Free Academy of Tbilisi

Methodology for Conducting

Satisfaction Research

Types of research conducted by the Free Academy of Tbilisi

1. Questionnaire for evaluation of academy services by the student

2. Lecturer evaluation questionnaire by the student

3. Questionnaire for evaluation of the study course by the student

4. Educational program evaluation questionnaire by the student

5. Questionnaire for evaluation of the educational program by the alumni

6. Educational program evaluation questionnaire by the employer

7. Academic and invited staff satisfaction evaluation questionnaire

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Research implementation procedures and process

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Introduction

This document is a guide to the evaluation and satisfaction surveys of processes and educational programs in Tbilisi Free Academy (hereinafter referred to as "the Academy"). In order for the Academy to constantly improve the quality of teaching and other university services, to respond to the expectations of its main stakeholders, it is relevant to introduce various types of research. The research methodology describes the types of planned research and the periodicity of their implementation.

I stage	Conducting research / survey of interested persons	II stage	Research analysis development of recommendations	III stage	Responding to research recommendations

As an appendix, the document is accompanied by survey tools/questionnaires that the Academy will periodically use to monitor quality and improve it. Questionnaires are subject to updating and modification.

The aim of the studies is to facilitate the identification of the challenges of the students, academic and administrative staff of the Academy, as well as to determine the needs of alumni and employers through systematic surveys and studies, in order to take into account the recommendations of the specific target audience, its practical use in the learning/teaching process. Analyzing research results and evaluations will help the academy implement short-term and long-term quality improvement plans. Carrying out regular studies is one of the tools of observation and monitoring of educational processes. The purpose of the methodology is to create a standardized guide for conducting, analyzing and responding to research.

Types of research conducted by the academy

1. Questionnaire for evaluation of academy services by the student

The Student Evaluation Survey of Academy Services is a regular process that is conducted once a year at the end of the academic year and aims to determine overall student satisfaction. The purpose of the research is to study

the attitudes of students and to receive feedback from them on the educational process, student support services and material-technical base.

The questionnaire for evaluation of the services of the academy by the student provides an opportunity for students to freely express their opinions, remarks and wishes about the services available in the academy. Their involvement provides an opportunity to improve the educational space and educational process **(Appendix N1).**

2. Lecturer evaluation questionnaire by the student

The student evaluation survey of the lecturer is a regular process that takes place once a semester. The purpose of the research is to evaluate the academic and invited staff by students, so that the received feedback can be used to improve the quality of teaching and learning. The student evaluates the following points by means of the lecturer evaluation questionnaire: ability to transfer knowledge, learning - use of modern teaching methods, objective assessment of students, communication skills, etc**. (Appendix N2)**

3. Questionnaire for evaluation of the study course by the student

The student course evaluation survey is a regular process that takes place once a semester. The purpose of the study is to evaluate each course defined by the curriculum of the educational program by the students in the current semester. Within the scope of the research, students evaluate the volume of the course, evaluation forms, evaluation methods, learning-teaching methodology, possibilities of achieving the expected learning results, etc. Student evaluation helps the academy to systematically identify areas for improvement and improve learning - teaching quality **(Appendix N3).**

4. Educational program evaluation questionnaire by the student

The study of evaluation of the educational program by the student is a regular process that is carried out once in 3 (three) years. The purpose of the research is to determine the relevance of the goals of the educational program and the learning outcomes of the students and to reveal the strengths and areas for improvement. The questionnaire gives students the opportunity to freely express their opinions, abilities, comments and wishes about the educational program, which will contribute to its improvement in the future **(Appendix N4).**

5. Questionnaire for evaluation of the educational program by the alumni

The alumni Program Evaluation Survey is a regular process that is conducted once a year. The purpose of the research is to determine the relevance of the goals of the educational program and the learning outcomes of the graduates, to identify opportunities, to identify strengths and areas for improvement. It is important to determine the rate of employment of alumni according to specialty (field) or non-specialty (not field) and others. The questionnaire allows alumni to freely express their opinions, comments and wishes about the educational program, which will contribute to its improvement in the future **(Appendix N5).**

6. Educational program evaluation questionnaire by the employer

Educational program evaluation survey by employers is a regular process that is conducted once a year. The evaluation of the educational program by the employers is the most important process, both at the stage of developing the program and at the stage of implementing and modifying changes in the educational program. The purpose of the study is to confirm the relevance of educational program goals, learning outcomes, and curriculum to labor market requirements, and to identify program opportunities, competitive advantages, areas for improvement, and strengths. Analysis of assessment results helps the Academy to improve, refine and gain competitive advantage in educational programs **(Appendix N6).**

