Evaluation of the educational infrastructure and student services and needs assessment - evaluation of the questionnaire for foreign students

1. General questions

The collection of student evaluations in the areas of student support took place between 24.06-08.01. A total of 83 completions were received, representing a 22% response rate. The data on respondents are summarised in Table 1. Our respondents named Ghana, Indonesia, Uzbekistan, India, Iraq, Rwanda, Eritrea, Jordan, Palestine, Syria, Egypt, Yemen, Slovakia, Azerbaijan, Mongolia, Bolivia, China, Cuba, Ecuador, Turkey, Angola, etc. as countries of origin. Among the respondents, we also find respondents of Hungarian nationality in English language courses.

By gender n=82	Female=30 people, 36,59%; Male=52 people; 63,41%
By faculty n=81	Faculty of Mechanical Engineering and Informatics: 19 people, 23,46 %; Faculty of Law: 12 people 14,81%; Faculty of Humanities and Social Sciences: 3 people, 3,70 %; Faculty of Economics: 11 people, 13,58 %; Faculty of Earth and Environmental Sciences and Engineering= 21 people, 25,93%; Faculty of Materials and Chemical Engineering: 15 people, 18,52%;
By level of education n=82	master's degree= 21 people, 25,93%, PhD/DLA=60 people; 74,04%
Type of training n=82	self-financed= 4 people, 4,88%, AMIR/TIREX=2 people= 2,44%, Stipendium Hungaricum Grant=73 people; 89,02%; Student at Risk program= 3 people; 3,66%

Table 1: Composition of respondents

2. Application and admission

Most students found out about the University of Miskolc's degree programmes from the website, followed by information from previous UM students and social media.
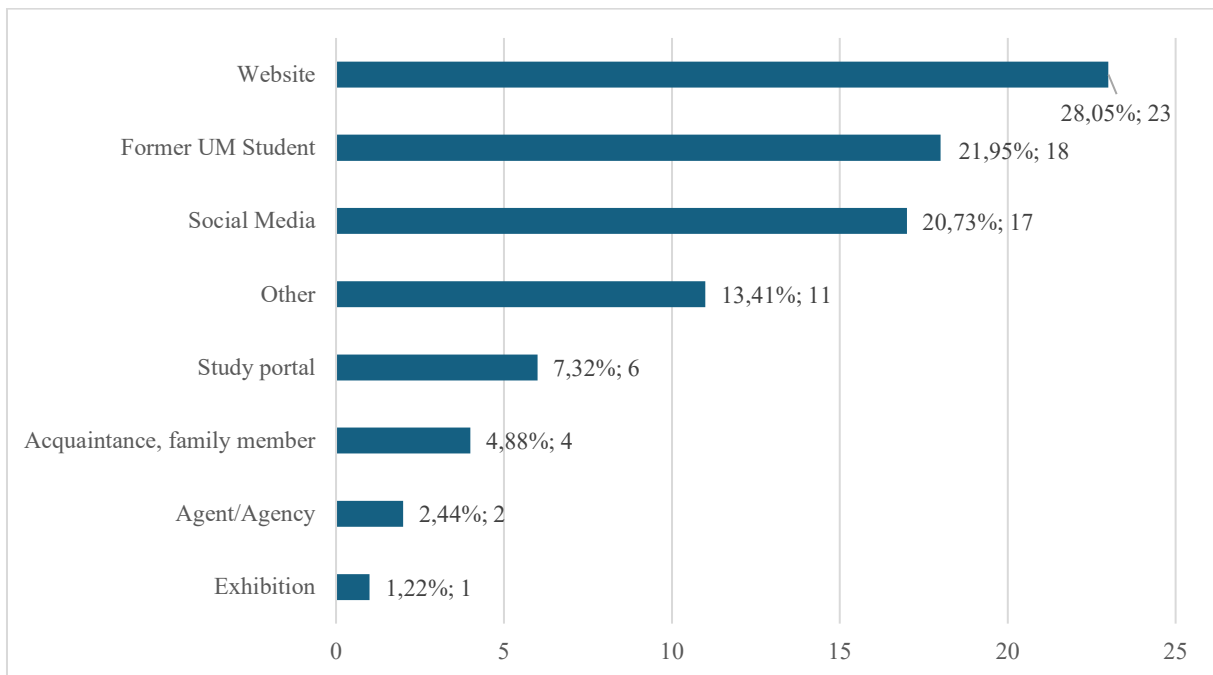
Figure 1: Information sources

