NEU

NATIONAL EDUCATIONAL UNIVERSITY

The Methodology for

Conducting a Satisfaction Survey

The methodology for conducting a satisfaction survey

Introduction

This document serves as a guide for the implementation of process and educational program assessments and satisfaction surveys at "NEU National Educational University" (hereafter referred to as "the University"). In order for the University to consistently work on improving the quality of teaching and other university services, and to meet the expectations of its main stakeholders, it is relevant to implement various types of research. The research methodology describes the types of planned surveys and their implementation frequency.

I stage	Conducting research / survey of interested persons	II stage	Research analysis / development of recommendations	III stage	Responding to research recommendations
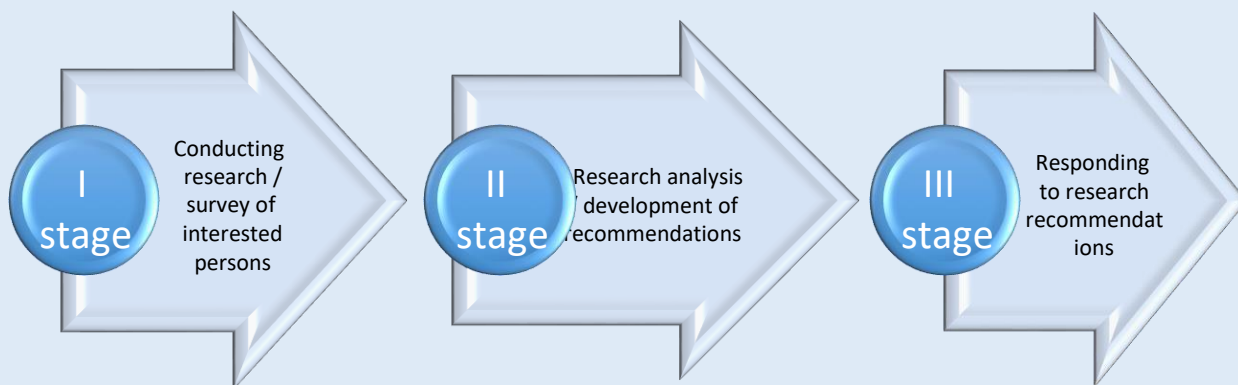
The document is accompanied by survey instruments/questionnaires as an appendix, which the University will periodically use for monitoring and improving quality. The questionnaires are subject to updates and modifications.

The goal of the research is to help identify challenges faced by both students and academic and administrative staff of the University, as well as to determine the needs of graduates and employers through systematic surveys and research. This allows for the consideration of specific target audience recommendations and their practical application in the teaching/learning process. The analysis of research results and assessments will assist the University in implementing short-term and long-term plans for quality improvement. Conducting regular surveys is one of the tools for monitoring and observing the educational process. The methodology aims to create a standardized guide for the implementation, analysis, and response to the research.

Types of Research Conducted by the University

1. **Student's Evaluation of University Services Questionnaire**

    The student's evaluation of university services is a regular process conducted once a year at the end of the academic year. Its purpose is to determine the general satisfaction of students. The aim of the research is to explore students' attitudes and obtain their feedback on the teaching-learning process, student support services, and the material-technical base.

    The student evaluation questionnaire allows students to freely express their opinions, comments, and wishes regarding the services provided by the university. Their involvement provides an opportunity to improve the educational environment and the teaching-learning process (Appendix N1).

2. **Student's Evaluation of Lecturer Questionnaire**

    The student's evaluation of lecturers is a regular process carried out once a semester. The purpose of this research is to assess the academic and invited staff by students, so that the feedback received can be used to improve the quality of teaching and learning. The student's evaluation questionnaire includes the following

areas of evaluation: the ability to transmit knowledge, the use of modern teaching methods, objective student assessment, communication skills, etc. (Appendix N2).

3. **Student's Evaluation of the Academic Course Questionnaire**

The student's evaluation of the academic course is a regular process conducted once per semester. The purpose of the research is to assess each academic course defined by the curriculum of the educational program for the current semester. In this research, students evaluate the course content, assessment forms, assessment methods, teaching-learning methodology, the likelihood of achieving expected learning outcomes, and more. The feedback from students helps the university systematically identify areas for improvement and enhance the quality of teaching and learning (Appendix N3).

