Quality Assurance Department

BAU International University Batumi

# IES

# Institutional Evaluation Survey by Student

# 2024-2025 Academic Year

Quality Assurance Department

BAU International University Batumi

## *Quality Assurance Department*

# Introduction

Institutional Evaluation of 2024-2025 Academic Year aims to evaluate BAU International University Batumi's services and the performance of administrative staff from student's point of view.

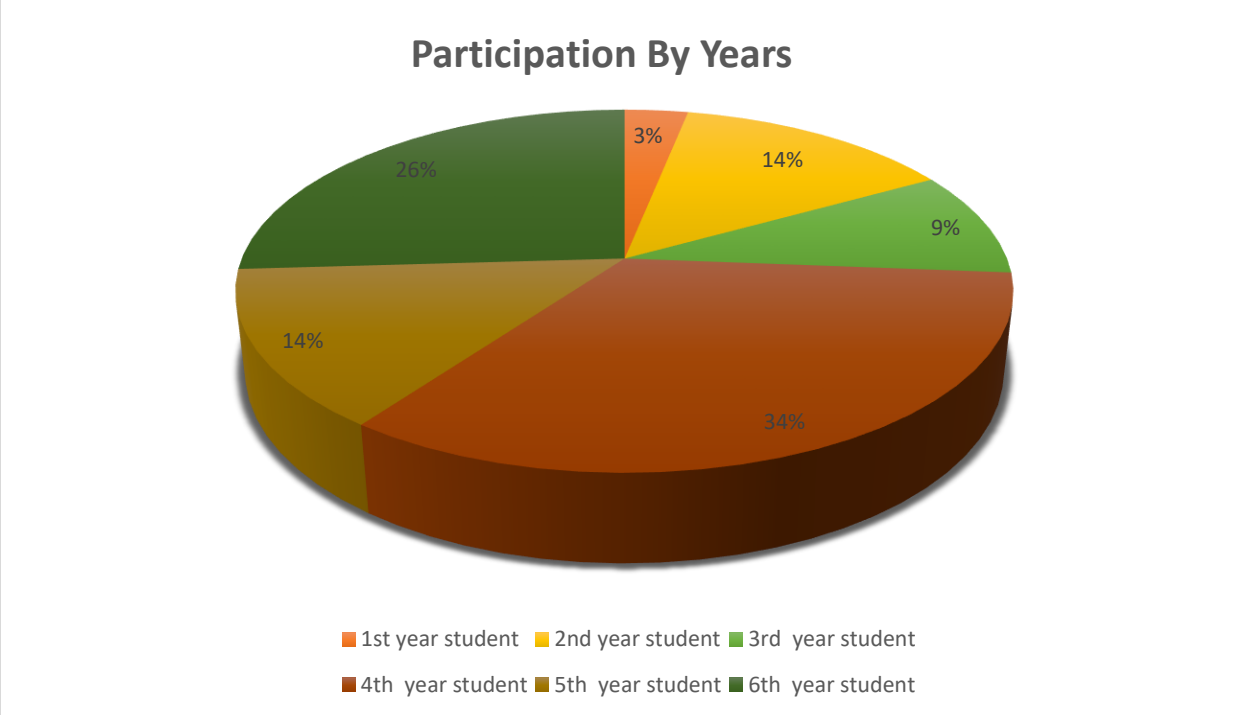
Student's feedback is crucially important for the further development of the services, to identify the ways of improvement and continuous development of the educational services of BAU.

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

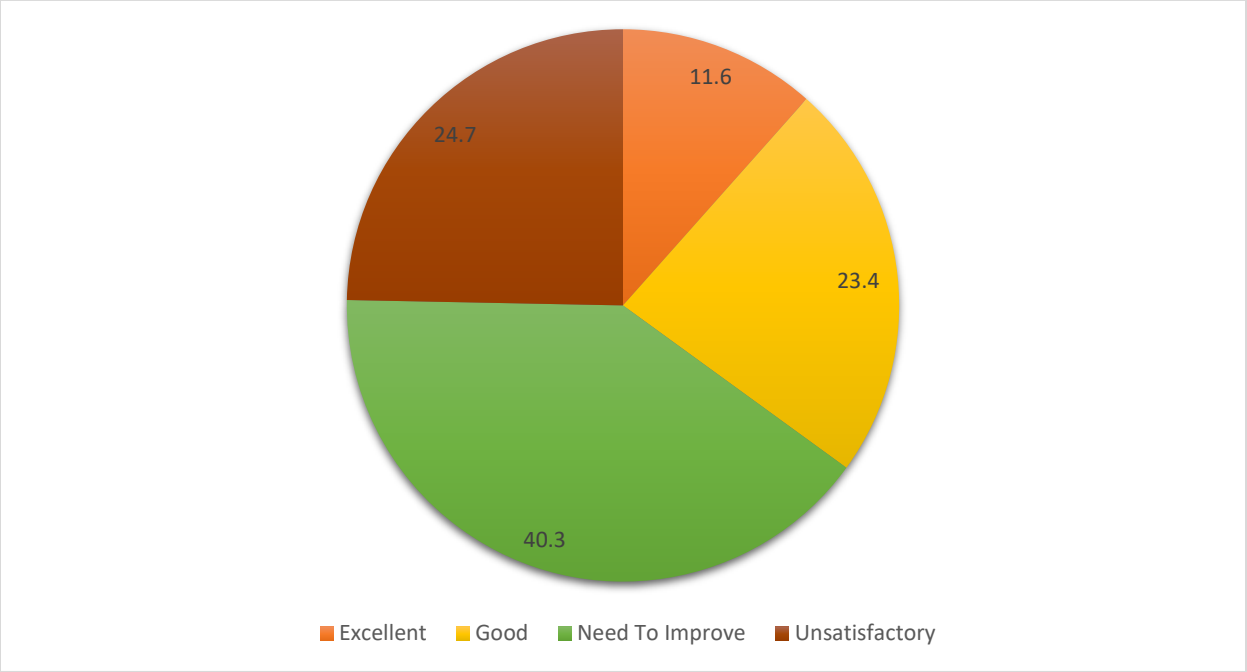
## PART I

## Overall Evaluation

**Approximately 71% of the students took participation in survey from different courses. Years distribution are follows:**