7. Academic and invited staff satisfaction evaluation questionnaire

The academic and invited staff satisfaction survey is a regular process that is carried out once a year. The aim of the study is to determine the level of satisfaction of academic and invited staff with the academy's management style and decision-making coordination, the academy's material and technical resources, library resources and incentive mechanisms. The questionnaire provides an opportunity for academic and visiting staff to freely express their opinions about the services available at the academy. Staff involvement gives us the opportunity to improve academy services and make them more tailored to their needs **(Appendix N7).**

8. Administrative staff satisfaction evaluation questionnaire

Administrative staff satisfaction survey is a regular process that is conducted once a year. The purpose of the research is to get feedback from the administrative staff of the Academy about its activities in relation to the following issues: management style, care for staff development, infrastructure, procedures. For the development of the academy, it is important to evaluate the management processes of the organization in various aspects and to identify opportunities for development **(Appendix N8).**

Research implementation procedures and process

Responsible persons

All researches in the Tbilisi Free Academy have a defined period of research. The frequency with which this or that research is conducted is predetermined. Administration and implementation of all types of research is the responsibility of the Quality Management Service. In order to modify the survey instruments/questions, it is possible to involve the employees of the administrative units in the process of analyzing the results.

Research tools

Developed research tools need to be modified periodically. Therefore, before starting each new stage of the research, it is possible to revise the questionnaire based on previous experience, to improve the wording of any question, to add/change new questions. Employees of administrative units, external interested parties and others can be involved in the mentioned process.

Administration of research

The periodicity and frequency of conducting research varies depending on the type of research. The tables provide details of the administration of each study type. The frequency of conducting the survey can be determined with a frequency different from the periodicity specified in this document depending on the need (see Table 1).

Table 1. Questionnaire for evaluation of academy services by students

Type of research	Student evaluation of academy services
Respondents	students
Frequency of research	Once a year at the end of the academic year
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	student base

research tool	Structured questionnaire with open and closed questions

Table 2. Questionnaire of the student's evaluation of the lecturer

Type of research	Evaluation of the lecturer by the student
Respondents	students
Frequency of research	once a semester
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	student base
research tool	Structured questionnaire with open and closed questions

Table 3. Questionnaire for evaluation of the study course by the student

Type of research	Evaluation of the study course by the stude
Respondents	students
Frequency of research	once a semester
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	student base
research tool	Structured questionnaire with open and closed questions

Table 4. Educational program evaluation questionnaire by the student

Type of research	Evaluation of the educational program by the student
Respondents	students
Frequency of research	Once a year at the end of the academic year

Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	student base
research tool	Structured questionnaire with open and closed questions

Table 5. Questionnaire for evaluation of the educational program by the alumni

Type of research	Evaluation of the educational program by the alumni
Respondents	alumni
Frequency of research	once in a year
Preparation of research report	at the end of the academic year
selection type	No later than one month after the end of the research
survey method	Full coverage
survey platform	Electronic survey
research tool	Google Forms

Table 6. Questionnaire for evaluation of the educational program by the employer

Type of research	Evaluation of the educational program by employers
Respondents	Employers
Frequency of research	Once a year at the end of the academic year
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	Google Forms

research tool	Structured questionnaire with open and closed questions

Table 7. Academic and guest staff satisfaction evaluation questionnaire

Type of research	Assessment of academic and invited staff satisfaction
Respondents	Academic and invited staff
Frequency of research	Once a year at the end of the academic year
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	Google Forms
research tool	Structured questionnaire with open and closed questions

Table 8. Administrative staff satisfaction evaluation questionnaire

Type of research	Administrative staff satisfaction assessment
Respondents	Administrative staff
Frequency of research	Once a year at the end of the academic year
Preparation of research report	No later than one month after the end of the research
selection type	Full coverage
survey method	Electronic survey
survey platform	Google Forms
research tool	Structured questionnaire with open and closed questions

Analysis of research results

The quality management service analyzes the results of the satisfaction survey and prepares a report. As a result of the analysis of the satisfaction survey, the quality management service develops recommendations. The results are reported to the structural units/individuals in order to correct the areas for improvement identified as a result of the research. Relevant results of the research should be submitted for consideration to the Senate of the Academy, structural units, program implementing staff (program head, academic and invited staff). Based on the results and recommendations of the research, the relevant structural units/individuals react and submit the results in the form of a report to the quality management service. The research is regular in nature, which allows to evaluate the effectiveness of the response to the results of the survey.

