

SURVEY ANALYSIS OF GRADUATES' CONTENTMENT IN EDUCATION RECEIVED BY 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.

A 5th year graduates of the Faculty of “Dentistry” and a 6th year graduates of the Faculty of “General Medicine” of the UTM have participated in surveys of satisfaction with the education received online via Google Forms program in 2021-2022.

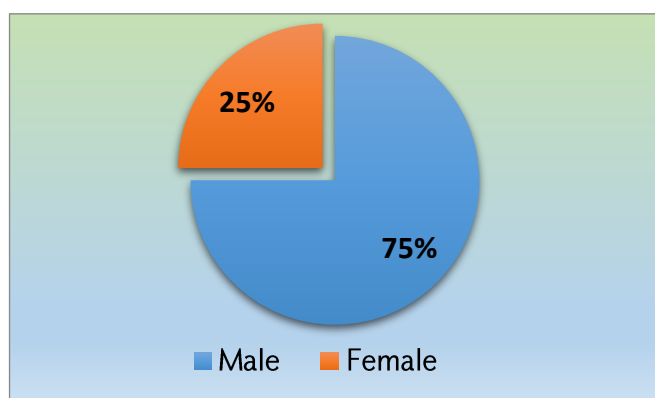
The survey was conducted immediately after final exams in July. The questionnaire was completed anonymously.

21 out of 33 graduates of 2021-2022 academic year /64%/ participated in the survey.

Below we present questions with their results.

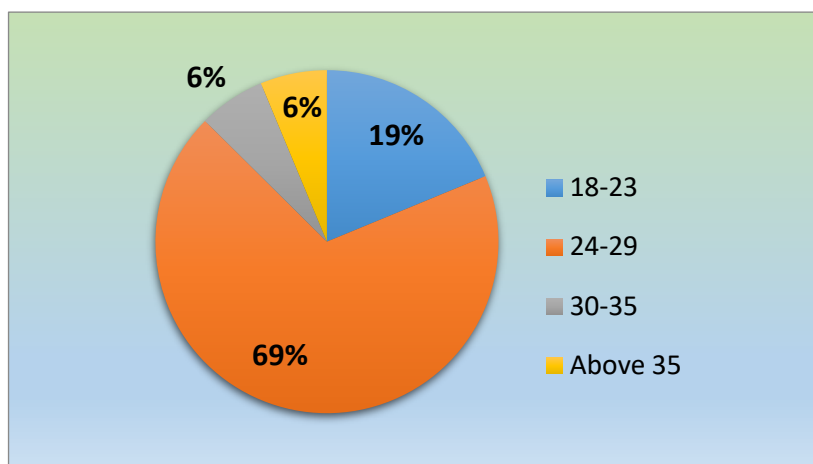
1. General Information

1.1. Note Your Gender



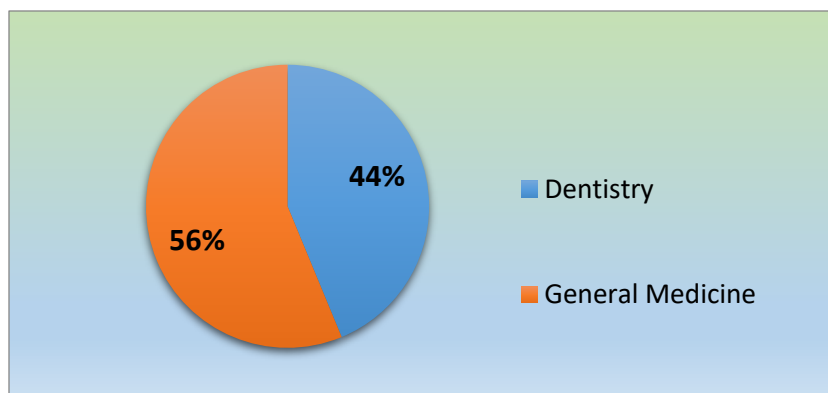
Among the graduates of 2021-2022 academic year the majority of graduates were male representatives, and the same privilege is presented among the survey participants.

1.2. Indicate Your Age



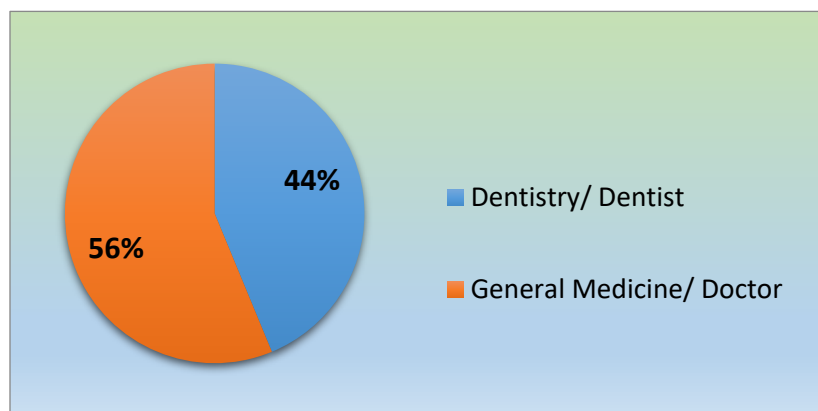
As can be rightfully noticed the UTM has produced graduates of different age groups. The nationality of the graduates is also diverse: Iraq, Iran, India, Jordan.

