



NATIONAL EDUCATIONAL UNIVERSITY

Methodology for Conducting
a Satisfaction Survey



Methodology for conducting a satisfaction survey

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Introduction

This document is a guide to the implementation of evaluation and satisfaction surveys of the processes and educational programs of the “NEU - National Educational University” (hereinafter referred to as the “University”). In order for the University to constantly improve the quality of teaching and other university services, to respond to the expectations of its main stakeholders, it is relevant to implement various types of surveys. The survey methodology describes the types of planned surveys and the periodicity of their implementation.



The document is accompanied by survey instruments/questionnaires as an appendix, which the university will periodically use to monitor and improve quality. The questionnaires are subject to updating and modification. The aim of the research is to help identify the challenges of university students, academic and administrative staff, as well as to determine the needs of graduates and employers through systematic surveys and research, in order to take into account the recommendations of a specific target audience and its practical application in the learning/teaching process. Analyzing the results of the research and evaluation will help the university implement short-term and long-term plans for quality improvement. Conducting regular research is one of the tools for observing and monitoring educational processes. The aim of the methodology is to create a standardized guide for conducting, analyzing and responding to research.

Types of research conducted by the university

1. Student evaluation of university services

The student evaluation of university services is a regular process that is conducted once a year at the end of the academic year and its goal is to determine the general satisfaction of students. The purpose of the research is to study the attitudes of students and receive feedback from them on the educational process, student support services and material and technical base.

The student evaluation of university services questionnaire allows students to freely express their opinions, comments and wishes about the services available at the university. Their involvement allows us to improve the educational space and the educational process (**Appendix N1**).

2. Student evaluation of lecturers

The student evaluation of lecturers is a regular process that is conducted once a semester. The aim of the study is to assess academic and visiting staff by students so that the feedback received can be used to improve the quality of teaching and learning. The following points are assessed by the student through the lecturer evaluation questionnaire: knowledge transfer ability, use of modern teaching and learning methods, objective assessment of students, communication skills, etc. (**Appendix N2**).

3. Student Course Evaluation Questionnaire

The student course evaluation survey is a regular process that is conducted once a semester. The aim of the study is to assess each course of study defined by the curriculum of the educational program in the current semester by students. Within the framework of the study, students evaluate the course volume, assessment forms, assessment methods, teaching and learning methodology, the ability to achieve the expected learning outcomes, etc. Student assessment helps the university to systematically identify areas for improvement and improve the quality of learning and teaching (**Appendix N3**).

4. Student Evaluation of the Educational Program Questionnaire

The student evaluation of the educational program is a regular process that is conducted once every 3 (three) years. The purpose of the study is to determine the correspondence of the goals and learning outcomes of the educational program by students and to identify areas for improvement and strengths. The questionnaire allows students to freely express their opinions, abilities, comments and wishes about the educational program, which will contribute to its improvement in the future (**Appendix N4**).

5. Graduate Evaluation of the Educational Program Questionnaire

The graduate evaluation of the educational program is a regular process that is conducted once a year. The purpose of the survey is to determine the correspondence of the goals of the educational program and the learning outcomes of graduates, to identify opportunities, to identify areas for

improvement and strengths. It is important to determine the employment rate of graduates according to the specialty (field) or non-specialty (non-field), etc. The questionnaire allows graduates to freely express their opinions, comments and wishes about the educational program, which will contribute to its improvement in the future (**Appendix N5**).

6. Employer Evaluation of the Educational Program Questionnaire

The survey of the evaluation of the educational program by employers is a regular process that is carried out once a year. The evaluation of the educational program by employers is a very important process, both at the stage of program development, as well as at the stage of implementing changes and modifications to the educational program. The purpose of the study is to confirm the compliance of the educational program goals, learning outcomes and curriculum with the labor market requirements and to identify the program's capabilities, competitive advantages, areas for improvement and strengths. Analysis of the evaluation results helps the university to improve, refine and gain competitive advantage in educational programs (**Appendix N6**).

7. Academic and Visiting Staff Satisfaction Assessment Questionnaire

The academic and visiting staff satisfaction survey is a regular process that is conducted once a year. The purpose of the study is to determine the level of satisfaction of academic and visiting staff with the university's management style and decision-making coordination, the university's material and technical resources, library resources and incentive mechanisms. The questionnaire provides an opportunity for academic and visiting staff to freely express their opinions about the services available at the university. Staff engagement gives us the opportunity to improve university services and make them more tailored to their needs (**Appendix N7**).

8. Administrative Staff Satisfaction Survey

The administrative staff satisfaction survey is a regular process that is conducted once a year. The purpose of the survey is to obtain feedback from the university's administrative staff on their activities regarding the following issues: management style, care for staff development, infrastructure, procedures. It is important for the development of the university to assess the organization's management processes in various aspects and identify development opportunities (**Appendix N8**).

