

SATISFACTION WITH THE QUALITY OF THE STUDY PROGRAMME, 2023-2024

SP «Customs»

Purpose: to identify the level of satisfaction with the quality of study programme (hereinafter - SP) by international students

Respondents: 4th-year students bachelor's degree (2020 entry)

Deadlines: November 2023

Methodology: online survey, anonymous, in English and Ukrainian (optional)

Participation in the survey: 66,7 % (from those who study at SP), (4/6).

1. Satisfaction with the quality of the study programme – 100 % (the average score).

2. Results of survey, % (to the number of respondents).

Questions	4) completely agree	3) rather agree	2) rather do not agree	1) completely disagree	0) difficult to answer	satisfaction 4)+3)
A. ACCESS TO INFORMATION REGARDING STUDY PROGRAMME (SP), STRUCTURE SP						100,0
1. The admission rules (enrollment rules) for study under the study programme were accessible and understandable.	75,0	25,0	0,0	0,0	0,0	100,0
2. The study programme, programs of courses, and syllabuses are freely available (on the website of the university, the department, in the repository)	50,0	50,0	0,0	0,0	0,0	100,0
3. According to the study programme, the list and sequence of courses are logical.	100,0	0,0	0,0	0,0	0,0	100,0
4. The volume of production and pre-diploma internship at the enterprise in the structure of the study Programme is sufficient.	75,0	25,0	0,0	0,0	0,0	100,0
5. The study programme forms practical skills and knowledge necessary for further professional activity.	75,0	25,0	0,0	0,0	0,0	100,0
6. The study load, according to the study programme, is optimal (allocation of time to classroom and self-study)	50,0	50,0	0,0	0,0	0,0	100,0
B. QUALITY OF TEACHING						100,0
7. The content of courses is relevant and modern.	50,0	50,0	0,0	0,0	0,0	100,0
8. The teaching of educational material is high-quality and understandable.	75,0	25,0	0,0	0,0	0,0	100,0
9. Teachers use various modern forms, methods, and teaching technologies.	50,0	50,0	0,0	0,0	0,0	100,0
10. Teachers develop soft skills in students necessary for my specialty (communication, leadership, the ability to take responsibility and work in critical conditions, the ability to resolve conflicts, work in a team, manage your time, understanding the importance of deadlines, the ability to think logically and systematically, creativity, etc.)	75,0	25,0	0,0	0,0	0,0	100,0
11. I available educational tasks related to the implementation of research (coursework, individual academic and research tasks, publications, etc.)	50,0	50,0	0,0	0,0	0,0	100,0

