

Analysis of the survey on student satisfaction with the internship

11/28/2022

At the beginning of the 2021-2022 academic year, an online survey was conducted in accordance with the regulations " Students' satisfaction assessment from internship" in force at UTMA.

1. Objectives of the survey.

Get information about the organization of the educational process of UTM.

Identify the strengths and weaknesses of the internship process, highlight the problems that arose during the internship, and develop ways to correct them.

2. Organization of the process.

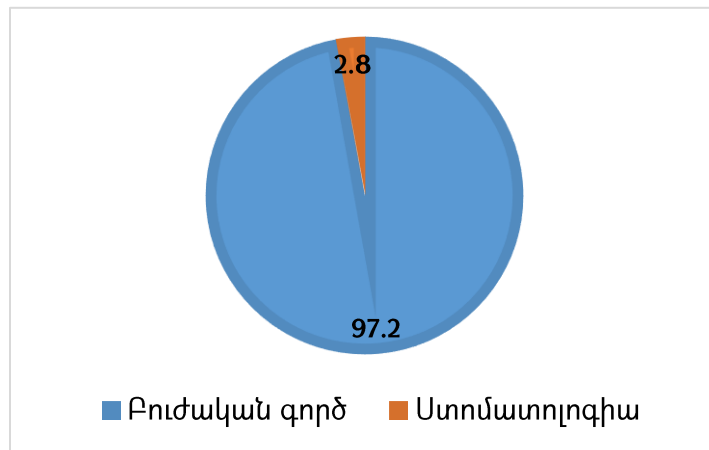
Online surveys of students' satisfaction with internships were conducted using Google Forms among 359 students of 2nd-5th years participating in internships. 180 foreign and 13 Armenian students took part in the survey, which is 54% of the students who completed the internship. The survey was organized by the leading QA specialist and the specialist responsible for clinical works.

It should be noted that in the 2021-2022 school year, 225 of the students of UTMA completed the internship in Armenia, and 134 - abroad. The internship taken abroad was conducted in individual, non-university bases based on signed agreements.

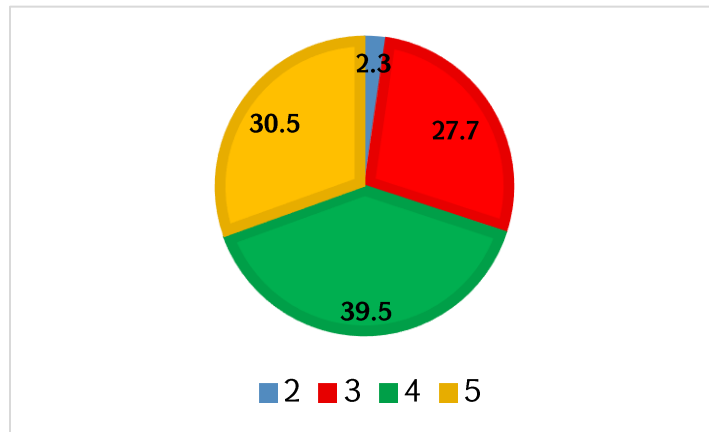
3. Summary of survey results.

The Quality Assurance leading specialist with the specialist responsible for clinical work developed, analyzed the results of the survey and made them available to all relevant authorities. During the meeting with the Vice-Rector for Quality Assurance and Education Reform, recommendations for improving internship were discussed and presented, which are included in the analysis presented below.

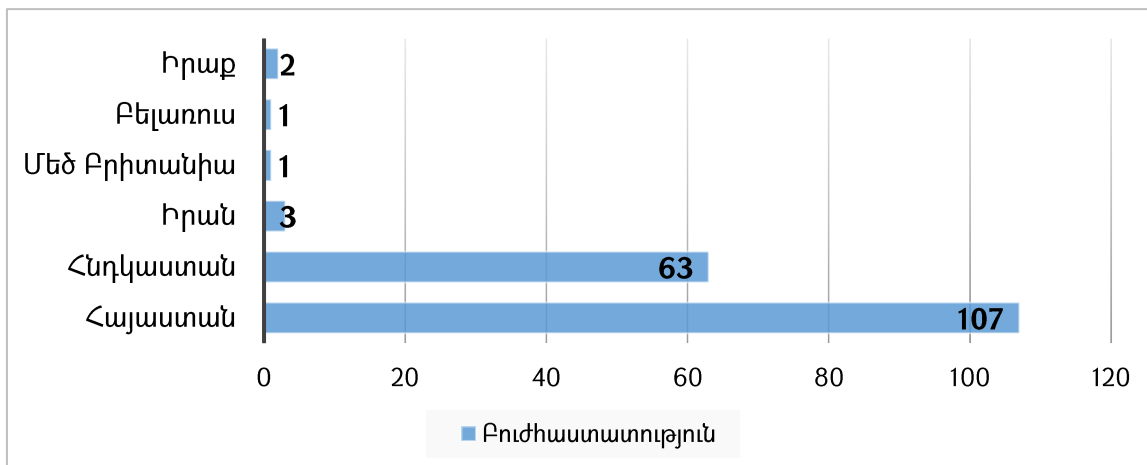
1. Please indicate your faculty?



