



INTERNATIONAL BALKAN UNIVERSITY

**STUDENTS' SATISFACTION SURVEY
ACADEMIC 2021/2022 YEAR**

Skopje, 2022

Students' Satisfaction Survey

As a part of the self-evaluation process, a survey is conducted with aim to examine students' opinion about the quality of the overall work of the University. This survey is conducted at the end of each academic year with a use of a questionnaire shared with the students through the Hello platform.

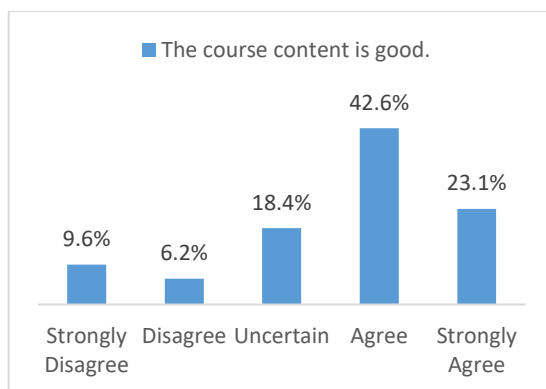
The used questionnaire is composed of 28 questions in total, including yes/no questions and statements on a scale, with possible answers ranging from strongly disagree to strongly agree. Questions are examining students' opinion regarding the following aspects:

1. Study programs
2. Instructors
3. Resources and
4. Services.

In the academic 2021/2022 the questionnaire was answered by 1428 students in total, including students of all study years and all faculties at IBU.

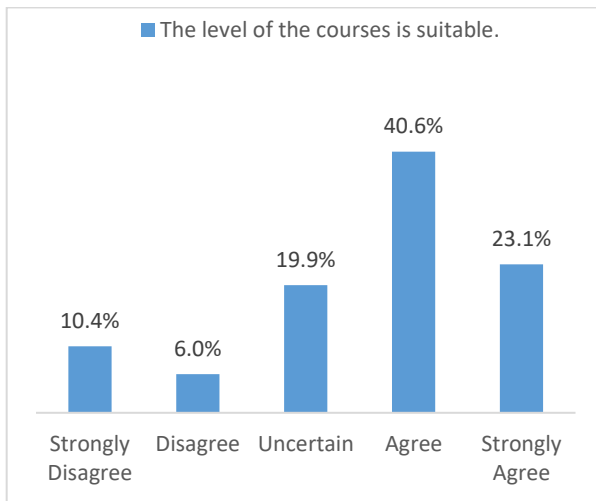
In the following part are presented the collected data.

- 1. Study programs** – in this part are presented students' opinions regarding the quality of the course contents, organization of educational process, criteria for passing and instructors' effort in the process.
 - Regarding the quality of the course contents, 65.7% of the students have positive opinion and agree/or strongly agree that the course contents are good, 18.4% are uncertain, while 15.8% strongly disagree with this statement (Graph 1).



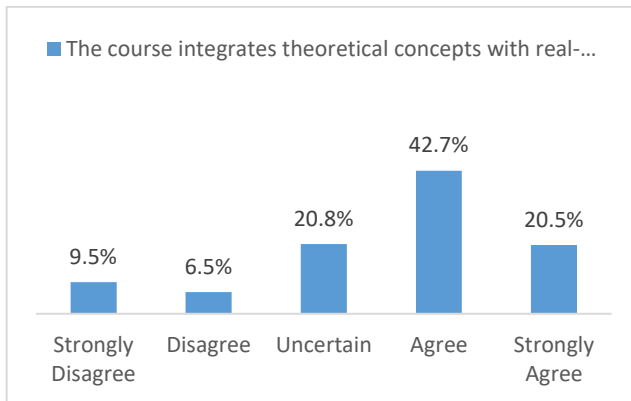
Graph 1. Course contents

- Level of courses: a total of 63% of the students consider that the level of courses is suitable, 16.4% disagree/strongly disagree, while 19.9% are not certain about this issue (Graph 2).



