Satisfaction Survey Manual

Content

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Introduction

This document is a guideline for the implementation of administrative and educational processes in the European University, as well as evaluation of educational programs and satisfaction studies of the parties involved in the processes.

The manual describes the types of studies planned within the framework of quality assurance mechanisms, their periodicity and methodology. In the form of an appendix, the document is accompanied by survey instruments / questionnaires, which the quality assurance service will periodically use for the purpose of evaluating and improving the quality of the ongoing processes in the university.

The purpose of the research is to help identify the challenges of the internal university environment and to determine the needs of external stakeholders.

The target audience of the studies for studying the internal environment of the university are students, academic/visiting and administrative staff. The target audience for research to determine the needs of external stakeholders is university employers, professional associations, and others.

Conducting regular surveys is one of the tools for evaluating administrative and educational processes, examination processes, educational programs, and staff implementing the programs. Continuous analysis of research results and evaluation helps the university implement its short-term and long-term quality improvement plans.

The goal of the manual is to create a standardized guide for conducting, analyzing, and reporting studies.

The types of surveys planned by European University

1. Survey of Students General Satisfaction

Survey of Student's General Satisfaction is a regular survey designed to get feedback from students based on their personal experience related to the following issues: learning process, university infrastructure, procedures, student services, etc. Assessing student satisfaction in each aspect will help the university improve the quality of services (see Appendix 1).

2. Survey of General Satisfaction of Academic and Invited staff

The purpose of the survey of the satisfaction of the staff implementing the program is to receive feedback from the academic and visiting staff of the university about the activities of the university in relation to the following issues: Management style, remuneration, additional benefits, care for staff development, infrastructure, procedures. It is important for the development of the university to encourage academic and visiting staff who contribute to the development of the educational institution (see Annex 2).

3. Evaluation of organization management processes and general satisfaction survey of administrative staff

The purpose of the administrative staff survey is to obtain feedback from the university's administrative staff regarding the following issues: Management style, remuneration, care for staff development, infrastructure, procedures. For the development of the university, it is important to evaluate the management processes of the organization in various aspects, to identify opportunities for development (see Appendix 3).

4. Survey of students enrolled in the University through mobility

The purpose of the Survey of the Students enrolled in the University through Mobility is to examine the factors of choosing the university, expectations, assessment of the university image, its publicity among the target audience (see Appendix 4).

5. Survey of student moved from the University through mobility

The purpose of the survey of the students moved from the University through mobility is to examine the reasons why students leave the university (see Appendix 5).

6. Assessment of educational program by a student

Student surveys are one of the tools to assess the extent to which educational program goals and learning outcomes have been achieved. As part of the survey, students evaluate the current educational program, in particular, the content of the program, the teaching and learning methods used within the program, assessment methods, the knowledge gained within the program, etc. Considering the research results is important for the continuous development of educational programs. Evaluation by the student is carried out even in the case of developing a new educational program, by students of an adjacent or the same educational program, but of a different educational institution. Shared evaluations and recommendations are discussed and, as a result of discussion, they are taken into account at the stage of program development, in order to improve the content of the program (see Appendix 6).

7. Assessment of educational program by a graduate

A survey of university graduates is one of the means of evaluating the achievement of the learning outcomes of an educational program. The graduate assesses the goals, learning outcomes and curriculum of the relevant educational program operating in the university. The survey of graduates allows the university to observe, monitor the professional development / status of its graduates, accordingly, to evaluate the possibility of achieving the learning outcomes of the educational programs, to receive recommendations for the improvement of the development of the program and the achievement of learning outcomes. Evaluation by graduates is carried out even in the case of developing a new educational program, by graduates of an adjacent or the same educational program, but of a different educational institution. Shared evaluations and recommendations are discussed and, as a result of discussion, they are taken into account at the program development stage, in order to improve the content of the program. Additionally, indirect evaluation of the program is carried out by the graduates, as a result of the evaluation of the knowledge and skills acquired within the program, as well as their own competencies. The

results of the evaluation are used for the purpose of continuous development of the program (see Annex 7).

8. Assessment of educational program by an employer

The evaluation of the educational program by employers is important at the stage of program development or the implementation of changes in the educational program, as well as periodically, in order to study the compliance of the educational program goals, learning outcomes and curriculum with the requirements of the labor market. Employers indirectly evaluate the program by evaluating the knowledge and skills developed by students or graduates of a specific program. Analysis of evaluation results helps the university to improve its educational programs. Shared evaluations and recommendations are discussed and, as a result of discussion, they are taken into account at the stage of program design or development, in order to improve the content of the program and adapt it more to the market requirements (see Annex 8).

