



I approve

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

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REGULATION

ON THE SATISFACTION QUESTION FROM THE EDUCATION RECEIVED BY THE GRADUATES OF UNIVERSITY OF TRADITIONAL MEDICINE

1. General provisions

- 1.1. This regulation defines the purpose of the survey of graduates of the University of Traditional Medicine (hereinafter referred to as the UTM) on the satisfaction with the education received, the frequency of conducting, the procedure for processing and using the results.
- 1.2. The surveys are conducted on the basis of the review of the RA Law on Education, the requirements of the UTM's Strategy, the current monitoring of the UTM Vocational Education programs.
- 1.3. The regulation is applicable in the context of surveys initiated by the Education Department of the UTM and is considered a key component in improving internal quality assurance processes in education.
- 1.4. The purpose of the surveys is to improve the educational process and to provide quality education.

2. Conducting a survey

- 2.1. The survey process is organized and supervised by the Educational Department immediately after the end of the final attestation of each year.
- 2.2. The survey is anonymous; it is conducted on paper, as well as online.
- 2.3. In case of conducting the paper survey, the graduates receive the questionnaire from the Educational Department of the UTM upon completion of the diplomas, fill it and pass it to the Educational Department¹.
- 2.4. In the case of an online inquiry, a questionnaire is sent to the graduate's university e-mail and is given one week to complete it.
- 2.5. The Alumni Survey is conducted through an assessment questionnaire attached to this Regulation (Appendix 1), in which the Alumni indicates the answer that most accurately reflects his/her opinion.

¹ The Educational Department also deals with students' career issues.

- 2.6. The questionnaire has a section of opinions, suggestions, the results of which are developed and presented with qualitative indicators.
- 2.7. Corrections made in the questionnaire do not count.
- 2.8. The confidentiality of the personal data of the graduates who took part in the survey is guaranteed, and the survey data is used only in summary format.

3. Development and use of survey results

- 3.1. The results of the survey conducted by the educational part are developed, analyzed with the participation of a quality assurance specialist, the subdivisions involved in the process, and the representatives of the student council. A group of 2-5 people can be formed for this purpose.
- 3.2. The results of the analysis of the evaluation of the educational program by the graduates are provided to the heads of the structural subdivisions.
- 3.3. The Quality Assurance and the Vice Rector for Education Reform convenes a meeting within a month to discuss the results of the survey with stakeholders.
- 3.4. The Vice Rector for Quality Assurance and Education Reform draws up an action plan for the results of the discussion and submits it to the Academic Council for discussion.
- 3.5. The Vice-Rector for Quality and Education Reforms oversees the targeted implementation of the Improvement Action Plan based on the results of the curriculum evaluation by the graduates.
- 3.6. Information on the results of the survey is published on the official website of the UTM.
- 3.7. Evaluated questionnaires and analyzes are kept for 5 years in the Educational part.

4. Final Provisions

- 4.1. The UTM inquiry regulations are approved, and amendments and additions are made by the Academic Council of the UTM.
- 4.2. This Regulation shall enter into force upon approval by the Scientific Council.

*QUESTIONNAIRE ON GRADUATES' SATISFACTION FROM EDUCATION OF
UNIVERSITY OF TRADITIONAL MEDICINE*

Dear Alumni, In order to continuously improve the quality of education and the educational services provided, the UTM conducts surveys among alumni, reviewing your opinion on the quality of education received at the UTM. Please participate in the survey, the confidentiality of which is guaranteed. Your sincere support in this process is expected.

You can mark any of your preferred question marks with a semicolon (circle, summation or V-marking, etc.).

1. GENERAL INFORMATION

- 1.1. Your gender: _____
- 1.2. Your age
- 18-23
- 24-29
- 30-35
- above 35
- 1.3. Mention which faculty you studied at.
- Dentistry
- General Medicine
- 1.4. Indicate your profession and qualification of diploma
- _____
- 1.5. When have you graduated from the UTM?
- _____

2. GENERAL SATISFACTION FROM THE EDUCATIONAL PROGRAM

- 2.1. Was the goal of the educational program clear to you?
- Yes
- No
- Partly yes
- I find it difficult to answer
- 2.2. Were the end-results 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).
- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

2.14. How are satisfied you from the teaching of the subjects included in the "Traditional Medicine" educational program of the specialty educational program ("Phytotherapy", "Acupuncture therapy",...)?

- Yes
- No
- Partly yes
- I find it difficult to answer

2.15. Was the student's workload evenly distributed over the years? (study load- Was the student's workload available, were the assignments realistic? ...).

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

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

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

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

3.7. How would you assess the teaching level of the university in general?

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

3.8. What specifically did not satisfy you in the work of the university faculty?

3.9. Are You satisfied with

a/ The Administrative Staff

- Yes
- No
- Partly yes
- I find it difficult to answer

b/ The Academic Staff

- Yes
- No
- Partly yes
- I find it difficult to answer

c/ From the structures of the Student Council (SC, SSS)

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- I find it difficult to answer

3.10. Did you encounter manifestations of academic dishonesty during your studies (did you get a grade for money or through intercession (sponsorship)?

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

3.12. Do you have the problem of having a dormitory while studying at university?

- Yes
- No
- Partly yes
- I find it difficult to answer

4. ABOUT INFORMATION SERVICES

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

- Yes
- No
- Partly yes
- I find it difficult to answer

5. GENERAL ASSESSMENT OF EDUCATION RECEIVED AT THE UTM

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

- I am completely satisfied
- More than satisfied
- I'm not satisfied
- I'm not more than satisfied
- I find it difficult to answer

5.2. Your comments on the education received from the university. / I am satisfied because.....

The education system of the UTM has a certain

Practical courses

Level of practical knowledge

Professional subjects - a large base of knowledge.../

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

- Yes
- No
- Partly yes
- I find it difficult to answer

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

Strengths

Weaknesses

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

1.	I would review professional subject programs to give them more practical direction	
2.	I would like to introduce new forms of education promotion	
3.	I would like to add a list of professions and specializations	
4.	I would increase the level of involvement of students in scientific work	
5.	I would create more comfortable conditions for students to have fun and relax	
6.	I would strengthen the University advertisement	
Other (specify)		

Thank you for participating in the survey