



Student support services evaluation

– academic year 2013/2014, 2014/2015,
2015/2016 –



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FUNDUSZ SPOŁECZNY



We kindly invite you to participate in a voluntary survey on the quality of student support services and learning resources at the Medical University of Warsaw.

Please evaluate the subject areas you are interested in. The "General information about the student" is the only obligatory element of the survey – it will allow us to analyse the data gathered and undertake the necessary, well-tailored action. Once you send the survey, it will not be possible to complete or change the information provided.

The questionnaire is anonymous. Your identification data will be automatically separated from your answers.

1 STUDENT ORIENTATION

Did you take part in student orientation activities?	1. yes, 2. no
How would you rate those activities in terms of:	
<ul style="list-style-type: none"> • form and structure? • organisation? • usefulness of information provided? • quality of integration? 	very bad 1 – 2 – 3 – 4 – 5 very good
Please rate the duration of student orientation activities:	1. too short 2. just right 3. too long
After the orientation activities, did you feel more informed about student life at MUW?	definitely not 1 – 2 – 3 – 4 – 5 definitely yes + hard to say
Please rate the usefulness of library training:	very low 1 – 2 – 3 – 4 – 5 very high
Additional comments regarding student orientation:	

2 DEAN'S OFFICE

To what extent do you agree with the following statements concerning your dean's office?	
<ul style="list-style-type: none"> • operating hours fit my schedule • employees are always available during scheduled student hours • various issues are well taken care of at the dean's office • employees provide comprehensive information 	definitely not 1 – 2 – 3 – 4 – 5 definitely yes + hard to say
Overall, how would you rate the work of your dean's office?	very bad 1 – 2 – 3 – 4 – 5 very good + hard to say
Please briefly support your opinion:	[open question]
In your opinion, which student issues are the most problematic for the dean's office employees?	[open question]
Please rate your class schedule:	very bad 1 – 2 – 3 – 4 – 5 very
Please support your opinion concerning your class schedule:	[open question]
Do you know which teacher is the faculty advisor (tutor) for your year?	1. yes 2. no
Additional comments regarding the dean's office, class schedule, student advisor:	

3 CLINIC/DEPARTMENT SECRETARIATS

<p>To what extent do you agree with the following statements concerning the secretariat of a clinic or department that you have dealt with RECENTLY? Please choose and rate a specific secretariat from the following list:</p> <p><i>(List of units)</i></p>	
<ul style="list-style-type: none"> operating hours fit my class schedule employees were available during scheduled student hours various issues are well taken care of at the secretariat employees were able to provide comprehensive information 	<p><i>definitely not 1 – 2 – 3 – 4 – 5</i></p> <p><i>definitely yes + hard to say</i></p>
<p>Overall, how would you rate the work of the secretariat?</p>	<p><i>very bad 1 – 2 – 3 – 4 – 5 very good + hard to say</i></p>
<p>Please briefly support your opinion:</p>	<p><i>[open question]</i></p>
<p>In your opinion, which student issues are the most problematic for the secretariat employees?</p>	<p><i>[open question]</i></p>
<p><i>Additional comments regarding the secretariat:</i></p>	

4 DIVISION'S INFRASTRUCTURE/FACILITIES

<p>Please select a campus and location you want to evaluate.</p> <p>(List of infrastructure of MUW)</p> <p>How would you rate it?</p>	
<ul style="list-style-type: none"> room standards (lecture/seminar/practical classrooms, laboratories, etc.) Internet access (WiFi) availability of study areas (individual/group study spaces, quiet study rooms) availability of rest areas (i.e. between classes) social areas (cafeterias, buffets) sanitary conditions access to changing rooms designated smoking areas accessibility for people with disabilities central printing system 	<p><i>very bad 1 – 2 – 3 – 4 – 5 very good + does not apply</i></p>
<p><i>Additional comments regarding infrastructure and facilities:</i></p>	

5 STUDENT RIGHTS

During your studies, have any of the MUW's <u>administrative employees</u>:	
<ul style="list-style-type: none"> discriminated against you based on gender? violated your privacy? violated your dignity? discriminated against you based on your views/beliefs? discriminated against you based on nationality/race? 	1. never, 2. once, 3. rarely, 4. often
During your studies, have any of the MUW's <u>academic teachers</u>:	
<ul style="list-style-type: none"> discriminated against you based on gender? violated your privacy? violated your dignity? discriminated against you based on your views/beliefs? discriminated against you based on nationality/race? 	1. never, 2. once, 3. rarely, 4. often
What specific cases of student rights' violation have you witnessed?	[open question]

6 MUW MAIN LIBRARY

How would you rate the MUW Library based on the following criteria:	
<ul style="list-style-type: none"> quality of service friendliness of staff access to electronic databases reminders concerning overdue books/materials ability to reserve books online access to computers 	very bad 1 – 2 – 3 – 4 – 5 very good + do not know/hard to say
<i>Additional comments regarding the MUW Library:</i>	[open question]

7 STUDENT ORGANISATIONS

Overall, how would you rate the activities of the following student organisations?	
<ul style="list-style-type: none"> MUW Student Government English Division Student Government MUW's Sports Association student research clubs to which you belong other student organisations (list) 	very bad 1 – 2 – 3 – 4 – 5 very good + hard to say
<i>Please support your opinion:</i>	[open question]

