



KLAIPEDA STATE UNIVERSITY OF APPLIED SCIENCES
STUDENTS SATISFACTION WITH THE QUALITY OF STUDIES
PROGRAMME LEVEL, 2021



In 2021 Klaipeda State University of Applied Sciences conducted a survey, the purpose of which is to assess students' satisfaction with the quality of studies at the University.

1110 students participated in the study, including:

- 349 (31.4%) - Faculty of Business;
- 481 (43.3%) - Faculty of Health Sciences;
- 280 (25.2%) - students of the Faculty of Technology.

Respondents by course: second year 573 (51.6%), third course - 430 (38.7%), fourth course - 107 (9.6%).

Respondents according to the form of studies: full time - 783 (70.5%), part-time - 120 (10.8%) students and full-time session 207 (18.6%).

Dynamics of students participating in the survey

	2019	2020	2021
Faculty of business	290	318	349
Faculty of Health Sciences	279	384	481
Faculty of Technology	316	306	280
Altogether:	885	1008	1110

Aspects of the survey: study content, teaching, organization of studies, self - assessment of the students' involvement in studies, study environment, support, comments about your study experience.

Klaipeda state university of applied sciences students' satisfaction with the quality of studies in 2021 by faculties (data are presented as percentages and average scores (in a 5-point system))

Criteria	KSUAS		Percentage			Average		
	%	Average	Business faculty	Health science faculty	Technology faculty	Business faculty	Health science faculty	Technology faculty
1. Student satisfaction with studies, %	85,9	4,06	84,0	87,3	86,1	3,99	4,10	4,07
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	84,7	4,07	82,2	86,9	83,9	4,00	4,12	4,08
3. Students who positively evaluate cooperation with teachers, part from all students, %	88,6	4,25	88,0	88,6	89,3	4,20	4,25	4,31
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	63,6	3,81	58,5	66,9	64,3	3,72	3,86	3,83
5. The share of students who positively evaluate the study environment, IT equipment, %	79,5	4,02	77,1	81,1	81,1	3,95	4,08	3,99

Study quality assessment 2019-2021 Dynamics of averages by faculties

Criteria	KSUAS, average			Business Faculty, average			Health science faculty, average			Technology Faculty, average		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	3,90	3,94	4,06	3,95	3,98	3,99	3,80	3,84	4,10	3,92	4,04	4,07
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	3,84	3,98	4,07	3,98	3,96	4,00	3,71	3,93	4,12	3,82	4,05	4,08
3. Students who positively evaluate cooperation with teachers, part from all students, %	3,83	4,14	4,25	3,91	4,22	4,20	3,72	3,99	4,25	3,86	4,25	4,31
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	3,76	3,78	3,81	3,63	3,72	3,72	3,64	3,82	3,86	3,96	3,78	3,83
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	3,93	3,89	4,02	4,03	3,96	3,95	3,75	3,76	4,08	3,98	3,97	3,99

Klaipeda state university of applied sciences students' satisfaction with the quality of studies by programme, Business faculty

Criteria	KSUAS	Business faculty	Administration of Institutions and Companies	Logistic management	Finance	Tourism business	Accounting	Pre-school and Pre-primary School Pedagogy	Digital marketing communication	Pedagogy of primary education
	%	%	%	%	%	%	%	%	%	%
1. Student satisfaction with studies, %	85,9	84,0	87,0	75,3	89,3	72,7	85,1	88,8	86,7	90,9
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	84,7	82,2	83,3	76,5	85,7	77,3	89,4	85,0	66,7	86,4
3. Students who positively evaluate cooperation with teachers, part from all students, %	88,6	88,0	90,7	81,5	96,4	68,2	91,5	90,0	93,3	95,5
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	63,6	58,5	48,1	51,9	53,6	54,5	48,9	77,5	46,7	77,3
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	79,5	77,1	79,6	72,8	82,1	72,7	72,3	81,3	80,0	77,3

Study quality assessment 2019-2021 Dynamics of averages by programme, Business faculty

Criteria	Administration of Institutions and Companies			Logistic management			Digital marketing communication			Tourism business		
	%			%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	86,7	92,9	87,0	66,1	79,2	75,3	54,5	62,5	86,7	75,0	75,8	72,7
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	88,9	85,7	83,3	61,0	77,9	76,5	54,5	62,5	66,7	75,0	66,7	77,3
3. Students who positively evaluate cooperation with teachers, part from all students, %	84,4	94,6	90,7	64,4	89,6	81,5	45,5	75,0	93,3	85,0	87,9	68,2
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	52,9	62,5	48,1	45,7	54,5	51,9	50,0	37,5	46,7	75,0	57,6	54,5
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	77,8	85,7	79,6	63,8	79,2	72,8	72,0	75,0	80,0	60,0	78,8	72,7

Criteria	Finance			Accounting			Pedagogy of primary education		
	%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	81,6	72,2	89,3	98,1	81,3	85,1	86,0	90,0	88,8
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	86,8	66,7	85,7	94,3	89,6	89,4	82,5	96,7	85,0
3. Students who positively evaluate cooperation with teachers, part from all students, %	71,1	80,6	96,4	90,6	87,5	91,5	77,2	91,7	90,0
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	70,6	50,0	53,6	53,3	58,3	48,9	57,1	73,3	77,5
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	86,8	69,4	82,1	92,5	81,3	72,3	82,5	81,7	81,3