In the university case, the main sources of information for more than half of the students were social media (31.71%) and former UM students (20.73%). This was followed by friends/classmates (14.63%) and study portals (10.98%). The share of other sources of information is less than 5%.

The next graph (top 5) shows why most students chose the institutions they did. Respondents could tick more than one box. The most popular were education, an EU degree, job opportunities, cost of living and a safe, green, separate campus.
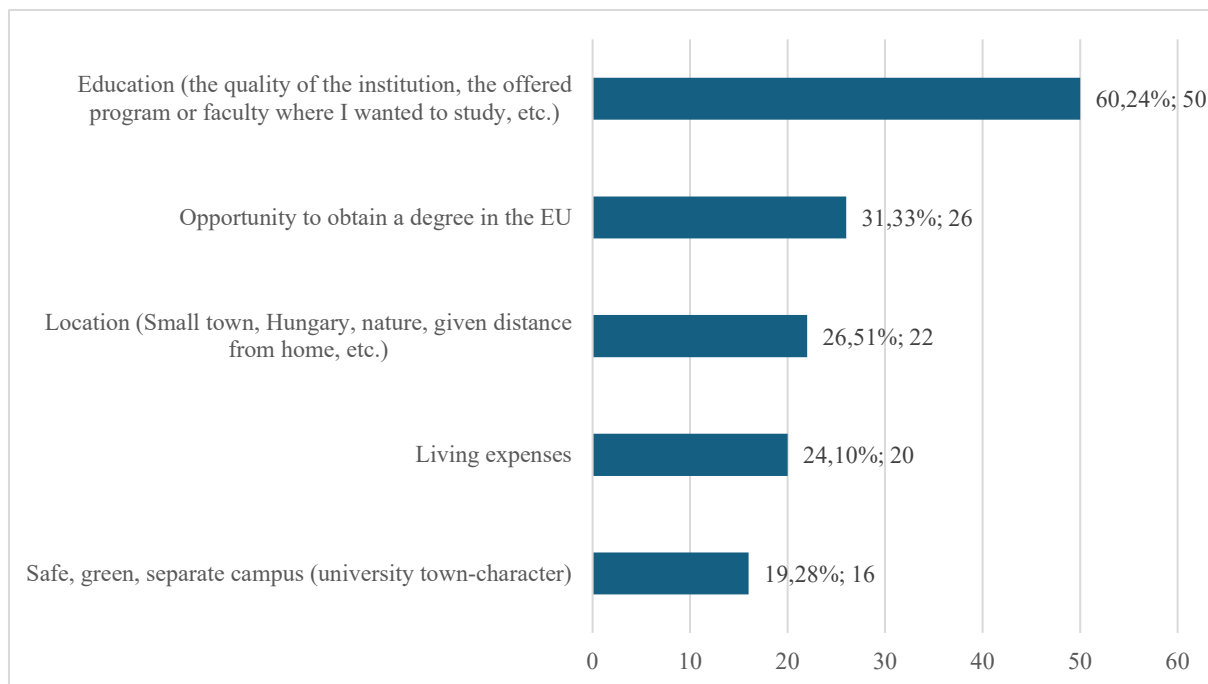
Figure 2: Institutional top 5

The foreign students were asked to rate access to information on a scale of 5 (1=easy; 5=difficult). The difficulty level of access to information ranges from 51 to 55%.

Information in relation of the training programmes on the UM website.	2,78
Information about the admission procedure available on the UM website.	2,60
You can find information about student and academic life on the UM website.	2,68
Information available on the UM DreamApply application interface.	2,56

Table 2: Difficulty in accessing information

On a scale of 5 (1=easy, 5=difficult), 50.86% of students found the admission process difficult (average=2.54).