1.3. Indicate what faculty did you study at?



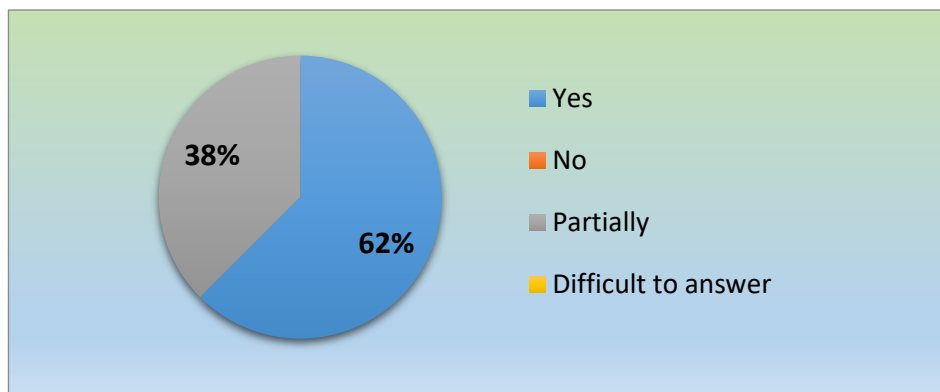
The number of graduates of the faculty of “General Medicine” of 2021-2022 and of previous years is greater. We have recorded the same results among respondents.

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



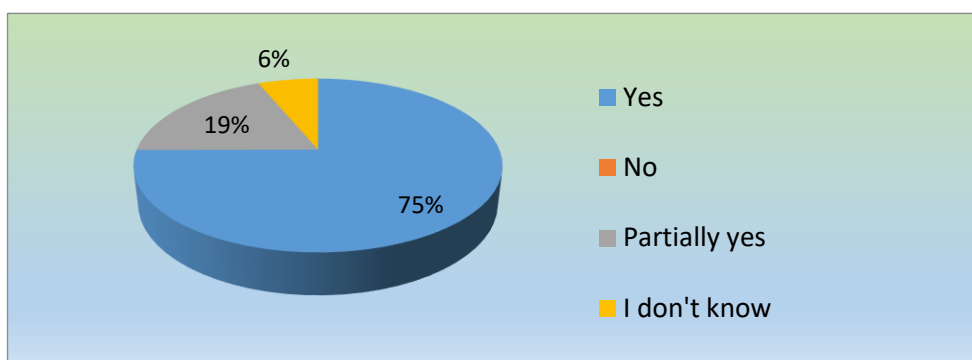
2. GENERAL SATISFACTION FROM THE EDUCATIONAL PROGRAM

2.1. Were the goal and outcomes of the educational program clear and understandable to you? (that is, what you needed to know to be able to do at the end of your studies).



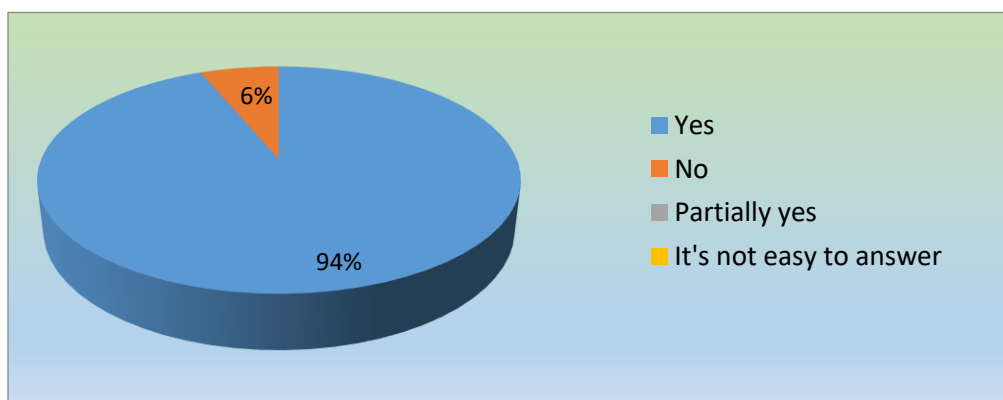
The majority of questioned graduates were clear about the end results of the professional educational program, hence, that implies the awareness of the education program provided to students.

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



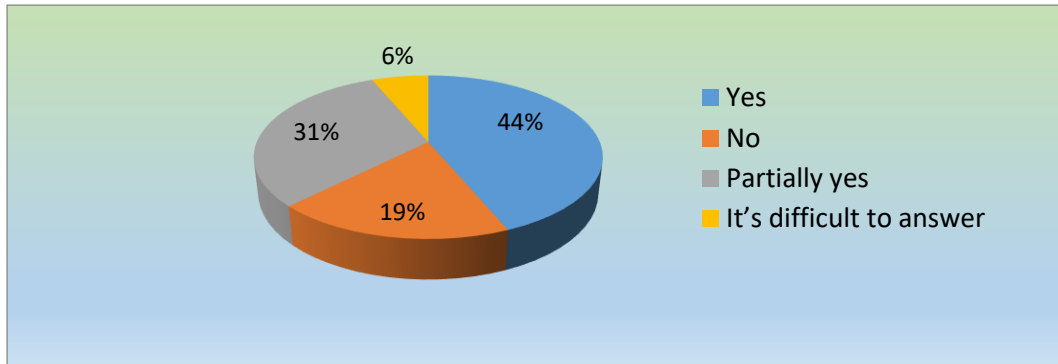
As illustrated from students' responses, the students were aware of what they will learn within the framework of delivered course.