Klaipeda state university of applied sciences students' satisfaction with the quality of studies by programme, Health science faculty

Criteria	KSUAS	Health science faculty	Social work	Nursing	Physiotherapy	Dental hygiene	Beauty Therapy	Dental assisting
	%	%	%	%	%	%	%	%
1. Student satisfaction with studies, %	85,9	87,3	86,1	89,7	86,5	77,8	90,9	86,7
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	84,7	86,9	88,9	89,7	82,4	77,8	92,4	80,0
3. Students who positively evaluate cooperation with teachers, part from all students, %	88,6	88,6	83,3	91,4	87,8	81,5	92,4	90,0
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	63,6	66,9	80,6	70,3	64,9	66,7	51,5	53,3
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	79,5	81,1	86,1	87,0	81,1	68,5	72,7	73,3

Study quality assessment 2019-2021 Dynamics of averages by programme, Health science faculty

Criteria	Social work			Nursing			Physiotherapy		
	%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	87,0	89,5	86,1	62,5	58,3	89,7	90,0	84,2	86,5
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	87,2	96,5	88,9	41,3	68,5	89,7	75,0	76,3	82,4
3. Students who positively evaluate cooperation with teachers, part from all students, %	87,2	91,2	83,3	53,8	65,4	91,4	72,5	86,8	87,8
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	77,8	87,7	80,6	40,4	64,6	70,3	74,1	60,5	64,9
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	89,7	93,0	86,1	46,3	52,0	87,0	82,5	82,9	81,1

Criteria	Dental hygiene			Beauty Therapy			Dental assisting		
	%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	87,0	52,4	77,8	57,6	83,9	90,9	99,0	57,7	86,7
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	47,8	61,9	77,8	54,5	87,5	92,4	87,5	69,2	80,0
3. Students who positively evaluate cooperation with teachers, part from all students, %	82,6	61,9	81,5	48,5	85,7	92,4	83,3	73,1	90,0
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	87,5	57,1	66,7	43,8	64,3	51,5	60,0	50,0	53,3
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	78,3	47,6	68,5	48,5	64,3	72,7	91,7	38,5	73,3

Klaipeda state university of applied sciences students' satisfaction with the quality of studies by programme, Technology Faculty

Criteria	KSUAS	Technology Faculty	Automobile transport engineering	Digital geodesy	Civil Engineering	Electrical and Automation Engineering	Mechanical Engineering	Food technology	Informatics engineering	Dietetics	Informatics
	%	%	%	%	%	%	%	%	%	%	%
1. Student satisfaction with studies, %	85,9	86,1	79,5	100,0	88,5	87,2	100,0	86,8	94,7	60,0	82,6
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	84,7	83,9	71,8	100,0	85,2	80,9	100,0	89,5	84,2	85,0	73,9
3. Students who positively evaluate cooperation with teachers, part from all students, %	88,6	89,3	79,5	100,0	88,5	87,2	100,0	92,1	89,5	90,0	91,3
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	63,6	64,3	59,0	75,0	55,7	63,8	88,0	68,4	73,7	80,0	39,1
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	79,5	81,1	74,4	100,0	85,2	83,0	92,0	81,6	89,5	50,0	78,3

Study quality assessment 2019-2021 Dynamics of averages by programme, Technology Faculty

Criteria	Automobile transport engineering			Digital geodesy			Civil Engineering			Electrical and Automation Engineering			Mechanical Engineering		
	%			%			%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	88,6	85,4	79,5	60,0	100,0	100,0	78,3	86,0	88,5	67,4	82,1	87,2	85,7	88,2	100,0
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	79,5	81,3	71,8	53,3	100,0	100,0	65,0	84,2	85,2	60,5	85,7	80,9	82,1	88,2	100,0
3. Students who positively evaluate cooperation with teachers, part from all students, %	79,5	77,1	79,5	66,7	100,0	100,0	63,3	86,0	88,5	65,1	87,5	87,2	78,6	94,1	100,0
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	66,7	77,1	59,0	71,4	75,0	75,0	70,0	63,2	55,7	66,7	58,9	63,8	76,9	58,8	88,0
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	78,0	81,3	74,4	73,3	75,0	100,0	76,7	75,4	85,2	69,8	78,6	83,0	89,3	82,4	92,0

Criteria	Food technology			Informatics engineering			Dietetics			Informatics		
	%			%			%			%		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
1. Student satisfaction with studies, %	85,7	93,8	86,8	81,5	70,8	94,7	55,0	84,0	60,0	76,0	83,8	82,6
2. Students who positively evaluate the use of active teaching methods in the study process, part from all students, %	61,2	93,8	89,5	55,6	70,8	84,2	60,0	80,0	85,0	68,0	81,1	73,9
3. Students who positively evaluate cooperation with teachers, part from all students, %	83,7	96,9	92,1	74,1	87,5	89,5	60,0	80,0	90,0	80,0	94,6	91,3
4. Students who positively evaluate self-expression opportunities at the KSUAS, part from all students, %	71,4	56,3	68,4	64,3	66,7	73,7	42,9	52,0	80,0	60,0	67,6	39,1
5. The share of students who positively evaluate the study environment, IT equipment, laboratory equipment, part from all students, %	79,2	84,4	81,6	81,5	65,2	89,5	67,5	64,0	50,0	66,7	83,8	78,3