Dissemination of research results

The response to the research results is disseminated to the interested parties participating in the research. Dissemination of responses to research results helps to increase the motivation and quality of respondents' participation in research. The results of the research are used to continuously improve the quality of the processes in the academy.

Appendix N1 - Questionnaire for evaluation of the services of the academy by the student

dear students,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for students to freely express their opinions about the services available in the academy. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational space and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5 where:

1 - means I do not agree at all;

2 - I do not agree;

3 - neutral position;

4 - I agree;

5 - I completely agree;

In case of open questions, please indicate your opinion in writing.

Academy campus and material – technical base

Academy campus and material – technical base	I do not agree at all	I do not agree	neutral position	I agree	I completely agree
The location of the academy campus is easily accessible					
The environment in the academy is friendly					
The existing infrastructure in the academy creates a comfortable environment					
The infrastructure of the academy is adapted for disabled people					
There is a parking lot with enough spaces near the Academy campus					
The security and safety service in the academy creates a safe environment					
The Academy will ensure that fire safety equipment and evacuation plans are prominently posted					
The medical service at the Academy is available throughout the duration of the study					
A heating system is provided in the academy					
A cooling system is provided in the academy					
The student spaces in the academy are comfortable					
The academy lounge is equipped with "snack" machines					
The sanitary units of the Academy are properly equipped and clean					
The official website of the Academy is informative and technically correct					

Technical base related to educational process

Technical base related to educational process	I do not agree at all	I do not agree	neutral position	I agree	I completely agree
The student base is convenient and comfortable					
The academy campus is equipped with WIFI internet					
The computer room in the academy is equipped with appropriate resources					
The library space of the Academy is focused on learning and relaxation					
The library space of the Academy is equipped with appropriate resources					
The literature in the library is diverse					
The library is equipped with electronic books					
The library staff provides advice when needed					
The library's electronic search system is convenient					
The library's international scientific databases are available both on-site and remotely					

Educational process and students' involvement in it

Educational process and students' involvement in it	I do not agree at all	I do not agree	neutral position	I agree	I completely agree
The academy has a high degree of academic freedom and student rights are protected					
Students are familiar with the norms of academic integrity and ethics					
Students are involved in the Academy's governing bodies					
Students are involved in improving the educational process					
Students have the opportunity to express their opinions regarding the academic learning process					
A student has the opportunity to become a member of the student self-government					
The student has the right to appeal his examination paper					

Student Support Arrangements

Student Support Arrangements	I do not agree at all	I do not agree	neutral position	I agree	I completely agree
There are various types of tuition fee concessions at the Academy					
The Academy has various flexible tuition payment systems					
The Academy provides various types of events (sports, entertainment, educational).					
The Academy constantly provides students with information about vacancies					

The Academy's career support center periodically organizes employment support events.					
Different types of competitions are periodically held in the academy					
The student receives the necessary information and support from the administrative staff					
The Academy ensures the participation of students in scientific conferences					

Appendix N2 - Questionnaire for the evaluation of the lecturer by the student

Dear students,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for the students of Tbilisi Free Academy to freely express their opinions towards the academic/guest working in the academy. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve your educational space and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5 where:

1 - means I do not agree at all

2 - I do not agree

3 - neutral position

4 - I agree

5 - I completely agree

In case of open questions, please indicate your opinion in writing.

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

   1   2   3   4   5

   Additional comments:

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

   1   2   3   4   5

   Additional comments:

3. The lecturer conducts the lecture punctually, according to the schedule planned according to the table, and in case of absence, informs the students on time.

   1   2   3   4   5

   Additional comments:

4. The lecturer ensures 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 study material in detail and clearly.

   1   2   3   4   5

   Additional comments:

7. The lecturer uses examples, illustrations, presentations to convey 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 explained material.

    1   2   3   4   5

Additional comments:

10. In order to better understand the material, the lecturer gives examples during the conversation and additionally explains incomprehensible topics.

