



SHKOLLA E LARTË  
HËNA E PLOTË-BEDËR

# Students' Satisfaction Survey

Department of English Language and Literature

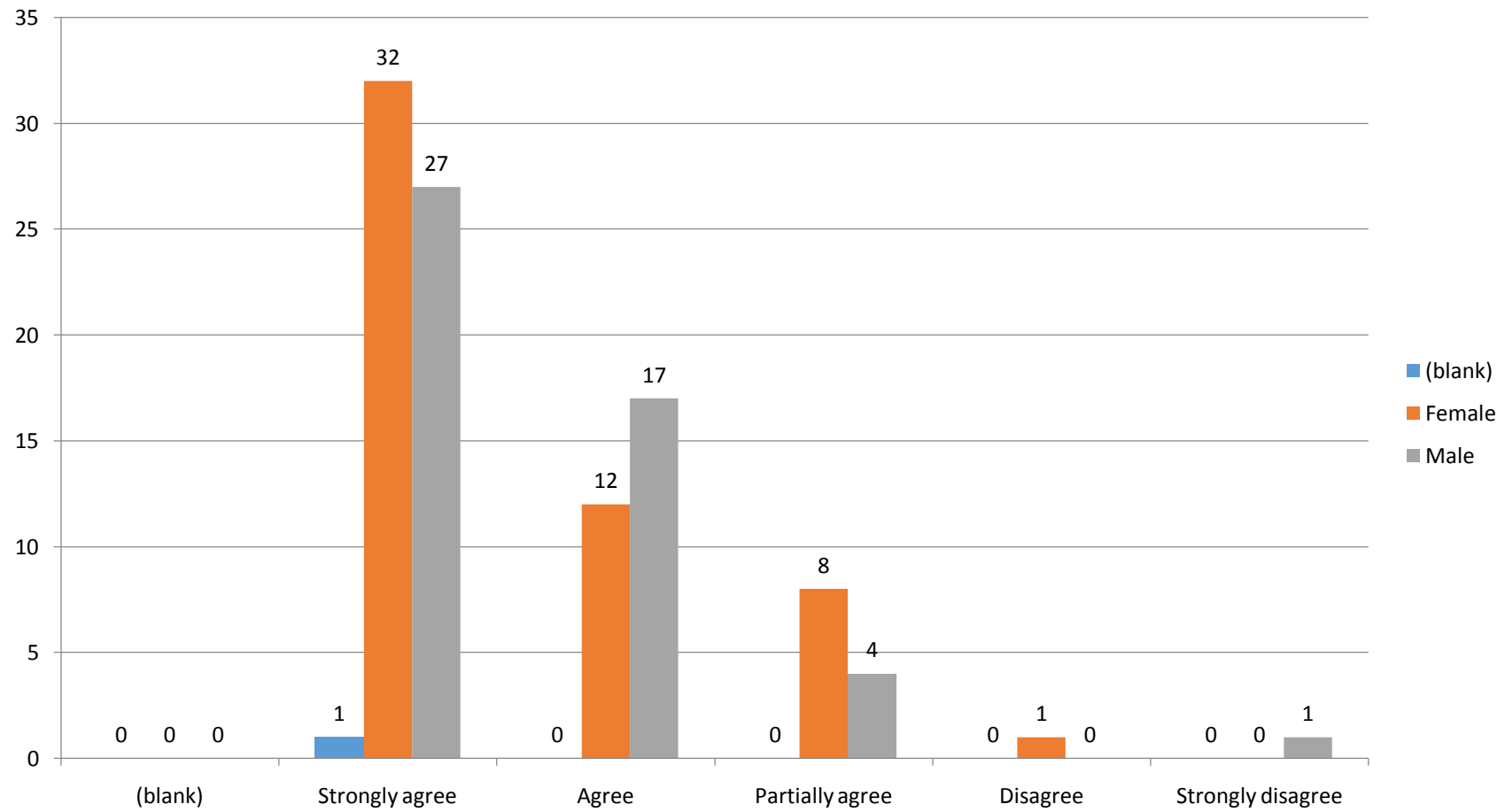
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QUALITY ASSURANCE COUNCIL

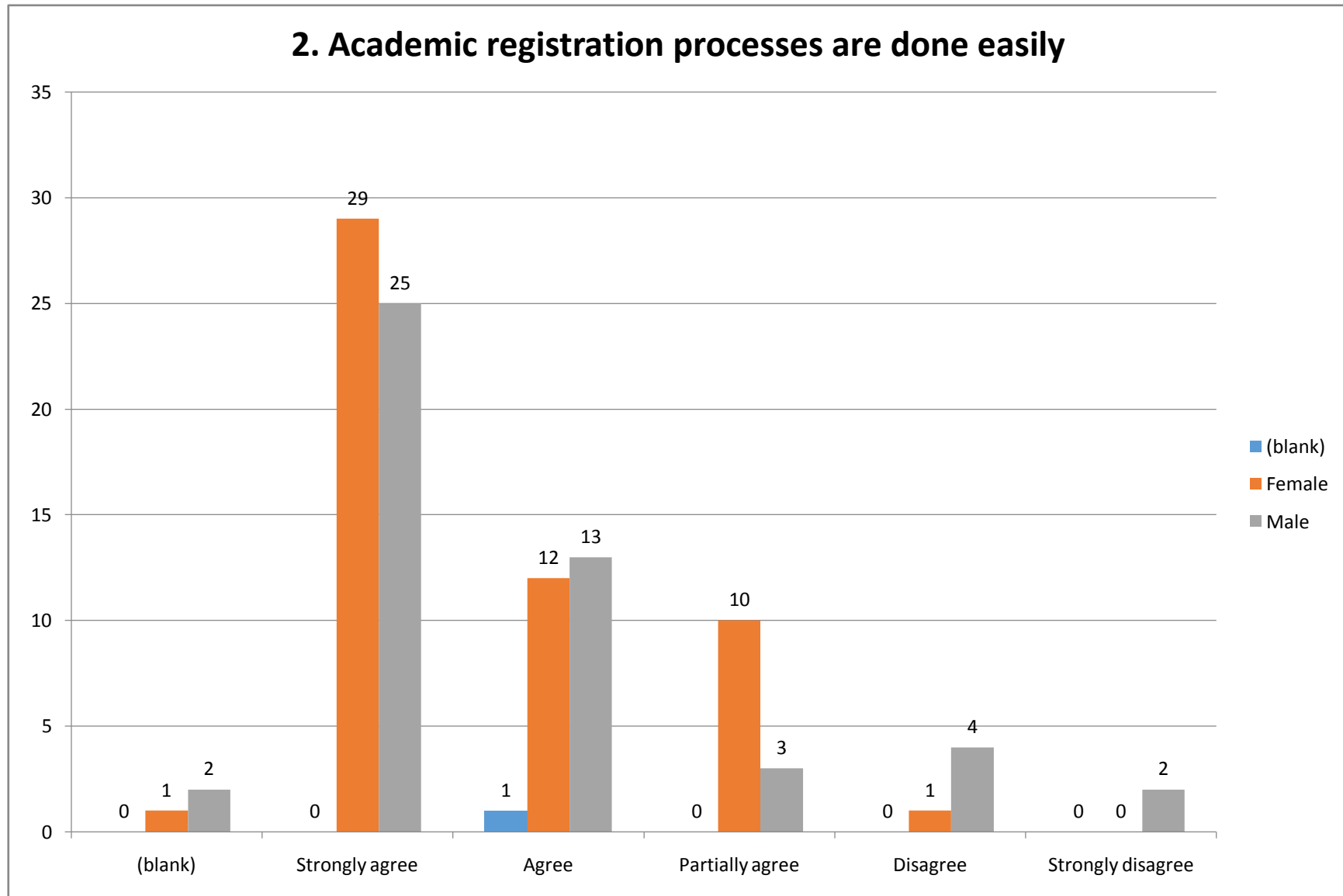
December 2014

This document provides an overview of the results derived from the statistical analysis of the answers of 103 students from the Department of English Language and Literature.