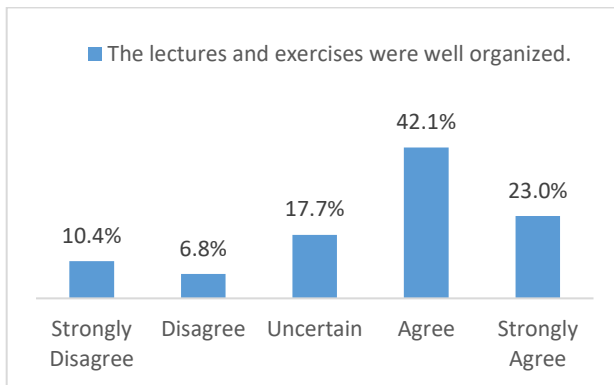
Graph 2. Level of courses

- Integration of theory and practice: More than half of the students or around 63.2 % have opinion that the courses integrate theoretical concepts and real-world applications, 20.8% are uncertain, and 16% of students disagree with this statement (Graph 3).



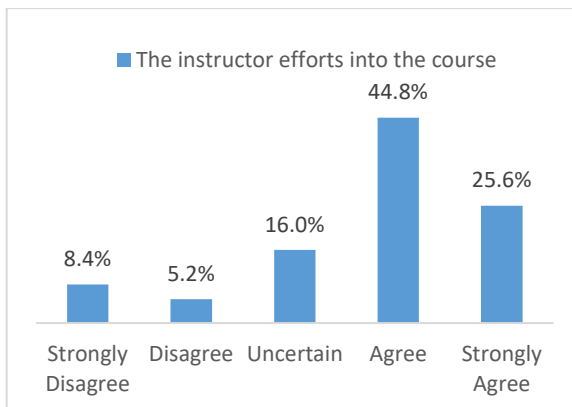
Graph 3. Course integration of theory and practice

- Organization of education process: According to the students of IBU, 65.1% consider that the lectures and exercises are well organized, 17.2% disagree with this, while 17.7% are uncertain about this statement. (Graph 4)



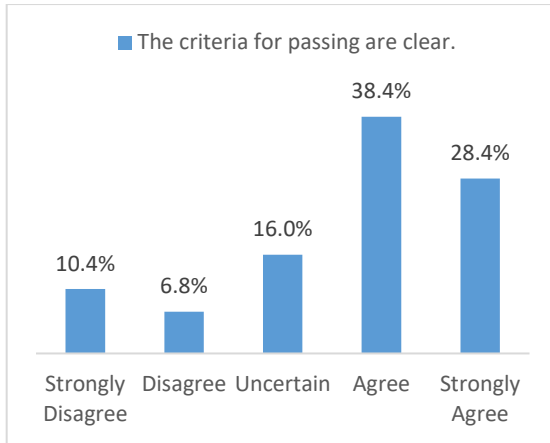
Graph 4. Organization of the education process

- Instructors' efforts: Regarding the effort that instructors in general put into organization and realization of the courses, 70.4% of students have positive opinion, 13.6% disagree that instructors put effort into the courses, and 16% are uncertain (Graph 5)



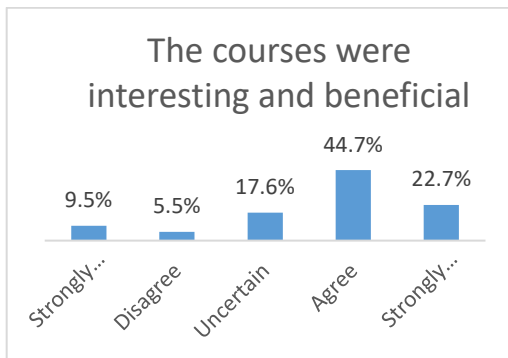
Graph 5. Instructors' effort into the courses

- Criteria for exams: 65% of students agree that the criteria for passing the exams are clear, while their opinions are almost equally distributed, around 16% in categories of disagreement and those who are uncertain about this issue (Graph 6)



Graph 6. Criteria for exams

- Satisfaction of courses: more than half of the students, or 67.4% answered that the courses they had were interesting and beneficial, 15% don't agree with this and 17.6% are uncertain (Graph 7).



Graph 7. Satisfaction of courses

Summary: Student's opinion about the study programs and courses was examined through statements which referred to: contents covered in the courses, integration of theoretical and practical aspects, organization of lectures and exercises, defined criteria for passing the courses and instructors' effort in the educational process.

Answers have shown that majority of the students or around 65-70% have positive opinion about all of these aspects, 15-17% (in both categories disagree and strongly disagree) are not satisfied, and around 15% are uncertain.

