



# UdL's opinion surveys



The satisfaction of **stakeholders** of the UdL is an essential part of the process of follow up and improvement of degrees of the university.

Stakeholders are:

- Students
- Professors
- Administrative staff
- Tutors at companies and external organisations (in compulsory internships for students)
- Employers of graduates

<http://www.udl.cat/serveis/oqua/publicacions/enquestes.html>

### Surveys to collect satisfaction of students

- About courses and professor's performance
- About mobility
- About interships
- About the whole experience at the university
- About results in labour market

### Surveys to collect satisfaction of employers

- About internship programmes
- About graduate's performance

### Surveys to collect satisfaction of teachers

- About internship programmes
- About student doctorate performance
- About academic organization

## Satisfaction of students:

### Questionnaire. Assessment of courses and satisfaction of teacher's performance

**Instructions:** Assess in the optic reading sheet, considering 5 = high agreement and 1= total disagreement

#### a. QUESTIONS REGARDING THE INSTRUCTOR. Does the instructor ...

The professor...

1. ..presents the subject matter in a clear and systematic way.
2. ..stimulates reflexion and give different perspectives.
3. ..shows enthusiasm for the subject matter.
4. ..creates a climate of dialogue, confidence and work.
5. ..maintains a courteous relationship with the students.
6. ..provides resources that facilitate the learning process.
7. ..keeps to the established timetable.
8. ..is accessible for consultations and tutorials about the subject matter.
9. ..is a good professor.

#### b. QUESTIONS REGARDING THE PLANNING OF THE SUBJECT

1. The objectives of the subject have been defined clearly.
2. The subject has been contextualised within the objectives of the degree.
3. The course work required for the subject is proportional to the number of academic credits of the subject.
4. The methods of teaching-learning are efficient.
5. At the beginning of the course the evaluation criteria were made clear.
6. The scope of the tasks (type, length of the projects, assistance to theoretical or practical sessions, etc.) that the student must realise to pass the subject was described in detail.
7. The evaluation of the subject relates to the method used during the course.
8. Your continuous work is taken into account in the final evaluation of the subject.
9. There is a relation between the contents of the subject and that of other subjects in the plan of studies.
10. My dedication to the subject has been sufficient.
11. I consider that this subject has contributed in a significant way to my personal and academic formation.

#### c. OBSERVATIONS AND SUGGESTIONS

## Satisfaction of employers:

### Questionnaire. About internship programmes

**Instructions:** Assess in the optic reading sheet, considering 5 = high agreement and 1= total disagreement

#### a. QUESTIONS REGARDING THE INTERNSHIP

1. Contact with the university was sufficient for the organizational needs of the internship.
2. Program design (skills, objectives and activities) was adequate and achievable.
3. Evaluation procedures for the internship were adequate.
4. Duration of the internship is sufficient.
5. Presence of a student in the workplace is a positive one for the workplace.
6. I believe that the way these internships were organized offers a good learning experience for students.
7. Student's previous education has been adequate to put into practice the internship.
8. Student has showed availability to internship.
9. Student has achieved the objectives previously established for the internship.
10. My general assessment about the experience is satisfactory.

#### b. OBSERVATIONS AND SUGGESTIONS

## Satisfaction of teachers:

### Questionnaire. About academic organization

**Instructions:** *Assessment : A= high agreement / B= regular, good / C= low, little / D = very low, bad, very little*

→ Level of dedication as a professor compared to your overall dedication

#### General aspects

- Institutional support (training, consultation, contribution from central units) for the development of teaching activity.
- Coordination of teaching of the studies in which you participate.
- Belonging of internal information systems.
- Membership of the request you have received to provide evidence in order to prepare monitoring reports and self-report for accreditation.

#### Your satisfaction with

- Income profile of students.
- The structure of the curriculum (subjects and their relevance).
- The competencies profile in the study (expected learning outcomes).
- The organization of the start-up an studies plan (groups, timetables, ...).
- Teaching methods you have used.
- Assessment strategies you have used.
- The work and dedication of the students.
- The adequacy of the approach, the organization and the final study work (FDW/FMW).
- The adequacy of the approach, the organization and the assesement strategies the internship programmes.
- Professor resources available.
- The learning outcomes achieved for students about matters you teach.

→ Global assessment of the educational level of graduate students in degrees in which you take part.

→ Global assessment of the educational level of the students from the masters' degree in which you participate.

### OBSERVATIONS AND SUGGESTIONS

## Survey of employment of the population entitled of the catalan universities

Since 2001, and every three years, AQU Catalunya and the catalan universities have organized the *survey of employment*.

Items to ask to the graduate:

- Time, route and quality of insertion to the labour marked
- Level of satisfaction with the training received.

editions of the survey: 2001, 2005, 2008, 2011 and 2014. Is one of the most representative and important in Europe.

