



European Humanities University

SUMMARY OF STUDENT SURVEY REPORT

First Semester: AY 2013–14

Each semester, EHU conducts a Student Survey of progress, satisfaction, and analyses of administrative functions. The results presented herein were collected during February–April for the first semester of AY 2013–14. Of the 1,514 students enrolled in the University, 463 students responded to the questionnaire. The Survey focuses on three areas: teaching quality, work of the administration, and the social environment of the University. Ratings are based on a scale of 1 (excellent) to 4 (substandard).

Results

- The students' general evaluation of EHU's teaching quality is rated at 1.47. Comparing the overall satisfaction rate of teaching quality with the criteria for student evaluation of teachers, we can state that students are most satisfied with the availability of materials required for the study and performance of both scheduled classes and those in Moodle. These statements were evaluated at 1.3 points. Criteria evaluated as less positive: ability to attract student interest in the subject and profession (1.7); feedback on completed assignments returned in a timely manner (1.6); and a reasonable study load (1.6). The evaluation of teaching quality compared to AY 2012–13 was similar (1.5).
- The evaluation of EHU's administration is rather high. The work of supervisors was evaluated most positively (1.5); less positive was evaluation of the administration of academic departments (1.8), which is considered a result of the restructuring of administration departments after the abolishment of the MA and BA schools in 2013. The administration of the academic departments was more negatively assessed by high-residence students, especially fourth-course students.
- Results of the Survey show that the social environment is evaluated positively: average evaluation is 1.8. Evaluation of relationships between students, and cooperative relationships among students and teachers, increased significantly compared to the previous year. The evaluation of extra academic activities and the level of comfort at the University decreased significantly compared to AY 2012–13. High-residence University students felt greater levels of stress in AY 2013–14 (2.2), compared to the previous year (1.8), while there are no reported differences among low-residence students (1.9 during both AYs).

- Results of this Survey indicate that 70% of students are “completely” or “rather” satisfied with their studies at the University: 15% are “completely” satisfied; 54% are “rather” satisfied; 12% are “not” satisfied—of whom 10% are “rather not” satisfied; and 2% are “not at all” satisfied. Low-residence students are statistically significantly more satisfied with their studies at EHU. Compared with AY 2012–13, overall satisfaction with the University has increased: 70% are “satisfied” compared to 62% in AY 2012–13.
- The general evaluation of EHU was calculated from the summation of all evaluations of the three criteria: teaching quality, administration work, and social environment. The overall evaluation is 1.68. The Survey shows that the strongest correlation is between overall satisfaction and evaluation of the social environment: the better a student feels while attending the University, and the higher the level of social connections and communication, the greater the overall satisfaction with studies. Still, the general evaluation of EHU slightly decreased in this survey. In AY 2012–13, the general satisfaction rate was calculated as 1.5, while during AY 2013–14, it was at 1.7 (the cause for this slight fall in the satisfaction rate seems based on the decreased result of evaluation of work of administration units).
- Half of all respondents made comments or suggestions in the Survey. Master students wrote comments at a statistically significantly higher rate. Students are mostly concerned with the quality of teaching (88% of all comments). Most students who made comments on the quality of teaching remarked that they want a more equitable distribution of the workload (7%); others pointed out a desire for more online classes, video lectures, and forums (4.3%). Students made fewer remarks on the work of the University’s administration. Most student comments described a lack of or “missed communications” from the administration (5%). The comments about improving the social environment of study were primarily requests for increased non-academic activities (3.2%). Additionally, AY 2013–14 students put forward proposals for improving the quality of teaching the disciplines: In AY 2012–13 only 30% made suggestions, while in AY 2013–14, the number rose to 52%). Students indicated (a) the quality of teaching (10.4%) and (b) unreasonable, untimely feedback for students (6.9%) as the main problems in AY 2012–13. In AY 2013–14, students identified the need to balance the workload (7.1%) as the main issue.



European Humanities University

The European Humanities University has made a strong commitment to the quality of education; it is one of EHU's most significant and enduring values. Among the administration's priorities for AY 2014–15 is a renewed dedication to providing students with timely feedback and consultation, and to the redesign of reasonable workloads for all departments.