



## STUDENT SATISFACTION SURVEY

This survey was developed by Department of Strategy and Development at Haliç University. The application, analysis and evaluation of the survey will be carried out by the unit mentioned above. The purpose of the survey is to discover the opinions and thoughts of our students in order to use the feedback in quality improvement processes. The questionnaire contains questions about your personal information and your assessment of quality processes. Your credentials are not required. There is a 5-point Likert scale at each survey item for you to reflect your ratings. Please mark the items according to your satisfaction level. In the last section, you can express your opinions and suggestions.

The protection of personal privacy is essential in the survey. Thank you for your participation.  
Department of Strategy and Development

PERSONAL INFORMATION (The information in this section will be used for statistical purposes only.)							
1.	Your Department	: (Please Select...)					
2.	Your program	: Associate Degree ( )	Bachelor's Degree( )	Master's Degree ( )	Doctorate ( )		
3.	Gender	: Female ( )	Male ( )				
4.	Age	: (Please Select...)					
5.	Your Grade	: 1 ( )	2 ( )	3 ( )	4 ( )	5 ( )	6 ( )
				<i>You can choose between 1 (Strongly Disagree) and 5 (Strongly Agree). If you are neutral about an item, you can check the "Indecisive" option.</i>			
	SATISFACTION ASSESSMENT CRITERIA	1	2	3	4	5	
		Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree	Indecisive
1	I consciously preferred Haliç University.						
2	I had an idea about the features and content of the department/program before making my choice.						
3	I find the level of knowledge and skill acquisition of my department/program sufficient.						
4	In general, I think the quality of educational services at our university is sufficient.						
5	In general, I think the online education technology used in the courses (OBS, Microsoft Teams, etc.) are sufficient.						
6	In general, I find the transfer of knowledge and skills from the instructors sufficient.						
7	In general, I think the instructors' ability to use technological tools in online educational processes is sufficient.						
8	The general attitude of the instructors towards the students is satisfactory.						
9	I can easily contact the instructors (course instructor/advisor) during extracurricular times online.						
10	The communication between the head of the department and the students is satisfactory.						
11	The Double Major Programs offered by the university are satisfactory.						
12	The Minor Programs offered by the university are satisfactory.						



		Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree	Indecisive
13	I find the scholarship opportunities provided by the university sufficient.						
14	I think Erasmus and other exchange programs are sufficient.						
15	I find the services of the International Office sufficient.						
16	I am happy with my department/program.						
17	I believe the services of our university for disabled students are sufficient.						
18	The services provided by the Department of Student Affairs (student certificates, etc.) are satisfactory.						
19	The services provided by the departmental secretaries at the Department of Student Affairs (transcripts, course content, etc.) and their communication with the students are satisfactory.						
20	I find the foreign language education provided at the university sufficient.						
21	I believe the number and variety of elective courses are sufficient.						
22	The courses I have taken improve my critical thinking skills.						
23	I think the quality of the university's distance education systems is sufficient.						
24	I am happy with the online exam system.						
25	I think the variety of resources in the library, the borrowing system, books and the databases are sufficient.						
26	I find the variety of resources, books and databases at the online library sufficient.						
27	I believe the library's operating hours are sufficient.						
28	The attitude of the library staff towards the students is satisfactory.						
29	I believe the computer laboratories' operating hours are sufficient.						
30	I have easy access to the Internet via Wi-Fi on campus, etc.						
31	I find the number and variety of student clubs sufficient.						

You may express your opinions further below.