



RESULTS OF THE SURVEY «SATISFACTION WITH THE QUALITY OF THE STUDY PROGRAMME» BY INTERNATIONAL STUDENTS

2023-2024



DESCRIPTION OF THE QUESTIONNAIRE

- **Purpose:** to identify the level of satisfaction with the quality of study programmes (hereinafter - SP) by international students.
- **Respondents:** 4th-year students bachelor's degree (2020 entry), 2nd year students master's degree (2022 entry)
- **Deadlines:** November 2023
- **Methodology:** online survey, anonymous, in English and Ukrainian (optional)
- **The questionnaire contains:** 45 questions (8 thematic blocks), 1 open question
- **Measurement scale:** "completely agree", "rather agree", "rather disagree", "disagree", "difficult to answer". Satisfaction was calculated by the sum of positive answers "completely agree" and "rather agree"
- **Results:** in general at the University; according to SP; analysis of open comments



THE SURVEY OF INTERNATIONAL BACHELOR STUDENTS INVOLVED:

➤ In general, for the university: **62,2 % (28)**

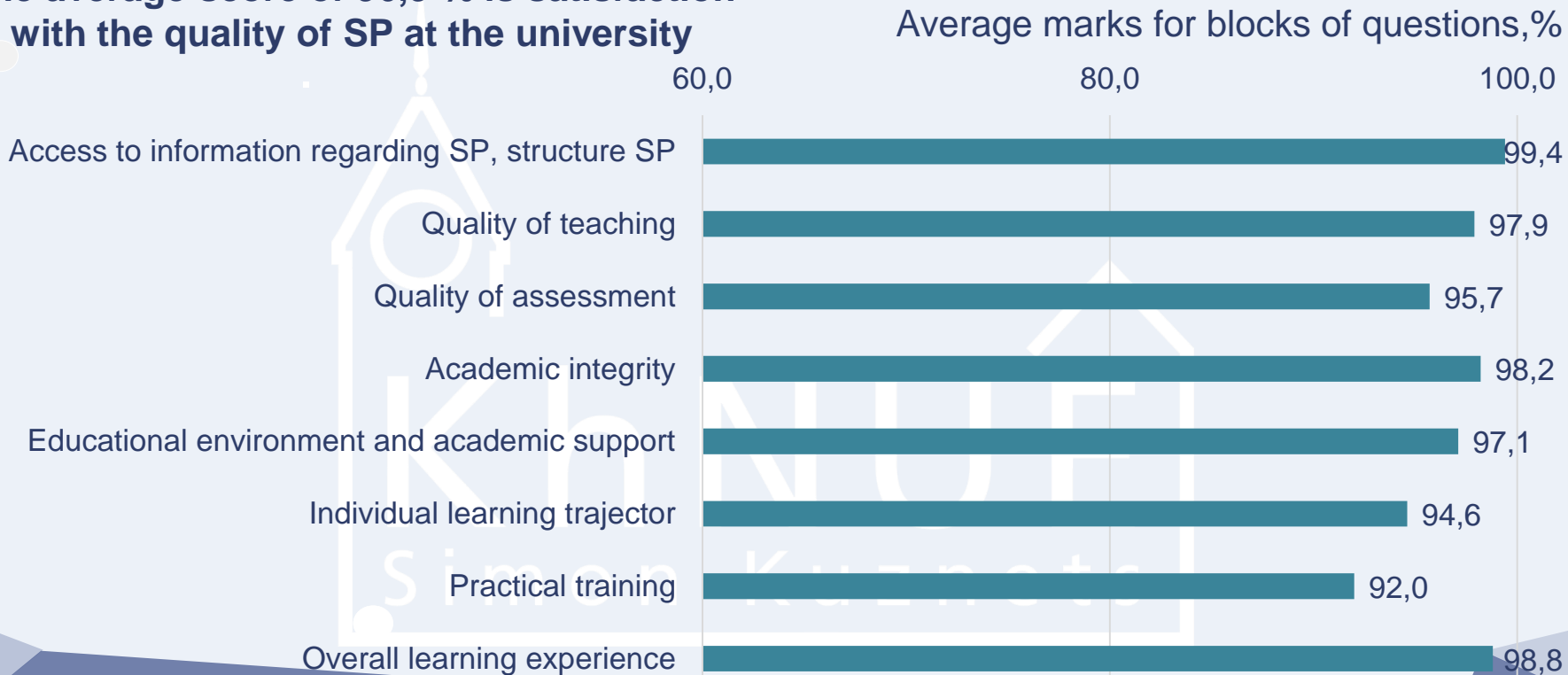
SP	Participation in the survey
Software engineering	66,7 (4)
Computer science	80,0 (4)
Logistics	66,7 (2)
Business administration	85,7 (6)
Customs	66,7 (4)
Cyber Security	100,0 (2)
International economics	23,1 (3)
Tourism	100,0 (1)
Finance and credit	100,0 (2)