9. Student Clinical Training Evaluation Questionnaire within the Bachelor of Nursing Education Program

The student clinical training evaluation is a regular process that is conducted once a year (at the end of the clinical training course) and its purpose is to determine student satisfaction with the study, planning, teaching methodology, facilitation, and other aspects of clinical training courses. The Student Clinical Teaching Evaluation Questionnaire provides an opportunity for students to freely express their opinions, comments, and wishes, which is important for improving the clinical teaching process (**Appendix 9**).

Research Implementation Procedures and Process

Responsible Persons

All research at the “New National University of Education” has a defined research frequency. The frequency with which a particular research is conducted is determined in advance. The administration and implementation of all types of research is the responsibility of the Quality Management Service. Employees of administrative units may be involved in the process of analyzing the results to modify research instruments/questionnaires.

Research Instruments

Developed research instruments periodically require modification. Therefore, before the start of each new stage of the research, the questionnaire may be revised based on previous experience, in order to refine the formulation of any question, add/change new questions. Employees of administrative units, external stakeholders, etc. may be involved in this process.

Research Administration

The research frequency and frequency vary depending on the types of research. The tables provide details of the administration of each type of research. The frequency of conducting the survey may be determined differently from the periodicity specified in this document, depending on the need (**see Table 1**).

Table 1. Student evaluation questionnaire for university services

Research type	Student evaluation of university services
Respondents	Students
Frequency of survey	Once a year at the end of the academic year
Preparing a research report	No later than one month after the completion of the study
Selection type	Full coverage
Survey method	Electronic survey
Survey platform	Student database
Research tool	Structured questionnaire with open and closed questions

Table 2. Student Lecturer Evaluation Questionnaire

Survey Type	Employer Evaluation of the Educational Program
Respondents	Employers
Survey Frequency	Once a Year at the End of the Academic Year
Preparation of Survey Report	No Later Than One Month After the Completion of the Study
Sampling Type	Full Coverage
Survey Method	Electronic Survey
Survey Platform	Google Forms
Survey Instrument	Structured Questionnaire with Open and Closed Questions

Table 3. Student Course Evaluation Questionnaire

Survey Type	Employer Evaluation of the Educational Program
Respondents	Employers
Survey Frequency	Once a Year at the End of the Academic Year
Preparation of Survey Report	No Later Than One Month After the Completion of the Study
Sampling Type	Full Coverage
Survey Method	Electronic Survey
Survey Platform	Google Forms
Survey Instrument	Structured Questionnaire with Open and Closed Questions

Table 4. Student evaluation questionnaire for the educational program

Survey Type	Employer Evaluation of the Educational Program
Respondents	Employers
Survey Frequency	Once a Year at the End of the Academic Year
Preparation of Survey Report	No Later Than One Month After the Completion of the Study
Sampling Type	Full Coverage
Survey Method	Electronic Survey
Survey Platform	Google Forms
Survey Instrument	Structured Questionnaire with Open and Closed Questions

Table 5. Graduate Evaluation Questionnaire for the Educational Program

Survey Type	Employer Evaluation of the Educational Program
Respondents	Employers
Survey Frequency	Once a Year at the End of the Academic Year
Preparation of Survey Report	No Later Than One Month After the Completion of the Study
Sampling Type	Full Coverage
Survey Method	Electronic Survey
Survey Platform	Google Forms
Survey Instrument	Structured Questionnaire with Open and Closed Questions

Table 6. Employer Evaluation Questionnaire for Educational Program

Survey Type	Employer Evaluation of the Educational Program
Respondents	Employers
Survey Frequency	Once a Year at the End of the Academic Year
Preparation of Survey Report	No Later Than One Month After the Completion of the Study
Sampling Type	Full Coverage
Survey Method	Electronic Survey
Survey Platform	Google Forms
Survey Instrument	Structured Questionnaire with Open and Closed Questions

Table 7. Academic and visiting staff satisfaction assessment questionnaire

Survey Type	Academic and Visiting Staff Satisfaction Assessment
Respondents	Academic and Visiting Staff
Survey Frequency	Once a year at the end of the academic year
Preparation of Survey Report	No later than one month after the completion of the study
Sampling Type	Full coverage
Survey Method	Electronic survey
Survey Platform	Google Forms
Survey Instrument	Structured questionnaire with open and closed questions

Table 8. Administrative Staff Satisfaction Assessment Questionnaire

Survey Type	Administrative Staff Satisfaction Assessment
Respondents	Administrative Staff
Survey Frequency	Once a year at the end of the academic year
Preparation of Survey Report	No later than one month after the completion of the study
Sampling Type	Full coverage
Survey Method	Electronic survey
Survey Platform	Google Forms
Survey Instrument	Structured questionnaire with open and closed questions

