

**STUDENT SATISFACTION QUESTIONNAIRE
TEST VERSION
May 2005**

**QUALITY ON VET-SCHOOLS
FIN-02-B-F-PP-126704**

BACKGROUND INFORMATION FOR STUDENT'S QUESTIONNAIRE

Please insert an X in the appropriate box. Please do not mark over the borders of the boxes.

Gender: Female Male

I am aged: ☐ 15-19

☐ 20-24

☐ 25+

I am ☐ a 1st year student ☐ in the middle of my studies ☐ a final year student

My previous educational background is: (to be specified by each country)

☐ Comprehensive school (or lower secondary/secondary school)

☐ Upper secondary school

☐ Upper secondary vocational qualification

☐ High school / grammar school (A-levels)

☐ Other, please specify:

The field of education: To be specified by the countries themselves.

The average grade on my most recent school-leaving certificate was:

☐ very low ☐ low ☐ average ☐ good ☐ excellent

I am happy that I chose to study this particular field:

☐ Yes ☐ No

Please circle the number from the evaluation options that is closest to your personal experience. If you do not have any experience of the topic, please circle 0. Evaluation scale:

1 = I do not agree 2 = I slightly agree 3 = I generally agree 4 = I completely agree 0 = No experience of the topic.

A BEFORE STUDYING AT THIS INSTITUTION / COLLEGE

1 The institution has a good reputation. 1 2 3 4 0

2 I got enough advance information about the studies from this institution. 1 2 3 4 0

3 I got information about the institution and its study provision from (please give the most important source the number 1, the second most important source number 2, etc.; you may leave some boxes empty if needed):
(to be specified by each country)

Chamber of commerce & Industry (via Employer) ☐ Job centre ☐

Student counsellor ☐ Internet ☐

Friend or relative ☐ Other, please specify ☐

Media/newspaper ☐

STUDENT SATISFACTION QUESTIONNAIRE

Please circle the number from the evaluation options that is closest to your personal experience. If you do not have any experience of the topic, please circle 0. Evaluation scale:

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A EDUCATIONAL GUIDANCE/STUDENT COUNSELLING

- | | | | | | |
|--|---|---|---|---|---|
| 1 I have the opportunity to get guidance for my learning difficulties. | 1 | 2 | 3 | 4 | 0 |
| 2 I get sufficient information about matters related to my studies. | 1 | 2 | 3 | 4 | 0 |
| 3 I have not noticed anyone being bullied during the school year. | 1 | 2 | 3 | 4 | 0 |

B STUDYING ARRANGEMENTS

- | | | | | | |
|--|---|---|---|---|---|
| 1 There are enough necessary tools and equipment for studies. | 1 | 2 | 3 | 4 | 0 |
| 2 The institution's tools and equipment work properly. | 1 | 2 | 3 | 4 | 0 |
| 3 Teaching aids are available as planned. | 1 | 2 | 3 | 4 | 0 |
| 4 I can get help in the use of equipment when I need it. | 1 | 2 | 3 | 4 | 0 |
| 5 I am satisfied with my opportunities to use IT (e-mail and software) at the institution. | 1 | 2 | 3 | 4 | 0 |
| 6 The institution's computers and network function well. | 1 | 2 | 3 | 4 | 0 |
| 7 I receive help in problems related to the information systems. | 1 | 2 | 3 | 4 | 0 |
| 8 Classroom arrangements are well organised. | 1 | 2 | 3 | 4 | 0 |

C STUDYING (Organization)

- | | | | | | |
|--|---|---|---|---|---|
| 1 I have achieved the objectives that I set for my learning. | 1 | 2 | 3 | 4 | 0 |
| 2 Teaching groups are small enough for my learning. | 1 | 2 | 3 | 4 | 0 |
| 3 Various teaching methods have been used (pairwork, groupwork). | 1 | 2 | 3 | 4 | 0 |
| 4 I have received sufficient feedback on my studies. | 1 | 2 | 3 | 4 | 0 |
| 5 I have the opportunity to give teachers feedback on courses. | 1 | 2 | 3 | 4 | 0 |
| 6 My capability to work in an international working environment has been improved. | 1 | 2 | 3 | 4 | 0 |
| 7 My interest in studying foreign languages and cultures has grown. | 1 | 2 | 3 | 4 | 0 |
| 8 The institution provides opportunities to participate in international activities. | 1 | 2 | 3 | 4 | 0 |

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D STUDENT ASSESSMENT AND SELF-ASSESSMENT

- | | | | | | |
|--|---|---|---|---|---|
| 1 The assessment criteria of courses have been explained to me at the beginning of the course. | 1 | 2 | 3 | 4 | 0 |
| 2 I am aware of how to proceed if I cannot complete a term/course. | 1 | 2 | 3 | 4 | 0 |
| 3 I get assessment results/marks within a reasonable period of time. | 1 | 2 | 3 | 4 | 0 |
| 4 My own assessment of my own achievement matches that of my teacher. | 1 | 2 | 3 | 4 | 0 |
| 5 I have assessed my own learning achievement myself. | 1 | 2 | 3 | 4 | 0 |
| 6 I am able to assess my own studying critically. | 1 | 2 | 3 | 4 | 0 |