**General Satisfaction with University Services are follow:**

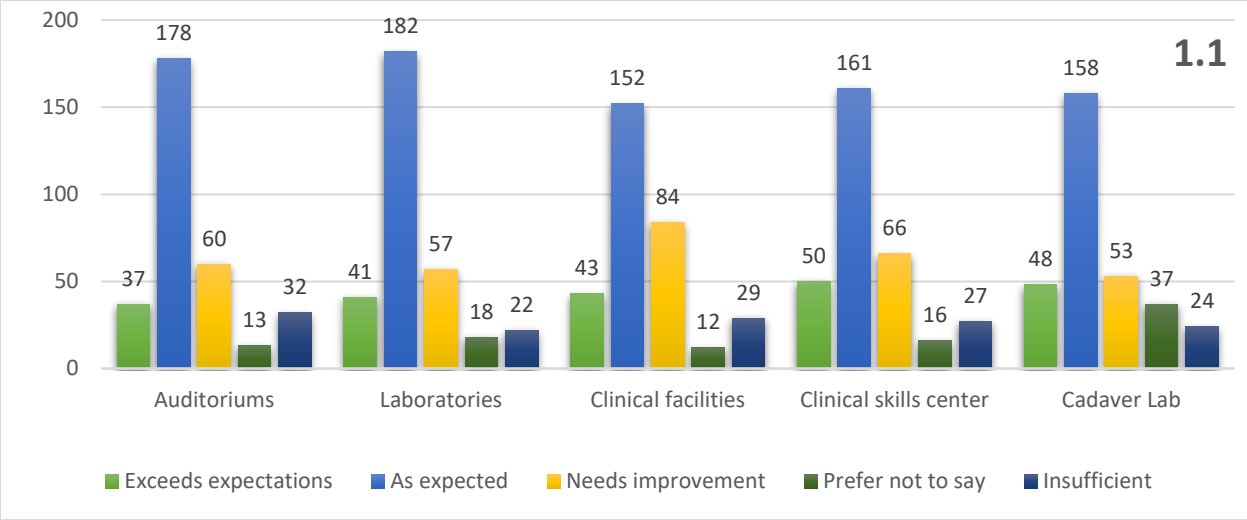



Students gave the university's services a rating from Excellent to Unsatisfactory. In particular, 23.4% of them, are satisfied with the services the university offers, as seen in the graph above. It has to be underlined that, 11.6% of students stated that BAU university services are excellent. The majority of students think that BAU university needs to improve their services.

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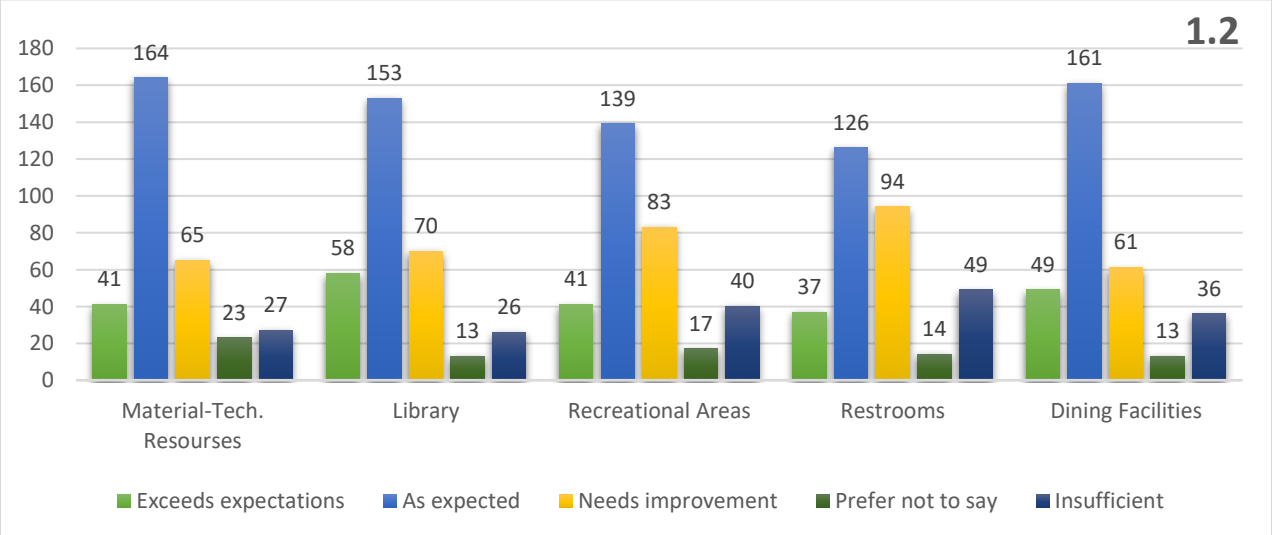
**1.1 Teaching Environment Evaluation**

General satisfaction about Auditoriums; Laboratories; Clinical facilities; Clinical skills(simulation) center; Cadaver Lab.




**1.2 Teaching Environment Evaluation**

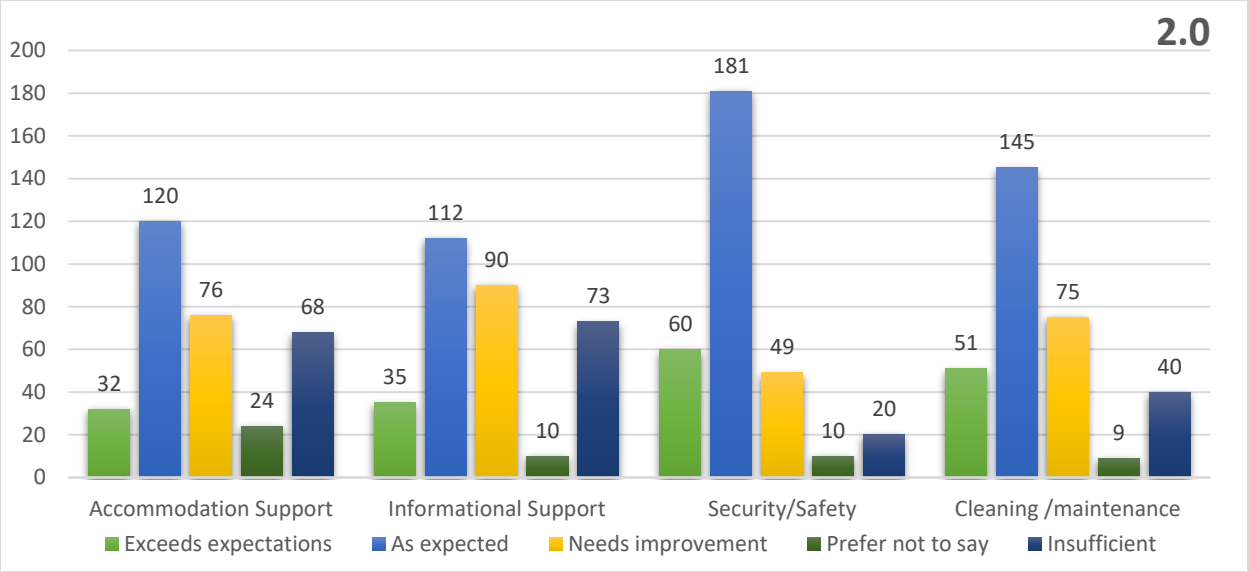
Material-Technical Recourses, Library, Recreational Areas, Restrooms, Dining Facilities.



