

**ANNEX 7: STUDENT SATISFACTION QUESTIONNAIRE**  
**MALTEPE UNIVERSITY COORDINATION COMMITTEE OF STUDIES IN QUALITY IN EDUCATION**  
**QUALITY ASSURANCE STUDIES:**  
**ACADEMIC EVALUATION AND DEVELOPMENT STUDIES**

**SATISFACTION LEVEL OF STUDENTS**  
**FEBRUARY 2011**

Dear Students of Maltepe University,

The Higher Education Council within the framework of regulations published in the academic evaluation and quality improvement has initiated a formal review of our university. This form is a part of the work that is mentioned, and is prepared to contribute to the development of the university. Please don't use any expression that indicates your identity. We would like to learn your opinion anonymously. We thank you and appreciate your participation.

The Coordination Committee of Quality Studies in Education

**Personnel Information:**

1. **The Faculty, School or Institution you are a student at : .....**
2. **The Program or Department you are a student at.....**
3. **Were you willing to enter this field of education ? : ( ) Yes ( ) No**
4. **Type of Program: ( ) School ( ) bachelor's ( ) M.A. ( ) Ph.D.**
5. **Write your last term GANO (General Grade Average) ..... ( ) I don't want to specify ( ) I don't know.**
6. **Gender: ( ) Female ( ) Male**
7. **Age: .....**
8. **How long have you been at this university?: .....**

This inquiry is prepared to understand how much you care about the following issues in the university environment and to reveal how much you are satisfied. So, please answer each and every question taking both aspects into account. Please specify your answer by putting a cross in the appropriate boxes.

A.	<u>Academic Services</u>	<u>Level of Importance</u>					<u>Level of Satisfaction</u>				
sequence number	EDUCATION PROGRAMS AND TEACHING	1. least important	2. less important	3. no idea	4. important	5. very important	1. very dissatisfied	2. dissatisfied	3. no idea	4. satisfied	5. very satisfied
1	We are announced the aims of the program, we are students of.										
2	The course programs are up to date to follow any kind of newness in the field.										
3	The courses prepare us to our work life										
4	The teaching technologies (Projection, Overhead, etc) are actively used in lessons										
5	I benefit from the <b>theoretical</b> classes in my program.										
6	I benefit from the <b>practical</b> classes in my program.										
7	The syllabi including the aims of the courses are delivered at the beginning of our courses.										
8	The courses are taught according to the delivered syllabi.										
9	The main and supplementary materials are announced at the beginning of the semester.										
10	The students are willing to use the supplementary materials.										
11	The students are let to take active participation.										
12	Efficient communication between teacher and student is provided.										
13	The instructors use the timing of the lessons efficiently.										
14	Instructors are accessible in office hours.										
15	The foreign language education in our university is sufficient.										
sequence number	ASSESSMENT AND EVALUATION										
16	The assignments given in the classes are beneficial to learning.										
17	The instructors are objective in assessment and evaluation.										
18	At the beginning of the semester every instructor explains assessment in detail.										
19	The instructors provide feedback about the results after the exams.										
20	The students are not only assessed with exams but also assessed with other kinds of criteria such as homework and projects, etc.										

A.		<u>Level of Importance</u>					<u>Level of Satisfaction</u>				
sequence number	<b>ACADEMIC SERVICES (continued)</b>	1. least important	2. less important	3. no idea	4. important	5. very important	1. very dissatisfied	2. dissatisfied	3. no idea	4. satisfied	5. very satisfied
	<b>ACADEMIC ADVISORY AND GUIDANCE</b>										
21	The advisor provides the necessary time I need.										
22	I can find and speak to my advisor within the office hours .										
23	I can speak to my instructors within the office hours.										
24	The university provides help for finding a place for training										
25	The university provides information about job opportunities										
26	The university brings guests to introduce students to their job /working environment.										
27	The university makes technical / field related excursions to introduce their job/working environment										
28	The university tries to raise communication between the students and their working / field environment										
B.		<u>Level of Importance</u>					<u>Level of Satisfaction</u>				
Raw Number	<b>ADMINISTRATIVE SERVICES</b>										
	<b>THE ACADEMIC ENVIRONMENT AND SUPPORTIVE LEARNING FACILITIES IN THE UNIVERSITY</b>										
29	The management is considerate to the problems and recommendations of the students.										
30	The management allows the participation of the students in making decisions.										
31	The administrative staff is positive towards the students' attitudes and behaviours.										
32	Technological opportunities such as computers etc. provided to students are sufficient.										
33	The university supports students to take part in various activities in accordance with their interests and abilities in "student clubs" and/or "student groups".										
34	The library is rich in resources.										
35	I can borrow books from the library.										
36	The electronic databases in the library are easily accessible.										
37	Library staff is welcoming to students.										
38	Service hours of the library are suitable for us.										
39	Reading environment of the library is suitable for us.										
40	The location of the library is accessible.										
41	I can carry out my course election through MUBIS (Student Automation System).										
42	I can follow my attendance through MUBIS.										