When it came to the admission process, most people (61.45%) wrote to the university administrators with questions or problems, followed by the university website (33.73%) and then contacting the faculty (27.71%).

Communication with faculty during the admissions process was rated as easy by 57.00% of respondents (mean=2.15). Transparency and clarity of the admissions process was rated as 58.70% (mean=2.065). Both factors were rated on a scale of 5 (1=easy to understand, 5=hard to understand).

3. Enrolment, registration

Most students received the notification within 1-2 weeks after the entrance exam (46.05%), slightly less than a third had to wait more than two weeks (31.58%) and 22.37% indicated an interval of less than 1 week for this question.

The level of satisfaction with information on enrolment ranges from 79%-74% across the board, which is considered good.
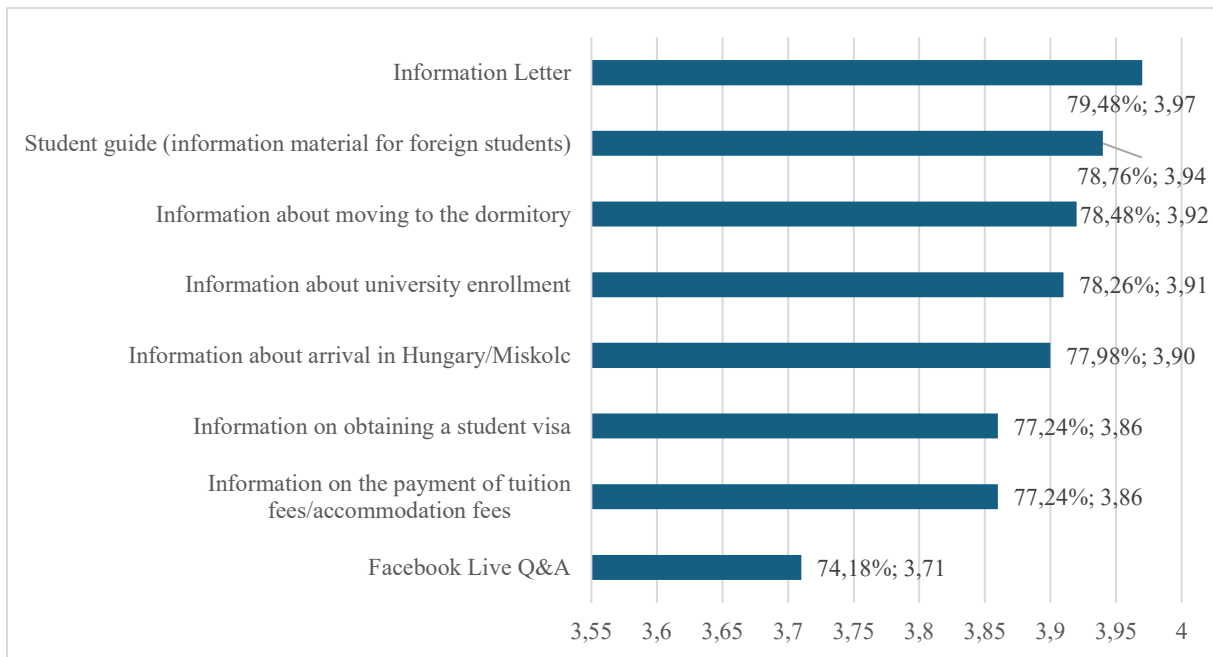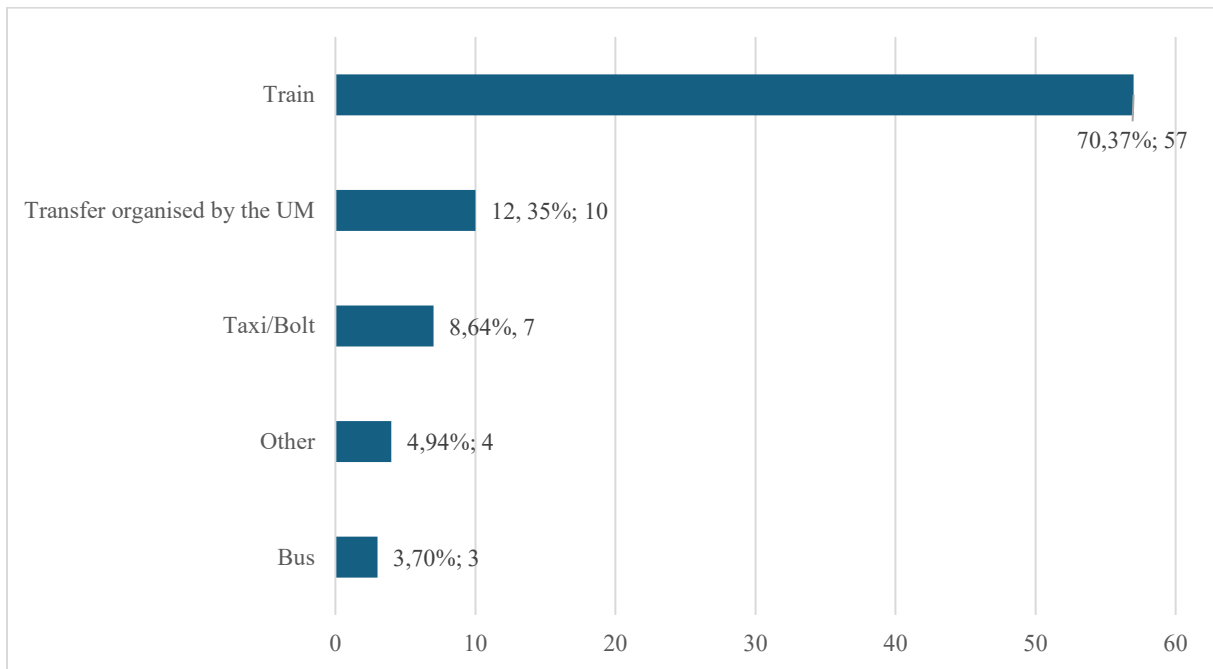
Figure 3: Satisfaction with information on enrolment

