

**ANALYSIS OF THE RESULTS OF SURVEYS  
CONDUCTED IN THE 2021-2022 YEAR ON  
SATISFACTION WITH THE EDUCATIONAL AND  
WORKING ENVIRONMENT OF THE STUDENTS  
OF GORIS STATE UNIVERSITY**

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## Introduction

In the 2021-2022 school year, Goris State University's Education Quality Assurance and Student Career Support Department conducted a regular survey aimed at identifying the educational needs of students, which is aimed at assessing the educational needs of students and, as necessary, implementing improvement measures.

The survey was conducted online using the Google forms tool. The questionnaire consists of 7 questions and 37 sub-questions.

Out of 837 students of the university, 103 students (12.3%) participated in the survey. Accordingly, the representativeness of the data for the 2021-2022 school year is not ensured. However, a positive trend is noticeable. Compared to the previous survey conducted in the 2019-2020 academic year, the number of students participating in the survey increased by 16 (87 students participated in the survey last year).

## Students' satisfaction with the effectiveness and availability of resources supporting the educational process.

Analyzing the students' satisfaction with the university's resources and services, we should note that the rank system has hardly changed compared to the results of the 2019-2020 school year. The supply of the library was rated the highest (4.11), followed by the furnishing and accessibility of computer classrooms (4.02). However, it is noticeable that compared to the previous survey, this year's average grades have decreased. Ratings of other resources and support services also did not change significantly. The lowest average score was given to classroom furniture (3.18) and campus heating (3.18).

The table below shows the university's ranking of characteristics related to the resources and support services that support the educational process, according to the average scores of students' satisfaction.

	Average grade (2021-22 year)	Average grade (2019-20 year)
<b>Library service</b>	4.11	4.29
<b>Furnishing and access to computer classrooms</b>	4.02	4.28
<b>E-library saturation and availability</b>	3.75	3.77
<b>The saturation of the library with professional literature</b>	3.63	3.71
<b>Reading room with professional literature saturation and availability</b>	3.61	3.73
<b>Saturation and availability of teaching laboratories</b>	3.44	3.47
<b>Material and technical support of classrooms</b>	3.22	3.18
<b>Furniture of classrooms</b>	3.18	3.21
<b>University heating</b>	3.18	-

*Table 1. Ranking of characteristics of the university regarding the resources and support services supporting the educational process according to the average scores of students' satisfaction.*

### **Satisfaction with the protection of students' rights**

To the question of whether students are informed of their rights and responsibilities, 47.6% of students (49 people) answered "Yes", which, however, does not guarantee that students are fully informed, 42.7% (44 people) answered "Partly", which implies that students are not fully informed, and 9.7% (10 people) answered "No", which means that there are students in the university who are unaware of their rights and responsibilities.

The survey does not find out what are the main sources of information that inform students about their rights and responsibilities, for example, student council, educational advisor, chair, dean's office, rector's office, HRD, Ministry of Education and Culture, etc.

When asked whether students are included in a student scientific society, only 15.5% of respondents (16 people) answered "Yes", and the remaining 84.5% (87 people) answered "No". The picture is almost identical in the case of membership in the Student Council. of the 103 students who participated in the survey, only 14.6% participate in the activities of the SC (15 people), and the remaining 85.4% (88 people) do not.

The students then assessed the activities of the Student Scientific Society and Student Council structures. Analyzing the results, we note that the students of GSU have a low participation in the work of the Student Scientific Society and Student Council co-ordinators. This may be due to several circumstances.

1. students are not sufficiently informed or are not informed at all about the activities of the above-mentioned two structures,
2. students have no motivation to join these structures.

In order to involve students in the activities of Student Scientific Society and Student Council structures, it is necessary to hold informative meetings, during which the works of the structures and the opportunities that students can have by being included in the above-mentioned structures should be presented. It is necessary to clarify the mechanisms aimed at ensuring awareness and ensure access to information in all courses. The Student Council can also develop and organize awareness activities to further increase the level of knowledge of students' rights and responsibilities.

### **Satisfaction with consulting services**

32% of the students who participated in the survey (33 people) are informed about the Institute of Academic Consultants, 29.1% (30 people) are only partially informed, and 38.8% (40 people) are not informed at all. It is noteworthy that in the 2019-2020 season the level of awareness in this matter was higher among the surveyed students (about 67.8% of the respondents stated that they are aware of the Institute of Academic Consultants).

### **Involvement in university research activities**

Of the 103 students who participated in the survey, only 11.7% are involved in research activities carried out at the university, faculty or department (12 students), 25.2% (26 students) are only partially involved, and most of the respondents, 63.1% (65 students) are not involved at all in these processes. Significant changes are noticeable compared to the surveys conducted in 2019-2020. 24.1% of the 87 students indicated that they participate in these processes, 26.4% indicated that they are only partially involved, and 49.4% do not participate at all.

