

Approved at
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Chairman of YSU Academic Council
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REGULATION
ON THE ORGANISATION OF SURVEYS ON GRADUATES SATISFACTION WITH
EDUCATION RECEIVED IN YEREVAN STATE UNIVERSITY
(NEW EDITION)

1. GENERAL PROVISIONS

1.1. The present regulation on the organisation of surveys (hereinafter survey) on graduates' satisfaction with the education received in Yerevan State University (hereinafter YSU) defines the procedure and conditions for the evaluation of the quality of educational services provided to YSU graduates in the university.

1.2. The survey of graduates' satisfaction with the education received in YSU is one of the most important components of YSU internal quality assurance system, which is carried out online.

1.3. This regulation is approved and changes and additions are made to it by the decision of the YSU Academic Council.

2. PROCEDURE OF SURVEY CONDUCTION

2.1. All graduates of YSU bachelor and master's degree programmes of full- and part-time education systems participate in the survey. The survey is conducted every year in February, June, and July.

2.2. The survey process is organized and controlled by YSU Educational-methodological department and faculties.

2.3. The participation of graduate in the survey is mandatory and it is carried out online through graduate's university e-mail.

2.4. YSU diploma supplement is provided to graduate only after participating in the survey.

2.5. The survey is conducted with the evaluation questionnaire attached to the present regulation (Appendix 1), in which graduate answers the presented questions on a 0-5 point scale. In the opinions and suggestions section of the questionnaire, graduate can also submit suggestions aimed at improving YSU study programmes.

2.6. The privacy of the individual data of the graduates participating in the survey is guaranteed, and the results of the survey are used only in summarized format.

3. PROCESSING AND USE OF SURVEY RESULTS

3.1. The results of the survey are processed at YSU Information technologies educational and research center.

3.2. The analysis of the results of the survey is reflected in the annual report, which contains conclusions about graduates' satisfaction with the education received at YSU and offers directed to YSU subdivisions regarding the improvement of their activities in a specific direction. The proposals presented in the annual report are discussed in the academic councils of the faculties and YSU Academic Council within a month.

3.3. YSU subdivisions, in whose activity, to which the results of the survey were directed, inaccuracies were detected, within three months after the publication of the annual report, must submit to YSU Rector an action plan aimed at improving the work of their subdivision, which is subject to mandatory implementation.

3.4. The supervision over the effective and targeted implementation of the action plan of the work improvement is carried out by YSU Quality assurance center.

Graduates Satisfaction Survey Questionnaire

1. General information

- 1.1 Indicate your gender
- 1.2 Are you going to continue your studies?
- 1.3 The Grade point average (GPA) of your learning
- 1.4 Is it certain where you are going to work?
- 1.5 Do you work at present?

2. Your satisfaction from the content, teaching methodology and study process arrangement of the study programmes

- 2.1 To which extent does studying in YSU promote the acquisition of professional skills?
- 2.2 How would you evaluate studying in YSU in regard to the provision of theoretical knowledge?
- 2.3 How would you evaluate studying in YSU in regard to the provision of practical abilities?
- 2.4 How would you evaluate studying in YSU in regard to the promotion of foreign languages acquisition?
- 2.5 In general, how useful were the provided courses?
- 2.6 How would you evaluate the usefulness of work-placement?
- 2.7 How objectively was your knowledge assessed?
- 2.8 How would you evaluate the objectivity of the final attestation (final exam, defence of graduation papers and master's degree theses)?
- 2.9 How satisfied are you with the work of the academic supervisor of the graduation paper (bachelor's degree)?
- 2.9 How satisfied are you with the work of the academic supervisor of the master's degree thesis (master's degree)?
- 2.10 How much time did the academic supervisor of the graduation paper provide for you to prepare it (bachelor's degree)?
- 2.10 How much time did the academic supervisor of the master's degree thesis provide for you to prepare it (master's degree)?

3. Your satisfaction from YSU learning resources and support services

- 3.1 How satisfied are you with the state and furnishing of the auditoriums?
- 3.2 How satisfied are you with the facilitation and furnishing of the computer rooms?
- 3.3 How satisfied are you with the facilitation of the YSU Internet?
- 3.4 How satisfied are you with the effectiveness of YSU Career centre work?
- 3.5 How satisfied are you with the extent of the laboratories enhancement with equipment and furnishing (only the students of phisico-mathematical and natural-scientific specialties answer this question)?
- 3.6 How satisfied are you with modern professional literature provided in the library and reading halls?
- 3.7 How satisfied are you with the state and furnishing of the reading halls of the library?
- 3.8 How satisfied are you with the working hours and service of the library and reading halls?

4. Your satisfaction from the YSU environment

- 4.1 How contented are you with the YSU administration?
- 4.2 How contented are you with the faculty administration?
- 4.3 How contented are you with the teaching staff?
- 4.4 How contented are you with the student structures (Student council, Student scientific society)?
- 4.5 How effectively do the procedures and mechanisms of students' applications and complaints feedback function?

5. Your opinion on the manifestations of corruption

5.1 Have you received a grade (pass a pass-fail exam) in exchange for money during your studies?

5.2 Have you been compelled to pay for private classes in order to receive a grade (pass a pass-fail exam) during your studies?

6. Your general evaluation of the education acquired in YSU

6.1 In general, how would you evaluate your education acquired in YSU?

6.2 Would you advise your relatives and friends to enter YSU?
