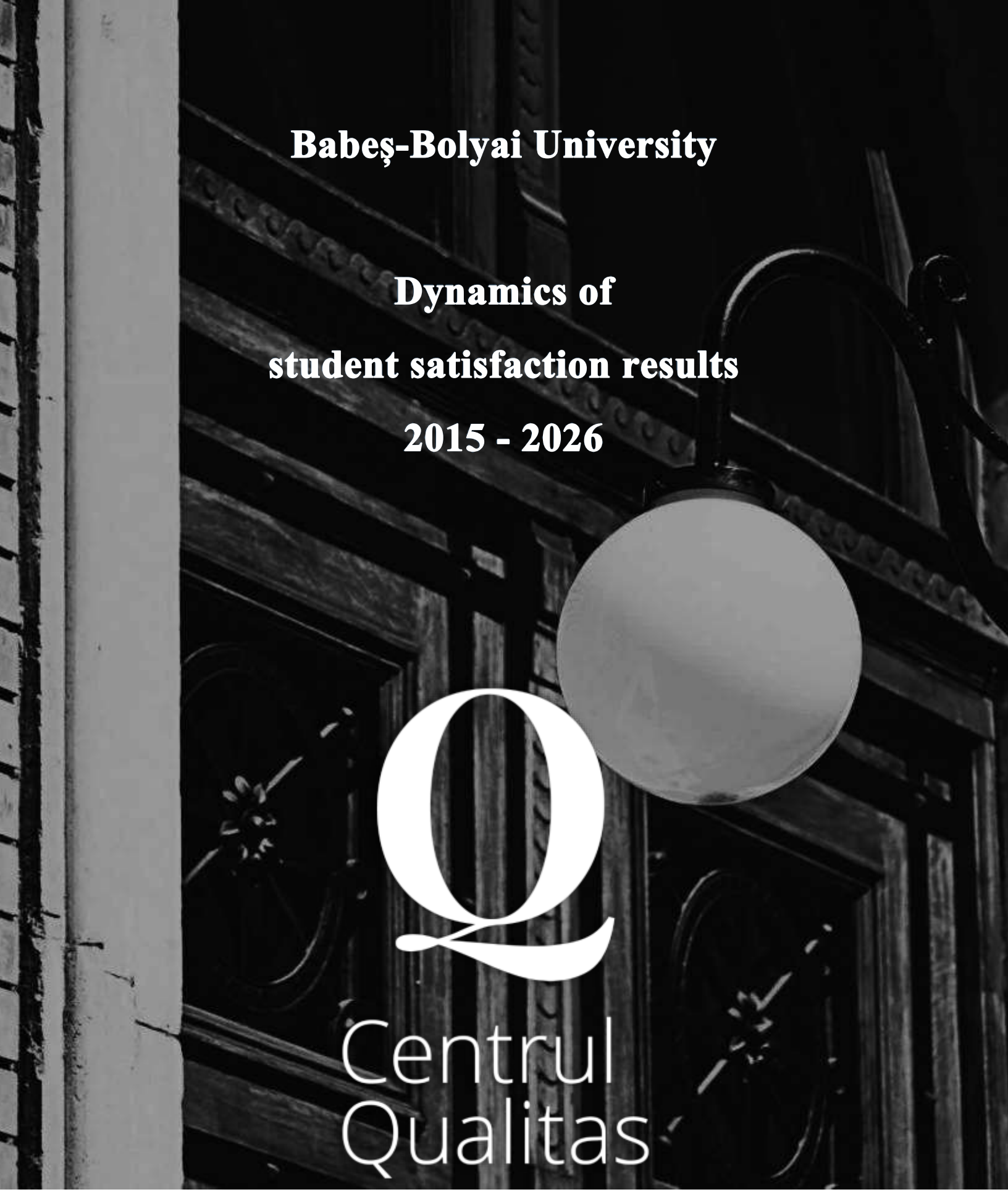


Babeș-Bolyai University

Dynamics of student satisfaction results 2015 - 2026

Centrul Qualitas

October 2026

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Summary

Babeș-Bolyai University evaluates student satisfaction every three years, covering the most important aspects of their university education, the support services offered to them, and their experience as students at one of the most important university centers in Romania. From a longitudinal perspective, this report analyzes the evolution of the main satisfaction indicators for Bachelor's, Master's and doctoral students over the period 2015–2026.

