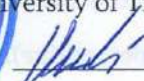




I approve

Rector, Chairman of the Supreme Council  
of University of Traditional Medicine

 N. Kh. Saribekyan

« 12 » 03 2021թ.

## REGULATION

### ON SATISFACTION QUESTION OF THE EDUCATION PROCESS TO STUDENTS FROM RESOURCES AND SERVICES PROVIDED OF THE UNIVERSITY OF TRADITIONAL MEDICINE

#### I. General provisions

- 1.1. This regulation defines the purpose of conducting a survey on the satisfaction of internal stakeholders from the educational resources of the University of Traditional Medicine (hereinafter referred to as the UTM) with the services provided, the procedure for conducting the survey, processing, using and maintaining the results.
- 1.2. The survey of satisfaction with the resources provided by the educational process and the services provided (hereinafter referred to as the Survey) is organized and implemented based on RA of Education Law, the "Current Monitoring and Review Procedure of Vocational Education Programs", "Internal and External Stakeholder Involvement Policy".
- 1.3. The objectives of the survey are:
  - 1) Find out the level of students' satisfaction with the educational resources, information system, support services, and departments of the university.
  - 2) Carry out monitoring of the university activities through the study of the research results.
  - 3) Provide a basis for evaluating the effectiveness of QA processes as well as sound management decisions by ensuring the integrity of objective data.

#### II. Questionnaire processing requirements

The main requirements for the development of the questionnaire are;

- 1) defining the purpose of the inquiry;
- 2) compliance of the content of the survey with the goals and objectives of the University;
- 3) confidentiality of participation;
- 4) systematization of the inquiry process periodicity;
- 5) inclusion of closed-open questions confirming causal relations;
- 6) application of survey criteria.

### III. Conducting the Survey

- 3.1. The survey is conducted by the Educational part on paper and/or online according to a pre-approved schedule.
- 3.2. A week before the survey, the Educational part informs the students in advance about the purpose of the survey (paper, online).
- 3.3. The survey is conducted using the questionnaire attached to the Regulation (Appendix 1).
- 3.4. The survey is conducted with the participation of at least two thirds of the students in the course/group, meeting the deadlines set by the schedule.

### IV. Development and use of the survey's results

- 4.1. The results of the survey are developed and analyzed with the participation of Quality Assurance Specialists, representatives of the Educational Part and the Student Council.
- 4.2. The questionnaire has a section of opinions and suggestions, the results of which are developed and presented in the form of generalized suggestions.
- 4.3. Corrections, deletions, corrupted answers in the online version are not counted.
- 4.4. The results of the analysis are presented to the Student Council, the relevant departments for review and to make suggestions for improvement within a week.
- 4.5. The Vice-Rector for Quality Assurance and Education Reform convenes a meeting within a month to discuss the results of the Survey and develop relevant recommendations and tips to address the various issues and shortcomings identified.
- 4.6. The Vice-Rector for Quality Assurance and Education Reforms develops an improvement action plan, which outlines the deadlines for their implementation and responsible and submits to the approval of the UTM's SC.
- 4.7. According to the annual planning, the Vice-Rector for Quality Assurance and Education Reform conducts an evaluation of the quality of education PIEI (plan, implement, evaluate, improve) every year, as a matter of urgency; re-examinations (questionnaires, student focus groups) comprehensively studying and assessing the satisfaction of internal stakeholders from the work done to correct the identified problems and shortcomings.
- 4.8. The results of the survey are used to make decisions by the management, faculties/departments and other structural subdivisions, to provide and improve material and technical resources for the effective implementation of educational programs of the profession, as well as to ensure accountability among internal and external stakeholders.
- 4.9. The results of the survey are available to internal and external stakeholders through summary reports published on the official website of the University.
- 4.10. Evaluated survey questionnaires and analyzes are stored in the Educational part for 5 years.

## V. Final Provisions

- 5.1. The UTM's inquiry regulations are approved and amended by the UTM's Academic Council.
- 5.2. This Regulation shall enter into force upon approval by the Scientific Council.

**Questionnaire on Survey of students' satisfaction with the resources and services provided by the educational process**

Dear student, being the best consumer of the UTM's educational services, you can best comment on the extent to which the University's infrastructure and the resource adequacy is sufficient to achieve educational outcomes, thereby contributing to the improvement of the educational process. Please take part in this anonymous survey to help identify problems and find solutions.