4. **Student's Evaluation of the Educational Program Questionnaire**

The student's evaluation of the educational program is a regular process conducted once every three years. The goal of the research is to determine the alignment of the educational program's objectives and learning outcomes, as well as to identify areas that need improvement and strengths. The questionnaire allows students to freely express their opinions, capabilities, comments, and suggestions regarding the educational program, which will contribute to its improvement in the future (Appendix N4).

5. **Graduate's Evaluation of the Educational Program Questionnaire**

The graduate's evaluation of the educational program is a regular process conducted once a year. The aim of the research is to determine the alignment of the educational program's objectives and learning outcomes, identify opportunities, and reveal areas of improvement and strengths. It is important to assess the employment rate of graduates based on whether their employment is aligned with their specialty (field of study) or not. The questionnaire provides an opportunity for graduates to freely express their opinions, comments, and suggestions about the educational program, which will help in its improvement in the future (Appendix N5).

6. **Employer's Evaluation of the Educational Program Questionnaire**

The employer's evaluation of the educational program is a regular process conducted once a year. The evaluation by employers is a crucial process, both during the development stage of the program and when implementing changes or modifications to the educational program. The aim of the research is to confirm the alignment of the program's objectives, learning outcomes, and curriculum with the demands of the labor market, and to identify the program's potential, competitive advantages, areas for improvement, and strengths. The analysis of the evaluation results assists the university in improving, refining, and gaining a competitive advantage in its educational programs (Appendix N6).

7. **Academic and Invited Staff Satisfaction Evaluation Questionnaire**

The academic and invited staff satisfaction research is a regular process conducted once a year. The goal of the research is to determine the level of satisfaction of the academic and invited staff with the university's management style, decision-making coordination, material-technical resources, library resources, and incentive mechanisms. The questionnaire provides an opportunity for academic and invited staff to freely express their opinions about the services available at the university. Their involvement allows us to improve the university's services and make them more tailored to their needs (Appendix N7).

8. **Administrative Staff Satisfaction Evaluation Questionnaire**

The administrative staff satisfaction research is a regular process conducted once a year. The goal of the research is to obtain feedback from the university's administrative staff regarding their activities in relation to the following aspects: management style, attention to staff development, infrastructure, and procedures. For the university's development, it is crucial to evaluate organizational management processes in various aspects and identify opportunities for further development (Appendix N8).

9. **Research Implementation Procedures and Process**

10. **Responsible Persons**

Each research conducted at "NEU National Educational University" has a defined periodicity. The frequency with which each type of research is carried out is predetermined. The administration and implementation of all types of research are the responsibility of the Quality Management Service. Administrative unit staff may be involved in the modification of research instruments/questionnaires during the analysis of results.

Research Instruments

The developed research instruments periodically require modification. Therefore, before each new stage of research, the questionnaire may be reviewed based on previous experience, with the purpose of refining the wording of specific questions or adding/changing questions. Administrative unit staff, external stakeholders, and others may be involved in this process.

Research Administration

The periodicity and frequency of research differ based on the type of research. The details of the administration of each type of research are provided in the tables. The frequency of research can be adjusted based on the needs, which may differ from the periodicity indicated in this document (see Table 1).

Table 1. Student's Evaluation of University Services Questionnaire

Research types	Evaluation of the university services by the student

Respondents	Students
Frequency of research	Once at the end of the year
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Students database
Research instrument	Structured questionnaire with open and closed questions

Table 2. Student's evaluation questionnaire for the lecturer

Research types	Evaluation of the lecture by the student
Respondents	Students
Frequency of research	Once a semester
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Students database
Research instrument	Structured questionnaire with open and closed questions

Table 3. Student's evaluation questionnaire for the course

Research types	Evaluation of the program by the student
Respondents	Students

Frequency of research	Once a semester
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Students database
Research instrument	Structured questionnaire with open and closed questions

Table 4. Student's evaluation questionnaire for the educational program

Research type	Evaluation of the program by the student
Respondents	Students
Frequency of research	Once at the end of the year
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Students database
Research instrument	Structured questionnaire with open and closed questions

Table 5. Graduate's evaluation questionnaire for the educational program

Research type	Evaluation of the program by the alumni
Respondents	Alumni
Frequency of research	Once at the end of the year

Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Google Forms
Research instrument	Structured questionnaire with open and closed questions

Table 6. Employer's evaluation questionnaire for the educational program

Research types	Evaluation of the program by the employer
Respondents	Employer
Frequency of research	Once at the end of the academic year
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Google Forms
Research instrument	Structured questionnaire with open and closed questions

Table 7. Evaluation questionnaire for the satisfaction of academic and invited staff

Research types	Evaluation of satisfaction of academic and invited staff
Respondents	Academic and invited staff
Frequency of research	Once at the end of the academic year

Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Google Forms
Research instrument	Structured questionnaire with open and closed questions

Table 8. Evaluation questionnaire for the satisfaction of administrative staff.

