

ANALYSIS

of the results of a participants survey

in the program of external outgoing academic mobility of NJSC "Narxoz University"

(participants from 2017-2018 to 2019-2020 academic years)

Department of Development and Coordination of International Programs

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INTRODUCTION

I. STATISTICAL DATA ON PROGRAM PARTICIPANTS

II. EVALUATION OF THE SATISFACTION LEVEL WITH THE QUALITY OF ACADEMIC MOBILITY OFFICE SERVICES

Purpose:

1. Evaluation of the satisfaction level with the quality of the services provided by the Department within the organization of external outgoing academic mobility among students;
2. Receiving recommendations for improving the activities and quality of the Department services .

Survey principles:

- reliability - we assume that the data for the survey should be of a high degree of reliability;
- consistency - the survey is conducted on a regular basis;
- efficiency - the results of the survey should be taken into account and used to make decisions based on its results.

Survey technique:

The survey was carried out in December 2020 by sending out via WhatsAppBot and corporate mail to students and alumni of Narxoz University, who participated in the external academic mobility program in 2017-2018. Participants were asked to answer 13 questions. The questionnaire was in Russian.

The number of survey participants was 65 people.

The survey was conducted by the Department of Development and Coordination of International Programs of Narxoz University. The database was provided by the Department for Development and Coordination of International Programs.

I. STATISTICAL DATA ON (PARTICIPANTS) GRADUATES OF ACADEMIC MOBILITY:

Table 1. Coverage of program graduates

		2017-2018		2018-2019		2019-2020	
			Total		Total		Total
Total graduates	Undergraduate	73	82	46	56	41	41
	Master's degree	9		10		0	
Количество номеров в базе	Undergraduate	69	74	46	56	41	41
	Master's degree	5		10		0	
Total responded	65 38% of the total number of participants from the contact database	Undergraduate		92% of the total number of all respondents			
		Master's degree		8% of the total number of all respondents			

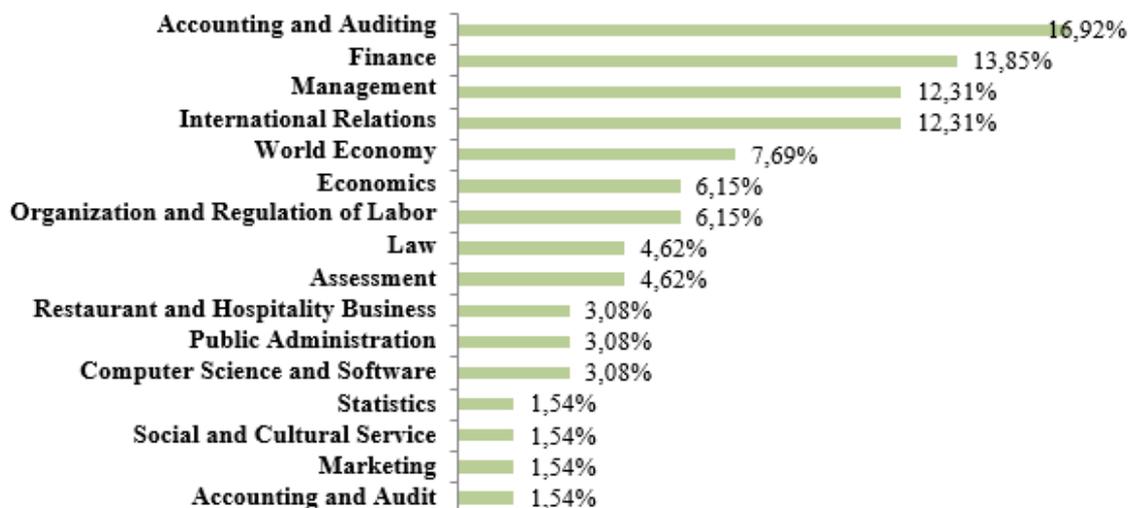
This table presents figures on the number of graduates of academic mobility of Undergraduate and Master's degrees by academic years. 65 mobility participants took part in the survey, which is 38%.

The low percentage of survey participants is due to several reasons:

- participants are not interested in the survey and ignored the received message;
- some of the telephone numbers were incorrect,
- the survey got into spam and was not noticed by the interviewees;

Among the participants, the most active participants in the survey were participants of the 2017-2018 academic year. Their number was 40% of the total number of respondents. Further, 34% of the participants from the 2018-2019 academic year, 20% of the participants from the 2019-2020 academic year and 3% did not indicate the academic year.

Diagram 1. Distribution of survey participants by specialties.



The diagram shows that students of economic and business specialties who participated in academic mobility exceed in number, accounting for 72.31%. The ratio of students in socio-cultural, political, legal specialties was 27.69%.

ASSESSMENT OF THE SATISFACTION LEVEL WITH THE QUALITY OF TRAINING STUDENTS.