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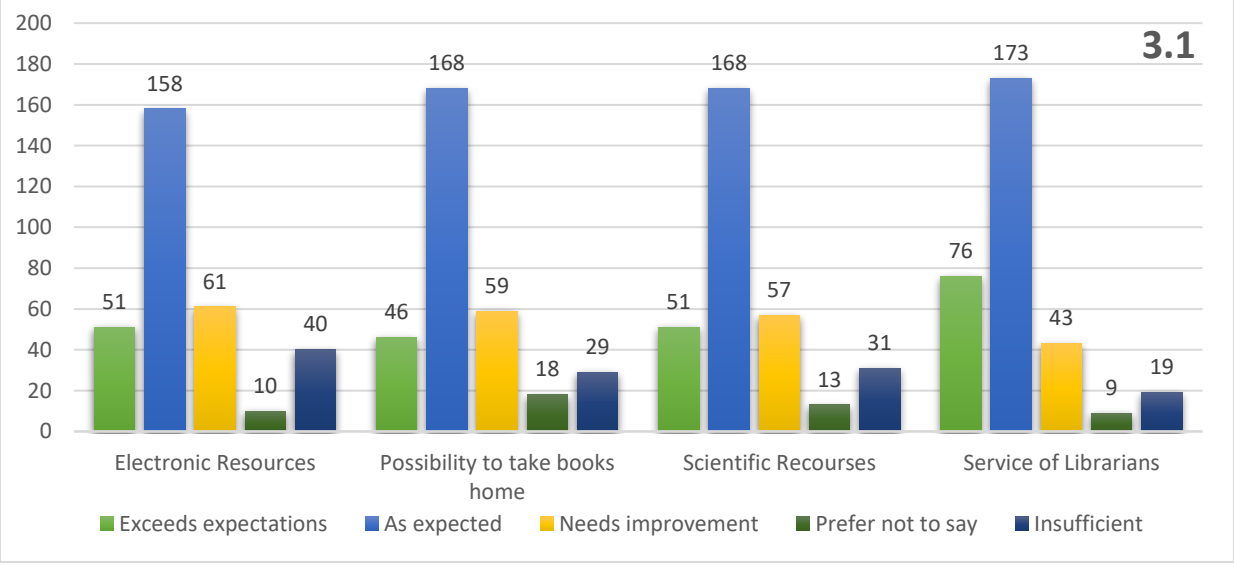
## 2. Evaluate Institutional Services provided by University

Accommodation Support, Informational Support, Security and Safety On Campus, Cleaning and Maintenance on Campus.



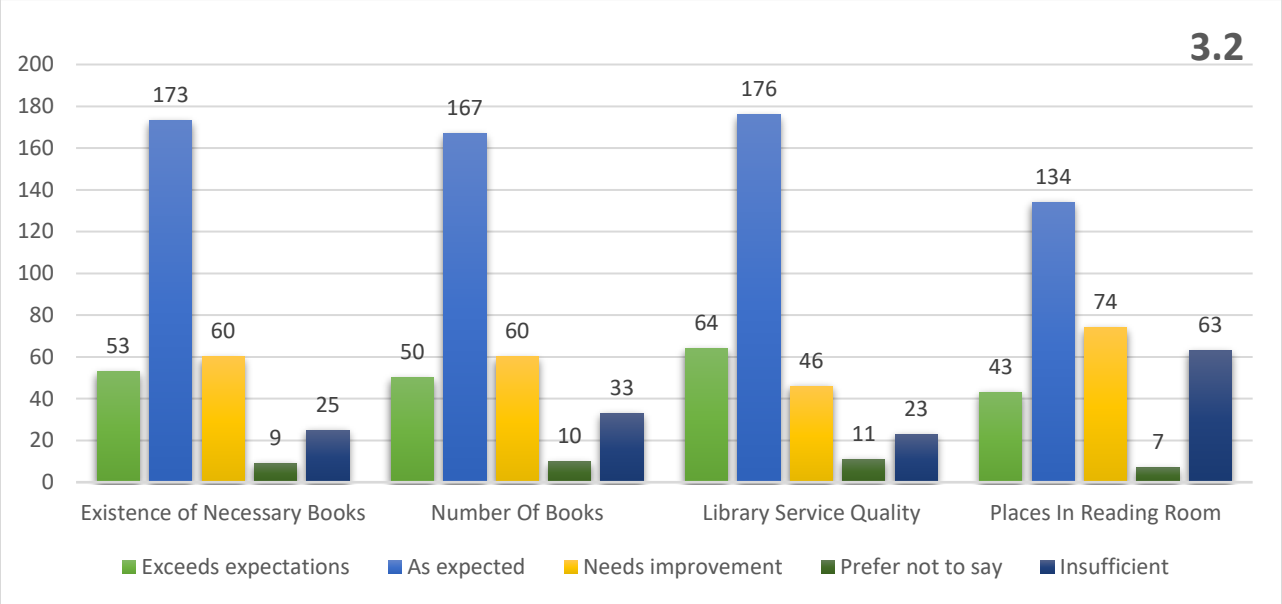

## 3.1 Library Evaluation

Electronic Resources, Possibility to Take Books Home, Scientific Recourses, Service of Librarians