Research types	Evaluation of satisfaction of administrative staff
Respondents	Administrative staff
Frequency of research	Once at the end of the academic year
Research report	No later than one month after the completion of the research
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Google Forms
Research instrument	Structured questionnaire with open and closed questions

Analysis of Research Results

The results of the satisfaction survey are analyzed, and a report is prepared by the Quality Management Service. Based on the analysis of the satisfaction survey, the Quality Management Service develops recommendations. To address areas identified for improvement as a result of the survey, the outcomes are shared with structural units/individuals. The relevant results of the survey must be presented for discussion to the university senate, structural units, and personnel responsible for implementing the programs (program directors, academic and invited

staff). Based on the research results and recommendations, the corresponding structural units/individuals take action and present the outcomes to the Quality Management Service in the form of a report. The research is conducted regularly, which allows for the assessment of the effectiveness of the response to the survey results.

Dissemination of Research Results

The dissemination of responses to the research results is done with the stakeholders involved in the survey. Disseminating the responses to the research results helps motivate respondents to participate in future surveys and enhances quality. The results of the research are used for the continuous improvement of the quality of ongoing processes at the university.

Appendix N1 - Student's Evaluation Questionnaire of University Services

Dear Students,

Greetings,

Please participate in the survey. It will take approximately 10 minutes to complete, and the answers are anonymous and confidential! We rely on your sincerity and objectivity!

The questionnaire provides an opportunity for students to freely express their opinions about the services available at the university. It is very important that each of you fully shares your thoughts, comments, and suggestions. Your participation allows us to improve the educational environment and provides you with the chance to be continuously involved in its development process.

Thank you in advance for participating in the survey!

Please indicate the most suitable response for you by rating from 1 to 5, where:

1 - Strongly disagree

2 - Disagree

3 - Neutral

4 - Agree

5 - Strongly agree

For open-ended questions, please provide your opinion in writing.

University Campus and Material-technical Infrastructure

University Campus and Material-technical Infrastructure	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The location of the university campus is easily accessible					
The university environment is friendly					
The existing infrastructure at the university creates a comfortable environment.					
The university's infrastructure is adapted for people with disabilities.					
There is a parking lot near the university campus with sufficient spaces					
The existing security and safety service at the university creates a safe environment.					
The university ensures the visible placement of fire safety equipment and evacuation plans.					
The medical service available at the university is accessible throughout the entire duration of classes					
The university provides a heating system					
The university provides a cooling system					

Student spaces at the university are comfortable					
The university lounge provides a snack machine					
The university's sanitary facilities are properly equipped and cleanliness is maintained.					
The university's official website is informative and technically well-functioning.					

Technical-material Infrastructure related to the education process

Technical-material Infrastructure related to the education process	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The student base is convenient and comfortable					
The university campus provides WIFI					
The existing computer room at the university is equipped with relevant facilities					
The university's library space is focused on studying and relaxation					
The university's library space is equipped with relevant facilities					
The existing literature at the library is diverse					

The library provides e-recourses					
The library staff advises if needed					14
The library electronic search system is comfortable					
The library's international scientific databases are accessible both on-site and remotely.					

Education Process and the Students' Engagement

Education Process and the Students' Engagement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The university has a high level of academic freedom, and students' rights are protected.					
Students are familiar with the norms of academic integrity and ethics.					
Students are engaged in the governing bodies of the university					
The students are engaged in the improvement of the education process					
Students are allowed to express own ideas about the academic process					
A student has an opportunity to become a member of the student self-governance					
A student is allowed to appeal his/her exam paper					

Student Support Activities

Student Support Activities	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The university offers various types of discounts on tuition fees					
The university has various flexible payment systems for tuition fees.					
The university provides different kinds of events (sports, entertainment, educational activities)					
The university constantly provides students with information on vacancies					
The university's career support center periodically organizes employment support events.					
The university periodically holds various types of competitions.					
The student receives the necessary information and support from the administrative staff.					
The university ensures student participation in scientific conferences.					

Appendix N2 - Student's Evaluation Questionnaire for the Lecturer

Dear students,

Greetings!