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



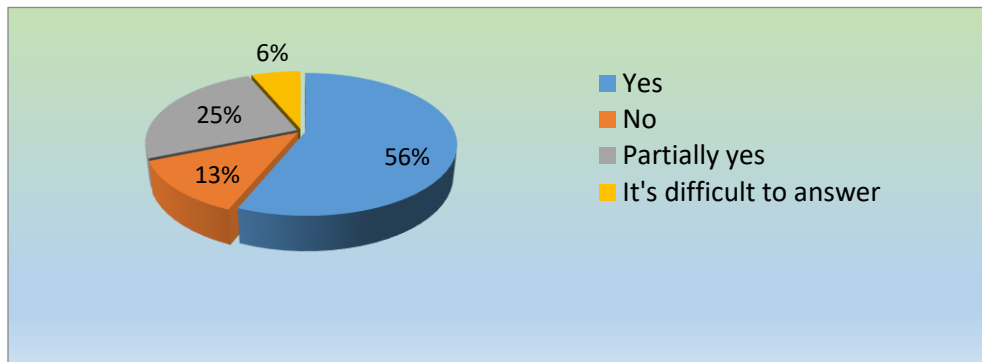
Only 6% of the respondents were not clear about the requirements presented by the lecturer, and the remaining 94% are apparently satisfied with lecturer-student cooperation.

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



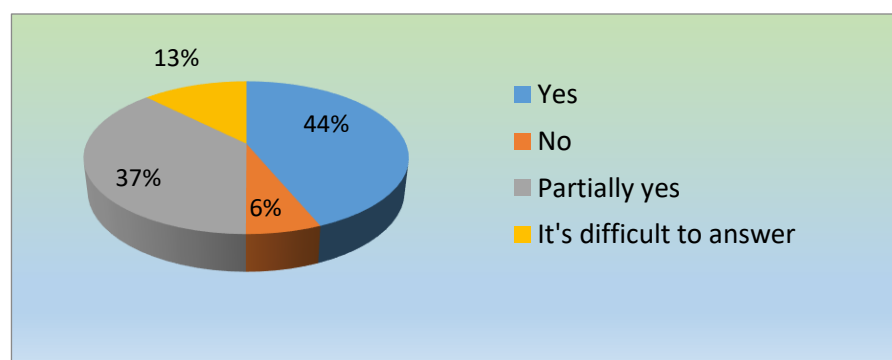
Respondents' answers to this question are very different. 44% of the respondents were satisfied with the ratio of theoretical and practical classes for fruitful learning of the subject, 31% were partially satisfied, 19% were not satisfied, and 6% found it difficult to answer.

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



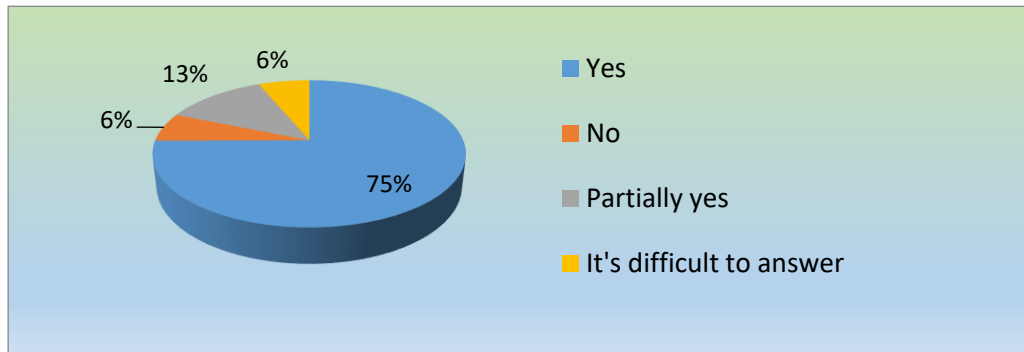
56% of the questioned graduates believe that the study contributed to the acquisition of theoretical knowledge at the University, 25% of them answered that it partially contributed, 13% were dissatisfied with the acquisition of theoretical knowledge, and 6% of the respondents found it difficult to answer.

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



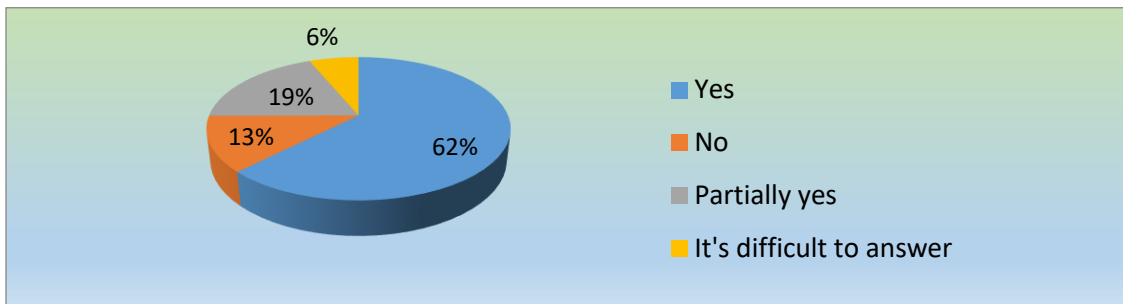
The majority of respondents gave a positive assessment regarding the above-mentioned question, nevertheless, it is necessary to always emphasize the process of evaluation of study, especially internships results.

