

SURVEY ANALYSIS OF GRADUATES' CONTENTMENT IN EDUCATION RECEIVED FROM THE UNIVERSITY OF TRADITIONAL MEDICINE

Aiming to continuously improve the quality of education and educational services provided and valuing opinions of its graduates in that process, the UTM conducts surveys among graduates at the end of each academic year to identify and evaluate their satisfaction with education.

An online survey was conducted among the graduates of 2022-2023 academic years by the Academic Department Head and Leading Quality Assurance Specialist immediately after final exams in July.

The **purpose** of the survey was to:

1. identify and evaluate the level of satisfaction of UTM graduates with the quality of education,
2. improve the quality of UTM education and educational services provided.

The Survey Organization Process

The survey was conducted online using Google Forms. The questionnaire was completed anonymously.

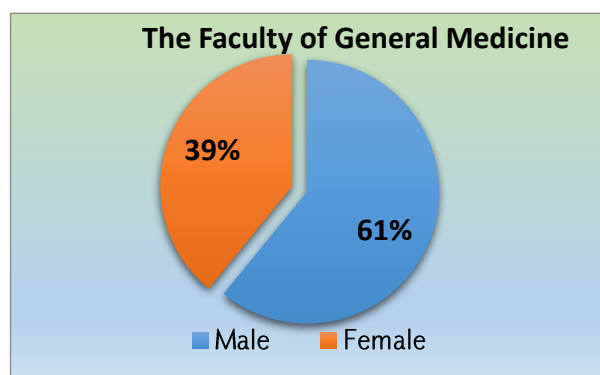
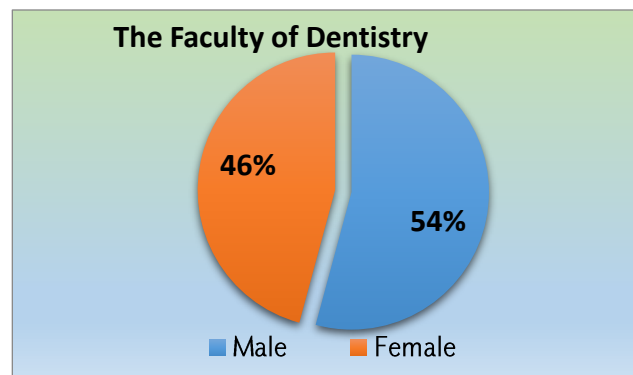
117 students of a 5th year of the faculty of "Dentistry" and a 6th year of "General Medicine" graduated from the UTM in 2022-2023 academic years.

70 out of 117 graduates (60%) participated in the survey.

Below we present questions with their results.

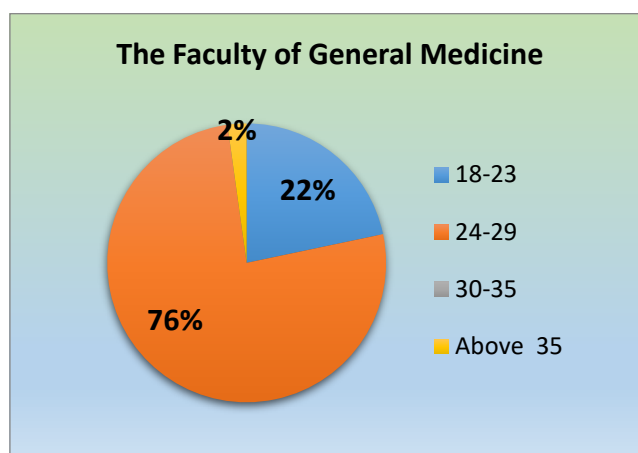
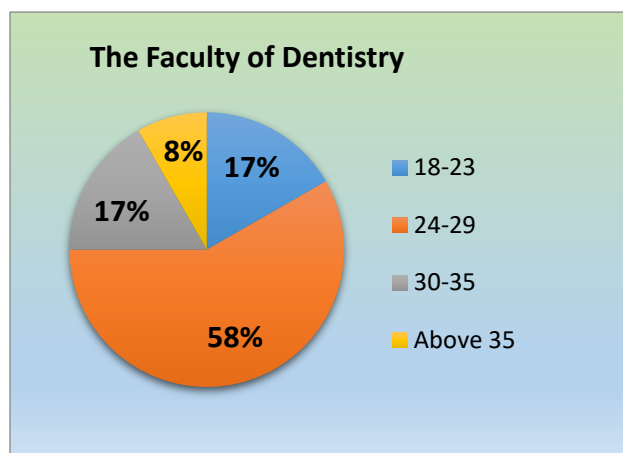
1. GENERAL INFORMATION

1.1. Note Your Gender



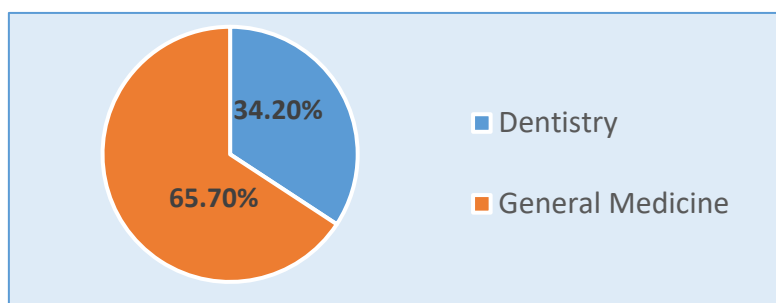
Among the graduates of 2022-2023 academic years the majority of graduates were male representatives both last year and this year. However, among survey respondents the majority are female representatives unlike last year.

1.2. Indicate Your Age.



As can be rightfully noticed the UTM has produced graduates of different age groups. The nationality of the graduates is also diverse: Iraq, Iran, India, Jordan.

1.3. Indicate what faculty did you study at?



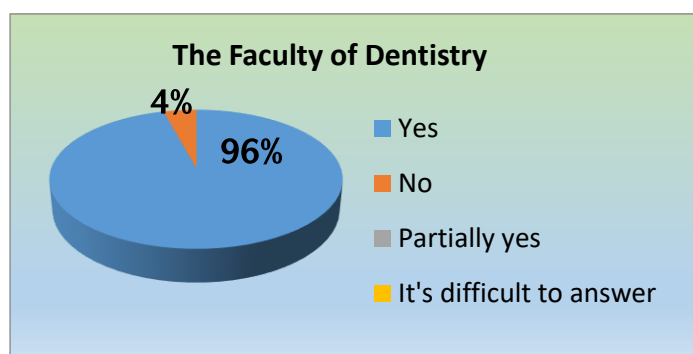
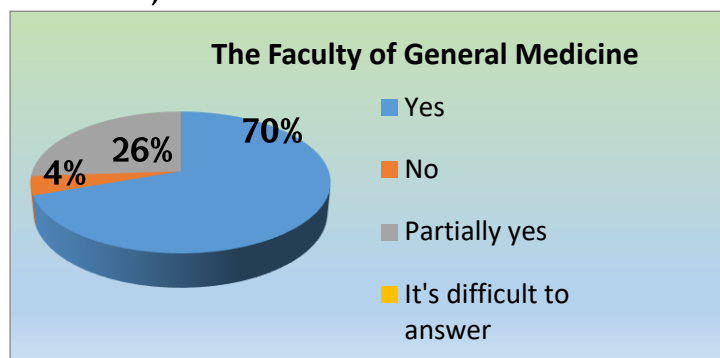
The number of graduates of the faculty of “General Medicine” of 2022-2023 and of previous years is greater. We have recorded the same results among respondents.

1.4. Specify your profession and qualifications according to your diploma.

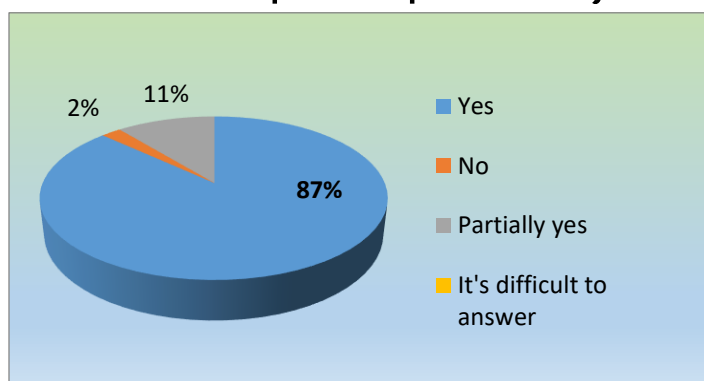
Qualification- doctor: It's the response of 46 students of the faculty of "General Medicine" who participated in survey. Qualification- dentist: It's the response of 24 graduates who took part in survey.

2. GENERAL SATISFACTION WITH EDUCATIONAL PROGRAM

2.1. Were the goals and objectives of the educational program clear and understandable to you (i.e., what you should have knowledge about and be able to do at the end of your studies)?

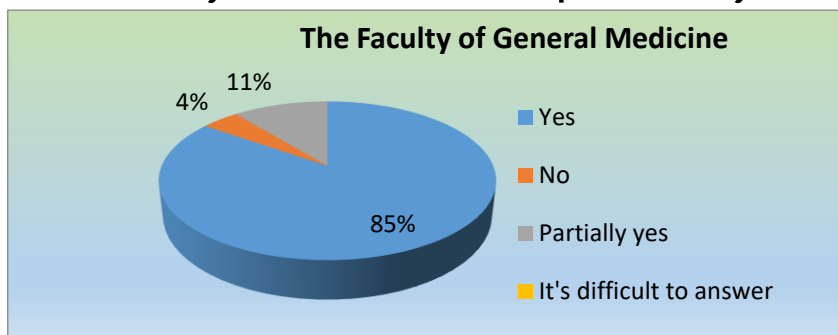


2.2. Were the aim of the courses and the problems presented to you clearly?



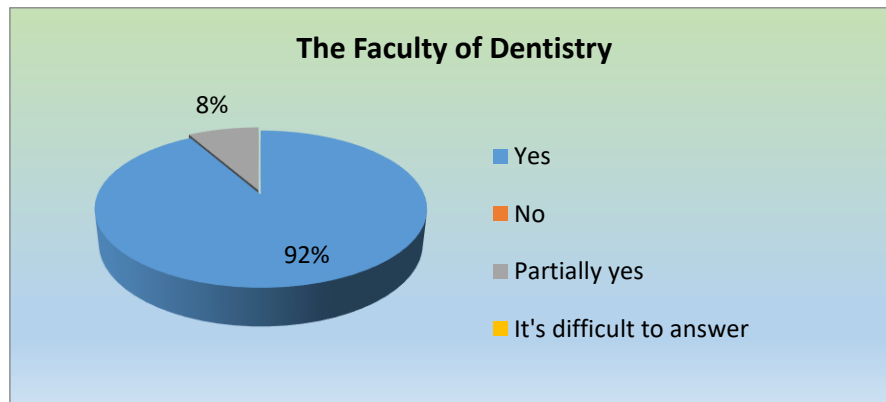
As can be seen from answers of respondents, the majority of students were not only clear about the purpose and final results of the educational program, but also about the goals and objectives of the courses offered.