Please participate in the survey. It will take approximately 10 minutes to complete, and your answers will be anonymous and confidential! We trust in your sincerity and objectivity!

This questionnaire provides an opportunity for students of "NEU National Educational University" to freely express their opinions about the academic/visiting lecturers at the university. It is especially important that each of you fully shares your thoughts, comments, and desires.

Your involvement allows us to improve your educational environment and gives you the opportunity to be continuously engaged in its development process.

Thank you in advance for participating in the survey!

Please indicate your most acceptable response by rating from 1 to 5, where:

1 - Strongly disagree;

2 - Disagree;

3 - Neutral position;

4 - Agree;

5 - Strongly agree;

For open-ended questions, please provide your opinion in writing.

1. At the beginning of the course, the lecturer clearly informs the student about the syllabus, course objectives, and learning outcomes.

   1   2   3   4   5

   Additional comments:

2. At the beginning of the course, the lecturer clearly explains the student assessment system.

   1   2   3   4   5

   Additional comments:

3. The lecturer conducts lectures punctually, according to the scheduled timetable, and in case of absence, promptly informs the students.

1   2   3   4   5

Additional comments:

4. The lecturer ensures the timely recovery of missed lectures.

1   2   3   4   5

Additional comments:

5. The lecturer demonstrates in-depth knowledge of the subject, both theoretical and practical.

1   2   3   4   5

Additional comments:

6. The lecturer explains the course material in detail and clearly.

1   2   3   4   5

Additional comments:

7. The lecturer uses examples, illustrations, and presentations to communicate the material clearly.

1   2   3   4   5

Additional comments:

8. The material explained by the lecturer is interactive and interesting.

1   2   3   4   5

Additional comments:

9. During the lecture, the lecturer is interested in how well the student understands the material being explained.

1   2   3   4   5

Additional comments:

10. To facilitate a better understanding, the lecturer uses examples during the discussion and provides additional explanations for unclear topics.

1   2   3   4   5

Additional comments:

11. The lecturer encourages students to express their opinions and tries to engage all students during the lecture.

1   2   3   4   5

Additional comments:

12. The lecturer evaluates students objectively.

1   2   3   4   5

Additional comments:

13. The lecturer provides additional consultations.

1   2   3   4   5

Additional comments:

14. The lecturer provides timely feedback and developmental evaluations.

    1   2   3   4   5

    Additional comments:

15. The lecturer promptly records students' evaluations/grades in the electronic database.

    1   2   3   4   5

    Additional comments:

16. Name the lecturer's strengths:

17. Name the lecturer's areas for improvement:

18. Additional comments/recommendations:

Appendix N3 – Student's Evaluation Questionnaire for the Course

Dear students,

Greetings!

Please participate in the survey. It will take approximately 10 minutes to complete, and your responses will be anonymous and confidential! We trust in your sincerity and objectivity!

This questionnaire provides an opportunity for students to evaluate the courses offered in the educational program's curriculum. It is especially important that each of you fully express your thoughts, comments, and wishes.

Your involvement allows us to improve your educational environment and gives you the opportunity to be continuously engaged in its development process.

Thank you in advance for participating in the survey!

Please indicate your most acceptable response by rating from 1 to 5, where:

1 - Strongly disagree;

2 - Disagree;

3 - Neutral position;

4 - Agree;

5 - Strongly agree;

For open-ended questions, please provide your opinion in writing.

Please indicate the course you are evaluating: _____

1. How well does the course ensure the development of the competencies required for the profession?

   1   2   3   4   5

   Additional comments:

2. How important is it to take this course as part of the program?

   1   2   3   4   5

   Additional comments:

3. How clear is the content of the material covered in the course?

    1   2   3   4   5

    Additional comments:

4. How adequate is the volume of the material covered in the course?

    1   2   3   4   5

    Additional comments:

5. How well does the exam material correspond to the material covered in the course?

    1   2   3   4   5

    Additional comments:

6. How adequate are the teaching/learning methods for achieving the outcomes of the course?

    1   2   3   4   5

    Additional comments:

7. How sufficient are the contact hours allocated for the course for the instructor to explain the material?

    1   2   3   4   5

    Additional comments:

8. How engaging was the course with applied, practical assignments and exercises that allow the application of acquired knowledge in practice?

