Generalized outcomes of the institutional evaluation survey of 2020-2021 academic year

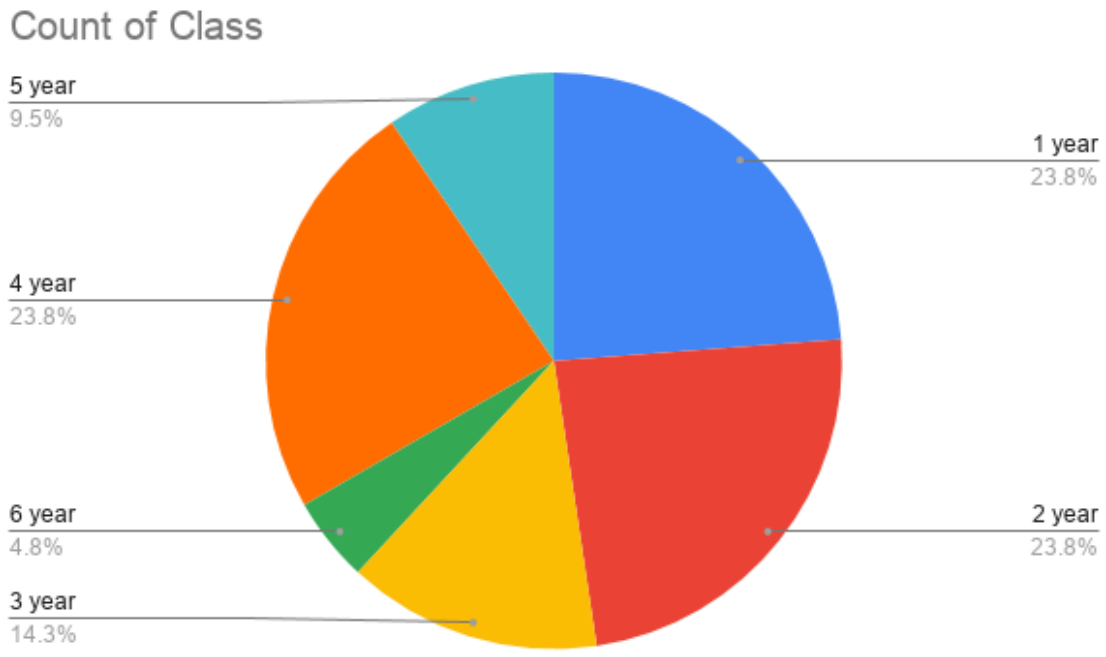
Institutional Evaluation of 2020-2021 Academic Year aims to evaluate BAU International University Batumi's services and the performance of administrative staff.

Student's feedback is crucially important for the further development of the services, to identify the ways of improvement and continuous development of the educational services of BAU.

The survey was completely anonymous. The survey is semi-structured and they consist of open-ended and closed-ended questions.

Overall Evaluation

Approximately 56.5 % of the students took participation in survey.

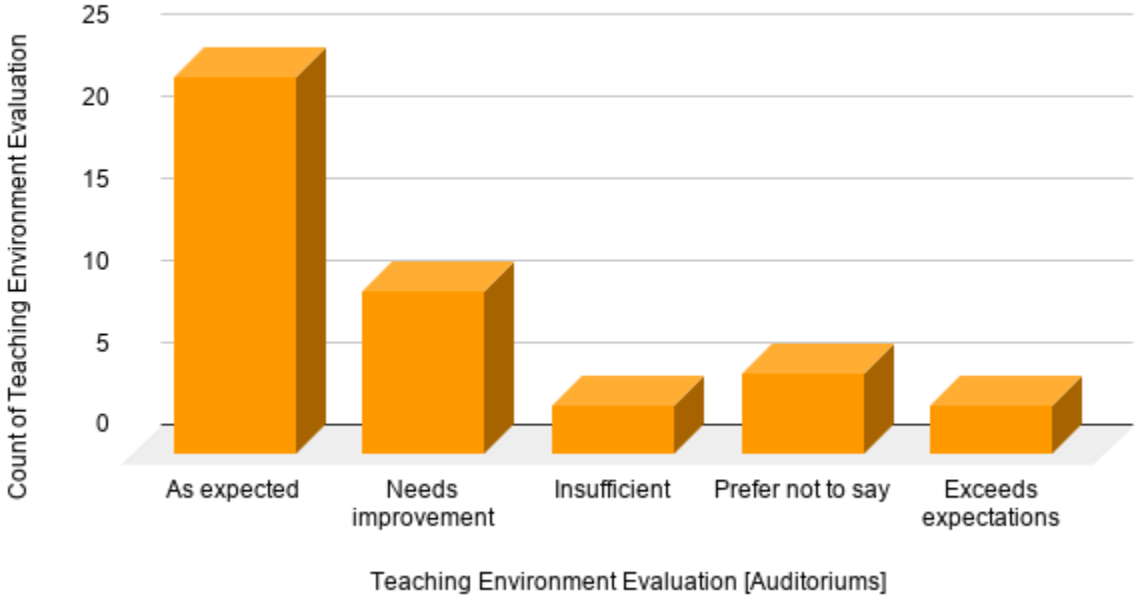


Students' comments about university services:

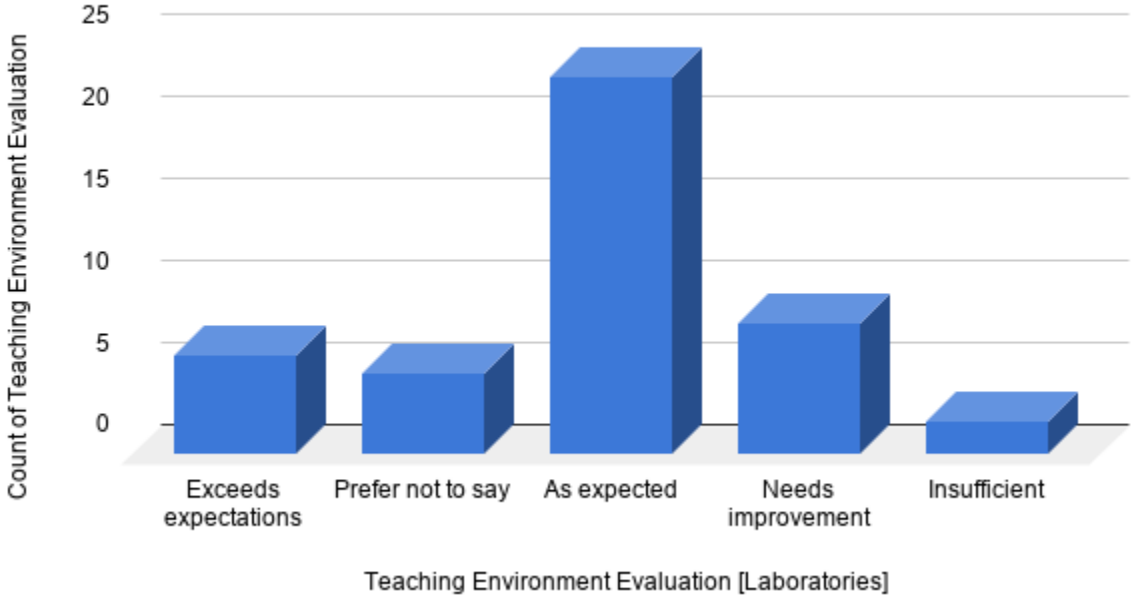
- Services are **great**
- Staff are very **helpful**; they sometimes provide support outside of university hours. They could make library open 24/7, so students can stay behind and study.
- University services are **satisfactory**, they are not amazing. For an example there are no printing facilities for students and *there is always some sort of problem with Wi-Fi. The books in the library are very limited also, not enough for everyone and waiting time for a book can take weeks.*
- BAU is a **good** university! Lecturers and personnel are all good. About the lectures, in my opinion university is able to provide us online lectures with a good quality for the current course we are through without putting us in danger of coming back for offline education, *but hybrid education is not sufficient at all*.
- It is really **good** university staff and most professors are **great**!
- Basically, there is *lack of organization*
- It is **good** *but not fully satisfactory*.
- Providing more facilities for practical work for different blocks
- I understand that this university is new, and there is still a-lot of finding its feet to be done. However, I feel as though, university needs to take into consideration the pandemic that we are all surviving through. It is an INTERNATIONAL university, with students from all over. Students who are now leaving a university with such amazing resources, and teachers, for medicine universities, only to save their mental health. As much as I understand BAU wants to produce the best doctors it can, those future doctors are human*, and more mental health support is required from BAU's side.*
- The university is a prime example of an institute that has such potential but is really not working. The university has some of the best lecturers and a great program! but unfortunately, *I feel the governing bodies are very poor and are the reason the university won't reach its potential*. It is part of BAU Global which gives us exceptional opportunities but the *university lacks professionalism on all levels.*
- Administration is working hard, schedule is very busy.

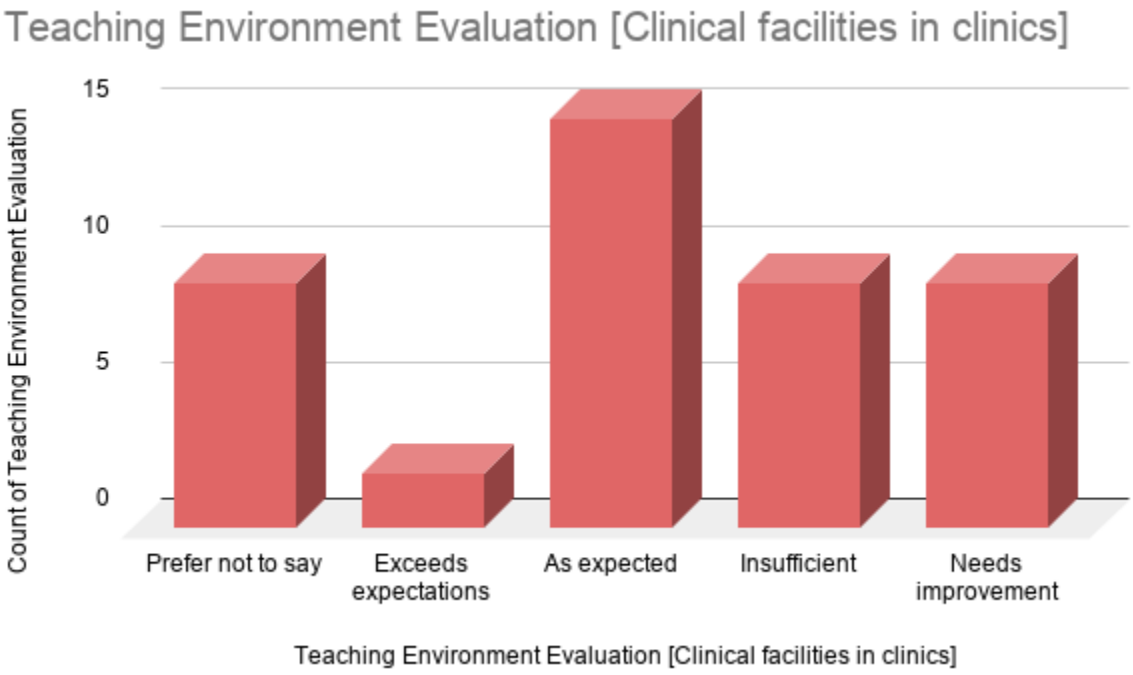
BAU International University Batumi

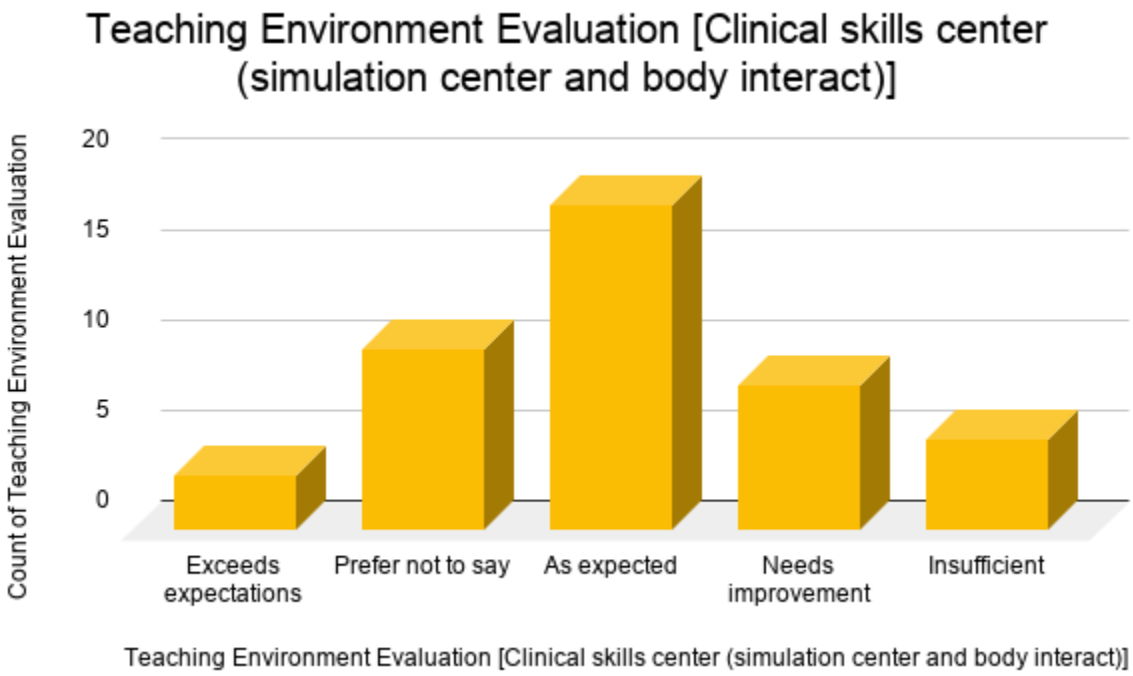
Teaching Environment Evaluation [Auditoriums]

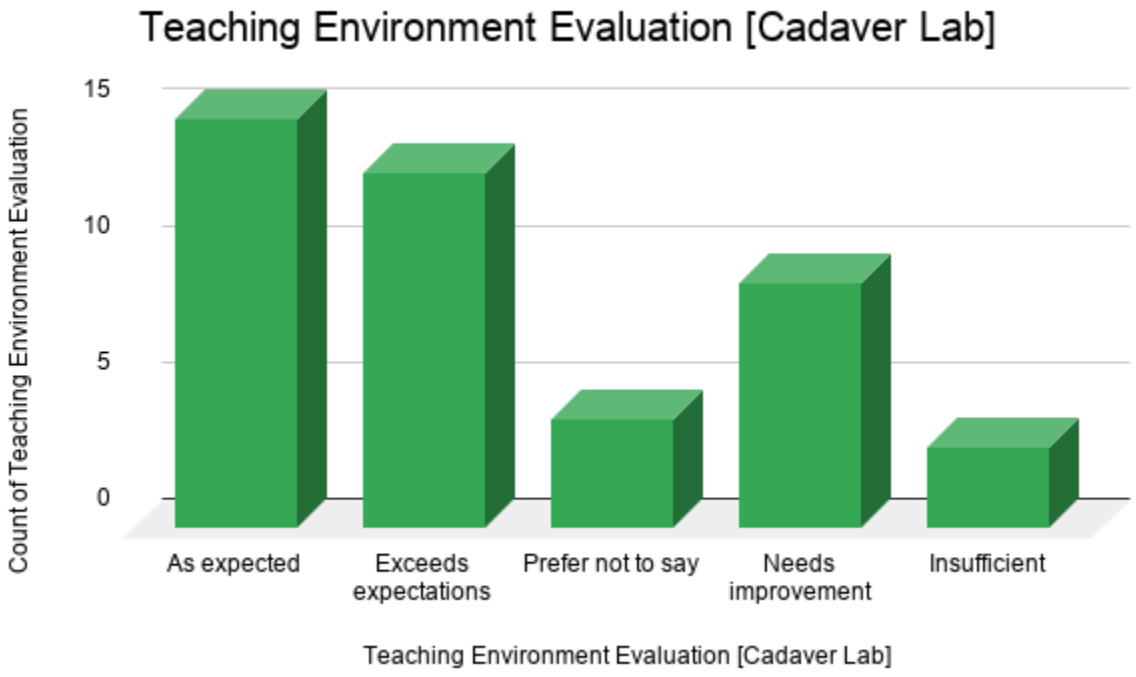


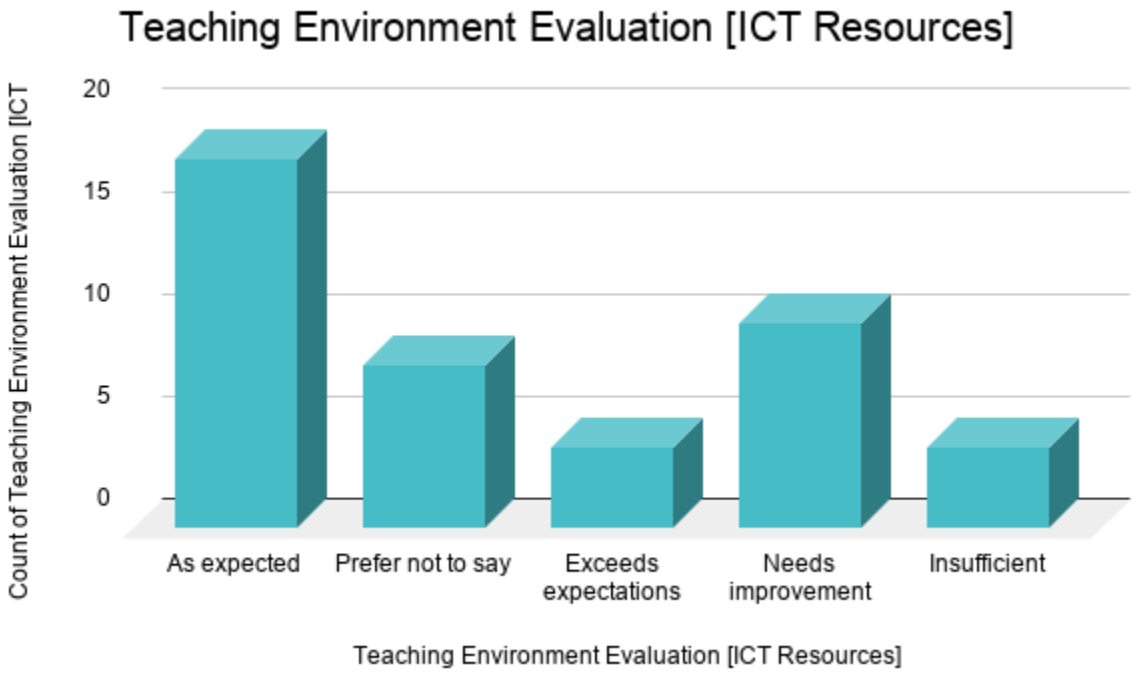
Teaching Environment Evaluation [Laboratories]