Table 9. Student evaluation questionnaire for clinical training within the undergraduate nursing education program

Survey Type	Student Satisfaction Assessment
Respondents	Students
Survey Frequency	Once a year (at the end of the clinical training course)
Preparation of Survey Report	No later than one month after the end of the study
Sampling Type	Full coverage
Survey Method	Electronic survey
Survey Platform	Google Forms
Research instrument	Structured questionnaire with open and closed questions

Analysis of survey results

The results of the satisfaction survey are analyzed and a report is prepared by the Quality Management Service. As a result of the analysis of the satisfaction survey, the Quality Management Service develops recommendations. In order to correct the areas for improvement identified as a result of the survey, the results are communicated to structural units/individuals. The relevant survey results must be submitted for consideration to the University Senate, structural units, and program implementing personnel (program director, academic and invited personnel). Based on the survey results and recommendations, the relevant structural units/individuals respond and submit the results in the form of a report to the Quality Management Service. The survey is of a regular nature, which allows for the assessment of the effectiveness of responding to the survey results.

Dissemination of survey results

Responses to the survey results are disseminated to interested parties participating in the survey. Dissemination of responses to research results helps to increase the motivation and quality of respondents' participation in research. Research results are used to continuously improve the quality of processes at the university.

Appendices

Appendix N1 - Student Evaluation Questionnaire for University Services

Dear students,

Welcome,

We ask you to participate in the survey. It takes about 10 minutes to participate in the survey, the answers are anonymous and confidential! We hope for your sincerity and objectivity!

The questionnaire allows students to freely express their opinions about the services available at the university. It is very important that each of you express your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational space and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the survey!

Indicate the most acceptable answer for you by indicating a score from 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - a neutral position;

4 - I agree;

5 - I completely agree;

In the case of open questions, please indicate your opinion in writing.

University campus and material and technical base

University campus and material and technical base	I don't agree at all.	I don't agree	Neutral position	I agree.	I completely agree.
The location of the university campus is easily accessible.					
The environment at the university is friendly.					
The infrastructure at the university creates a comfortable environment					
The university's infrastructure is adapted for people with disabilities.					
There is a parking lot with sufficient spaces near the university campus.					
The university's security and safety department creates a safe environment					

The university ensures that fire-fighting equipment and evacuation plans are prominently displayed.					
The university's medical service is available throughout the entire period of study. The university has a heating system..					
The university is equipped with a cooling system					
The student spaces at the university are comfortable					
The university lounge is equipped with 'snack' machines.					
The university's sanitary facilities are properly equipped and clean.					
The university's official website is informative and technically sound.					

Technical base related to the teaching and educational process

Technical base related to the teaching and educational process	I don't agree at all.	I don't agree	Neutral position	I agree.	I completely agree.
The student base is convenient and comfortable.					

The university campus is equipped with WIFI internet.					
The computer room at the university is equipped with appropriate resources.					
The university library space is focused on learning and relaxation.					
The library space at the university is equipped with appropriate resources.					
The literature available in the library is diverse.					
The library is equipped with electronic books.					
Library staff provides consultations if necessary.					
The library's electronic search system is convenient.					
The library's international scientific databases are available both on-site and remotely.					

The educational process and student involvement in it

The educational process and student engagement in it	I don't agree at all.	I don't agree	Neutral position	I agree.	I completely agree.
The university has a high degree of academic freedom and student rights are protected.					
Students are familiar with the norms of academic integrity and ethics.					
Students are involved in university governance bodies					
Students are involved in improving the educational process.					
Students have the opportunity to express their opinions regarding the academic learning process.					
Students have the opportunity to become a member of the student government.					
A student has the right to appeal his/her examination paper.					

Student support events

Student support events	I don't agree at all.	I don't agree	Neutral position	I agree.	I completely agree.
There are various types of tuition fee discounts at the university.					
The university has various flexible tuition payment systems.					

The university provides various types of events (sports, entertainment, educational)					
The university constantly provides students with information about vacancies.					
The University Career Support Center periodically organizes employment support events.					
Various competitions are held periodically at the university.					
The student receives necessary information and support from administrative staff.					
The university ensures student involvement in scientific conferences					

Appendix N2 - Student Lecturer Evaluation Questionnaire

Dear students,

Welcome,

We ask you to participate in the study. It takes about 10 minutes to participate in the study, the answers are anonymous and confidential! We hope for your sincerity and objectivity!

The questionnaire allows students of the “New National Educational University” to freely express their opinions towards the academic/guest working at the university. It is very important that each of you expresses your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve your educational space and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the most acceptable answer for you by indicating a score from 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - Neutral position;

4 - Agree;

5 - Strongly agree;

In the case of open questions, please indicate your opinion in writing.