    1   2   3   4   5

Additional comments:

11. The lecturer listens to the student's expression of opinion and tries to involve all students during the lecture.

    1   2   3   4   5

Additional comments:

12. The lecturer evaluates the student objectively.

    1   2   3   4   5

Additional comments:

13. The lecturer provides additional consultations.

    1   2   3   4   5

Additional comments:

14. The lecturer gives timely feedback and formative assessment to the student.

    1   2   3   4   5

Additional comments:

15. The lecturer timely reflects the student's grades/scores in the electronic database.

    1   2   3   4   5

Additional comments:

16. Name the strengths of the lecturer:

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17. Name the areas for improvement of the lecturer:

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18. Additional notes/recommendations:

Appendix N3 – Questionnaire for evaluation of the course by the student

Dear student,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for the students of Tbilisi Free Academy to evaluate the training courses provided by the curriculum of the educational program. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve your educational space and give you the opportunity to be constantly involved in its development processes..

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5 where:

1 - means I do not agree at all

2 - I do not agree

3 - neutral position

4 - I agree

5 - I completely agree

In case of open questions, please indicate your opinion in writing.

Please indicate the course you are evaluating:_____

1. To what extent does the training course ensure the formation of the necessary competencies for my profession.

   1   2   3   4   5

   Additional comments:

2. How important is the completion of the mentioned training course within the framework of the program.

   1   2   3   4   5

   Additional comments:

3. To what extent I understand the content of the material provided by the training course.

   1   2   3   4   5

   Additional comments:

4. How adequate is the amount of material provided by the training course.

   1   2   3   4   5

   Additional comments:

5. To what extent the exam material corresponds to the material covered within the training course.

   1   2   3   4   5

   Additional comments:

6. How adequate are the teaching/learning methods to achieve the results of the training course.

   1   2   3   4   5

   Additional comments:

7. To what extent is the number of contact hours intended for the training course sufficient for the lecturer to explain the material.

   1   2   3   4   5

   Additional comments:

8. To what extent the training course was loaded with applied, practical tasks and exercises that make it possible to use the acquired knowledge in practice.

   1   2   3   4   5

   Additional comments:

9. How effective are the evaluation forms provided by the training course for evaluating the student's knowledge.

1   2   3   4   5

Additional comments:

10. What is your general satisfaction with the mentioned training course.

1   2   3   4   5

Additional comments:

11. Name the ways that will help you to solve the problem related to overcoming the training course:

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12. Additional notes/recommendations:

Appendix N4 - Questionnaire for evaluation of the educational program by the student

dear students,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for Tbilisi Free Academy students to freely express their opinions about the educational program. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5 where:

1 - means I do not agree at all

2 - I do not agree

3 - neutral position

4 - I agree

5 - I completely agree

In case of open questions, please indicate your opinion in writing.

Please indicate the educational program:

_____

1. How well you know the educational program you are studying;

   1   2   3   4   5

   Additional comments:

2. How clearly and clearly are the goals of the program formulated;

    1   2   3   4   5

    Additional comments:

3. To what extent the goals of the program correspond to the learning outcomes;

    1   2   3   4   5

    Additional comments:

4. How realistic are the learning outcomes of the program using the teaching methods specified in the program;

    1   2   3   4   5

    Additional comments:

5. To what extent are the learning outcomes of the program focused on the employment market;

    1   2   3   4   5

    Additional comments:

6. To what extent the study results of the program ensure the transition to a higher level of education;

    1   2   3   4   5

    Additional comments:

7. To what extent does the combination of program components (study courses, practice, bachelor's thesis, etc.) ensure the achievement of the learning outcomes of the program;

    1   2   3   4   5

    Additional comments:

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

    1   2   3   4   5

    Additional comments:

9. How logical is the sequence of program components and the prerequisites for admission to the next component;

    1   2   3   4   5

Additional comments:

10. To what extent does the infrastructure and technical equipment of the academy ensure the achievement of learning outcomes provided for by the program;

1   2   3   4   5

Additional comments:

11. To what extent does the qualification of the academic and guest staff of the Academy ensure the achievement of the study results provided for by the program;

1   2   3   4   5

Additional comments:

12. To what extent the used educational material ensures the achievement of learning outcomes provided for by the program;

1   2   3   4   5

Additional comments:

13. Would you change, cancel or add any component/study course in the program;

Yes   No

Additional comments:

14. Please name the strengths of the program;
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15. Please name the improvement aspect of the program;
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16. In general, how would you describe the program?

