

#### Period

June 2020

#### Aim

to study the opinion of the students of the study programme of Business English on the quality of the content and teaching of study courses

#### Method

a questionnaire survey conducted in the Study Management System. Having finished the studies of course units and been evaluated, students had the opportunity to anonymously and voluntarily express their opinion on the quality of the content of study courses and teaching.

#### Results

The respondents rate the quality of the content of course units at 7.3 out of 10. The average score across all criteria (see Fig. 1) is at least 4 out of 5, which indicates that, in general, students rate the quality of the content of course units as good. Students provided the highest scores for the opportunity to acquire new knowledge and skills and demonstrate them during their studies. Students rate their personal efforts in studies at 8.8 out of 10.

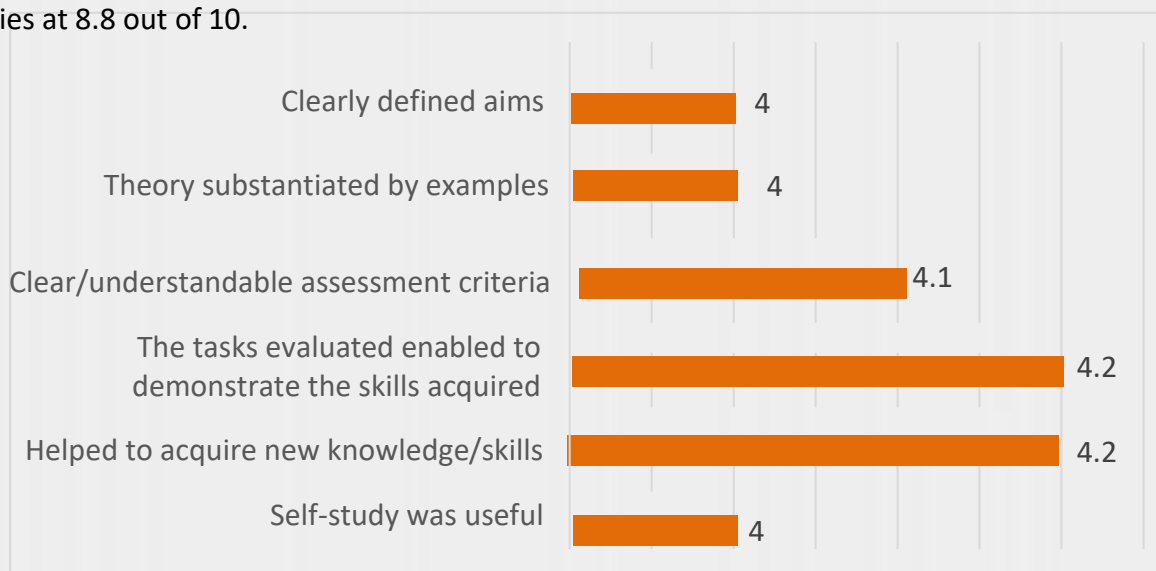


Fig.1. Evaluation of the quality of the content of the course units of the study programme of Business English (averages)

Students rate the quality of teaching at 7.64 out of 10. The average score for all criteria (see Fig. 2) suggests a conclusion that, in general, students rate the quality of teaching as good. The highest rating was given to the respectful and ethical relationships with the academic staff. The lowest rating was assigned for providing feedback.

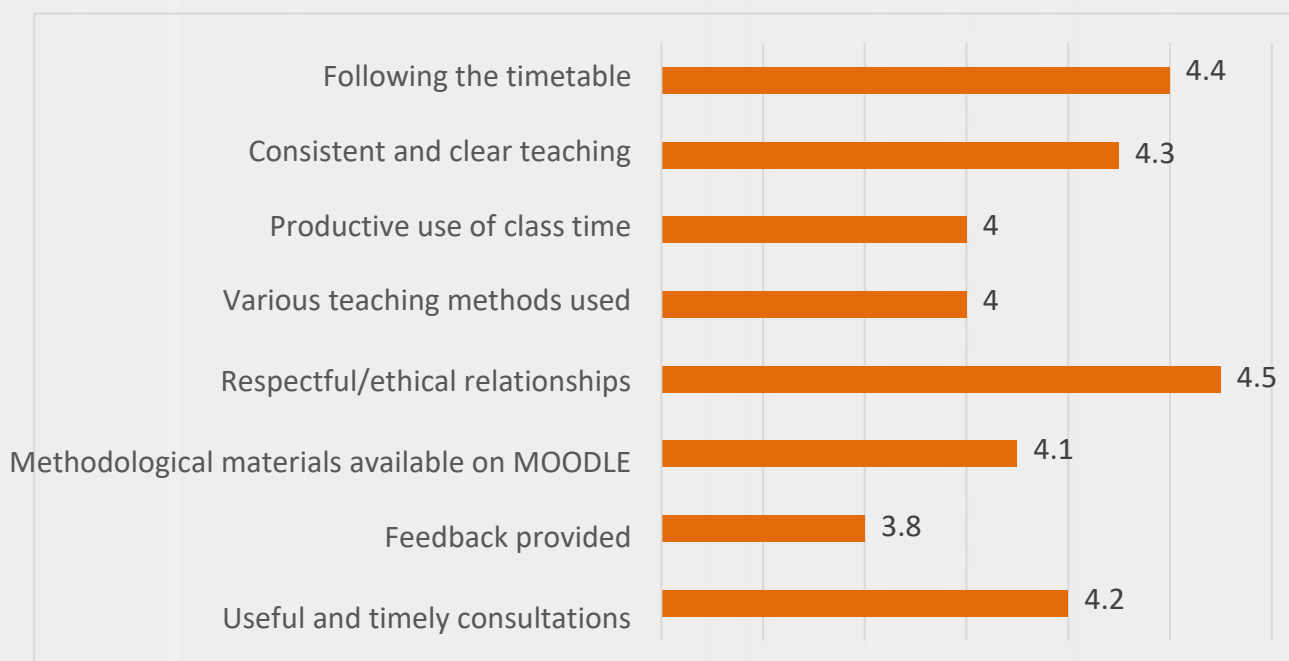


Fig. 2. Evaluation of the quality of teaching the study programme of Business English (averages)

Although the survey allowed students to express their opinions on what they liked most about their studies and what they would like to see improved, the low number of students who took part in the survey prompted the Head of the Language Centre to organise meetings with students' representatives to discuss not only the quality of studies but also the reasons why students do not participate in surveys. The students identified the following obstacles: (1) although information was disseminated to students through various channels, students did not check them before their summer holidays; therefore, they did not know about the possibility of taking part in the surveys; (2) the surveys on various topics are conducted at different levels, starting with the level of each lecturer and up to the institutional level; the abundance of them makes students select which ones to take part in; (3) the less strict conditions of lockdown led to the reduction of the amount of time spent in front of the computer.

At the meeting, the benefits of participating in surveys were highlighted, and examples of the changes that resulted from students' surveys were presented.

The summarised survey results, the strengths and areas for improvement were discussed at the meeting of the academic staff of the Language Centre. A particular emphasis was placed on the benefits of students' feedback, and the alternatives of providing it were discussed.