

Questionnaire to assess the satisfaction level of PhD students at BBU

QUESTIONNAIRE

This questionnaire addresses your experience as a BBU doctoral student. The aim of the study is to identify and analyse your satisfaction regarding your experience and your expectations as a doctoral student of our institution, in order to adopt appropriate measures meant to increase the quality of education at this university. Your answers are confidential and will not be processed, presented or associated with the names or any other identifying data of the respondents.

Please evaluate how satisfied you are regarding the items presented in the table below and indicate the importance of these items for you, by choosing one of the following options:

1 – Very dissatisfied

2 – Dissatisfied

3 – Neither dissatisfied, nor satisfied

4 – Satisfied

5 – Very satisfied

1 – Not important

2 – Somewhat important

3 – Quite important

4 – Important

5 – Very important

CLARIFICATION. The term *traditional* refers to the period that was **NOT** affected by the restrictions imposed by the SARS-COV-2 pandemic.

		LEVEL OF SATISFACTION					IMPORTANCE					Don't know / No answer
		Very dissatisfied		Very satisfied			Not important		Very important			
		1	2	3	4	5	1	2	3	4	5	
TEACHING – LEARNING - RESEARCH												
1	Information offered by the Institute for Doctoral Studies regarding documents and conditions required for admission and completion of the doctoral studies	1	2	3	4	5	1	2	3	4	5	
2	Information offered by the doctoral school within the faculty, regarding documents and conditions required for conducting and completing the doctoral programme	1	2	3	4	5	1	2	3	4	5	
3	Appropriateness of the content of the course taught within the doctoral school to your training needs	1	2	3	4	5	1	2	3	4	5	
4	Development of your scientific research skills during the doctoral studies	1	2	3	4	5	1	2	3	4	5	
5	Guidance and support received from the doctoral supervisor in elaborating the theoretical-methodological component of the thesis	1	2	3	4	5	1	2	3	4	5	
6	Guidance and support received from the doctoral supervisor in elaborating the scientific research component of the thesis	1	2	3	4	5	1	2	3	4	5	
7	The opportunity of working in scientific research teams and taking part in projects	1	2	3	4	5	1	2	3	4	5	
8	The feedback received from the commission that evaluated the research reports	1	2	3	4	5	1	2	3	4	5	
9	The support received from BBU for participating in scientific events (conferences, workshops, etc.)	1	2	3	4	5	1	2	3	4	5	
10.	Overall, the quality of the traditional teaching-learning-research process	1	2	3	4	5	1	2	3	4	5	
11.	Overall, the quality of the online teaching-learning-research process (during the SARS-COV-2 pandemic)	1	2	3	4	5	1	2	3	4	5	
MATERIAL RESOURCES												
12.	Spaces dedicated to teaching and research activities (number of seats, temperature and acoustic conditions, illumination)	1	2	3	4	5	1	2	3	4	5	
13.	Resources available at the faculty for carrying out research activities (required equipment, technical state)	1	2	3	4	5	1	2	3	4	5	
14.	Spaces dedicated to libraries (number of seats, temperature and acoustic conditions, illumination)	1	2	3	4	5	1	2	3	4	5	
15.	Library resources (the variety, relevance and accessibility of the publications, access to online databases)	1	2	3	4	5	1	2	3	4	5	
16.	Overall, the quality of the material resources offered by BBU for traditional education	1	2	3	4	5	1	2	3	4	5	
17.	Overall, the quality of the material resources offered by BBU for the online education (during the SARS-COV-2 pandemic) – institutional e-mail address, online platforms (MS Teams, Moodle)	1	2	3	4	5	1	2	3	4	5	