Appendix N5 - Questionnaire for evaluation of the educational program by the alumni

Dear Alumni,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for graduates of Tbilisi Free Academy to freely express their opinions about the educational program. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5 where:

1 - means I do not agree at all

2 - I do not agree

3 - neutral position

4 - I agree

5 - I completely agree

In case of open questions, please indicate your opinion in writing.

Please indicate the educational program you studied at: --

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1. Are you employed or not;

    Yes   No

2. Are you employed in your specialty (answer if you answered yes to the first question)

    Yes   No

3. Where are you currently employed (answer if you answered yes to the first question)

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

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5. To what extent the competencies developed on the basis of the educational program correspond to the requirements of the labor market;

   1   2   3   4   5

   Additional comments:

6. To what extent do the training courses of the educational program ensure the development of skills relevant to the qualification;

   1   2   3   4   5

   Additional comments:

7. How complete were the resources provided for learning components;

   1   2   3   4   5

   Additional comments:

8. How satisfied are you with the practice completed within the educational program;

   1   2   3   4   5

   Additional comments:

9. 1. Which competences needed for professional activities will the educational program of the Academy help you to develop? (You can mark several answers)

   a) in obtaining theoretical knowledge related to the profession;

   b) in acquiring practical skills related to the profession;

   c) communication skills in development;

   d) in the foreign language component;

   e) in the development of critical thinking skills;

   f) in the formation of appropriate values;

   g) other_____

10. Which of the competencies acquired at the academy are most important to your employer? (multiple answers are possible)

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11. Which competency needed for employment could not be helped by the academy's educational program? (multiple answers are possible)

a) in obtaining theoretical knowledge related to the profession;

b) in acquiring practical skills related to the profession;

c) communication skills in development;

d) in the foreign language component;

e) in the development of critical thinking skills;

f) in the formation of appropriate values;

g) other _____

h) It is difficult for me to name such competence.

12. Which additional skills did you need to acquire in order to successfully carry out the work at the workplace?

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13. Which of the following factors increases the probability of employment of a graduate of a higher educational institution? (choose a maximum of 3 options)

a) mastering a demanding profession;

b) academic degree (master's, doctor's);

c) work experience;

d) internship;

e) prestigious higher educational institution;

f) high academic performance;

g) experience of studying/working abroad;

h) other _____

14. In your opinion, what changes are needed to make a graduate of the academy more competitive and in demand in the labor market? (indicate the 3 most important changes)

A. theoretically enriching the content of training courses;

b. teaching - variety of learning methods;

c. improvement of textbooks/learning materials;

d. Strengthening the component of foreign languages;

e. infrastructure improvement;

f. increasing career support;

g. provision of internships;

h. Increasing the funding allocated by the Academy for the participation of students in various programs (research projects, business trips abroad, etc.);

i. promotion of qualification improvement of professors;

j. Greater involvement of administrative structural units of the Academy to solve students' problems;

k. Other--

15. Please name the strengths of the educational program:

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16. Please name the improvement aspect of the educational program:

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17. Additional comments or recommendations.

Appendix N6 - Questionnaire for evaluation of the educational program by the employer

Dear employer,

The questionnaire provides an opportunity to freely express your opinions about the employment market and the educational program. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

Answers are anonymous and confidential! We hope for your honesty and objectivity!

Thank you in advance for participating in the study!

Indicate the answer that is most acceptable to you on a scale of 1 to 5, where:

1 - means I do not agree at all

2 - I do not agree

3 - neutral position

4 - I agree

5 - I completely agree

In case of open questions, please indicate your opinion in writing.

1. Please enter the name of the organization/company.
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2. How often are vacancies announced by your company/organization?

   A. once in a year

   b. twice a year

   c. rarely

   d. Depending on the need

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

   A. Yes

b. more or less

c. No

4. Please indicate the ways/means by which your organization/company recruits new staff (note: multiple answers are possible);

    a) Finding personnel with "internal resources" (from the current employees of the organization/company);

    b). communication with career support services of universities;

    c) placing an announcement on the website of the organization/company;

    d) databases where resumes of job seekers are placed;

    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 had problems finding the right staff/employees?