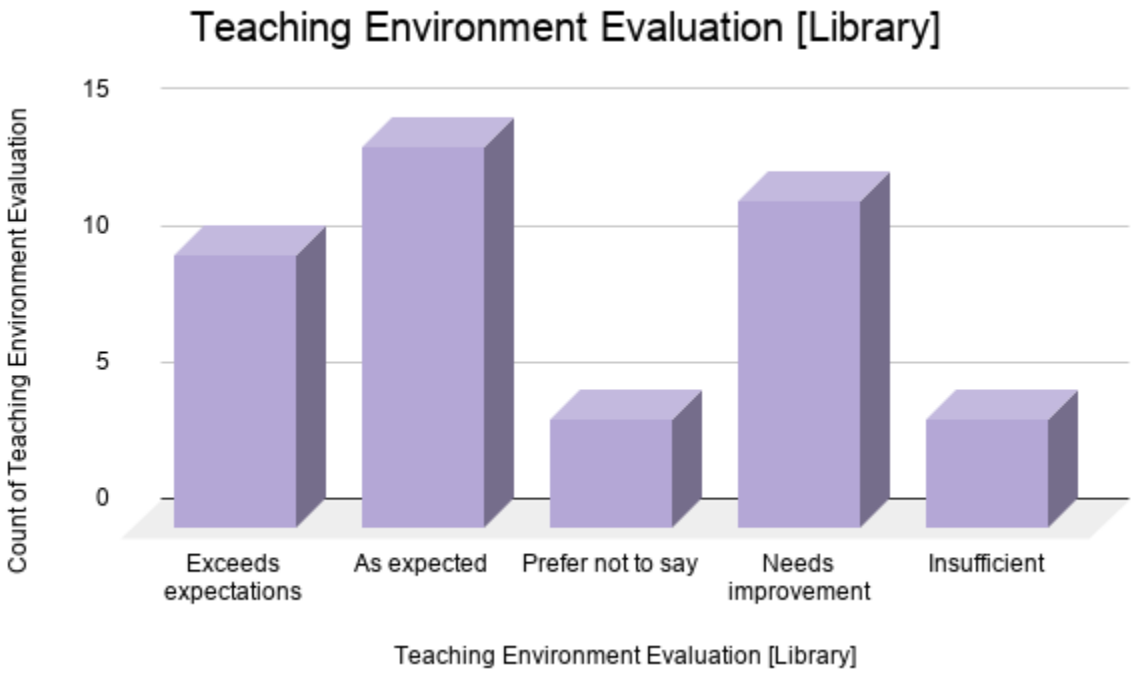


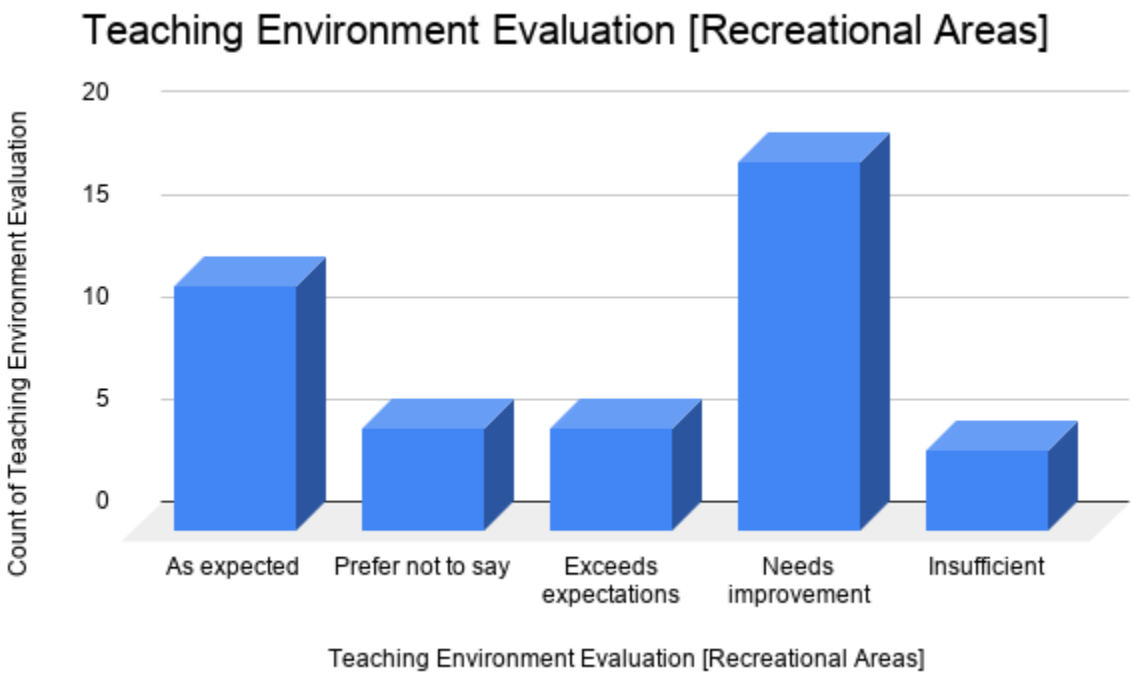

Teaching Environment Evaluation [Clinical facilities in clinics]
Count of Teaching Environment Evaluation
15
10
5
0
Prefer not to say
Exceeds expectations
As expected
Insufficient
Needs improvement
Teaching Environment Evaluation [Clinical facilities in clinics]

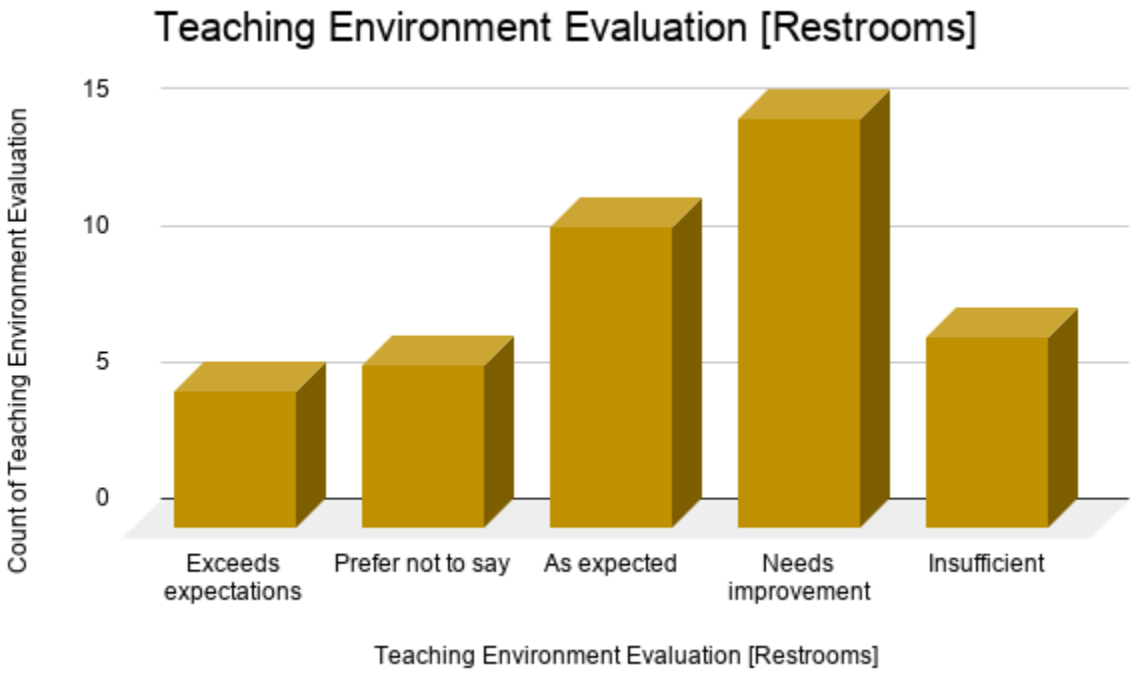

Teaching Environment Evaluation [Clinical skills center (simulation center and body interact)]
Count of Teaching Environment Evaluation
20
15
10
5
0
Exceeds expectations
Prefer not to say
As expected
Needs improvement
Insufficient
Teaching Environment Evaluation [Clinical skills center (simulation center and body interact)]

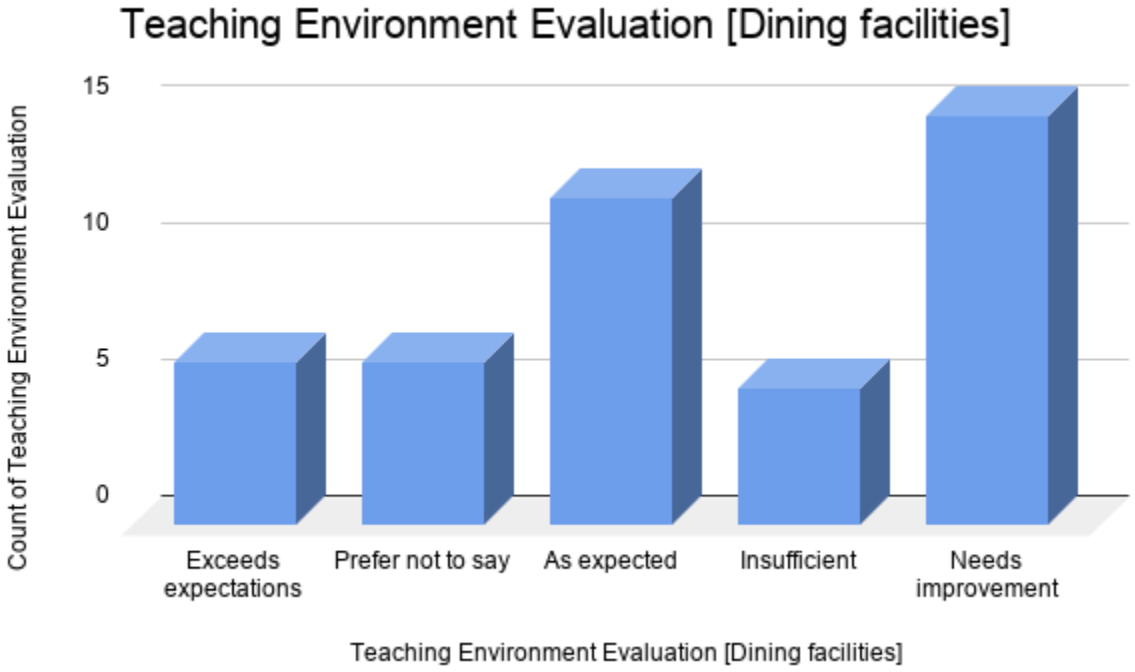

Teaching Environment Evaluation [Cadaver Lab]
Count of Teaching Environment Evaluation
15
10
5
0
As expected
Exceeds expectations
Prefer not to say
Needs improvement
Insufficient
Teaching Environment Evaluation [Cadaver Lab]

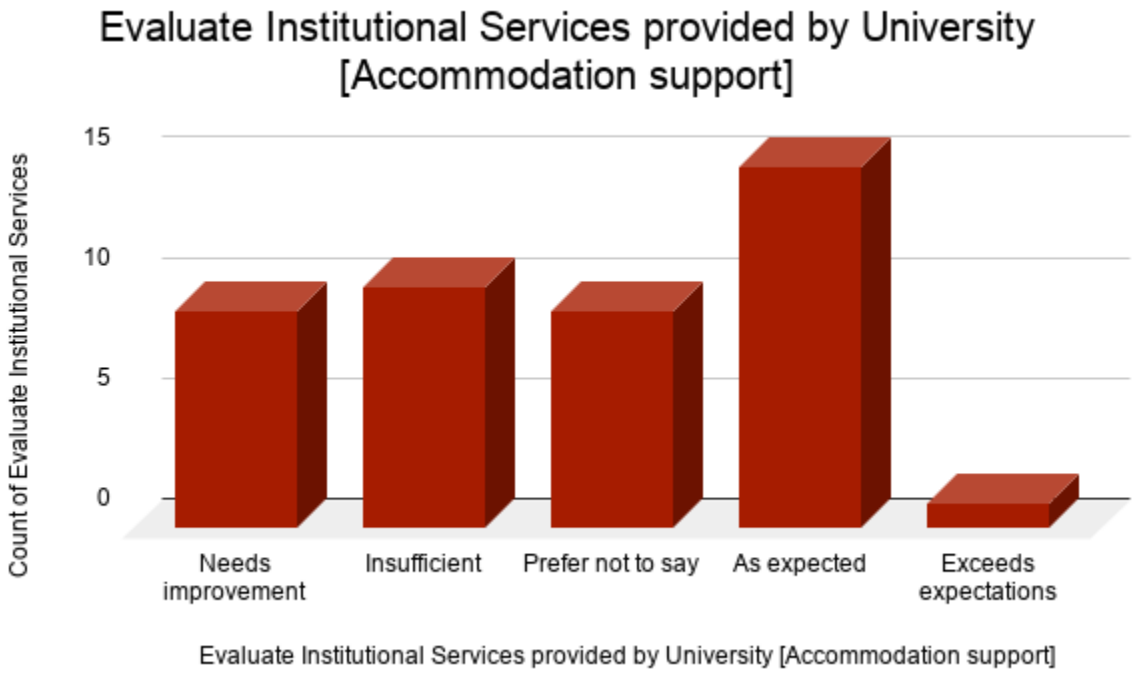

Teaching Environment Evaluation [ICT Resources]
Count of Teaching Environment Evaluation [ICT
20
15
10
5
0
As expected
Prefer not to say
Exceeds expectations
Needs improvement
Insufficient
Teaching Environment Evaluation [ICT Resources]

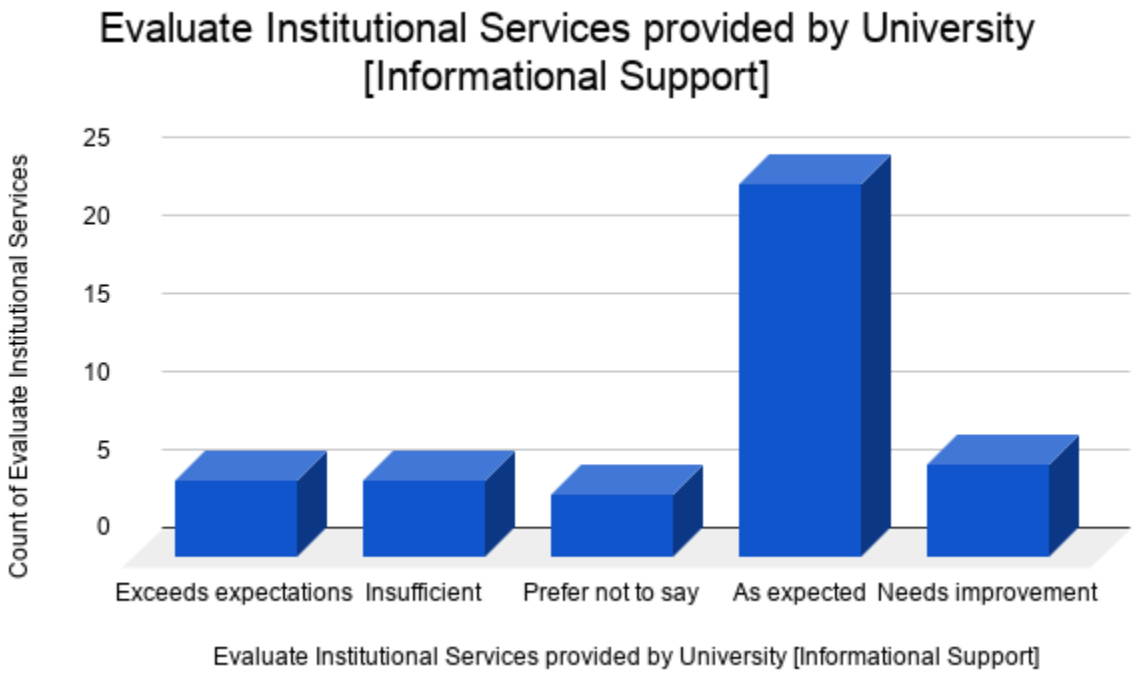

Teaching Environment Evaluation [Library]
Count of Teaching Environment Evaluation
15
10
5
0
Exceeds expectations
As expected
Prefer not to say
Needs improvement
Insufficient
Teaching Environment Evaluation [Library]