FACILITIES AND SERVICES														
18.	Administrative services of the faculty (secretary's office, cashier's office: opening hours, promptness, efficiency)	1	2	3	4	5		1	2	3	4	5		
19.	Services offered by the Institute for Doctoral Studies	1	2	3	4	5		1	2	3	4	5		
20.	Services offered by the Centre for International Cooperation	1	2	3	4	5		1	2	3	4	5		
21.	The support offered by the faculty/doctoral school for international mobilities and cooperation	1	2	3	4	5		1	2	3	4	5		
22.	The support offered by the faculty/doctoral school for the public defence of the doctoral thesis	1	2	3	4	5		1	2	3	4	5		
23.	Information offered by the faculty, on web pages and on notice boards, regarding doctoral programmes	1	2	3	4	5		1	2	3	4	5		
24.	Internet access	1	2	3	4	5		1	2	3	4	5		
25.	Services offered by the BBU's Social Service	1	2	3	4	5		1	2	3	4	5		
26.	Access to accommodation in the student halls (number of places, their distribution)	1	2	3	4	5		1	2	3	4	5		
27.	Accommodation conditions in the student halls	1	2	3	4	5		1	2	3	4	5		
28.	Spaces for studying in the student halls (number of places, thermal and acoustic conditions, illumination)	1	2	3	4	5		1	2	3	4	5		
29.	The safety and security level at the BBU (interior and exterior spaces of the university)													
30.	Services offered by student canteens and cafeterias (menu, service, opening hours)	1	2	3	4	5		1	2	3	4	5		
31.	Facilities and services offered to disabled doctoral students	1	2	3	4	5		1	2	3	4	5		
32.	Overall, the facilities and services offered by BBU for traditional education	1	2	3	4	5		1	2	3	4	5		
33.	Overall, the facilities and services offered by BBU for online education (during the SARS-COV-2 pandemic)	1	2	3	4	5		1	2	3	4	5		

34. Regarding the period of traditional education, how satisfied are you with your experience as a BBU doctoral student, in general?

Very dissatisfied

Very satisfied

Don't know /
No answer

1	2	3	4	5		
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35. Regarding the period of online education (during the SARS-COV-2 pandemic), how satisfied are you with your experience as a BBU doctoral student, in general?

Very dissatisfied

Very satisfied

Don't know /
No answer

1	2	3	4	5		
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36. Would you recommend that others studied at doctoral level at:

	Definitely NO					Definitely YES					No answer
1. the doctoral school you have chosen	1	2	3	4	5						
2. the faculty you have chosen	1	2	3	4	5						
3. BBU	1	2	3	4	5						

37. You are studying: 1. on a fee-paying place 2. on a non-fee-paying place

38. You are studying: 1. full time 2. reduced frequency 3. no frequency

39. You are a doctoral student in your _____ year of study

40. You are a doctoral student at the Faculty of ...

1	Mathematics and Computer Science	12	Economics and Business Administration
2	Physics	13	Physical Education and Sport
3	Chemistry and Chemical Engineering	14	European Studies
4	Biology and Geology	15	Sociology and Social Work
5	Geography	16	Business
6	Environmental Sciences	17	Orthodox Theology
7	History and Philosophy	18	Greek Catholic Theology
8	Psychology and Educational Sciences	19	Roman Catholic Theology
9	Political, Administrative and Communication Sciences	20	Reformed Theology and Music
10	Letters	21	Theatre and Television
11	Law	22	Engineering

41. Doctoral school: _____

42. Your age: ____ years old

43. Your gender: 1. Female 2. Male

44. Citizenship: 1. Romanian 2. Other: _____

45. Ethnicity: 1. Romanian 2. Hungarian 3. German 4. Roma 5. Other: _____

46. Your residence during your doctoral studies:

1. Permanent in Cluj-Napoca 2. Temporary resident in Cluj-Napoca 3. In another town/city, namely: _____

47. **THIS QUESTION IS ONLY ADDRESSED TO STUDENTS WHO HAVE A CITIZENSHIP OTHER THAN ROMANIAN:** You study at BBU through:

1. The ERASMUS PLUS programme 2. Independently 3. Another situation, namely: _____

48. Which are the main positive aspects of your experience as a BBU doctoral student?

1. _____
2. _____
3. _____

49. Which are the main aspects that displeased you during your experience as a BBU doctoral student?

1. _____
2. _____
3. _____

50. What are your suggestions for improving the quality of the online doctoral education at BBU?

1. _____
2. _____
3. _____

THANK YOU FOR YOUR TIME.