9. Evaluation of the educational program by the personnel implementing the program

Evaluation of the educational program by the staff implementing the program serves to refine and develop the program goals, learning outcomes, and curriculum. This is one of the internal mechanisms of quality assurance, the changes made based on the analysis of the results contribute to the continuous development of the program. Evaluation by the staff implementing the program is also carried out by the relevant staff in the case of developing a new educational program. Shared evaluations and recommendations are discussed and, as a result of discussion, they are taken into account at the program development stage, in order to improve the content of the program (see Appendix 9).

10. Assessment of the course and the lecturer by a student

Evaluation of the Course and Lecturer by students is a regular survey aimed at assessing the academic performance of the staff involved in the implementation of the program by students, receiving feedback based on their personal experience with a particular course and lecturer. Within the framework of the research, students evaluate the volume of the course, teaching-learning and evaluation methods, the possibilities of achieving the expected learning result, the

lecturer's competencies and others. Student evaluation helps the university to systematically identify weaknesses and improve the quality of teaching and learning (see Annex 10).

11. Evaluation of the thesis supervisor by the student

The assessment of the thesis supervisor is carried out after the completion of the work on the thesis by the student. As part of the evaluation, the students evaluate the supervisor's work with the student. In particular, evaluation of help in the process of planning the thesis, preparing the structure of the thesis, research methodology and methods, finding materials, as well as regular and valuable feedback by the supervisor, sharing useful recommendations and opinions, sharing information about academic integrity. The evaluation of the thesis supervisor by the student serves as a survey of the student's satisfaction with the knowledge and skills gained by working with the supervisor and in the process of working on the thesis, as well as evaluating the achievement of the results determined by the thesis and ensuring work in the direction of improving the results (see Appendix 11).

12. Evaluation of the practical component by the student

Assessment of the practical component is carried out by the students after the completion of the component. The said assessment serves to study the student's satisfaction with the knowledge and skills acquired within the scope of the practical component, and also to assess the achievement of the learning outcomes determined by the practical component of the educational program. As a result of the research, the student evaluates the organizational issues provided by the university and the internship facility, the supervision of the internship by the supervisor, Supervision of the practice process by the mentor, receiving the necessary instructions from the mentor, assisting the mentor in ensuring the acquisition of knowledge and skills within the scope of practice, knowledge and skills related to the main field of study acquired by the student within the scope of practice, ensuring the performance of the activities and time specified by the syllabus by the mentor. As a result of the research, the student also names and evaluates the reasons for hindering the development of knowledge and skills established by the practice syllabus, if any (see Appendix 12).

13. Evaluation of the practice facility (clinic) and clinical training courses by the student

Evaluation of practice facility (clinic) and clinical training courses is carried out by students after completion of clinical training courses. The said evaluation serves to study the satisfaction of the student with the knowledge and skills acquired within the clinical training courses and also to evaluate the achievement of the learning outcomes determined by the clinical training courses of the educational program. As a result of the research, the student evaluates the organizational issues of the practice facility (clinic), the equipment of the clinic necessary for the effective management of the educational process, knowledge and skills related to the main field of study acquired by the student within the clinical training courses, providing the student with the knowledge and skills acquired within the clinical training course through demonstration on a patient/mannequin under the supervision of the lecturer, ensuring the performance of the time specified by the syllabus by the lecturer. As a result of the research, the student also names and evaluates the reasons for hindering the development of knowledge and skills established by the syllabus of clinical training courses, if any (see Appendix 13).

14. Assessment of examination processes by the student and the examiner

The purpose of the evaluation of the examination processes by the student is to reveal the satisfaction of the student with the examination processes, in particular, to evaluate: Conformity of the exam issues with the content of the syllabus and the exam tasks defined by the syllabus, starting the exams on time, providing the students with the necessary instructions during the exams, the issues of students' awareness of the exam processes, as well as the organization and courtesy of the exam observers, the correctness of the exam table. Assessment of examination processes for graduate medical, dental and veterinary education programs additionally provides for the assessment of objectively structured clinical and examinations (OSCE) by students and examiners. The students evaluate the instructions received before the exam, the time allocated for the exams, the objectivity of the examiners, satisfaction with the organization of the exams, the feedback received after the exams, their general satisfaction with the course of the exams, etc. The examiners evaluate the satisfaction with the organization of the exams, the time allotted for the exams, the evaluation sheets in the case of objectively structured clinical exams, the material resources available at the stations for completing the task, their general satisfaction with the course of the exams, etc. This helps the Quality Assurance service to assess the overall course and organization of examination processes, the satisfaction of students and examiners with

the said processes, as well as to identify possible areas for improvement and to ensure work towards their improvement (see Appendix 14).