2. In which course do you study?



3. Where was the internship /specify the country/?

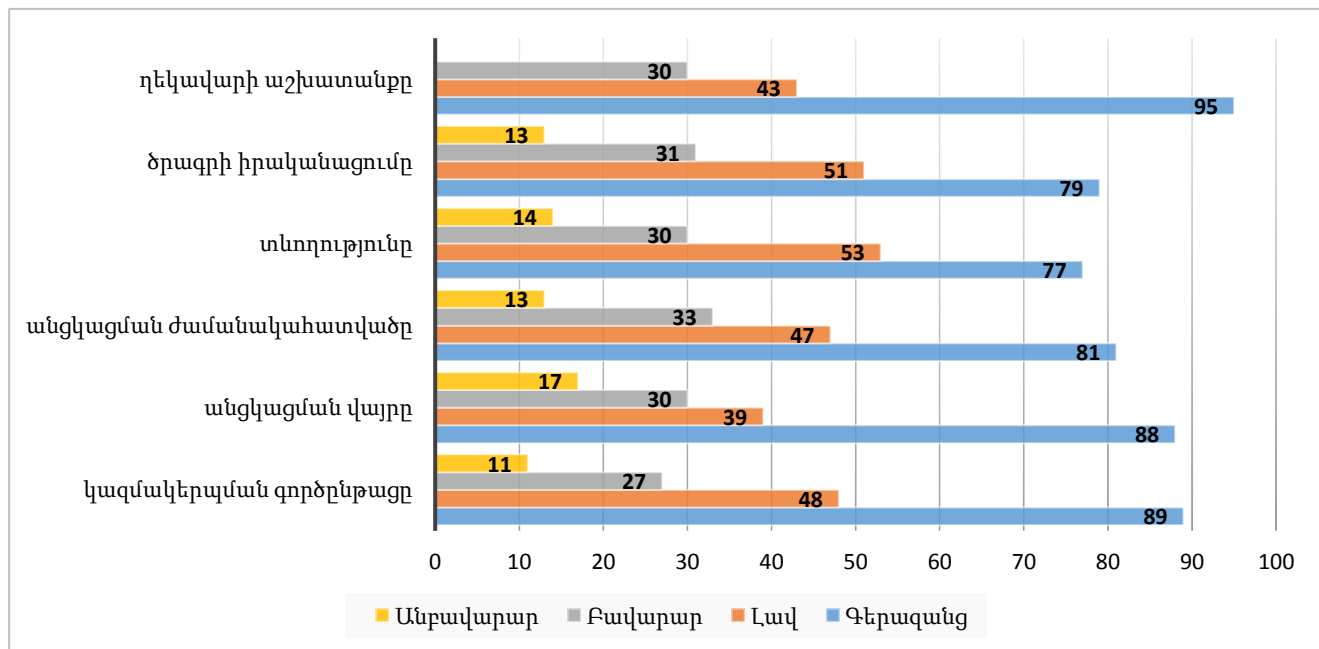


As it can be seen from the diagram, the interviewed students completed internships not only in the Republic of Armenia, but also in 5 different countries. Moreover 1 student had an internship in Kazakhstan.

3.1. Where did you do your internship /specify the medical institution/?

100 interviewed students answered this question, 45 of them mentioned medical institutions of the Republic of Armenia, including: Medical Center of the National Academy of Medical Sciences, S. Grigor Lusavorich Medical Center, Armenia Medical Center, Artmed, Bestlife, Medline, Shengavit Medical Center, Medical Center Kanaker-Zeitun, others mentioned medical facilities abroad.