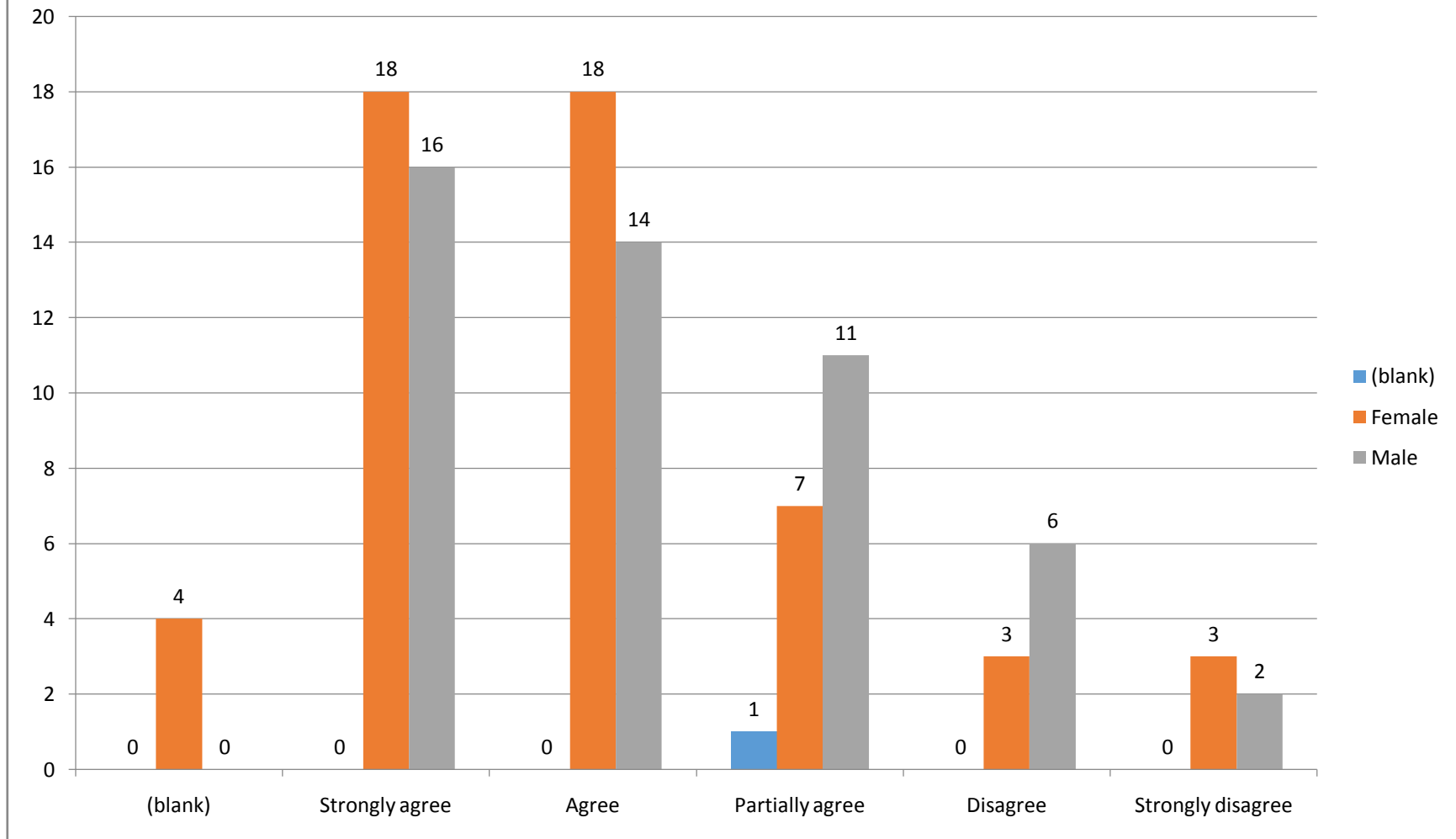
# 1. I can access enough information from the institution's official web site regarding timetable, registration, academic and social announcements



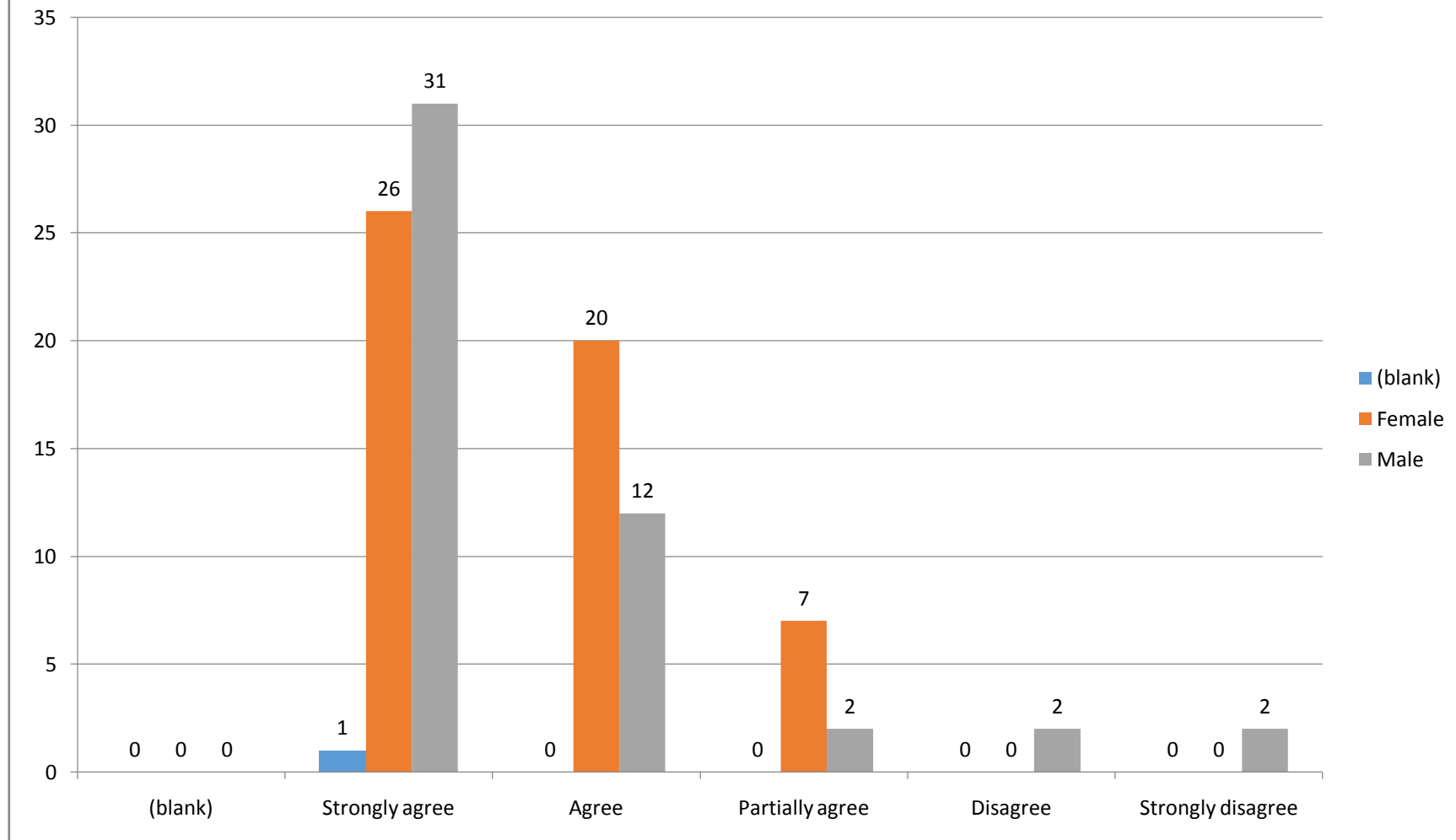
## 2. Academic registration processes are done easily



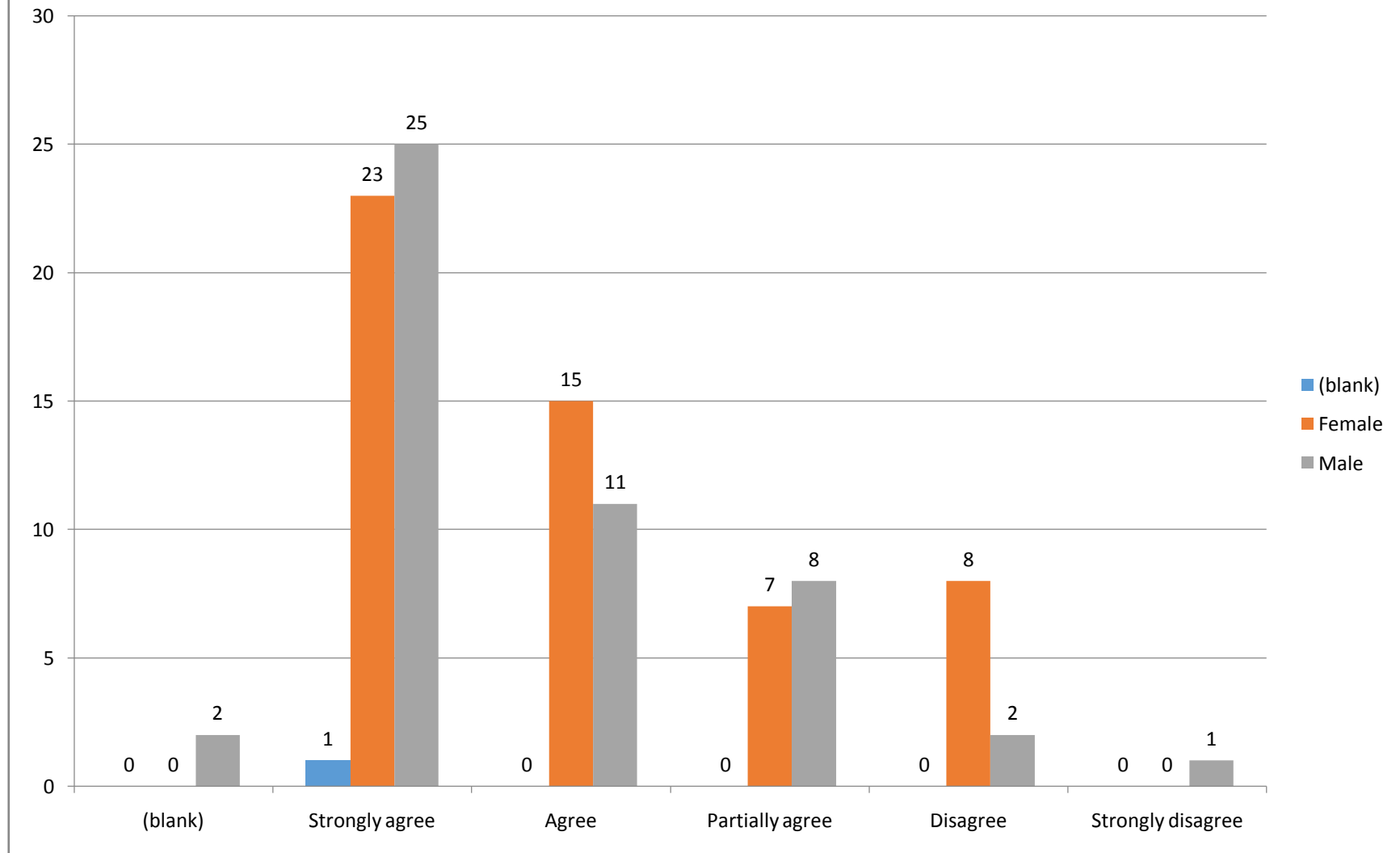
### 3. Necessary documents (transcripts, certificates) are provided shortly after request