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



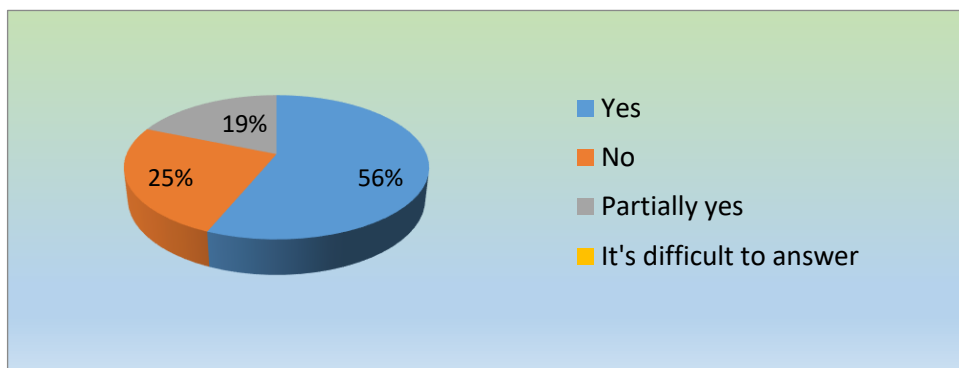
75% of the surveyed students confirmed that they received support in order to raise and meet their educational needs, 13% answered that they partially used this support, 6% found it difficult to answer and the same number answered no.

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



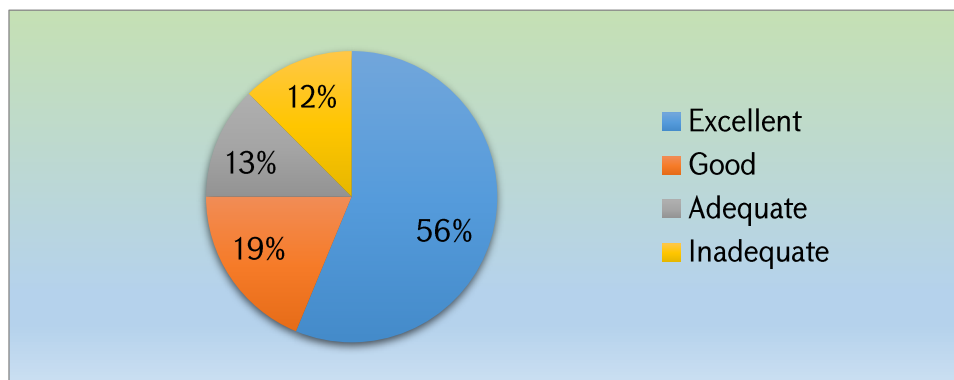
62% of the respondents believe that studying at the UTM contributed to the formation of their clinical mindset, 19% believe that it partially contributed, 13% think that it did not contribute, and 6% found it difficult to answer.

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



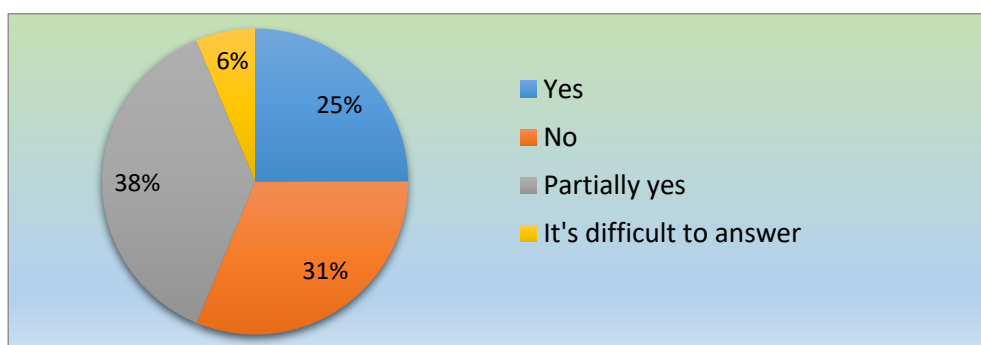
In order to find out whether the University has developed communicative and organizational abilities of its graduates, we received the following answers: 56% answered positively, 19% consider that these abilities were partially developed, and 25% answered negatively.

2.10. How do you assess the usefulness of the internships?



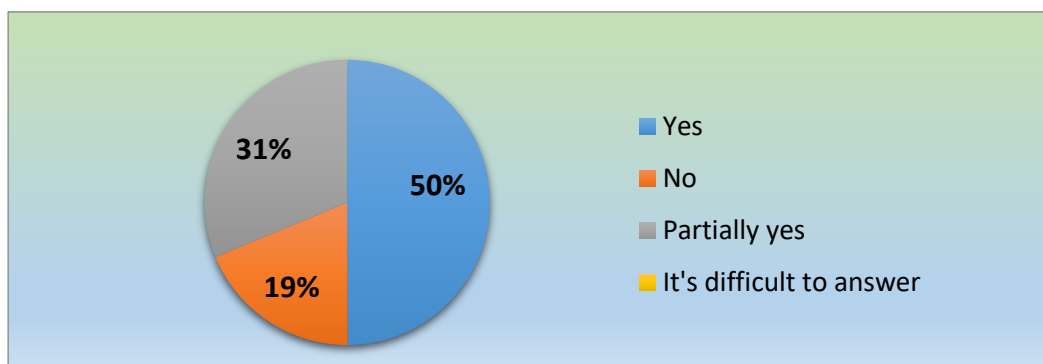
As essential and important component of educational programs of any professional educational institution internships are organized according to curricula from the 2nd year onwards. For the students of the faculty of "Dentistry" 15 credits are allocated and 18 credits for those studying at the faculty of "General Medicine". 56% of surveyed students assessed the internships' usefulness excellent, 19% good, 13% adequate, and 12% inadequate. 10% of students did not answer this question. It should be noted that students' satisfaction regarding this issue is higher compared to previous year

2.11. Were you interested in the subjects included in the "Traditional Medicine" education program of the specialty educational program ("Phytotherapy", "Acupuncture therapy",...)?