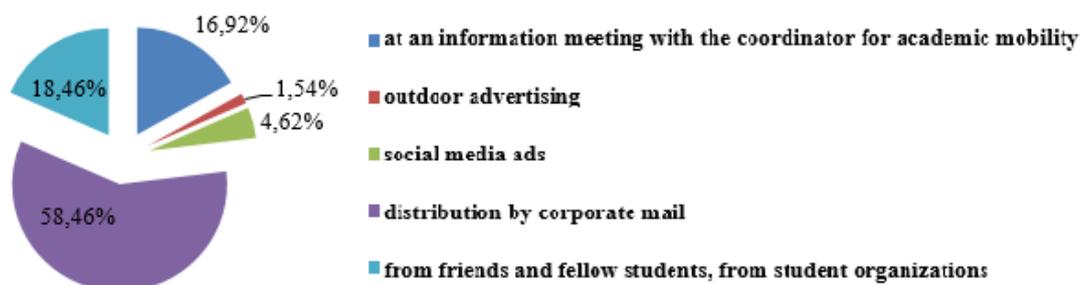
To understand the degree of satisfaction / dissatisfaction with the quality of theoretical and practical training of students, respondents were asked to answer the following questions:

1. Please indicate how you learned about the academic mobility program?

The purpose of the question is to identify effective channels of information, improve less effective and exclude ineffective channels of communication with students. Considering that academic mobility activities are highly dependent on the deadlines of various programs, it is very important to know the real working channels of interaction with students.

According to the survey results, the most popular and working channel is corporate mail (58,46%). Outdoor advertisements and ads on social networks turned out to be less working. More details in diagram No. 2.

Diagram 2: Data on sources of information.



2. What motivated you to participate in academic mobility (you can choose several options)?

The purpose of the question is to find out what goals motivate students to participate in academic mobility, since the organization of the process itself, the choice of the country, partners and programs depends on this. When organizing mobility, it is important to understand what students pay more attention to.

Answering this question, the respondents had the opportunity to choose several answer options. Diagram No.3 shows the results for the response groups. Most of the respondents (41.54%) to the question "What motivated them to participate in academic mobility", chose the desire to travel and get life experience, get foreign professional experience, improve the level of foreign language proficiency, the smallest part of students (6.15%) have chosen to gain foreign professional experience.

Thus, 86% of students were motivated by the desire to travel and get life experience, 72% of students wanted to get foreign professional experience, 63% to improve their level of foreign language proficiency. A more detailed percentage of the groups of answer options is shown in diagram No.3.

Diagram 3.



2. In which foreign university / universities did you study?

The purpose of the question is to understand which regions are interesting for students, and which partners are more popular among participants in academic mobility, and to understand why some universities are less interesting for students. According to Diagrams No. 4 and No. 5, more than half of the respondents chose European universities (55.38%), then 32.31% Russian universities, 10.77% universities in Asia and 3.08% of students went to the United States.

Diagram 4.

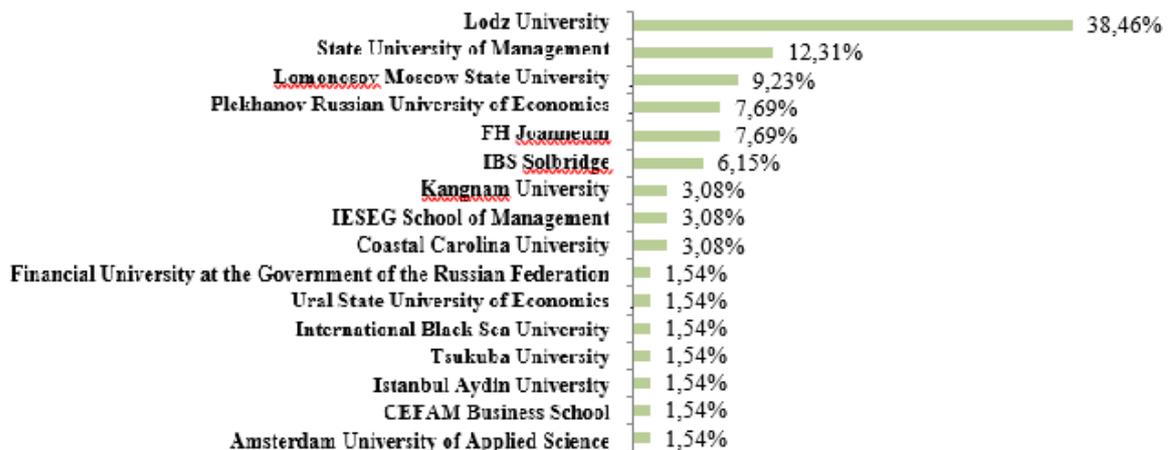
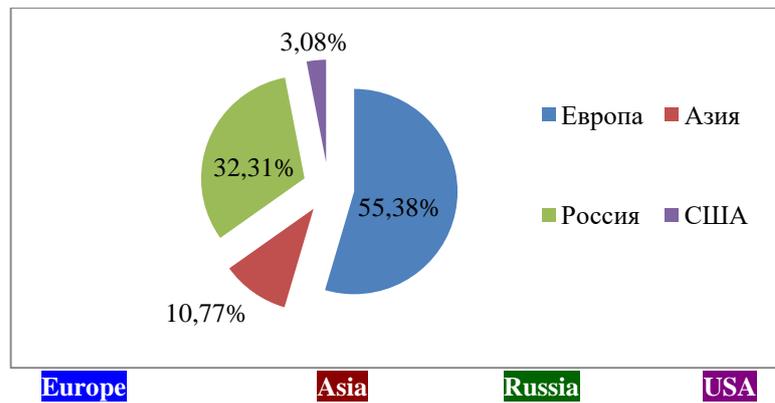