This year there have surveyed 17,295 graduates from a reference population of 31,734.

Reference AQU Catalunya [http://www.aqu.cat/uploads/insercio\\_laboral/enquesta2014/index.html](http://www.aqu.cat/uploads/insercio_laboral/enquesta2014/index.html)

You can find more information about de survey of employment of the graduated in the catalan universities in the next link [http://www.aqu.cat/uploads/insercio\\_laboral/enquesta2014/grafics\\_titulacio.html](http://www.aqu.cat/uploads/insercio_laboral/enquesta2014/grafics_titulacio.html)

Example of a employment survey about the bachelor in Business Administration  
(Catalunya) *next pages* →→→

## Description of the employment survey 2014

Sistema universitari públic de Catalunya. Descripció de l'enquesta d'Inserció laboral 2014  
 Dipl. Ciències Empresarials Bachelor in business administration

	Població i mostra							
	Població	Mostra	% resposta	% error mostral	Homes		Dones	
					n	%	n	%
Dipl. Ciències Empresarials (CAT)	1713	754	44	3	308	41	446	59

population    sampling    % answer    sampling error    men    female

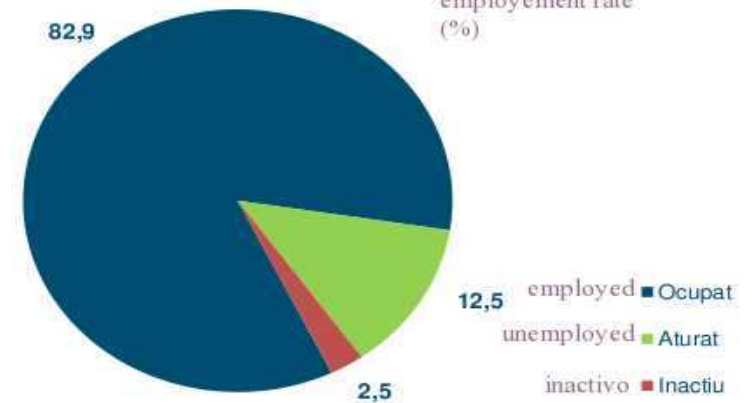
### Quant han trigat a trobar la primera feina? (%)

time in finding the first job (%)



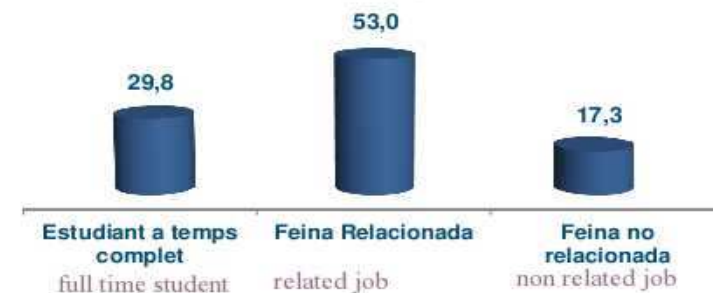
### Quina és la Taxa d'ocupació? (%)

employment rate (%)



study and work during the last two years of studies

### Estudien i treballen en els dos darrers anys de carrera? (%)





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Dipl. Ciències Empresarials

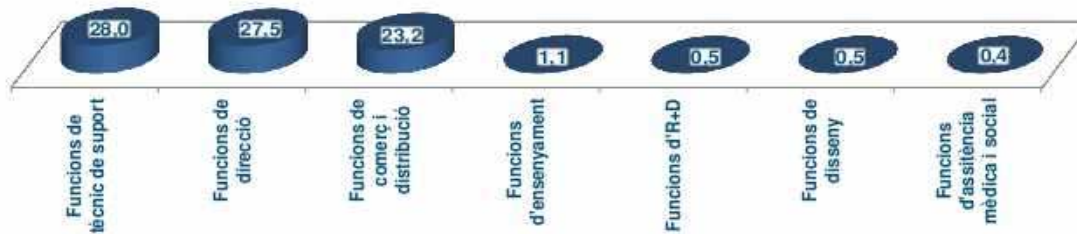
Treballen del que han estudiat? (%) <sup>(1)</sup>  
have a job related to their studies



Quant guanyen? (%) jornada laboral a temps complet  
salary

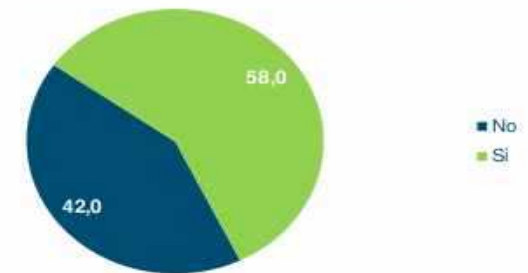


Quines són les funcions en el seu lloc de treball? <sup>(2)</sup> (%)  
functions in the workplace



(1) Es considera que realitza funcions universitàries si fa funcions de nivell universitari independentment del requisit d'entrada (titulació específica, titulació universitària, cap titulació universitària). Es considera funcions no universitàries quan, independentment del requisit d'entrada, desenvolupa funcions que no es consideren de nivell universitari.