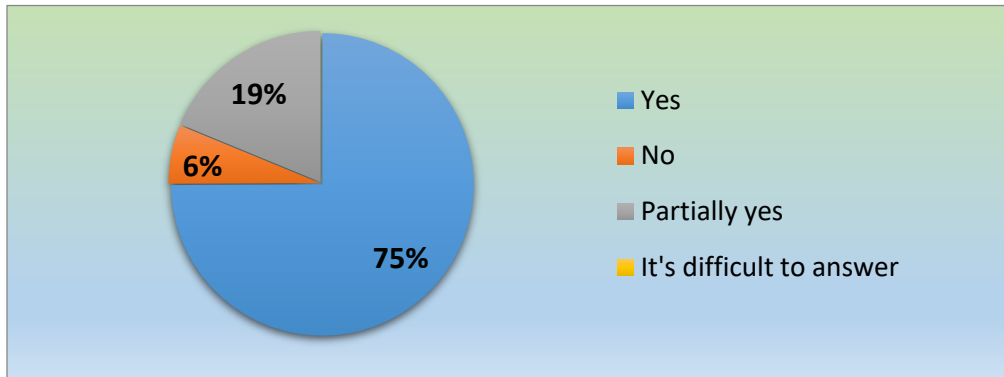
As can be rightfully noticed only 1/4 of the surveyed graduates were interested in those courses. Hence, the majority of respondents, i.e. 31% were not interested in the subject.

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



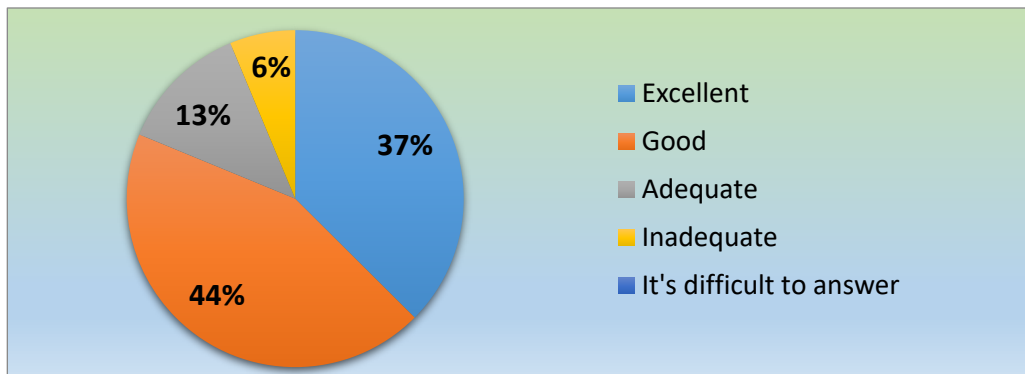
50% of the respondents confirmed objectivity of students' knowledge assessment. 31% of students find knowledge assessment partially objective and 19% of them answered negatively. It's needed to comprehensively address the above mentioned issue.

2.13. Did different forms of knowledge testing and assessment (written, oral assignments, midterm evaluations) contribute to the achievement of expected course outcomes?



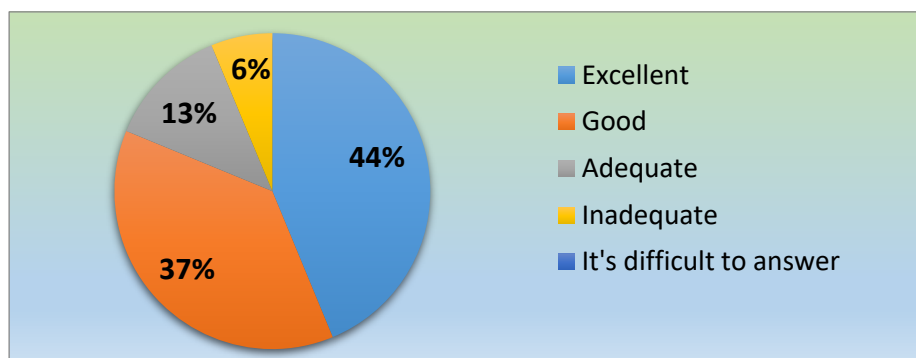
The majority of respondents answered positively regarding the forms of knowledge verification and assessment. Therefore, assessment methods chosen by the lecturers contributed to the achievement of expected results from the course.

2.14. How would you rate knowledge assessment system in general?



Generally, knowledge assessment system is satisfactory for students. Only one student answered negatively.