1. At the beginning of the course, the lecturer clearly introduces the course syllabus, course objectives, and learning outcomes to the student.

1 2 3 4 5

Additional comment:

2. At the beginning of the course, the lecturer clearly explains the student evaluation system.

1 2 3 4 5

Additional comment:

3. The lecturer delivers lectures punctually, according to the schedule planned in the table, and notifies students in a timely manner in case of absence.

1 2 3 4 5

Additional comment:

4. The lecturer ensures that missed lectures are made up in a timely manner.

1 2 3 4 5

Additional comment:

5. The lecturer demonstrates in-depth knowledge of the subject, both theoretical and practical.

1 2 3 4 5

Additional comment:

6. The lecturer explains the learning material in detail and in a clear way.

1 2 3 4 5

Additional comment:

7. The lecturer uses examples, illustrations, and presentations to convey the material clearly.

1 2 3 4 5

Additional comment:

8. The material explained by the lecturer is interactive and interesting.

1 2 3 4 5

Additional comment:

9. During the lecture, the lecturer is interested in how well the student understands the material being explained.

1 2 3 4 5

Additional comment:

10. In order to better understand the material, the lecturer gives examples during the conversation and additionally explains unclear topics.

1 2 3 4 5

Additional comment:

11. The lecturer encourages students to express their opinions and tries to involve all students during the lecture.

1 2 3 4 5

Additional comment:

12. The lecturer evaluates the student objectively.

1 2 3 4 5

Additional comment:

13. The lecturer provides additional consultations.

1 2 3 4 5

Additional comment:

14. The lecturer provides timely feedback and formative assessment to the student.

1 2 3 4 5

Additional comment:

15. The lecturer reflects the student's grades/scores in the electronic database in a timely manner.

1 2 3 4 5

Additional comments:

16. Identify the lecturer's strengths:

17. Identify the lecturer's areas for improvement:

18. Additional comments/recommendations:

Appendix N3 - Student Course Evaluation Questionnaire

Dear students,

Welcome,

We ask you to participate in the survey. It takes about 10 minutes to participate in the survey, the answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire allows university students to evaluate the courses provided for in the curriculum of the educational program. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve your educational space and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the survey!

Indicate the most acceptable answer for you by indicating a score from 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - neutral position;

4 - I agree;

5 - I completely agree;

In the case of open questions, please indicate your opinion in writing.

Please indicate the training course you are evaluating: _____

1. To what extent does the training course provide the development of competencies required for the profession?

1 2 3 4 5

Additional comment:

2. How important is it to take this training course within the framework of the program?

1 2 3 4 5

Additional comment:

3. How understandable is the content of the material provided by the training course?

1 2 3 4 5

Additional comment:

4. How adequate is the volume of material provided by the training course?

1 2 3 4 5

Additional comment:

5. How consistent is the examination material with the material covered in the training course?

1 2 3 4 5

Additional comment:

6. How adequate are the teaching/learning methods to achieve the results of the training course?

1 2 3 4 5

Additional comment:

7. How sufficient is the number of contact hours allocated to the course for the lecturer to explain the material?

1 2 3 4 5

Additional comment:

8. To what extent was the course loaded with applied, practical tasks and exercises that make it possible to apply the acquired knowledge in practice?

1 2 3 4 5

Additional comment:

9. How effective are the assessment forms provided by the course for assessing student knowledge?

1 2 3 4 5

Additional comment:

10. What is your overall satisfaction with the course?

1 2 3 4 5

Additional comments:

11. Name ways that will help you solve the problem related to overcoming the learning course:

12. Additional notes/recommendations:

Appendix N4 - Student Evaluation Questionnaire

Dear students,

Welcome,

We ask you to participate in the study. It takes about 10 minutes to participate in the study, the answers are anonymous and confidential! We hope for your sincerity and objectivity!

The questionnaire allows university students to freely express their opinions about the educational program. It is very important that each of you expresses your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the study!

Indicate the most acceptable answer for you by indicating a score from 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - neutral position;

4 - I agree;

5 - I completely agree;

In case of open questions, please indicate your opinion in writing.