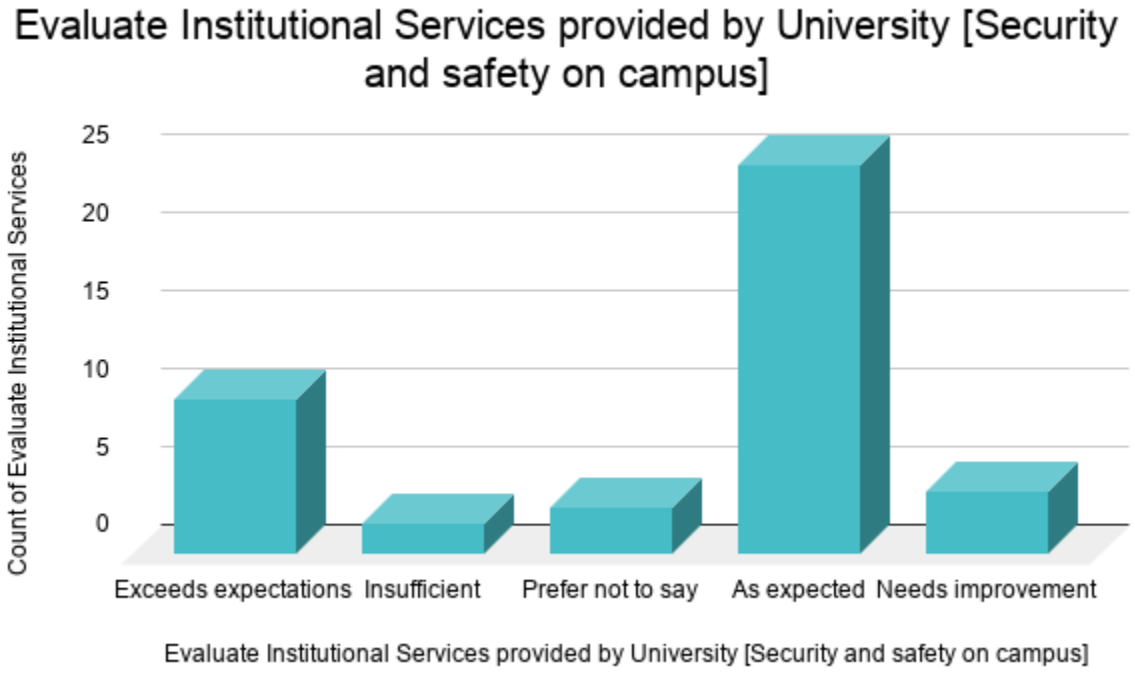

Teaching Environment Evaluation [Recreational Areas]
Count of Teaching Environment Evaluation
20
15
10
5
0
As expected
Prefer not to say
Exceeds expectations
Needs improvement
Insufficient
Teaching Environment Evaluation [Recreational Areas]

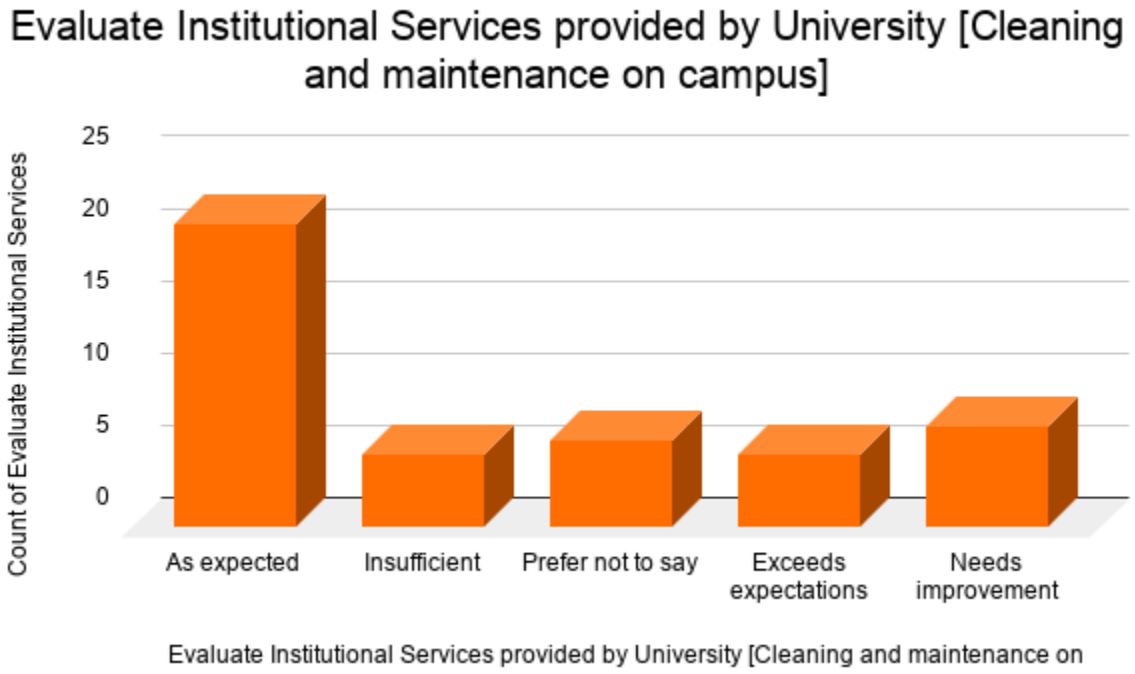

Teaching Environment Evaluation [Restrooms]
Count of Teaching Environment Evaluation
15
10
5
0
Exceeds expectations
Prefer not to say
As expected
Needs improvement
Insufficient
Teaching Environment Evaluation [Restrooms]

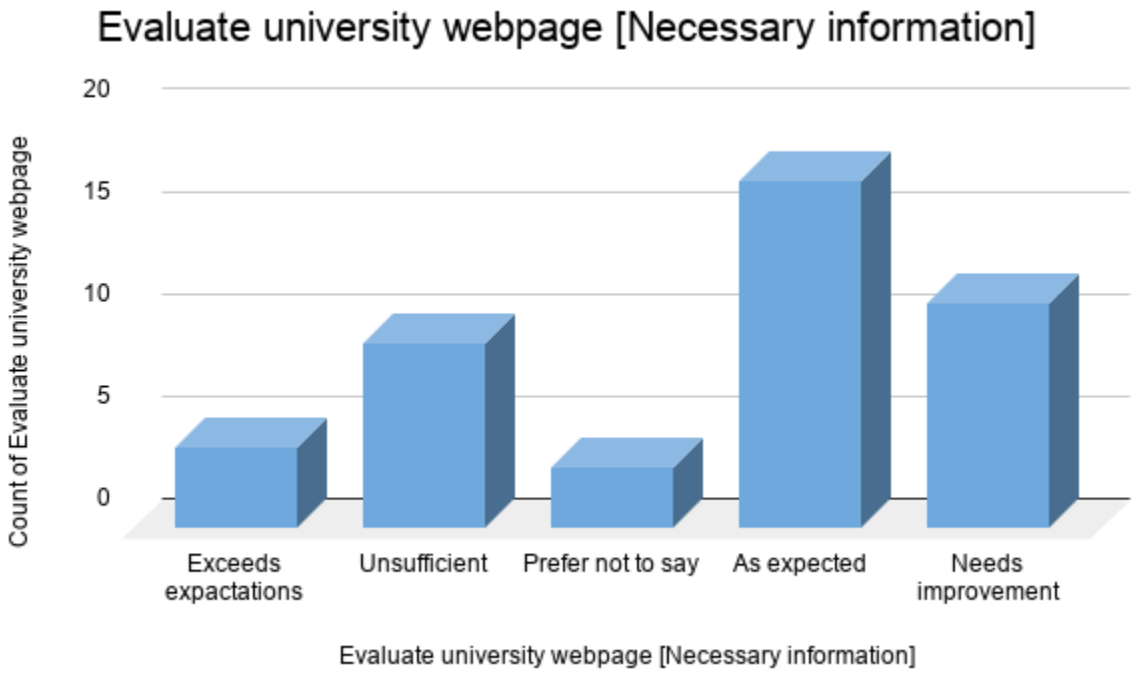

Teaching Environment Evaluation [Dining facilities]
Count of Teaching Environment Evaluation
15
10
5
0
Exceeds expectations
Prefer not to say
As expected
Insufficient
Needs improvement
Teaching Environment Evaluation [Dining facilities]

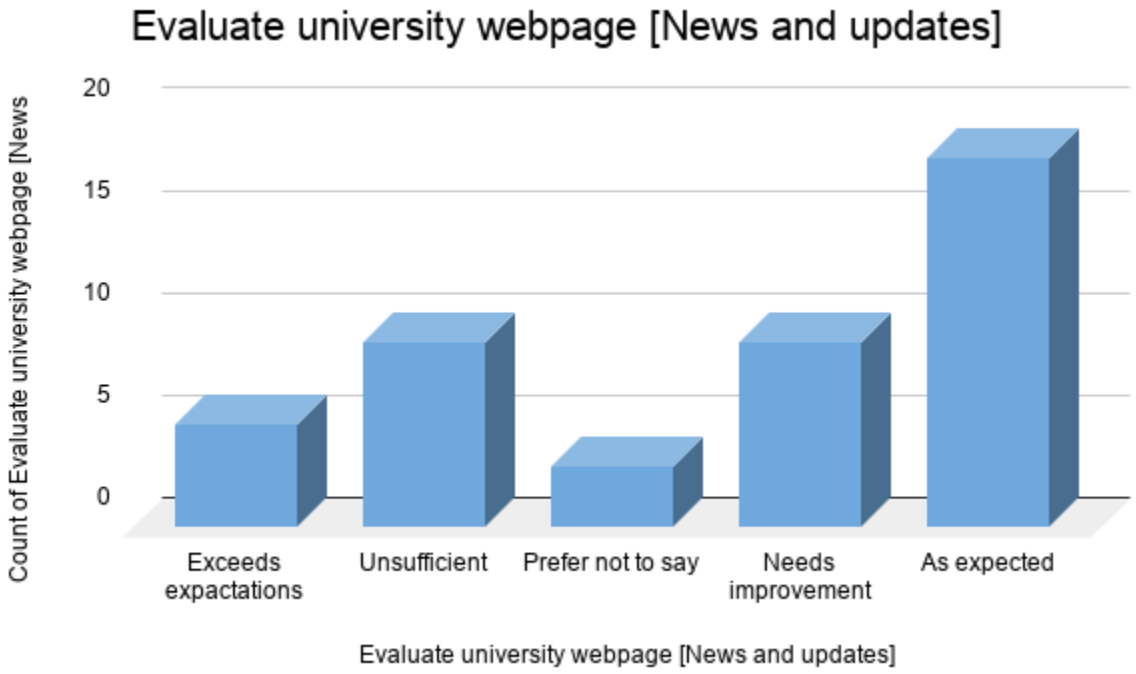

Evaluate Institutional Services provided by University [Accommodation support]
Count of Evaluate Institutional Services
15
10
5
0
Needs improvement
Insufficient
Prefer not to say
As expected
Exceeds expectations
Evaluate Institutional Services provided by University [Accommodation support]

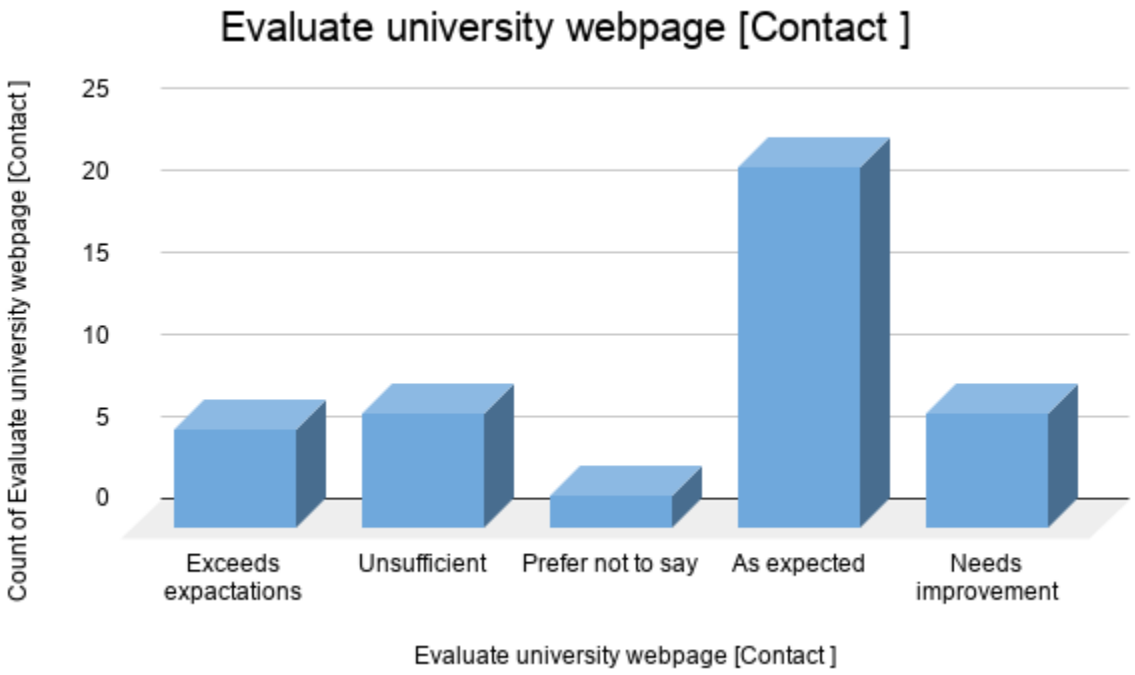

Evaluate Institutional Services provided by University [Informational Support]
Count of Evaluate Institutional Services
25
20
15
10
5
0
Exceeds expectations
Insufficient
Prefer not to say
As expected
Needs improvement
Evaluate Institutional Services provided by University [Informational Support]

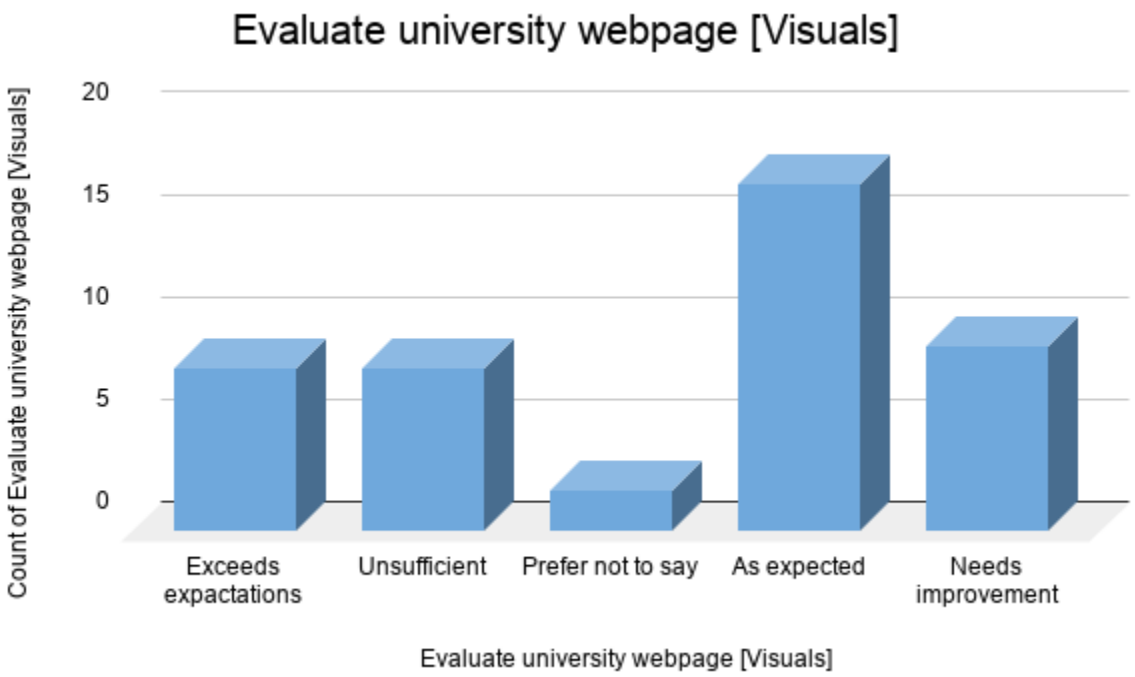

Evaluate Institutional Services provided by University [Security and safety on campus]
Count of Evaluate Institutional Services
25
20
15
10
5
0
Exceeds expectations
Insufficient
Prefer not to say
As expected
Needs improvement
Evaluate Institutional Services provided by University [Security and safety on campus]


Evaluate Institutional Services provided by University [Cleaning and maintenance on campus]
Count of Evaluate Institutional Services
25
20
15
10
5
0
As expected
Insufficient
Prefer not to say
Exceeds expectations
Needs improvement
Evaluate Institutional Services provided by University [Cleaning and maintenance on


Evaluate university webpage [Necessary information]
Count of Evaluate university webpage
20
15
10
5
0
Exceeds expactations
Unsufficient
Prefer not to say
As expected
Needs improvement
Evaluate university webpage [Necessary information]


Evaluate university webpage [News and updates]
Count of Evaluate university webpage [News
20
15
10
5
0
Exceeds expactations
Unsufficient
Prefer not to say
Needs improvement
As expected
Evaluate university webpage [News and updates]

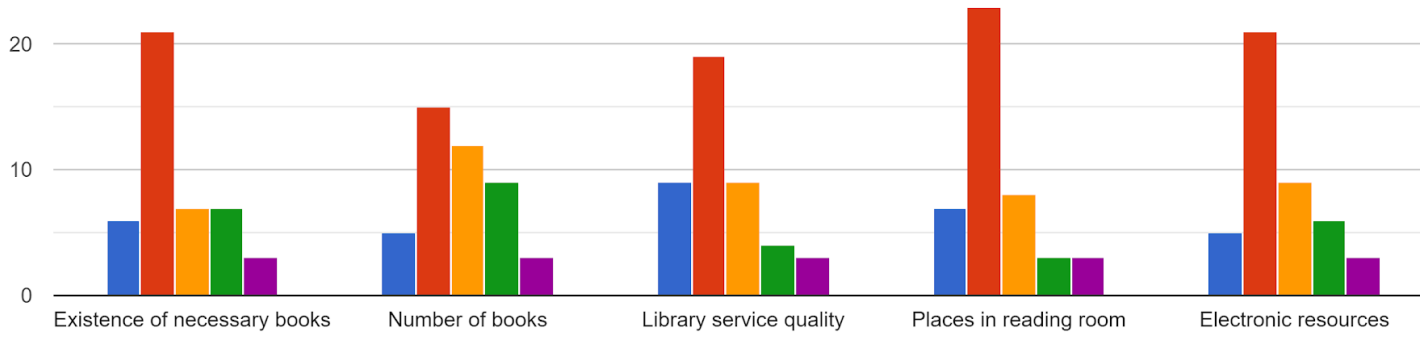

Evaluate university webpage [Contact]
Count of Evaluate university webpage [Contact]
25
20
15
10
5
0
Exceeds expactations
Unsufficient
Prefer not to say
As expected
Needs improvement
Evaluate university webpage [Contact]

