

 **LANGUAGE SCHOOL SATISFACTION SURVEY**

Dear Language School Students,

This survey was developed by the Quality Commission-Quality Accreditation Office of Istanbul Medipol University. The application, analysis and evaluation of the survey will be carried out by the said unit.

The purpose of the survey is to use it in quality improvement processes, to learn from you as third opinions and thoughts in our Language School. The survey includes questions about first your personal information and then your evaluation of quality processes. Please do not enter any information about your identity. There are 5-point Likert ratings in each survey item to reflect your satisfaction levels. Please tick the items according to your satisfaction level. In the last part, you can write your comments and suggestions separately.

Protection of personal privacy is essential in the survey.

Thank you for your participation and support.

Quality Commission-Quality Accreditation Office

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|  SECTION 1: PERSONAL INFORMATION (The information in this area will only be used for statistical purposes.)1. Sex : Woman ( ) Man ( )
2. Age : **(Lütfen seçiniz…)**
3. The choice order of your department in the university exam (For Associate / Undergraduate): 1-5 ( ) 6-10 ( ) 11-15 ( ) 16 and above ( )
4. Your class: Prep ( ) Prep 2nd year ( )
5. Type of school you graduated from: Public School ( ) Private School ( )
6. High School you graduated from: Science High School ( ) Vocational High School ( ) Anatolian High School ( ) Other ( )
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|  |  | *You may rate the following items on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree). If you have no idea about any item, you may mark the option "No Idea"* |
|  | SECTION 2: SATISFACTION EVALUATION CRITERIA | 1 | 2 | 3 | 4 | 5 |  |
|  |  | Completely Disagree | Disagree | Somewhat Agree | Agree | Completely Agree | Neutral |
| 1 | I chose Istanbul Medipol University with an informed choice. |  |  |  |  |  |  |
| 2 | Before I made my choice, I did research on the features and content of the department / program I have been placed at Istanbul Medipol University. |  |  |  |  |  |  |
| 3 | Before I made my choice, I did research about Istanbul Medipol University Language School. |  |  |  |  |  |  |
| 4 | I find the education given in the Language School of high quality. |  |  |  |  |  |  |
| 5 | I find the educational technology used in the lessons (projector, sound system, etc.) sufficient. |  |  |  |  |  |  |
| 6 | I find the online education technology (Mebis, Microsoft Teams, sound system etc.) used in the lessons sufficient. |  |  |  |  |  |  |
| 7 | I found the orientation program implemented by the Language School useful at the beginning of the academic year. |  |  |  |  |  |  |
| 8 | I find the knowledge, skills, academic approach and perspective of the lecturers who attend our classes at the Language School sufficient. |  |  |  |  |  |  |
| 9 | I find the technological tool usage skills, academic approach and perspective of the instructors who attend our online courses at the Language School sufficient. |  |  |  |  |  |  |
| 10 | The attitude of the lecturers at the Language School towards students is satisfactory. |  |  |  |  |  |  |
| 11 | I have no difficulty reaching the academic advisor at the Language School during their extracurricular times. |  |  |  |  |  |  |
| 12 | I can easily reach the lecturers who attend our classes outside the lesson hours. |  |  |  |  |  |  |
| 13 | Communication of the Language School administration with the students is satisfactory. |  |  |  |  |  |  |
| 14 | I find the psychological counseling and guidance services offered by our university sufficient. |  |  |  |  |  |  |
| 15 | I find the health services Medipol Health Group provided to students sufficient. |  |  |  |  |  |  |
| 16 | I find the services provided to disabled students at the Language School sufficient. |  |  |  |  |  |  |
| 17 | The services provided by the Rectorate Student Affairs (student certificate, transcript, etc.) are satisfactory. |  |  |  |  |  |  |
| 18 | The services offered by the Language School's Student Affairs are satisfactory. |  |  |  |  |  |  |
| 19 | The secretarial services at the Language School and the communication of secretarial staff with the students are at a sufficient level. |  |  |  |  |  |  |
| 20 | I am satisfied with the work of our university's Quality Commission. |  |  |  |  |  |  |
| 21 | I find the physical condition of the classrooms in the Language School sufficient. |  |  |  |  |  |  |
| 22 | I am satisfied with the online exam system. |  |  |  |  |  |  |
| 23 | I find the library working hours sufficient. |  |  |  |  |  |  |
| 24 | The attitude of the library staff towards students is satisfactory. |  |  |  |  |  |  |
| 25 | I can easily access Wi-Fi internet connections in the Language School. |  |  |  |  |  |  |
| 26 | I find the number and diversity of student clubs in the university sufficient. |  |  |  |  |  |  |
| 27 | I find the activities in the Language School student clubs sufficient. |  |  |  |  |  |  |
| 28 | I find the social activities of the Language School satisfactory. |  |  |  |  |  |  |
| 29 | I find it sufficient to teach English concepts related to our department in the lessons at the Language School. |  |  |  |  |  |  |
| 30 | While my education at the Language School continues, I am pleased with the communication established with the instructors in our department. |  |  |  |  |  |  |
| 31 | I find the content of the project assignments in the Language School sufficient. |  |  |  |  |  |  |
| 32 | I find the design and content of the university website sufficient. |  |  |  |  |  |  |
| 33 | I find the design and content on the Language School website sufficient |  |  |  |  |  |  |
| 34 | I can easily use MEBIS. |  |  |  |  |  |  |
| 35 | I am satisfied with the services of the Information Technologies (IT Support) unit of our university. |  |  |  |  |  |  |
| 36 | I am satisfied with the services of our University's Distance Education Application and Research Center (UZEM). |  |  |  |  |  |  |
| 37 | I have opportunities to talk to people who can speak English outside of the education hours at the Language School. |  |  |  |  |  |  |
| 38 | I find the increase rate in the tuition fee reasonable. |  |  |  |  |  |  |
| 39 | I am pleased that the preparation fees at the Language School are priced according to the departments. |  |  |  |  |  |  |
| 40 | The announcements made by the Language School are made on time and effective. |  |  |  |  |  |  |
| 41 | The materials (worksheets, study packs etc.) prepared by the Language School regarding the units are sufficient and comprehensive. |  |  |  |  |  |  |
| 42 | The course materials prepared by the Language School have sufficient content in terms of listening skills. |  |  |  |  |  |  |
| 43 | The course materials prepared by the Language School have sufficient content in terms of reading skills. |  |  |  |  |  |  |
| 44 | The course materials prepared by the Language School have sufficient content in terms of speaking skills. |  |  |  |  |  |  |
| 45 | The course materials prepared by the Language School have sufficient content in terms of writingskills. |  |  |  |  |  |  |
| 46 | The speaking exams given by the Language School are suitable for my level. |  |  |  |  |  |  |
| 47 | The listening exams given by the Language School are suitable for my level. |  |  |  |  |  |  |
| 48 | The writing exams given by the Language School are suitable for my level. |  |  |  |  |  |  |
| Your comments and suggestions: |