    1   2   3   4

    Additional comments:

9. How effective are the assessment methods provided by the course for evaluating the student's knowledge?

    1   2   3   4   5

    Additional comments:

10. What is your overall satisfaction with this course?

    1   2   3   4   5

    Additional comments:

11. Name the ways that will help you overcome problems related to passing the course:

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12. Additional comments/recommendations:

Appendix N4 - Student Evaluation Questionnaire for the Educational Program

Dear Students,

Greetings,

Please participate in this survey. Participation will take approximately 10 minutes, and your responses are anonymous and confidential! We trust in your sincerity and objectivity!

This questionnaire provides an opportunity for university students to freely express their opinions about the educational program. It is important that each of you expresses your thoughts, comments, and desires as fully as possible.

Your involvement allows us to improve the educational program and allows you to be continuously engaged in its development process.

We thank you in advance for participating in the survey!

Please indicate the most appropriate answer by scoring from 1 to 5, where:

1 - Strongly disagree

2 - Disagree

3 - Neutral

4 - Agree

5 - Strongly agree

For open-ended questions, please provide your thoughts in writing.

Please specify the educational program: _____

1. How well do you know the educational program you are studying?

    1   2   3   4   5

    Additional comments:

2. How clearly and precisely are the program's goals formulated?

    1   2   3   4   5

    Additional comments:

3. How well do the program's goals align with the learning outcomes?

    1   2   3   4   5

Additional comments:

4. How realistic is it to achieve the program's learning outcomes using the teaching methods specified in the program?

   1   2   3   4   5

   Additional comments:

5. How focused are the program's learning outcomes on the job market?

   1   2   3   4   5

   Additional comments:

6. How well do the program's learning outcomes support advancement to higher levels of education?

   1   2   3   4   5

   Additional comments:

7. How well does the combination of the program's components (courses, internships, thesis, etc.) contribute to achieving the learning outcomes?

   1   2   3   4   5

   Additional comments:

8. How correctly are the credits distributed among the components in the program?

   1 2 3 4 5

   Additional comments:

9. How logical is the sequence of the program's components and the prerequisites for progressing to subsequent components?

   1   2   3   4   5

   Additional comments:

10. How well does the university's infrastructure and technical equipment support the achievement of the learning outcomes outlined in the program?

    1   2   3   4   5

    Additional comments:

11. How well does the qualification of the university's academic and invited staff support the achievement of the learning outcomes outlined in the program?

    1   2   3   4   5

    Additional comments:

12. How well does the teaching material support the achievement of the learning outcomes outlined in the program?

    1   2   3   4   5

    Additional comments:

13. Would you change, cancel, or add any components/courses to the program?

    Yes No

    Additional comments:

14. Please specify the strengths of the program:

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15. Please specify the areas of the program that could be improved:

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16. Overall, how would you describe the program?

Appendix N5 – Graduate Evaluation Questionnaire for the Educational Program

Dear Graduate,

Greetings,

Please participate in this survey. Participation will take approximately 10 minutes, and your responses are anonymous and confidential! We trust in your sincerity and objectivity!

This questionnaire provides an opportunity for university graduates to freely express their opinions about the educational program. It is important that each of you expresses your thoughts, comments, and desires as fully as possible.

Your involvement allows us to improve the educational program and gives you the opportunity to be continuously engaged in its development process.

We thank you in advance for participating in the survey!

Please indicate the most appropriate answer by scoring from 1 to 5, where:

1 - Strongly disagree

2 - Disagree

3 - Neutral

4 - Agree

5 - Strongly agree

For open-ended questions, please provide your thoughts in writing.

Please specify the educational program you studied:--

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1. Are you employed?

   Yes No

2. Are you employed in your field of study? (Please answer if you selected "Yes" in the first question)

   Yes No

3. Where are you currently employed? (Please answer if you selected "Yes" in the first question)

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4. What position are you employed in? (Please answer if you are currently employed)

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5. How well do the competencies developed through the educational program correspond to the labor market demands?

   1   2   3   4   5

   Additional comments:

6. How well do the educational program's courses help develop the necessary skills for your qualifications?

   1   2   3   4   5

   Additional comments:

7. How sufficient were the resources provided to master the educational components?

   1   2   3   4   5

   Additional comments:

8. How satisfied are you with the practical experience provided in the educational program?

   1   2   3   4   5

   Additional comments:

9. Which competencies necessary for professional activity were most developed by the university's educational program? (You may choose multiple answers)

   a. Acquiring theoretical knowledge related to the profession;

   b. Developing practical skills related to the profession;

   c. Developing communication skills;

d. Foreign language skills;

e. Developing critical thinking skills;

f. Developing proper values;

g. Other _____.