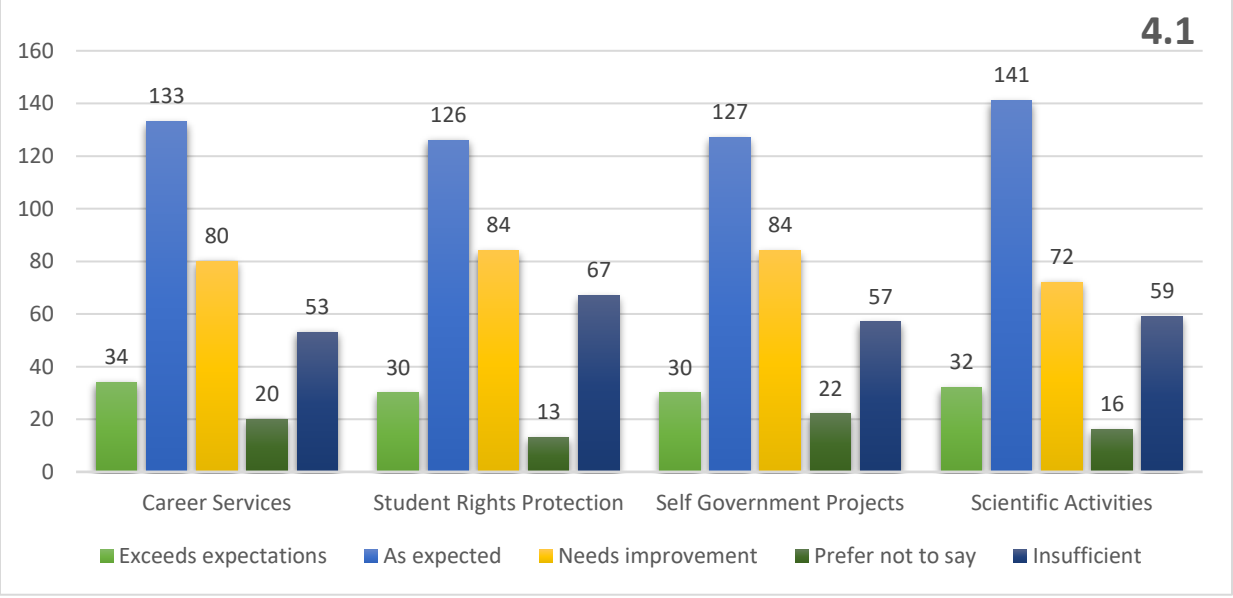
### 3.2 Library Evaluation

Existence of necessary books, Number of Books, Library Service Quality, Places in Reading Room.



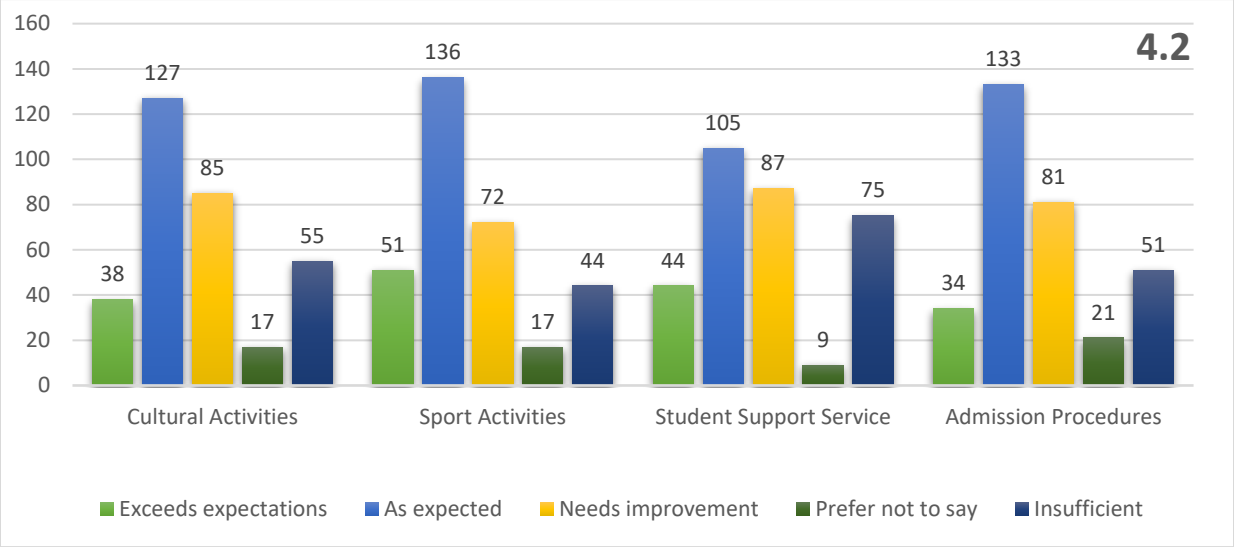

### 4.1 Student Service Evaluation

Career Services, Student Rights Protection, Self-Government Projects, Scientific Activities.



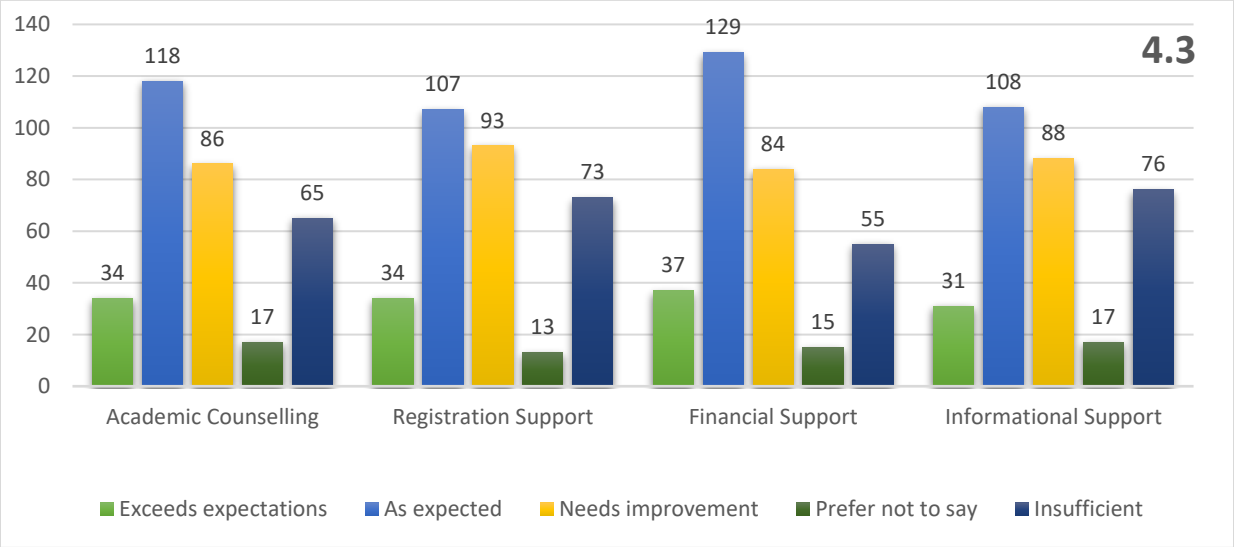
### 4.2 Student Service Evaluation

Cultural activities, Sport Activities, Student Support Service, Admission Procedures.