Please indicate the educational program: _____

1. How well do you know the educational program you are studying?

1 2 3 4 5

Additional comment:

2. How clearly and distinctly are the program objectives formulated?

1 2 3 4 5

Additional comment:

3. How well do the program objectives correspond to the learning outcomes?

1 2 3 4 5

Additional comment:

4. How realistic is it to achieve the program learning outcomes using the teaching methods specified in the program?

1 2 3 4 5

Additional comment:

5. How well are the program learning outcomes oriented to the employment market?

1 2 3 4 5

Additional comment:

6. How well do the program learning outcomes provide a pathway to a higher level of education?

1 2 3 4 5

Additional comment:

7. To what extent does the combination of program components (courses, practice, bachelor's thesis, etc.) ensure the achievement of the program's learning outcomes;

1 2 3 4 5

Additional comment:

8. To what extent are credits distributed correctly between the components in the program;

1 2 3 4 5

Additional comment:

9. To what extent is the sequence of program components and the prerequisites for admission to the next component logical;

1 2 3 4 5

Additional comment:

10. To what extent does the university's infrastructure and technical equipment ensure the achievement of the program's learning outcomes;

1 2 3 4 5

Additional comment:

11. To what extent does the qualification of the university's academic and invited personnel ensure the achievement of the program's learning outcomes;

1 2 3 4 5

Additional comment:

12. To what extent does the learning material used ensure the achievement of the learning outcomes envisaged by the program;

1 2 3 4 5

Additional comment

13. Would you change, cancel or add any component/course in the program;

Yes No

Additional comment

14. Please identify the strengths of the program;

15. Please identify the areas of the program that could be improved;

16. In general, how would you characterize the program?

Appendix N5 - Graduate Evaluation Questionnaire

Dear Graduate,

Welcome,

We ask you to participate in the survey. It will take about 10 minutes to participate in the survey, and the answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire allows university graduates to freely express their opinions about the educational program. It is very important that each of you express your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

Thank you in advance for participating in the survey!

Indicate the most acceptable answer for you on a scale of 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - Neutral;

4 - Agree;

5 - Strongly Agree;

In the case of open-ended questions, please indicate your opinion in writing.

Please indicate the educational program you studied in: -----

1. Are you employed or not;

Yes No

2. Are you employed or not in your specialty (answer if you marked a positive answer in the first question)

Yes No

3. Where are you currently employed (answer if you marked a positive answer in the first question)

4. What position are you currently employed in (answer if you are currently employed);

5. To what extent do the competencies developed on the basis of the educational program correspond to the requirements of the labor market;

1 2 3 4 5

Additional comment:

6. To what extent do the educational program training courses ensure the development of skills relevant to the qualification;

1 2 3 4 5

Additional comment:

7. To what extent were the resources provided for the purpose of mastering the training components;

1 2 3 4 5

Additional comment:

8. How satisfied are you with the internship you completed within the educational program?

1 2 3 4 5

Additional comment:

9. Which competencies necessary for professional activity did the university educational program help you develop (you can mark several answers):

A. In acquiring theoretical knowledge related to the profession;

B. In acquiring practical skills related to the profession;

C. In developing communication skills;

D. In the foreign language component;

E. In developing critical thinking skills;

F. In forming appropriate values;

G. Other_____.

10. Which of the competencies acquired at the university is the most important for your employer (several answers are possible);

11. Which competence required for employment could not be developed by the university educational program (several answers are possible):

A. In acquiring theoretical knowledge related to the profession;

B. In acquiring practical skills related to the profession;

C. In developing communication skills;

D. In the foreign language component;

E. In developing critical thinking skills;

F. In forming appropriate values;

G. It is difficult for me to name such a competence;

H. Other _____.

12. Which additional skills did you need to acquire in order to successfully perform your work at the workplace;

13. Which of the following factors increases the probability of employment of a graduate of a higher educational institution (select a maximum of 3 options):

A. Mastering a demanded profession;

B. Academic degree (Master's, Doctoral);

C. Work experience;

D. Internship;

E. Prestigious higher education institution;

F. High academic performance;

G. Study/work experience abroad;

H. Other _____.

14. In your opinion, what changes are needed to make university graduates more competitive and in demand in the labor market (indicate the 3 most important changes):

A. Theoretical enrichment of the content of study courses;

B. Teaching - diversity of learning methods;

C. Improvement of textbooks/learning materials;

D. Strengthening the foreign language component;

E. Improving infrastructure;

F. Increasing career support;

G. Providing internships;

H. Increasing the funding allocated by the university for students' participation in various programs (research projects, trips abroad, etc.);

I. Promoting the improvement of the qualifications of professors and teachers;

J. Greater involvement of the administrative structural units of the university in solving students' problems;

K. Other _____.

15. Please name the strengths of the educational program:

16. Please name the areas of improvement of the educational program:

17. Additional comments or recommendations.

Appendix N6 - Employer Evaluation Questionnaire

Dear Employer,

The questionnaire provides an opportunity to freely express your opinions about the employment market and the educational program. It is very important that each of you expresses your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

The answers are anonymous and confidential! We hope for your honesty and objectivity!

Thank you in advance for participating in the study!

Indicate the most acceptable answer for you by indicating a score from 1 to 5, where:

1 - means I completely disagree;

2 - I disagree;

3 - a neutral position;

4 - I agree;

5 - I completely agree;

In the case of open-ended questions, please provide your opinion in writing.