2. Instructors/ Academic staff

Students' opinion about the quality of the work of the academic staff was examined through statements which referred to demonstrated knowledge in the subject matter, organizational aspects of the instruction process, accessibility and responsiveness to students' needs. Students answered the statements for each of the academic staff involved in the educational process on a scale from 1-5 where 1 is lowest and 5 is the highest score.

For each representative of the academic staff was calculated an average score, where all aspects of the work, covered with this survey, were taken into consideration. On faculty and

university level, the analysis was done for each of the statements separately, with aim to get an insight into each of the aspects.

Analysis of the scores of the academic staff has shown that the lowest average score which member of the academic staff has received is 3.50, while the highest is 4.95. The overall average score is 4.08. For the purposes of a better analysis, the scores between this range are categorized in 3 groups: from 3.50-3.99; 4.00-4.49 and 4.50-5.00. In Table 1 are presented the data for each of these categories of average score.

Table 1. Evaluation of the work of academic staff

Grade	f	%
3.50 - 3.99	30	29.41 %
4.00 – 4.49	65	63.73 %
4.50 – 5.00	7	6.86 %
Total	102	100.00 %

As it can be seen from the table, 30 representatives (29.41%) of the academic staff have score between 3.50 – 3.99; 65 (63.73 %) score ranging from 4.00 – 4.49 and 7 (6.86%) are in the category with highest score ranging from 4.50 – 5.00. These data show that the majority of the academic staff (in total 70.59%) are evaluated with the highest grades 4 and 5.

The list with individual score for each member of the academic staff is given in Appendix 1.

In Table 2 are presented the average results for each of the statements, by faculties and at university level.

Table 2. Quality of work of the academic staff, on faculty and university level

	FEAS	FENG	FCOM	FAD	FHSS	FEDU	FLAW	ALL FACULTIES
Instructor demonstrates sufficient knowledge of the course content.	4.14	4.03	4.26	4.06	4.04	4.18	3.89	4.08
Instructor explains the course material clearly.	4.14	4.01	4.26	4.05	4.11	4.17	3.88	4.08
Instructor explains assignments, quizzes, ect. clearly.	4.14	4.02	4.31	4.02	4.1	4.17	3.87	4.09
Instructor is prepared for the lecture.	4.14	4.05	4.31	4.08	4.13	4.18	3.91	4.11
Instructor arrives and leaves on time.	4.13	4.04	4.3	4.09	4.12	4.19	3.91	4.11
Instructor is concerned about student’s progress.	4.11	3.99	4.26	4.02	4.07	4.13	3.87	4.06
Instructor was available for consultations.	4.13	4.01	4.24	4.06	4.06	4.13	3.89	4.07
Average	4.13	4.02	4.28	4.05	4.09	4.16	3.88	4.08

On the statement “Instructor demonstrates sufficient knowledge of the course content“the average score for all engaged academic staff is 4.08. Highest score has FCOM (4.26), followed by FEDU (4.18), FEAS (4.14), FAD (4.06), FHSS (4.04), FENG (4.03) and FLAW (3.89).

On the statement “Instructor explains the course material clearly“the average score at university level is also 4.08. Highest score is noted for FCOM (4.26), followed by FEDU (4.18), FEAS (4.14), FAD (4.06), FHSS (4.04), FENG (4.03) and FLAW (3.89).

On the statement which refers to clear explanation of assignments, quizzes and other activities, the scores are as follows: FCOM (3.15), FEDU (4.17), FEAS (4.14), FHSS (4.1), FENG and FAD (4.02) and FLAW (3.87). On university level the average is 4.09.

On the statement about instructors’ preparedness for lectures the average is 4.11, with the highest score for FCOM (4.31), followed by FEDU (4.18), FEAS (4.14), FHSS (4.13), FAD (4.08), FENG (4.05) and FLAW (3.91).

In terms of instructors’ arriving and leaving the lectures on time, the average score is similar like the previous, 4.11 and by faculties in the following order: FCOM (4.30), FEDU (4.19), FEAS (4.13), FHSS (4.12), FAD (4.09), FENG (4.04) and FLAW (3.91).

The statement “Instructor is concerned about student’s progress“has lowest average of all statements 4.06, and the scores by faculties are: FCOM (4.26), FEDU (4.13), FEAS (4.11), FHSS (4.07), FAD (4.02), FENG (3.99) and FLAW 3.87.

The last statement referred to instructors’ availability for consultation. Here the scores are as follows: FCOM (4.24), FEDU and FEAS (4.13), FHSS and FAD (4.06), FENG (4.01) and FLAW (3.89). The average on university level is 4.07.