2.3. Was it clear to you what the lecturers expected from you?

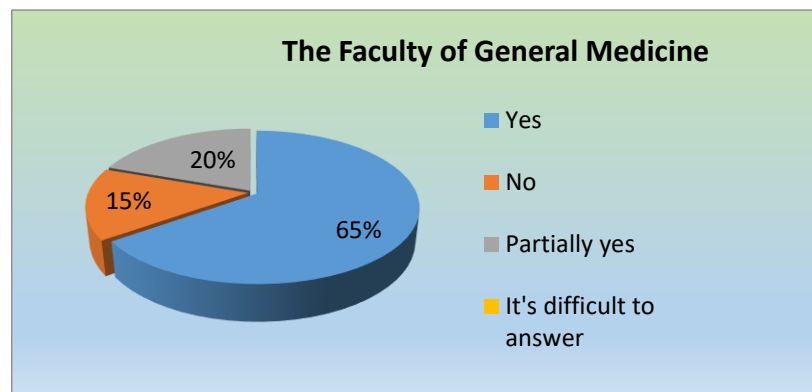


All the graduates of "Dentistry" faculty and 85% of the graduates of "General Medicine" faculty stated that they were clear about lecturers' expectations of them, i.e., students were satisfied lecturer-student cooperation.

2.4. Has the distribution of theoretical-practical lessons included in the training program been sufficient for the effective mastering of the subject?

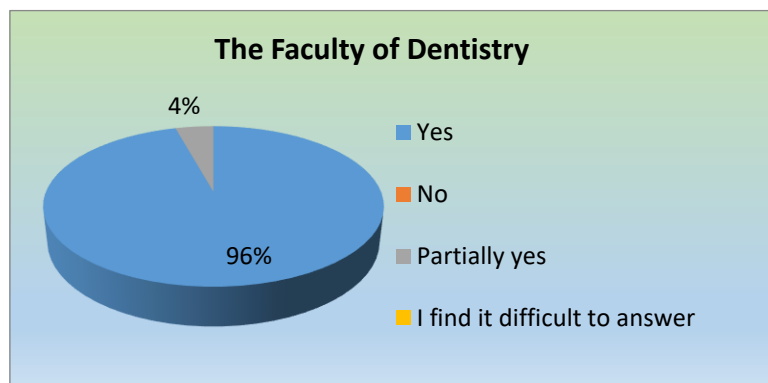


Regarding this question the answers of the graduates who participated in the survey of the faculty of "Dentistry" are as follows: 92% of respondents were satisfied with the ratio of theoretical and practical lessons allocated by the course program for effective learning of the subject and 8% of students were partially satisfied.

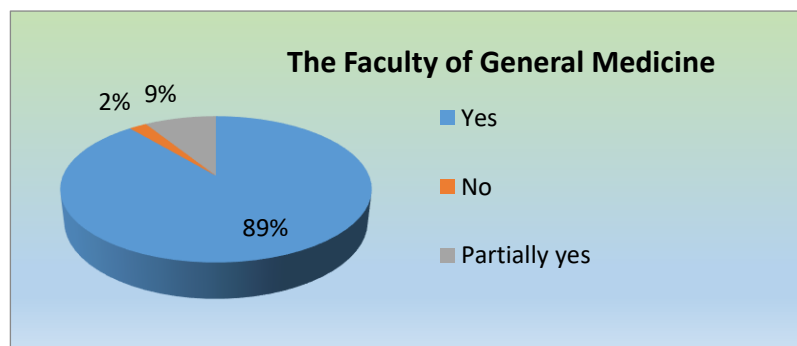


Among the graduates of the "General Medicine" faculty, 65% of the survey participants were satisfied with the ratio of theoretical and practical classes allocated by the program for effective mastering of the subject, 20% were partially satisfied and 15% were not satisfied.

2.5. Has the studying at the University contributed to the acquisition of theoretical knowledge?

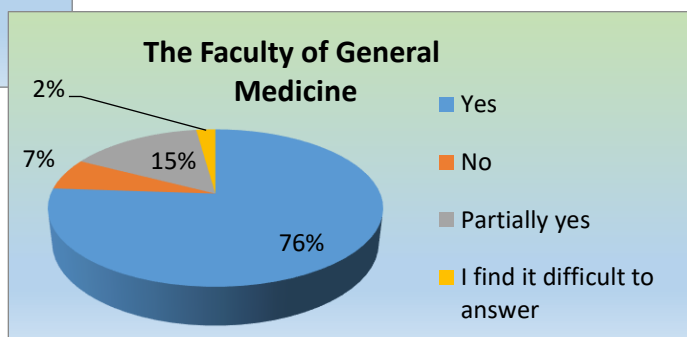
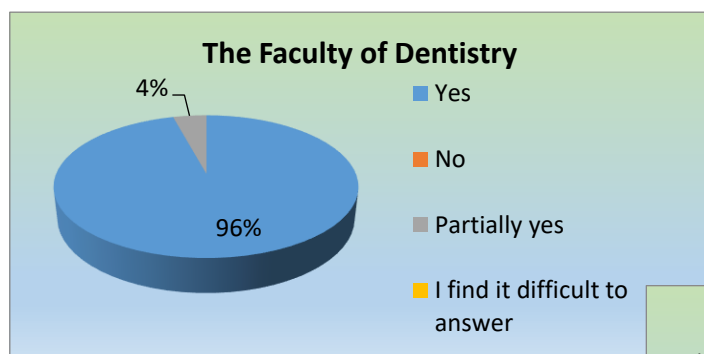


96% of surveyed graduates of the faculty of “Dentistry” believe that the study contributed to the acquisition of theoretical knowledge at the University, 4% of them answered that it partially contributed.



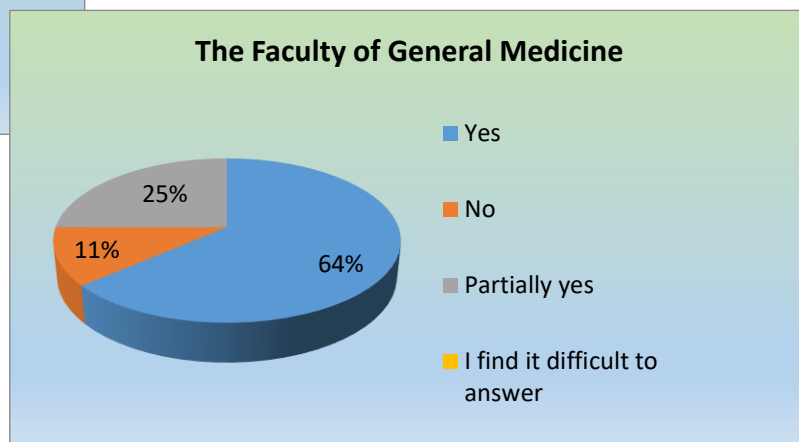
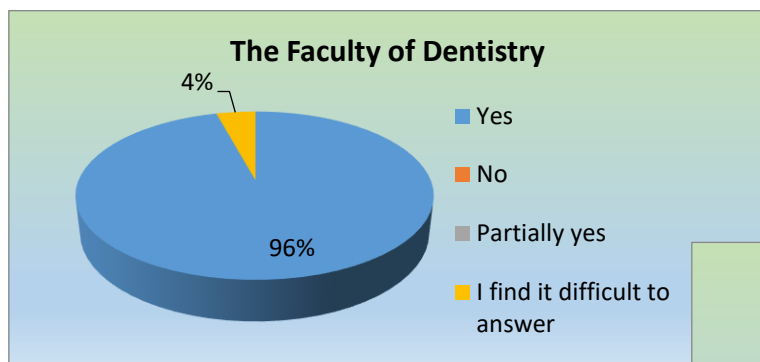
89% of the surveyed graduates of "General Medicine" faculty believe that studying at the University contributed to the acquisition of theoretical knowledge, 9% of them answered that it partially contributed, 2% answered that it did not. In other words, 1 student expressed his displeasure regarding this issue.

2.6. Has the studying at the University contributed to the acquisition of professional abilities and skills?



Although the majority of respondents gave positive assessment regarding the above-mentioned question, it is necessary to always keep the process of evaluating results of studies, especially results of internships, in the center of attention.

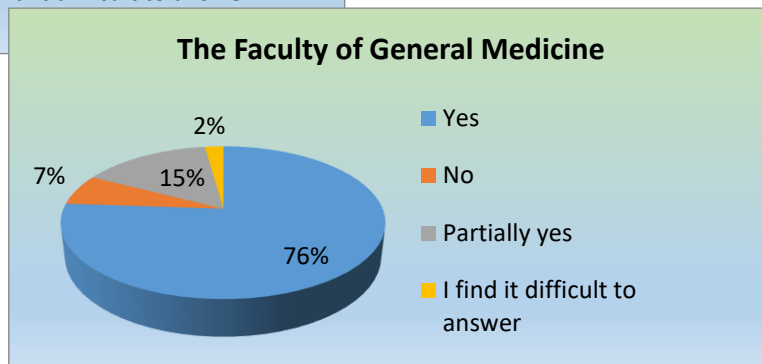
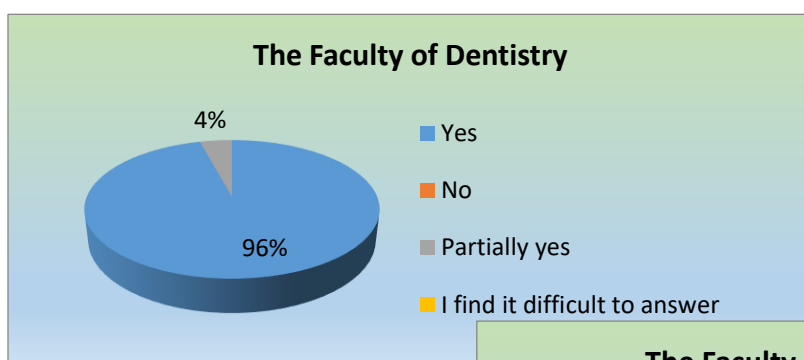
2.7. Has the feedback from the lecturers helped you to improve your knowledge and skills?



96% of surveyed graduates from the faculty of “Dentistry” confirmed that they were satisfied with the feedback they received from the lecturer, 4% found difficult to answer this question.

64% of the surveyed graduates from the faculty of “General Medicine” stated that they were satisfied with the feedback they received from the lecturer, 25% answered that they partially used this support, 11% answered negatively. In general, we can state that mechanisms for delivering feedback to student are provided at the university.