### Awareness of the content of academic programs, teaching methodology and organization of the educational process.

A significant part of the students who participated in the survey are not sufficiently informed about the content of the academic programs, the teaching methodology and the organization of the educational process. The lack of knowledge about the possibilities to continue studying abroad (48 students or 47.1% of the respondents) and the procedure of student transfer (rotation) is especially high (36 students or 35% of the respondents). GSU students are relatively better informed about knowledge assessment criteria and procedures (64 students or 62.7% of respondents) and the credit system (59 students or 57.3% of respondents).

### Students' satisfaction with the working environment of the university

GSU students are mostly satisfied with the convenience of receiving information from the official Facebook page of GSU (4.47). It is noticeable that compared to the previous survey conducted in the 2019-2020 survey, the average rating of this component has increased quite a bit. Students also highly appreciate the work done by the teaching staff of the department with students (4.26) and the work done by the faculty management with students (4.20). In contrast to the above, the effectiveness of the procedures and mechanisms for responding to students' applications and complaints (3.85) and the services provided by the health center (3.83) were rated relatively low.

Although compared to the results of the 2019-2020 academic year, GSU e. the satisfaction of students with the website has increased (4.03), however, we have students who underestimate the accessibility and saturation of the website. 2 Students stated in the comments of the survey that there is very little interesting and useful information for them on the website, for example, in the "Job announcements" section of the website, the announcements of available vacancies in the region are not posted. Taking into account the above, it is recommended to increase the activity of the website by regularly updating, publishing materials and information necessary for the student.

Below is a table showing the ranking of university working environment characteristics according to the average satisfaction scores of the students who participated in the survey.

	Average grade(2021-22 year)	Average grade (2019-20 year)
<b>Information from the official Facebook page of GSU the convenience of receiving.</b>	4.47	4.09
<b>The work carried out by the teaching staff of the department with the students</b>	4.26	4.08
<b>The work carried out by the management of the faculty with students</b>	4.20	4.08
<b>Service provided to students by accounting staff</b>	4.15	-
<b>Your satisfaction with the university website</b>	4.03	3.81
<b>The work carried out by the employees of the educational part with the students</b>	3.98	3.90
<b>The transparency and accessibility of the activities of the "Public Relations and Information" Department of GSU</b>	3.94	3.82

<b>The work carried out by the employees of the "KOA and UKA" department with students</b>	3.91	-
<b>The work carried out by the employees of the "External relations and cooperation" department with students</b>	3.90	-
<b>Effectiveness of procedures and mechanisms for responding to student applications and complaints</b>	3.85	3.64
<b>Services provided by the medical center</b>	3.83	-

*Table 2: ranking of university working environment characteristics according to the average satisfaction scores of the students who participated in the survey*

### **Students' satisfaction with the education received at the university**

In the framework of this survey, students evaluated the knowledge they received at GSU, indicating the degree of satisfaction with it. In general, 92.3% of students are satisfied with the education they received at GSU, and 7.7% are not. Moreover, about 78.6% of the surveyed students are ready to advise their relatives to apply to the State University of Georgia in order to continue their studies, and 21.4% are not. The students also came up with suggestions on how to improve the education provided at GSU, which are summarized in Table 3.

<b>Recommendation</b>	<b>Quantity</b>
<b>Professional training courses for teaching staff</b>	2
<b>Code of conduct course for professors</b>	1
<b>Streamline the curriculum</b>	1
<b>Organize classes online</b>	1
<b>Analysis of similar surveys and presentation of the university's improvement plan to students</b>	1
<b>Pay more attention to distance learning students by including them in university and extracurricular activities</b>	3
<b>Organize training-discussions with students regarding their opportunities, rights, and responsibilities</b>	1
<b>Organize a discussion with the students and present what the Student Scientific Society and Student Council do</b>	1
<b>Provide students with information about career opportunities</b>	1
<b>Activate student life</b>	1

*Table 3. Students' suggestions for improving the education provided at GSU*

### **Suggestions**

- Revise the questionnaire by adding the "Student Personal Section" section.
- Review online student survey technology with an emphasis on increasing student motivation. In particular, as a means of encouragement, certain privileges for participating students can be included so

that all students are interested in participating in the survey.

- Along with the quantitative surveys, to organize sample (qualitative) surveys among students in order to comprehensively study different situations, to fill the information gap left by the quantitative surveys. Organize free or semi-standardized interviews, focus group discussions within the framework of qualitative research.
- To organize informational meetings for students regarding the rights and responsibilities of students.
- In order to involve students in the activities of the Student Scientific Society and Student Council structures, conduct informative meetings to present the works of the structures and the opportunities that students can have by being included in the above-mentioned structures. Clarify mechanisms aimed at ensuring awareness and ensure access to information in all courses.
- Increase the activity of the GSU website by regularly updating, publishing materials and information needed by students.