E ATTITUDE TOWARDS STUDENTS

- | | | | | | |
|---|---|---|---|---|---|
| 1 I am treated respectfully by the principal. | 1 | 2 | 3 | 4 | 0 |
| 2 I am treated respectfully by the teachers. | 1 | 2 | 3 | 4 | 0 |
| 3 I am treated respectfully by the non-teaching staff. | 1 | 2 | 3 | 4 | 0 |
| 4 Service at the study affairs office is friendly and fast. | 1 | 2 | 3 | 4 | 0 |

F PREMISES

- | | | | | | |
|--|---|---|---|---|---|
| 1 My belongings are safe and secure at the institution. | 1 | 2 | 3 | 4 | 0 |
| 2 Temperatures in the study premises are appropriate. | 1 | 2 | 3 | 4 | 0 |
| 3 Lighting in the study premises is appropriate. | 1 | 2 | 3 | 4 | 0 |
| 4 The institution's class rooms are comfortable. | 1 | 2 | 3 | 4 | 0 |
| 5 The institution's public areas are comfortable. | 1 | 2 | 3 | 4 | 0 |
| 6 It is easy for physically disabled people to enter the area and buildings. | 1 | 2 | 3 | 4 | 0 |
| 7 There are enough signs at the institution for locating different sites. | 1 | 2 | 3 | 4 | 0 |
| 8 I am aware of the parking arrangements. | 1 | 2 | 3 | 4 | 0 |

G CLEANING SERVICES

- | | | | | | |
|--|---|---|---|---|---|
| 1 The institution's premises are tidy. | 1 | 2 | 3 | 4 | 0 |
| 2 The institution's external areas are tidy. | 1 | 2 | 3 | 4 | 0 |

Please circle the number from the evaluation options that is closest to your personal experience. If you do not have any experience of the topic, please circle 0. Evaluation scale:

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H CATERING/CANTEEN SERVICES

(if the school does not have a canteen, tick 0)

1 The canteen premises are tidy.	1	2	3	4	0
2 The canteen/catering services function well.	1	2	3	4	0
3 The menu in the canteen is suitable for me.	1	2	3	4	0
4 The food is good.	1	2	3	4	0
5 The opening hours suit me.	1	2	3	4	0
6 There is enough food.	1	2	3	4	0

I LIBRARY

(if the school does not have a library, tick 0)

1 The supply of books is sufficient.	1	2	3	4	0
2 The range of professional journals is sufficient.	1	2	3	4	0
3 The library's opening hours suits me.	1	2	3	4	0
4 I know how to use the library services.	1	2	3	4	0
5 I can get help in using the library services when I need it.	1	2	3	4	0

J TEACHING AND LEARNING (content & methods)

(The following statements apply to the majority of cases)

1 The learning objectives of the studies were explained to me.	1	2	3	4	0
2 The assessment criteria for the studies were explained to me at the beginning of the school year.	1	2	3	4	0
3 Teachers' professional skills were up-to-date.	1	2	3	4	0
4 I had the opportunity to give the teacher feedback on the studies.	1	2	3	4	0
5 Work during the lessons and in workshops was efficient.	1	2	3	4	0
6 I got enough supportive feedback from the teacher.	1	2	3	4	0
7 I got the assessment results within a reasonable period of time.	1	2	3	4	0
8 Group work sessions helped my learning.	1	2	3	4	0
9 The teachers assessed students equally.	1	2	3	4	0
10 The teachers were competent on the topic.	1	2	3	4	0
11 Students' different backgrounds were taken into account in instruction.	1	2	3	4	0

Please circle the number from the evaluation options that is closest to your personal experience. Please only fill in section K if you have taken an on-the-job learning period. If you do not have any experience of the topic, please circle 0. Evaluation scale:

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K PRACTICAL TRAINING PERIOD

- | | | | | | |
|---|---|---|---|---|---|
| 1 I knew what I was supposed to learn during the practical learning period. | 1 | 2 | 3 | 4 | 0 |
| 2 I received sufficient guidance at the workplace. | 1 | 2 | 3 | 4 | 0 |
| 3 I achieved the objectives set for my practical learning period. | 1 | 2 | 3 | 4 | 0 |
| 4 I was satisfied with my practical learning period. | 1 | 2 | 3 | 4 | 0 |
| 5 I believe that practical learning will promote my further employment opportunities. | 1 | 2 | 3 | 4 | 0 |
| 6 My practical learning period helped me to improve my learning achievement. | 1 | 2 | 3 | 4 | 0 |
| 7 I was explained the necessary safety and security issues at workplace. | 1 | 2 | 3 | 4 | 0 |
| 8 People at the workplace treated me appropriately. | 1 | 2 | 3 | 4 | 0 |