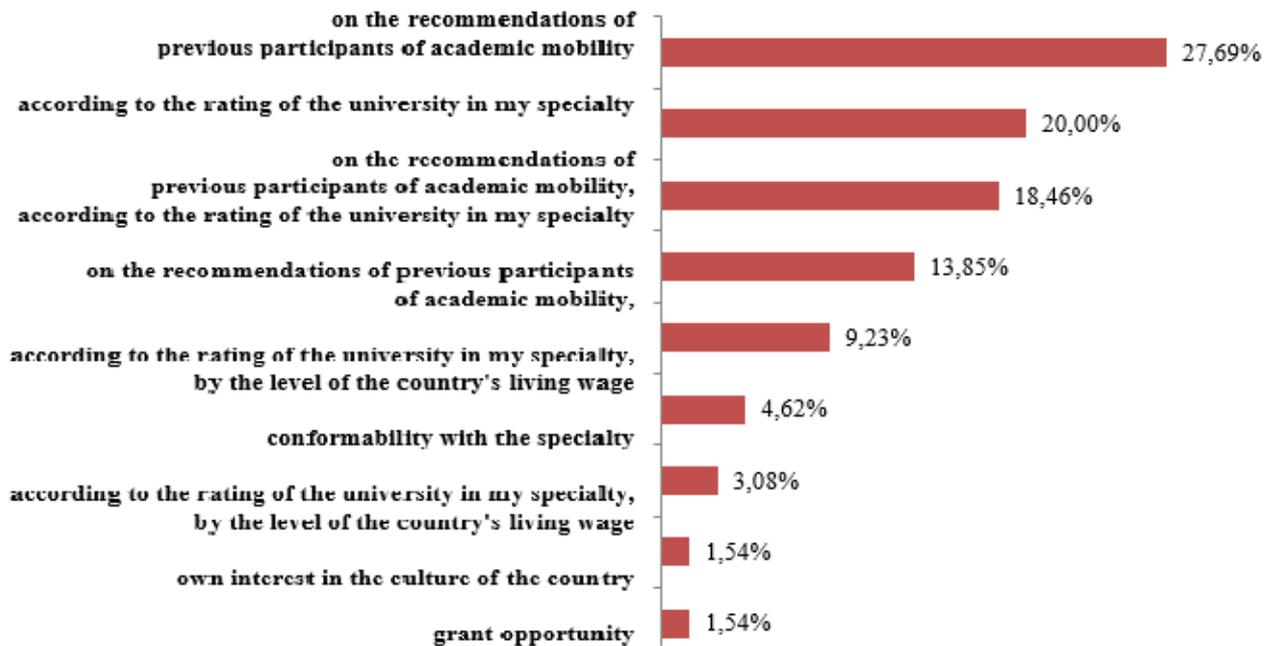
Diagram 5.



3. Please indicate by what criteria you choose a foreign university (you can choose several options)?

The purpose of the question is to understand what criteria students are guided by when applying for academic mobility. The respondents had the opportunity to choose several answer options. Diagram No. 6 shows the results for the response groups. The responses showed that for 60% of students, the main criteria is the recommendations of previous program participants. 55% choose according to the rating of the university, then 26% according to the level of the living wage, for 9% the main criteria was correspondence to the specialty and 3% chose according to their interests in culture and the grant availability.

