

*Information for placement in e-environment  
for students and teaching staff*

March 10<sup>th</sup>, 2022

### **SUMMARY OF THE RESULTS OF THE STUDENT SURVEY ON THE ORGANISATION OF THE STUDY PROCESS**

Thanks to all the students who participated in the survey in February 2022 and shared their opinion. Students' opinion is very valuable and necessary for the improvement of the university activities.

47.5% of students participated in the survey. The share of student participation in study directions is given in Figure 1.

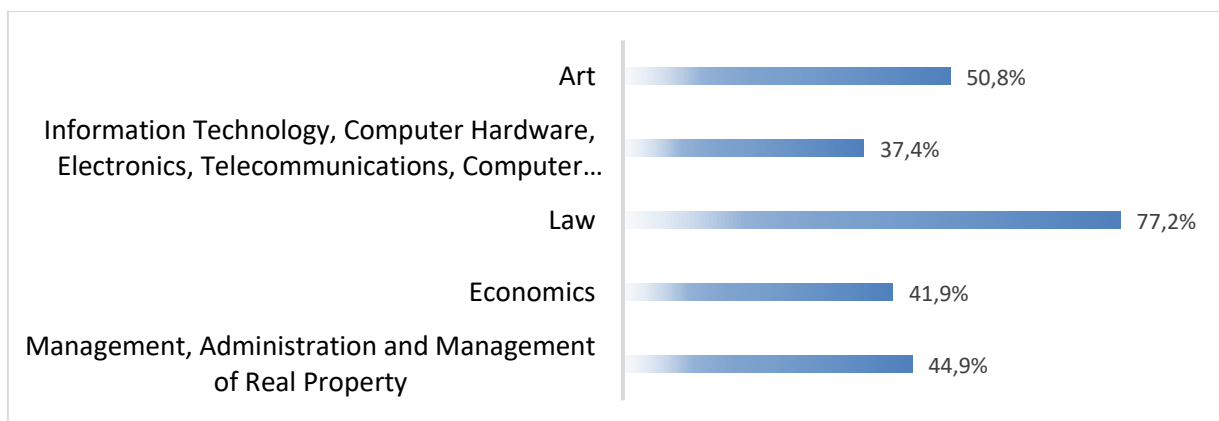


Figure 1. Share of students who participated in the survey out of the total number of students in study directions

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.

**Summarising the results of the survey, as well as after discussing them at all levels, it can be concluded that:**

- ❖ Overall, the average assessment of students for the entire study process of study programmes is 3.2. Special mention should be made of the master's study programme "Management of International Cultural Projects", the evaluation of which is 3.53.
- ❖ Students are satisfied with the quality of the teaching staff work: 48.82% of students rated it "excellent" and 46.22% of students rated it "good."

- ❖ Students are basically satisfied with the content of the study programme: 24.52% of students rated it "excellent" and 49.29% of students rated it "good." Main recommendations:
  - increase the proportion of practical work;
  - involve representatives from the labour market more in the study process;
  - increase the role of profiling study courses.
- ❖ Student satisfaction with EKA library activities is shown in Figure 2.

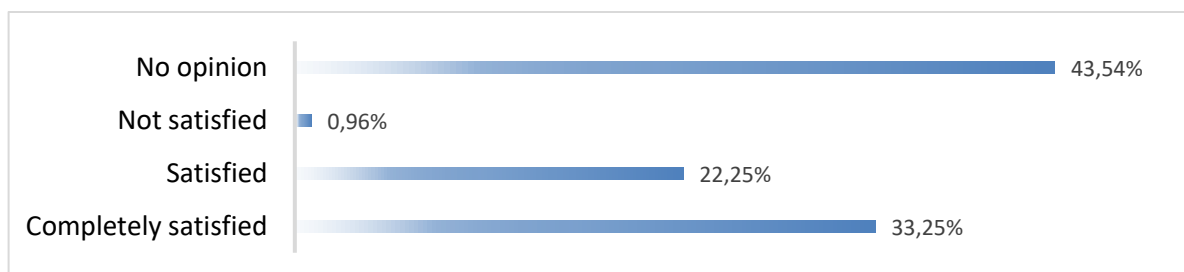


Figure 2. Student satisfaction with EKA library work

- ❖ Students are satisfied with the organization of the study process: 29% of students rated it "excellent" and 43.39% of students rated it "good."

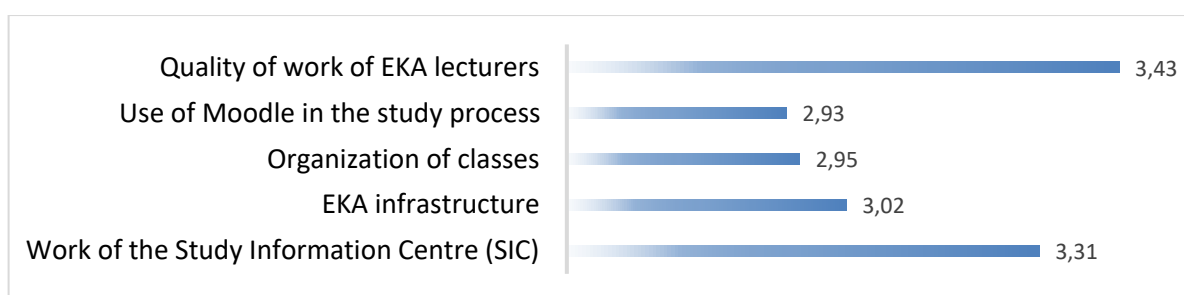


Figure 3. Assessment of students on certain aspects of the organisation of the study process (where: 4 – excellent; 3 – good; 2 satisfactory; 1 – bad)

- ❖ Students are satisfied with the work of their programme director: 41,09% of students rated it "excellent" and 41.09% of students rated it "good."