1. Please indicate the name of the organization/company:

2. How often does your company/organization announce vacancies:

A. Once a year;

B. Twice a year;

C. Rarely;

D. Depending on the need.

3. Is there a shortage of young qualified personnel in the labor market:

A. Yes;

B. More or less;

C. No.

4. Please indicate the ways/means by which new personnel are recruited in your organization/company (note: multiple answers can be selected):

A Recruiting personnel through “internal resources” (from current employees of the organization/company);

B. Communication with career support services of universities;

- C. Posting an announcement on the official website of the organization/company;
- D. Databases where job seekers' resumes are located;
- E. Other _____.

5. How often does an internship in your company/organization lead to employment:

- A. Never;
- B. Rarely;
- C. Often;
- D. Very often.

6. Has your organization had problems finding suitable staff/employees:

- A. Yes;
- B. No;
- C. I don't know;
- D. More or less.

7. What was the reason(s) for the problem of finding a new employee:

- A. Lack of qualified personnel in the labor market;
- B. Lack of cooperation with university employment centers;
- C. Lack of information about university graduates;

D. Insufficient readiness of graduates for employment in the regions.

8. What is the HR policy in your organization regarding offering part-time work to students:

A. We have part-time offers with a fixed schedule;

B. We have part-time offers with a flexible schedule;

C. We also have so-called freelance offers (task-based, without an office schedule);

D. We cannot offer students part-time work, we can only allow a discount during the exam period;

E. We have a system of individual schedules.

9. Please name a maximum of three of the most important competencies that a university graduate must meet in order to be employed by you:

A. Practical knowledge;

B. Theoretical knowledge;

C. Teamwork skills;

D. Ability to work independently;

E. Presentability;

F. Knowledge of a foreign language/languages;

G. Analytical thinking;

H. Creativity;

I. Decision-making skills.

10. Please, use a five-point system (five is the highest grade) to evaluate the structure of the university's undergraduate educational program.

5 4 3 2 1

Note:-----

11. Please, use a five-point system (five is the highest grade) to evaluate the correspondence of the learning outcomes of the university's undergraduate educational program to the goals.

5 4 3 2 1

Note:-----

12. Please, use a five-point system (five is the highest grade) to evaluate the extent to which the learning outcomes of the university's undergraduate educational program meet the employment requirements of graduates.

5 4 3 2 1

Note:-----

13. Would you like to employ graduates equipped with the competencies provided by the university's bachelor's educational program in your company/organization?

Yes No

Note:-----

14. Please name the strengths of the educational program:

15. Please name the areas of improvement of the educational program:

16. In what direction do you intend to deepen cooperation with higher education institutions within the framework of the educational program:

A. Joint training courses;

B. Internship programs;

C. Applied research;

D. Joint events (conferences, workshops, seminars);

E. Other _____.

Appendix N7 - Academic and Visiting Staff Satisfaction Assessment Questionnaire

Welcome,

We ask you to participate in the survey. It will take approximately 10 minutes to participate in the survey, and the answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity to freely express your opinions about the services available at the university. It is very important that each of you expresses your own opinions, comments and wishes about the course of the educational processes and the possibilities of conducting them.

Your involvement gives us the opportunity to improve the educational process and make it more tailored to your needs.

Thank you in advance for participating in the survey!

Mission, Vision and Strategic Development Plan

1. Are you familiar with the mission of the university?

Yes No Difficult to answer

2. Were you involved in the process of developing the university mission?

Yes No Difficult to answer

3. Are you familiar with the university's vision?

Yes No Difficult to answer

4. Were you involved in the process of developing the university's vision?

Yes No Difficult to answer

5. Are you familiar with the university's strategic plan?

Yes No Difficult to answer

6. Were you involved in the process of developing the university's strategic plan?

Yes No Difficult to answer

Determining the level of satisfaction with the university's management style and decision-making coordination

1. Are you familiar with the university's code of ethics and internal regulations?

Yes No Difficult to answer

2. Is the academic freedom of the staff recognized in the university's regulatory documents?

Yes No Difficult to answer

3. Does the university ensure the protection of the academic freedom of the staff?

Yes No Difficult to answer

4. Do the university's structural units effectively and coordinatedly carry out their functions and duties?

Yes No Difficult to answer

5. Are decisions on organizational issues made by the school/university administration on a timely basis?

Yes No Difficult to answer

6. Are decisions on academic and scientific activities made by the school/university administration on a timely basis?

Yes No Difficult to answer

7. Are academic and visiting staff involved in the university's governing bodies?

Yes No Difficult to answer

8. Are academic and visiting staff involved in the development and implementation of educational programs?

Yes No Difficult to answer

9. Are academic and visiting staff involved in the activities of the school council?

Yes No Difficult to answer

Quality assurance and staff motivation

1. Does the quality management service provide staff with consultations and technical assistance during the development of the curriculum?

