Survey questionnaire for students who have completed an integrated undergraduate and graduate study programme

University of Zagreb

Dear students,

this questionnaire, which is part of the Office for Quality Management activities, allows you to express your views on the quality of various aspects of the study programme which you have just completed. Your honest responses can bring attention to any shortcomings or difficulties in teaching and thus contribute to improving the quality of teaching.

If you feel that you **cannot answer some questions or that they are not applicable to your study programme**, please choose the „I cannot evaluate" option. Please answer all questions by filling in the circle next to the answer you have chosen (example: ●).

A) INFORMATION ON THE STUDENT AND ON THE COMPLETED STUDY PROGRAMME:

1. The study programme which you have completed:
   _____

2. Study programme code: ⓪①②③④⑤⑥⑦⑧⑨ Example (e.g. code 2209): ⓪①●③④⑤⑥⑦⑧⑨

   ⓪①②③④⑤⑥⑦⑧⑨ ⓪①●③④⑤⑥⑦⑧⑨

   ⓪①②③④⑤⑥⑦⑧⑨ ●①②③④⑤⑥⑦⑧⑨

   ⓪①②③④⑤⑥⑦⑧⑨ ⓪①②③④⑤⑥⑦⑧●

3. Gender: Ⓜ Ⓕ

4. Your grade average during studies:

2	2.5	3	3.5	4	4.5	5
○	○	○	○	○	○	○

5. Was the study programme you completed your first choice (i.e. what you wanted to study):

yes	Mostly yes	no
○	○	○

Please use the scale below to evaluate various aspects of your study programme:

completely dissatisfied - 1   2   3   4   5 – completely satisfied

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B) STUDENT SERVICES AND GENERAL STUDY CONDITIONS AT THE HIGHER EDUCATION INSTITUTION:

B1. PERFORMANCE OF ADMINISTRATIVE AND SUPPORT SERVICES

	Completely dissatisfied			Completely satisfied		I cannot evaluate
1. Performance of the institution's student administration services	①	②	③	④	⑤	⊙
2. Performance of your unit's/department's/institute's administrative services (secretariat)	①	②	③	④	⑤	⊙
3. Performance of the students' IT services (obtaining your e-mail account etc.)	①	②	③	④	⑤	⊙
4. Usefulness of the ISVU system (IT system for HEIs)	①	②	③	④	⑤	⊙
5. Accessibility of ISVU system to students (number of access points etc.)	①	②	③	④	⑤	⊙
6. Usefulness of your study programme's website	①	②	③	④	⑤	⊙
7. Availability and choice of literature at the library	①	②	③	④	⑤	⊙
8. Organisation of library services	①	②	③	④	⑤	⊙
9. Performance of the institution's management from the student perspective	①	②	③	④	⑤	⊙
10. Performance of your study programme's (department's, institute's etc.) management	①	②	③	④	⑤	⊙

B2. STUDY CONDITIONS AT THE HIGHER EDUCATION INSTITUTION

	Completely dissatisfied			Completely satisfied		I cannot evaluate
11. Overall quality and appearance of the facilities (buildings, surrounding areas etc.)	①	②	③	④	⑤	⑥
12. Facilities in teaching rooms	①	②	③	④	⑤	⑥
13. Facilities in rooms for practical courses (laboratories, seminar rooms etc.)	①	②	③	④	⑤	⑥
14. Appropriateness of space in relation to the number of students	①	②	③	④	⑤	⑥
15. Accessibility of computers and internet at the institution	①	②	③	④	⑤	⑥

C) STUDY PROGRAMME: (please evaluate the study programme as a whole)

	Completely dissatisfied				Completely satisfied	I cannot evaluate
16. Contents and quality of mandatory courses	①	②	③	④	⑤	⑥
17. Contents and quality of elective courses	①	②	③	④	⑤	⑥
18. Choice of elective courses	①	②	③	④	⑤	⑥
19. Possibility of attending courses outside your study programme	①	②	③	④	⑤	⑥
20. Appropriateness of coursework to students' prior knowledge	①	②	③	④	⑤	⑥
21. The degree to which first year courses facilitate students' adjustment to university studies	①	②	③	④	⑤	⑥
22. Coherence and progression of contents in various courses and various years of study	①	②	③	④	⑤	⑥
23. The degree to which the study programme contents fulfilled your expectations	①	②	③	④	⑤	⑥

D) TEACHING AND ASSESSMENT: (please evaluate the study programme as a whole)