10. Which competencies acquired at the university are most important for your employer? (You may specify multiple answers)

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11. Which competencies necessary for employment were not developed by the university's educational program? (You may specify multiple answers)

a. Acquiring theoretical knowledge related to the profession;

b. Developing practical skills related to the profession;

c. Developing communication skills;

d. Foreign language skills;

e. Developing critical thinking skills;

f. Developing proper values;

g. I find it difficult to identify such competencies;

h. Other _____.

12. What additional skills did you need to acquire in the workplace to successfully perform your job?

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13. From the factors listed below, which ones increase the likelihood of employment for a graduate of a higher educational institution? (Select a maximum of 3 options)

a. Mastery of a sought-after profession;

b. Academic degree (Master's, Doctorate);

c. Work experience;

d. Internship;

e. Prestigious higher educational institution;

f. High academic performance;

g. Experience studying/working abroad;

h. Other _____.

14. In your opinion, what changes are needed to make university graduates more competitive and in-demand in the labor market? (Please specify the 3 most important changes)

a. Enriching the content of the courses theoretically;

b. Diversifying teaching and learning methods;

c. Improving textbooks/teaching materials;

d. Strengthening the foreign language component;

e. Improving infrastructure;

f. Increasing career support;

g. Ensuring internships;

h. Increasing the university's funding for students to participate in various programs (research projects, international trips, etc.);

i. Supporting the professional development of professors and instructors;

j. Increasing the involvement of the university's administrative structural units in solving students' problems;

k. Other _____.

15. Please specify the strengths of the educational program:

_____

16. Please specify the areas of the educational program that could be improved:

_____

17. Additional comments or recommendations:

_____

Appendix N6 - Employer Evaluation Questionnaire for the Educational Program

Dear Employer,

This questionnaire provides an opportunity for you to freely express your opinions regarding the labor market and the educational program. It is important that each of you expresses your thoughts, comments, and desires as fully as possible.

Your involvement allows us to improve the educational program and allows you to be continuously engaged in its development process.

Your responses are anonymous and confidential! We trust in your sincerity and objectivity!

We thank you in advance for participating in the survey!

Please indicate the most appropriate answer by scoring from 1 to 5, where:

1 - Strongly disagree

2 - Disagree

3 - Neutral

4 - Agree

5 - Strongly agree

For open-ended questions, please provide your thoughts in writing.

1. Please indicate the name of your organization/company:

   _____

2. How frequently does your company/organization announce vacant positions?

   a. Once a year

   b. Twice a year

   c. Rarely

   d. As needed

3. Is there a shortage of young qualified personnel in the labor market?

   a. Yes

   b. To some extent

   c. No

4. Please indicate the ways/methods through which new personnel are recruited in your organization/company (Note: Multiple answers may apply):

   a. Recruitment using "internal resources" (current employees of the organization/company)

   b. Communication with university career services

   c. Posting advertisements on the organization's/company's official website

   d. Databases where job seekers' resumes are posted

   e. Other _____.

5. How often does an internship in your company/organization lead to employment?

   a. Never

   b. Rarely

   c. Often

   d. Very often

6. Has your organization experienced problems in finding suitable staff/employees?

a. Yes

b. No

c. I don't know

d. To some extent

7. What reasons caused the difficulty in finding new employees?

a. Lack of qualified personnel in the labor market

b. Lack of cooperation with university employment centers

c. Lack of information about university graduates

d. Insufficient readiness of graduates for employment in regional areas

8. What is the personnel policy in your organization regarding offering part-time work to students?

a. We offer part-time positions with a fixed schedule

b. We offer part-time positions with a flexible schedule

c. We offer so-called freelance positions (task-based, without office hours)

d. We cannot offer part-time work to students, but we can allow exemptions during exam periods

e. We have an individual schedule system

9. Please name the maximum of three most important competencies that a university graduate should have to be employed in your organization:

a. Practical knowledge

b. Theoretical knowledge

c. Ability to work in a team

d. Ability to work independently

e. Presentability

f. Knowledge of foreign language(s)

g. Analytical thinking

h. Creativity

i. Decision-making ability

10. Please rate the structure of the university's bachelor's educational program using a 5-point scale (5 being the highest):

5 4 3 2 1

Note: --

11. Please rate the alignment of the learning outcomes of the university's bachelor's educational program with its goals using a 5-point scale (5 being the highest):

5 4 3 2 1

Note: --

12. Please rate how well the learning outcomes of the university's bachelor's educational program meet the employment requirements for graduates using a 5-point scale (5 being the highest):

5 4 3 2 1

Note: --

13. Would you be willing to employ graduates equipped with the competencies defined by the university's bachelor's educational program in your company/organization?

