

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

2020–2021 y.

TIME:

16 March –16 April 2021

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 614 second-year-and-above students of the Faculty of Business (excluding final year students).

SURVEY FINDINGS (N=164):

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	12.80	50.61	27.44	7.32	1.83

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	56.10	40.24	3.66	0.00	0.00
Study load	43.90	40.24	10.98	4.88	0.00
Possibility to select freely elective courses	26.22	42.68	18.90	8.54	3.66
Distance learning	45.12	27.44	14.02	8.54	4.88
Possibility to participate in research activities	18.29	23.78	40.24	10.98	6.71
Access to library services and resources	23.78	32.32	26.83	9.76	7.32
Possibility to participate in mobility programmes (e.g., Erasmus+, other bilateral exchange programmes)	11.59	21.34	33.54	14.02	19.51
Prevailing atmosphere of tolerance and non-discrimination	31.71	37.20	21.34	4.88	4.88
Ensuring academic integrity	25.00	39.02	25.61	4.27	6.10
Students' support	37.20	32.93	19.51	4.27	6.10
Study and learning environment	43.90	37.80	12.20	2.44	3.66
Access to sports activities	9.15	16.46	26.83	21.95	25.61
Organisation of students' leisure and occupation	12.20	22.56	30.49	18.90	15.85

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

Yes, sufficient	48.17 per cent
Partly sufficient	46.95 per cent
No, insufficient	4.88 per cent

4. Evaluation of the personal study load:

The study load is too excessive	35.98 per cent
The study load is too low	4.27 per cent
The study load is reasonable	54.88 per cent
No answer	4.88 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	9.76	31.10	26.83	15.85	15.85	0.61
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.)	5.49	18.29	37.20	14.63	8.54	15.85
I am satisfied with the possibility to choose freely elective courses	17.68	34.15	21.34	9.76	2.44	1.22
Distance learning (live online lectures, lecture recordings, learning materials on Moodle or other platforms, etc.) is well organised	24.39	34.76	26.83	8.54	4.27	1.22
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.)	6.10	10.98	18.29	27.44	16.46	20.73
Information sources in the library and databases are relevant for studies, with appropriate access	23.78	32.93	29.88	6.10	0.00	7.32
Students are provided with opportunities to participate in mobility programmes (e.g., Erasmus+, other bilateral exchanges)	25.00	43.29	10.98	0.00	0.61	20.12
The atmosphere of tolerance and non-discrimination prevails in KUAS	18.29	43.90	23.78	3.66	1.22	9.15
Academic integrity is ensured in KUAS	22.56	52.44	14.63	2.44	2.44	5.49
The organisation of internships is clear	10.98	21.95	28.05	15.24	13.41	10.37
The procedure for submitting and handling appeals and complaints available to students is clear to me	6.71	15.24	21.95	21.95	15.85	18.29
The Faculty provides feedback (announcement and (or) discussion of survey findings, roundtable discussions, meetings with students, etc.)	14.63	28.05	25.00	9.76	8.54	14.02

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	22.56	51.83	13.41	1.22	10.98
Laboratories	4.88	7.93	2.44	0.00	16.46
Library	67.07	19.51	6.10	0.00	7.32
Self-study environments	35.37	33.54	10.98	0.00	20.12
Virtual learning environments (e.g., Moodle, Intranet, etc.)	34.76	45.12	17.07	2.44	0.61
Wi-Fi	15.24	34.15	18.29	6.10	26.22
Sports and wellness complex	10.98	10.98	1.83	0.61	75.61
Canteen	18.29	29.27	12.80	3.66	35.98
Dormitory	1.83	5.49	9.15	1.22	67.68
Recreation areas	23.78	43.90	9.15	1.22	21.95
Services of organising students' occupation (art groups, sports activities, events, etc.)	8.54	15.24	6.10	0.61	69.51

7. Rating students' support:

	Strongly agree (per cent)	Agree (per cent)	Partly agree (per cent)	Disagree (per cent)	Strongly disagree (per cent)	Received 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	20.12	35.37	20.12	3.05	1.22	3.05	12.80	4.27
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)	32.93	34.76	7.93	2.44	0.00	0.00	15.24	6.71
I have access to social support (dormitory accommodation, migration issues)	12.80	14.63	7.93	2.44	0.61	1.22	55.49	4.88
I have possibilities to get financial support (social grants, incentive scholarships)	26.22	19.51	7.32	6.10	2.44	4.88	26.22	7.32
I have access to psychological support if I need it	13.41	21.95	7.93	1.22	0.00	0.61	45.73	9.15
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.)	12.20	25.00	12.80	1.83	3.66	0.61	33.54	10.37

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	12.20	21.34	17.07	2.44	1.22	45.73
The support and (or) assistance needed is provided timely	9.76	18.90	17.07	4.27	0.61	49.39

9. Recommending the programme being studied to a friend:

Yes	52.44 per cent
No	18.90 per cent
Not sure	28.66 per cent

10. Information about respondents:

Academic year	Number of respondents	Percentage
2nd year	152	92.68 per cent
3rd year	12	7.32 per cent

Mode of study	Number of respondents	Percentage
Full-time	140	85.37 per cent
Part-time	24	14.63 per cent

Funding	Number of respondents	Percentage
State-funded	117	71.34 per cent
Non-state-funded	47	28.66 per cent

Occupation	Number of respondents	Percentage
Employed	81	49.39 per cent
Unemployed	83	50.61 per cent

The survey revealed that 63.41 per cent of students indicated that they are satisfied with their studies; 12.8 per cent are completely satisfied, and only 9.15 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; distance learning; study load; study and learning environment. The least influential factors on study satisfaction are access to sports activities; access to international mobility programmes; organisation of students' leisure and occupation.

54.88 per cent of students remarked that the study load is reasonable; 35.98 per cent noted that it is too excessive, and for 4.27 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. However, the respondents are involved in students' applied research activities to a limited extent only, 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*.