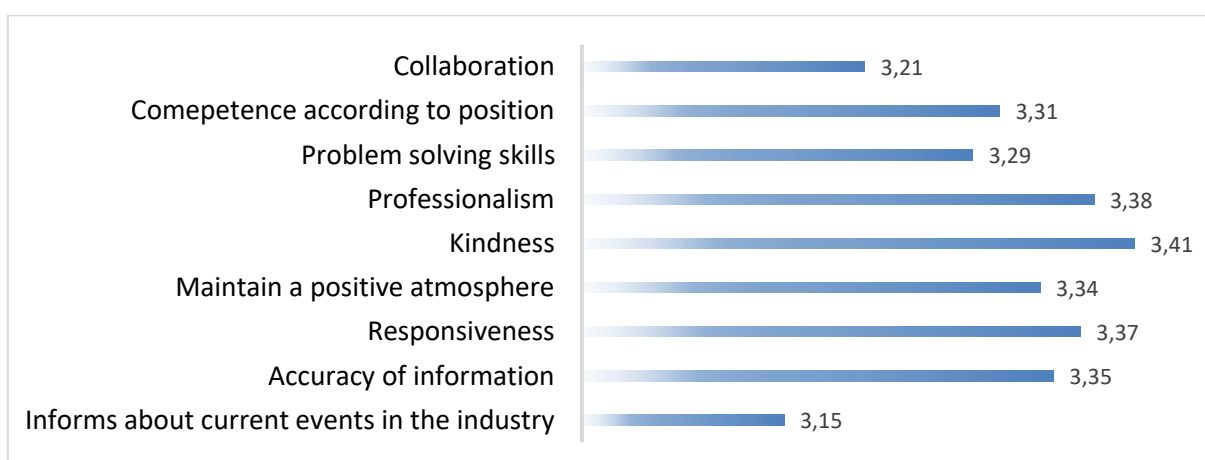


Figure 4. Assessment of students on the quality of work of the director of the study programme (where: 4 – excellent; 3 – good; 2 satisfactory; 1 – bad)

- ❖ Students are satisfied with the possibilities of using Moodle in the study process: 32,94% of students rated it "excellent" and 36.47% of students rated it "good." Main recommendations:
  - to create study courses with several lecturers separately for each lecturer and for each study form;
  - put the rating on Moodle so that one can get acquainted with them;
  - make video lecture recordings;
  - place materials and independent works timely.
- ❖ To the question "Can you find all the information you need on the website?" the majority of students (87,26%) answered in the affirmative. Comments were also made:
  - difficult to find the necessary information, since it is located in unpredictable places;
  - incorporate the website search engine.

Students also had the opportunity to provide comments and suggestions in each section of the survey. 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**

<b>Student comment and/or recommendation</b>	<b>Administration response</b>
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.
Not all teachers use Moodle qualitatively.	EKA regularly audits study courses on Moodle. As a result of the audit, recommendations are sent to the teaching staff on the improvement of the course, as well as consultations are provided on technical issues. <u>Suggestion:</u> If the lecturer does not put the necessary information on Moodle, contact your programme director.
Moodle study courses which have several lecturers, different study forms and several groups are not clear for understanding the defined requirements for a particular group.	The requirements for the development of study courses in the EKA Moodle environment are determined by the "E-course template". It also lays down requirements in cases where the Moodle course is intended for several lecturers, groups and study forms. EKA regularly audits the Moodle environment of study courses and informs the relevant lecturers about the shortcomings identified so that they can be prevented.
Informing students about transferring lectures by e-mail	According to the study agreement, students are obliged to follow the changes in the schedule of classes. EKA does not undertake to inform students about changes in the schedule of classes by sending an e-mail.
Internet connection	Internet connection has been changed and speed has been increased.  <u>Advice:</u> If deficiencies or damages are detected, please contact the Student Information Centre's administrative assistant

Student comment and/or recommendation	Administration response
	immediately, accurately specifying the room number and describing the damage.
Necessity of study courses in the study programme	<p>The content of the study programme is regulated by State Education Standards, which determine the mandatory content. When creating the content of study programmes, EKA also takes into account international experience in content creation.</p> <p><i><u>Recommendation:</u></i> For the improvement of the study content, we recommend informing the director of the study programme in order to carry out the improvement of the study programme taking into account the interests of students and the requirements of the State Education Standard.</p>
Make video lecture recordings for day and Saturday group students;	<p>Video lecture recordings for daytime and Saturday groups are not made because video lectures are organized according to the schedule of classes and such a lecture format is associated with restrictions due to the pandemic.</p> <p>According to EKA procedure, video lectures are recorded only in e-study group classes and master's study programme.</p>

Sincerely Yours,  
EKA Administration