15. Evaluation of students' participation in the international academic mobility program

Evaluation of students' participation in the international academic mobility program is carried out after the return of the participating students from the mobility. The purpose of the survey is to assess students' satisfaction with participation in the international academic mobility program, In particular, the assessment of satisfaction with the organizational issues provided by the sending and host universities, the main interests of participation in the international academic mobility program, the knowledge and experience gained by participating in the program, and other types of positive results. The survey also serves to record any other positive or negative evaluations related to the participation in the mobility program, the sending and the host higher education institution, and, if necessary, respond appropriately in order to improve the results (see Appendix 15).

16. Evaluation of participation in the international academic mobility program by the staff implementing the program

The evaluation of the participation in the international academic mobility program by the personnel implementing the educational programs is carried out after the mobility participant's return from the mobility. The purpose of the survey is to assess the satisfaction of the staff with participation in the international academic mobility program, In particular, the assessment of satisfaction with the organizational issues provided by the sending and host universities, the main interests of participating in the international academic mobility program, raising qualifications and experience by participating in the program, other types of positive results, and the use of acquired knowledge and experience in the educational process. The survey serves to record any other positive or negative evaluations related to the sending and hosting higher education institution during the participation in the mobility program and, if necessary, react appropriately in order to improve the results (see Appendix 16).

17. Assessment of participation in the international mobility program by administrative personnel

The evaluation of the participation in the international mobility program by the administrative personnel is carried out after the return of the personnel participating in the program from the

mobility. The purpose of the survey is to assess the satisfaction of administrative staff with participation in the international mobility program, in particular, the assessment of satisfaction with the organizational issues provided by the sending and host universities, the main interests of participating in the international mobility program, raising qualifications and experience by participating in the program, other types of positive results, the use of the acquired knowledge and experience in the work process. The survey serves to record any other positive or negative evaluations related to the sending and hosting higher education institution during the participation in the mobility program and, if necessary, to react accordingly in order to improve the results (see Appendix 17).

18. Interview/discussion with focus group

The focus group method is used as a complementary method to quantitative research. After conducting the present research, summarizing and analyzing the data, it may be necessary to seek more detailed information on the issues of concern revealed by the quantitative or qualitative research. For the mentioned purpose, or in general, the educational and examination processes or educational programs, etc., taking place in the university. In order to assess in more detail, in-depth interviews, it is advisable to conduct a group discussion with the participation of the relevant respondents/group members. In each specific case, the quality assurance service of the university decides who will be the target group and how many focus groups the discussion will be held with. The meetings are also aimed at sharing information about the responses and gaps implemented based on the assessments already received with the focus groups. This feedback helps to increase the motivation of the respondents to participate in the assessment process, to share valuable opinions and recommendations for improving the quality of the current processes, and to establish a quality culture.

Procedures and process for conducting survey

Responsibilities

The Quality Assurance Service is responsible for overseeing the administration of the studies described in this document. Depending on the content of the survey and in accordance with the content, it is possible to involve other administrative units/persons of the university in the process of modifying research instruments/questions, ensuring the participation of respondents in the survey process, and analyzing the evaluation results. (ex: Program Head, Human Resources Management Service, Student and Alumni Service Center, Information Technology Service, etc.) or, if necessary, purchase consulting services outside the university (ex: research consultant, research/consulting company).

Preparation, modification, revision of the survey instrument

Developed research tools need to be revised and modified periodically. Therefore, before starting each new stage, it is necessary to revise the questionnaires based on previous experience. It may be necessary to refine the wording of the question, add new questions, remove a question, etc. It is possible to involve academic staff, vice-rectors, invited consultants and others in the process of revision of the questionnaire.