In total, highest average has the FCOM (4.28), followed by FEDU (4.16), FEAS (4.13), FHSS (4.09), FAD (4.05), FENG (4.02) and FLAW (3.88).

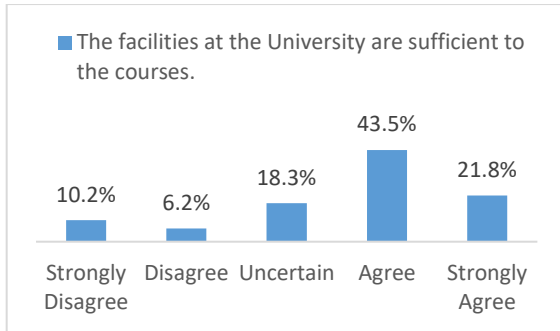
As it can be seen from given data, the average scores on all statements and all faculties are high, in the range from 3.88-4.28, with very slight differences between faculties. Actually, in all cases, except for the FLAW, all scores are above 4.00.

Based on this, it can be concluded that the work of the academic staff by the students is evaluated high, with score of 4.00 and above.

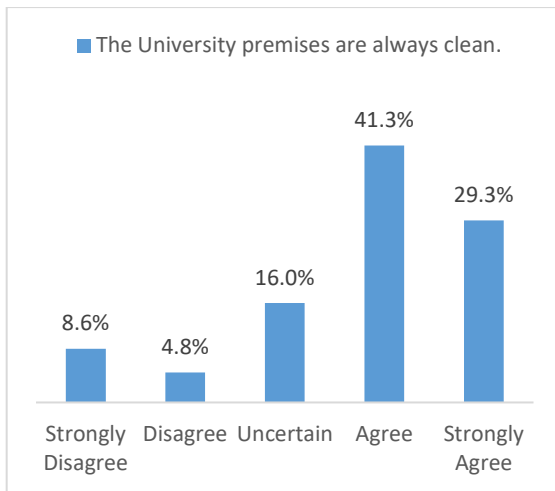
3. Resources

Students’ opinions about the resources were examined through statements which referred to university premises and library.

- University facilities: 64.3% of students consider that facilities at the University are sufficient for the courses, 16.4% disagree with this, while 18% are uncertain (Graph 8). When it comes to maintenance of the premises, majority of the students 70.6% are satisfied, while 13.4% are not satisfied or are uncertain 16% about this issue (Graph 9).

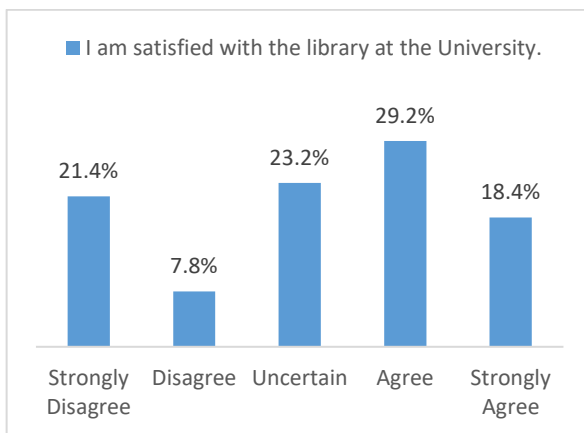


Graph 8. Facilities



Graph 9. Maintenance of facilities

- **Library:** when it comes to the library as a resource, 47.6% of students are satisfied, 29.2% in total (21.4% strongly disagree and 7.8% disagree) are not satisfied and 23.2% are uncertain about this issue. Based on this, it can be concluded that 1/2 of the students are not satisfied or are uncertain about the library available to IBU students, while the other 1/2 are satisfied. (Graph 10).

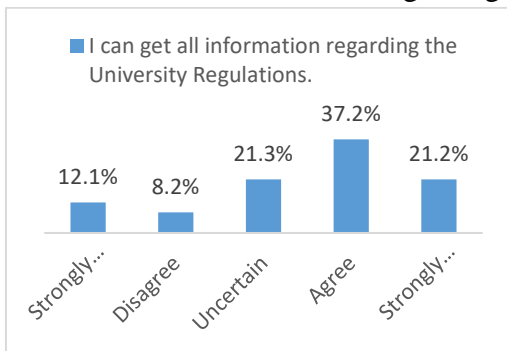


Graph 10. Library

Summary: 60-70% of the students are satisfied with offered resources at the university, in terms of available facilities and their maintenance, but students' dissatisfaction is noticeable when it comes about available library. This issues is with the highest percentage of dissatisfied students with the offered resources.