8 DIVISION'S WEBSITE

On average, how often do you visit your division's website?	1. every day, 2. a few times a week, 3. once a week, 4. a few times per month, 5. once a month, 6. less than once a month
How would you rate the website based on the following criteria:	
<ul style="list-style-type: none"> clarity of information? availability of information? 	very bad 1 – 2 – 3 – 4 – 5 very good
Do you usually find the information you are looking for on the website?	definitely not 1 – 2 – 3 – 4 – 5 definitely yes, + hard to say
What kind of information were you not able to find on the website?	[open question]
Additional comments regarding division's website:	

9 MUW'S WEBSITE

AND INFORMATION FOR STUDENTS

On average, how often do you visit the Medical University of Warsaw's website?	1. every day, 2. a few times a week, 3. once a week, 4. a few times per month, 5. once a month, 6. less than once a month
How would you rate MUW's website based on the following criteria:	
<ul style="list-style-type: none"> clarity of information? availability of information? 	very bad 1 – 2 – 3 – 4 – 5 very good
Do you usually find the information you are looking for on the website?	definitely not 1 – 2 – 3 – 4 – 5 definitely yes, + hard to say
What kind of information were you not able to find on the website?	[open question]
How would you rate the usefulness of information found on MUW's/Division's website regarding:	
<ul style="list-style-type: none"> student scholarships? student honours and awards? accommodation at MUW's dormitories? obligatory medical check-ups, immunisation? obligatory practical training/work placement? international exchange programmes (i.e. Erasmus)? student research clubs? student grants? 	very bad 1 – 2 – 3 – 4 – 5 very good
Do you use the MUW's webmail?	1. yes 2. no
<i>(If not)</i> Please briefly support your opinion:	[open question]
In your opinion, what would be the most convenient way to receive important information concerning studies at our University? (only one answer possible)	
<ul style="list-style-type: none"> on the division's website on the information bulletin sent to your .wum email address sent to your group email address via the Virtual Dean's office via social media 	1. yes 2. no
Additional comments regarding MUW's website and information for students:	

10 VIRTUAL DEAN'S OFFICE (AVAILABLE UPON LOGGING TO THE SSL/VPN PORTAL)

Do you consider the current version of the Virtual Dean's Office (VD) system functional?	<i>definitely not 1 – 2 – 3 – 4 – 5 definitely yes</i> <i>+ I have never used VD</i>
While using VD, have you ever run into any problems?	<i>1. yes 2. no</i>
<i>(If yes) What kind of problems?</i>	<i>[open question]]</i>
In your opinion, what should be the purpose and features of the Virtual Dean's Office? From the list below, please pick a maximum of three elements:	
<ul style="list-style-type: none"> class schedules and locations access to university webmail transcript of records with all grades (including test/ colloquia results) attendance list for classes class materials teacher contact information and office hours access to an e-syllabus for each course other? 	<i>1. yes 2. no</i> <i>[open question]</i>
<i>Additional comments regarding VD:</i>	

11 DORMITORIES

Do you live in MUW dormitories?	<i>1. yes 2. no</i>
Which dormitory do you live in?	
<ul style="list-style-type: none"> Student House No 1 (ul. Batalionu Pięść 9) Student House No 2 (ul. Karolkowa 84) Student House No 2 „Bis” (ul. Karolkowa 84) 	<ul style="list-style-type: none"> Student House SARNA (ul. Konarskiego 4a) Student House ROGAŚ (ul. Konarskiego 3)
How would you rate your dormitory based on the following criteria:	
<ul style="list-style-type: none"> sanitary conditions? size of dorm rooms? room's furniture? lighting in the rooms? access to quiet study rooms? Internet access? designated smoking areas? work of the dormitory administration? the gym/weight-room? the clubroom? the TV room? the computer room?. 	<i>very bad 1 – 2 – 3 – 4 – 5 very good +</i> <i>does not apply</i>
<i>Additional comments regarding dormitories:</i>	

12 GENERAL INFORMATION ABOUT THE STUDENT

What is your higher education experience?	1. only MUW 2. MUW + another Polish university 3. MUW + an university abroad 4. MUW + another Polish university+ an university abroad
Are you a member of student organisation/s?	
• Student Government	1. yes 2. no
• student research club/s	1. yes 2. no
• other organisations	1. yes 2. no
Do you have a disability?	1. yes 2. no
Are you currently employed?	1. yes 2. no
<i>(If yes)</i> Is your work study related?	1. yes 2. no
What is the size of your hometown?	1. village 2. city with a population less than 15 000 3. city with a population between 15 000 and 50 000 4. city with a population between 50 000 and 250 000 5. city with a population between 250 000 and 1 million 6. city with a population greater than 1 million

Ankieta opracowana w ramach projektu

„Q: Kultura Jakości Uczelni.

Rozwój systemu zarządzania jakością kształcenia w Warszawskim Uniwersytecie Medycznym”

współfinansowanego ze środków Unii Europejskiej w ramach Europejskiego funduszu Społecznego