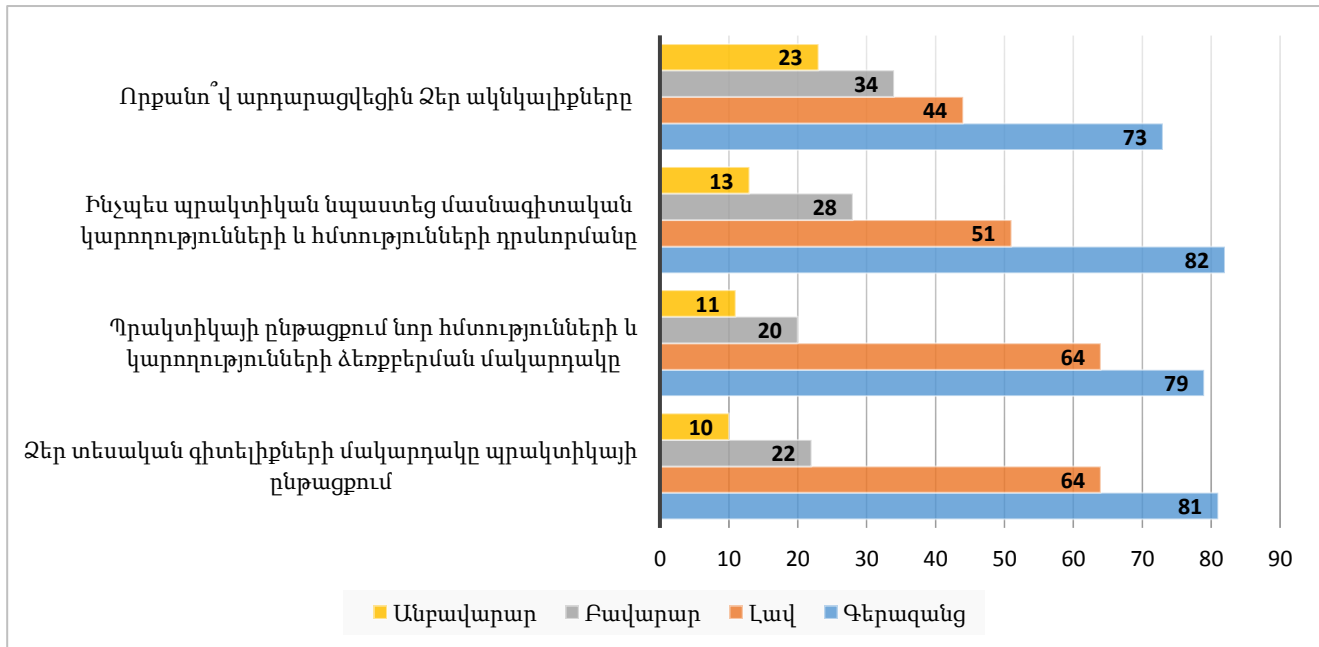
4. Satisfaction with the organizational activities of internship.



- As it can be seen from the diagram, the respondents highly appreciated the work of their leader, there was no unsatisfactory mark.
- 130 respondents (36.5%) rated the implementation of the internship program as "good" or "excellent". It was rated insufficient by 13 respondents (3.6%).
- The duration of the program was rated as good and excellent by 130 students /36.5%/, and by 14 students /3.9%/ as unsatisfactory.
- 164 survey participants /46%/ assessed the place of internship, including 17 /4.7%/ assessed it as insufficient.

- Most of the respondents are satisfied with the process of organizing the internship, and the unsatisfactory answer of 11 people shows that there are also dissatisfied students. To obtain more detailed information on the above issues, it is necessary to organize meetings with students.

5. Satisfaction with the effectiveness of the internship.



In general, students satisfaction with the effectiveness of the internship was assessed within 4 questions and was rated by the vast majority of respondents as excellent and good.

Of course, we have insufficient evaluation, especially for the question “How did you meet your expectations during the internship”, and insufficient commentaries on the other 3 questions are a relatively small number. It is necessary to clarify why 10-13 students surveyed consider the internship ineffective. Therefore, meetings-conversations with students become necessary to clarify problems and correct them in a timely manner.

6. Name the most important knowledge, abilities, skills acquired during the internship.

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Answers	

^{*} f^{*} բը պատասխանների կրկնման հաճախականությունն է:

1.	Practical Knowledge	5
2.	Theoretical knowledge	3
3.	Practical skills	5
4.	Experience	2
5.	Performing an ECG and interpretation.	10
6.	Injections: intravenous, intramuscular	15
7.	X-ray examination	1
8.	Basic knowledge about certain drugs and their prescriptions	4
9.	Communication skills	1
10.	Suturing	4
11.	Self-identification, self-education	1
12.	We have learned how to measure blood pressure	7
13.	Fundamentals of Nursing Internship	2
14.	I enjoyed the internship and I learned a lot during my internship in India. I have new ideas. My theoretical knowledge was not enough.	1
15.	Knowledge of surgical intervention	2
16.	During the ambulance service, we got more opportunities to see patients with different cases	1
17.	I didn't learn anything at all. I learned how to give injections.	1
18.	I enjoyed the internship and I learned a lot	1
19.	I attended medical procedures	1
20.	Improvement of manual skills	1
21.	Interpersonal skills, critical thinking, time management, patient analysis	1
22.	Patient examination	1
23.	Collecting the patient's anamnesis	2
24.	Emergency medical care for a snake bite. Removal of an echinococcal cyst.	1
25.	Communication with the patient, doctor-patient relationship	8
26.	Diagnosis of diseases	6
27.	Consulting with patients	1
28.	Casualties and emergency care ... mostly cases of diabetes	1
29.	Learned to talk to patients without hesitation, got acquainted with the procedure of the operation	1
30.	As a future doctor, I gained confidence in communicating with patients	3
31.	Be attentive, punctual, respect the work of the doctor and patients	1
32.	Apply bandages	1

33.	Take care of the patients, take care	3
34.	About orientation and work in emergency situations	4
35.	Cardiovascular resuscitation	1
36.	Filling out a medical history	2
37.	Introduction to the hemodialysis process	1
38.	How to examine a patient, check vital signs	2
39.	Differential diagnosis of nephrological diseases, etc.	1
40.	Patience	2
41.	I got a lot of theoretical knowledge about different types of injections, catheters, patient care.	1

7. Give your opinion on the internship.

- It was good, useful (they improved their ability to examine patients, communicate with patients, gained a lot of theoretical and practical knowledge, skills, got acquainted with different treatment methods, gained experience based on classroom knowledge, etc.): 50 students
- It was excellent [the level of professionalism and communication was excellent, I learned more than from the texts, strengthened my theoretical knowledge]: 7 students
- Satisfactory, additional practical skills are expected to be acquired, especially in the field of surgery: 1 student.
- Insufficient: 1 student
 - Internship supervisor was very helpful [The internship was short but our supervisor taught us a lot: 3 students
 - It was a great learning experience. I communicated with people with various diseases, helping them and working with doctors, I learned a lot in medicine - 1 student.
 - Very promising: 1 student
 - Bad: 2 students
 - Not bad: 1 student

Internships were less, short: 4 students

- Students learn Armenian well, which will facilitate communication with patients - 1 student
- Need internship with multiple surgical observations.
- The internship was a waste of time. We didn't know anything.
- Not bad, but could be better - 3 students.
- I would like more internship and knowledge: 2 students
- It was an opportunity to learn new skills, do research - 1 student
- I liked the internship, but filling out the folder is tiring - 1 student
- Very satisfied with their internship in India - 3 students.
 - Provide recommendations aimed at improving the effectiveness of the internship.
 - Many internships: 26 students
 - Carry out in the hospital: 10 students
 - Add duration: 6 students
 - It was good, nothing to add: 11 students
 - Organize an internship at a larger clinic so we can see a lot: 3 students
 - More equipment, dummies, knowledge: 7 students
 - Implement the correct system of education, conduct an internship under the program: 2 students
 - Arrange an internship outside of Armenia: 1 student
 - Give each student more time to internship. It is better to learn from a doctor who already knows English well (a non-medical translator who knows only English and Armenian cannot really help with professional terms). We saw a drop in patient care: 1 student
 - Provide good hospitals, not Kanaker-Zeitun Medical Center - 1 student

More communication with patients: 8 students

- We are on the 5th year and we lack practical knowledge, which is very bad: 1 student
- Teaching the basics of propaedeutics: examination of the cardiovascular, gastrointestinal systems and lungs, anamnesis collection: 1 student
- One internship per week in a hospital: 1 student
- Organize better: 2 students

- Be patient with students: 1 student
- Supervise the internship process: 1 student
- Participation in the process of acquiring skills: 1 student
- Internship in emergency medicine: 1 student

SUMMARY:

Thus, internship is an indispensable opportunity in terms of practical application and consolidation of knowledge gained in the course of study, acquisition and manifestation of professional skills and abilities, as well as their improvement. All this largely depends on the effectiveness of the organization and conduct of the internship.

Summarizing the results of the internship satisfaction survey conducted among UTM students in 2021-2022, we have relatively “weak” aspects related to the duration of the internship, there are some complaints from students regarding the supervision of the internship, the full development of the internship program:

RECOMMENDATIONS

In order to correct shortcomings and omissions in the process of internship and its further improvement, it is recommended:

- Discuss the results of the survey in the specialized departments, finding out the objective possibilities to fulfill the wishes of students.
- Inform students about the fact that such opportunities do not exist or about shortcomings for subjective reasons, bringing this issue up for effective discussion with them.