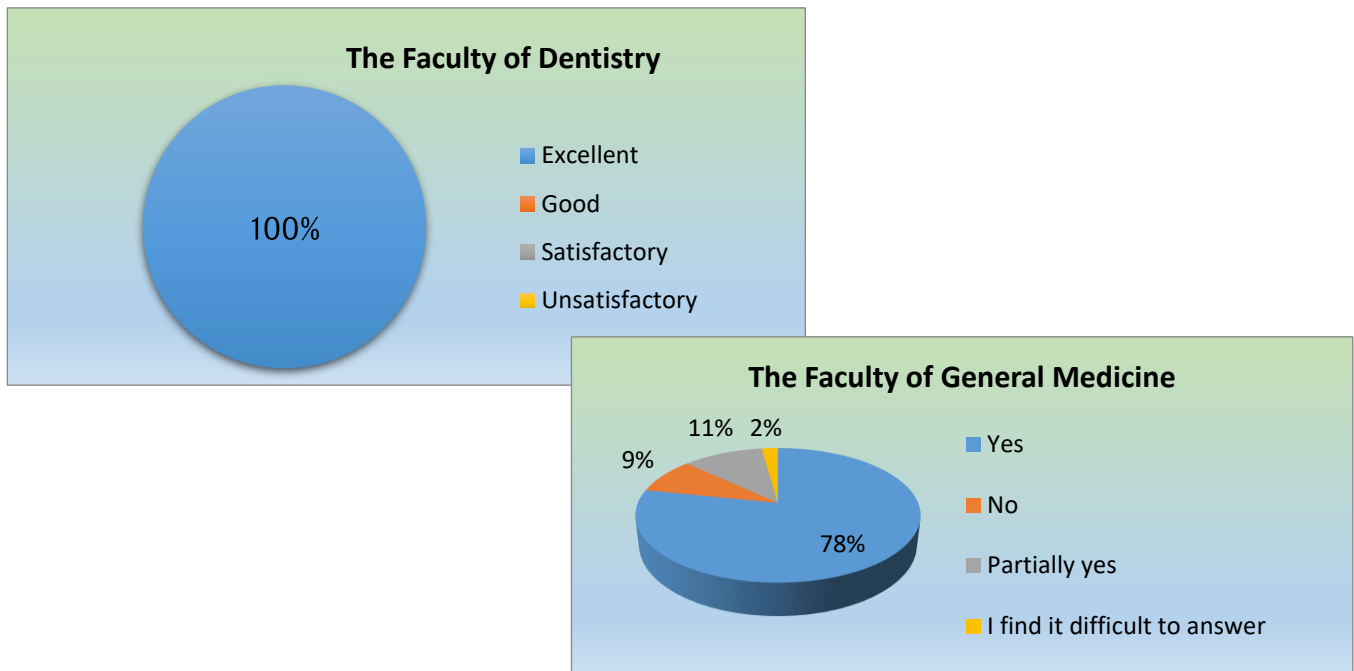
2.8. Have you received necessary support to identify and meet your educational needs?



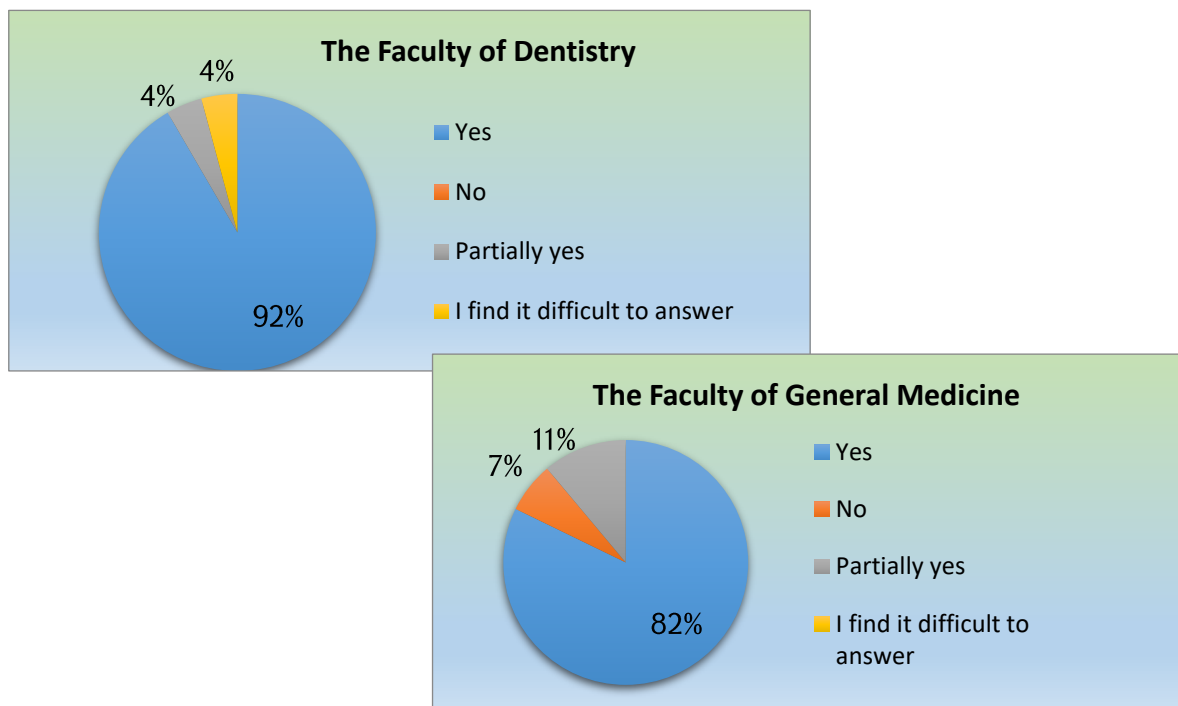
Students' educational needs are

regularly studied in order to improve educational environment in the university. In addition to social surveys, conferences, work with the student council, provision of information and guidance activities are organized.

2.9. Has the studying at the UTM contributed to the development of your clinical mindset?

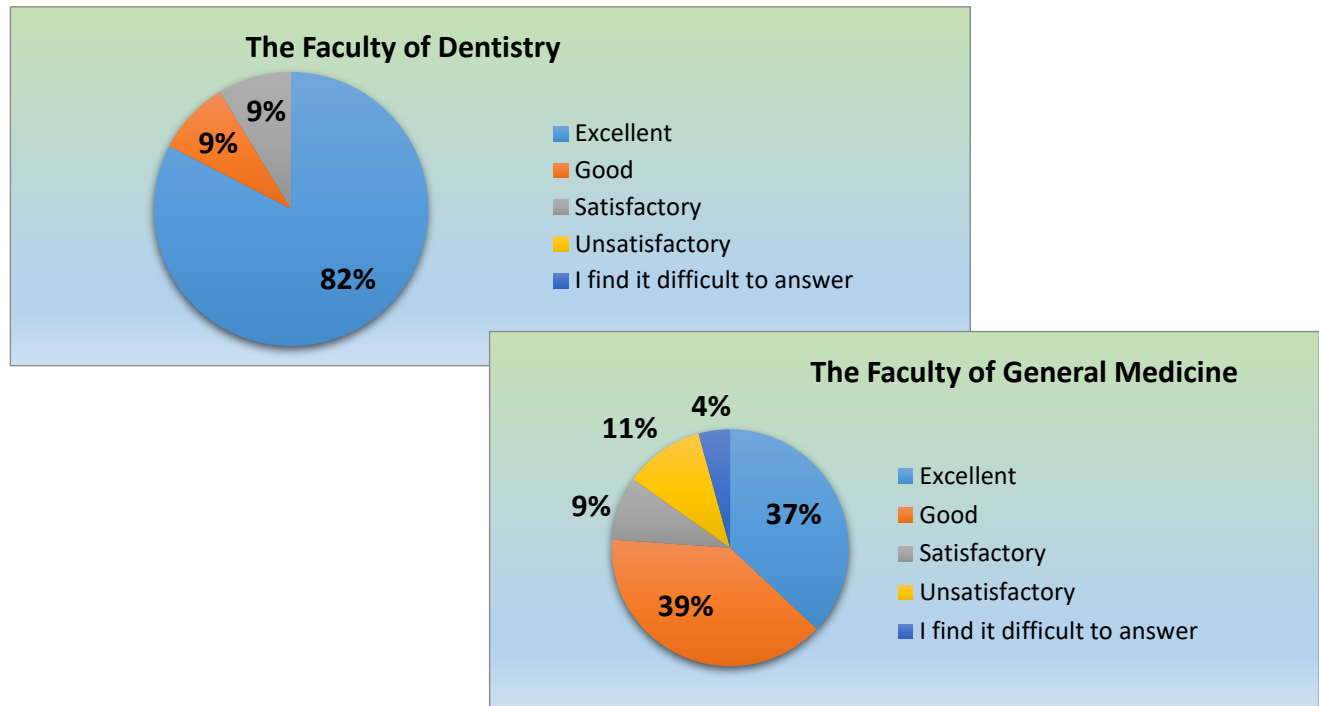


2.10. Has the studying at the University developed your communication and organizational skills?



The answers of the majority of graduates to this question are satisfactory, which means that within the framework of the courses, the university ensures the acquisition of students' communication and organizational skills as well.

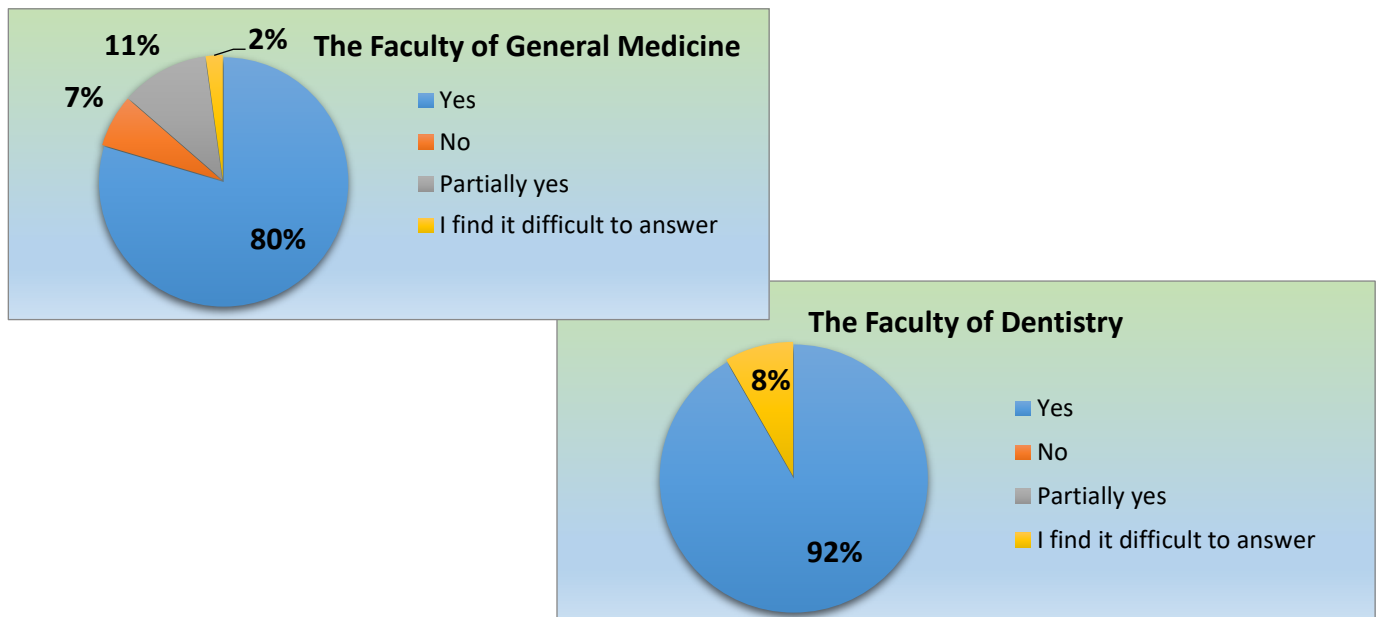
2.11. How do you assess the usefulness of the practices?



The majority of survey participants are satisfied with their practice, but we have unsatisfactory assessment of 11% of respondents from "General Medicine" faculty.