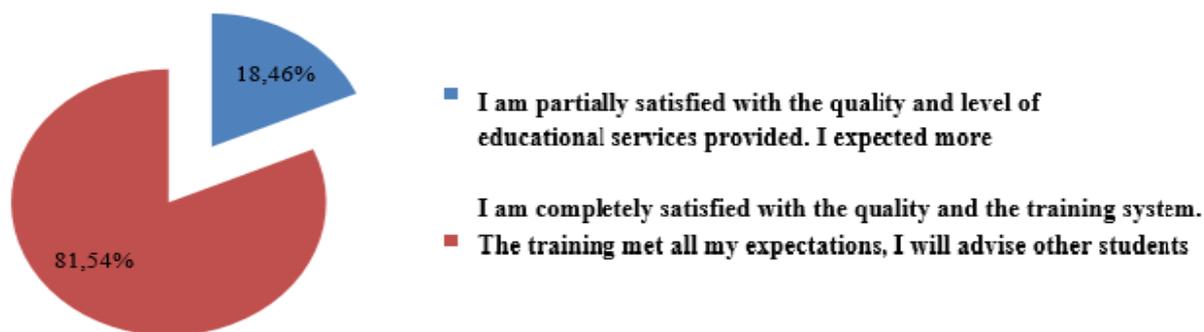
Diagram.6.



4. Please leave your opinion regarding the quality of educational services at the chosen university.

The purpose of the question is to understand how satisfied students are with the quality of educational services received at the host foreign university. The further continuation or termination of cooperation with partners depends on the results. The results showed that 81.54% of respondents are completely satisfied with the quality and system of education, and that they recommend the university and the program to other students, 18.46% are partially satisfied and expected more.

Diagram 7.



5. What skills and competencies were not enough for you while studying at a foreign university (you can choose several options)?

The purpose of the question is to understand what skills are insufficient or lacking for students, which hinder the successful study and completion of the program at a foreign university. Students' answers will be used as guidelines for improving skills and competencies. The respondents had the opportunity to choose several answer options. Thus, 29.23% of the respondents answered the lack of a level of proficiency in a foreign language; 26.15% of the respondents lacked knowledge about the country and culture and that their knowledge within their specialty did not meet the standards of a foreign university. More detailed data are shown in diagram No.8.

Diagram 8.

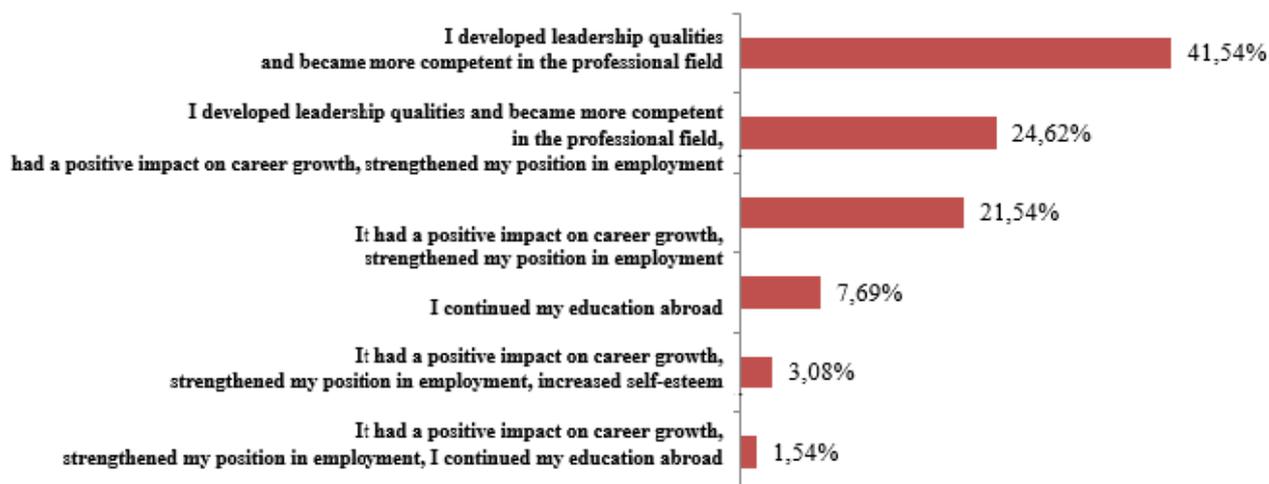


6. What impact did your participation in the academic mobility program have on you (you can choose several options)?

The respondents had the opportunity to choose several answer options. Diagram No. 9 shows the results for the response groups. Most of the respondents (41.45%) answered that they developed leadership skills and became more competent in their professional field.

Thus, 42% of the respondents answered “I developed leadership qualities and became more competent in my professional field”; 35% of respondents answered “had a positive impact on career growth”; 33% “my positions in employment have strengthened” and only 6% “I continued my foreign education”.

Diagram 9.