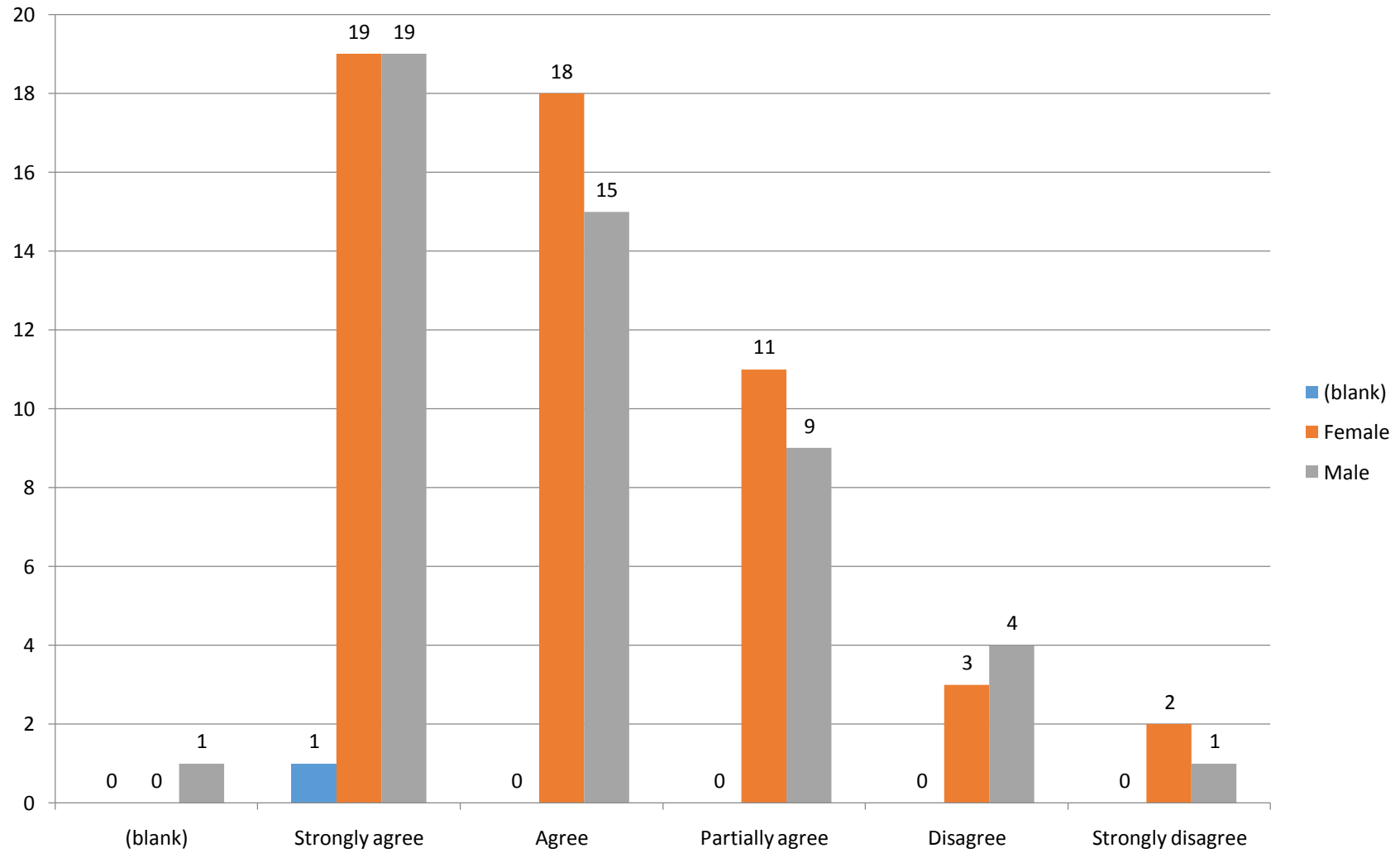
#### 4. I am satisfied with technological services (internet, active-board, computer etc.)



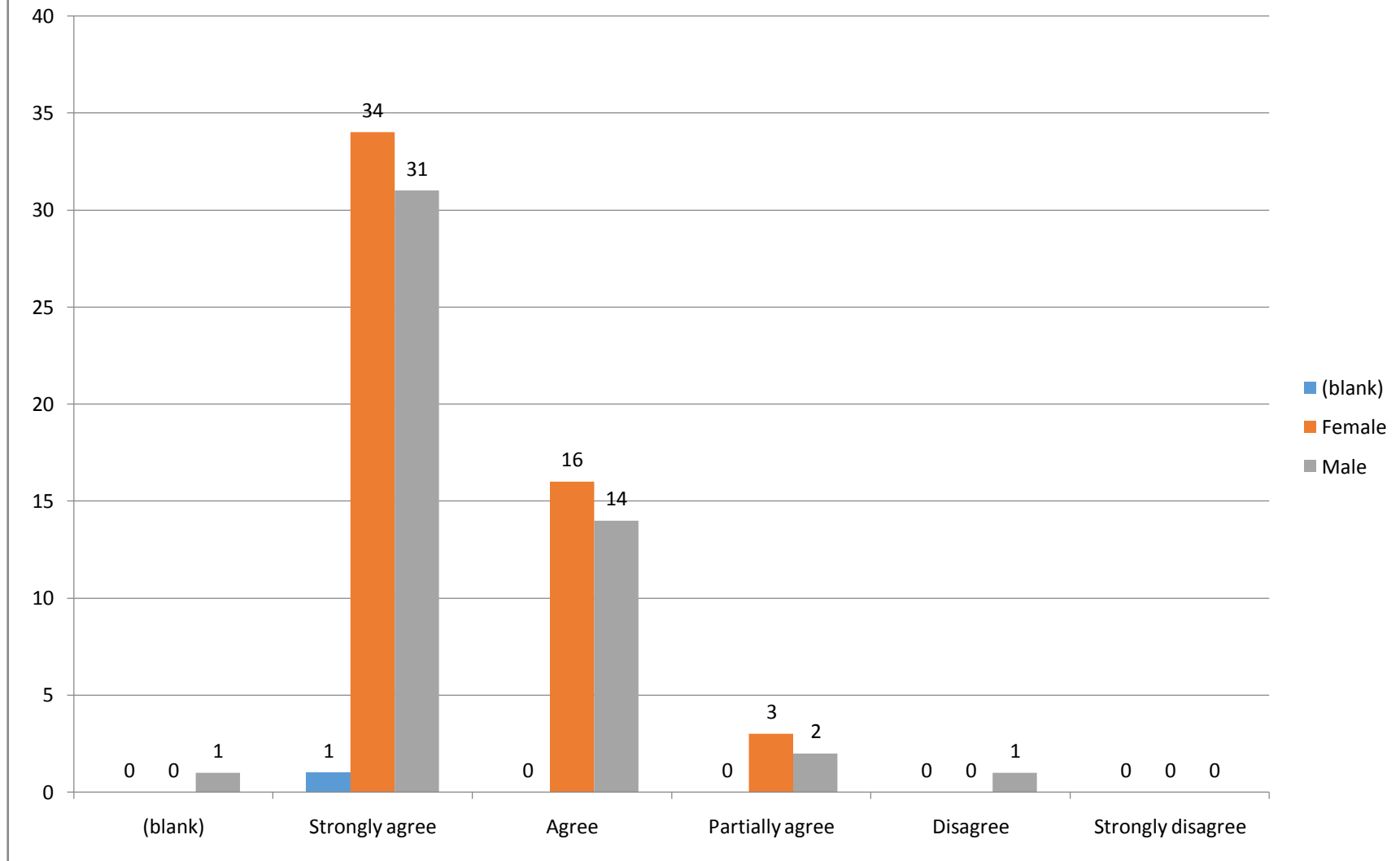
### 5. Library service satisfies my needs



