

RESULTS OF STUDENTS' SURVEY

2018/2019

Period

May 2019

Aim

to study the opinions of the students of the study programme of Business English on the quality of studies

Method

an online questionnaire survey.
Having finished the studies of course units and been evaluated, students could anonymously and voluntarily express their opinion on the quality of studies.

Results

35 Business English students completed the survey (29 per cent of the students of the study programme). 79.9 per cent of respondents note they are satisfied with their studies at Kaunas University of Applied Science; 17.2 per cent are not sure, and 3.2 per cent say they are dissatisfied.

When asked to evaluate the quality of **the content of the course units**, 27.6 per cent of respondents stated that all the courses studied were useful; 62 per cent had doubts about the usefulness of some course units; 6.9 per cent remarked they were dissatisfied with the content of the courses they studied. 3.4 per cent had no opinion on this issue. The most valuable courses indicated were English and Translation, while the least useful were general collegial courses (Social Psychology, Sustainable Development, Business Law, Physical Activities).

When asked to assess the **quality of teaching**, 65.5 per cent of respondents stated they are satisfied with the work of all academic staff, while 34.5 per cent remark that they are dissatisfied with the teaching of some lecturers. 86.2 per cent of the respondents confirmed that all lecturers provide information about the aims, the content of the course and the assessment system at the very beginning; 72.4 per cent of them stated that all lecturers communicate in a business-like and tolerant manner and counsel students in various forms: in Moodle environment, by e-mail, after lectures, and during additional consultations. 72.4 per cent of the respondents say they are satisfied with the **material resources** offered by KUAS.

As areas for improvement, they suggest enlarging the Library funds and encouraging the academic staff to learn and use modern technologies. Part-time students ask for the timetable to be discussed with them and provided in time.

After the survey, the Head of the Language Centre organised meetings with students to discuss the information they had provided on the areas for improvement and hear the opinion of other students who had not participated in the survey. After the meeting with the students, meetings with the academic staff of the study programme of Business English were organised. The survey results were presented, and the information from the meetings with students was summarised. Having considered students' comments, the recommendations of the academic staff and external stakeholders, the study plan was improved, a broader range of freely elective courses was added. The lecturers revised the content of the general collegial courses; seminars on the use of modern technologies and methods were organised for the academic staff, and students were offered lectures given by representatives of the business world.