FACT SHEET
NATIONAL STUDENT SURVEY 2017
The themes can not be compared one on one due to changes compared to previous years!

STUDENT SATISFACTION REGARDING THE 17 THEMES
In comparison with last year and compared to national average of universities.

![Diagram showing student satisfaction ratings for various themes](image)

- **CONTENT**
- **GENERAL SKILLS**
- **SCIENTIFIC SKILLS**
- **PREPARATION PROFESSIONAL CAREER**
- **TEACHERS**
- **ACADEMIC GUIDANCE/COUNSELLING**
- **EXAMINATIONS AND ASSESSMENT**
- **AVAILABILITY OF INFORMATION**
- **PROGRAMME SCHEDULES**
- **STUDY LOAD**
- **GROUP SIZE/CLASS**
- **INTERNSHIPS AND STUDY PROGRAMME**
- **INTERNSHIP EXPERIENCE**
- **LEARNING FACILITIES**
- **QUALITY EVALUATION**
- **PURSUIT OF EXCELLENCE (NEW)**
- **INTERNATIONALISATION (NEW)**
**CONTENT**

**2017**  **2016**

**national**

3.82  3.82  The level of your study programme

3.88  3.88  How well the content of your study programme meets your expectations

3.72  3.71  The match between your prior education and your programme

3.83  3.80  How motivating you find your programme to be

3.90  3.90  The match between the content of your programme and current professional/academic developments

3.85  3.82  The connection between the various components of your programme

3.77  3.74  The learning methods used in your study programme

3.88  3.83  The quality of the study materials

3.50  3.43  The match to your prior work experience and your study programme

3.60  3.59  How well you can apply your learning in your job

**GENERAL SKILLS**

**2017**  **2016**

**national**

3.98  3.96  Critical thinking

3.97  3.96  Problem solving

3.91  3.88  Justifying your conclusions

3.70  3.73  Communication skills (e.g. oral presentations, conversation)

3.80  3.84  Teamwork

3.72  3.78  Debating/measuring skills

**SCIENTIFIC SKILLS**

**2017**  **2016**

**national**

4.00  3.97  Analytical thinking

3.85  3.82  Critical assessment of scientific work

3.62  3.58  Writing scientific papers

3.69  3.67  Research methods and techniques

3.54  3.52  Conducting research

**PREPARATION PROFESSIONAL CAREER/RELEVANCE**

**2017**  **2016**

**national**

3.23  3.29  Acquiring skills for professional practice

3.16  3.21  The focus of your study programme

3.13  3.19  The link to professional practice (e.g. work placements/internships, guest speakers, assignments for external organisations)

**TEACHERS**

**2017**  **2016**

**national**

4.12  4.12  Your teachers’ subject expertise

3.70  3.75  Your teachers’ teaching skills

3.68  3.66  Your teachers’ availability outside contact hours

3.61  3.60  Your teachers’ sense of interaction with their students

3.63  3.62  Quality of guidance your teachers provide

3.48  3.49  Quality of feedback your teachers provide

3.56  3.59  The way your teachers inspire you

3.94  3.95  Your teachers’ understanding of professional practice in their field

3.71  3.71  Your teachers’ command of the English language (for students who are taught in English)

**ACADEMIC GUIDANCE/COUNSELLING**

**2017**  **2016**

**national**

3.63  3.62  Opportunities for receiving guidance/counselling

3.60  3.57  Quality of guidance/counselling provided

3.26  3.27  The initiative your study programme shows in providing you with support or guidance

**EXAMINATIONS AND ASSESSMENT**

**2017**  **2016**

**national**

3.62  3.64  The transparency of the criteria used to assess your academic work and progress

3.68  3.69  The suitability of examinations and assessment to the content of the programme

3.65  3.67  Quality of examination on knowledge

3.58  3.60  Quality of practical examinations

**AVAILABILITY OF INFORMATION**

**2017**  **2016**

**national**

3.81  3.74  Information about your academic progress

3.63  3.61  Information about rules and procedures

3.47  3.46  Information about the organisation of your study programme (such as majors, minors, studying abroad)

3.22  3.25  Timely publication of examination and assessment results

**PROGRAMME SCHEDULE**

**2017**  **2016**

**national**

3.88  3.88  The timely publication of study programme schedules

3.81  3.80  The timely notification of schedule changes

3.89  3.80  Practicality of study programme schedules (with regards to factors like times and locations)

3.96  3.96  The number of teaching hours planned

**STUDY LOAD**

**2017**  **2016**

**national**

3.71  3.62  The distribution of the study load across the academic year

3.76  3.74  The feasibility of deadlines

3.74  3.69  The ability to take the preferred courses without encountering a study delay

3.42  3.38  How much credits (ECs) correspond to the actual study load

3.57  3.57  The opportunities to combine working and learning

**GROUP SIZE/CLASS**

**2017**  **2016**

**national**

4.06  4.11  Tutorial group size (project groups)

3.89  3.87  Lecture group size (classes)

3.87  3.85  Your study programme’s ratio of large-group learning versus small-group learning

**QUALITY EVALUATION**

**2017**  **2016**

**national**

3.58  3.62  Evaluation of education and learning based on student feedback

2.97  3.00  Information about evaluation outcomes

3.14  3.19  The way your study programme uses evaluation outcomes

3.23  3.26  The way your study programme deals with complaints and issues

**PURSUIT OF EXCELLENCE (NEW)**

**2017**  **2016**

**national**

3.72  3.72  Being challenged or invited to give your very best

3.47  3.47  Being given opportunities to pursue your own interests

3.53  3.53  Being encouraged to explore deeper into the curriculum material

3.60  3.60  Students challenging and inspiring each other to perform to a higher level

**INTERNATIONALISATION (NEW)**

**2017**  **2016**

**national**

3.22  3.22  Encouragement to study abroad

3.31  3.31  Encouragement to learn about other cultures

3.54  3.54  Focus of your programme on international subjects

3.48  3.48  Opportunities offered to you to study abroad or complete a work placement abroad

**INTERNSHIPS AND STUDY PROGRAMME**

**2017**  **2016**

**national**

3.16  3.15  Supervision of your internship provided as part of your programme

3.11  3.05  Being prepared for your internship as part of your programme

3.88  3.82  Supervision you received at the company or organization where you did your internship

4.16  4.10  Knowledge or skills you acquired during your internship

3.72  3.67  The link between internships and the rest of your programme

**INTERNSHIP EXPERIENCE**

**2017**  **2016**

**national**

3.72  3.67  The number of teaching hours planned

**LEARNING FACILITIES**

**2017**  **2016**

**national**

3.66  3.77  Suitability of classrooms

3.26  3.39  Suitability of workstations (e.g. quality of computers and software)

2.56  2.86  The availability of workstations (e.g. sufficient number of workstations)

3.93  3.18  The library/resource centre

3.26  3.37  Library facilities

3.67  3.66  The digital learning environment

**SIGNIFICANTLY HIGHER**

compared to national

**SIGNIFICANTLY LOWER**

compared to national

**NO SIGNIFICANT DIFFERENCE**

compared to national