## 6. Studying environments are spacious and motivating.

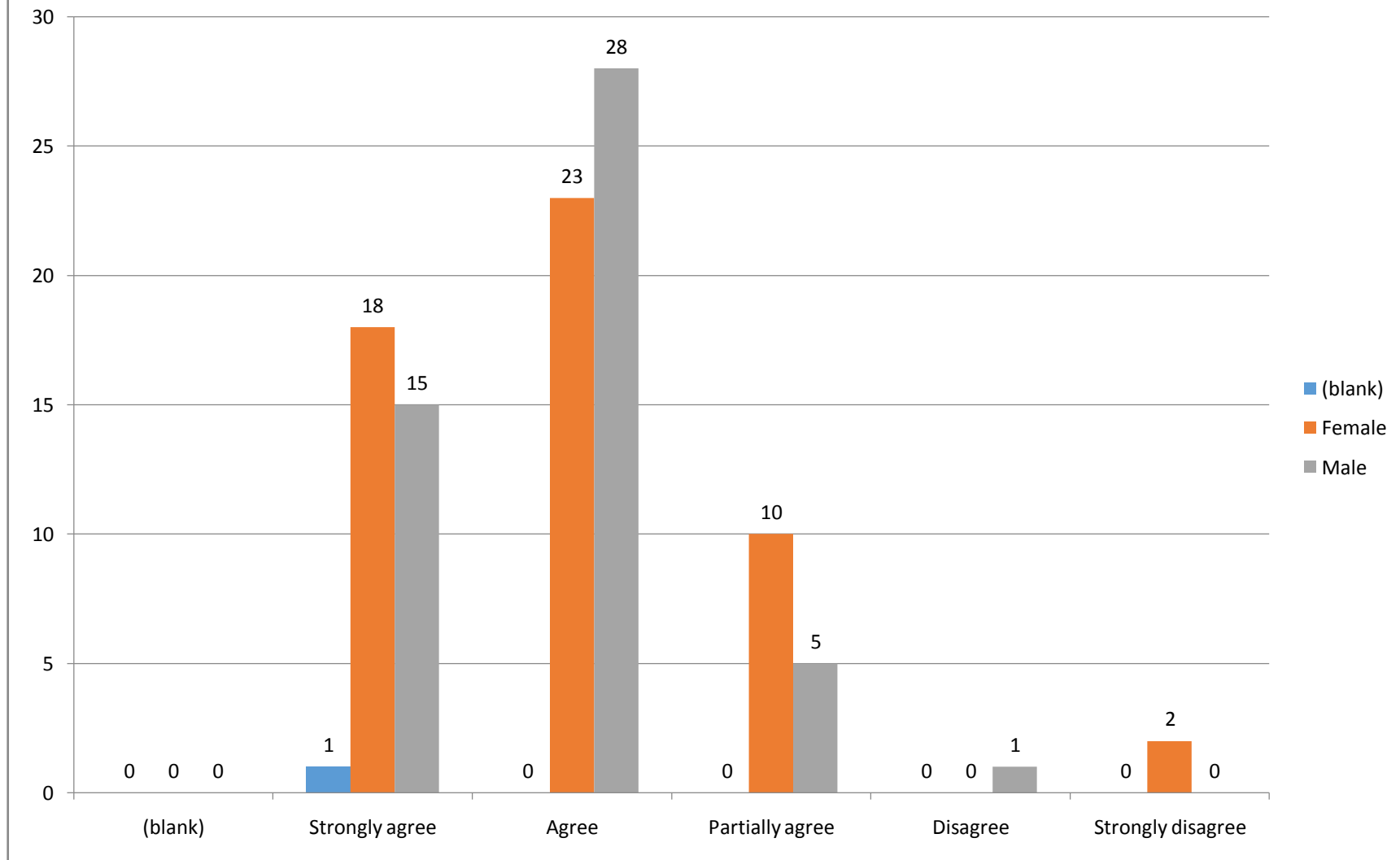


## 7. I like my study programs

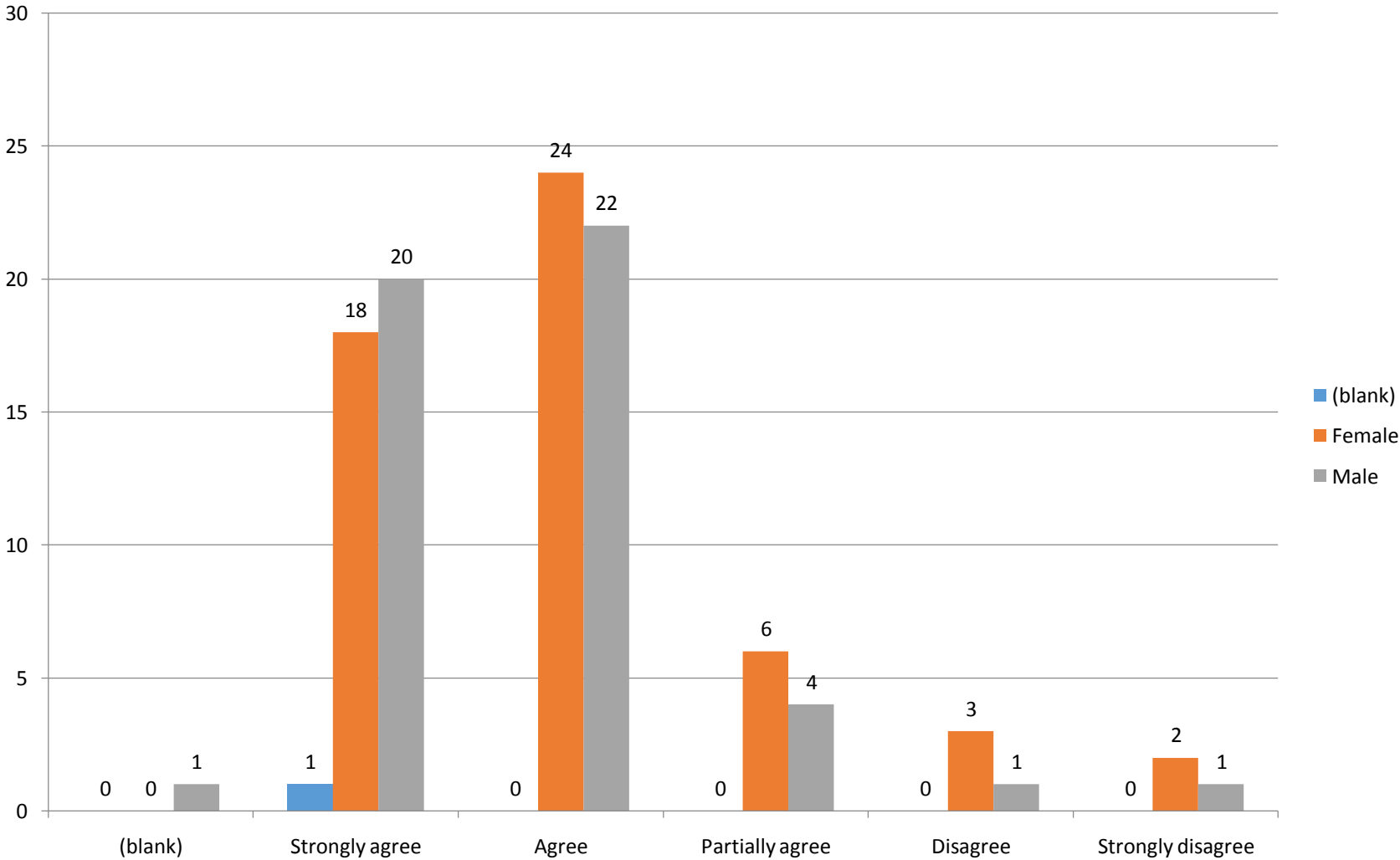




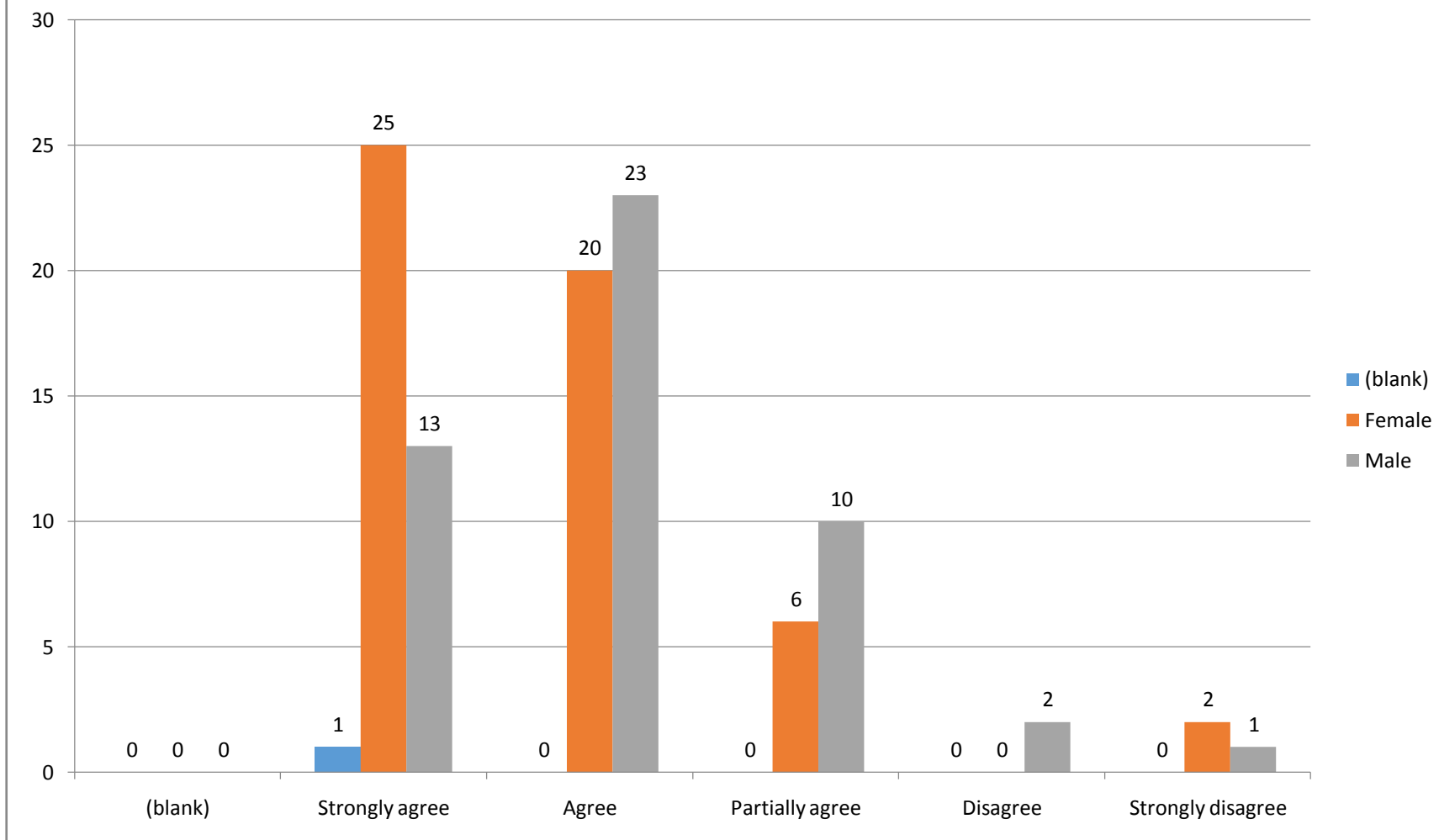
### 8. The number of lecturers that supervise