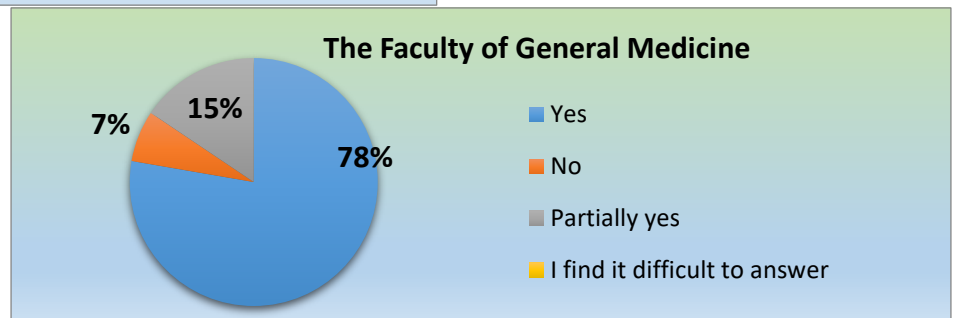
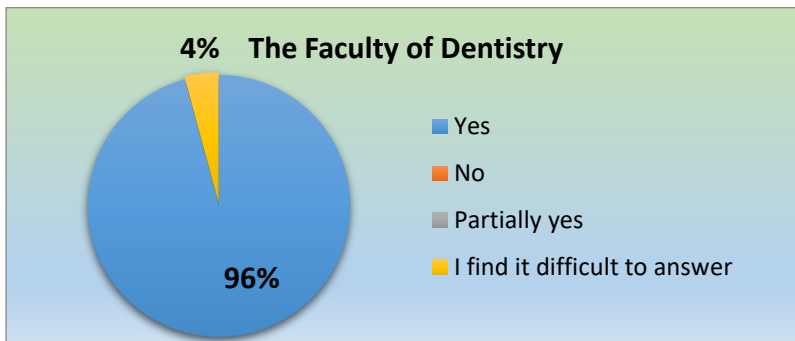
Additionally, in recent years, after the end of each internship, the university conducts an online survey to assess satisfaction with the internship.

2.12. Was the student's study load evenly distributed over the years? (Was the student's study load available? Were the task deadlines realistic? ...).



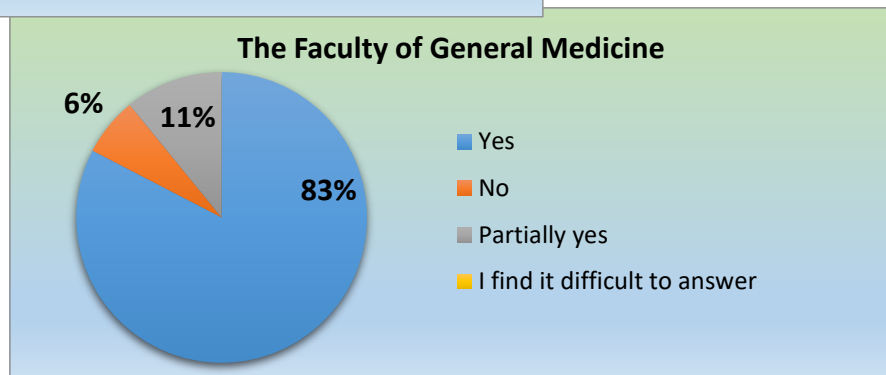
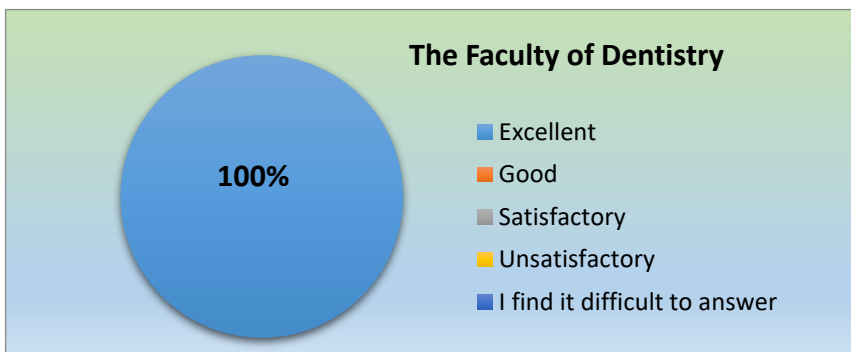
Only 7% of the respondents regarding the proportionality of the study load from the faculty of “General Medicine” responded negatively. From all other answers it is obvious that, generally, graduates were not dissatisfied with the study load.

2.13. Has the students' knowledge been assessed objectively during the study?



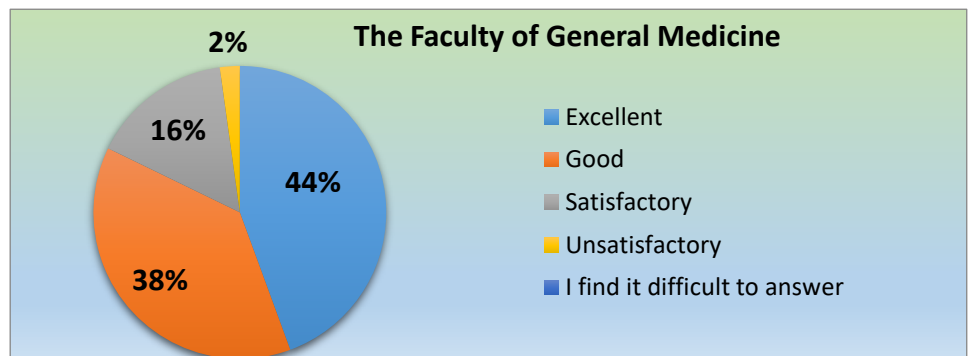
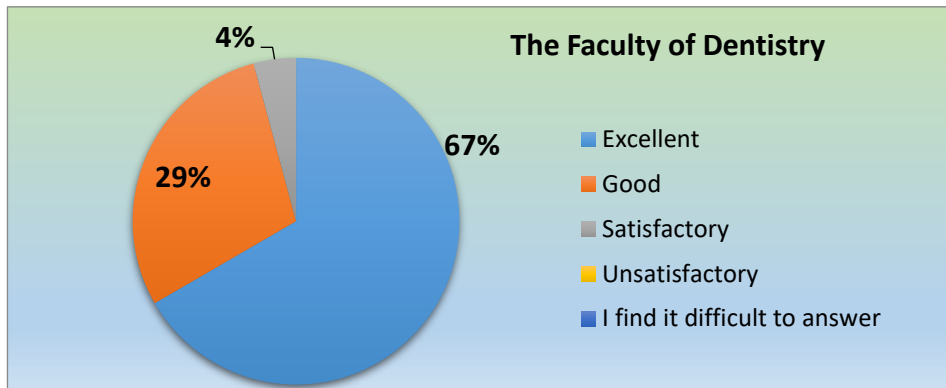
Students' satisfaction with the objectivity of assessment system is quite high, also compared to the previous year. Only 7% of students answered negatively.

2.14. Did various forms of knowledge testing and assessment (written, oral, assignments, current tests) contribute to the expected outcome of the course?



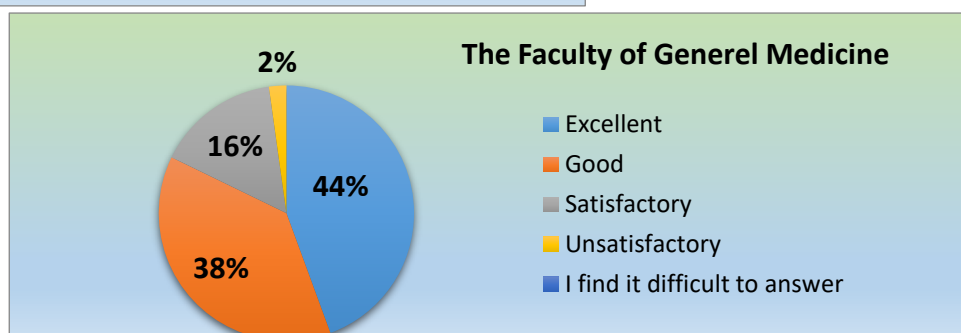
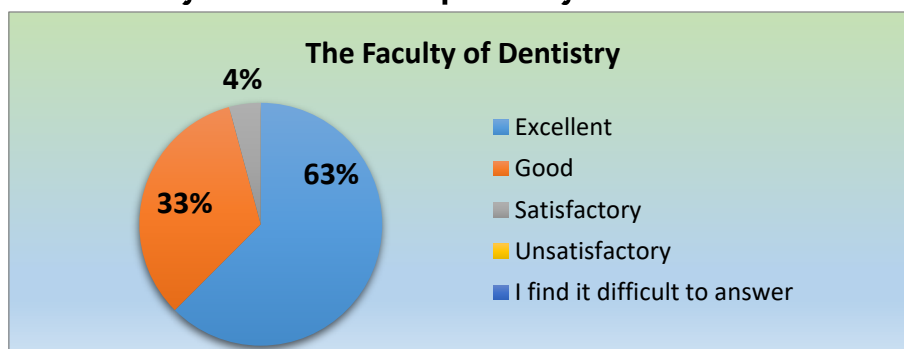
Regarding the forms of knowledge verification and evaluation, the majority of the respondents answered positively, i.e., the evaluation methods chosen by lecturers contributed to the achievement of expected results of the course.

2.15. How would you rate the overall knowledge assessment system?



In general, the evaluation of knowledge assessment system is satisfactory. Only 1 student answered negatively.

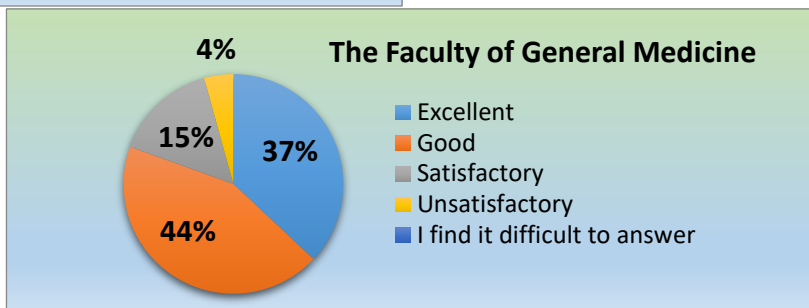
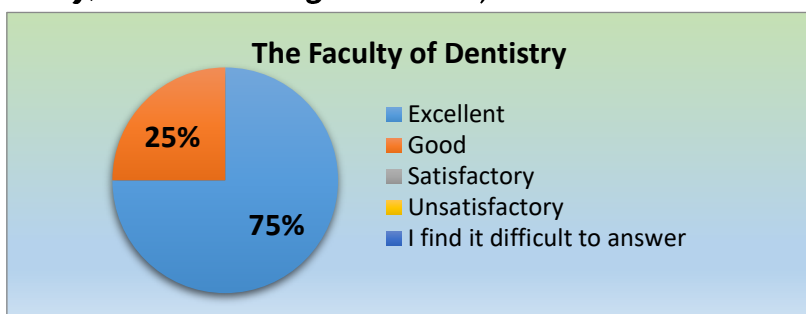
2.16. How do you assess the impartiality of the final attestation assessment?