### 4.3 Student Service Evaluation

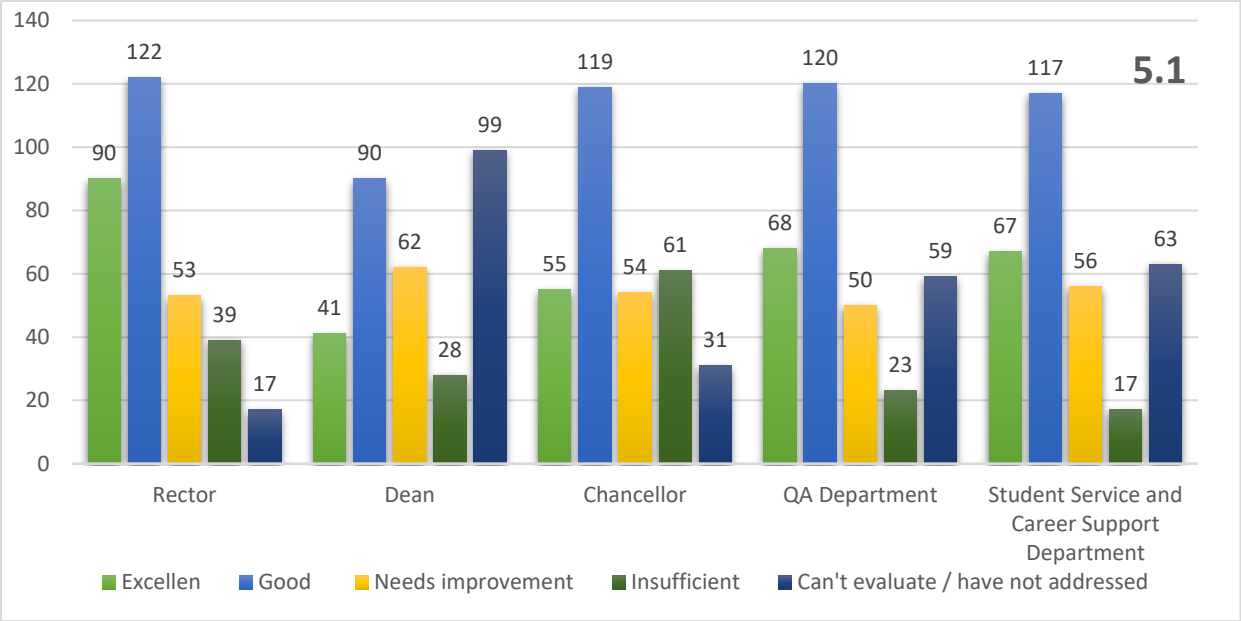
Academic Counselling, Registration Support, Financial Support, Informational Support.



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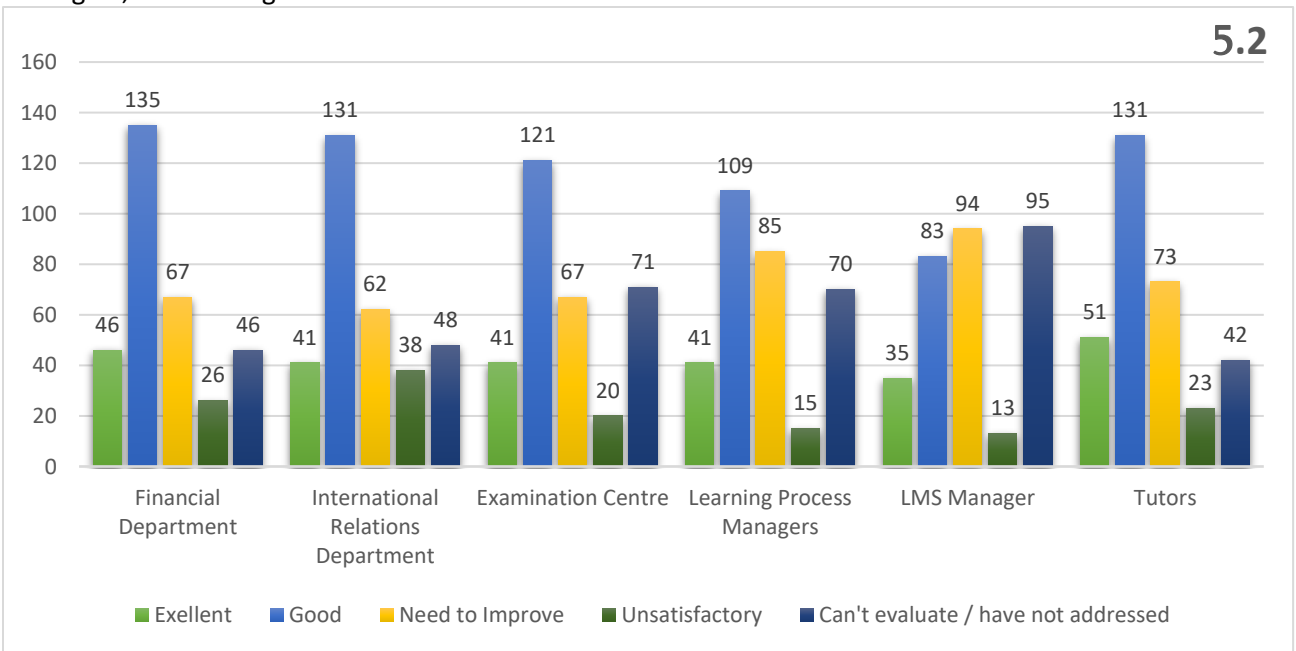
## 5.1 Evaluation of Administration

Rector, Vice Rector, Dean, Quality Assurance Department, Students Service and Career Support Department