	Completely dissatisfied				Completely satisfied	I cannot evaluate
24. Usefulness of lectures for understanding required contents	①	②	③	④	⑤	⑥
25. Practical work in laboratories (seminars) and opportunities to check acquired knowledge and skills in practice	①	②	③	④	⑤	⑥
26. Usefulness and quality of study materials (literature, compendia, internet, etc.)	①	②	③	④	⑤	⑥
27. Course and workload distribution during the week	①	②	③	④	⑤	⑥
28. Organisation of work placements outside the faculty and cooperation with expert practitioners	①	②	③	④	⑤	⑥
29. Participation in fieldwork (including summer schools)	①	②	③	④	⑤	⑥
30. Involvement of students in teaching staff's research projects	①	②	③	④	⑤	⑥
31. Opportunities for international cooperation (student exchanges, periods abroad etc.)	①	②	③	④	⑤	⑥
32. Clearly defined course outcomes, i.e. which knowledge and skills the students should have acquired by the end of the course	①	②	③	④	⑤	⑥
33. Clearly defined assessment criteria (is it clear what the student needs to learn in order to pass and to earn higher grades)	①	②	③	④	⑤	⑥
34. Coherence of assessment criteria in different courses	①	②	③	④	⑤	⑥
35. Continuous assessment in courses during the semester	①	②	③	④	⑤	⑥
36. Regular and clear feedback on successfulness in learning and in exams	①	②	③	④	⑤	⑥
37. Schedule of exam periods and other forms of assessment (mid-term exams etc.)	①	②	③	④	⑤	⑥
38. Number of exam periods	①	②	③	④	⑤	⑥
39. Methods of assessment (exam implementation)	①	②	③	④	⑤	⑥
40. Overall satisfaction with the study programme implementation	①	②	③	④	⑤	⑥

E) TREATMENT OF STUDENTS AND LEARNING SUPPORT:

E1. TREATMENT OF STUDENTS

	Completely dissatisfied				Completely satisfied	I cannot evaluate
41. Encouraging students to express their opinions freely during classes	①	②	③	④	⑤	⑥
42. Showing understanding for students' problems and obligations outside the study programme	①	②	③	④	⑤	⑥
43. Showing trust in the students' abilities and encouraging their self-confidence	①	②	③	④	⑤	⑥
44. Accessibility of teaching staff	①	②	③	④	⑤	⑥
45. Impartiality and fairness in the treatment of students	①	②	③	④	⑤	⑥

E2. LEARNING SUPPORT

	Completely dissatisfied				Completely satisfied	I cannot evaluate
46. Accessibility of personal mentors	①	②	③	④	⑤	⑥
47. Consultation with teaching staff and assistance outside teaching hours	①	②	③	④	⑤	⑥
48. Accurate and timely information on changes in the organisation of the course/teaching	①	②	③	④	⑤	⑥
49. Advising/teaching students about strategies for more efficient learning	①	②	③	④	⑤	⑥

50. Showing understanding for students' problems related to the teaching and the study programme	①	②	③	④	⑤	⑥
51. Counselling students on selecting their courses and on opportunities for continuing their studies	①	②	③	④	⑤	⑥
52. Counselling students on their future careers (employment)	①	②	③	④	⑤	⑥

E3. OTHER STUDY CONDITIONS

	Completely dissatisfied			Completely satisfied		I cannot evaluate
53. Organisation and quality of student restaurants	①	②	③	④	⑤	⑥
54. Student Centre and Student Employment Service	①	②	③	④	⑤	⑥
55. Opportunities to organise and act through student associations	①	②	③	④	⑤	⑥
56. Cost of the study programme in relation to the benefits from the study programme (if you paid tuition)	①	②	③	④	⑤	⑥
57. Opportunities to participate in activities which developed your sense of belonging to the faculty/academy (excursions, celebrations, competitions etc.)	①	②	③	④	⑤	⑥

F) OVERALL EVALUATION OF OUTCOMES:

Please use the following scale to answer the questions below:

Not at all - 1   2   3   4   5 – completely

	Not at all			completely		I cannot evaluate
58. To what extent has the study programme fulfilled your initial expectations?	①	②	③	④	⑤	⑥
59. To what extent has the study programme prepared you for work in the field?	①	②	③	④	⑤	⑥
60. To what extent has the study programme prepared you for continuing education in the same field?	①	②	③	④	⑤	⑥
61. How satisfied are you with your overall study experience?	①	②	③	④	⑤	⑥
62. How satisfied are you with employment opportunities after the study programme?	①	②	③	④	⑤	⑥
63. Overall, how difficult and demanding was your study programme?	①	②	③	④	⑤	⑥
64. To what extent are the ECTS credits harmonised with the real workload in courses?	①	②	③	④	⑤	⑥
65. To what extent was the information you had on the study programme before enrolling accurate and useful?	①	②	③	④	⑤	⑥

	YES	NO
66. If you could choose again now, would you enrol in the same study programme?	Ⓨ	Ⓝ
67. Considering your experiences, would you recommend your study programme to others?	Ⓨ	Ⓝ
68. Do you plan to enrol in a postgraduate course (specialist or doctoral) in the future?	Ⓨ	Ⓝ

Please only answer the next question if you feel unprepared for work in your field.

69. Whose responsibility is it that you feel this way:

Mainly the study programme's	Partly mine and partly the study programme's	Mainly mine
①	②	③

70. How would you grade your study programme overall?	①	②	③	④	⑤

G) COMMENTS AND SUGGESTIONS:

71. What do you see as the best feature of the study programme you completed?

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72. What do you see as a shortcoming in the study programme you completed?

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73. What change would you suggest with the aim of improving the overall quality of the study programme?

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