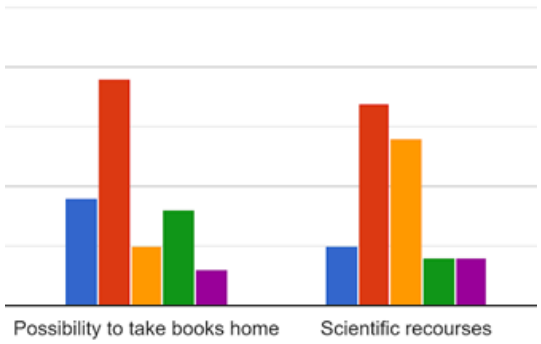

Evaluate university webpage [Visuals]
Count of Evaluate university webpage [Visuals]
20
15
10
5
0
Exceeds expactations
Unsufficient
Prefer not to say
As expected
Needs improvement
Evaluate university webpage [Visuals]

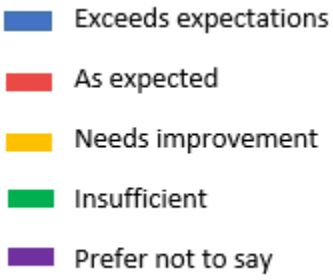
Comments:

- **Excellent**
- I think everything is **normal** because of COVID- 19 we don't spend too much time at campus so it is hard to say
- We face a huge problem in the beginning of lectures at university because of logging in to open the computers. *Most lecturers don't know their username or password and we have to call someone from administration to help and it causes delays and disturbance. Also the Wi-Fi is slow causing more delay.*
- The dining area when entered is very *humid and would be better to have better ventilation (open windows or air conditioners)*
- *Would be good to have a free space outside to sit during break times when the weather is good. Asking to provide chairs and tables to sit on in the garden area of campus.*

Library evaluation



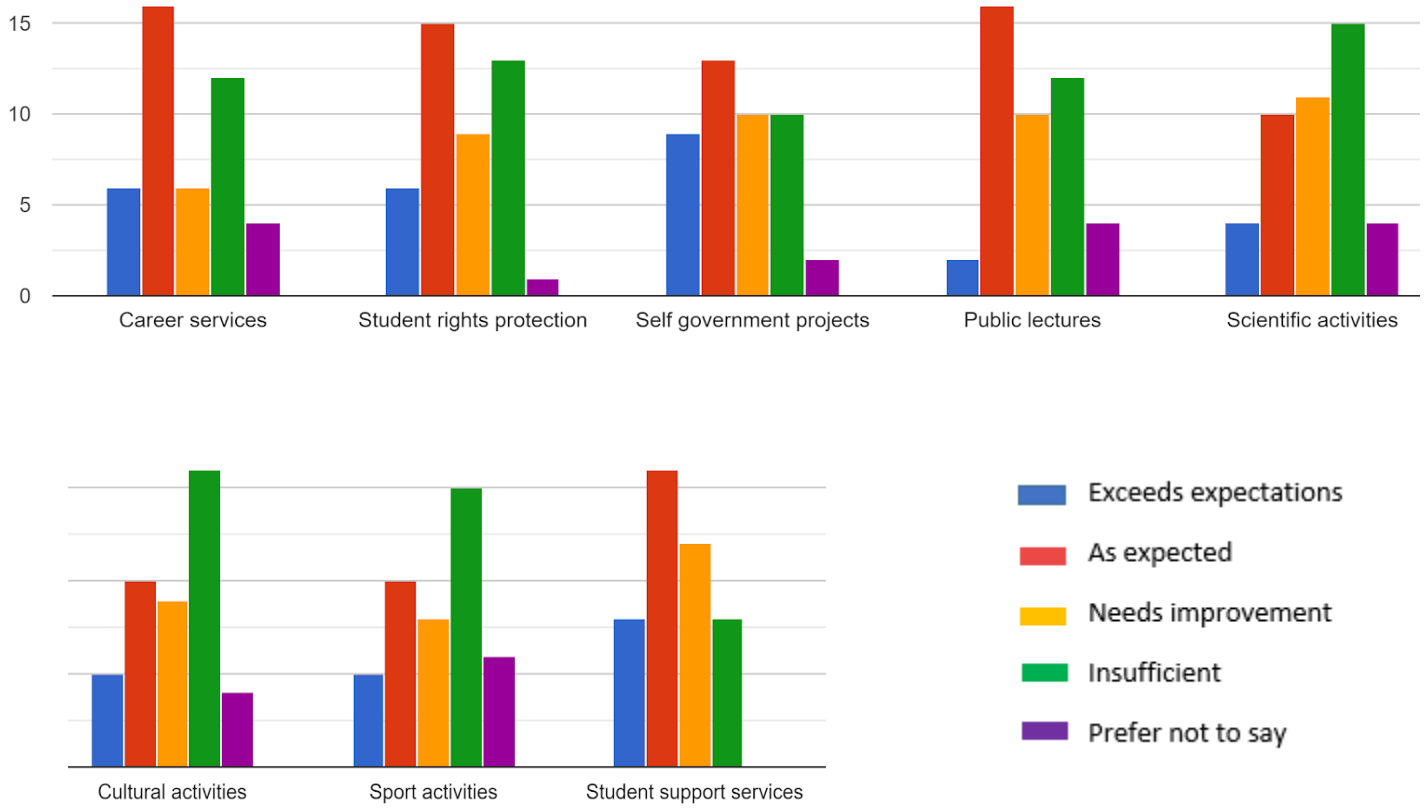




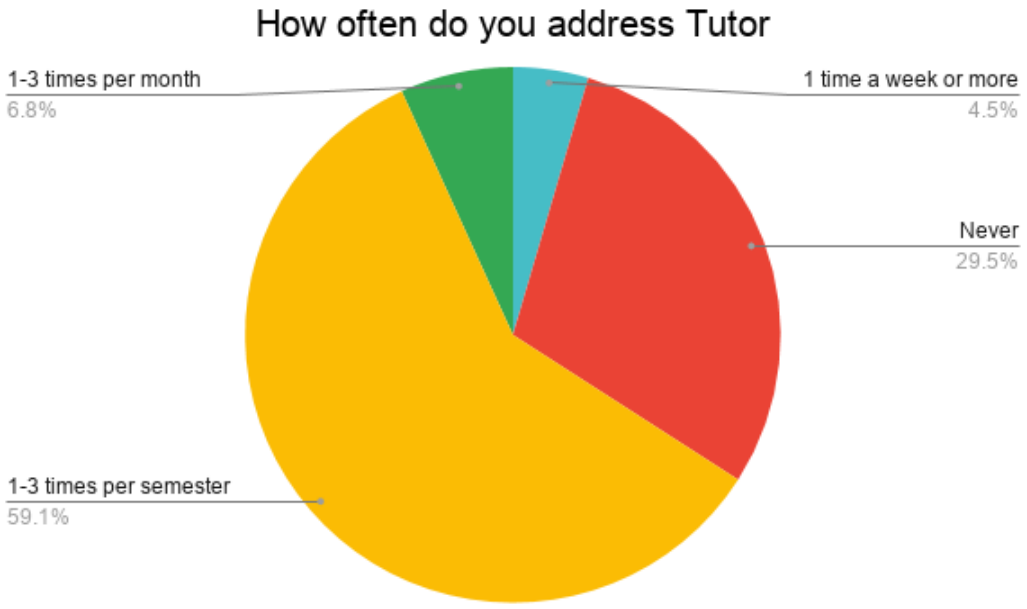
Comments:

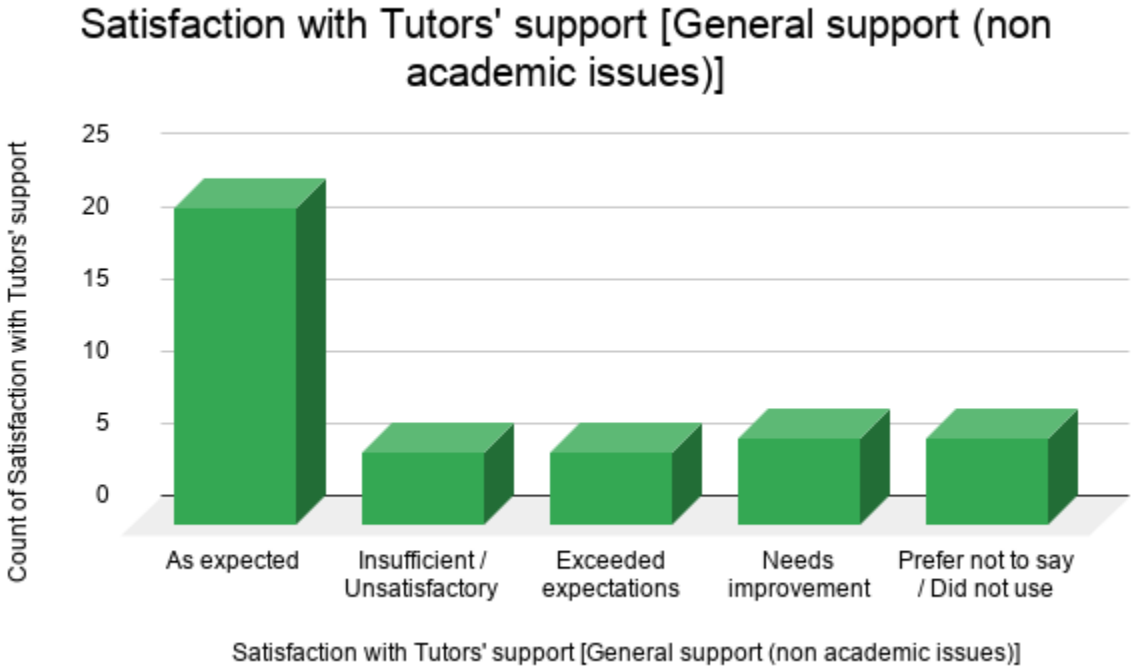
- **Excellent**
- *Provide longer opening times, if library can't facilitate 24/7 then be open as long as University is open.*
- **Library works prefect and librarian is always ready to help**
- We should be able to take home most of books, especially when several copies.
- **It is good**

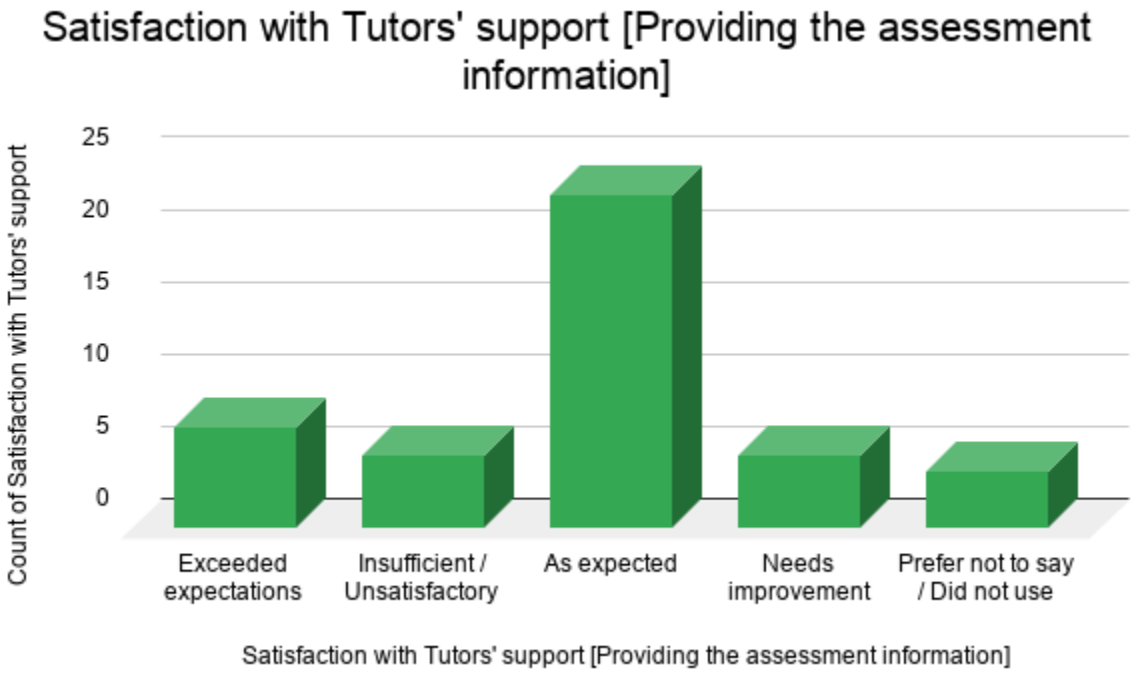
Students Services Evaluation

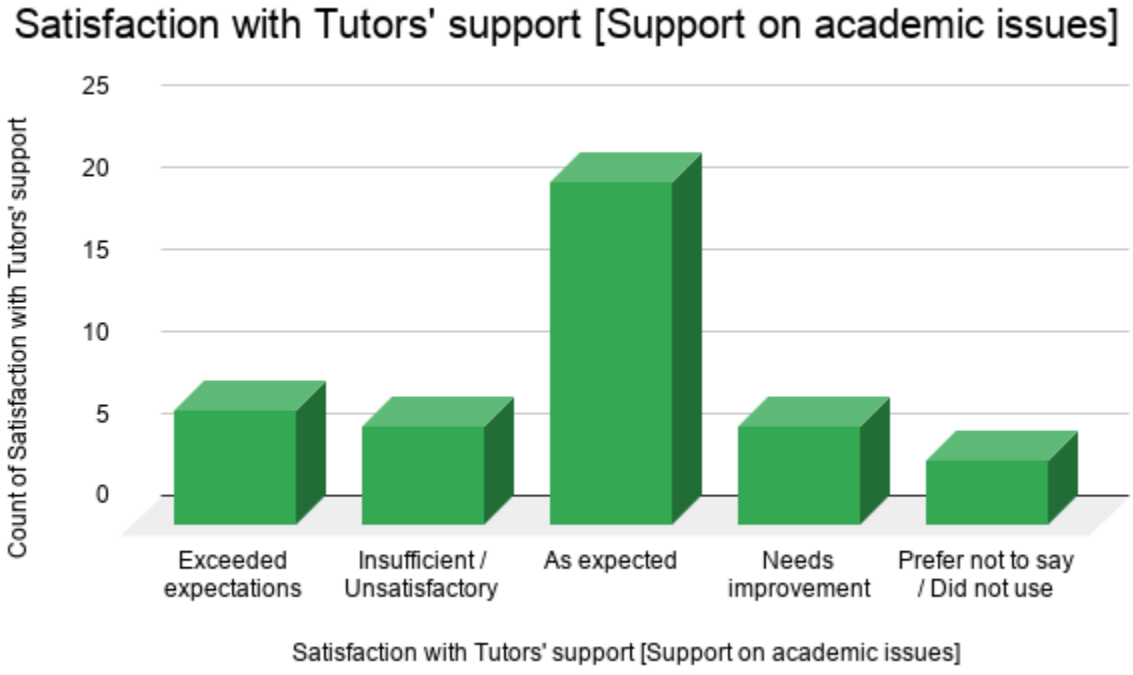


Tutors' work


How often do you address Tutor
1-3 times per month
6.8%
1 time a week or more
4.5%
Never
29.5%
1-3 times per semester
59.1%


Satisfaction with Tutors' support [General support (non academic issues)]
Count of Satisfaction with Tutors' support
25
20
15
10
5
0
As expected
Insufficient / Unsatisfactory
Exceeded expectations
Needs improvement
Prefer not to say / Did not use
Satisfaction with Tutors' support [General support (non academic issues)]


Satisfaction with Tutors' support [Providing the assessment information]
Count of Satisfaction with Tutors' support
25
20
15
10
5
0
Exceeded expectations
Insufficient / Unsatisfactory
As expected
Needs improvement
Prefer not to say / Did not use
Satisfaction with Tutors' support [Providing the assessment information]

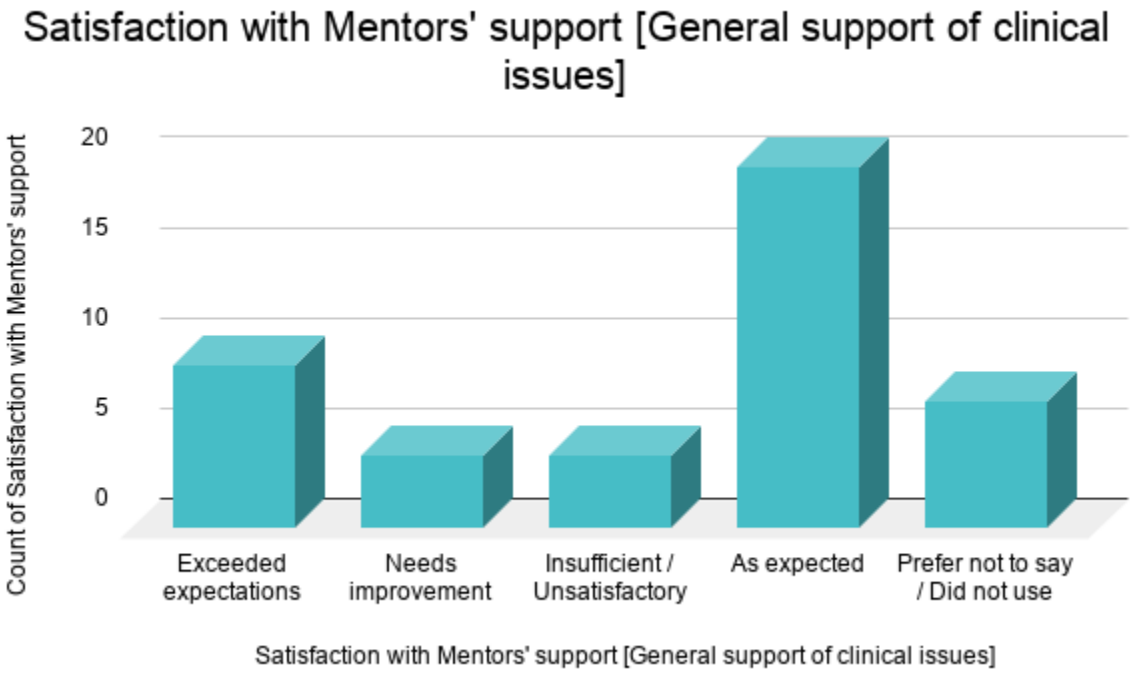

Satisfaction with Tutors' support [Support on academic issues]
Count of Satisfaction with Tutors' support
25
20
15
10
5
0
Exceeded expectations
Insufficient / Unsatisfactory
As expected
Needs improvement
Prefer not to say / Did not use
Satisfaction with Tutors' support [Support on academic issues]