**If there is one answer for SP, this answer is included in the general results for the university*



RESULTS OF SURVEY AMONG INTERNATIONAL BACHELOR STUDENTS (in general at the University)

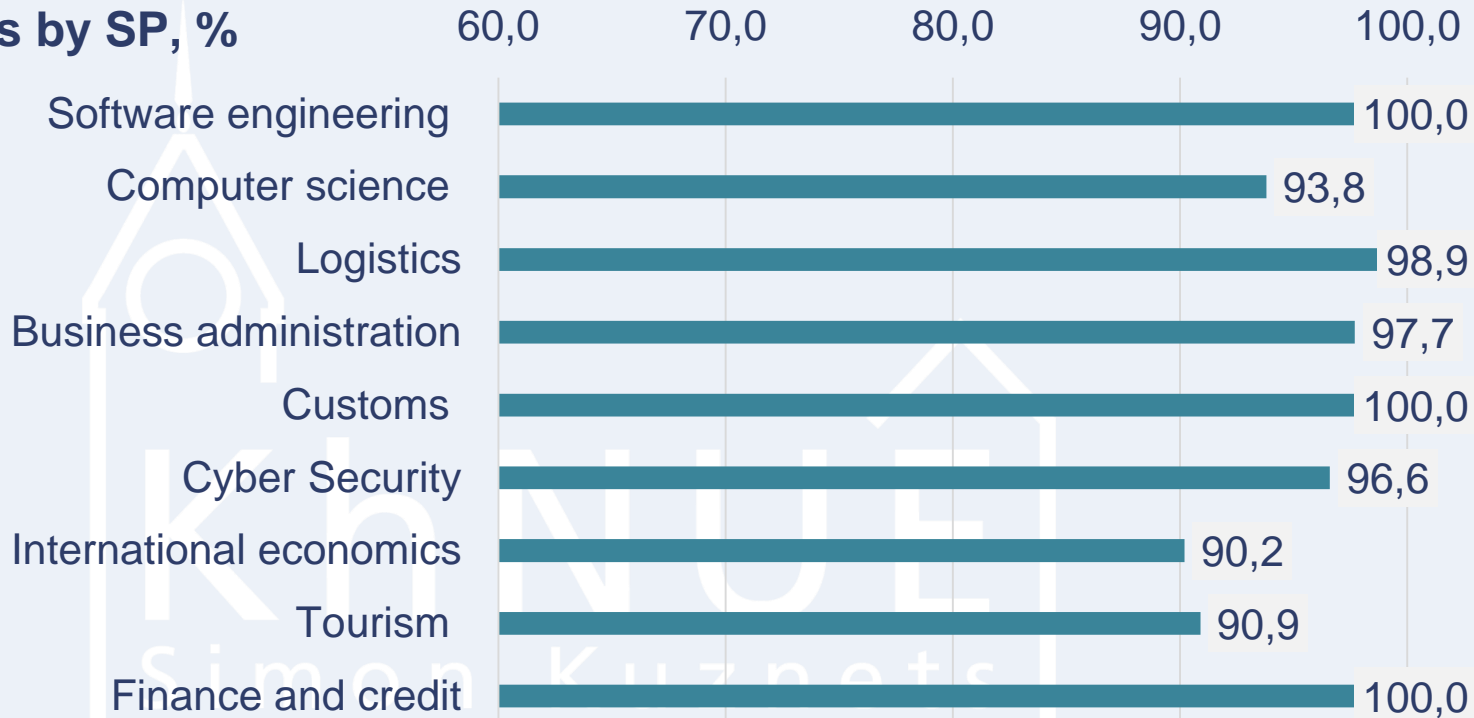
The average score of 96,9 % is satisfaction with the quality of SP at the university





RESULTS FOR BACHELOR'S DEGREE STUDY PROGRAMMES

Average marks by SP, %





THE SURVEY OF INTERNATIONAL MASTER STUDENTS INVOLVED:

- In general, for the university: **55,6 % (20)**

SP	Participation in the survey
Business administration	63,6 (14)
Computer science	100,0 (2)
Pedagogy and education administration	33,3 (3)
International economy	100,0 (1)
Public administration	0,0
Finance and credit	0,0