Concerning the impartiality of final attestation assessment, we have excellent and good ratings from the majority of respondents, which is very gratifying.

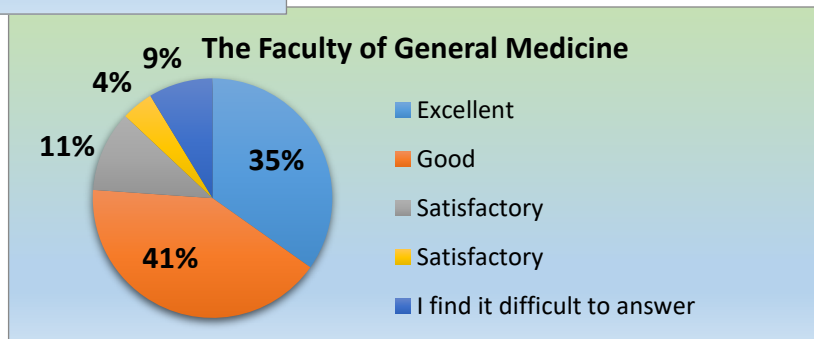
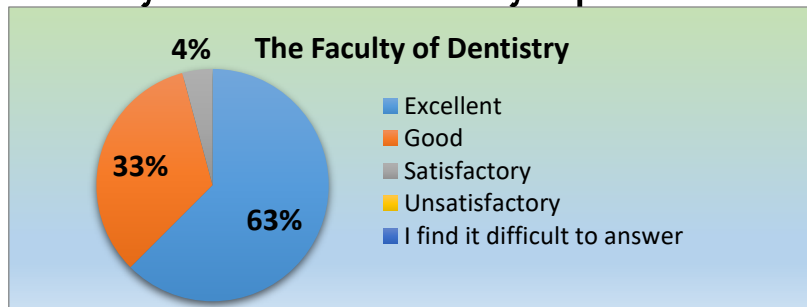
3. THE STUDENTS' SATISFACTION WITH THE EDUCATIONAL ENVIRONMENT OF THE UTM

3.1. How do you assess the material and technical base necessary for the organization of educational process? (classrooms, laboratories, professional rooms, preclinical room, library, other learning resources).



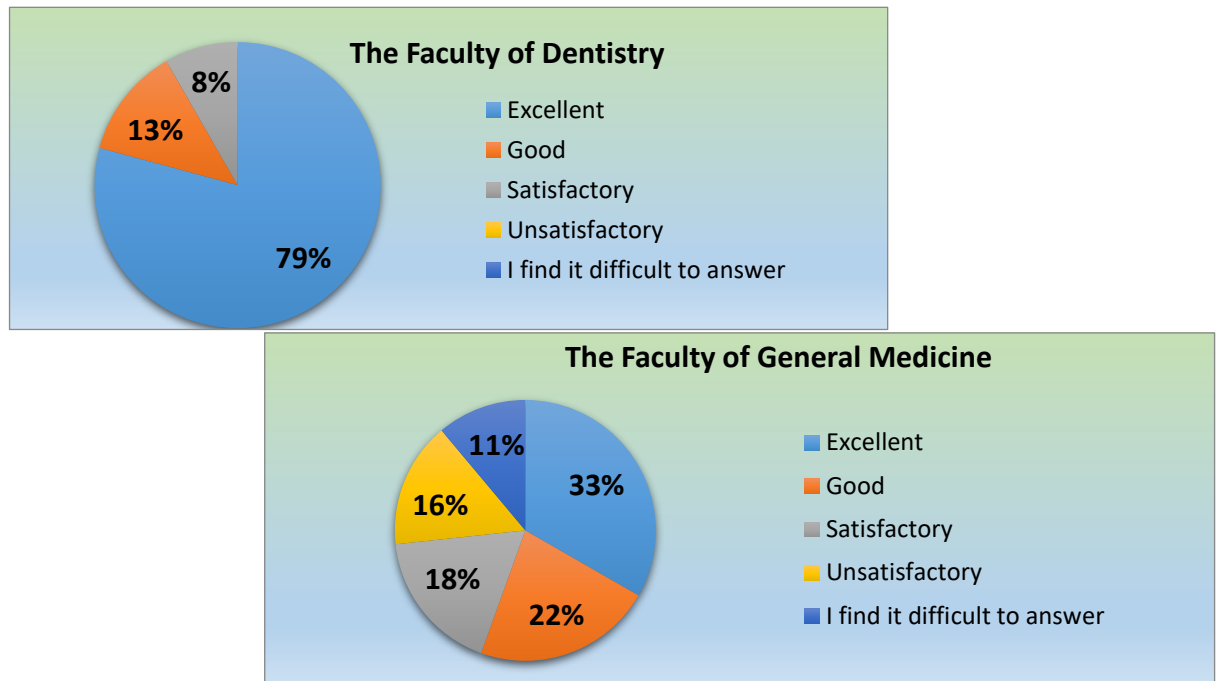
The material and technical base necessary for organization of educational process was assessed as insufficient by only 15 % of the respondents from the faculty of "General Medical". In general, students were satisfied with the available material and technical base for implementation of educational program.

3.2. How do you assess the availability of professional literature in the library?



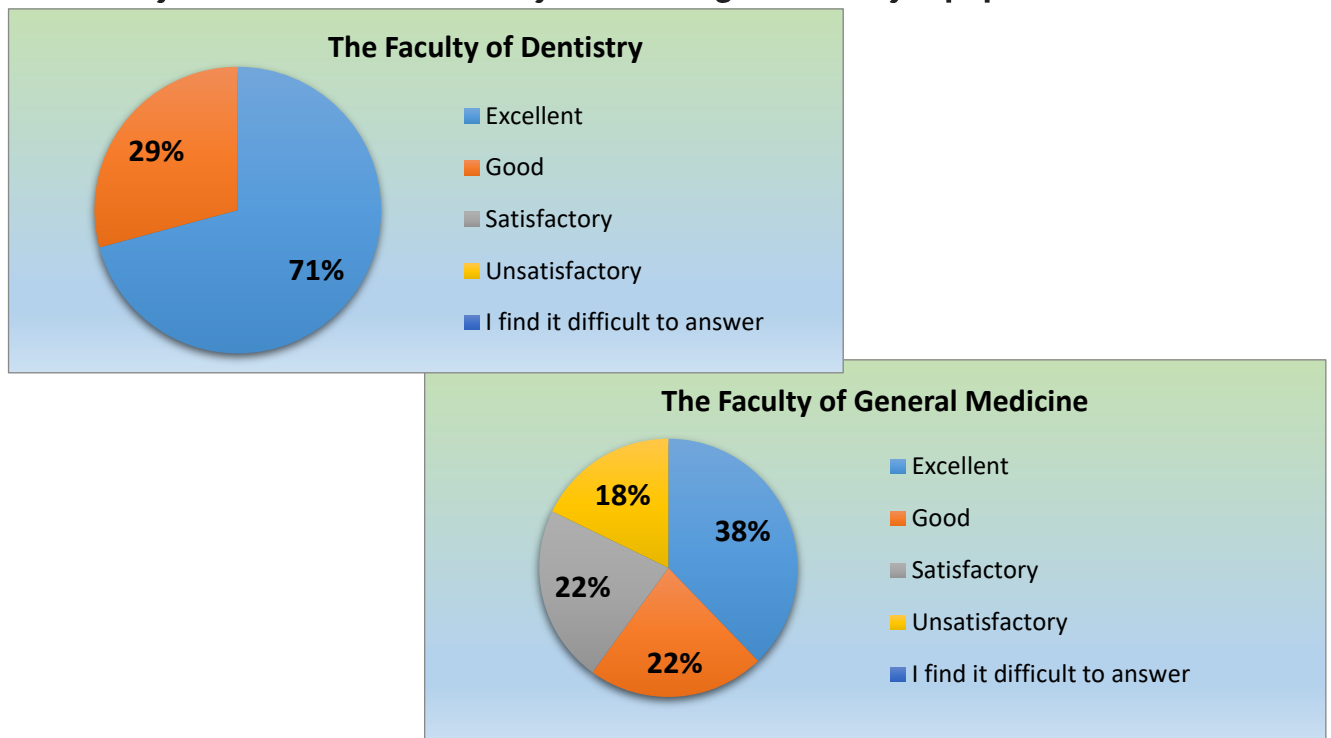
From responses of this question it's crystal clear that students didn't have any issues related to the availability of professional literature in the library.

3.3. How do you assess the availability of Internet resources at the University?

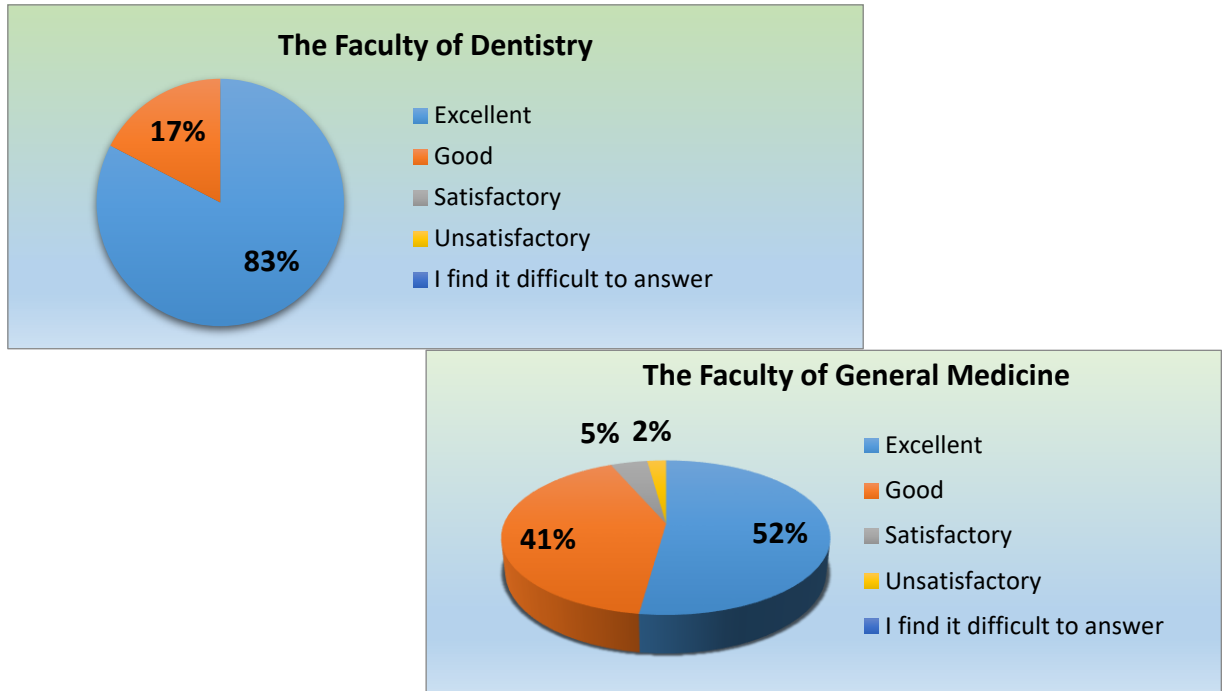


It's quite interesting that we don't have unsatisfactory responses from the graduates of "Dentistry" faculty concerning the above mentioned as well as other related issues. We received different answers from the Faculty of "General Medicine". More than 50% of respondents gave excellent and good ratings.

