve better study results, supports the introduction of practical activities during classes and we have included it as one of the criteria for the evaluation of teaching staff.
Improve library computers	This information has been passed on to the responsible persons to analyse and, if necessary, deal with this situation
Increase WIFI performance	
Create a bicycle shed	

Sincerely Yours,
EKA Administration