students is sufficient



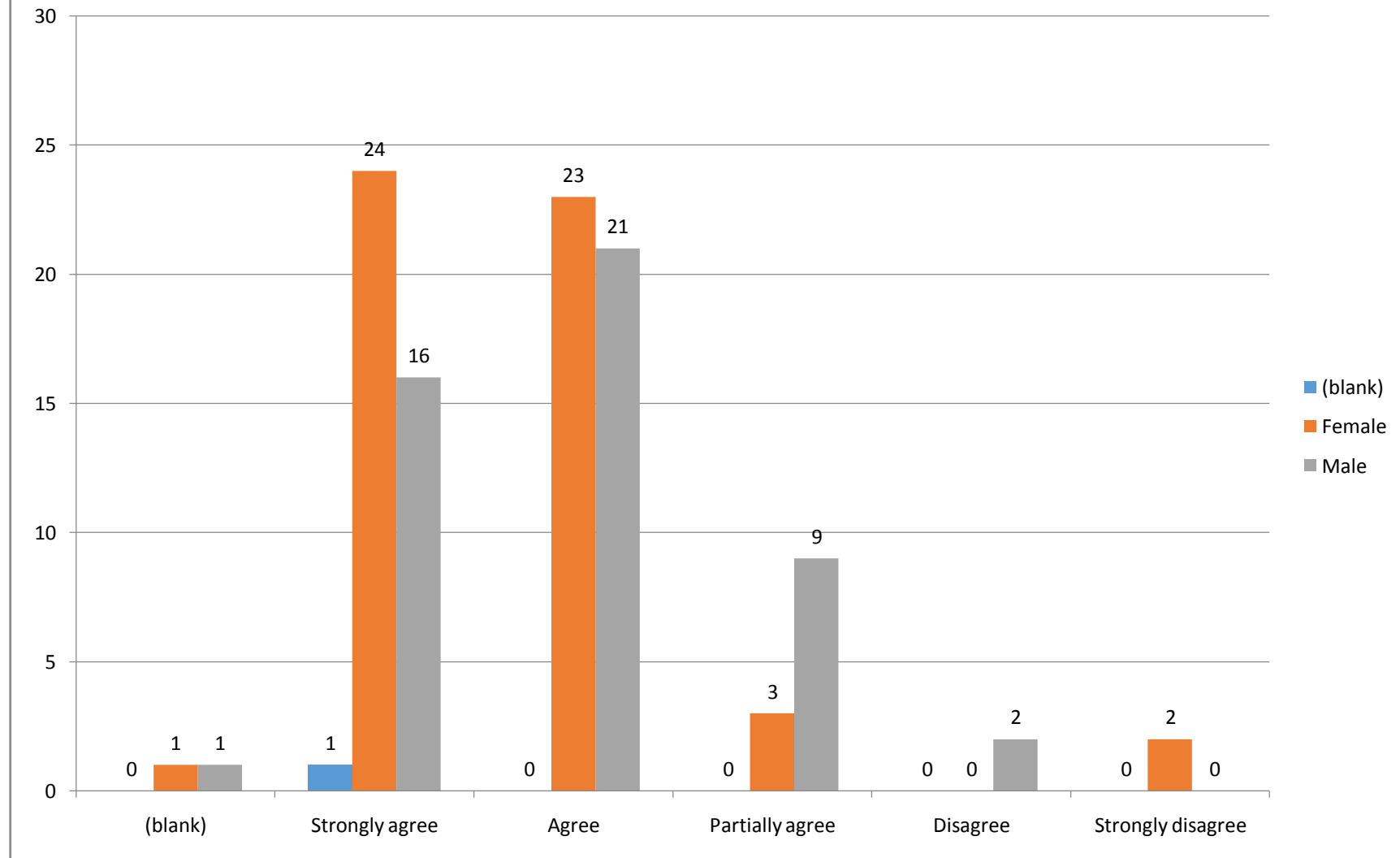
### 9. Academic consulting is at a high level



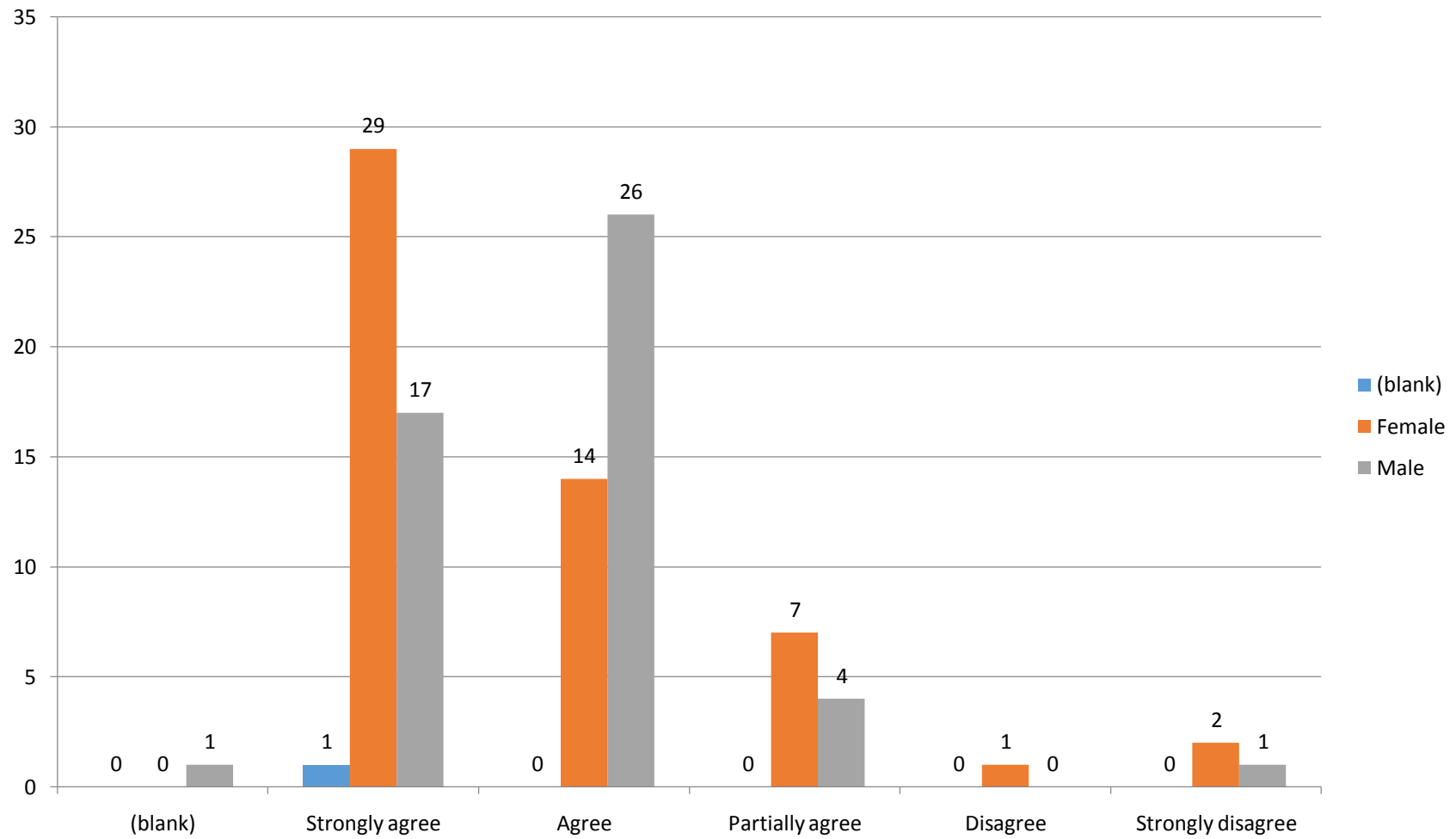
### 10. The institution offers sufficient educational activites like seminars, conferences, symposiums etc.