3.4. How do you assess the availability of teaching laboratory equipment and materials?



3.5. How would you assess the qualification level of the university's teaching staff in general?



We got only one negative assessment.

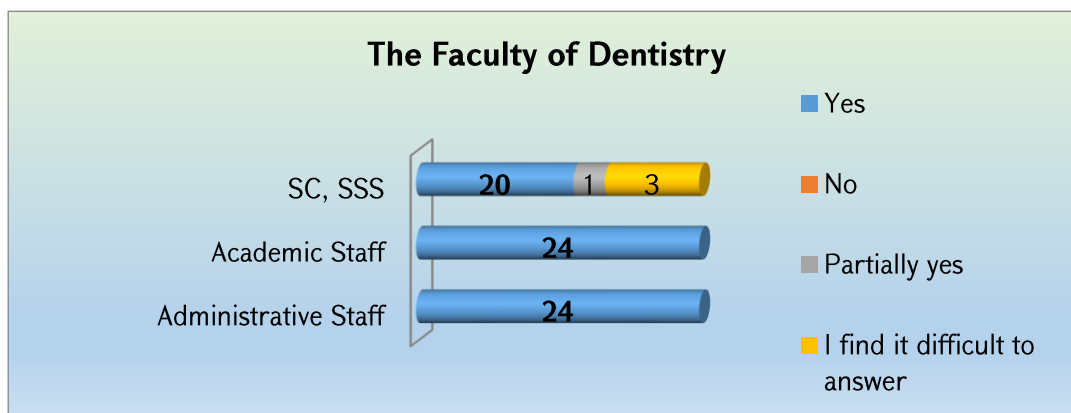
3.6. What specifically did not satisfy you in the work of the University's teaching staff?

- ✓ practical classes were inadequate - 1 student
- ✓ internships were few - 3 students
- ✓ were very strict with students - 1 student
- ✓ usage of old teaching methods - 2 students
- ✓ there was a problem of understanding the student's potential, some lecturers were biased - 1 student

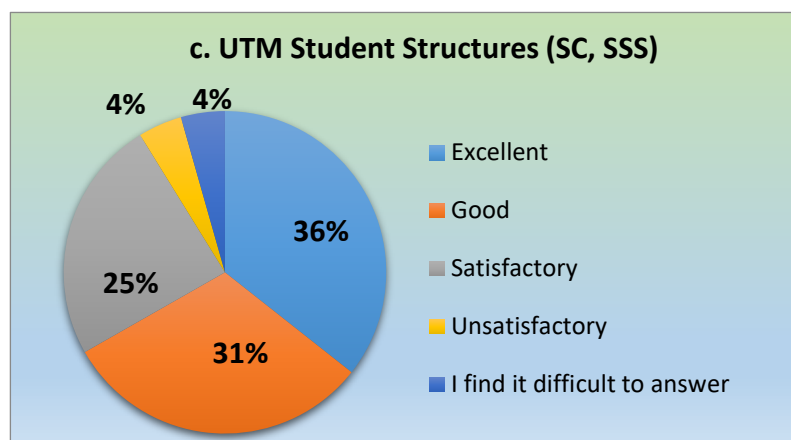
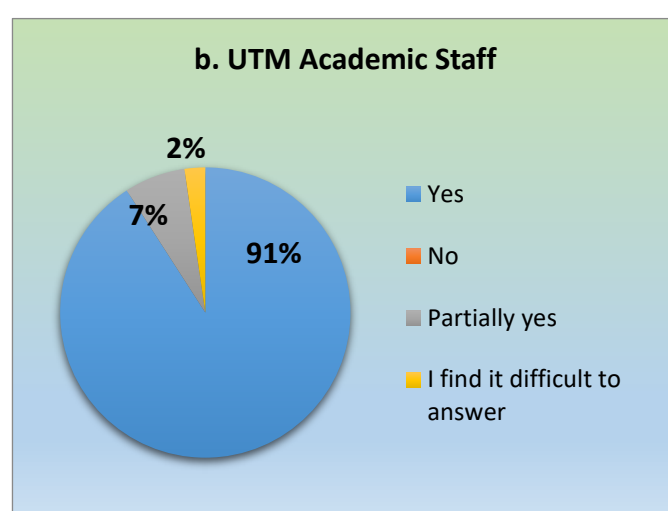
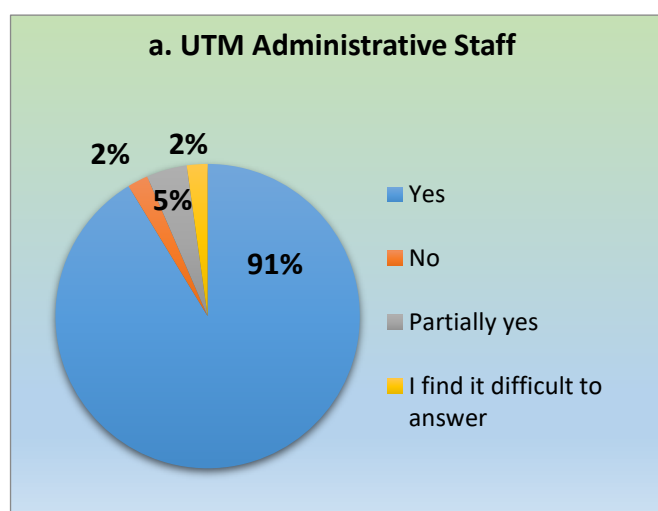
Students also gave satisfactory assessments to the above mentioned question.

- ✓ excellent teaching staff - 2 students
- ✓ excellent teaching staff - 2 students
- ✓ everything was awesome - 9 students
- ✓ I do not complain - 2 students
- ✓ everything was satisfied - 3 students
- ✓ lecturers worked with great dedication - 1 student
- ✓ there were no problems - 1 student

3.7. Are you satisfied with?

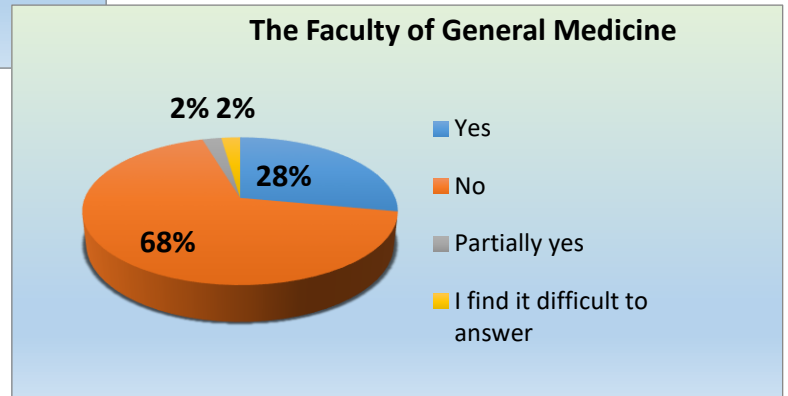
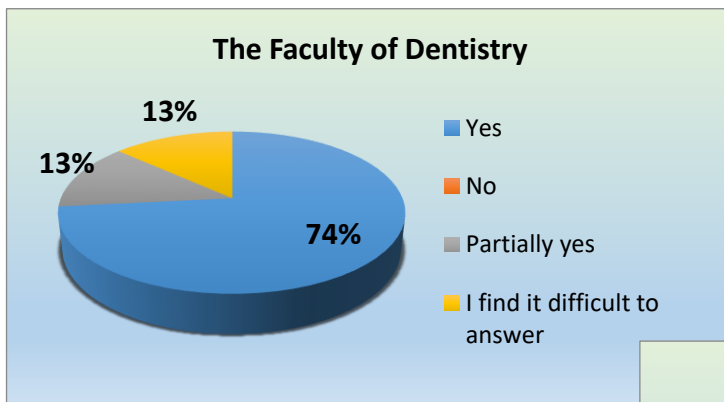


The Faculty of General Medicine



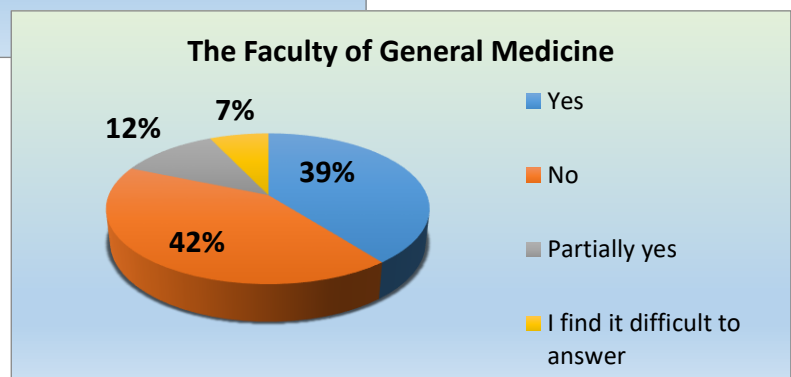
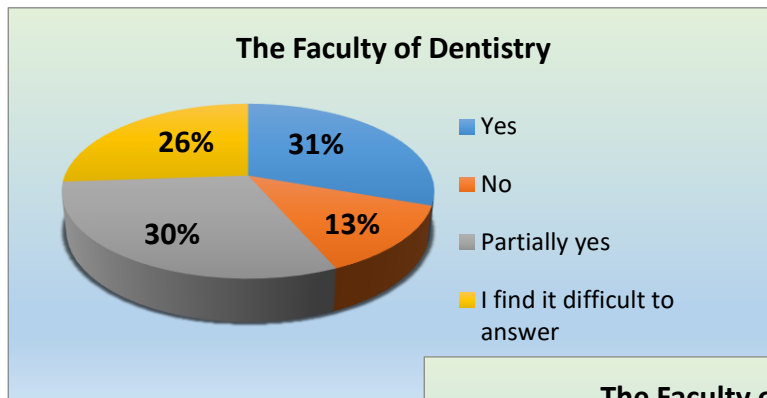
The university's SSS and SC have deepened their activities especially during recent years and that is very gratifying. The assessments given to the administrative and academic staffs also point out proficiency and conscientious work of administrative and academic staff of our university.

3.8. Are the procedures of students' applications and complaints mechanisms clear and transparent?



Students are constantly informed about the procedures and mechanisms for student applications and complaints, and there do not seem to be any problems with this issue.

