



**ANALYSIS OF THE RESULTS OF A STUDENT SURVEY ON
EVALUATION OF THE PERFORMANCE OF THE EUA
ACADEMIC STAFF AND THE QUALITY OF THE COURSES IN
THE PART-TIME BACHELOR'S DEGREE STUDENTS OF THE
1ST SEMESTER OF THE 2023-2024 ACADEMIC YEAR**

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INTRODUCTION

The European University of Armenia (hereinafter referred to as the EUA), pursuing the implementation of its statutory and strategic goals, considers it a priority to prepare specialists in accordance with the needs and requirements of the labor market. Thus, in the process of reforms carried out at the EUA, special importance is attached to the feedbacks and recommendations of stakeholders, in particular students, to identify, recruit, study and analyze their needs and expectations. Taking into account the above mentioned, the EUA Quality Assurance and Educational reforms Department regularly evaluates the quality of courses and the activities of the academic staff by conducting surveys among students to identify positive aspects of the educational process and areas that need to be improved. The data obtained from the survey will be taken into account in the processes of reviewing educational programs and ensuring quality.

The survey was conducted on 16-23 November, 2023. Students, in the Bachelor's part-time education system of the 1st semester of the 2023-2024 academic year, were chosen for the survey. About 47% of students participated in the survey (see Table 1). Taking parallels with the indicators of the previous academic year, the number of students participating in the survey decreased by 5% (from 52% to 47%), which is probably due to the fact that the surveys are conducted in electronic (less resource-intensive) form starting from this academic year.

Table 1. The number of survey participants by specialty

N	Specialty	Total number of students/ 1080 (100%)	The number of survey participants/509 (47%)
1.	Management	1st year, group 1: 73 1st, group 2: 32 2nd: 93 3rd: 68 4th: 31 5th: 22 Total: 319	1st group 1: 34 (46%) 1st, group 2: 14 (43.7%) 2nd: 28 (30%) 3rd: 22 (32.3%) 4th: 16 (51.6%) 5th: 15 (68%) Total: 129 (40.4%)
2.	Finance	1st year: 52 2nd: 44 3rd: 19 4th: 4 5th: 6 Total: 137	1st year: 27 (51.9%) 2nd: 20 (45.4%) 3rd: 13 (68.4%) 4th: 11 (68.7%) 5th: 6 (100%) Total: 77 (56.2%)
3.	Marketing	1st year: 35 2nd: 15 Total: 50	1st year: 26 (74.2%) 2nd: 6 (40%) Total: 32 (56.2%)
4.	International relations	1st year: 18 2nd: 2 3rd: 8 4th: 3 5th: 1	1st year: 15 (83.3%) 2nd: 7 (58%) 3rd: 3 (37.5%) 4th: 1 (33.3%) 5th: 0 (0%)

		Total: 44	Total: 26 (59%)
5.	Law	1st year: 46 2nd: 32 3rd: 17 4th: 11 5th: 4 Total: 110	1st year: 27 (58.6%) 2nd: 16 (50%) 3rd: 7 (41%) 4th: 9 (81.8%) 5th: 4 (100%) Total: 63 (57.2%)
6.	Information Technology	1st year: 71 2nd: 101 3rd: 61 4th: 28 5th: 5 Total: 266	1st year: 31 (43.6%) 2nd: 46 (45.5%) 3rd: 21 (34.4%) 4th: 10 (35.7%) 5th: 5 (100%) Total: 113 (42.4%)
7.	Service	1st year: 65 2nd: 44 3rd: 20 4th: 8 5th: 7 Total: 144	1st year: 30 (46%) 2nd: 14 (31.8%) 3rd: 8 (40%) 4th: 2 (25%) 5th: 3 (42.8%) Total: 57 (39.5%)
8.	Psychology	1st year: 32 2nd: 15 3rd: 2 <u>Foreign:</u> 1st: 3 Total: 52	1st year: 18 (56.2%) 2nd: 13 (86.6%) 3rd: 2 (100%) foreign: 1st year: 3 (100%) Total: 36 (69.2%)
9.	Graphic design	1st year: 8 Total: 8	1st year: 8 (100%) Total: 8 (100%)

The survey was conducted electronically through the program Google Forms. The questions were developed and compiled by the EUA Quality Assurance and Educational Reforms Department. The questionnaire consists of closed and open questions. In order to evaluate the quality of the courses of the EUA educational programs and the performance of the academic staff, the students were asked some questions to find out:

1. How interesting are the courses?
2. How accessible and easily explained are the courses?
3. How good are the academic staff-student relationships?
4. Are the representatives of the academic staff consistent in checking students' work?
5. Do the representatives of the academic staff treat students with respect?
6. Do the representatives of the academic staff create a positive and pleasant atmosphere for asking additional questions about the material that is not understood?
7. Do the representatives of the academic staff inform about the assessment methodology/approaches and assess objectively?
8. Do the representatives of the academic staff encourage comments and questions?
9. Do the students want to meet the representatives of the academic staff for other courses?
10. What are the advantages and disadvantages of the courses?

11. What are the recommendations for overcoming the shortcomings?

Before conducting surveys, the goals of the surveys, the importance of the results, and the requirements presented in the questionnaire were presented to the students. The surveys were carried out on the principle of anonymity, which ensured the objectivity of the evaluation. The results of the survey are generally summarized below.

CONCLUSION

By summarizing the results of the survey, we can come to the following conclusions:

1. Most of the representatives of the EUA academic staff are professional specialists, they have a high level of educational and methodological preparedness and personal qualities,
2. The courses are mostly held in an interesting and positive atmosphere,
3. The academic staff-student relationship at the EUA is mainly on a partnership level,
4. The majority of students are mainly integrated in the teaching-learning process,
5. The majority of the representatives of the academic staff are generally consistent in checking assignments,
6. The representatives of the academic staff generally encourage students' comments and questions,
7. The representatives of the academic staff generally give full/competent answers to students' questions,
8. The representatives of the academic staff are respectful to students,
9. Students generally want to meet most of the representatives of the academic staff for other courses,
10. the students are generally satisfied with the academic staffs' assessment approaches, however, in the case of some representatives of the academic staff, there is a need for training.

At the same time, through the survey, a number of issues related to the courses and the academic staff became evident. The measures aimed at solving them will contribute to the improvement of the courses and having a more prepared academic staff. In particular, some representatives of the academic staff were evaluated relatively low in terms of their professional and methodical preparation. By comparing the results of the study and the analysis of this survey, it becomes evident, that the complaints are mainly related to the different interests of the students, the complexity and mastery of some subjects, due to which the students evaluated the given representatives of the academic staff low.

Based on the above-mentioned results and taking into account the feedbacks of the students, we have the following recommendations:

1. to present the EUA new policy and rubrics on assessment to the academic staff of the chairs,
2. to organize training courses for newly admitted EUA academic staff,
3. to require all the representatives of the academic staff to continue to be consistent in assigning tasks and checking them,
4. to review the starting time of courses in the late evening hours,
5. to extend the duration of training/educational procedure for one more week.

Thus, the analysis of the results of the survey and the conclusions regarding the students' satisfaction with the process of conducting courses in the part-time education system of the Bachelor's degree will be presented at the upcoming session of the EUA Rectorate. Later on, they will be provided to the relevant chairs so that appropriate measures can be taken to solve the identified issues.

Chief Specialist of Quality Assurance
and Educational Reforms Department:

T. Movsisyan, PhD in Pedagogy

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Head of Quality Assurance and Educational Reforms Department

K. Sargsyan, PhD in Economics, Associate Professor

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