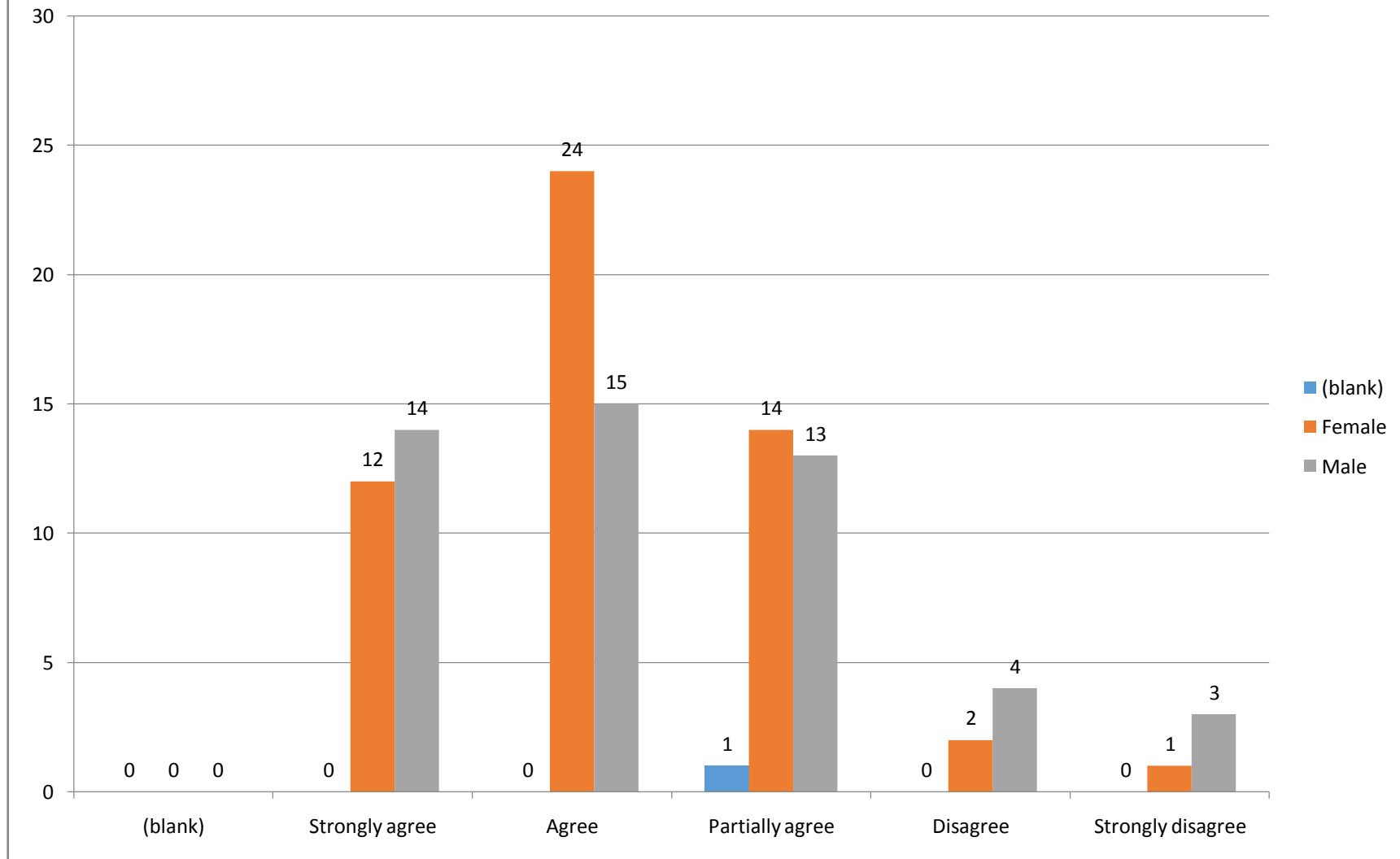
### 11. The institution offers educational activities of high quality



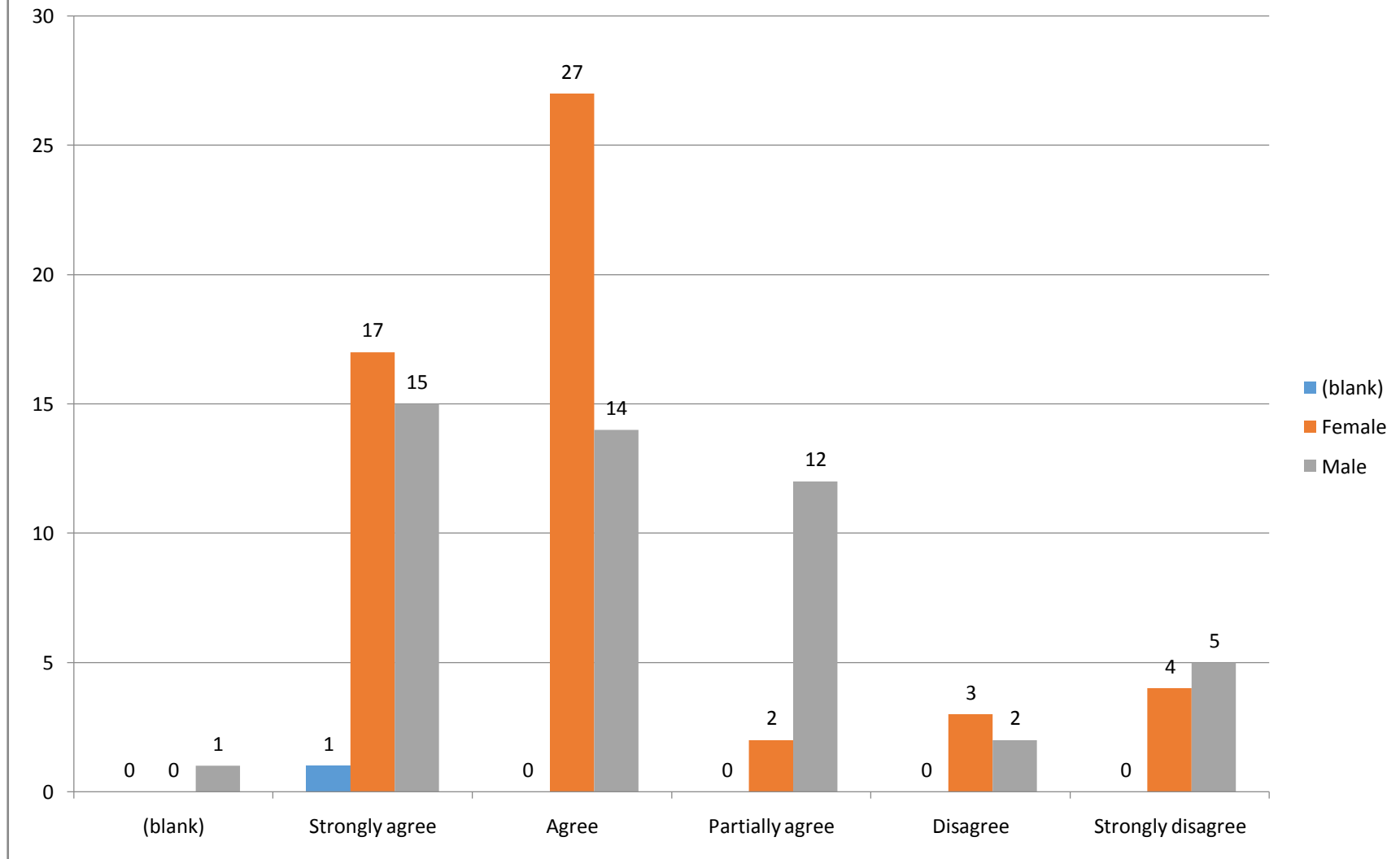
## 12. Foreign language learning in this institution is at a sufficient level