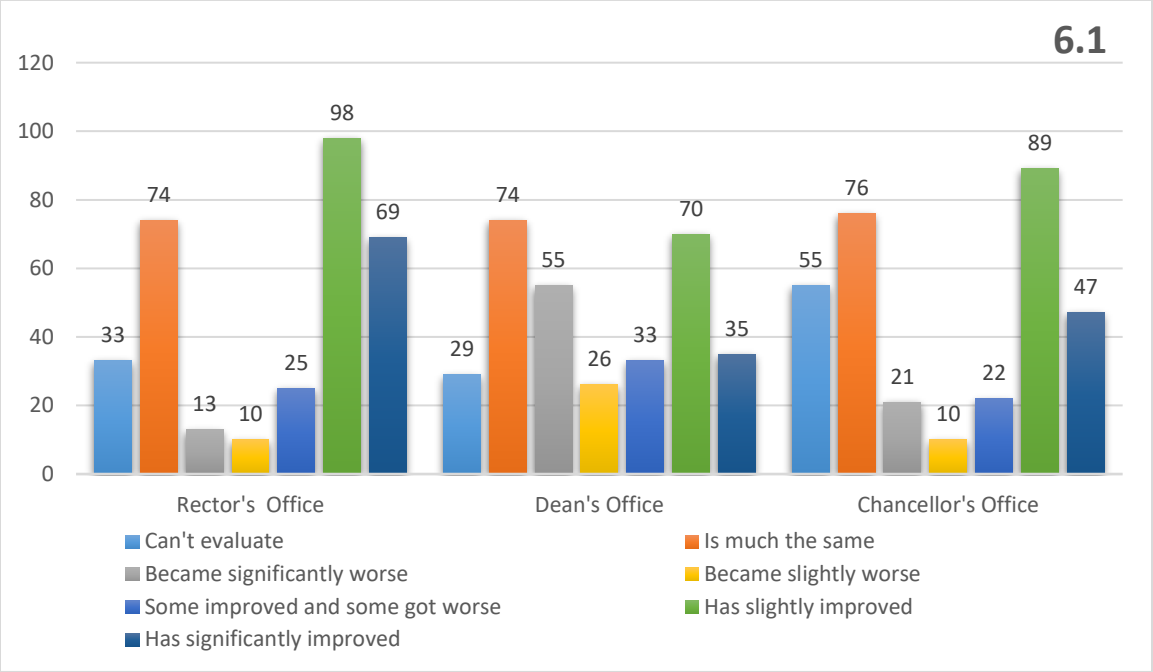



## 5.2 Evaluation of Administration

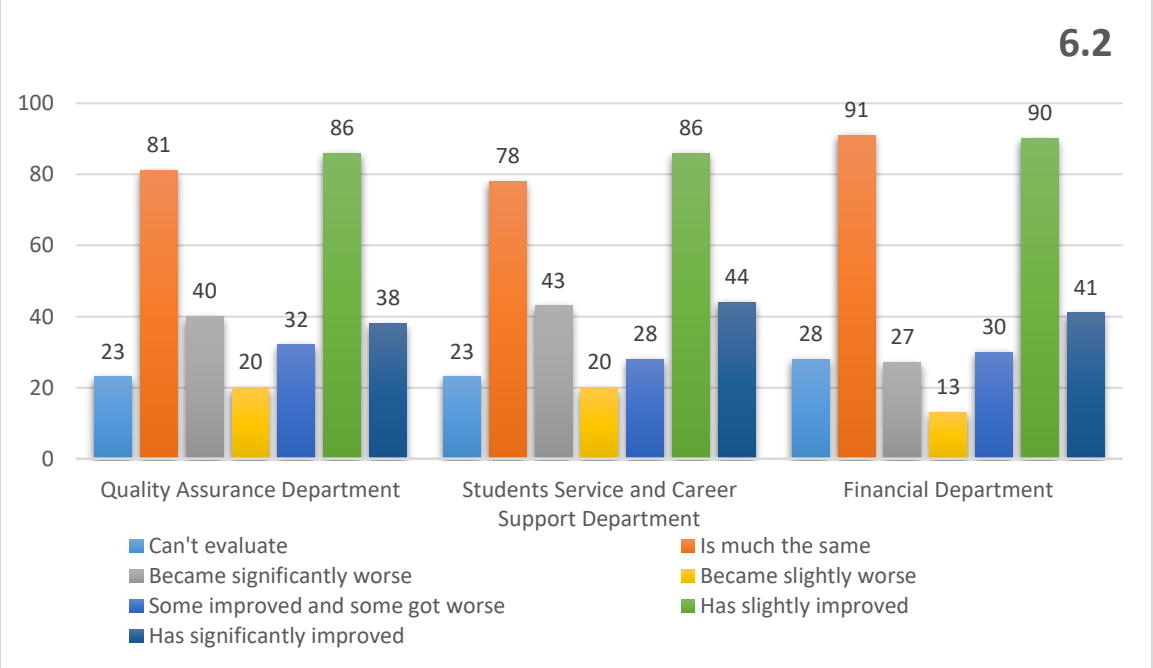
Financial Department, International Relations Department, Examination Centre, Learning Process Managers, LMS Manager.



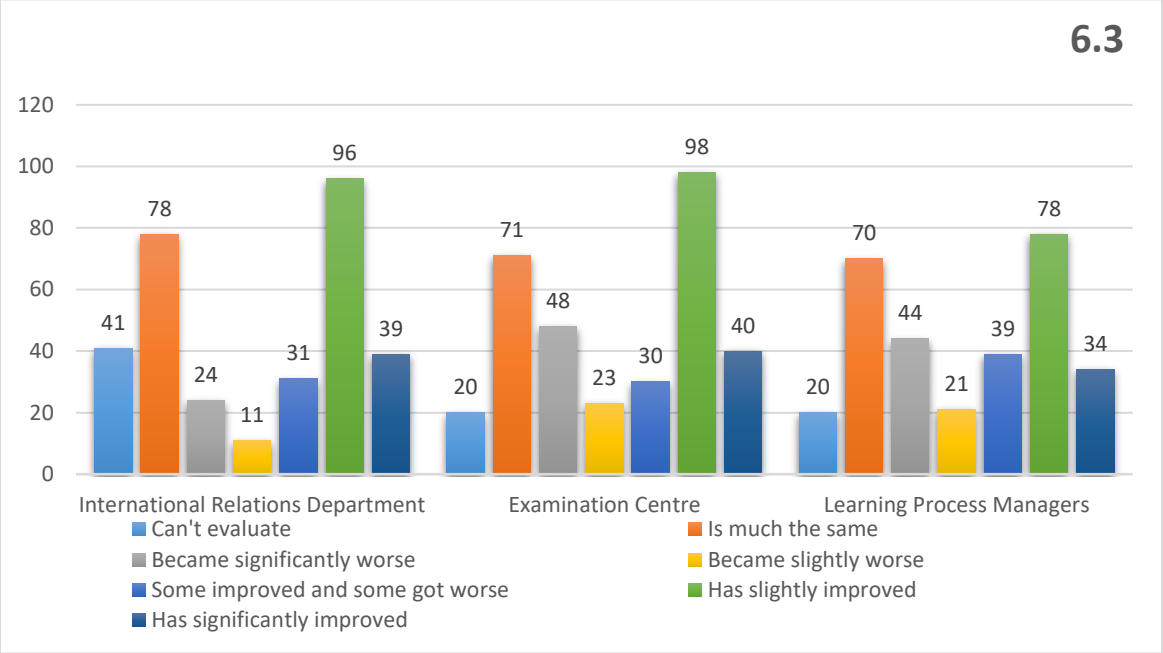
### 6.1 Changes in satisfaction of administrative services at BAU