The level of satisfaction with mentors was 75% or above across the board.
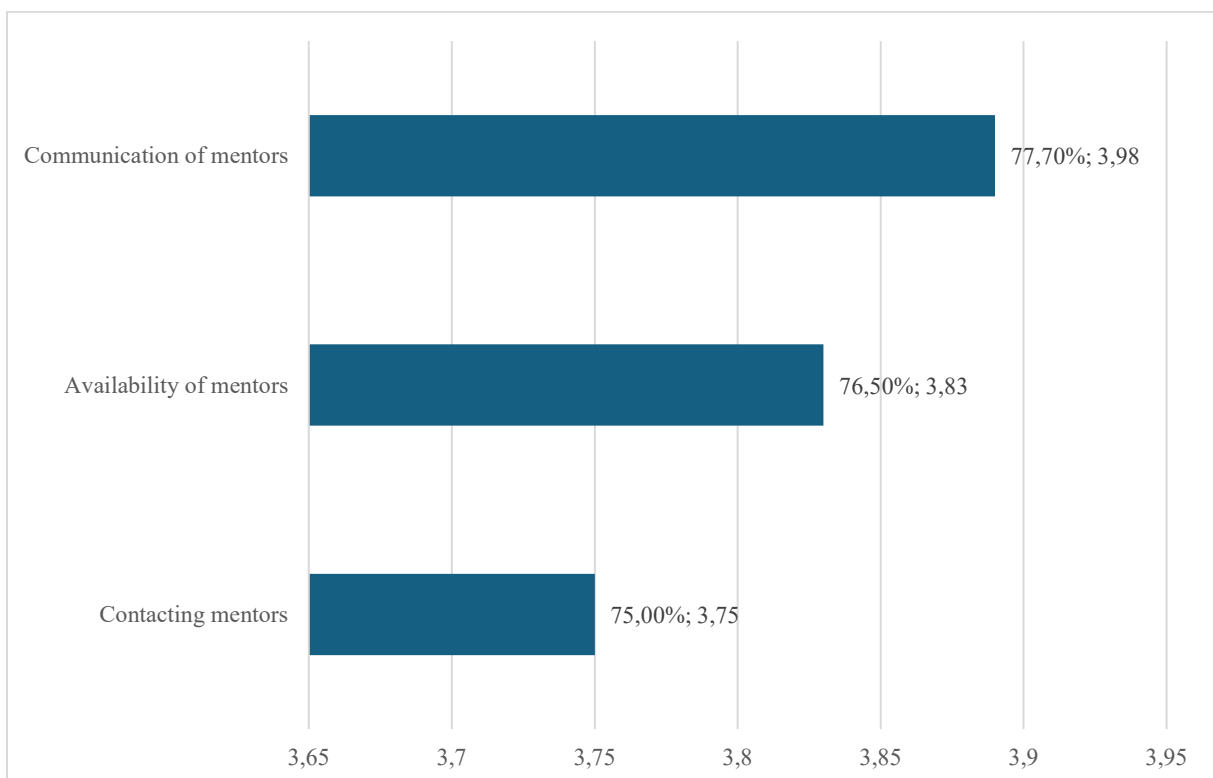