43	I can follow my grades through MUBIS.																			
44	I can follow the academic calendar without any problem through MUBIS																			
45	I take the advantage of the website of our university ( <a href="http://www.maltepe.edu.tr">www.maltepe.edu.tr</a> ) while arranging my daily schedule.																			
46	Successful students are awarded scholarship by the university																			
47	I get information and support from the department about the Student Exchange programs (Erasmus, Farabi).																			
48	I get information and support from the International Relations Office about Student Exchange programs (Erasmus, Farabi).																			
49	Erasmus opportunities (the number of bilateral agreements) in our department are sufficient .																			
	<b><u>ADMINISTRATIVE SERVICES (continued)</u></b>	<b><u>Level of Importance</u></b>					<b><u>Level of Satisfaction</u></b>													
<b>sequence number</b>	<b>OTHER SERVICES PROVIDED TO STUDENTS</b>	<b>1.least important</b>	<b>2. less important</b>	<b>3. no idea</b>	<b>4. important</b>	<b>5. very important</b>	<b>1. very dissatisfied</b>	<b>2. dissatisfied</b>	<b>3. no idea</b>	<b>4. satisfied</b>	<b>5. very satisfied</b>									
50	The prices in the canteens are reasonable.																			
51	The physical conditions (lighting, heating, etc) in canteens are suitable .																			
52	The hygiene conditions (cleanliness) in the canteens are sufficient.																			
53	The prices of the dining hall are reasonable.																			
54	The physical conditions (lighting, heating, etc.) of the dining hall are sufficient.																			
55	The hygiene conditions (cleanliness) of the dining hall are sufficient.																			
56	Toilets and sinks are clean.																			
57	Photocopying services are sufficient.																			
58	The prices of photocopying service are suitable.																			
59	Classrooms are clean.																			
60	The lighting of the classrooms is sufficient.																			
61	The heating of the classrooms is sufficient.																			
62	Classrooms are suitable for the courses.																			
63	Classrooms are suitable in terms of acoustics.																			
64	Workshops and laboratories are sufficient in terms of equipment ( tools, devices, technical supplies)																			
65	Cultural and art activities are considered seriously in our university.																			
66	Sport facilities offered by our university are accessible.																			
67	Health facilities offered by our university are accessible.																			
68	The security of the students is provided by the university.																			
69	Student houses are clean.																			
70	The lighting of the student houses is sufficient.																			
71	The heating of the student houses is sufficient.																			
72	The prices of the student houses are reasonable.																			

sequence number		1. least important	2. less important	3. no idea	4. important	5. very important	1. very dissatisfied	2. dissatisfied	3. no idea	4. satisfied	5. very satisfied
73	The rules of benefiting from the students houses are suitable.										
	<b>TRANSPORTATION SERVICES</b>										
74	Public transportation to Marmara Education Village is convenient.										
75	Public transportation to Dragos campus is convenient.										
76	The services leave on time.										
77	Friendly and good service is provided in the bus services.										
78	Transportation facilities are available on campus.										
79	Service routes are suitable.										
80	Service hours are suitable.										
81	Service fees are suitable.										
82	Our university is working to improve transportation services (local bus lines, the rings, etc.)										

- **Write three reasons why you are satisfied with Maltepe University:**

1. ....
2. ....
3. ....

- **Write three reasons why you are unhappy with Maltepe University:**

1. ....
2. ....
3. ....

- If you would like to share your problems or other issues that we have not thought of about the university, please write them in detail on the back of this paper.