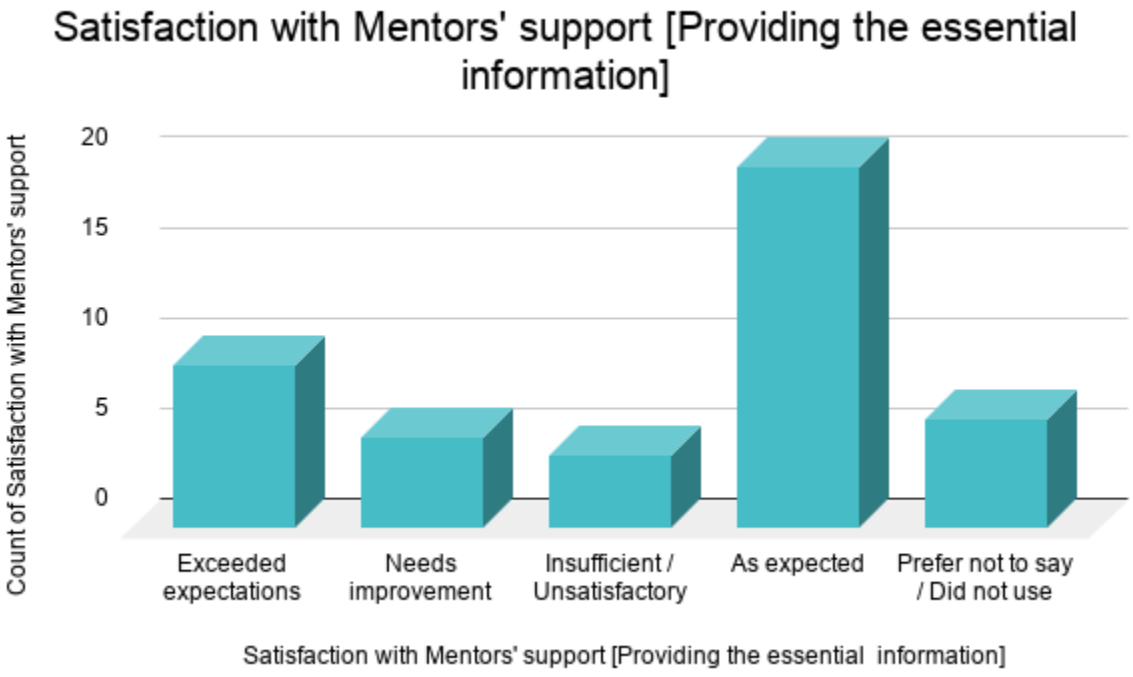
Comments about Tutors' support:

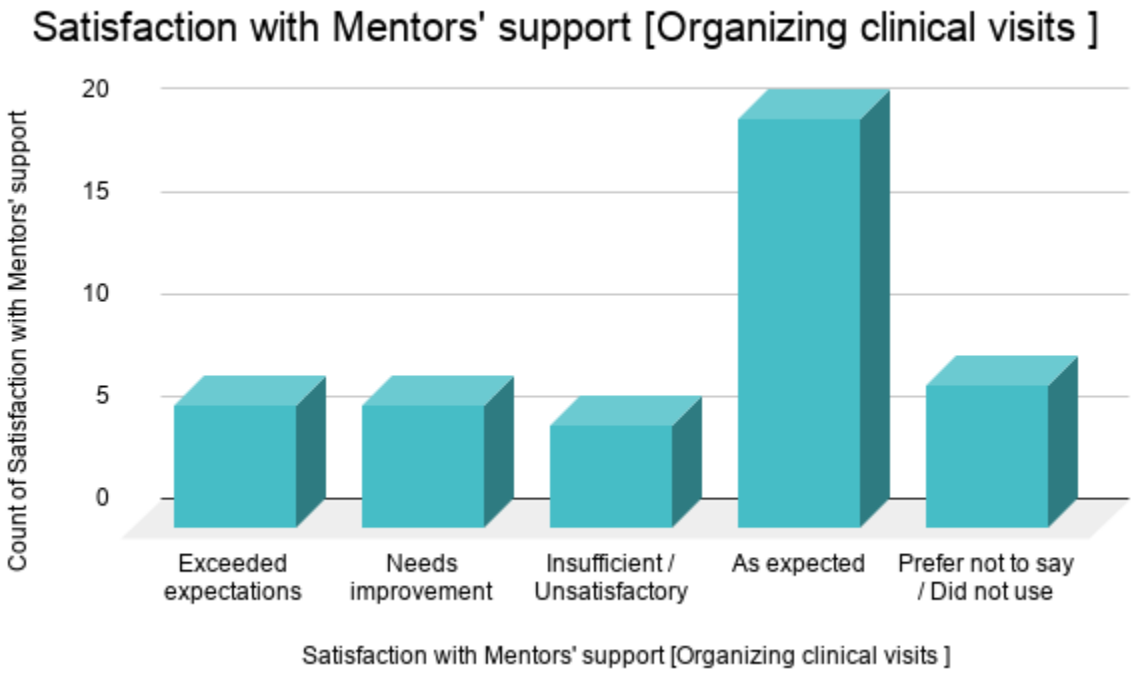
- Our tutor is not **helpful or supportive at all.**
- The Tutor is great, she is so **supportive to students**. *Sometimes there is a delay in getting assessment information because the responsible person for providing her the information does not do her/his job on time*
- **Our tutors' works very good** she is always ready to help
- *I have never used my tutor and she doesn't seem very accessible. She doesn't make an effort to speak to us, rather we should make the effort to speak and find her?*
- *I didn't even know who my tutor was and when I did I don't think she has ever helped with anything.*

Mentors' work




Satisfaction with Mentors' support [General support of clinical issues]
Count of Satisfaction with Mentors' support
20
15
10
5
0
Exceeded expectations
Needs improvement
Insufficient / Unsatisfactory
As expected
Prefer not to say / Did not use
Satisfaction with Mentors' support [General support of clinical issues]

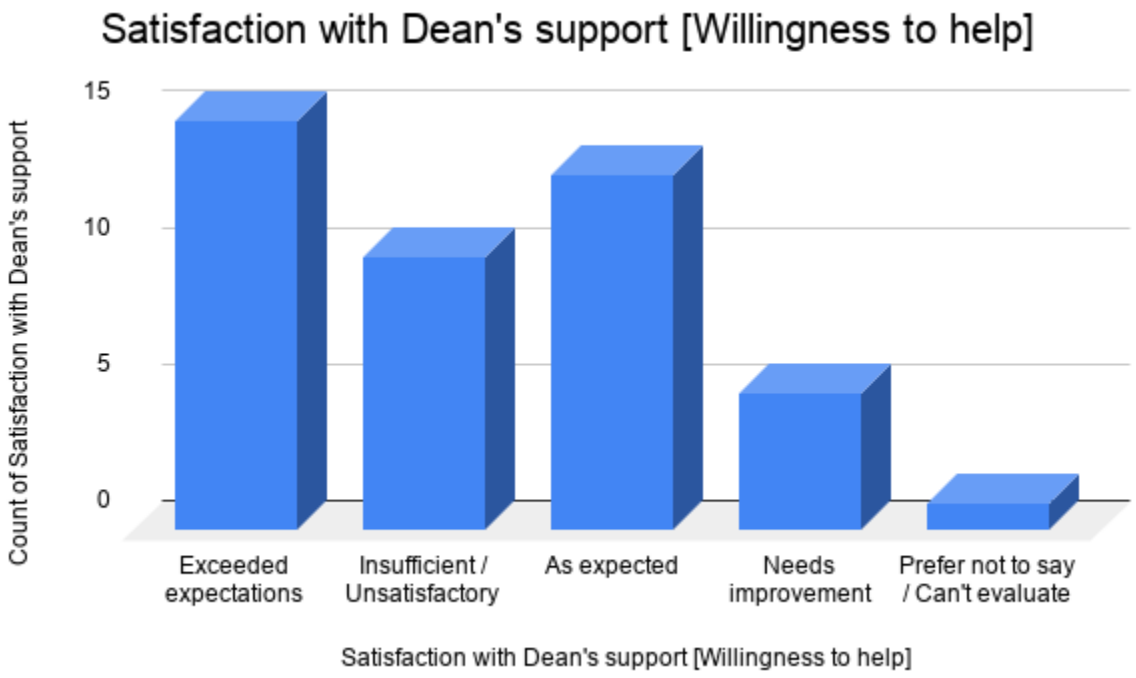

Satisfaction with Mentors' support [Providing the essential information]
Count of Satisfaction with Mentors' support
20
15
10
5
0
Exceeded expectations
Needs improvement
Insufficient / Unsatisfactory
As expected
Prefer not to say / Did not use
Satisfaction with Mentors' support [Providing the essential information]

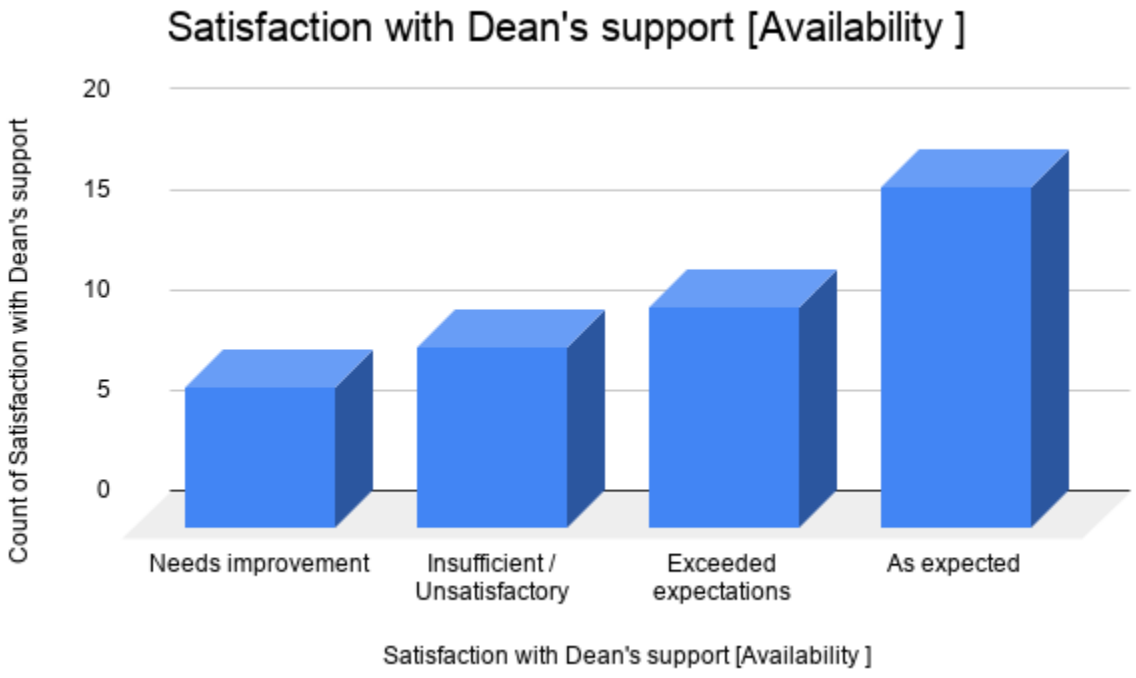


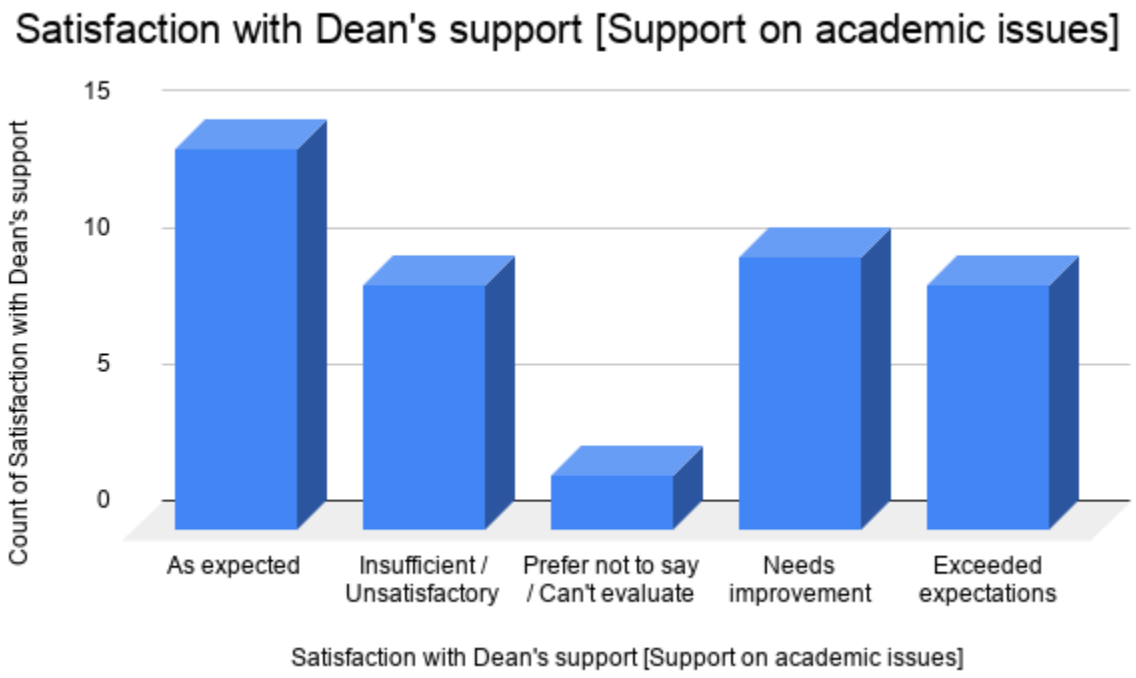
Comments about Mentors' support

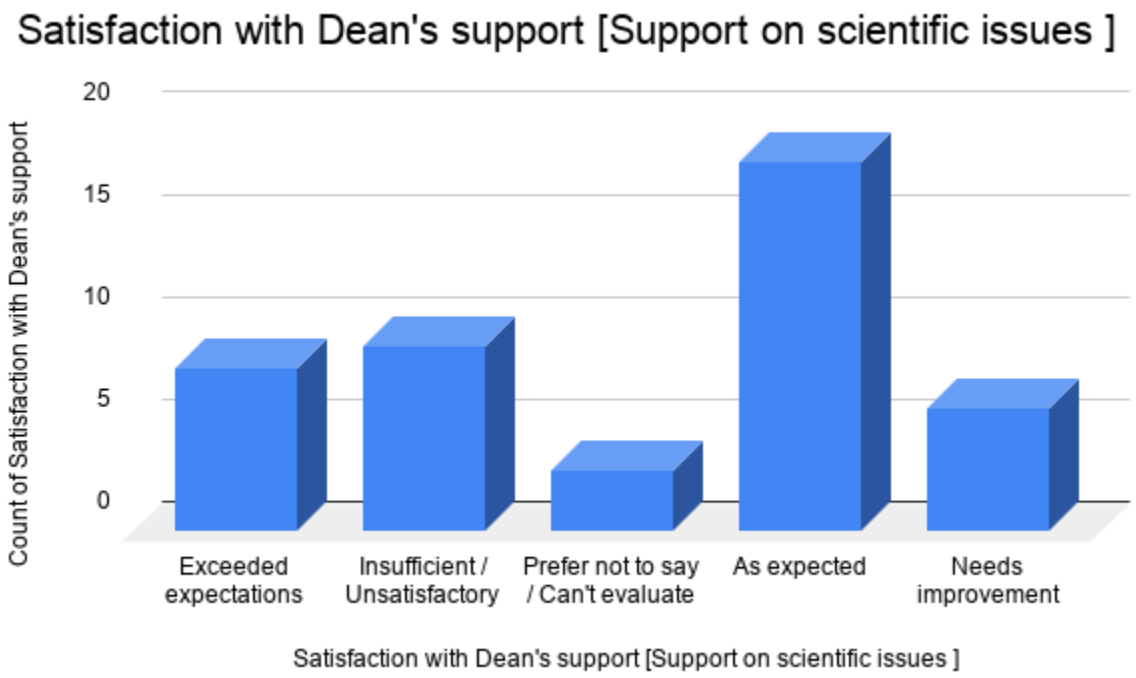
- **Good**
- None
- *I don't know who is my mentor*
- *Because we didn't had clinical visits i can't evaluate my mentor in this side, but I think she will be great in this job too because she is always very supportive during lectures.*