Yes No

Note: ---

14. Please state the strong points of the educational program:

_____

_____

15. Please state the areas of the educational program that need improvement:

_____

_____

16. In which areas would you like to deepen collaboration with higher educational institutions within the framework of the educational program:

a. Joint educational courses

b. Internship programs

c. Applied research

d. Joint events (conferences, workshops, seminars)

e. Other _____

Appendix N7 - Academic and Invited Staff Satisfaction Survey

Greetings,

Please take part in the survey. Participation in the survey takes approximately 10 minutes, and the answers are anonymous and confidential! We trust in your sincerity and objectivity!

The questionnaire provides an opportunity to freely express your opinions about the services available at the university. It is very important that each of you expresses your thoughts, comments, and wishes regarding the conduct and management of the teaching processes to the fullest.

Your participation enables us to improve the educational process and make it more tailored to your needs.

We thank you in advance for participating in the survey!

Mission, Vision, and Strategic Development Plan

1. Are you familiar with the university's mission?

   Yes   No   I find it difficult to answer

2. Were you involved in the process of developing the university's mission?

   Yes   No   I find it difficult to answer

3. Are you familiar with the university's vision?

   Yes   No   I find it difficult to answer

4. Were you involved in the process of developing the university's vision?

   Yes   No   I find it difficult to answer

5. Are you familiar with the university's strategic plan?

   Yes   No   I find it difficult to answer

6. Were you involved in the process of developing the university's strategic plan?

   Yes   No   I find it difficult to answer

Determining the Level of Satisfaction with University Management Style and Coordination of Decision-Making

1. Are you familiar with the university's ethics code and internal regulations?

   Yes   No   I find it difficult to answer

2. Is academic freedom for the staff recognized in the university's regulatory documents?

   Yes   No   I find it difficult to answer

3. Does the university ensure the protection of academic freedom for the staff?

    Yes   No   I find it difficult to answer

4. Do the university's structural units effectively and coordinately perform their functions and responsibilities?

    Yes   No   I find it difficult to answer

5. Are decisions regarding organizational issues made in a timely manner by the school/university administration?

    Yes   No   I find it difficult to answer

6. Are decisions related to academic and scientific activities made in a timely manner by the school/university administration?

    Yes   No   I find it difficult to answer

7. Are academic and invited staff involved in the university's governing bodies?

    Yes   No   I find it difficult to answer

8. Are academic and invited staff involved in the development and creation of educational programs?

    Yes   No   I find it difficult to answer

9. Are academic and invited staff involved in the activities of the school council?

    Yes   No   I find it difficult to answer

Quality Assurance and Staff Motivation

1. Does the quality management office provide consultations and technical assistance to the staff when developing a course?

    Yes   No   I find it difficult to answer

2. Does the quality management office take the staff's opinions into account regarding the quality assurance of the educational process?

    Yes   No   I find it difficult to answer

3. Does the quality management office and the program leader take the staff's opinions into account regarding the development of the program?

    Yes   No   I find it difficult to answer

4. Does the staff receive regular information from the quality management office about legislative and internal regulations related to quality assurance?

    Yes   No   I find it difficult to answer

5. Is the program implementation staff involved in the evaluation and development of educational programs?

    Yes   No   I find it difficult to answer

6. Is the program implementation staff involved in the evaluation and development of the educational process?

Yes   No   I find it difficult to answer

7. Does the university support the academic and invited staff in participating in various activities and projects?

Yes   No   I find it difficult to answer

8. Does the university care about the academic development of the academic and invited staff?

Yes   No   I find it difficult to answer

9. Does the university have a fair approach to motivating academic and invited staff?

Yes   No   I find it difficult to answer

10. Does the university have a transparent and fair evaluation system for academic and invited staff?

Yes   No   I find it difficult to answer

11. Are you familiar with the mechanisms for motivating academic and invited staff?

Yes   No   I find it difficult to answer

12. Are you satisfied with the mechanisms for motivating academic and invited staff at the university?

Yes   No   I find it difficult to answer

13. If your answer is negative, please explain why you are not satisfied and what additional improvements you would like to see.