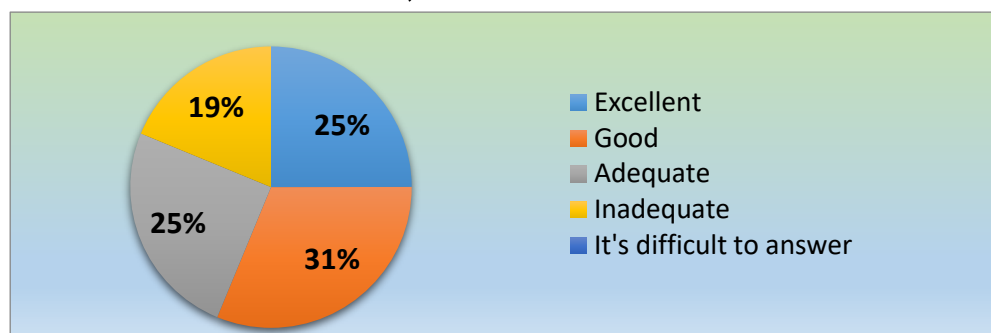
2.15. How do you assess the impartiality of the final attestation assessment?



Regarding the impartiality of the final attestation assessment, 81% answered positively which is very gratifying.

3. STUDENTS' SATISFACTION WITH THE EDUCATIONAL ENVIRONMENT OF UTM

3.1. How would you assess the material and technical base necessary for organization of educational process (classrooms, laboratories, specialized rooms, pre-clinical room, library, other educational resources)?



The material and technical base necessary for the organization of educational process was assessed as inadequate by 19% of the respondents. In general, the students were satisfied with the existing material and technical base for the implementation of educational program.

3.2. What specifically did not satisfy you in the organization of the educational process related to the material and technical base?

Only a small number of students answered precisely what they didn't like about the material and technical base required.

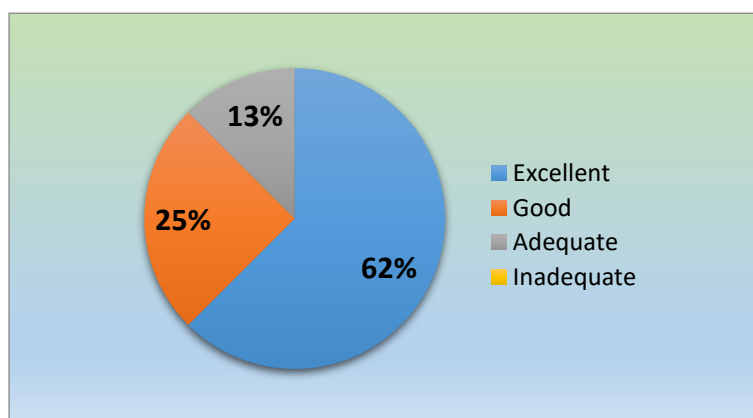
Laboratories: 3 students,

Medical books in English in the library: 1 student,

The internship and knowledge of some subjects were not enough: 1 student,

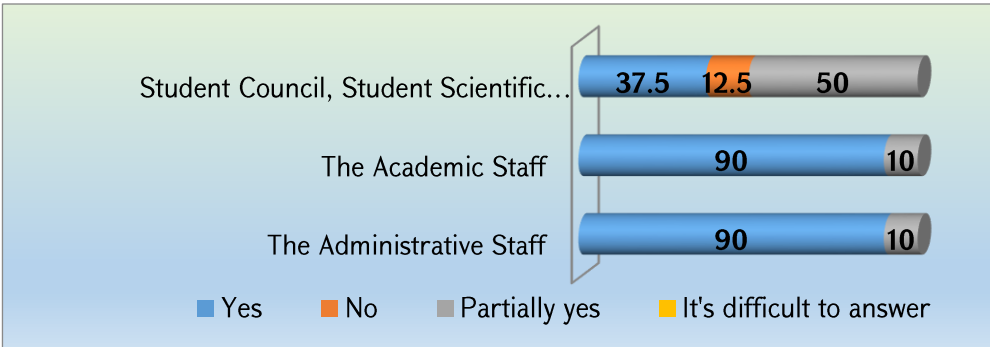
Surgical diseases and internal diseases: 1 student.

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



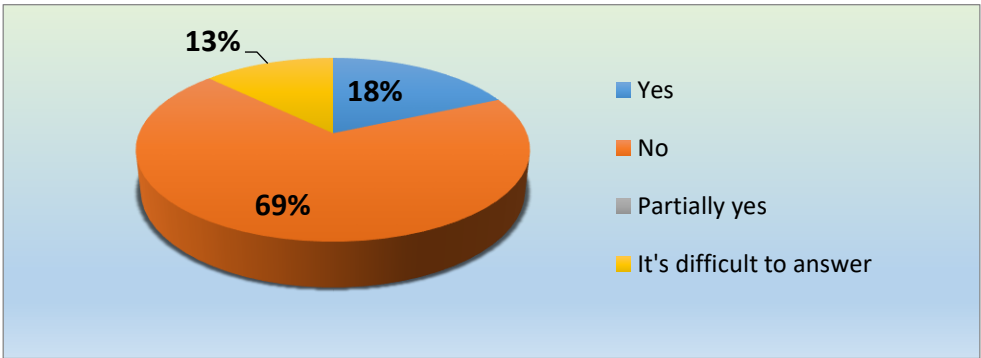
3.4. What specifically did not satisfy you in the organization of the educational process related to the material and technical base? Some of the students who participated in the survey answered this open question and stated that they did not have any problems during their studies.