Evaluate with a V symbol by marking only one box for each answer.

**1. Socio-demographic questions**

1.1. Mention your gender

Male  Female

1.2. Mention your age

- 18-24  
 25-30  
 Above 31

1.3. Mention your faculty \_\_\_\_\_ Course \_\_\_\_\_ Group \_\_\_\_\_

**2. Satisfaction with available resources**

**Satisfaction from the library**

2.1. Do you use the UTM's library?

Yes  No

2.2. How often do you use the library?

- Almost every day  
 1-2 times a week  
 Only when preparing for exams  
 Several times a month

2.3. Are the books in the library and e-literature sufficient when preparing for the courses?

- Yes, they completely satisfy  
 Partly because the library stock is old  
 Partly because some course literature is not available in the library  
 Not at all

2.4. Mention the courses that the books in the library are very old editions to master; \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2.5. Does the library provide you with the professional literature you need?

- Yes
- No
- Partially

2.6. Is the reading room equipped with computers with internet access?

- Yes
- No

2.7. Is the number of computers enough for the users of the reading room?

- Yes
- No

2.8. Is there a providing silence in the reading hall? Yes  No

2.9. Are you satisfied with the lighting of the reading hall? Yes  No

2.10. Are you satisfied with the warmth of the reading room? Yes  No

2.11. Are you satisfied with the library and working hours and the service?

- Yes
- No
- Partially

Satisfaction from the audience

2.11. Are you always provided with classrooms? Yes  No

2.12. Are you satisfied with the lighting of the classroom? Yes  No

2.13. Are you satisfied with the warmth of the audience? Yes  No

2.14. Is the classroom provided to you sufficient for the effective organization of the educational process?

- Yes, it completely satisfies
- Partly because the classroom is not equipped with audio-visual equipment (projector, computer, interactive whiteboard)
- No

2.15. What changes would you make in the classrooms?

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Satisfaction from professional cabinets and laboratories.

2.16. Do you need to use laboratories for practical training?

- Yes
- No

2.17. Are you satisfied with the equipment in the laboratory?

- Yes
- No

2.18. Do the work done in the laboratory strengthen your theoretical knowledge?

Yes

No

Other \_\_\_\_\_

2.19. What changes would you make in the laboratories?

2.20. Do you use professional cabinets?

Yes

No

2.21. Do the equipment of the professional cabinets allow you to fully organize your practical trainings?

Yes

No

Other \_\_\_\_\_

2.22. Are you provided with appropriate equipment during practical trainings?

Yes

No

Other \_\_\_\_\_

2.23. Assess

		Exc.	Good	Sat.	Unsat.
1.	Condition of general sanitary-hygienic bathrooms of the University				
2.	University heating system				
3.	Service of a scientific-medical training center				
4.	Food point				
5.	WiFi zones				

2.24. How can you express your dissatisfaction, suggestions about the resources provided by the University (indicate all possible options)?

Inform the dean

Inform lecturers

Inform the head of the chair

Inform the head of the educational part

Other \_\_\_\_\_

**3. Satisfaction with the provided information**

3.1. Have you been provided with information about your rights and responsibilities?

Yes

No

3.2. Who provided the information?

- Dean of the Faculty
- Course consultant
- Head of the Educational part
- Lecturer
- Student Council

Other \_\_\_\_\_

3.3. Have you been provided with information about the evaluation system used in the UTM?

- Yes
- No

3.4. Have you been provided with information on the educational process, the organization of the examination process?

- Yes
- No
- Partially

3.4.1. Who provided the information?

3.5. Are you satisfied with the information related to the exam appeal procedure?

- Yes
- No
- Partially

3.6. Have you been provided with information related to the mid-terms and final exams of the courses?

- Yes
- No
- Partially

3.7. Have you been provided with information about the objectives of the course being studied?

- Yes
- No
- Partially

3.7.1. Who provided the information?

- Dean of the Faculty
- Available on the university website
- Head of Chair
- Lecturer

Other \_\_\_\_\_

3.8. Have you been provided with information on the current regulation on "Academic Honesty"?

- Yes
- No

3.8.1. Who provided the information?

- Dean of the Faculty
- Available on the university website
- Head of Chair
- Lecturer