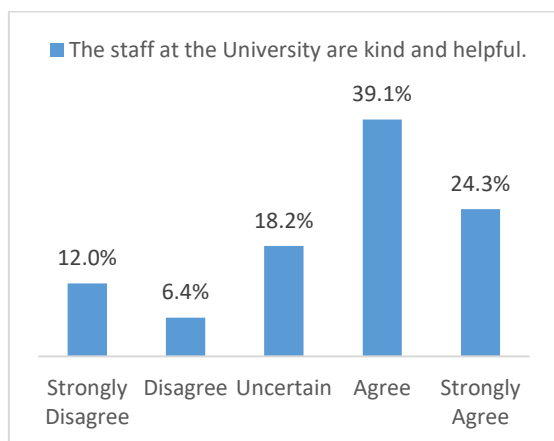
4. **Services:** in the following part are presented students' opinions about services offered at IBU, which include: offering information about university regulations, services of Student Affairs Office (SAO), Finance and Accounting Office (FAO), usefulness of the Hello! Online platform, services related to students social life and overall satisfaction of the University.

- **University regulations:** More than half of the students, or 58.4% consider that information regarding university regulations are shared, 20.3% disagree with this, while 21.3% are uncertain about this issue (Graph 11). Around 40% in total are unsatisfied or uncertain regarding information they get about university regulations.



Graph 11. Information regarding University Regulations

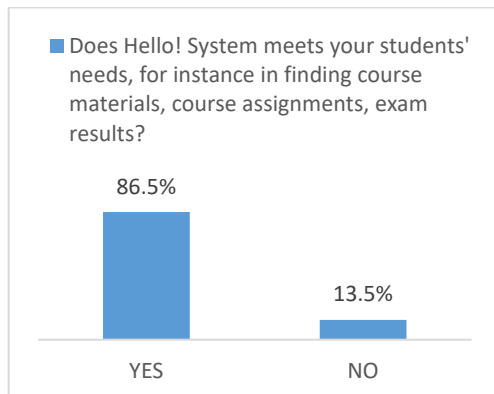
- **Administrative staff:** More than half of the students or 63.4% consider that the administrative staff at the University is kind and helpful, 18.4% disagree with this, and 18.2% are uncertain (Graph 12).



Graph 12. Administrative staff

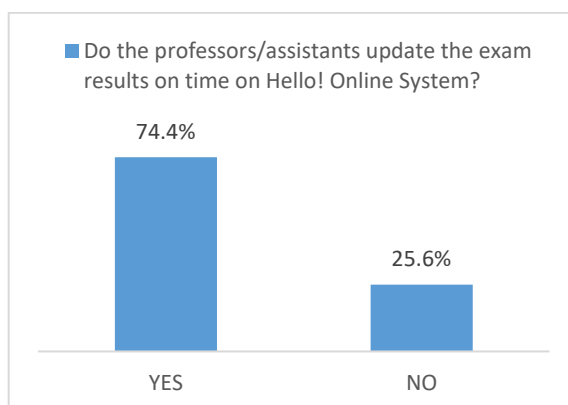
The following data refer to concrete services offered to students.

- Hello! Online services: Hello! Is a platform where students can get necessary information related to the courses, such as: course materials, course assignments, exam results, announcements related to the lectures and exercises, student's dossier (registered courses, instructors, GPA, transcript of passed courses etc.)
 - On the question: "Does Hello! System meet your students' needs, for instance in finding course materials, course assignments, exam results?" 86.5% of students answered Yes and 13.5% No (Graph 13).



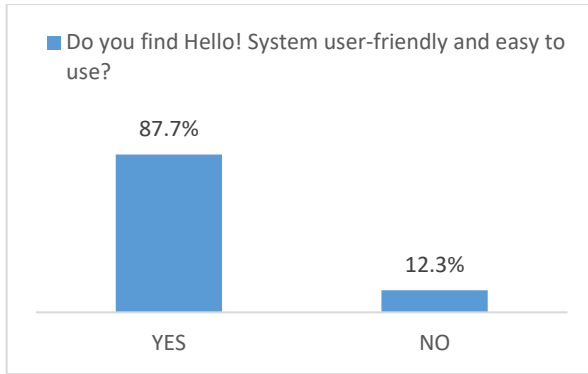
Graph 13. Students' needs regarding the Hello! System services

- When it comes to regular updating of results on Hello! System, 3/4 or 74.4% of the students answered that professors/assistants update the exam results on time on Hello! Online System, while 1/4 or 25.6% answered No (Graph 14).

