

**STUDENT SATISFACTION QUESTIONNAIRE  
REGARDING THE STUDIES  
AT THE SMK UNIVERSITY OF APPLIED SOCIAL SCIENCES**

*Dear Students,*

Our main aim is satisfaction of your needs and expectations. By filling out this questionnaire you would greatly help us in perfecting the studies at the SMK.

**1. What is your opinion about the work of the SMK administration related to providing information about studies and activities of SMK (please evaluate the work by departments/employees directly responsible for the activities)**

Department providing the information	1 (poor)	2 (satisfactory)	3 (good)	4 (very good)	5 (excellent)
<i>Management of SMK</i>					
<i>Department of Studies</i>					
<i>Library</i>					
<i>Department of International Relations</i>					
<i>Career Centre</i>					
<i>Heads of Study Programmes / Heads of Chairs</i>					

**2. Do you get sufficient information about studies and SMK activities in the SMK website and Facebook social network?**

	Yes	Partly	No
<i>SMK website: <a href="http://www.smk.lt">www.smk.lt</a></i>			
<i>SMK profile in the FACEBOOK social network</i>			

**3. Are you satisfied with the timetables of lectures, exams and consultations and the schedule of studies?**

	Yes	Partly	No
<i>Timetable of lectures</i>			
<i>Timetable of exams</i>			
<i>Timetable of consultations</i>			
<i>Schedule of studies</i>			

*Your comments, proposals.....*

**4. What is your opinion about the support process at the SMK (Are lecturers, administration ready to cooperate and provide consultations, organize and provide group and individual consultations, provide academic support?)**

- 5 points (excellent)
- 4 points (very good)
- 3 points (good)
- 2 points (satisfactory)
- 1 point (poor)

**5. What is your opinion about the environment and resources at the SMK? (Please evaluate in a 5-grade system where 5 is “excellent”, 1 is “poor”).**

	1 (poor)	2 (satisfactory)	3 (good)	4 (very good)	5 (excellent)
<i>Premises</i>					
<i>Labs and computer facilities</i>					
<i>Library resources (subscribed on-line data bases, publications, handbooks and teaching aids)</i>					
<i>Resources of on-line learning environment (Moodle)</i>					

**6. Please evaluate the level of your satisfaction with studies at the SMK:**

- 5 points – I am totally satisfied
- 4 points - I am more satisfied than unsatisfied
- 3 points – and neither satisfied nor unsatisfied
- 2 points – and more unsatisfied than satisfied
- 1 point – I am not satisfied

**7. Would you recommend choosing studies at the SMK to your relatives, friends, acquaintances?**

- Yes
- No

*Please comment .....*

**8. What would you suggest should be improved or changed in the SMK activities?**

*Please indicate.....*

**9. Your form of studies:**

- Full time
- Part time

**10. Year:**

- I
- II
- III
- IV

**11. Study programme.....**

**12. Sex:**

- Male
- Female

***Thank you for your answers!***