C. QUALITY OF ASSESSMENT						100,0
12.Evaluation criteria are clear and understandable.	25,0	75,0	0,0	0,0	0,0	100,0
13.Information on the forms of control measures (technological card) and assessment criteria is provided by teachers promptly.	75,0	25,0	0,0	0,0	0,0	100,0
14.Assessment is objective and impartial.	50,0	50,0	0,0	0,0	0,0	100,0
15.I know about the possibility and procedure of appealing the results of final control (exams)	75,0	25,0	0,0	0,0	0,0	100,0
16.I know about the possibility and procedure of appealing the results of final control (exams)	50,0	50,0	0,0	0,0	0,0	100,0
D. ACADEMIC INTEGRITY						100,0
17.I am familiar with the university's academic integrity policy and understand the consequences of violating academic integrity.	50,0	50,0	0,0	0,0	0,0	100,0
18.The university conducts activities to promote academic integrity (conversations, lectures, webinars, training, etc.)	50,0	50,0	0,0	0,0	0,0	100,0
19.The university has a procedure for checking student papers for plagiarism, including course and qualification papers.	50,0	50,0	0,0	0,0	0,0	100,0
20.Teachers use various forms of response to evidence of academic dishonesty in applicants (returning work for revision, re-evaluation, etc.)	25,0	75,0	0,0	0,0	0,0	100,0
21.I consider it inadmissible to use plagiarism, writing off, deception, falsification, fabrication, etc., in courses and diploma theses (projects), scientific articles, etc.	75,0	25,0	0,0	0,0	0,0	100,0
22.Did not come across cases of corruption during the study	100,0	0,0	0,0	0,0	0,0	100,0
E. EDUCATIONAL ENVIRONMENT AND ACADEMIC SUPPORT						100,0
23.The university has solid opportunities for online education, in particular during the period of martial law.	75,0	25,0	0,0	0,0	0,0	100,0
24.Educational classes at the university during the quarantine period and martial law were conducted using Zoom and PNS.	75,0	25,0	0,0	0,0	0,0	100,0
25.Information resources (PNS, library, etc.) meet my educational needs.	50,0	50,0	0,0	0,0	0,0	100,0
26.Teachers conducted consultations and assisted in case of appeal.	50,0	50,0	0,0	0,0	0,0	100,0
27.If necessary, I had support in solving educational and organizational issues from the DEAN's OFFICE.	100,0	0,0	0,0	0,0	0,0	100,0
28.If necessary, I had support in solving educational and organizational issues from the DEPARTMENT.	50,0	50,0	0,0	0,0	0,0	100,0
29.During studies, good relations with teachers were formed, including mutual respect and understanding.	50,0	50,0	0,0	0,0	0,0	100,0
30.I am satisfied with the INFORMATION SUPPORT of the educational process (timely disclosure of the necessary information on the university/department website, social networks, group chats, the ability to call, write a letter, etc.)	25,0	75,0	0,0	0,0	0,0	100,0

31.In cases of manifestation of violence, discrimination, sexual harassment, or corruption at the university, there is an opportunity to use protection procedures.	75,0	25,0	0,0	0,0	0,0	100,0
32.My rights and freedoms (religion, status, gender, ethnicity, etc.) were not violated.	50,0	50,0	0,0	0,0	0,0	100,0
33.Students can participate in the review and improvement of the quality of study programme (enrolment in quality assurance groups of , participation in questionnaires, public discussions of study programme, providing suggestions, comments, etc.)	50,0	50,0	0,0	0,0	0,0	100,0
F. INDIVIDUAL LEARNING TRAJECTORY						100,0
34.Students can form an individual learning trajectory: individual curriculum (selective components), international mobility, international programs, practice abroad, non-formal education, etc.	75,0	25,0	0,0	0,0	0,0	100,0
35.I had the opportunity to choose courses (majors, mag-minors)	75,0	25,0	0,0	0,0	0,0	100,0
36.Elective courses were interesting/useful for me	50,0	50,0	0,0	0,0	0,0	100,0
37.I had the opportunity to choose the subject of individual tasks, coursework, thesis, etc.	50,0	50,0	0,0	0,0	0,0	100,0
G. PRACTICAL TRAINING						100,0
38.Professional practitioners are involved in educational process and events.	75,0	25,0	0,0	0,0	0,0	100,0
39.I knew about the Career Days, Job Fair, and other employment events held by the university and had the opportunity to participate in them.	50,0	50,0	0,0	0,0	0,0	100,0
40.The department provided informational and organizational assistance in passing all types of practice.	50,0	50,0	0,0	0,0	0,0	100,0
41.Industrial and/or pre-diploma practice allows one to acquire competencies necessary for further professional activity.	50,0	50,0	0,0	0,0	0,0	100,0
H. OVERALL LEARNING EXPERIENCE						100,0
42.My expectations from the study programme were fulfilled.	50,0	50,0	0,0	0,0	0,0	100,0
43.Studying under this study programme is the foundation of further professional development.	75,0	25,0	0,0	0,0	0,0	100,0
44.In general, I am satisfied with the study programme	100,0	0,0	0,0	0,0	0,0	100,0

3. Comments from respondents (author's text):

✓ *Задоволений навчанням на освітній програмі*

Leading specialist of the department

Yuliia HRYHORIEVA