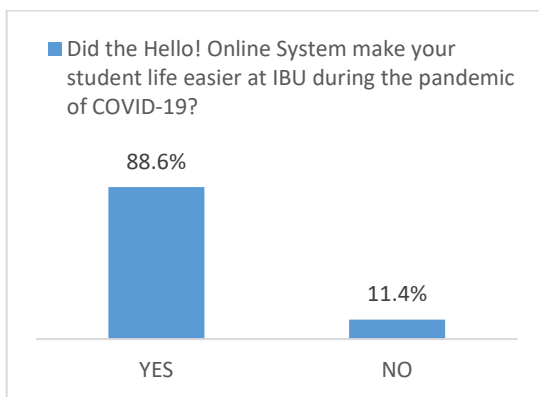


Graph 14. Updating exam results

- User-friendly Hello! System: Majority of the students 87.7% consider that Hello! System is user-friendly and easy to use, and made their student life easier at IBU during the COVID-19 pandemic (88.6%), whereas only 12.3% and 11.4% respectively, disagree with this (Graph 15, 16)

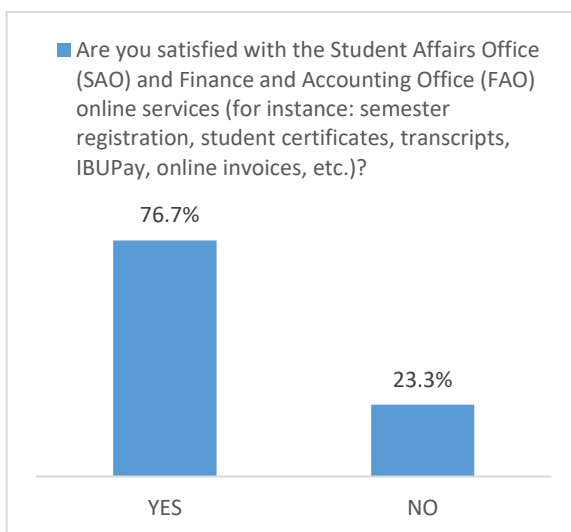


Graph 15. User-friendly Hello! System



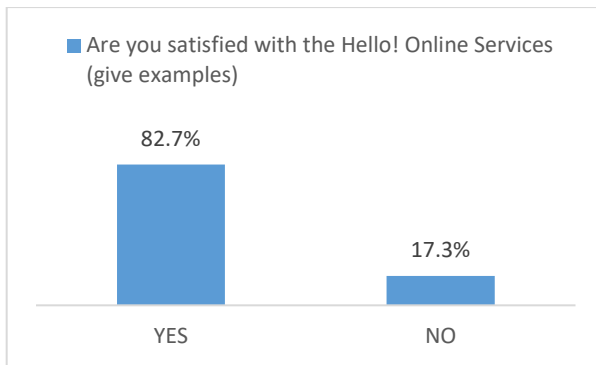
Graph 16. Hello! System and student life in Covid-19 pandemic

- When it comes to other online services offered to students, such as Student Affairs Office (SAO) and Finance and Accounting Office (FAO) which provide semester registration, student certificates, transcripts, IBUPay, online invoices etc., 3/4 of the students or 76.7% are satisfied while 1/4 23.3% are not satisfied (Graph 17)



Graph 17. Satisfaction of Hello! Online services

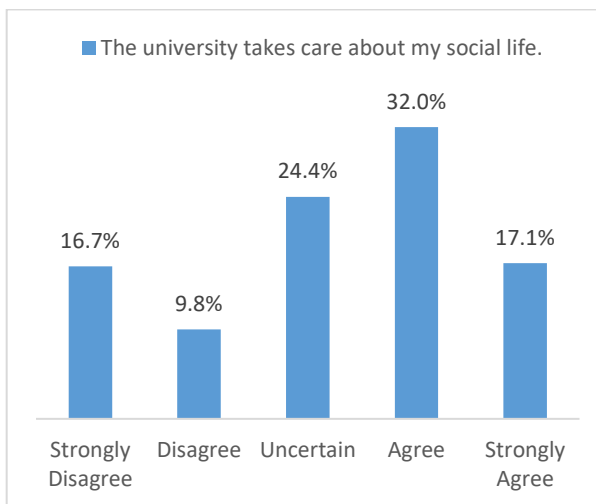
In summary, 82.7% of the students stated that they are satisfied with the Hello! Online Services, while 17.3% are not satisfied (Graph 18)