Tornarien a fer la mateixa carrera? (%)  
would return to study the same career

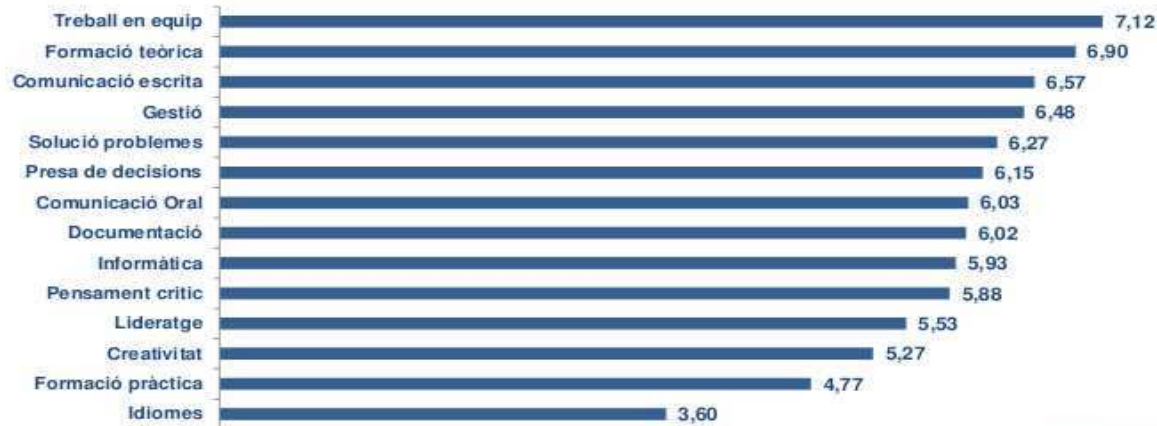


(2) Els percentatges corresponents a les categories que falten són:  
Funcions no qualificades (4,14%)  
Funcions qualificades (14,6%)

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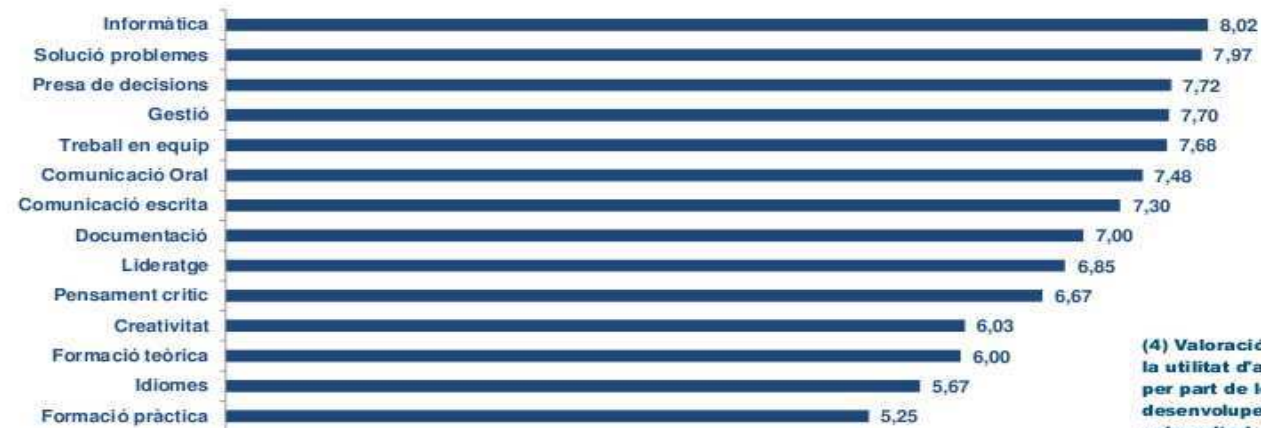
assessment of the level of training received

**Com valoren el nivell de formació rebut? <sup>(4)</sup>**



assessment of the usefulness of training in the workplace

**Com valoren la utilitat de la formació en el lloc de treball? <sup>(4)</sup>**



**(4) Valoració de la formació rebuda i de la utilitat d'aquesta en el món del treball per part de les persones que desenvolupen funcions de nivell universitari. Escala de 0 a 10.**



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**Universitat de Lleida**  
September 2014  
Quality Office  
Vicerectorat for Planning, Innovation  
and Companies