Yes No Difficult to answer

2. Does the quality management service take into account the opinions of the staff regarding the quality assurance of the educational process?

Yes No Difficult to answer

3. Do the quality management service and the program director take into account the opinions of the staff regarding the development of the program?

Yes No Difficult to answer

4. Does the staff systematically receive information from the quality management service regarding legislative and internal regulations on quality assurance?

Yes No Difficult to answer

5. Is the program implementing staff involved in the evaluation and development of educational programs?

Yes No Difficult to answer

6. Is the program implementing staff involved in the evaluation and development of the educational process?

Yes No Difficult to answer

7. Does the university encourage academic and visiting staff to engage in various activities and projects?

Yes No Difficult to answer

8. Does the university care about the academic development of academic and visiting staff?

Yes No Difficult to answer

9. Does the university have a fair approach to encouraging academic and visiting staff?

Yes No Difficult to answer

10. Does the university have a transparent and fair evaluation system for academic and visiting staff?

Yes No Difficult to answer

11. Are you familiar with the mechanisms for encouraging academic and visiting staff?

Yes No Difficult to answer

12. Are you satisfied with the mechanisms for encouraging academic and visiting staff at the university?

Yes No Difficult to answer

13. If you answer negatively, please explain why you are not satisfied and what you would like to add.

University material and technical resources

1. The individual work space allocated to academic and visiting staff at the university is sufficient and comfortable.

Yes No Difficult to answer

2. The auditoriums are equipped with appropriate equipment and resources.

Yes No Difficult to answer

3. The university has sufficient study space for the smooth conduct of the educational process.

Yes No Difficult to answer

4. The university creates appropriate conditions for individual consultations with students.

Yes No Difficult to answer

5. The university ensures the visible placement of fire-fighting equipment and evacuation plans.

Yes No Difficult to answer

6. The medical service at the university is available throughout the working day.

Yes No Difficult to answer

7. The security and safety service at the university creates a safe environment.

Yes No Difficult to answer

8. The university is provided with a heating and cooling system.

Yes No Difficult to answer

Library resources

1. The literature in the university library fund is diverse.

Yes No Difficult to answer

2. The library staff systematically takes care of informing academic and visiting personnel and helps them use library resources.

Yes No Difficult to answer

3. The university takes care of updating and diversifying international electronic databases.

Yes No Difficult to answer

4. The library's electronic search system is convenient.

Yes No Difficult to answer

5. If requested, the administration takes care of purchasing the appropriate library resource.

Yes No Difficult to answer

6. The library is equipped with computer equipment (including a printer and a scanner).

Yes No Difficult to answer

7. The university takes care of the updating and diversity of international electronic databases.

Yes No Difficult to answer

8. The university library meets the working and leisure conditions.

Yes No Difficult to answer

Appendix N8 - Administrative Staff Satisfaction Assessment Questionnaire

Dear Respondent,

Welcome,

Please participate in the survey. It will take approximately 10 minutes to participate in the survey, and your answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity to freely express your opinions about the services available at the university. It is very important that each of you express your opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the university's services and make them more tailored to your needs.

Thank you in advance for participating in the survey!

1. Are you familiar with the mission and vision of the university?

Yes No Difficult to answer

2. Were you involved in the process of developing the university's mission and vision?

Yes No Difficult to answer

3. Are you familiar with the university's strategic plan?

Yes No Difficult to answer

4. Have you been involved in the process of developing the university's strategic plan?

Yes No Difficult to answer

5. How long have you been working at the university:

A. Up to 1 year;

- B. From one year to 3 years;
- C. From 3 years to 6 years;
- D. From 6 years to 10 years;
- E. Over 10 years.

6. Are you familiar with your functions and duties?

Yes No Difficult to answer

7. Do you perform all the functions and duties stipulated in the regulations?

Yes No Difficult to answer

8. Do you perform additional functions and duties that are not stipulated in the regulations?

Yes No Difficult to answer

9. Is the individual workspace allocated to administrative staff sufficient and comfortable?

Yes No Difficult to answer

10. Is your workplace equipped with all the necessary equipment and computer equipment?

Yes No Difficult to answer

11. Do the structural units of the university effectively and coordinatedly carry out their functions and duties?

Yes No Difficult to answer

12. Does the university leadership respond immediately to new initiatives of employees?

Yes No Difficult to answer

13. Please name which issue was initiated and supported by you.

14. Are you familiar with the mechanisms for encouraging staff at the university?

Yes No Difficult to answer

15. Does the university have a fair and transparent approach to encouraging administrative staff?

Yes No Difficult to answer

16. Have you been given any incentive measures?

Yes No Difficult to answer

17. Please specify what incentive measures were given to you.

18. Does the university care about the professional development of administrative staff?

Yes No Difficult to answer

19. Please specify what additional training/consultations you consider necessary to better perform your duties.

20. The university ensures that fire-fighting equipment and evacuation plans are displayed in a visible manner.

Yes No Difficult to answer

21. The university's medical service is available throughout the working day.

Yes No Difficult to answer

22. The university's security and safety service creates a safe environment.

Yes No Difficult to answer

23. The university is provided with a heating and cooling system.

Yes No Difficult to answer

Appendix N9 - Student Evaluation Questionnaire for Clinical Teaching within the Bachelor of Nursing Education Program