3.5. Are You satisfied with?



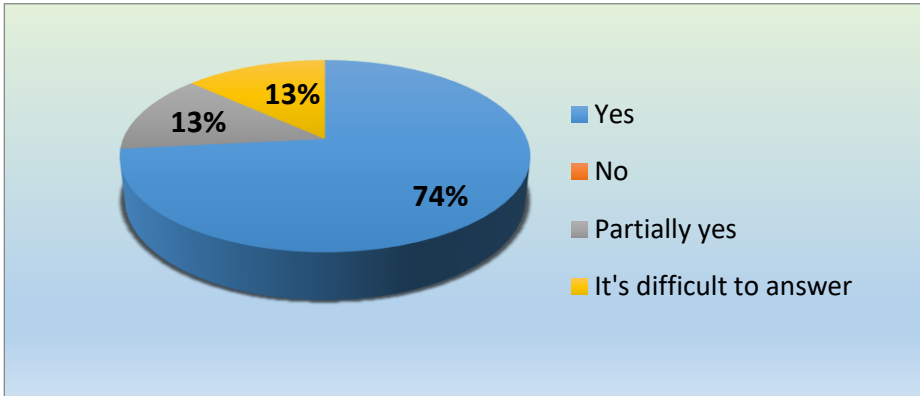
90% of graduates are satisfied with both management and academic staff. A small number of students are satisfied with student structures, which should receive special attention in the university.

3.6. Have you encountered cases of academic dishonesty during your studies?



The majority of surveyed graduates stated that they have not encountered any manifestations of academic dishonesty, 13% found it difficult to answer. Anyway, we have survey participants who have encountered cases of academic dishonesty. The latter is to be clarified and discussed.

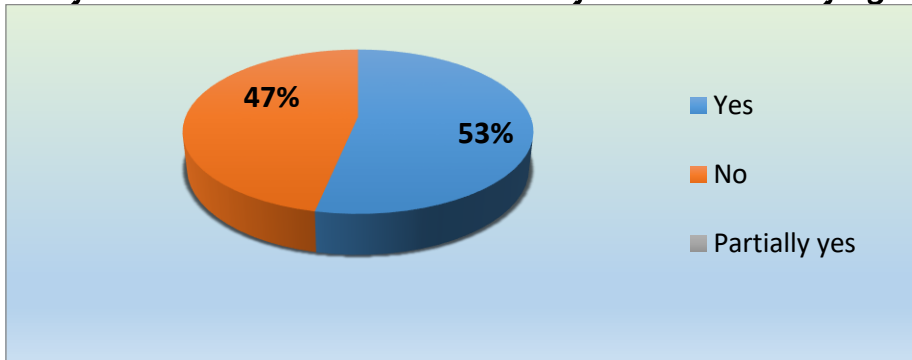
3.7. Are procedures and mechanisms for expressing students' applications and complaints



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.

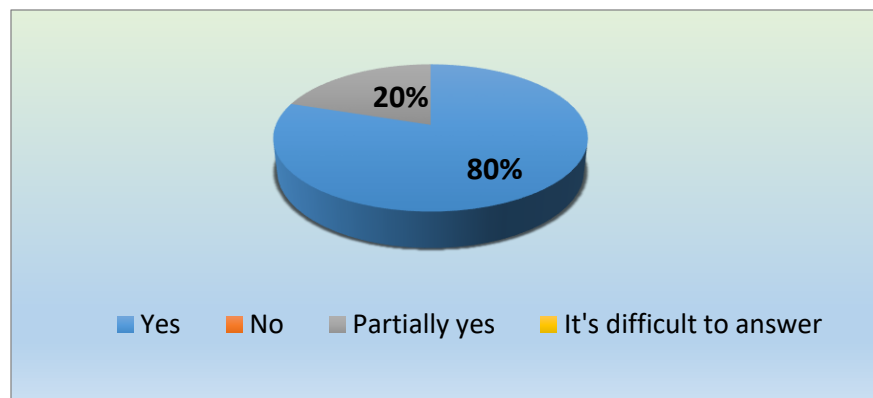
3.8. Do you consider residence availability vital while studying at the university?



The majority of students consider important the issue residence availability. Procedures about this matter are underway.

4. Regarding Information Services

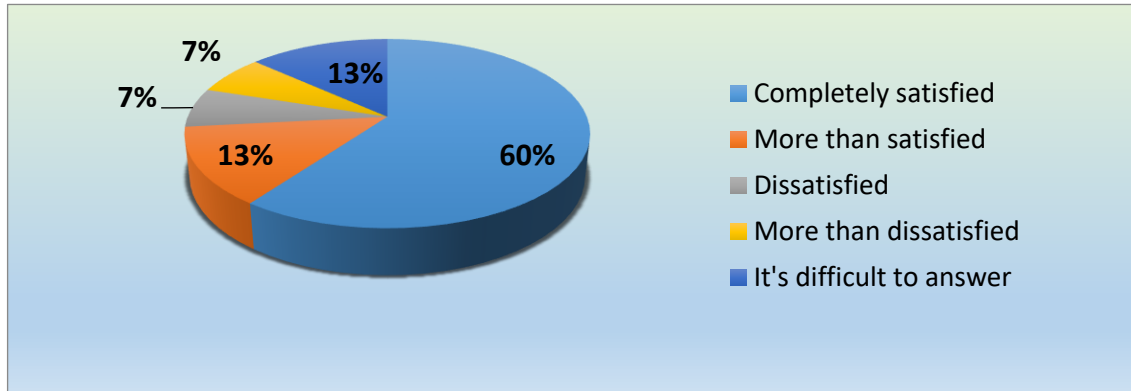
4.1. Did you have access to information on admission and studying at the UTM?



