

FINDINGS OF THE SURVEY OF THE SECOND-YEAR (F/T, P/T) AND THIRD-YEAR (P/T) STUDENTS OF THE FACULTY OF BUSINESS

2021–2022 y.

TIME:

22 March –20 April 2022

AIM:

To find out students' attitudes towards the study conditions and their overall satisfaction with the studies.

QUESTIONNAIRE SURVEY:

The survey was conducted electronically using the *LimeSurvey* System. The data were processed using *SPSS 20 for Windows*. The survey questionnaires were submitted to 441 second-year-and-above students of the Faculty of Business (excluding final year students).

SURVEY FINDINGS (N=90):

1. Rating the satisfaction with studies at Kaunas University of Applied Sciences on a five-point scale, with 1 being completely dissatisfied and 5 completely satisfied:

	5 – completely satisfied (per cent)	4 – satisfied (per cent)	3 – neither satisfied nor dissatisfied (per cent)	2 – dissatisfied (per cent)	1 – completely dissatisfied (per cent)
Satisfaction with studies	18.89	55.56	17.78	4.44	3.33

2. Satisfaction with studies is impacted by (1 – completely no impact, 5 – great impact):

	5 – great impact (per cent)	4 – some impact (per cent)	3 – neither nor (per cent)	2 – no impact (per cent)	1 – completely no impact (per cent)
Quality of studies	66.67	30.00	1.11	1.11	1.11
Study load	57.78	36.67	2.22	2.22	1.11
Possibility to select freely elective courses	34.44	33.33	25.56	5.56	1.11
Distance learning	33.33	30.00	25.56	6.67	4.44
Possibility to participate in research activities	17.78	37.78	27.78	7.78	8.89
Access to library services and resources	28.89	31.11	26.67	7.78	5.56
Possibility to participate in mobility programmes (e.g., Erasmus+, other bilateral exchange programmes)	15.56	28.89	30.00	16.67	8.89
Prevailing atmosphere of tolerance and non-discrimination	45.56	31.11	14.44	4.44	4.44
Ensuring academic integrity	38.89	36.67	11.11	8.89	4,44
Students' support	37.78	28.89	21.11	6.67	5,56
Study and learning environment	46.67	37.78	11.11	2.22	2,22
Access to sports activities	11.11	20.00	35.56	18.89	14,44
Organisation of students' leisure and occupation	18.89	22.22	25.56	20.00	13.33

3. Sufficiency of the information about studies and services (including information about distance learning and its organisation):

Yes, sufficient	57.78 per cent
Partly sufficient	35.56 per cent
No, insufficient	6.67 per cent

4. Evaluation of the personal study load:

The study load is too excessive	18.89 per cent
The study load is too low	2.22 per cent
The study load is reasonable	73.33 per cent
No answer	5.56 per cent

5. Rating of the organisation of studies at KUAS:

	Strongly agree (per cent)	Agree (per cent)	Partly agree (per cent)	Disagree (per cent)	Strongly disagree (per cent)	No answer (per cent)
	5	4	3	2	1	-
Timely introduction of the timetable and information about changes to it	13.33	24.44	33.33	15.56	12.22	1.11
During studies, there is a possibility to individualise the study process (e.g., to choose a part of the courses to be studied, study according to an individual study plan, etc.)	4.44	23.33	34.44	18.89	7.78	11.11
I am satisfied with the possibility to choose freely elective courses	10.00	44.44	23.33	4.44	5.56	12.22
Distance learning (live online lectures, lecture recordings, learning materials on Moodle or other platforms, etc.) is well organised	31.11	34.44	17.78	8.89	4.44	3.33
During studies, I am/was involved in scientific, applied research, art activities (e.g., participation in research, preparation of publications with the academic staff, joint art projects with the academic staff, etc.)	11.11	24,4	25.56	13.33	10.00	15.56
Information sources in the library and databases are relevant for studies, with appropriate access	21.11	47.78	22.22	3.33	2.22	3.33
Students are provided with opportunities to participate in mobility programmes (e.g., Erasmus+, other bilateral exchanges)	27.78	44.44	10.00	2.22	1.11	14.44
The atmosphere of tolerance and non-discrimination prevails in KUAS	28.89	43.33	11.11	6.67	3.33	6.67
Academic integrity is ensured in KUAS	32.22	48.89	7.78	3.33	4.44	3.33
The organisation of internships is clear	12.22	37.78	24.44	6.67	11.11	7.78
The procedure for submitting and handling appeals and complaints available to students is clear to me	6.67	30.00	21.11	16.67	8.89	16.67
The Faculty provides feedback (announcement and (or) discussion of survey findings, roundtable discussions, meetings with students, etc.)	7.78	31.11	28.89	8.89	8.89	14.44