University Material-Technical Resources

1. Is the individual workspace allocated to academic and invited staff sufficient and comfortable?

Yes   No   I find it difficult to answer

2. Are the auditoriums equipped with the necessary inventory and resources?

Yes   No   I find it difficult to answer

3. Does the university have sufficient educational space for the uninterrupted conduct of the educational process?

Yes   No   I find it difficult to answer

4. Does the university create adequate conditions for individual consultations with students?

Yes   No   I find it difficult to answer

5. Does the university ensure that fire safety equipment and evacuation plans are visibly displayed?

Yes   No   I find it difficult to answer

6. Is the medical service at the university available throughout the working day?

Yes   No   I find it difficult to answer

7. Does the university's security and safety service create a safe environment?

    Yes   No   I find it difficult to answer

8. Is there a heating and cooling system available at the university?

    Yes   No   I find it difficult to answer

Library Resources

1. The literature available in the university library's collection is diverse.

    Yes   No   I find it difficult to answer

2. The library staff regularly takes care of informing academic and invited staff and assists them in using the library's resources.

    Yes   No   I find it difficult to answer

3. The university works on updating and diversifying international electronic databases.

    Yes   No   I find it difficult to answer

4. The library's electronic search system is user-friendly.

    Yes   No   I find it difficult to answer

5. Upon request, the administration takes care of acquiring the necessary library resources.

    Yes   No   I find it difficult to answer

6. The library is equipped with computer equipment (including printers and scanners).

    Yes   No   I find it difficult to answer

7. The university works on updating and diversifying international electronic databases.

    Yes   No   I find it difficult to answer

8. The university library meets the conditions for work and relaxation.

    Yes   No   I find it difficult to answer

Dear Respondent,

Greetings!

We kindly invite you to participate in this research. The survey will take approximately 10 minutes to complete, and your responses will be anonymous and confidential. We hope you will answer the questions with sincerity and objectivity.

This questionnaire provides an opportunity for you to freely express your opinions regarding the services provided by the university. It is important for each of you to share your thoughts, suggestions, and desires in order to improve the services of the university and make them more tailored to your needs.

Thank you in advance for participating in the survey!

1. Do you know the university's mission and vision?

    Yes No I find it difficult to answer

2. Were you involved in the process of developing the university's mission and vision?

    Yes No I find it difficult to answer

3. Do you know the university's strategic plan?

    Yes No I find it difficult to answer

4. Were you involved in the process of developing the university's strategic plan?

    Yes No I find it difficult to answer

5. How long have you been working at the university?

    a. Less than 1 year;

    b. 1 to 3 years;

    c. 3 to 6 years;

    d. 6 to 10 years;

    e. More than 10 years.

6. Do you know your duties and responsibilities?

    Yes   No   I find it difficult to answer

7. Do you perform all the duties and responsibilities as outlined in the regulations?

    Yes   No   I find it difficult to answer

8. Do you perform additional duties that are not specified in the regulations?

    Yes   No   I find it difficult to answer

9. Is the individual workspace allocated to administrative staff sufficient and comfortable?

    Yes   No   I find it difficult to answer

10. Is your workspace equipped with all the necessary tools and computer equipment?

    Yes   No   I find it difficult to answer

11. Do the university's structural units effectively and coordinately carry out their duties and responsibilities?

    Yes   No   I find it difficult to answer

12. Does the university leadership promptly respond to employees' new initiatives?

    Yes   No   I find it difficult to answer

13. Please name any issues that were initiated and supported by you.

14. Are you familiar with the personnel reward mechanisms at the university?

    Yes   No   I find it difficult to answer

15. Does the university have a fair and transparent approach to rewarding administrative staff?

    Yes   No   I find it difficult to answer

16. Have you been the recipient of any incentive measures?

    Yes No I find it difficult to answer

17. Please specify what kind of incentive measures were carried out for you.

18. Does the university care about the professional development of administrative staff?

    Yes   No   I find it difficult to answer

19. Please indicate what kind of additional training/consultations you consider necessary to improve your professional work.

20. Does the university ensure the clear placement of fire safety equipment and an evacuation plan?

    Yes   No   I find it difficult to answer

21. Is the medical service at the university available throughout the entire working day?

    Yes   No   I find it difficult to answer

22. Does the university's security and safety service provide a safe environment?

    Yes   No   I find it difficult to answer

23. Is the heating and cooling system in the university adequate?

    Yes   No   I find it difficult to answer