UTM has been able to provide its alumni (i.e. previous applicants) with information required, and continues to do so now, covering all possible student recruitment options.

5. OVERALL ASSESSMENT OF THE EDUCATION RECEIVED AT THE UTM

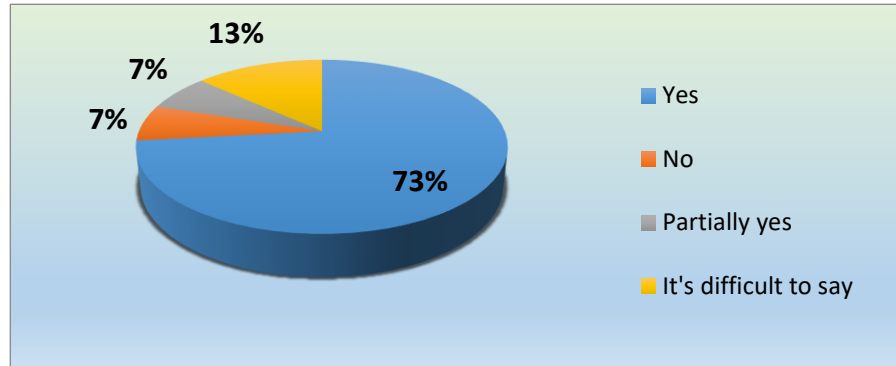
5.1. Are you pleased with the education received from the UTM?



13% of respondents answered- more than satisfied, 60% - completely satisfied, 13% found difficult to answer, and 14% answered negatively.

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

5.2 Will you recommend your relatives or friends to enter the UTM?



It is gratifying that 73% of graduates are ready to recommend their relatives and friends to enter the UTM, which is a higher mark compared to last year's survey results /65%./

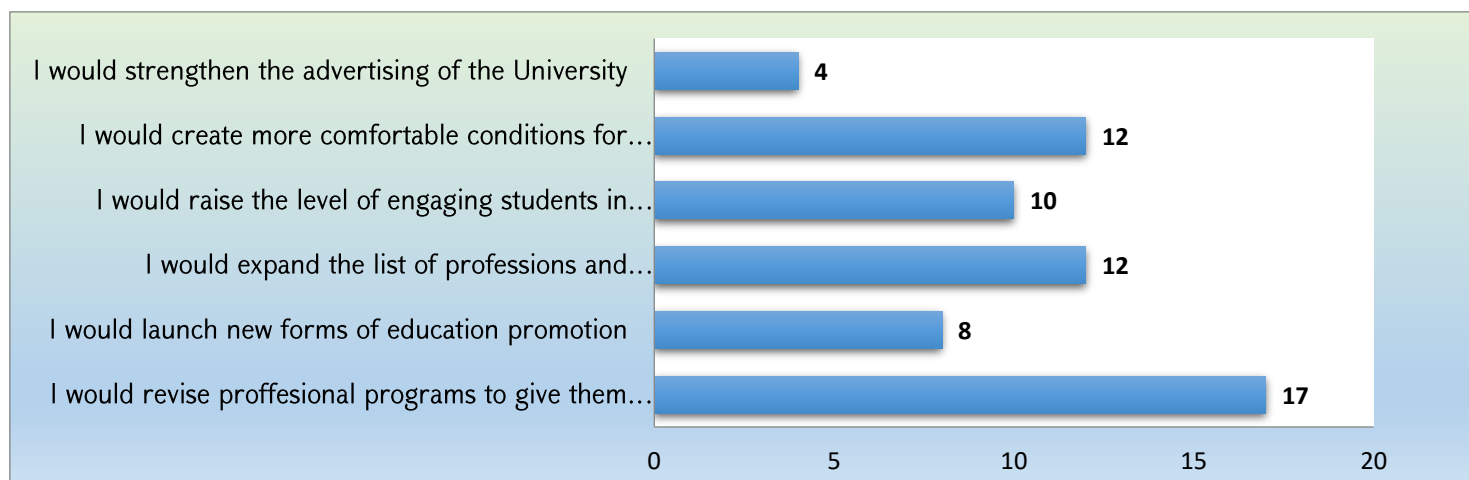
5.3. Indicate strengths of education received at UTM.

- + lecturers teaching dentists A. Zeynalyan and A. Gevorgyan,
- + everything was strong,
- + UTM is an accredited university,
- + High responsibility of the AS,
- + Anatomy lecturer Dr. Arsen, gynecology lecturer Dr. Tatevik.

5.4. Mention weaknesses of education received at UTM.

- + practical lessons,
- + lack of own dormitory,
- + nothing was weak.

6. If you had a chance, what would you change in the university?



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 (73%) are completely **satisfied** with the education receive, and **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 various problems, for the solution of which it is recommended to:

1. evaluate student knowledge assessment system, make it the most objective evaluation tool,
2. increase the level of satisfaction of students with the Student Scientific Society and Student Council structures,
3. 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,
4. create more comfortable conditions for leisure and recreation for students,
5. activate students to engage in research work, which will help future doctors to appear at conferences as well as to present experience accumulated during work,
6. organize student conference at the end of each semester, and to present worthy works of students according to lecturer's assessment, to create a collection,
7. continue adding professional literature in English to the library, ensuring availability of books in each professional subject.