Graph 18: Students’ overall satisfaction of Hello! Online Services

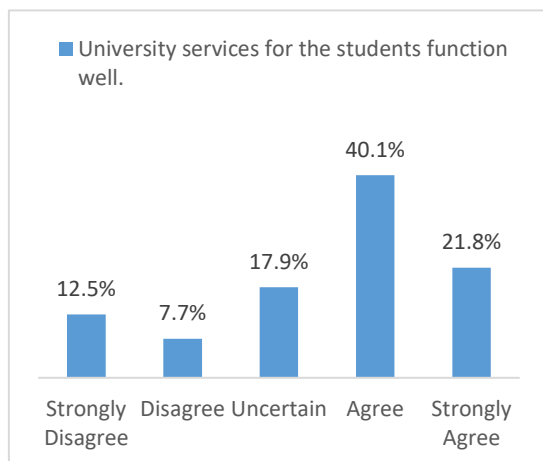
Through this survey, students were also asked to give their recommendations for further improvements of Hello! Online services. As stated previously, majority of the students are satisfied and find that these services work very well (“Everything runs smoothly”; “Everything is very good”; etc.). Some of the suggestions for further improvements are: “To make it as an application”; “GPA and other statistical notes to be shown”; “Live chat with SAO and FAO”; “Announcements to be sent on email”; etc.

- Another aspect covered with the services offered at the University, is students’ social life. On the statement: “The University takes care about my social life” 49.1% of students agree, 26.5% disagree and 24.4% are uncertain (Graph 19)



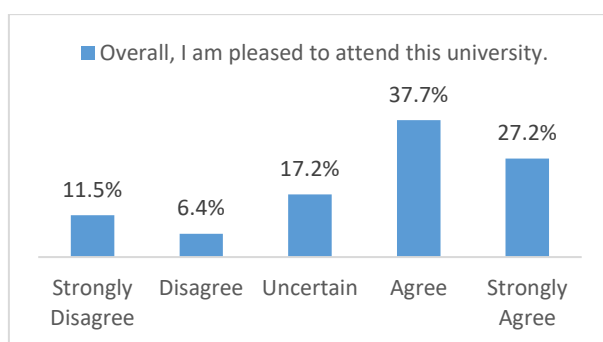
Graph 19. Students’ social life

- The last statement related to students' opinions about services provided at the University, are the answers on the statement: “University services for the students function well“. 61.9% of students agree with this statement, 17.9% are uncertain, while 20.2% disagree (Graph 20)



Graph 20. University services

At the end are presented the answers on the statement: “Overall, I am pleased to attend this University“, where 64.9% in total agree (27.2% strongly agree; 37.7% agree), 17.2% are uncertain, and 17.9% disagree (6.4% disagree; 11.5% strongly disagree). Graph 21



Graph 21. Overall satisfaction with the University

Conclusion:

Based on the presented results from students’ survey, it can be concluded that majority of the students, or around 65-70% are satisfied with the study programs, the resources and services offered by the University. It can be noted that this is in line and corresponds with students’ overall satisfaction of the University. Students’ satisfaction was especially evident in regards to university facilities and the Hello platform.

The answers of the rest 30% of the students (of which half are uncertain about the evaluated aspects, and the other half are unsatisfied) are a strong indicator for aspects that should be improved in future and which refer to:

- **Improvement of the services offered by Student Affairs Office (SAO) and Finance and Accounting Office (FAO);**

- **Better informing about University regulations;**
- **Ensuring available library and**
- **Improvement of students' social life.**

Regarding the quality of the work of the academic staff, the overall average grade at university level is 4.08. The majority of the staff (70.59%) have average grade from 4.00 – 5.00, which should be considered as a high average grade.

In terms of different aspects of the work of the academic staff covered with this survey, by faculties, the score is also high and ranges from 3.88 - 4.28, while at University level the average is 4.08.