Administration of Survey

Periodicity and frequency of the survey varies in accordance with the type of survey. The tables provide details of the administration of each survey type:

Table 1 - Survey of Students General Satisfaction

Type of survey	Survey of Students General Satisfaction
Respondents	Students
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com/
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 1)

Table 2 Survey of General Satisfaction of Academic and Invited Staff

Type of survey	Survey of General Satisfaction of Academic and Invited Staff
Respondents	Academic and Invited Staff
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	Electronic Information System of European University
	(https://eunsis.eun.edu.ge/) / SurveyMonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 2)

Table 3 - Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff

Type of survey	Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff
Respondents	Administrative Staff
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed

Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	https://surveymonkey.com/
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 3)

Table 4 - Survey of the student who moved by mobility

Type of survey	Survey of the student who moved by mobility
Respondents	Students enrolled in the University through mobility
Frequency of conducting the survey	In accordance with the participation of the University in the mobility process, after the completion of the mobility process
Preparing the survey report	No later than 2 weeks after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic or questionnaire survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 4)

Table 5 - Survey of student moved from the University through mobility

Type of survey	Survey of student moved from the University through mobility
Respondents	Student moved from the University through mobility
Frequency of conducting the survey	Twice a year, after the completion of the mobility process
Preparing the survey report	No later than 2 weeks after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service

Survey Method	Electronic or Questionnaire survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 3)

Table 6 - Assessment of educational program by a student

Type of survey	Assessment of educational program by a student
Respondents	Students
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service

Survey Method	Electronic survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 6)

Table 7 - Assessment of educational program by a graduate

Type of survey	Assessment of educational program by a graduate
Respondents	Graduates of the University
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 7)

Table 8 - Assessment of educational program by an employer

Type of survey	Assessment of educational program by an employer

Respondents	Relevant organizations in the field
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage of partner organizations, other organizations - systematic selection

Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 8)

Table 9 - Assessment of the educational program by the staff, involved in the implementation of the program

Type of survey	Assessment of the educational program by the staff, involved in the implementation of the program
Respondents	The staff, involved in the implementation of the program
Frequency of conducting the survey	Annually at the end of the academic year
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service

Survey Method	Electronic survey
Survey platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 9)

Table 10 - Assessment of the course and the lecturer by a student

Type of survey	Assessment of the course and the lecturer by a student
Respondents	Students of the relevant training course
Frequency of conducting the survey	Once per semester; No later than 2 weeks before the final exams
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 10)

Table 11 – Evaluation of the thesis supervisor by the student

Type of survey	Evaluation of the thesis supervisor by the student
Respondents	Students registered for the thesis

Frequency of conducting the survey	After the student has finished working on the paper
Preparing the survey report	No later than one month after the end of the survey
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 11)

Table 12 - Evaluation of the practice component by the student

Type of survey	Evaluation of the practice component by the student
Respondents	Students participating in the practice component
Frequency of conducting the survey	After the student has completed the practicum component
Preparing the survey report	No later than one month after the end of the survey
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey

Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 12)

Table 13 - Evaluation of the practice facility (clinic) and clinical training courses by the student

Type of survey	Evaluation of the practice facility (clinic) and clinical training courses by the student
Respondents	Students participating in clinical training courses
Frequency of conducting the survey	After the student has completed the clinical training courses
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 13)

Table 14 - Assessment of examination processes by the student and the examiner

Type of survey	Assessment of examination processes by the student and the examiner

Respondents	Students/examiners of objectively structured clinical and practical examinations
Frequency of conducting the survey	After midterm and final exams
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service

Survey Method	Electronic survey
Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 14)

Table 15 - Evaluation of students' participation in the international academic mobility program

Type of survey	Evaluation of students' participation in the international academic mobility program
Respondents	Students participating in international academic mobility
Frequency of conducting the survey	After each participation in the international academic mobility program
Preparing the survey report	No later than one month after the survey is completed
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey

Survey platform	Electronic Information System of European University (https://eunsis.eun.edu.ge/) / https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 15)

Table 16 - Evaluation of participation in the international academic mobility program by the staff implementing the program

Type of survey	Evaluation of participation in the international academic mobility program by the staff implementing the program
Respondents / Participants	Personnel participating in international academic mobility
Frequency of conducting the survey	After each participation in the international academic mobility program
Preparing the survey report	No later than one month after the end of the research
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey Platform	https://surveymonkey.com
Survey instruments	Structured questionnaire open and closed (see Appendix 16)

Table 17 - Assessment of participation in the international mobility program by administrative staff

Type of survey	Assessment of participation in international mobility program by administrative staff
Respondents / Participants	Administrative personnel participating in international mobility