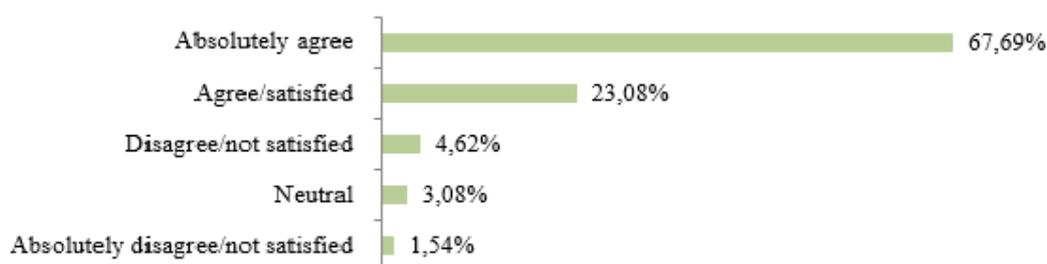
7. Your level of satisfaction with the services of the Academic Mobility Office?

At this point, the respondents assessed the following services of the Academic Mobility Office:

1. Availability and sufficiency of information on Internet resources
2. Usefulness of information sessions
3. Timely mailing about upcoming programs
4. Prompt feedback
5. Explanatory meetings on training, choosing a university and disciplines, visa processing, booking accommodation, credit transfer

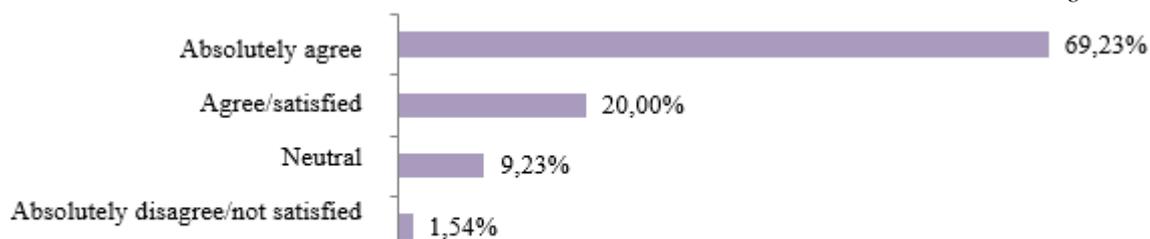
The survey results showed that the majority of students (80-90% of respondents) positively assessed the office services and were satisfied with its activities. Details in diagrams No. 10, 11, 12, 13 and 14.

Diagram 10.



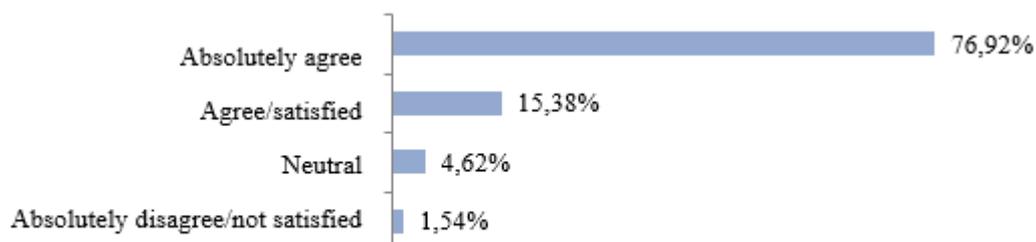
Information on Internet resources (website, social networks, e-mail) is clear and sufficient (description of the exchange program, policy of studying abroad, procedure for transferring to the course)

Diagram 11.



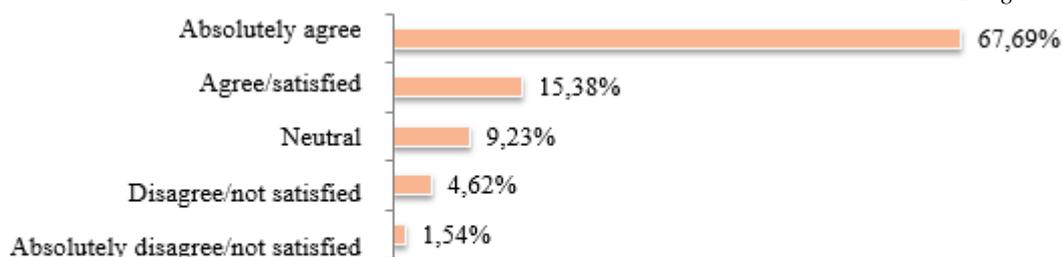
Information sessions on the exchange opportunities abroad

Diagram 12.



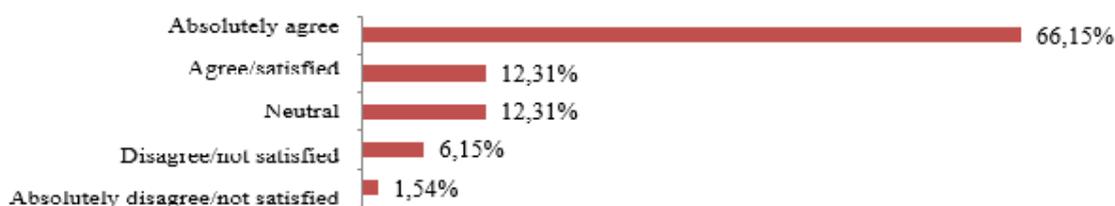
Timely distribution of information about grants, programs, competitions

Diagram 13.