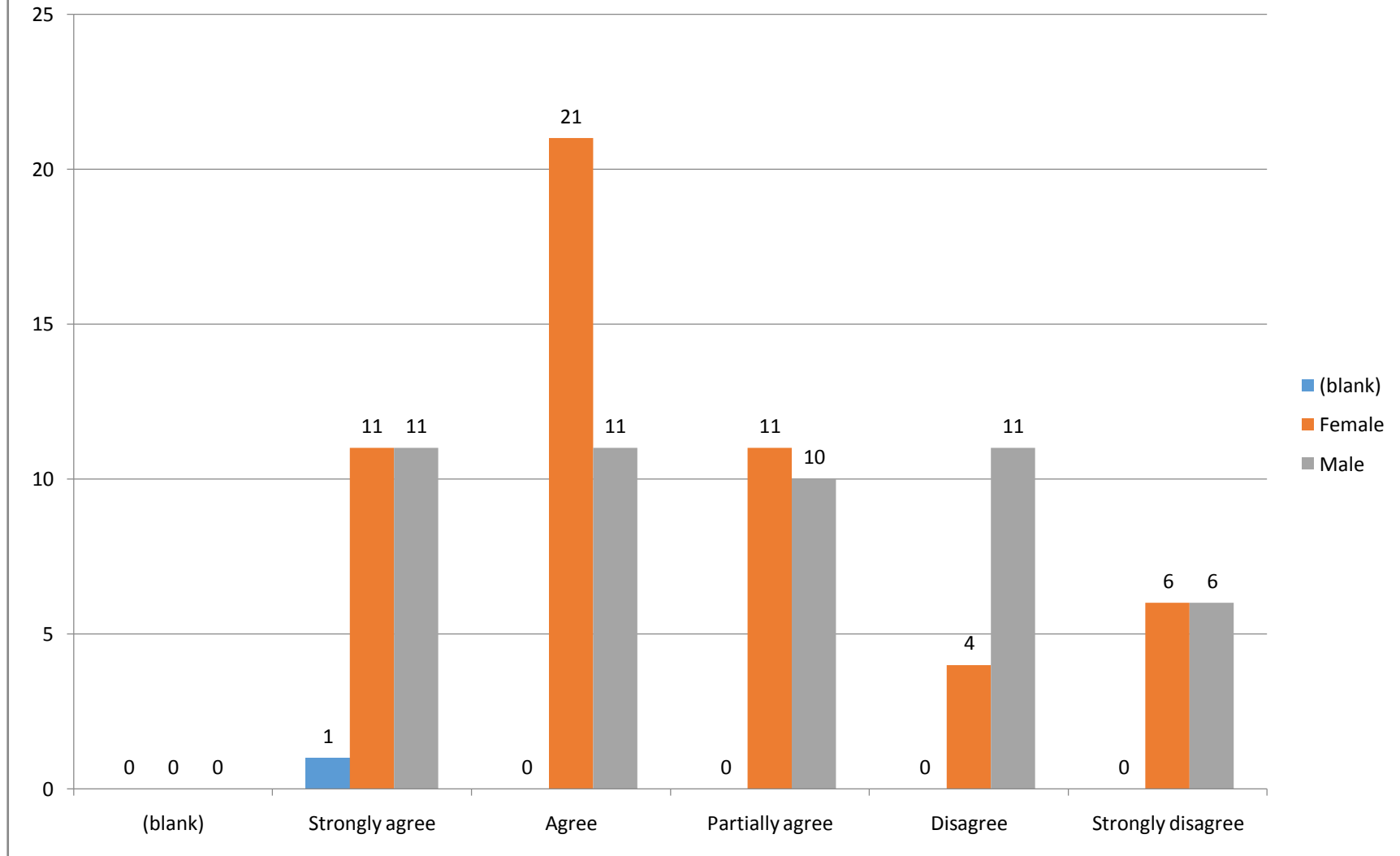
### 13. I am satisfied with the organization of the summer school