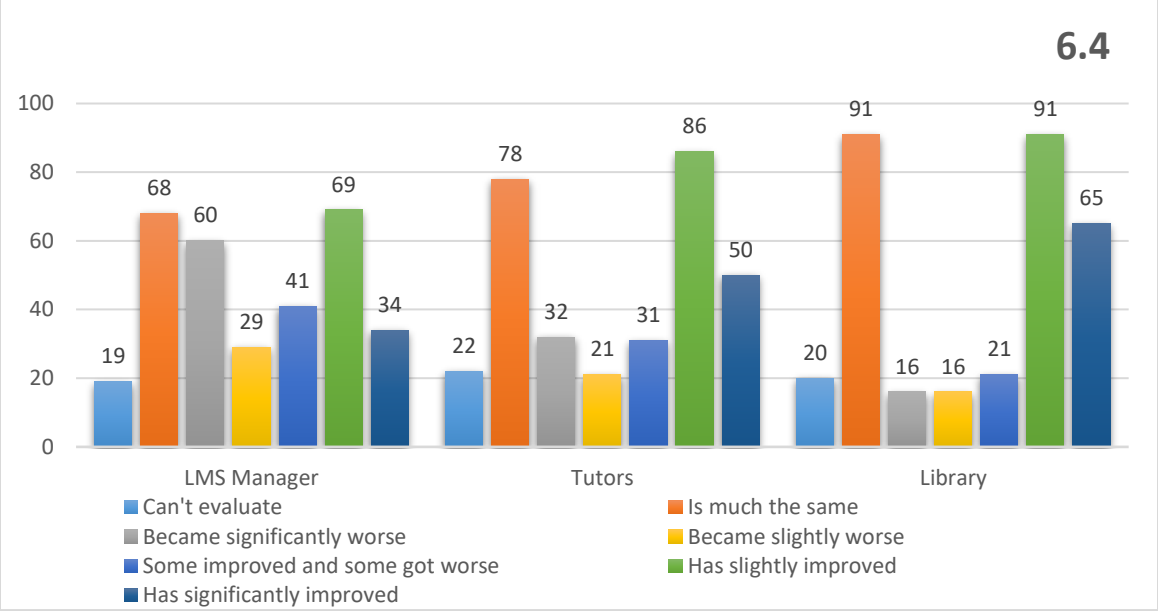

### 6.2 Changes in satisfaction of administrative services at BAU



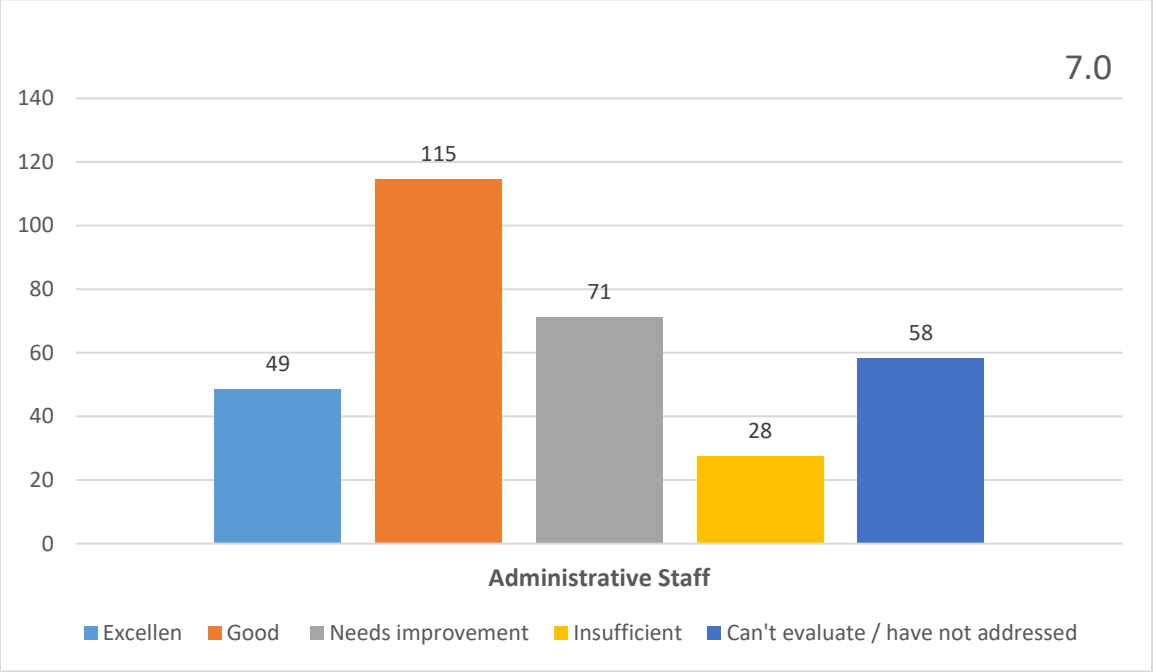
### 6.3 Changes in satisfaction of administrative services at BAU




### 6.4 Changes in satisfaction of administrative services at BAU



**7. General Satisfactory with Administrative Staff**




Based on chart, majority of student are satisfied with administrative staff. In particular, 51.25% of students have evaluated administrative staff with positive remarks.

According to the findings of the **Teaching Environment Ratings** *(Chart 1.1-1.2)*, 13.9% of students thought that the institution exceeded their expectations, while 49.2% were satisfied that the university met their expectations. Only 21.7% of students mentioned improvement.