Promptly responds to emerging problems and quickly replies to emails

Diagram 14.



Conducts information meetings and consultations on training, choosing a university abroad, visa processing, booking accommodation, credit transfer

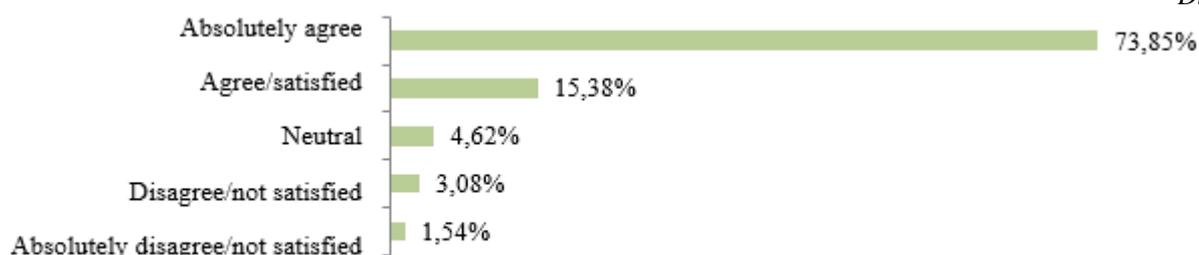
8. Your level of satisfaction with the job of the Academic Mobility Coordinator?

At this point, the respondents assessed the work of the Office coordinator according to the following criteria:

1. Explains the application procedure in an accessible and understandable manner
2. Helps in all stages of preparation for study
3. Promptly responds to inquiries
4. Provides useful feedback on student requests, including academic issues (transcripts, individualized study plans, etc.) and payment problems
5. Helps with transfer of grades / points and other questions upon return
6. Regularly shares news (newsletters) and invites to social events upon returning home

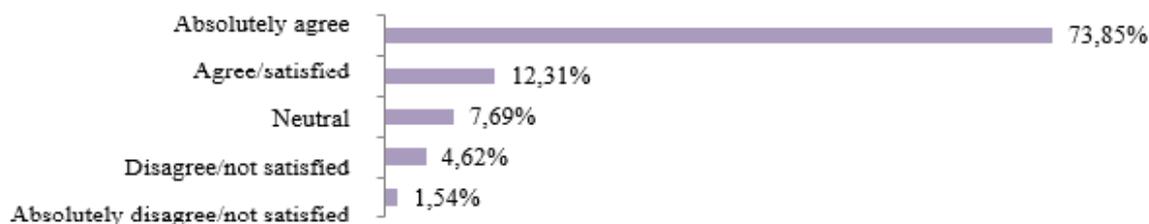
The survey results showed that about 95% of respondents were satisfied with the work of academic mobility coordinators. Details in Diagrams No. 15, 16, 17, 18, 19 and 20.

Diagram 15.



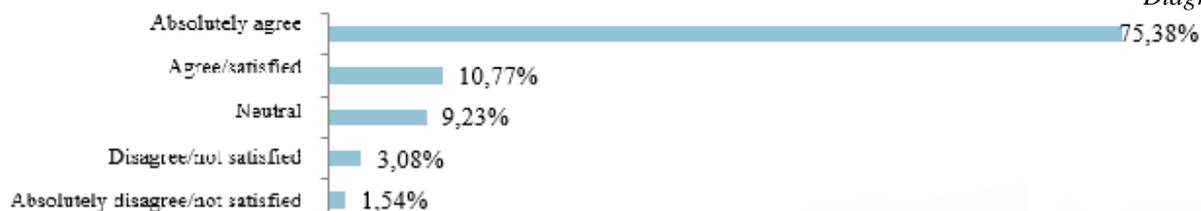
Explains the application procedure in an accessible and understandable manner

Diagram 16.



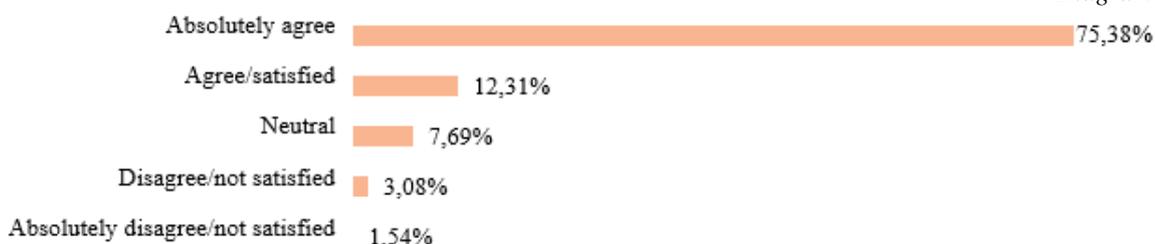
Helps on each level of preparing to mobility

Diagram 17.