    A. Yes

    b. No

    c. I do not know

    d. more or less

7. What was the reason(s) for the problem of finding a new employee?

    A. With the lack of qualified personnel in the labor market

    b. Lack of cooperation with employment centers of universities

    c. Lack of information about university graduates

    d. Inadequate readiness of graduates for employment in the regions

8. What is the staffing policy in your organization in terms of offering part-time work to students?

A. We have part-time offers with a fixed schedule

b. We have part-time offers with flexible schedules

c. We have the so-called freelance offers too (tailored to the task, without office schedule)

d. We cannot offer part-time work to students, we can only allow concessions during the exam period

e. We have a system of individual schedules

9. Please name up to three most important competencies that a university graduate should meet in order to be employed by you.

    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. Ability to make decisions

10. Please rate the structure of the academy's undergraduate educational program using a five-point system (five is the highest grade).

  5   4   3   2   1

Note:--

11. Please use a five-point system (five is the highest grade) to evaluate the compliance of the learning outcomes of the Academy's undergraduate educational program with the goals.

5   4   3   2   1

Note:--

12. Please use a five-point system (five is the highest grade) to evaluate the extent to which the learning outcomes of the Academy's undergraduate educational program meet the graduate's employment requirements.

5   4   3   2   1

Note: ---

13. Would you like to employ graduates equipped with the competencies provided by the Academy's undergraduate educational program in your company/organization?

Yes   No

Note: ---

14. Please name the strengths of the educational program.

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15. Please name the improvement aspect of the educational program.

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16. In what direction do you want to deepen the cooperation with the higher educational institution within the framework of the educational program?

A. Joint training courses

b. internship programs

c. Applied Studies

d. Joint events (conferences, workshops, seminars)

e. Other ---

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity to freely express your opinions about the services available at Tbilisi Free Academy. It is very important that each of you express your opinions, comments and wishes about the course of the educational processes and the possibilities of conducting them as much as possible.

Your involvement gives us the opportunity to improve the educational process and make it more tailored to your needs.

Thank you in advance for participating in the study!

Mission, vision and strategic development plan

1. Do you know the mission of the Academy?

   Yes   No   It's hard for me to answer

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

   Yes   No   It's hard for me to answer

3. Do you know the vision of the academy?

   Yes   No   It's hard for me to answer

4. Were you involved in the process of developing the vision of the Academy?

   Yes   No   It's hard for me to answer

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

   Yes   No   It's hard for me to answer

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

Yes   No   It's hard for me to answer

To determine the level of satisfaction with the academy's management style and decision-making coordination

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

Yes   No   It's hard for me to answer

2. Is the academic freedom of the staff recognized in the academy's regulatory documents?

Yes   No   It's hard for me to answer

3. Does the academy ensure the protection of the academic freedom of the staff?

Yes   No   It's hard for me to answer

4. Do the structural units of the Academy perform their functions and duties efficiently and in a coordinated manner?

Yes   No   It's hard for me to answer

5. Does the administration of the school/academy take decisions on organizational issues in a timely manner?

Yes   No   It's hard for me to answer

6. Does the administration of the school/academy make decisions regarding academic and scientific activities in a timely manner?

Yes   No   It's hard for me to answer

7. Are academic and invited staff involved in the governing bodies of the Academy?

Yes   No   It's hard for me to answer

8. Are academic and invited staff involved in the process of elaborating and developing educational programs?

Yes   No   It's hard for me to answer

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

Yes   No   It's hard for me to answer

Quality assurance and staff motivation

1. Does the quality management service provide staff with advice and technical assistance during course development?

Yes   No   It's hard for me to answer

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

Yes   No   It's hard for me to answer

3. Does the quality management service and the program manager take into account the opinions of the staff regarding the development of the program?

Yes   No   It's hard for me to answer

4. Does the staff systematically receive information regarding the legal and internal regulations of quality assurance from the quality management service?