Figure 4: Satisfaction with mentors

The following graph shows how foreign students travelled from Budapest airport to Miskolc. The majority of students (70.37%) preferred using train.


Figure 5: Transport from Budapest airport to Miskolc

Factors related to the enrolment process are illustrated in the following figure (Figure 6). The satisfaction level of foreign students ranges between 77% and 84%, which is considered good for all factors.
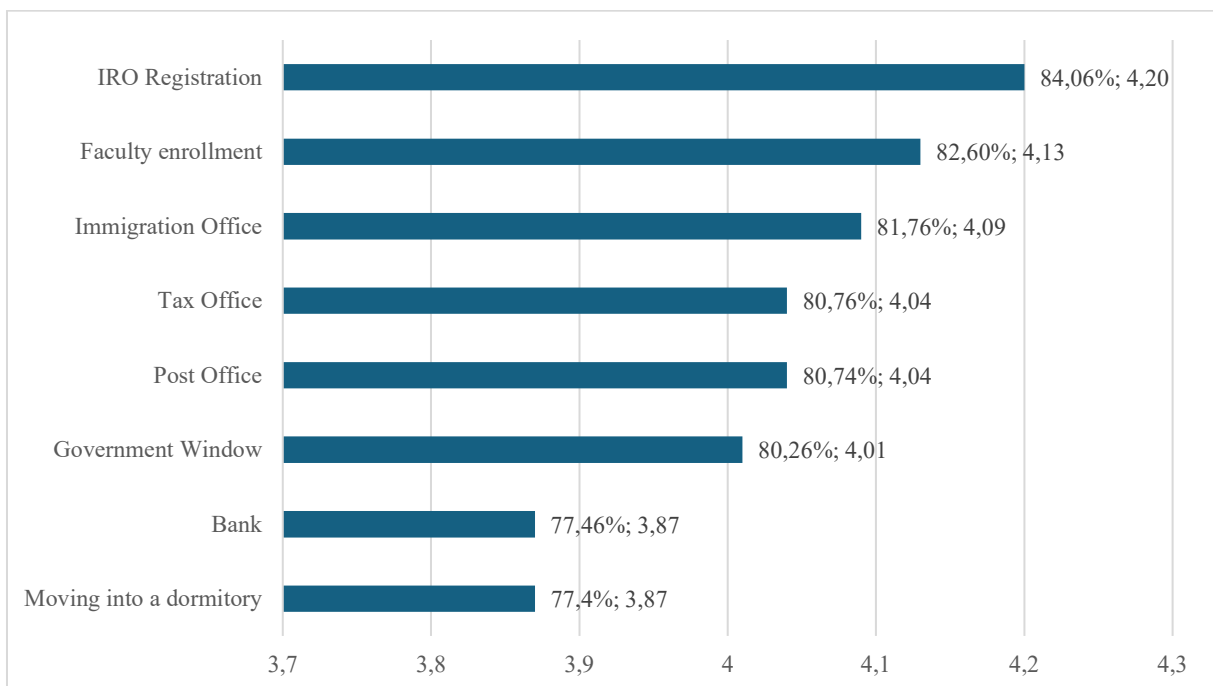
Figure 6: Starting your studies