### 14. I am satisfied with the services offered in social areas

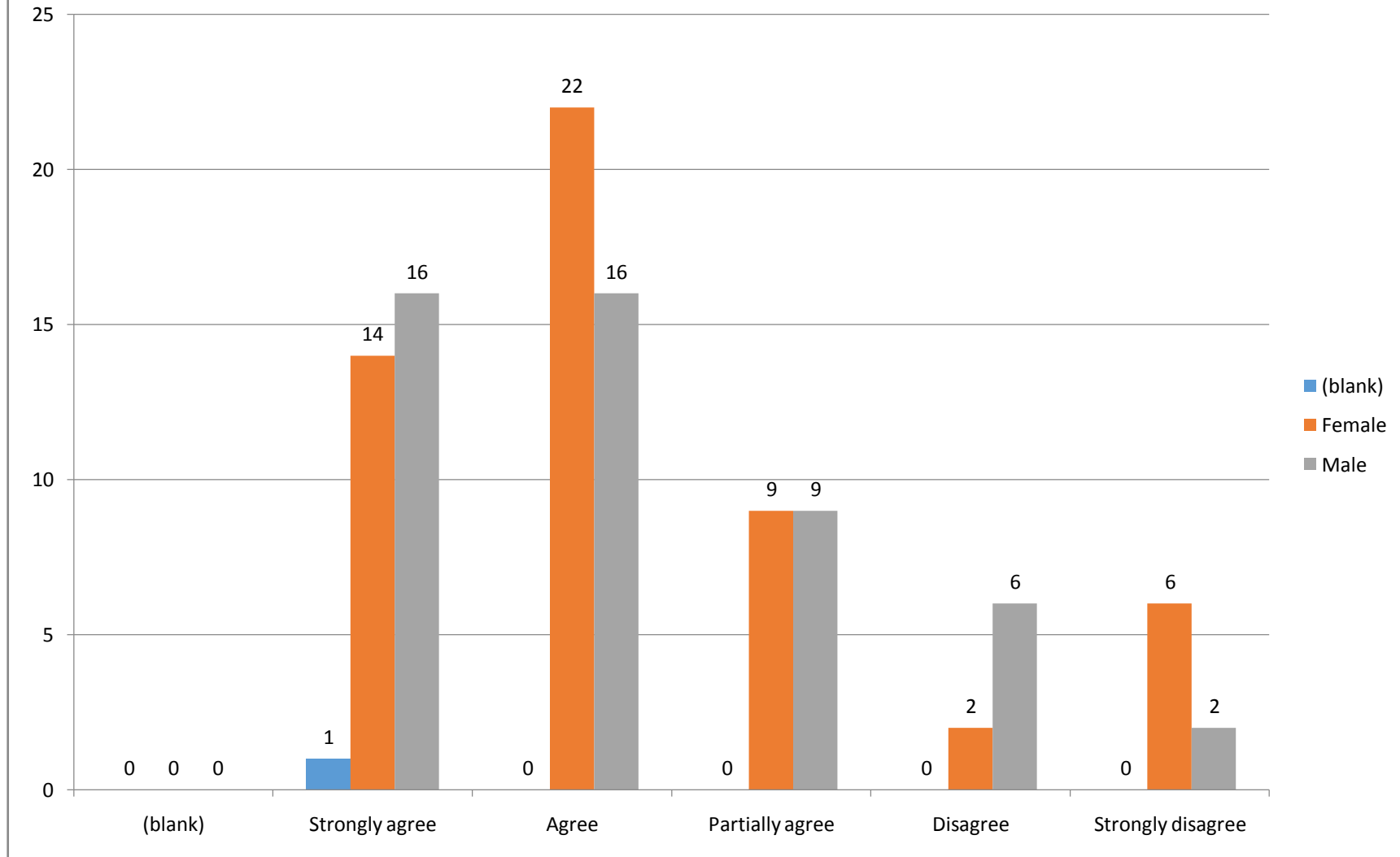


### 15. I am satisfied with the activities organized by student clubs

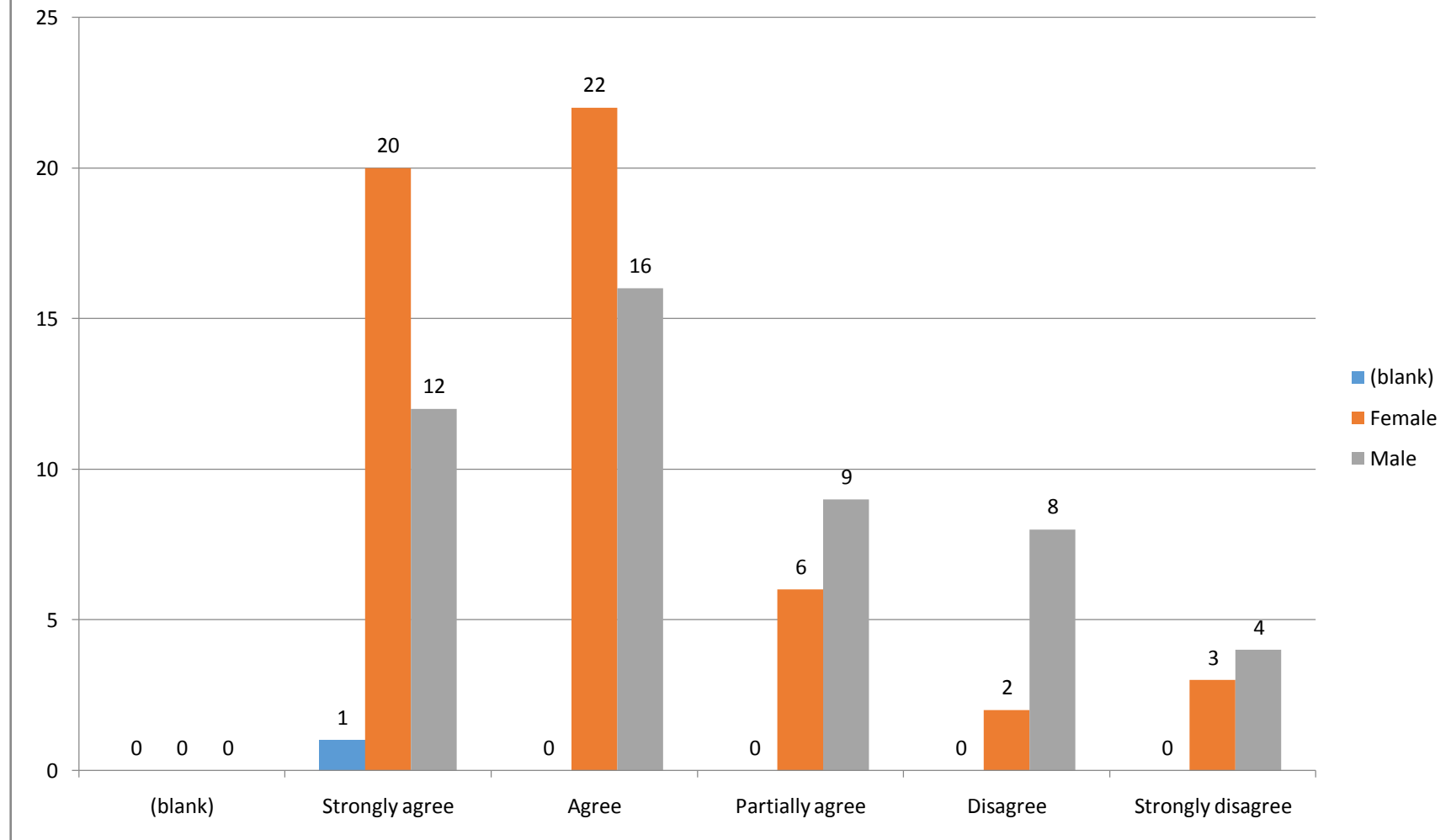




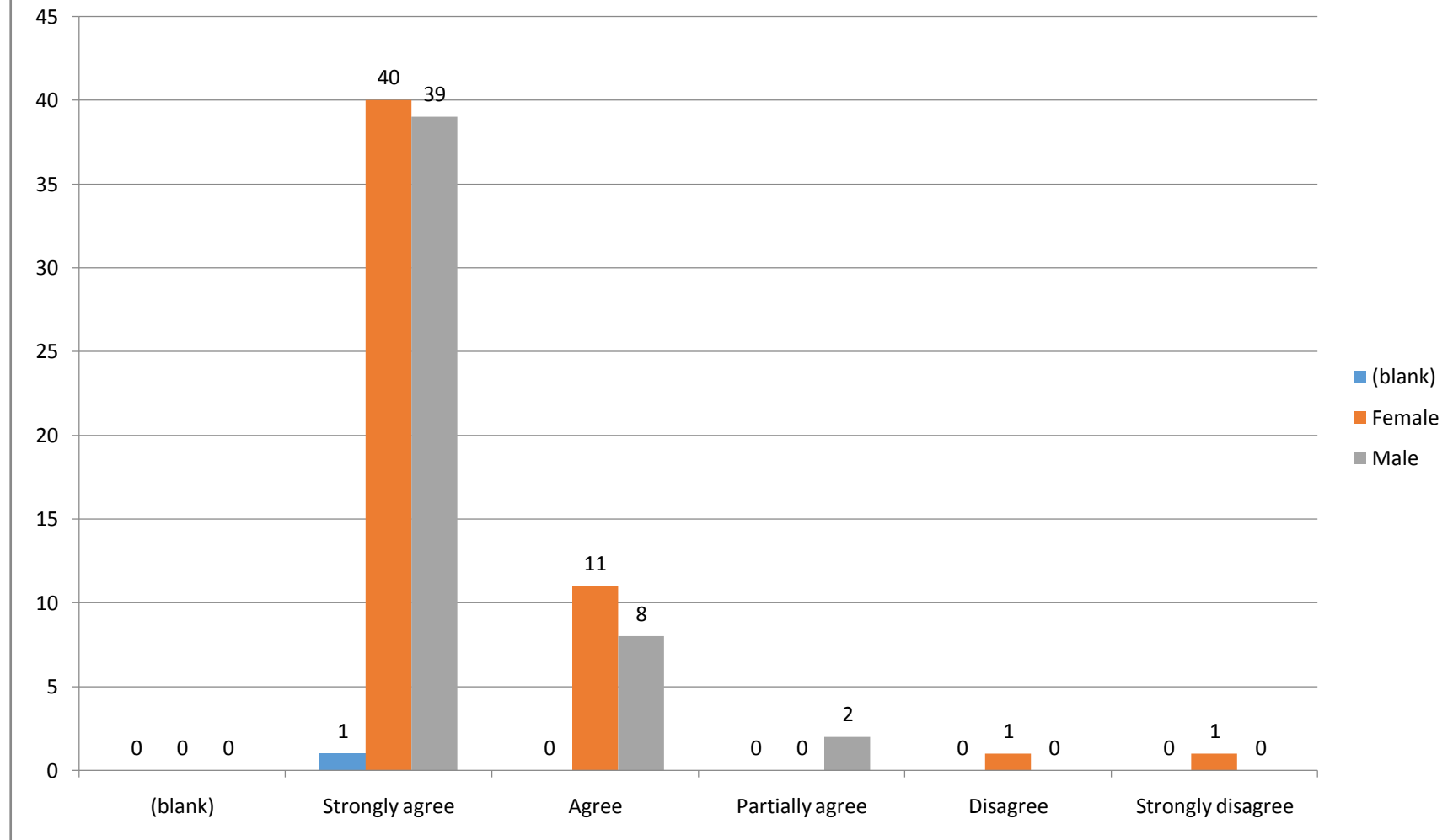
## 16. There are enough social and cultural activities



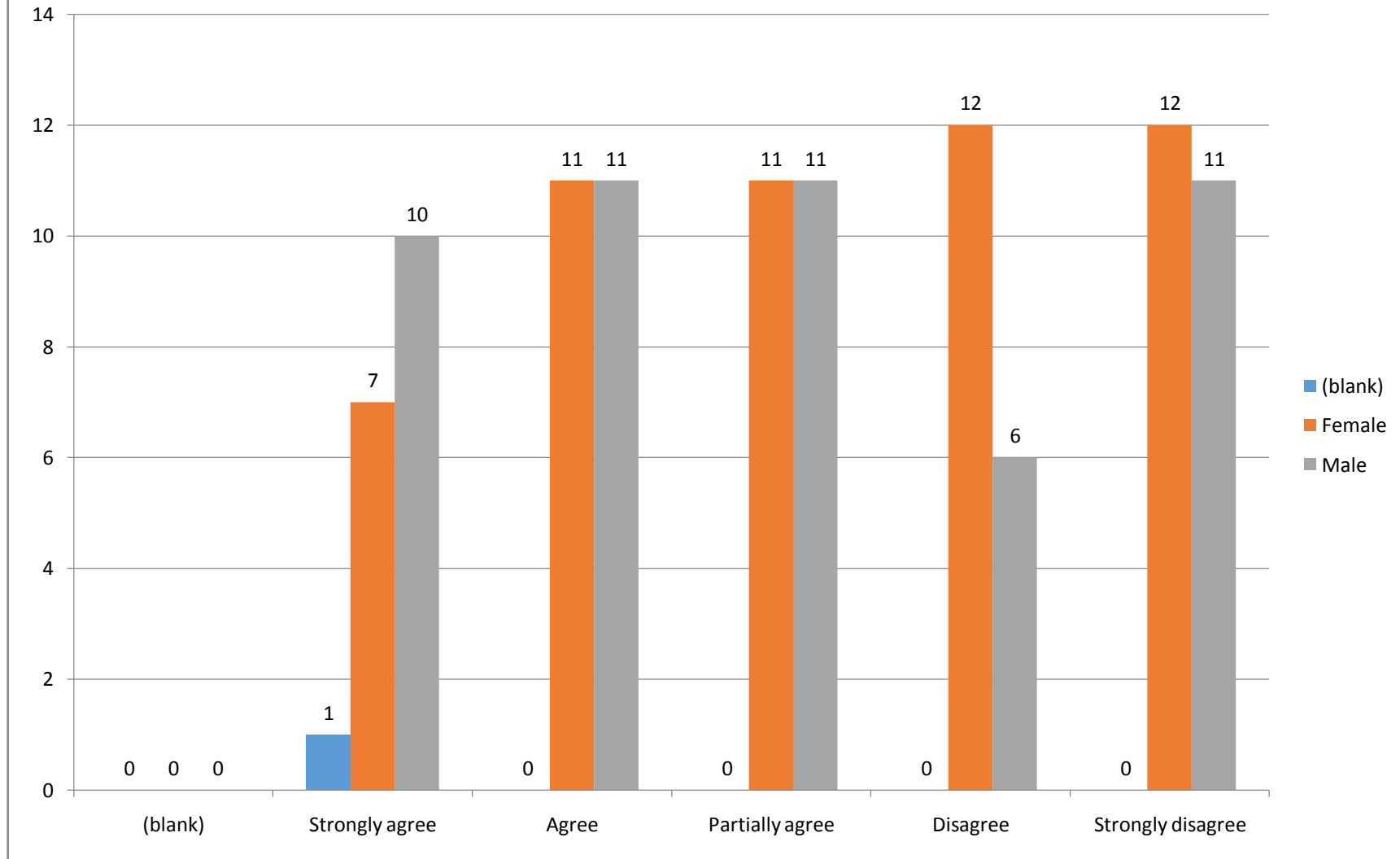
### 17. I am satisfied with the medical service provided at this institution



### 18. Hygiene of common premises (WC,halls, classes) is at high standards



### 19. Prices in the cafeteria are reasonable and affordable



## 20. I highly recommend Beder HEI as a top choice