Yes   No   It's hard for me to answer

5. Are program staff involved in evaluation and development of educational programs?

Yes   No   It's hard for me to answer

6. Are program staff involved in the evaluation and development of the learning process?

Yes   No   It's hard for me to answer

7. Does the academy encourage academic and visiting staff to engage in various activities and projects?

Yes   No   It's hard for me to answer

8. Does the academy take care of the academic development of academic and visiting staff?

Yes   No   It's hard for me to answer

9. Does the academy have a fair approach to academic and guest staff incentives?

 Yes   No   It's hard for me to answer

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

 Yes   No   It's hard for me to answer

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

 Yes   No   It's hard for me to answer

12. Are you satisfied with the incentive mechanisms for academic and visiting staff in the academy?

 Yes   No   It's hard for me to answer

13. In case of a negative answer, please justify why you are not satisfied and what you would like to add.

Material and technical resources of the Academy

1. The individual work space allocated for academic and visiting staff in the academy is sufficient and comfortable.

   Yes   No   It's hard for me to answer

2. Auditoriums are equipped with appropriate equipment and resources.

   Yes   No   It's hard for me to answer

3. The academy has sufficient training space for the smooth conduct of the training process.

   Yes   No   It's hard for me to answer

4. The Academy creates appropriate conditions for conducting individual consultations with students.

   Yes   No   It's hard for me to answer

5. The Academy ensures that the fire prevention inventory and evacuation plan are visibly posted.

   Yes   No   It's hard for me to answer

6. The medical service in the academy is available throughout the working day.

   Yes   No   It's hard for me to answer

7. The protection and security service in the academy creates a safe environment.

   Yes   No   It's hard for me to answer

8. The academy has a heating and cooling system.

   Yes   No   It's hard for me to answer

Library resource

1. The literature available in the library fund of the Academy is diverse

   Yes   No   It's hard for me to answer

2. The library staff systematically takes care of informing the academic and visiting staff and helps them to use the library resources.

   Yes   No   It's hard for me to answer

3. The Academy takes care of updating and diversifying international electronic databases.

   Yes   No   It's hard for me to answer

4. The library's electronic search system is convenient.

   Yes   No   It's hard for me to answer

5. In case of request, the administration takes care of purchasing the relevant library resource.

   Yes   No   It's hard for me to answer

6. The library is equipped with computer equipment (including a printer and a scanner).

   Yes   No   It's hard for me to answer

7. The Academy takes care of updating and diversity of international electronic databases.

   Yes   No   It's hard for me to answer

8. The library of the Academy meets the working and relaxation conditions.

   Yes   No   It's hard for me to answer

Dear Respondent,

Hello,

Please participate in the survey. It takes about 10 minutes to participate in the survey, answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity to freely express your opinions about the services available at Tbilisi Free Academy. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement enables us to improve Academy services and make them more tailored to your needs.

Thank you in advance for participating in the study!

1. Do you know the mission and vision of the Academy?

   Yes　　　　　No　　　　　It's hard for me to answer

2. Were you involved in the process of developing the mission and vision of the academy?

   Yes　　　　　No　　　　　It's hard for me to answer

3. Are you familiar with the Academy's strategic plan?

   Yes　　　　　No　　　　　It's hard for me to answer

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

   Yes　　　　　No　　　　　It's hard for me to answer

5. How long have you been working at the academy:

   A. up to 1 year

   b. From one year to 3 years

   c. From 3 years to 6 years

   d. From 6 years to 10 years

   e. Above 10 years

6. Do you know your function - duties?

Yes   No   It's hard for me to answer

7. Do you perform all the functions - duties that are written in the regulation?

Yes   No   It's hard for me to answer

8. Do you perform an additional function - duty, which is not spelled out in the regulation?

Yes   No   It's hard for me to answer

9. Is the individual work space allocated for administrative staff sufficient and comfortable?

Yes   No   It's hard for me to answer

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

Yes   No   It's hard for me to answer

11. Do the structural units of the Academy perform their functions and duties efficiently and in a coordinated manner?

Yes   No   It's hard for me to answer

12. Does the leadership of the academy react immediately to new initiatives of the employees?

Yes   No   It's hard for me to answer

13. Please indicate which issue was initiated and supported by you.

_____

14. Are you familiar with the staff incentive mechanisms in the academy?

Yes   No   It's hard for me to answer

15. Does the academy have a fair and transparent approach to incentives for administrative staff?

Yes   No   It's hard for me to answer

16. Has an incentive measure been implemented for you?

Yes   No   It's hard for me to answer

17. Please name exactly what incentive measure was implemented for you

_____

18. Does the academy take care of professional development of administrative staff?

Yes   No   It's hard for me to answer

19. Please name what kind of additional trainings/consultations do you consider necessary to conduct your work better?

_____

20. The Academy shall ensure that the fire prevention inventory and evacuation plan are prominently posted.

Yes   No   It's hard for me to answer

21. The medical service in the academy is available throughout the working day.

Yes   No   It's hard for me to answer

22. The protection and security service in the academy creates a safe environment.

Yes   No   It's hard for me to answer

23. The academy has a heating and cooling system.

Yes   No   It's hard for me to answer