The maturation of the processes related to enrolment and starting studies is illustrated in the figure below. As can be seen from the data below, foreign students are satisfied with all processes, with satisfaction levels above 81% across the board.
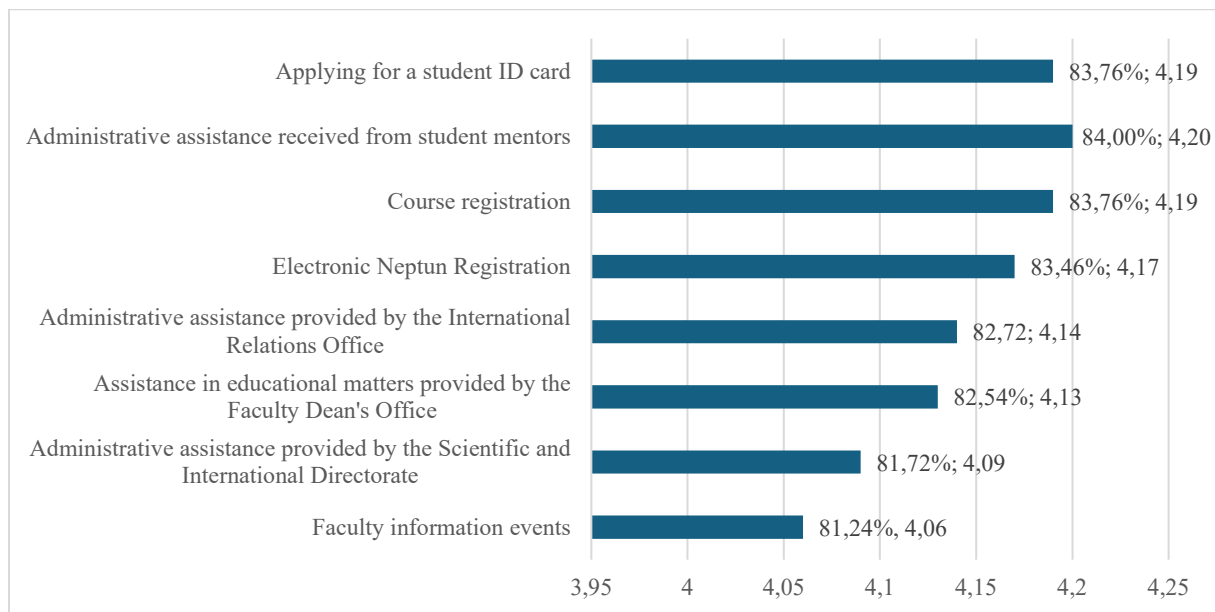
Figure 7: Administrative processes

More than half (60.00%) of the respondents (n=80) live in dorms, the vast majority (82.98%) in Uni-Hostel.

Satisfaction with colleges reached a lower level of only 66.94% (average 3.34).

The qualitative data here highlights the need to place PhD students in the same room, as most of them have families. There were some who tried to highlight problems with water, internet and noise. In addition, the frequent breakdown of electrical equipment was mentioned.

5. Events

Students are mostly informed about events through social media (67.47%), followed by student emails (50.60%) and Neptun messages (37.30%). The other variables score below 30% in terms of being informed about events.

The Facebook Live Q&A event was attended by slightly less than half of the respondents (46.25%). Students were satisfied with almost all aspects of the event, with satisfaction levels above 80%, with the only lower level being satisfaction with the preliminary information (70.00%).

Participation is also lower for the Lillafüred Road (38.80%), the Zemplén Road (31.30%) and Halloween (32.5%), Quiz Night (22.8%) and Santa Party (25.9%), but events show high satisfaction levels (above 80%) for all factors.