According to the findings of the **services given by universities** *(Chart 2.0*), 13.9% of students thought that the university exceeded their expectations, while 43.6% were satisfied that the university met their expectations. Only 22.7% of students indicated improvement.

According to the **library evaluation** *(Chart 3.1-3.2),* 17% of students believed that the university exceeded their expectations, while 51.4% were satisfied that the university met their expectations. Only 18% of students stated improvement.

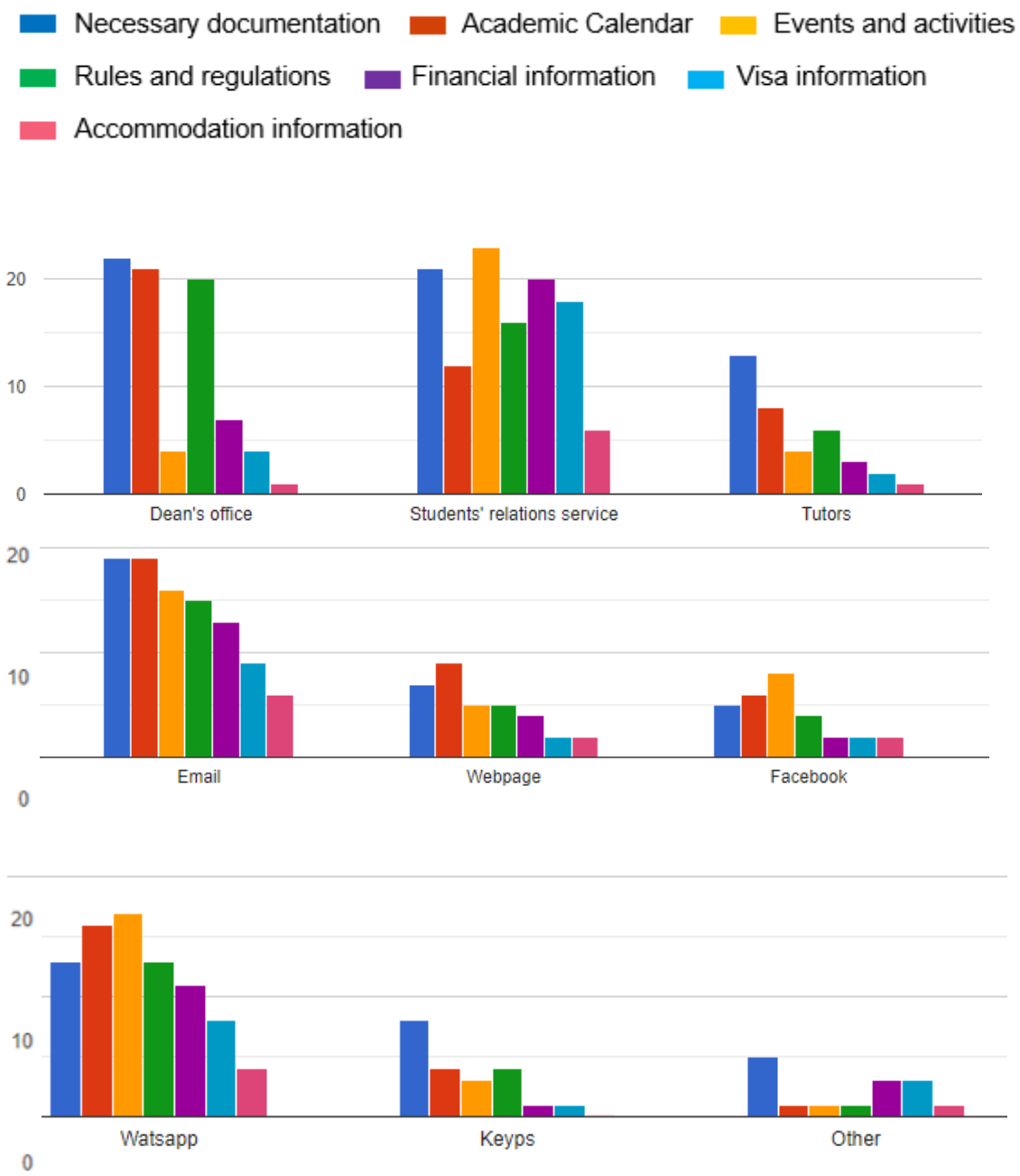
According to the **Student Services Evaluation** *(Chart 4.1-4.3),* 11.2% of students agreed that the institution exceeded their expectations, while 38.8% were satisfied that the university met their expectations. Only 25.9% of student stated about improvement.

evaluation of **Administrative staff** (*Chart 5.1-5.2)* showed that: 15.2% of students felt that the university exceeded their expectations, and 35.8% were happy that the university met their expectations. Only 22.2% of student stated about improvement.

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## Main sources to get necessary information/documentation



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## Comments and Students Point of views

According to the feedback made by the students, the majority of them have favorable things to say about the institution's services. They mention that they feel supported by the institution, that study and improve themselves in BAU University.

Since the university values every student's opinions, we have emphasized the key points that students frequently mention in order to improve the institution of :

- Fitness and Recreation Facilities - Enhance fitness and recreational facilities to promote student well-being. Provide spaces for sports, exercise, and relaxation."
- Transfer Service – By the student's opinion they need transfer service from university. They start study early morning and end at late evening, waiting for buses and mini-buses at the evening take more than one hour.
- Pray room – Female students need separate pray room, because male and females cannot pray together at the same time in the same pray room.
- Smoking zones – Organize smoking zones.
- Cafeteria – By student's answer BAU should to improve menu and must to add takeaway service.
- Housekeeping/Cleanliness – Restrooms and bathrooms must be clean very often and not only this space. Water service proving must me improve. Student wants to remove all dogs from the BAU's yard.
- USMLE/BLUP – Arrange special lectures/meeting for student who want to prepare and pass exams of USMLE/PLUB.
- Georgian Language – Most of students want to remove Georgian language from study process, they answered that it will no be useful for them future, it is very difficult language and they lost time for leaning it.
- Providing Information – Provide necessary and emergency information on time, inform students about cancellation classes before starting classes time, more fast respond in every platform, add another platform for communication besides mail. Make and provide schedules before starting study.
- Student support service – Need to improve, more support student's problems, provide on time BOG Cards, Check student's status, cooperative with students, check answers from ministry for transfer students. Organize events for all students no only for Turkish

and Georgian. Add more conferences, cultural and sports activities and for females too. Merchandiser store with BAU Logo branded subjects. Group chats for using around the worlds counties.