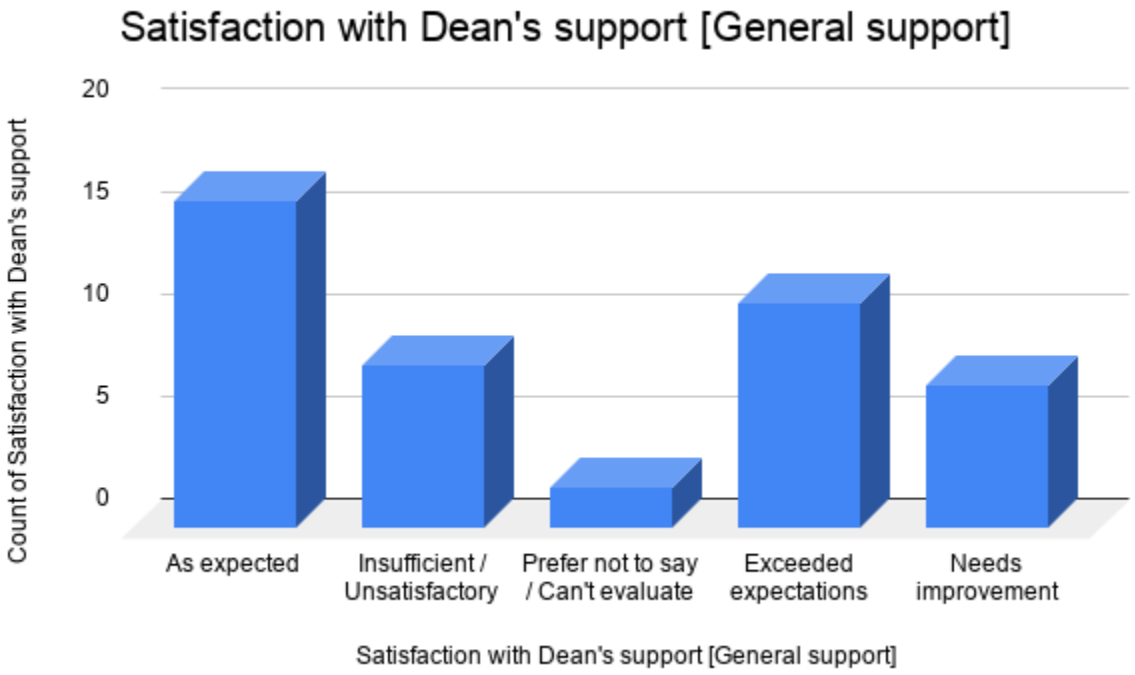
Satisfaction with Dean's support






Satisfaction with Dean's support [Support on academic issues]
Count of Satisfaction with Dean's support
15
10
5
0
As expected
Insufficient / Unsatisfactory
Prefer not to say / Can't evaluate
Needs improvement
Exceeded expectations
Satisfaction with Dean's support [Support on academic issues]

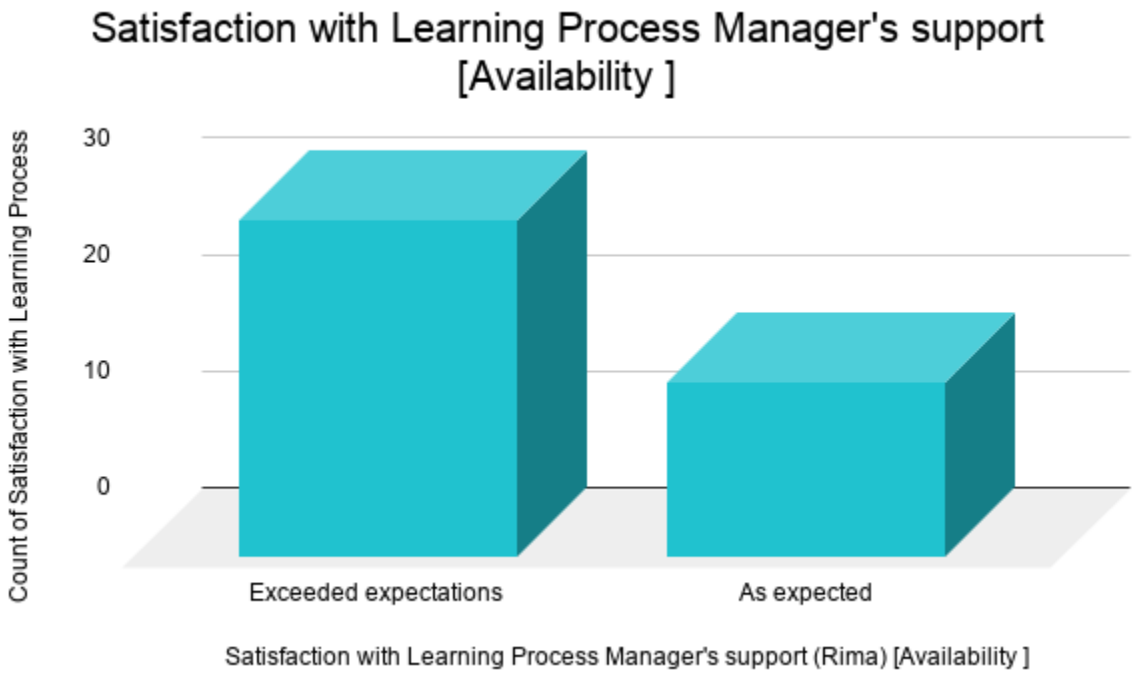

Satisfaction with Dean's support [Support on scientific issues]
Count of Satisfaction with Dean's support
20
15
10
5
0
Exceeded expectations
Insufficient / Unsatisfactory
Prefer not to say / Can't evaluate
As expected
Needs improvement
Satisfaction with Dean's support [Support on scientific issues]

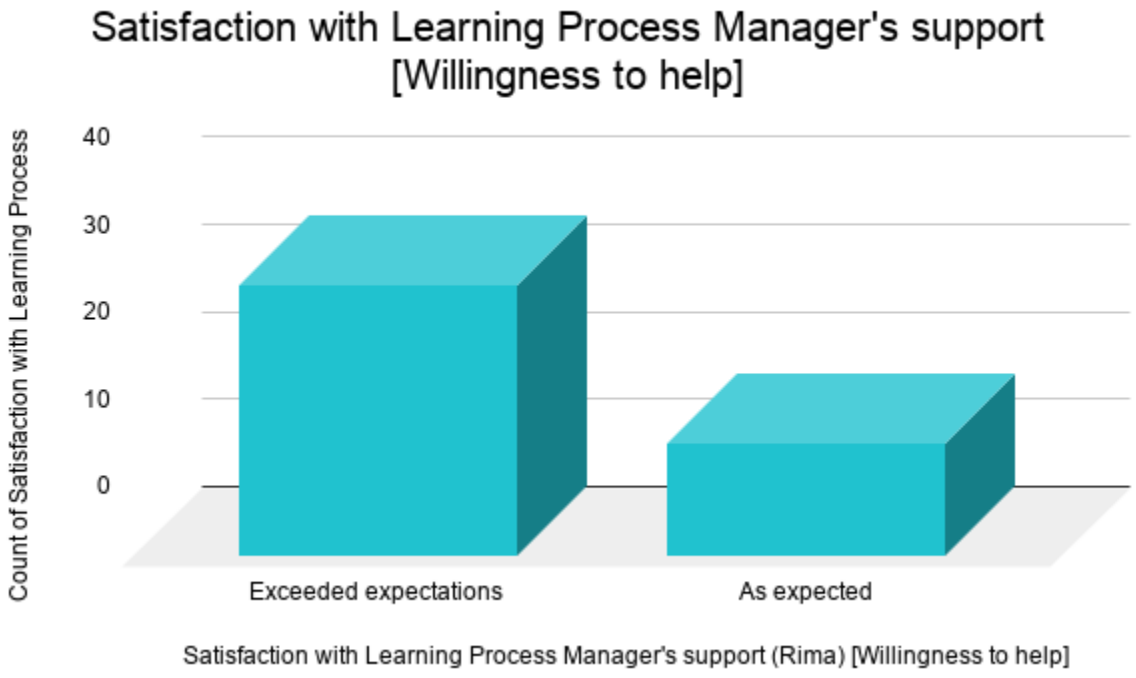


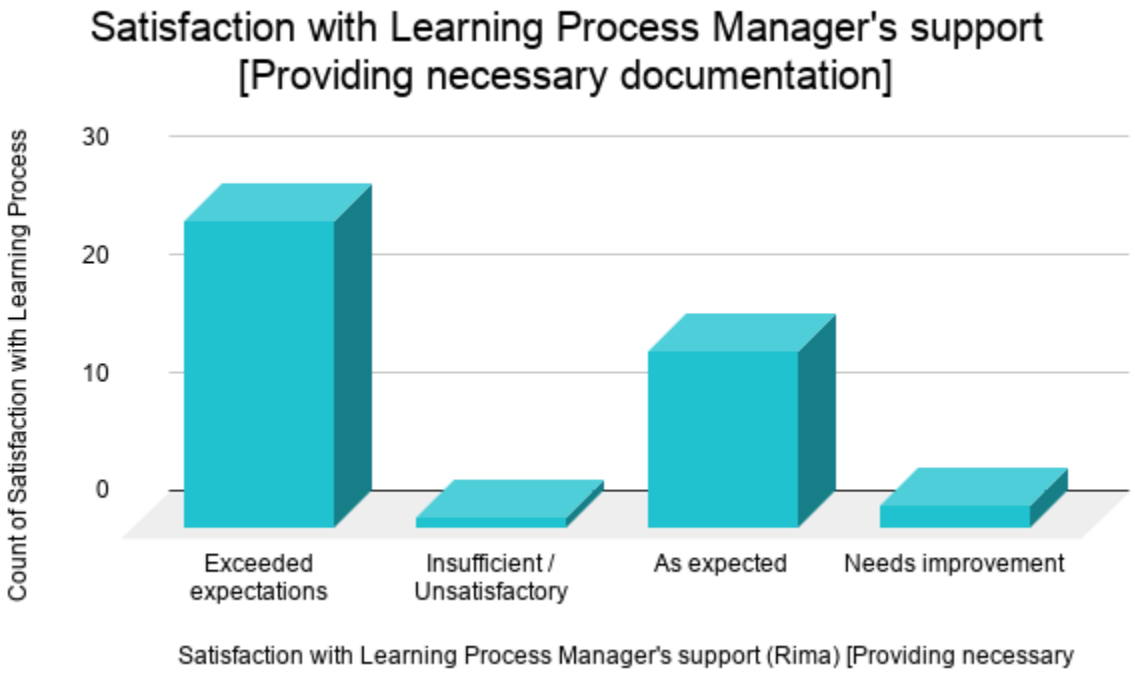
Comments about Dean's support

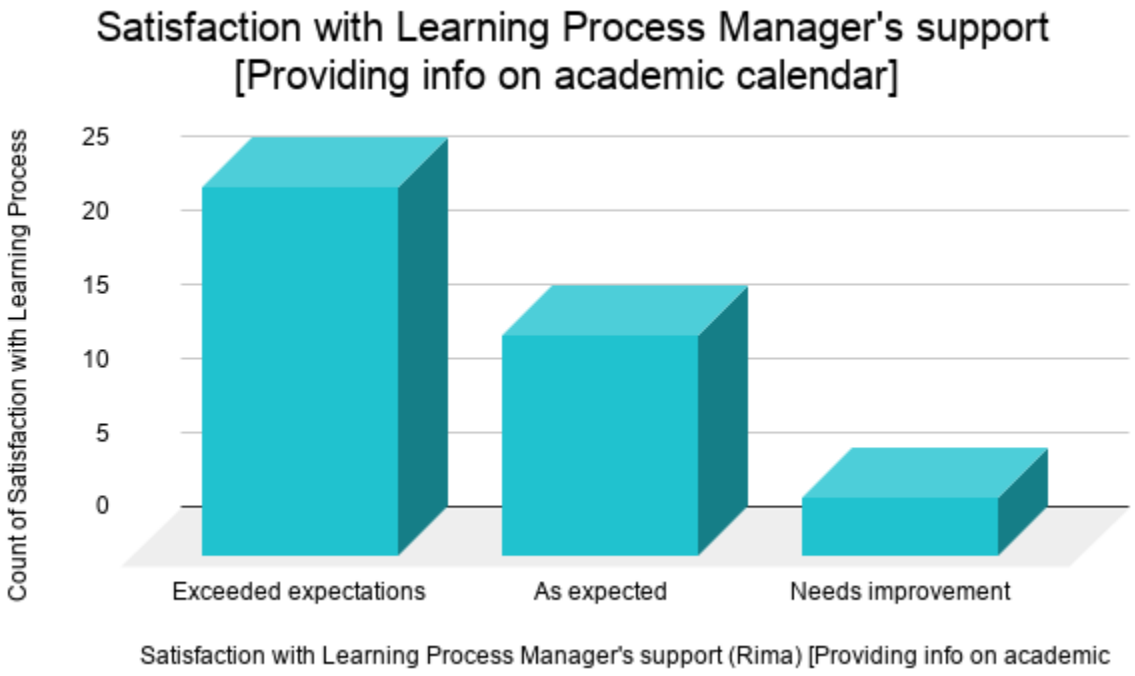
- **I respect the dean for her efforts this year as it was hard however, much more could've been done.**
- **Excellent**
- I think the dean could be there for students a little more and support them more with their difficulties, taking into mind we are studying during a pandemic and everyone's home/ personal issues are different.
- *Needs to reply to emails*
- *She is not supportive, as she made students so demotivated by comparing them to each other and continuously tells students "you can leave BAU there are other universities in Georgia" where ever we ask for something to get improvement.*
- **She is very supportive and she try to help in every issue, of course if it is possible.**
- *Dean is very busy but finds time to help, sometimes it is difficult to talk to her*
- It's always new rules and regulations being implemented every week but we are never told before the semester starts that these changes will be made.

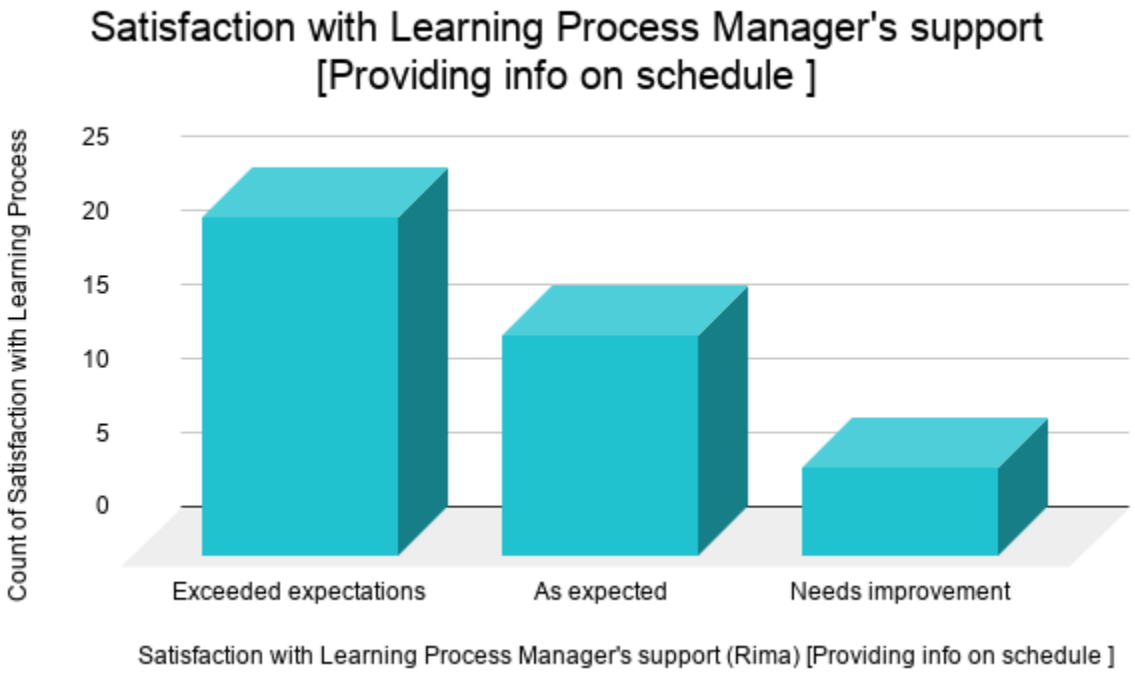
Satisfaction with Learning Process Manager's support

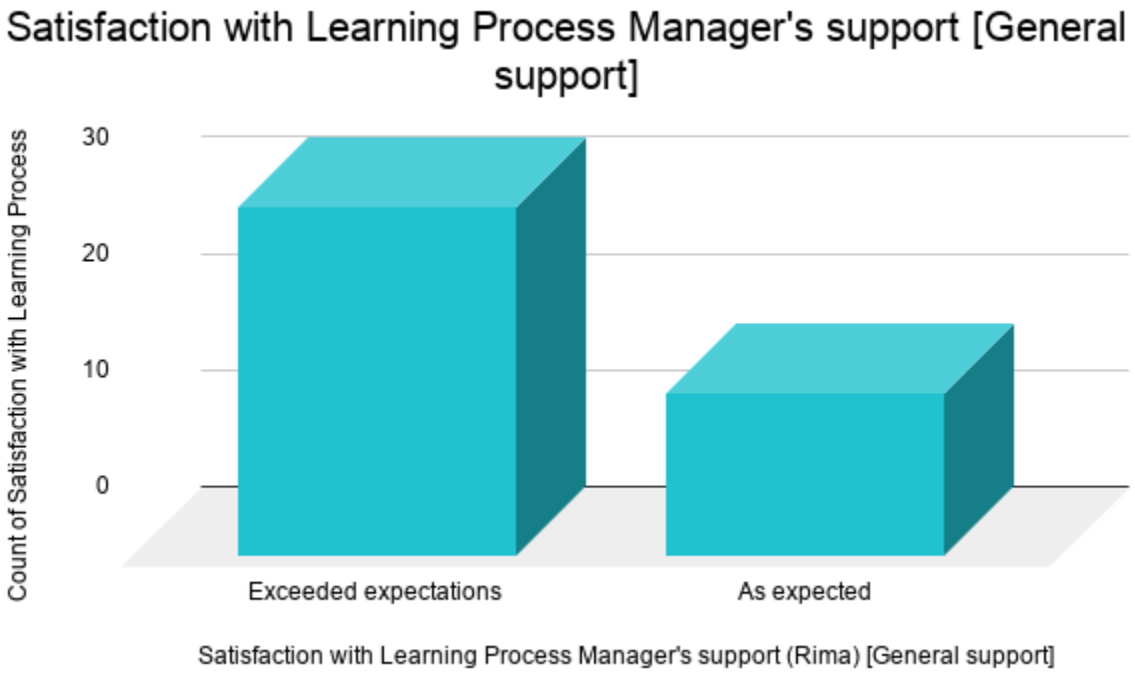





Satisfaction with Learning Process Manager's support [Providing necessary documentation]
Count of Satisfaction with Learning Process
30
20
10
0
Exceeded expectations
Insufficient / Unsatisfactory
As expected
Needs improvement
Satisfaction with Learning Process Manager's support (Rima) [Providing necessary