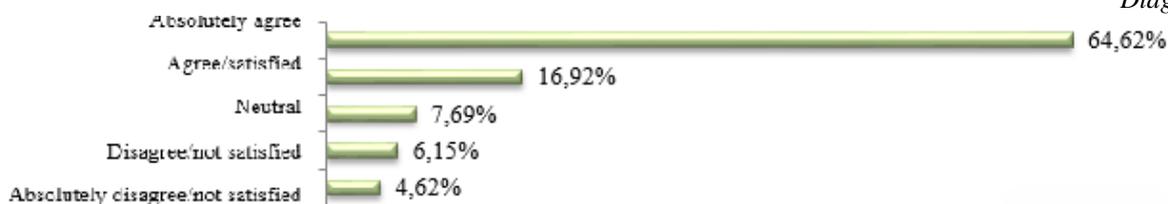
Promptly responds to the requests

Diagram 18.



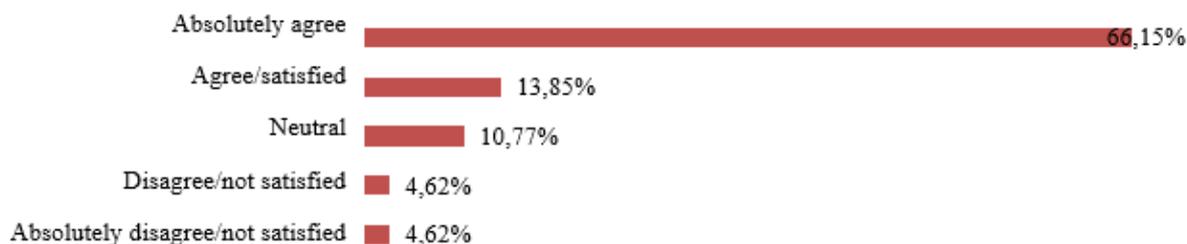
Provides useful feedback on student requests, including academic problems (transcript, individualized study plan, etc.) and payment problems

Diagram 19.



Helps with the ECTS recognition after the mobility

Diagram 20.



Regularly shares news and invites to social events

9. How satisfied are you with the Office work during COVID?

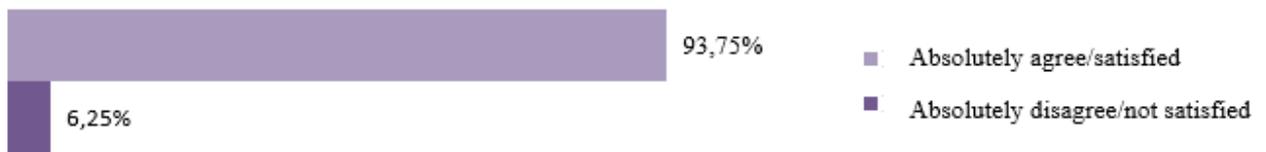
During the pandemic 20 Narxoz students studied abroad. They were provided with consulting, psychological, moral and financial support by the office. The aim of the question was to understand how satisfied students are with office services during a pandemic.

Students rated satisfaction and dissatisfaction with the office work on the following points:

- Office staff immediately contacted and clarified the situation with the COVID pandemic
- Kept students up to date on a regular basis
- Provided psychological / consulting support
- Kept in touch before, during and after the quarantine regime

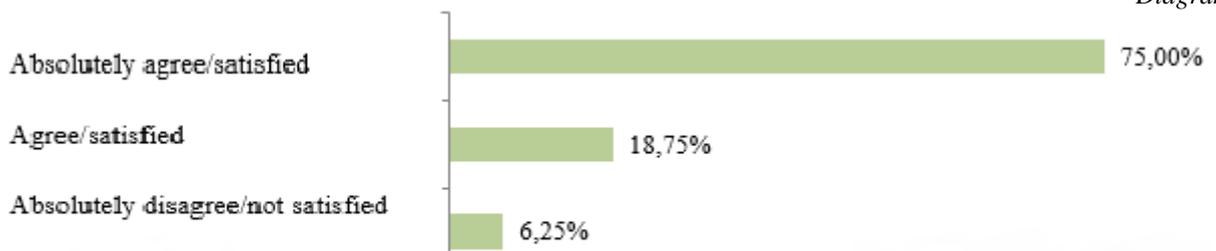
The survey results showed that most of the students (75-90%) who found themselves abroad during the pandemic were satisfied with the work of the office during the COVID period. Details in Diagrams No. 21, 22, 23 and 24.

Diagram 21.