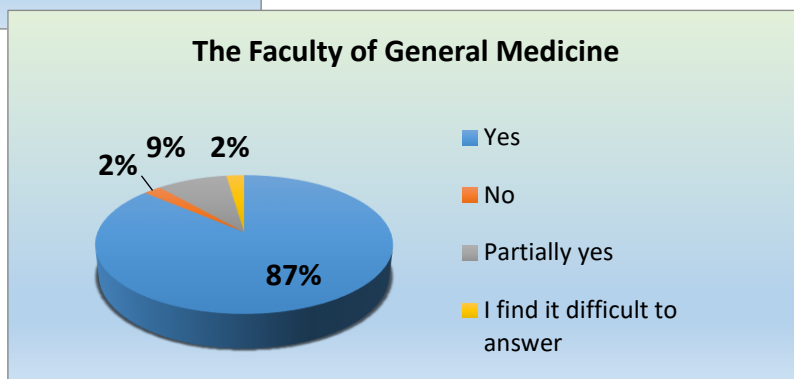
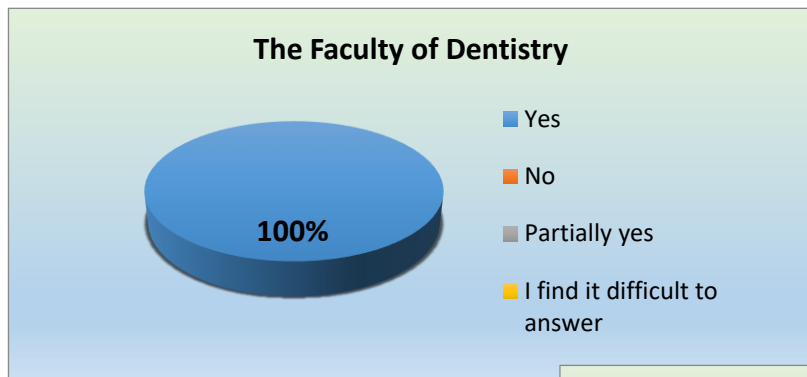
3.9. Do you have any problem of having a dormitory while studying at university?



The majority of questioned graduates, especially foreign students of "General Medicine" faculty, emphasize the availability of a dormitory.

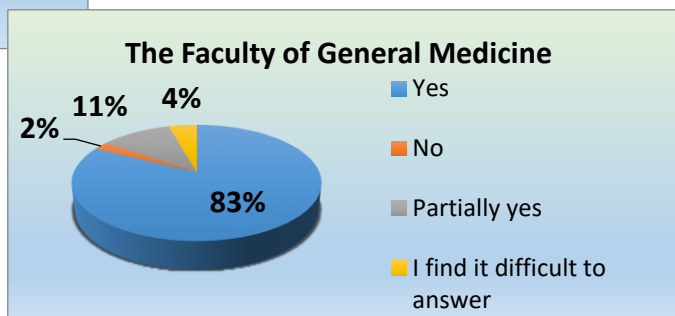
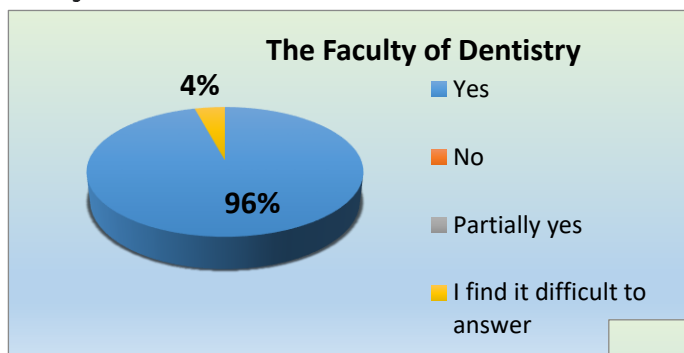
4. ABOUT INFORMATION SERVICES

4.1. Was the admission and learning information of the UTM available to you?



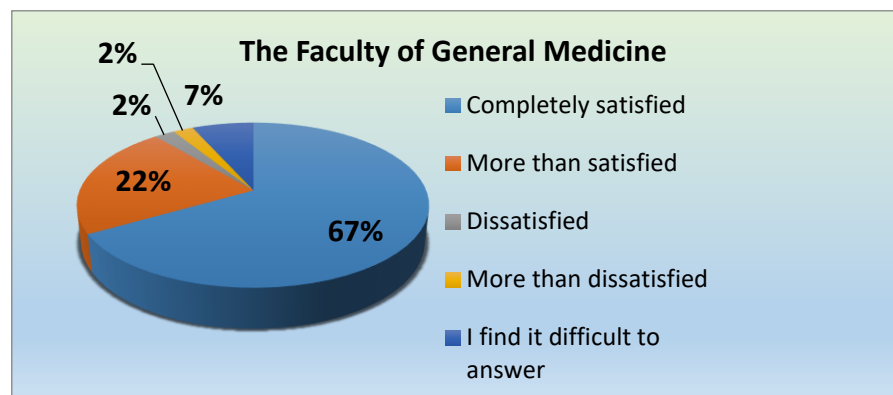
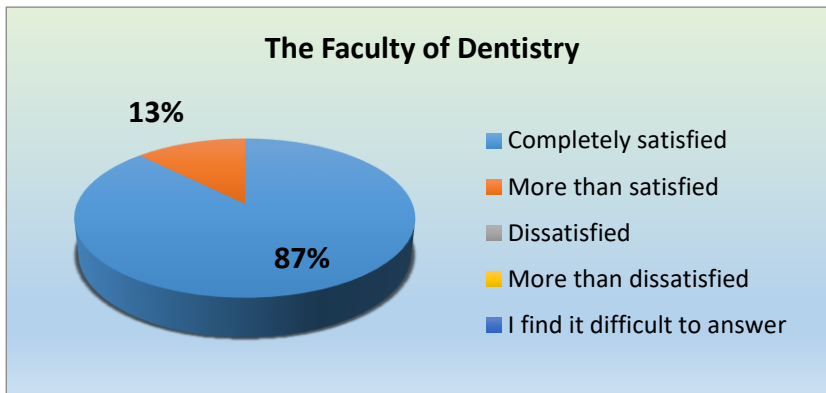
Alumni responses confirm that the UTM has provided applicants with the information needed and continues to do so, covering all possible student recruitment options.

4.2. Does the information provided by the university to the public correspond to the reality?



5. GENERAL ASSESSMENT OF EDUCATION RECEIVED AT THE UTM

5.1. How satisfied are you with the education you received from the UTM?



To this question, how satisfied are you with the education you received from the UTM, 87% of the respondents from the faculty of “Dentistry” answered that they were completely satisfied, and 13% said that they were more than satisfied. 67% of respondents from the faculty of "General Medicine" chose the option "I am completely satisfied", 22% "I am more than satisfied" and 4% chose "I am dissatisfied" and "I am more than dissatisfied" answers, and 7% found it difficult to answer.

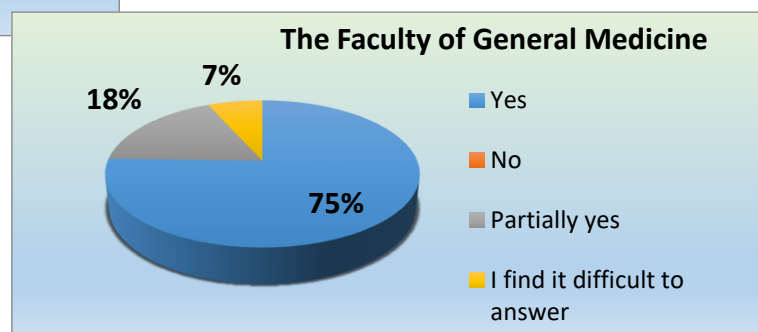
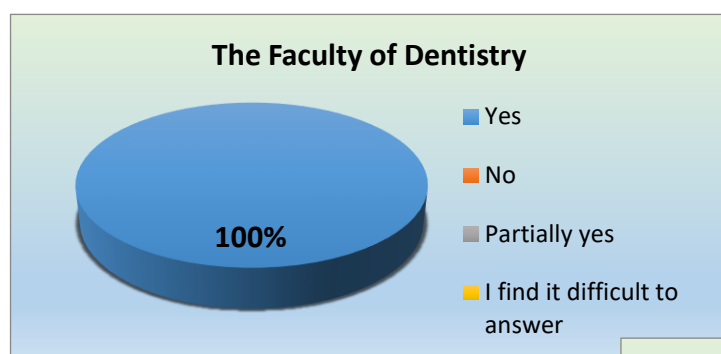
Based on its mission and strategic goals, the UTM constantly improves educational processes, promoting the flow of applicants and competition within universities.

5.2. Your comments on the education received from the university.

- ✓ Excellent- 3 students
- ✓ High quality academic staff- 1 student
- ✓ It's great-1 student
- ✓ I studied such kind of things that have never been aware of before(student moved from St. Therese) -1 student
- ✓ Awesome academic staff and very correct teaching methodology- 2 students
- ✓ Everything is done to educate competent professionals- 1 student
- ✓ There were some subjects which students did not need to study- 1 student
- ✓ Excellent educational system - 1 student

- ✓ Extremely good- 1 student
- ✓ The theoretical part was good, but practical part was inadequate - 1 student
- ✓ I am excessively satisfied - 2 students
- ✓ Everything was organized at a high level, in case of any question, it was solved immediately - 1 student
- ✓ Delivery of completely satisfactory theoretical and practical knowledge - 1 student
- ✓ I am satisfied with the education I received - 2 students
- ✓ It would be great if we could change clinic hours - 1 student
- ✓ I have not acquired many practical skills - 1 student
- ✓ It would be much better if clinical experience would be provided - 1 student
- ✓ I would like to thank the faculty, especially professors H. Stepanyan, A. Minasyan, N. Khalatyan
- ✓ It was very helpful and I got more knowledge than I could have expected-1 student
- ✓ Provide clinical knowledge - 1 student
- ✓ I have no words: the university did his best - 1 student

5.3. Would you recommend your relatives and friends to be admitted to the UTM?



It is captivating that all the graduates participating in the survey from the "Dentistry" faculty and 75% of the graduates from "General Medicine" are ready to recommend their relatives and friends to enter the UTM. That is a high index, as well as the answer given in previous year's survey (73%).