Satisfaction with Learning Process Manager's support [Providing info on academic calendar]
Count of Satisfaction with Learning Process
25
20
15
10
5
0
Exceeded expectations
As expected
Needs improvement
Satisfaction with Learning Process Manager's support (Rima) [Providing info on academic

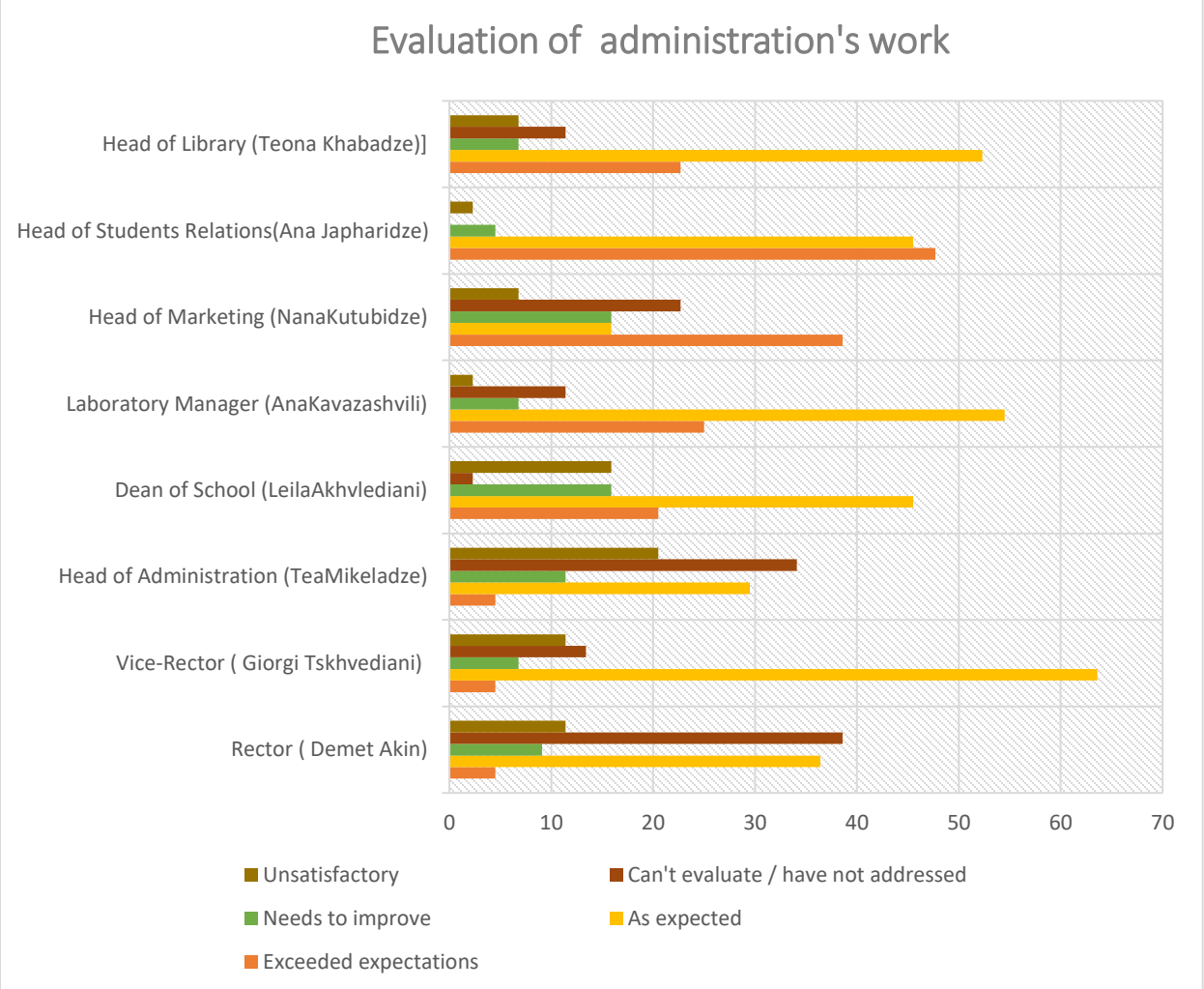

Satisfaction with Learning Process Manager's support [Providing info on schedule]
Count of Satisfaction with Learning Process
25
20
15
10
5
0
Exceeded expectations
As expected
Needs improvement
Satisfaction with Learning Process Manager's support (Rima) [Providing info on schedule]


Satisfaction with Learning Process Manager's support [General support]
Count of Satisfaction with Learning Process
30
20
10
0
Exceeded expectations
As expected
Satisfaction with Learning Process Manager's support (Rima) [General support]

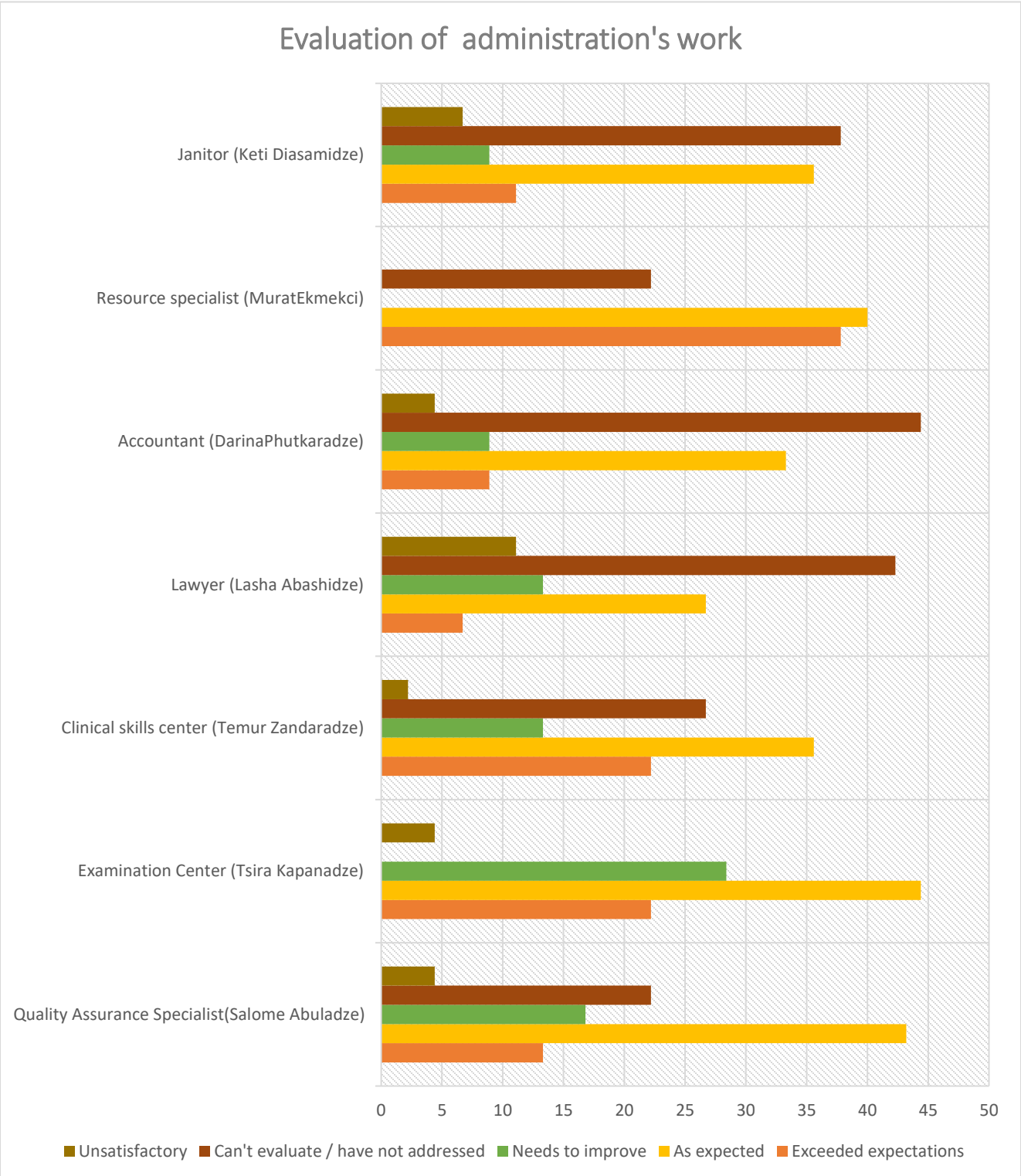
Comments about Learning Process Manager's support:

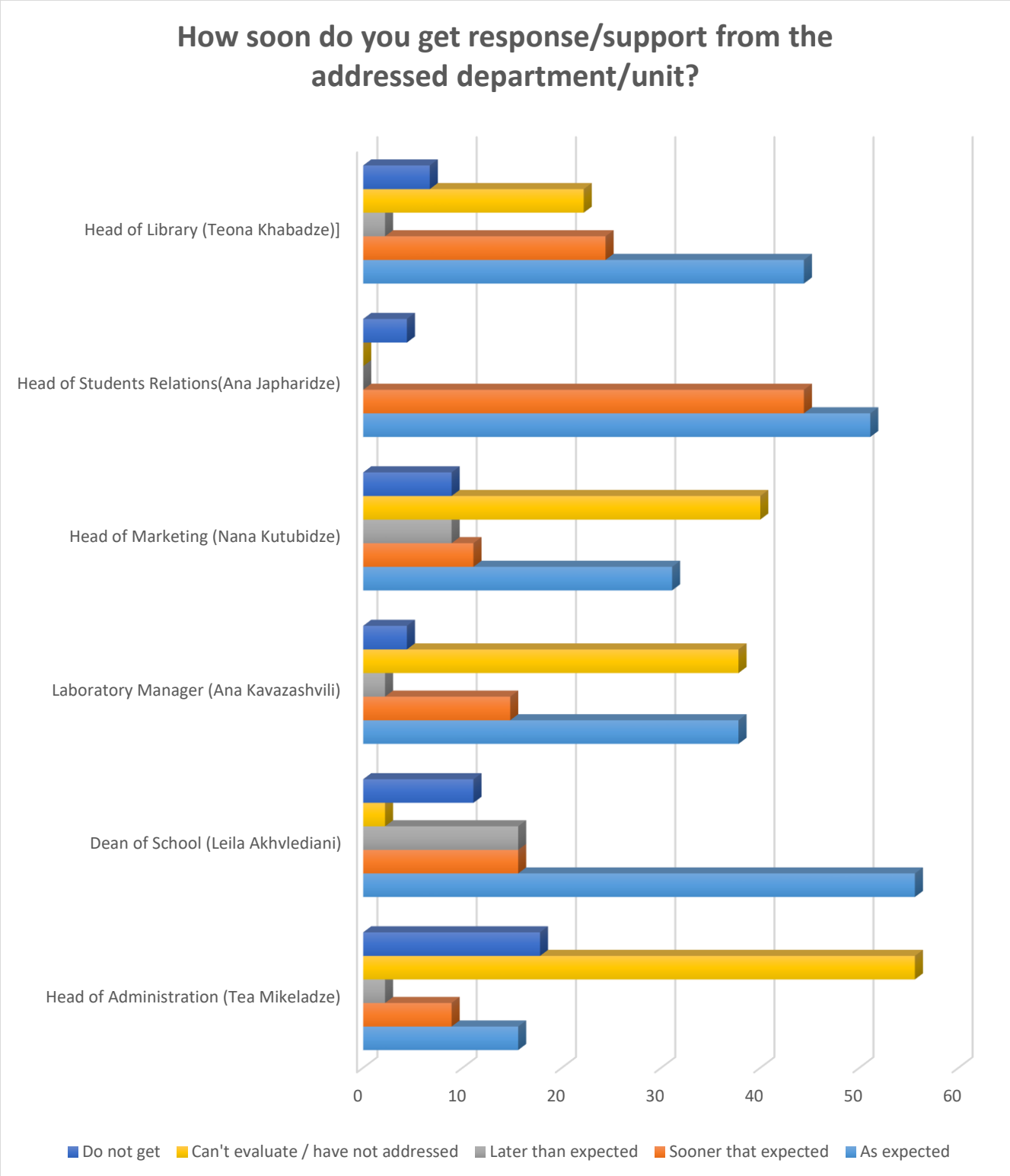
- She is great and always can help
- Great manager. Best staff member in BAU
- She is cooperative and helpful
- The best thing about BAU! The reason most of students are still here! She solves all our problems, she is available no matter what! She takes on the role of dean, tutor even lecturer sometimes! From the start of university she has been so kind, supportive and motivates students to keep going!

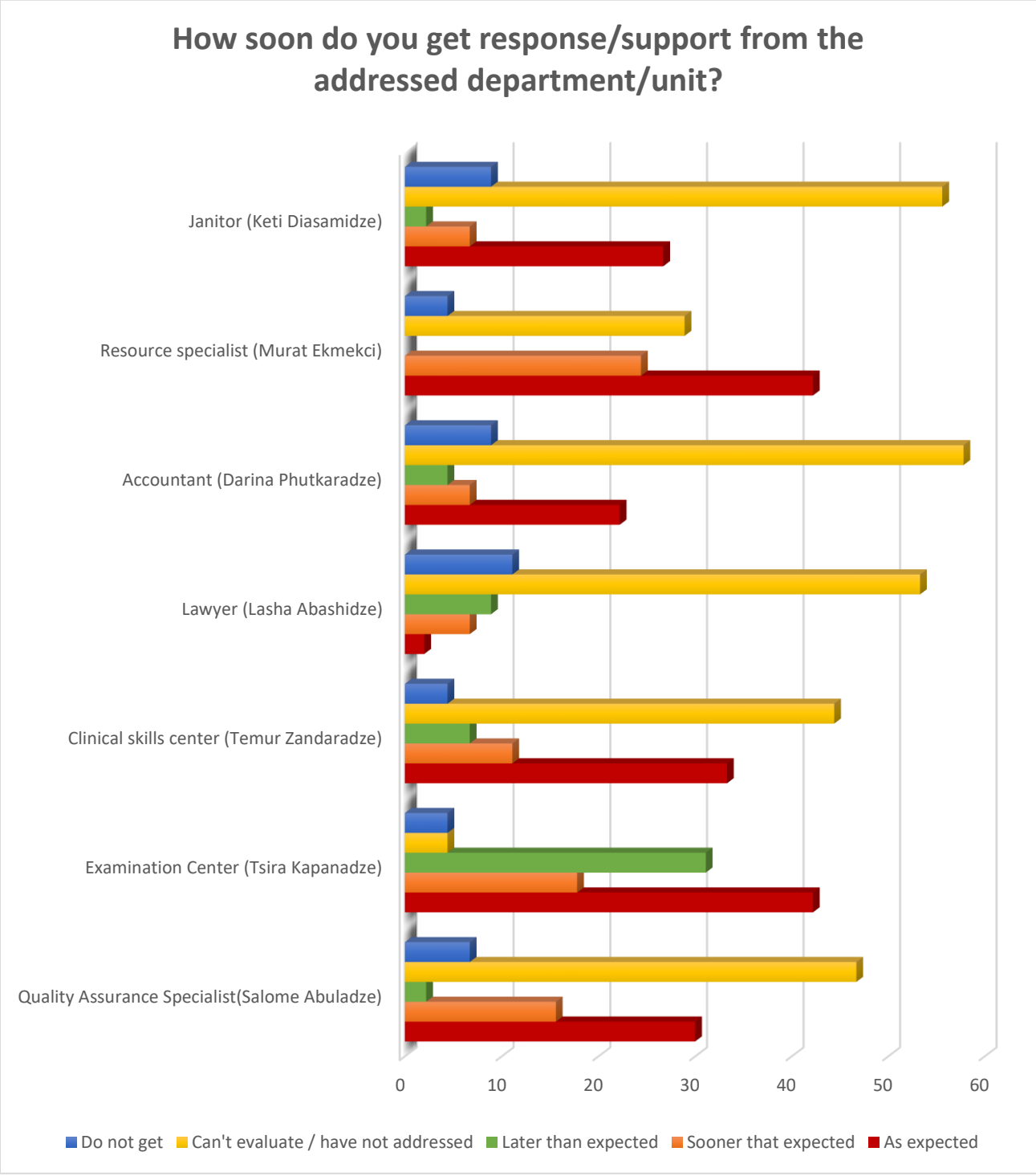
Evaluation of administration's work



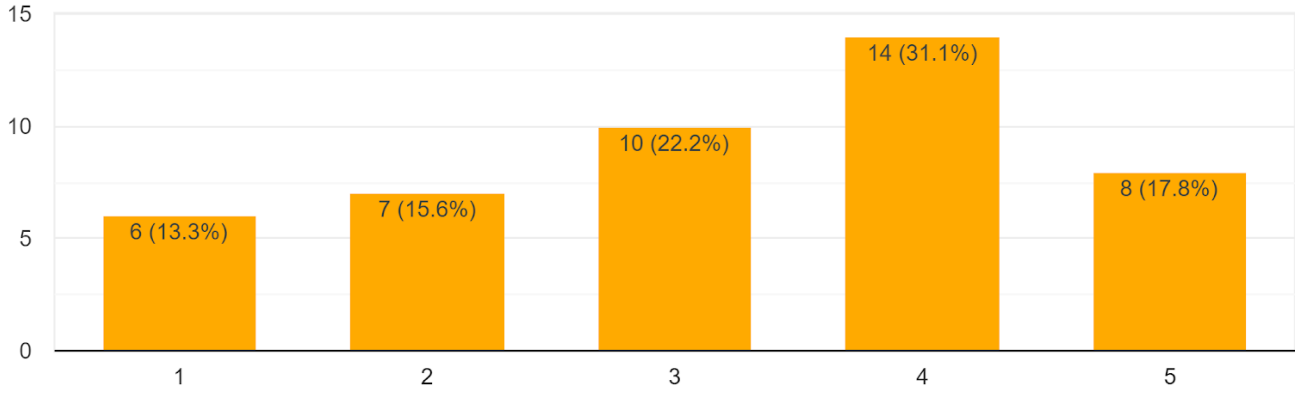
BAU International University Batumi




How soon do you get response/support from the addressed department/unit?
Head of Library (Teona Khabadze)]
Head of Students Relations(Ana Japharidze)
Head of Marketing (Nana Kutubidze)
Laboratory Manager (Ana Kavazashvili)
Dean of School (Leila Akhvlediani)
Head of Administration (Tea Mikeladze)
0
10
20
30
40
50
60
Do not get
Can't evaluate / have not addressed
Later than expected
Sooner that expected
As expected