6. Rating study and leisure conditions at KUAS:

	Excellent (no changes needed) (per cent)	Good (some improvements needed) (per cent)	Satisfactory (per cent)	Poor (do not meet expectations) (per cent)	Do not use (per cent)
	4	3	2	1	-
Lecture rooms	22.22	51.11	12.22	4.44	10.00
Laboratories	6.67	6.67	7.78	0.00	78.89
Library	57.78	16.67	3.33	3.33	18.89
Self-study environments	33.33	28.89	6.67	0.00	31.11
Virtual learning environments (e.g., Moodle, Intranet, etc.)	37.78	46.67	13.33	1.11	1.11
Wi-Fi	18.89	20.00	18.89	8.89	33.33
Sports and wellness complex	22.22	51.11	12.22	4.44	10.00
Canteen	6.67	6.67	7.78	0.00	78.89
Dormitory	57.78	16.67	3.33	3.33	18.89
Recreation areas	33.33	28.89	6.67	0.00	31.11
Services of organising students' occupation (art groups, sports activities, events, etc.)	37.78	46.67	13.33	1.11	1.11

7. Rating students' support:

	Strongly agree (per cent)	Agree (per cent)	Partly agree (per cent)	Disagree (per cent)	Strongly disagree(per cent)	Receive d no support needed (per cent)	Did not need support (per cent)	Had no information about the support needed (per cent)
I have opportunities to be consulted by the academic staff after lectures	25.56	42.22	17.78	1.11	3.33	10.00	25.56	42.22
I have access to academic literacy training in the library (advice and training on the search of literature sources, citation, writing study papers, plagiarism prevention)	38.89	37.78	4.44	1.11	2.22	15.56	38.89	37.78
I have access to social support (dormitory accommodation, migration issues)	18.89	3.56	10.00	2.22	0.00	33.33	18.89	35.56
I have possibilities to get financial support (social grants, incentive scholarships)	22.22	22.22	11.11	1.11	0.00	43.33	22.22	22.22
I have access to psychological support if I need it	30.00	23.33	10.00	3.33	3.33	30.00	30.00	23.33
I have access to career planning services provided by the Career Centre (counselling, seminars, announcements regarding internship placements and (or) job positions, career days, etc.)	12.22	11.11	5.56	3.33	2.22	65.56	12.22	11.11
I know where to find student support information	23.33	41.11	6.67	6.67	1.11	21.11	23.33	41.11

8. Evaluation of the availability and timeliness of the support needed:

	Strongly agree (per cent)	Agree (per cent)	Partly agree (per cent)	Disagree (per cent)	Strongly disagree (per cent)	Not sure
	5	4	3	2	1	-
The support and (or) assistance needed is easily accessible	10.00	9.15	6.71	1.83	1.22	30.49
The support and (or) assistance needed is provided timely	11.11	6.10	4.88	1.22	2.44	34.15

9. Recommending the programme being studied to a friend:

Yes	68.89 per cent
No	10.00 per cent
Not sure	21.11 per cent

10. Information about respondents:

Academic year	Number of respondents	Percentage
2nd year	82	91.11 per cent
3rd year	8	4.43 per cent

Mode of study	Number of respondents	Percentage
Full-time	80	88.89 per cent
Part-time	10	6.10 per cent

Funding	Number of respondents	Percentage
State-funded	63	70.00 per cent
Non-state-funded	27	30.00 per cent

Occupation	Number of respondents	Percentage
Employed	52	57.78 per cent
Unemployed	38	42.22 per cent

The survey revealed that 74.45 per cent of students indicated that they are satisfied with their studies; 18.89 per cent are completely satisfied, and only 7.77 per cent are dissatisfied or completely dissatisfied with their studies at Kaunas University of Applied Sciences. The respondents specified that the most critical factors that impact their satisfaction with studies are the quality of studies; study load; study and learning environment, the atmosphere of tolerance and non-discrimination. The least influential factors on study satisfaction are access to sports activities; access to international mobility programmes, opportunity to participate in scientific, applied research activities .

73.33 per cent of students remarked that the study load is reasonable; 18.89 per cent noted that it is too excessive, and for 2.22 per cent, it is too low. It has been noticed that the students who consider the study load reasonable are more satisfied with their studies. The most favourable aspects for students are the opportunities to participate in international exchange programmes; the organisation of distance learning; the accessibility to the sources of information necessary for their studies, and the assurance of academic integrity, the atmosphere of tolerance and non-discrimination. However, students have limited opportunities to individualise the study process, insufficiently involved in students' applied research activities and the procedure for submitting and handling appeals and complaints is not clear enough.

The study and learning environments are rated as excellent or good, except for the dormitories. The analysis of rating the types of support on a five-point scale (5 for strongly agree, 1 for strongly disagree) shows that students have the highest perception of the academic literacy training provided by the library. The respondents identify incentive scholarships and consultations of the academic staff as good support practices. However, they sometimes lack more detailed information about career and psychological services. For more information on the measures that have been implemented in response to students' opinions, see the section *You said we did*.