

## Survey Questionnaire for Students on the Quality of Services Provided by International European University

### 1. Which institute are you studying in?

- European Medical School
- European School of Business

### 2. Which educational-professional program are you enrolled in?

*First (Bachelor's) Level of Higher Education*

- Germanic Languages and Literatures (including translation), first language – English
- Psychology
- Management
- Digital Marketing
- Tourism and Hospitality
- Software Engineering
- Computer Science and Technology
- Information Systems and Technology

*Second (Master's) Level of Higher Education*

- Management and Business Administration
- Marketing and Advertising Business
- Clinical Psychology
- Medicine

### 3. What is your year of study?

- 1st year
- 2nd year
- 3rd year
- 4th year
- 5th year
- 6th year
- 1st year (Master's)
- 2nd year (Master's)

### 4. Satisfaction with University Services

	1	2	3	4	5
Are you satisfied with the medical services system?					
Are you satisfied with the organization of psychological assistance?					
Are the conditions for creative, professional, and language development favorable for your self-realization and physical development?					
Are you satisfied with the quality of food in the cafeteria?					
Do you participate in making suggestions to improve the educational process and achieve positive changes at the University?					

### 5. Evaluate the work of the Directorate of the Educational-Scientific Institute based on the following indicators (rate from 1 - very poor to 5 - fully satisfactory):

	1	2	3	4	5
Accessibility of Directorate staff for students					
Respect and tactfulness in communication					
Responsiveness and objectivity regarding inquiries and requests					
Informational accessibility of current educational information					
Are you satisfied with the working hours of the Directorate?					
Is it convenient to use the online services of the Dean's Office (registration, receipt of certificates, etc.)?					
Do you receive sufficient information about changes in the schedule, exams,					

registrations, etc.?					
Quality of service in document processing in the Dean's Office (academic certificates, leaves, etc.)					
Quality of consultations provided by the Directorate staff					
Comprehensive support in the educational process					
Comprehensive support in educational activities					
Interaction with curators/tutors of academic groups					

**6. Evaluate the work of the University Library based on the following indicators (rate from 1 - very poor to 5 - fully satisfactory):**

	1	2	3	4	5
Attentive attitude towards students					
Convenience of using library resources					
Process of searching and issuing books in the library					
Efficiency and professionalism of staff in fulfilling requests					
Help from librarians in finding materials and using services					
Free access to all library resources					
Compliance of the library collection with your educational needs					
Systematic quality updates with new professional sources					
Conditions for independent work (reading areas, access to computers)					

**7. Evaluate the official University website:**

	1	2	3	4	5
Do you actively use information from the University's website?					
Is the information related to the educational process clearly presented?					
Is it easy to find the necessary information on the website (schedule, contacts, news)?					
Are you satisfied with the availability of schedules and exams on the website (E-schedule)?					
Are you satisfied with the timeliness of information updates on the official University website?					
Is the website navigation convenient?					
Functionality of the mobile version of the website					
Quality of the 'Trust Box' electronic service					
Quality of the electronic service for submitting documents to the University (for applicants 2024)					
Does the official website of IEU need improvement?					

**8. Your suggestions for improving the University's activities \_\_\_\_\_**