5.4. List the strengths of the education received at the UTM.

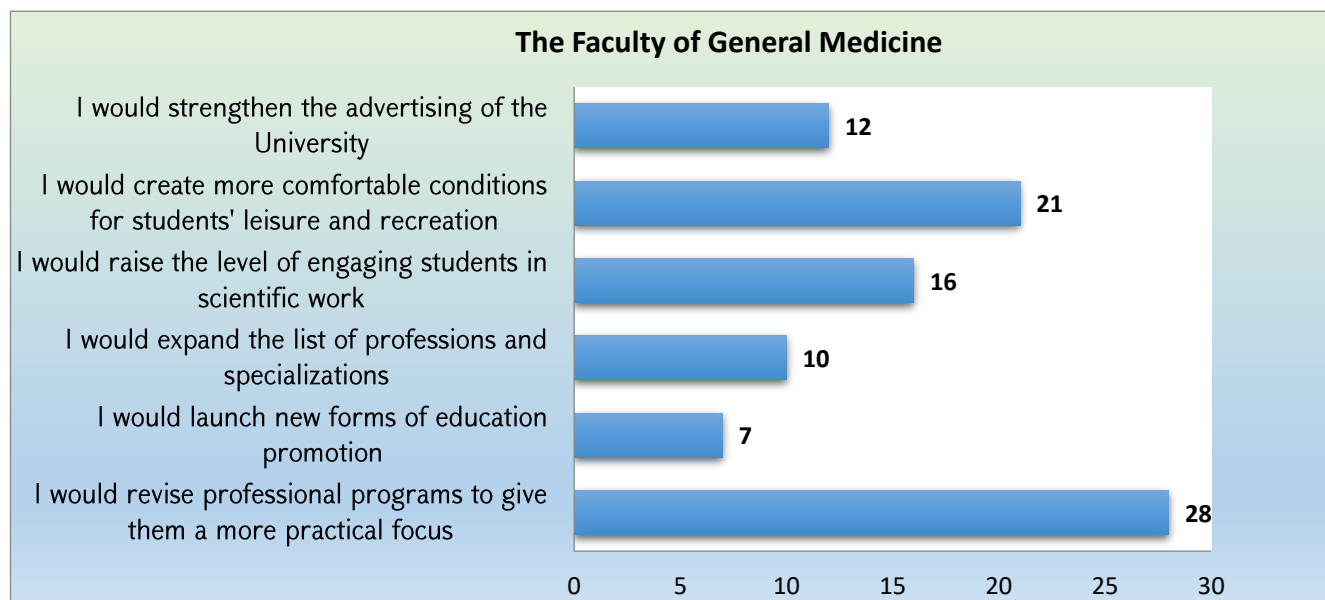
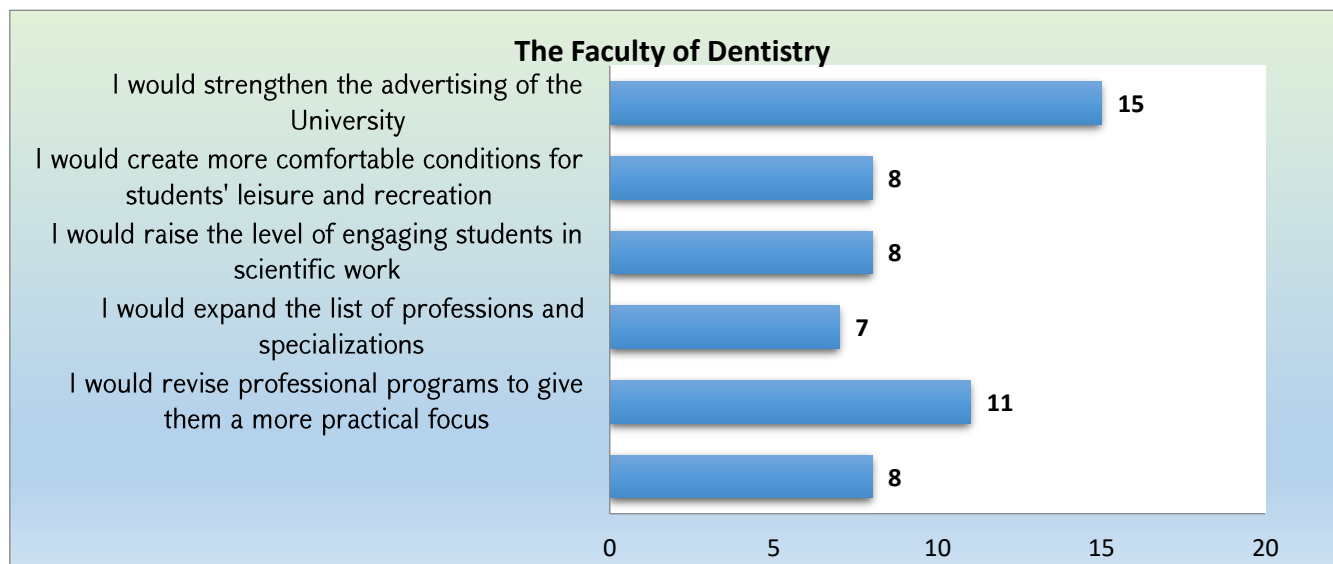
- + good social atmosphere and conditions, available resources - 1 student,
- + high-level academic staff - 4 students
- + theoretical, practical knowledge - 8 students
- + modern literature, practice-1 student

- + provides great opportunity to acquire practical skills-1 student
- + as a result of good assimilation of knowledge, I perform my work without difficulties - 1 student
- + special attention to each and every one - 1 student
- + brilliant, professional administration, especially the vice-rector for quality, perfect atmosphere - 1 student
- + organization, direct supervision and support of the quality vice-rector in various matters - 1 student
- + selected building conditions, saturation of material and technical resources
- + strict leaders, high level of discipline - 1 student
- + educational programs in Armenian and English - 1 student
- + regularly organized meetings with students and the dean, vice-rector for quality assurance - 1 student
- + supervision, educational resources, academic staff, the quality vice-rector-1 student
- + excellent student-teacher relationship - 2 students
- + student-teacher good cooperation throughout the year - 1 student
- + supportive, friendly administrative staff - 2 students

5.5. List the weaknesses of the education received at the UTM.

- ✓ zero -8 students
- ✓ visual practice - 1 student
- ✓ in my opinion the amount of the tuition fee, is a bit high - 1 student
- ✓ lack of international practice - 1 student
- ✓ involvement of students in research works - 1 student
- ✓ very hot classrooms – 3 students
- ✓ classes in clinics - 2 students
- ✓ few practices - 4 students
- ✓ administrative employees who do not speak English - 1 student
- ✓ lack of research - 1 student
- ✓ uncomfortable library and buffet-1 student
- ✓ limited laboratory works - 1 student

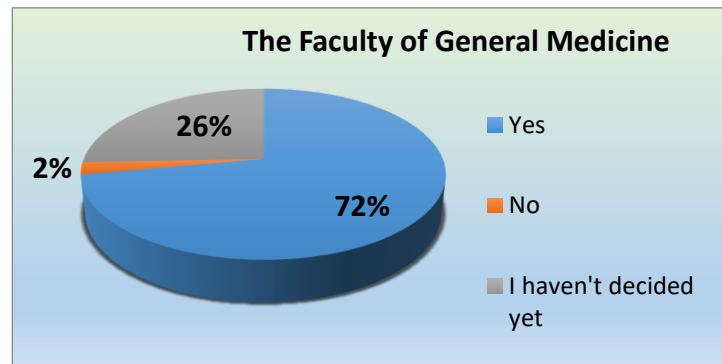
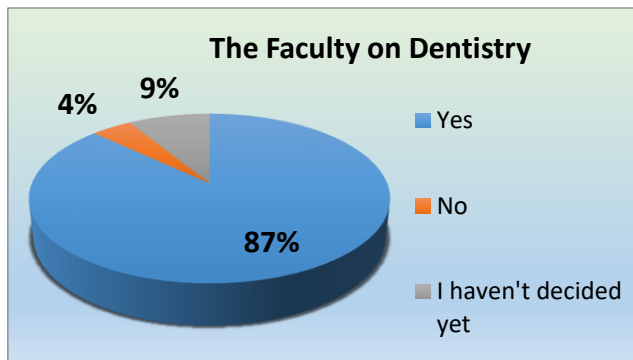
6. IF YOU HAD AN OPPORTUNITY, WHAT WOULD YOU CHANGE AT THE UNIVERSITY?



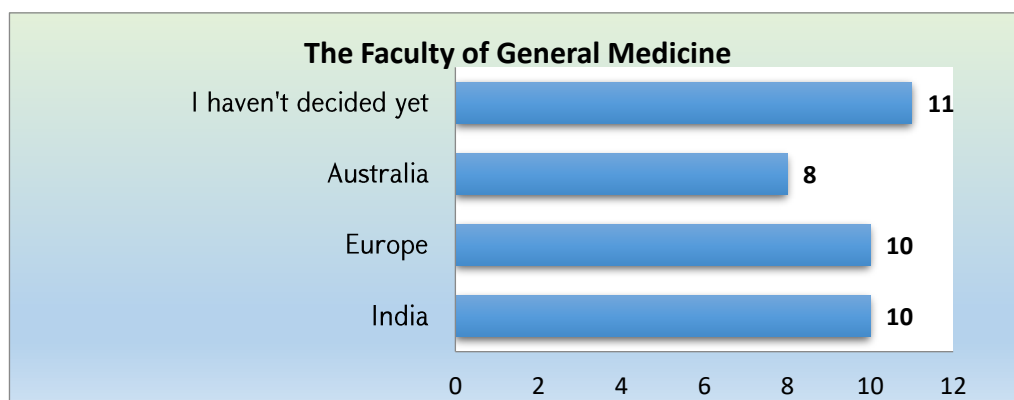
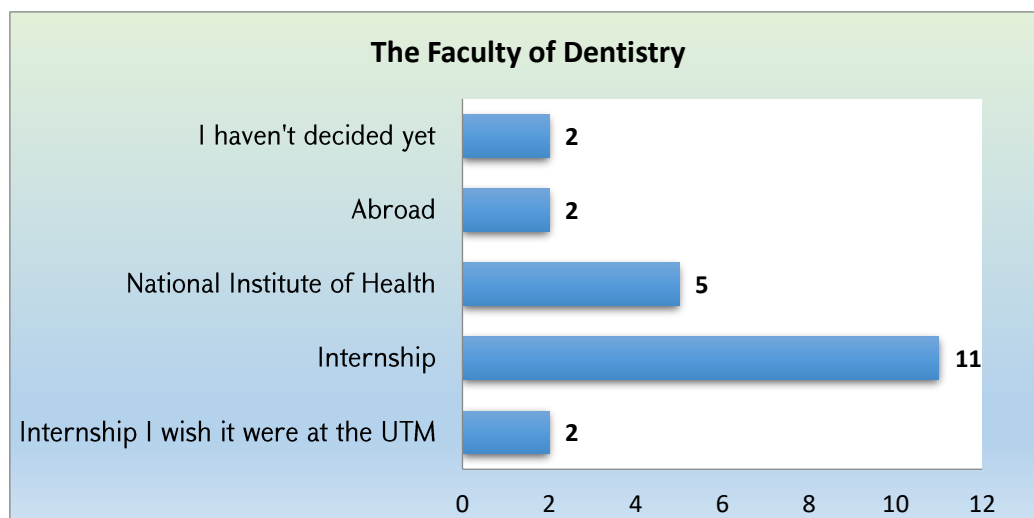
The following adjustments were suggested as well:

- availability of Wi-Fi zones in the university - 2 students
- online folder to save students' educational materials- 1 student
- fans - 1 student
- canteen - 1 student
- distinct practical knowledge - 2 students
- give clinical knowledge to the university - 1 student
- I would change nothing - 2 students
- re-submissions to be free-1 student

6.1. Do you want to continue your education?



6.2. If yes, then where?



CONCLUSION AND RECOMMENDATIONS

Independent evaluations carried out by graduates, allow to separate strengths and weaknesses of education from different perspectives and to respond to a number of educational problems that arise within the framework of educational processes in time as well as to increase the quality of the educational process.

Summarizing survey results we can note that graduates are generally satisfied with the education received. The majority of the respondents (77%) are completely **satisfied** with the education receive, and 18% are **more than satisfied** since they are ready to recommend their relatives and friends to enter the UTM.

Graduates received sufficient professional knowledge and abilities, but they mentioned different problems, for the solution of which it is recommended to:

1. increase the level of satisfaction of students with the Student Scientific Society and Student Council structures,
2. equip laboratory rooms with material and technical means taking into account priority of funds provided to chairs, This will make practical classes more interesting and interactive and involve a larger number of students in the class,
3. create more comfortable conditions for leisure and recreation for students,
4. activate students to engage in research work, which will help them as future doctors to appear at conferences as well as to present experience accumulated during work,
5. continue adding professional literature in English to the library, ensuring availability of books in each professional subject.

QA Leading Specialist

M. Hovsepyan