How soon do you get response/support from the addressed department/unit?
Janitor (Keti Diasamidze)
Resource specialist (Murat Ekmekci)
Accountant (Darina Phutkaradze)
Lawyer (Lasha Abashidze)
Clinical skills center (Temur Zandaradze)
Examination Center (Tsira Kapanadze)
Quality Assurance Specialist(Salome Abuladze)
0
10
20
30
40
50
60
Do not get
Can't evaluate / have not addressed
Later than expected
Sooner that expected
As expected

General satisfaction with administrative staff

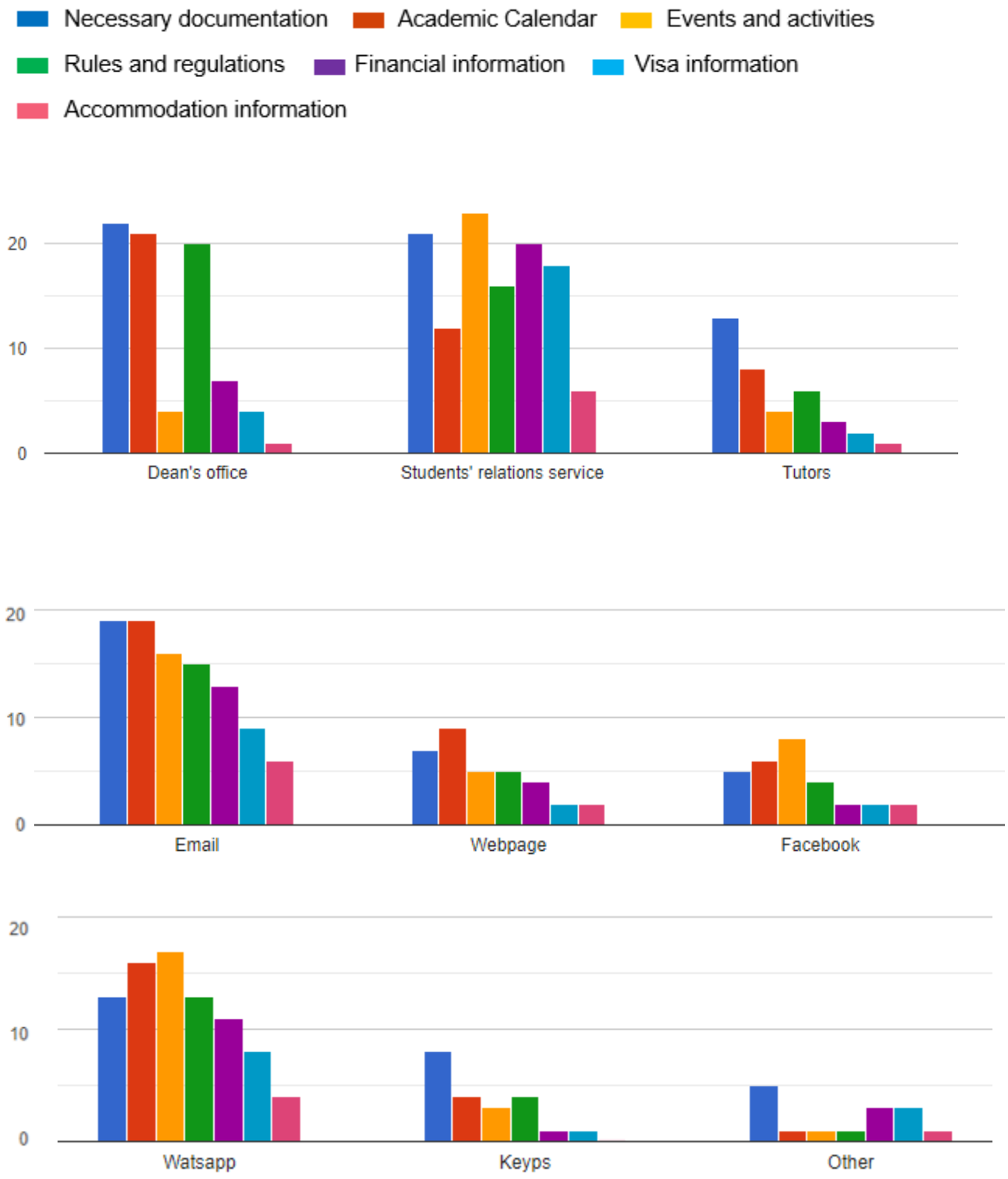


Comments:

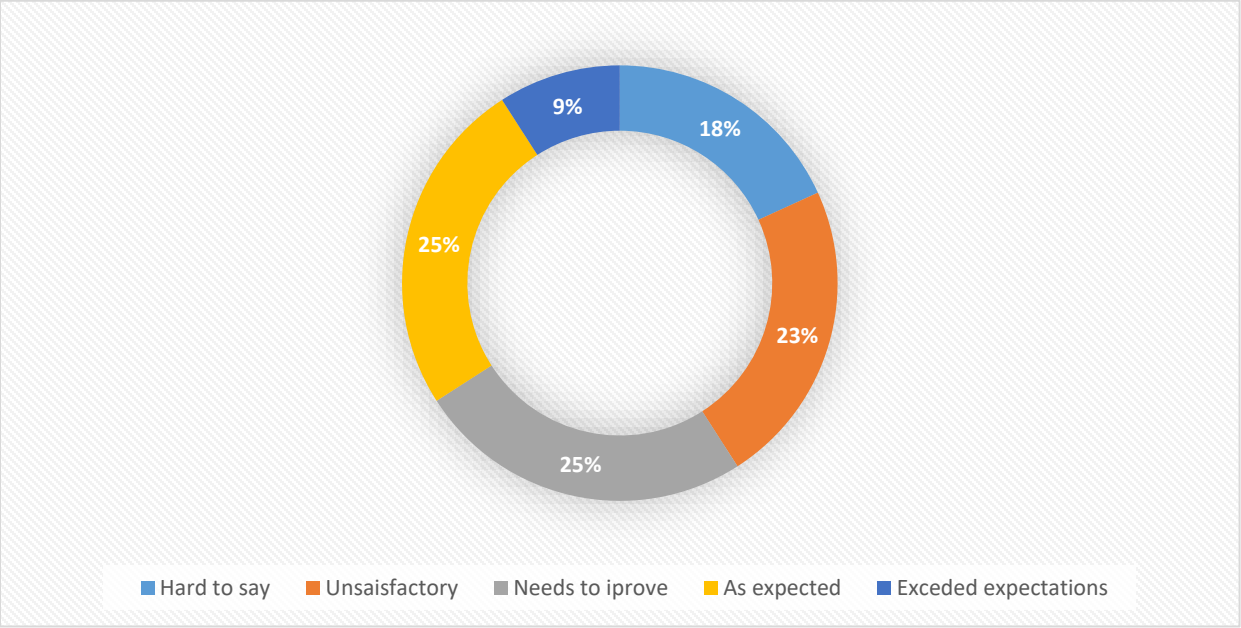
- **All of the staff members are kind and helpful**
- **Needs to be improved**
- *Administration team could be much more supportive toward students.*
- **They work really hard and well.**
- *More improvement is needed regarding residency issues related to lawyer's duties*
- Things need to change. you need to listen to students, and actually take on board what they say. have conversations with an open mind
- *I think Dr. Tsira is really helpful with examinations process and organizes things very well! I find the rector hard to speak to as she does not speak Georgian or English well so it is difficult to speak to her.*
- **Mainly I'm happy with administration services and other student services, they are trying to make their best**. Of course, there will be problems but they are trying adapt us to situation as much as they can.
- Normal

BAU International University Batumi

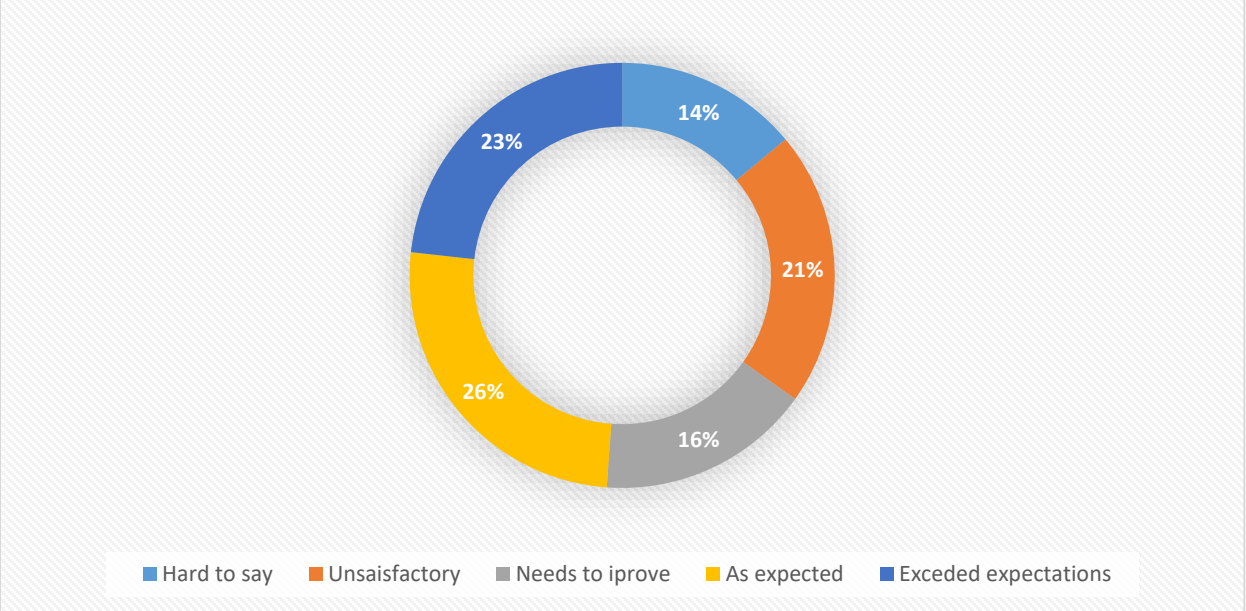
Main sources to get necessary information/documentation



Evaluation of the organization of online/hybrid courses

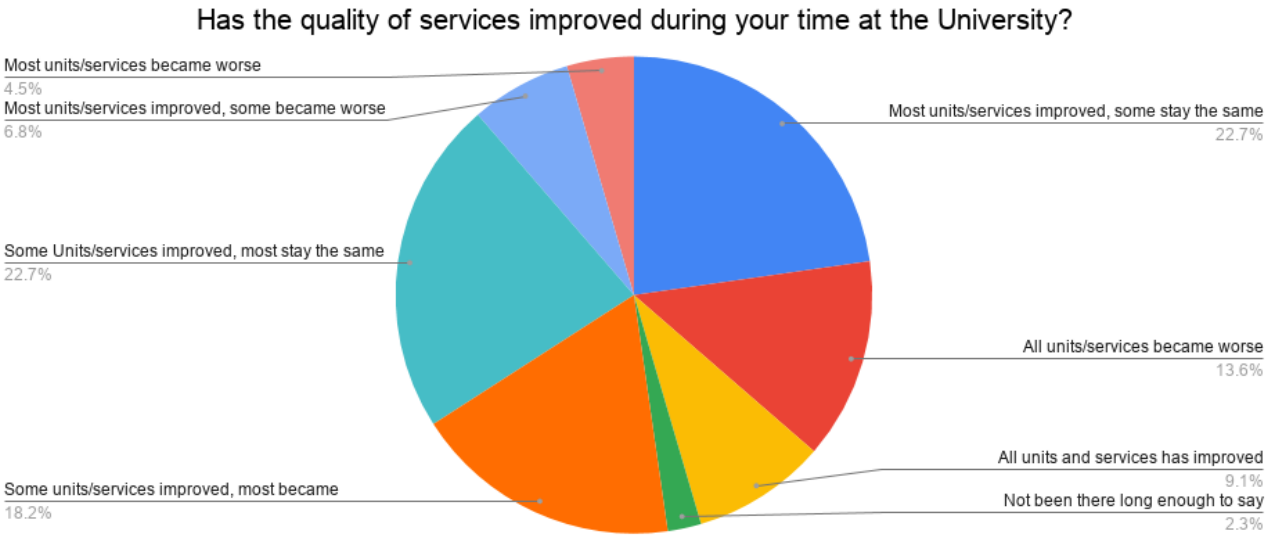


Evaluation of facilities and equipment (body interact, webcam and etc.) for online/hybrid teaching



General recommendations for improvement online /hybrid teaching:

- Take into account people are in different time zones and have different problems. Give recorded lectures like every other university in Europe during the pandemic. please help us instead of making it worse
- **No improvement, its perfect**
- Get faster and better Internet
- *I think it's not fair for online students to receive hybrid learning. Most of the time we cannot see the board or understand the teacher. It makes everything 10X more difficult.*
- We have spent two online semester and the quality was as it expected or sometimes even better, I was able to study in safe condition. But I find hybrid study really difficult for online students, for offline and even for lecturers to handle.
- I would prefer to spend this semester online like last semester.
- Recommendation to put our lectures between the academic hours (9 am till 6 pm) and no more than that, even if it's online. We need time to study. And if possible, not have huge gap between lectures.
- Online teaching is good because of most of the lectures really help us with studying online. I felt like online studies were really time efficient and really beneficial during circumstances of the pandemic.
- Online teaching is comfortable and offline is mostly for clinical visits



Comments:

- **Units have improved**
- Among academic personnel, **lecturers' quality during online education improved** and it was even better than face to face, but I do not see any support from Dean's office.
- **I am happy with the facilities**
- *During two semesters of pandemic, university has made studies mentally and physically difficult for students*. Students did not feel and receive necessary assistance and support from some professors and administration officials
- It can be better.

General recommendations for the University:

- **Nothing, all perfect**
- *Really need to have library open for longer times, otherwise provide 24/7 study spaces which requires no supervision.*
- No printing facilities for students and there is always some sort of problem with Wi-Fi. The books in the library are very limited also, not enough for everyone and waiting time for a book can take weeks.
- *Not changing syllabus every semester*
- Taking students problems and concerns more seriously and professionally
- *My recommendation to take more attention on schedule I think it changes very often*.
- I really need to be able to continue online in safe as I saw pictures of university's events just a few people wear face mask and follow protocols therefore as an option I would rather to be able to continue this semester online.
- Just try to not changes too many things in a few hours before exam
- As per my perspective, this university possess all those things that can make a student a perfect doctor. It has perfect planning for its students with enormous door open to career making with satisfaction.
- Pay more attention to the quality of studies and to professors who teach, because some of them cannot simply explain in English and provide basic knowledge. More attention to clinical practice hours at hospitals for higher courses because it is more necessary at this point to be able to do more attention to quality and education
- The bathrooms and some of the labs are almost always unclean. There's no available water for students. Cafeteria closes too early.
- Providing more agreements with clinics to conduct different clinical skills
- Keep moving forward

- *It would be beneficial to have an academic calendar that is not changed.* I do not understand how a university that runs 6 days a week is still running behind. The dean tells us a date for ending and it is never on time. All universities in the world have a strict timetable that is not being changed. We also need holidays which are requirement and those dates need to remain as those who travel and rent apartments need this information, it is very unorganized. Also it is unfair to start face to face lecture where lecturers do not wear masks. They have university parties with images of students not wearing masks. As a medical university this is astonishing
- Be kind and give more time to talk with students. They are not in their own country and they need from university help. Which will lead them to good study
- **Thank you all for your works**
- For library- allow us to take books and sources. For self-government- president and his team not really working. More projects, lectures, workshops.
- I understand university are trying to make it a better experience for us and want to try new methods to make us better doctors in the future but as students at times these methods don't always work and make it even more stressful (keyps).
- All staff so far have been helpful and lecture quality including hybrid classes have been great. New timetable telling us what will be taught is amazing.
- **Keep going :)**
- **good**
- **Everything is good**
- As I said before we need small stadium near to university, medical students are always tired and we need to refresh our mind, it will help us, also self-government should plan many activities, there are many clubs, but they are not as active as they should be. I think these 2 things need to improve as soon as it is possible. I hope this will help u.

Conclusion

- **Overall students' satisfaction rate is 54%.**
- Satisfied students think that BAU is great university with professional staff.
- Unsatisfied students think that administrative staff must be more supportive and to guarantee their mental health.
- **Key identified satisfaction criteria are related to:**
  - ✓ Supportive administrative staff
  - ✓ Great opportunities to became qualified doctor
  - ✓ Professionalism of administrative staff
- **Key identified concerns are related to:**
  - Availability of administrative staff
  - Face to face learning process
  - Library resources
  - Sanitation
  - Entertainment space
  - wifi
  - KEYPS

Response mechanism of QA department:

- Interviewing students' focus groups for double checking
- Compare results of focus groups with the results of survey
- Developing final recommendations for increasing students' satisfaction rate to 75%