Other \_\_\_\_\_

3.9. Are you satisfied with the level of academic honesty in the university environment?

- Yes
- No
- Partially

3.10. Do you have any suggestions for maintaining academic integrity in the university environment?

\_\_\_\_\_

3.11. Have you been provided with information on the UTM's "The Student Guide"?

- Yes
- No

3.11.1. Who provided the information?

- Dean of the Faculty
- Available on the university website
- Head of Chair
- Lecturer

Other \_\_\_\_\_

3.12. Who do you mainly turn to for advice?

- To the Dean of the Faculty
- Course consultant
- To the head of the educational unit
- To lecturers
- To the Student Council

Other \_\_\_\_\_

3.13. Do the professors you teach provide students with information about their academic achievements (for example, they present their scientific innovations, discuss their scientific articles, monographs within the subject they teach)?

- Rare
- Often
- Always
- I find it difficult to answer



3.14. How do you find out about the University's activities or achievements?

/Evaluate with a V symbol by ticking each attribute in one or more boxes/

1.	Participating in the meetings of the Scientific Council	
2.	By following the official website of the university	
3.	Participating in Student Council meetings	
4.	From the announcements posted at the university	
5.	From social networks / Facebook, ..... /	

3.15. Do you know how students can participate in the management of the university?

Yes

No

3.16. Is the opinion of the students taken into account when making decisions at the university?

Yes

No

I find it difficult to answer

4. Satisfaction from the official website of the UTM, Facebook page

4.1. Do you often use the UTM's the website?

I use it constantly

I use it often

I rarely use

I do not use

4.2. Evaluate your satisfaction with the structure of the site.

I am completely satisfied

Mostly satisfied

I am partially satisfied

I am not satisfied

I find it difficult to answer

4.3. Evaluate your satisfaction with the convenience of receiving information.

I am completely satisfied

Mostly satisfied

I am partially satisfied

I am not satisfied

I find it difficult to answer

4.4. Evaluate your satisfaction with the completeness of the information.

I am completely satisfied

Mostly satisfied

I am partially satisfied

I am not satisfied

I find it difficult to answer

4.5. Evaluate your satisfaction with the news coverage.

- I am completely satisfied
- Mostly satisfied
- I am partially satisfied
- I am not satisfied
- I find it difficult to answer

4.6. Evaluate your satisfaction with the overall attractiveness of the site.

- I am completely satisfied
- Mostly satisfied
- I am partially satisfied
- I am not satisfied
- I find it difficult to answer

4.7. Do you often use the UTM's Facebook page?

- I use it constantly
- I use it often
- I rarely use
- I do not use

4.8. Evaluate your satisfaction with the completeness of the information.

- I am completely satisfied
- Mostly satisfied
- I am partially satisfied
- I am not satisfied
- I find it difficult to answer

4.9. Evaluate your satisfaction with the news coverage.

- I am completely satisfied
- Mostly satisfied
- I am partially satisfied
- I am not satisfied
- I find it difficult to answer

Suggestions for improving the UTM's website, Facebook page. \_\_\_\_\_

5. Satisfaction with the work of administrative subdivisions

5.1. Have you used the administrative services of the UTM and how satisfied are you with?

/ Evaluate with a V symbol by ticking each attribute in one or more boxes /

	Type of Service	Have used		Satisfied	
		Yes	No	Yes	No
1.	Providing references				
2.	Provision of academic newsletters				
3.	Organizing exams (providing questionnaires, announcing exam days)				
4.	Acceptance of applications				
5.	(preparation of applicants)				
6.	The process of organizing temporary residence cards				
7.	Library services				
8.	Implementation of student adaptation programs				
	8.1. academic				
	8.2. psychological				
	8.3. social				
	8.4. other				

5.2. Evaluate the activity of the administrative subdivisions and structures of the university.

/ Evaluate by the symbol V, indicating only one box for each attribute /

	Administrative department	Excellent	Good	Satisfactory	Unsatisfactory
1.	Educational part				
2.	Chairs				
3.	Dean's Office				
4.	Department of Foreign Relations				
5.	HR and General Section				
6.	Library				
7.	Accounting				
8.	Student Council				
9.	Student Scientific Society				

Thank you for participating in the survey