Dear students,

Welcome,

Please participate in the study. It will take approximately 10 minutes to participate in the study, and the answers are anonymous and confidential! We hope for your honesty and objectivity!

The questionnaire provides an opportunity for university students to freely express their opinions about clinical teaching. It is very important that each of you express your own opinions, comments and wishes as much as possible.

Your involvement gives us the opportunity to improve the educational program and give you the opportunity to be constantly involved in its development processes.

1. Year of study:

☐ 1st ☐ 2nd ☐ 3rd ☐ 4th

2. How would you rate the overall quality of your clinical teaching?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

3. Were the learning objectives clear at the beginning of the clinical rotation?

☐ Yes ☐ No ☐ Partially

4. How often did you have the opportunity to apply theoretical knowledge to practice?

☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

5. Did you feel confident in performing nursing procedures under supervision?

☐ Yes ☐ No ☐ Partially

6. Did you have sufficient time and resources to complete clinical assignments?

☐ Yes ☐ No ☐ Partially

7. How would you rate the quality of supervision provided by clinical instructors?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

8. Did your clinical instructor provide you with constructive feedback on your performance?

☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

9. Did you feel comfortable asking questions and asking for help during clinical practice?

☐ Yes ☐ No ☐ Somewhat

10. How well did your clinical training prepare you for real-life nursing practice?

☐ Very well ☐ Well ☐ Neutral ☐ Poorly

11. Which clinical skills did you feel most confident in after your clinical rotation? (check all that apply)

☐ Patient assessment ☐ Administering medications ☐ Wound care ☐ Intravenous therapy ☐ Communicating with patients ☐ Other: _____

12. What clinical skills need more training or practice?

☐ Patient assessment ☐ Administering medications ☐ Wound care ☐ Intravenous therapy ☐ Communicating with patients ☐ Other: _____

13. What challenges did you face during your clinical training? (Check all that apply)

☐ Lack of supervision ☐ Lack of learning opportunities ☐ Heavy workload ☐ Communication barriers ☐ Lack of practical training ☐ Other: _____

14. How often do you participate in role-playing games?

- Once a week
- Once a month
- Once a semester
- Never

15. How would you rate the effectiveness of role-playing games in improving your nursing skills?

- Very effective
- Effective
- Neutral
- Ineffective
- Very ineffective

16. Which skills does role-playing help you improve? (Check all that apply)

- Communication skills
- Clinical decision-making skills
- Patient interaction
- Teamwork and collaboration
- Confidence in handling real-life scenarios

- Other (please specify): _____

17. What types of role-playing scenarios do you find most helpful? (Check all that apply)

- Patient assessment
- Emergency response
- Conflict resolution
- End-of-life care
- Other interdisciplinary team communication
- Other (please specify): _____

18. Do you think that the number of role-playing games should be increased in the nursing curriculum?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

19. The role of the facilitator in PBL/CBL learning

- The facilitator effectively guided the session without interfering in its dominance.
- The facilitator encouraged group participation and discussion.
- The facilitator provided useful feedback and clarifications as needed.

☐ Very good ☐ Good ☐ Neutral ☐ Poor

20. Group dynamics in PBL/CBL learning

- All group members were actively involved in the discussion.
- Group members collaborated effectively and respected each other's opinions.
- The group maintained focus on the objectives of the session.

☐ Very good ☐ Good ☐ Neutral ☐ Poor

21. Relevance of the case in PBL/CBL learning

- The PBL case was well structured and appropriate for your learning level.
- The case promoted the development of critical thinking and problem-solving skills.
- The case was interesting and related to the field of real clinical practice.

☐ Very good ☐ Good ☐ Neutral ☐ Poor

22. Learning process in PBL/CBL learning

- The session helped you to understand and clarify unfamiliar terms and concepts.
- The discussion contributed to a deeper understanding of the topic.
- You were able to identify problems, generate ideas, and develop possible solutions effectively.

☐ Very good ☐ Good ☐ Neutral ☐ Poor

Session Chair:

Marine Kobalava

Session Secretary:

Nino Makharadze