Frequency of conducting the survey	After each participation in the international mobility program
Preparing the survey report	No later than one month after the end of the research
Type of selection	Full coverage
Entity in charge	Quality Assurance Service
Survey Method	Electronic survey
Survey Platform	https://surveymonkey.com
Survey instruments	Structured questionnaire with open and closed questions (see Appendix 16)

Table 18 - Interview/focus group discussion

Type of survey	Interview / focus group discussion
Respondents / Participants	Selected based on the main research tasks (lecturers, students, employers, etc.)
Frequency of conducting the survey	as needed
Preparing the survey report	No later than one month after holding the discussions
Type of selection	targeted
Number of participants in one group	10-15 participants
responsible person	Quality Assurance Service
research tool	An in-depth interview

The frequency or period of conducting the research may be determined at a frequency and time different from the periodicity and time specified in this document depending on the need.

Analyzing and reporting of survey outcomes

The person responsible for the analysis of the research results and the preparation of the report is the Quality Assurance Service. It is possible to invite an external consultant(s) and/or use an internal resource for the analysis of the results / preparation of the report. If necessary, depending on the content of the survey, different structural unit(s)/person(s) of the university are involved in the analysis process (ex: program heads, human resourcesmanagement service, etc.).

As a result of the analysis of the satisfaction survey, the Quality Assurance Service will develop recommendations. Results are introduced to structural units / entities in order to manage weaknesses identified by the survey.

Based on the survey outcomes and recommendations, the relevant structural unit / entity responds to and submits the results to the Quality Assurance Service (see the Survey Outcomes Response Report Form, Appendix 18). The survey outcomes response report describes not onlythe actions taken but also the future steps that are planned to be taken to improve the results, thathave been achieved. The Curator Vice-Rector of the structural unit / entity together with the Quality Assurance Service is responsible for monitoring the implementation of future plansrecorded in the report.

Quality Assurance Service analyzes responses to identified cases using a form developed for this specific purpose (see Survey Outcomes Response Analysis Form, Appendix 19). The form gives the possibility to summarize the issues raised as a result of any survey, relevant responses, as well as those issues that were not considered appropriate to be responded to, the reasons of the mentioned above, those issues that are planned to be addressed inthe future, deadlines of planned responses, entities responsible for implementation, structural units. The Quality Assurance Service, together with the Curator- Vice-Rector of the responsible structural units / entities, monitors the implementation of the planned responses according to the deadlines indicated in the form. Thus, the form allows the Quality Assurance Service to see the overall picture of the responses and to monitor the implementation of future planned response activities.

Surveys are conducted on a regular basis, giving the ability to assess the effectiveness of response to the survey outcomes.

Dissemination and integration of survey outcomes

Information about the responses implemented according to the results of the research is shared with the interested parties participating in the research through meetings, using e-mail and other means of communication. Dissemination of information about the mentioned responses contributes to raising the motivation and quality of respondents' participation in research, establishing a culture of quality.

The results of the research are used for the purpose of continuous improvement of the quality of the processes in the university.

Appendixes:

Appendix #1. Student General Satisfaction Survey Questionnaire;

Appendix #2. General Satisfaction Survey Questionnaire for Academic and Invited Staff;

Appendix #3. Survey of assessment of the management processes of the organization and the general satisfaction of the administrative staff

Appendix #4. Survey of students enrolled in the University through mobility

Appendix #5. Survey of student moved from the University through mobility

Appendix #6. Questionnaire of Assessment of educational program by a student;

Appendix #7. Questionnaire of Assessment of educational program by a graduate;

Appendix #8. Questionnaire of Assessment of educational program by an employer;

Appendix #9. Questionnaire of Assessment of educational program by the staff involved in the implementation of the program

Appendix #10. Questionnaire of Assessment of the course and a lecturer by a student;

Appendix #11. Questionnaire of Assessment of the internship component by the student

Appendix #12. Questionnaire of Student assessment of the practice facility (clinic) and clinical training courses

Appendix #13. Questionnaire of Assessment of the examination process by a student

Appendix #14. Questionnaires for assessment of examination processes by the student and the examiner;

Appendix #15. Questionnaire for the study of students' satisfaction with international academic mobility;

Appendix #16. Staff Satisfaction Survey Questionnaire withInternational Academic Mobility;

Appendix #17. Questionnaire for the survey of satisfaction ofadministrative staff with international mobility;Appendix #18. survey response report form;