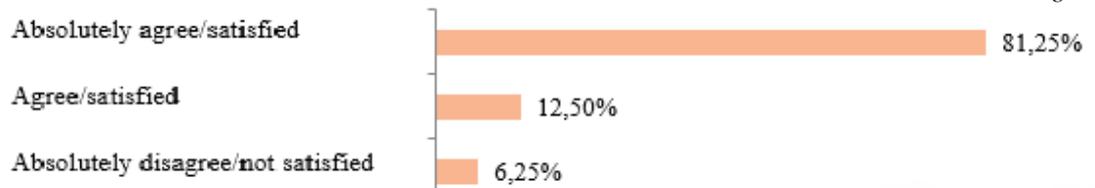
Office staff immediately contacted and clarified the situation with the COVID pandemic

Diagram 22.



Kept students up to date on a regular basis

Diagram 23.



Provided psychological / consulting support

Diagram 24.



Kept in contact with me before, in time of and after the quarantine regime

The survey showed the level of satisfaction with the work and services of the Academic Mobility Office. The results showed which communication channels are effective in communicating with students, the priorities and preferences of students when choosing a program, university and participation in academic mobility, the level of student satisfaction with the quality and work of the Academic Mobility Office, and also showed how efficiently and promptly the Office staff was able to respond to the situation around the pandemic.

In the future, the survey will be conducted every semester, twice a year (February and July) and the results will be published on the University website.

Recommendations and comments of students on improving the work on the organization of academic mobility in Appendix 1.

Appendix 1

I am very grateful to Fariza Aubakirovna for all the support she provided during her stay abroad, and also after. I'm not sure if this applies to the Academic Mobility Office, but it would be very useful if the information sessions on applying for a visa and on student dormitories, as well as what to take with you exactly to the country where the student is going will be provided to the exchange students. Personally, I did not have enough information on this part, so I contacted students who had already traveled to the city. It would be very informative if online meetings were arranged for outgoing students with students who have already traveled around to ask in detail about some aspects of the exchange training. In general, I am very pleased with the quality of the Academic Mobility Office and my University, as well as the opportunities it offers.
Everything is fine.
In my opinion, everything is fine.
I am completely satisfied with the work done by our coordinator.
All perfectly. I think the site should provide a list of exchange disciplines of universities.
I was happy with everything.
The Academic Mobility Office works great! Coordinators are golden people who treat all students with all their hearts and do their job very well. Therefore, instead of wishes / comments, I would like to express my deep gratitude and wish all the best to all the wonderful people who work in this office! Thank you very much!
You are the best! Thank you so much)
Thank you for your efforts and work.
I would like more universities for humanitarian specialties.
It would be cool in the fourth year to make online mobility available
Keep it up !!!☐
Everything is super!
All is well, I think the quality of the Academic Mobility Office is at the highest level.
I wish that the mood was always on top! Happiness, well-being, and most importantly, health! Without your health and strong spirit, we would not have received tremendous support during a pandemic! Thank you! We love and appreciate it!
I am completely satisfied! Thank you for the opportunity to believe in yourself!
I wish you success and prosperity! Fariza is a very competent and experienced employee. Thanks a lot for your help!
I wish you success
Thank you very much to coordinator Fariza Rakhimova, you have created the best memories of your student years))))))
Keep calm n work hard
I'm glad☐
The Academic Mobility Office is very open and always ready to help. This is very good :)

<p>There are no comments for improvement. I am completely satisfied with the services of academic mobility.</p>
<p>To be honest, I am not satisfied with the demand of the Narxoz University itself for the transfer of subjects according to the Individual Education Plan. I had to take annuals on physical education, taxes, and other subjects that do not exist in other universities. I understand that this is the policy of the university, but I hope students will have a more flexible solution in the future.</p> <p>And so, I am completely satisfied with the work of the Academic Mobility Office. Fariza provided tremendous support on all issues, I express my gratitude to her!</p>
<p>Thank you very much to Narxoz University and coordinator Fariza Aubakirovna for this opportunity! I am very pleased with the work of the Office and would like to note the high quality of work and the coherence of the Academic Mobility team at Narxoz University.</p>
<p>Thank you for the opportunity to study abroad.</p>
<p>I don't know how things are now, but for 2018 everything was quite excellent and affordable, thanks a lot for this experience!</p>
<p>Studying abroad helped me understand life in Europe (teaching materials, practice to consolidate topics, the distance between student and teacher was different, motivated students, etc.)</p> <p>I would like to be able to work abroad (like Work & Travel), as work (or practice) improves the student's skills.</p> <p>I am glad that I chose to study in academic mobility, as I overcame my fear. Thanks to this program, I am confident. THANK YOU))))</p>
<p>I am very pleased with the quality of work of the Academic Mobility Office of Narxoz University. I wish you continued success!</p>