Just over a third of students (37.04%) attended the Freshmen Camp, which is a small proportion. In all aspects of satisfaction with the event, averages were above 4.30.

More than half of students (53.16%; 53.85%) attended Orientation Day, Welcome Day and the International Dinner, but all event-related factors show a satisfaction level above 80% (averages above 4).

University Faculty Services

Each of the faculty services at the university has an average score above 3.5 and a satisfaction level above 70%.

University Services

Here, restaurants (3.2), medical services (3.5), dental care (3.4), library services (3.3), digital library services (3.5) all had satisfaction levels of 70% or lower.

Data relating to buildings

The highest percentage of international students (62.50%) travel to the university by bus, followed by walking (3.80%). In relation to public transport, the largest proportion of students indicated the need for more frequent bus routes (67.50%). Satisfaction levels for information about buildings, campus, accessibility, etc. were all close to 80% or higher.

Condition of buildings

For foreign students, buildings A/1 (33.7%) and A/4 (30.1%) were the preferred places to stay. The condition of the buildings was good across the board (averages above 4.00).

IT services

Most students (80%) use their university email address. IT services at the university have high scores in all cases (above 4.00). Online classes are preferred by slightly less than half of the students (44.30%) ((5=26.6%, 4=17.7%). IT services have a satisfaction level above 70% for all factors. Weaker scores were obtained for the stability and width of the WIFI network (3.6) and the number of computers (3.6), but these also reached a good level of satisfaction (above 70%).

Library services

Library services show a high level of satisfaction in all aspects (above 84%).

Communication

Students most often use the university website (71.15%), the faculty website (44.6%) and the university Facebook page (38.6%) to get information about their studies. Information about student events also comes from these three communication channels. The satisfaction level with the university website is above 80% across the board. Nevertheless, the majority of students (82.4%) would like to find all information on a single website with a good search engine.

In terms of content, foreign students are most interested (37.5%) in upcoming events, useful information and things to do (27.5%) and news (23.8%).

Administration

All factors tested performed above the 80% satisfaction level.

Student services, culture

Of the learning and development services, the least known are self-awareness activities (8.4%), but a quarter of respondents have not heard of the services related to Teach for Hungary (22.9%) or mental health and life coaching (22.9%) either. Learning and development services provided by the university have been used by 50.6% of respondents. Satisfaction with student services and culture was above 75% in all satisfaction levels.

Questions about dining options

Satisfaction with the dining facilities is low across the board (averages around 3.2). Satisfaction levels are also below 70% for both the Gastro and the Rácsos Buffet. The majority of international students consider that more dining options in the University City are needed (5=40.5%, 4=26.6%).

The need for food facilities (microwave, snack vending machines, drinks vending machines ((Stefánia building, A/6, Zenepalota)), day and night food shop) all received over 80% of the responses.

Dormitory and sports services

Satisfaction factors with the colleges were all above 70%, i.e. they were rated as good.

Almost 60% of the respondents (58.2%) play sports regularly. 75% of the respondents consider the development of the UNI-GYM necessary and almost 60% (59.2%) consider the sale of nutritional supplements here necessary as well. Most of the respondents (80.3%) would use the services of the Kemény Dénes Sportpool if there were a bigger discount.

Student Council and the student community

For all factors, the satisfaction level is above 70%. Awareness of the PSI is 62%.

General perception

72.1% of students feel comfortable as a student at the university. The level of satisfaction with the university atmosphere is 80%. The level of satisfaction with the democratic functioning of the university is 72%. Two thirds of students believe (5=37.00;4=28.4%) that the university tries to serve the educational/research/service needs of the city/region.

Summary, objective

Based on the measured data, the following areas and cases require intervention to improve the support areas for foreign students:

- for university services: restaurants, medical services, dental services, library services and digital library services.

- improving public transport by improving route density

- all information should be available on a website with a good search engine

- promotion of programmes with lower participation rates (Lilac Road, Zemplén Road, Halloween, Quiz Nigth, Santa Party), as these programmes have received good ratings overall

- solving the problems of catering, which was underperforming in almost all respects compared to other services

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