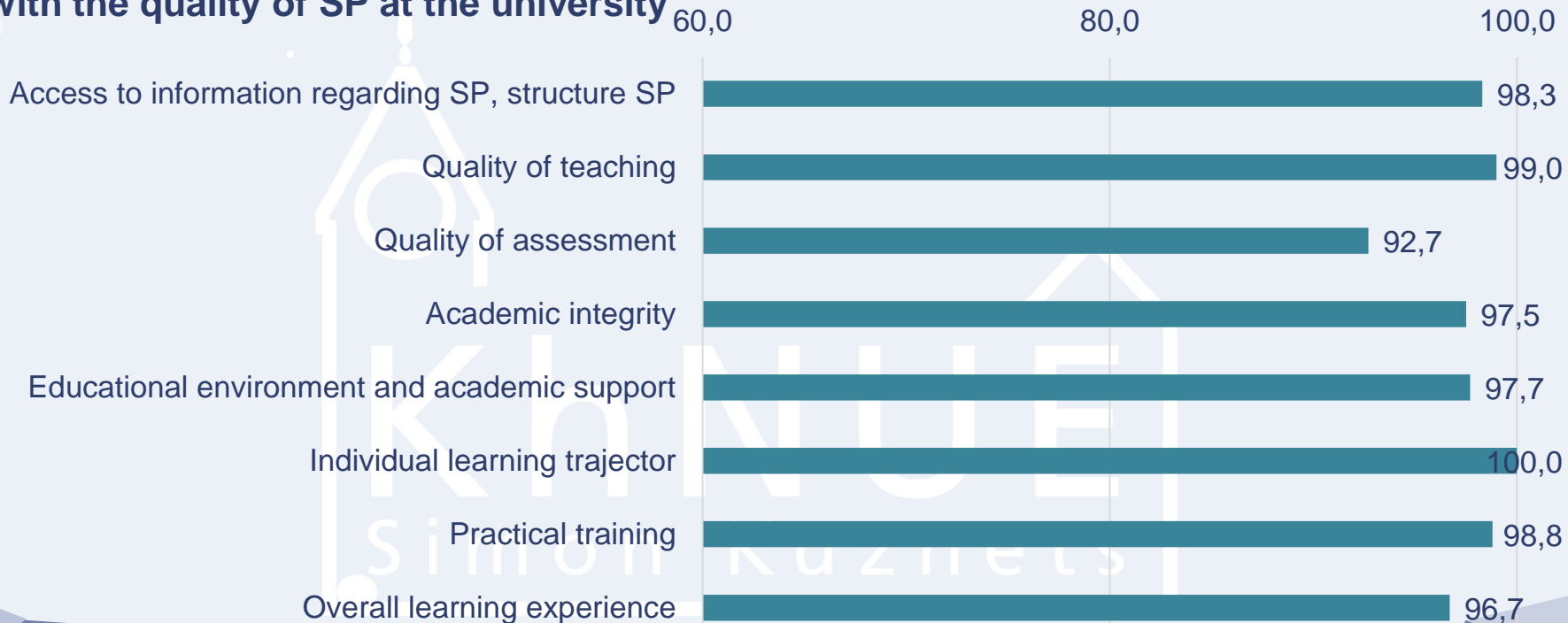
**If there is one answer for SP, this answer is included in the general results for the university*



RESULTS OF SURVEY AMONG INTERNATIONAL MASTERS STUDENTS (in general at the University)

The average score of 97.6% is satisfaction with the quality of SP at the university

Average marks for blocks of questions, %





RESULTS FOR MASTER'S DEGREE STUDY PROGRAMMES

Average marks by SP, %

60,0 70,0 80,0 90,0 100,0

Business administration

97,4

Computer science

97,7

International economy

100,0

Pedagogy and education administration

97,7



CONCLUSIONS

- 62.2% of international bachelor students (4th year) and 55.6% of international master students (2nd year) took part in the survey "Satisfaction with the quality of the study programme".
- In general, at the university, 96.9% respondents satisfied with the quality of bachelor's degree study programmes, 97.6% respondents satisfied with the quality of master's degree study programmes.
- The average rating of bachelor's degree educational programs is at the level of 90.2 - 100%, master's degree at the level of 97.4 - 100%.
- The university administration, dean of the faculty of training foreign students, and the guarantors of study programmes have been informed about survey results (in general for University, in particular for SP).
- It is recommended to take into account the evaluations and reviews for ensuring the quality of the educational process and study programmes for international students.



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