In summary, we can note several aspects that hold throughout the 2015–2026 period (Annex C):

- ✓ Scores given by Master's students are generally slightly higher than those given by Bachelor's students.
- ✓ Students and doctoral students enrolled in ID/IFR programs report, on average, slightly higher satisfaction than those enrolled in IF programs.
- ✓ In 2026, with the evaluation scale changed from 5 to 6 points, the trends identified in previous evaluations largely persist. At the Bachelor's level, the highest scores continued to be given by students in German-taught programs, while the lowest scores were recorded for English-taught programs.
- ✓ At both the Bachelor's and Master's levels, first-year students' satisfaction is somewhat higher than that of students in later years. At the same time, across the entire Bachelor's and Master's student population, satisfaction declined slightly in the 2025–2026 academic year compared to 2022–2023, but remained higher than in the earlier waves, before 2020. For comparability, the 2025–2026 data were rescaled to a 1–5 scale. In 2025–2026, satisfaction remains high, although scores show slight decreases compared to 2022–2023 for *Teaching–Learning–Assessment* and *Material Resources*, especially for IF programs and at the Master's level. By contrast, *Facilities and Services* shows a favorable trend, with values generally higher than in 2022–2023.
- ✓ Regarding willingness to recommend enrollment at UBB, the faculty, the study program or the doctoral school to others, the values obtained are high for all three levels of study (Bachelor's, Master's and doctoral), especially regarding the recommendation of the university as a whole.

Methodology

Evaluating student satisfaction with the services provided by Babeș-Bolyai University is an institutional undertaking aimed at monitoring and continuously improving the quality of study programs, the support services offered to students, and the student experience. The process is provided for in the *Quality and competitivity assurance programme for the academic year 2025-2026* and is regulated by the operational procedure *Organization and Implementation of the Student Satisfaction Assessment Process for Bachelor's, Master's, and Doctoral Students at Babeș-Bolyai University*, which provides that the evaluation is carried out once every three years. The results contribute to underpinning the processes of educational quality assurance and institutional development by identifying the main directions for improving the university experience from the students' perspective.

Survey Instrument

The structure of the questionnaire is similar to that of the *Student Satisfaction Inventory (SSI)*, which investigates student satisfaction with the services provided by UBB across the following dimensions: (1) Teaching–learning–assessment activity (teaching–learning–research in the case of doctoral students), (2) Material resources, and (3) Facilities and services.

In 2026, the student satisfaction evaluation instrument was revised, both in terms of the measurement scale and the structure of the questionnaire. The main changes consisted of moving from a 5-point to a 6-point response scale (from 1 – Very dissatisfied to 6 – Very satisfied), eliminating the distinction between on-site and online activity, and discontinuing the separate assessment of the importance attached to each aspect. These differences must be taken into account when interpreting the results.

Data Processing

For each item and each dimension analyzed, the mean values of the scores given by respondents were calculated. "Don't know/No answer" responses were excluded from the calculation of the means.

Responses to open-ended questions were grouped into thematic categories, and the percentage occurrence of each thematic category was determined out of the total positive or negative mentions, as well as out of the total mentions of suggestions for improvement. Starting in 2023, the share of each thematic category was calculated out of the total mentions of positive aspects and, respectively, of aspects requiring improvement.

Bachelor's and Master's Level

The mean scores given by Bachelor's and Master's students for the overall satisfaction level, as well as for each of the three dimensions – Teaching–Learning, Material Resources, Facilities and Services – are presented in Figures 1–4. Because 2026 saw the transition to a 6-point scale, for data comparability the 2026 scores were adjusted to a 5-point scale. The values obtained on the 6-point scale are reported separately, under the corresponding column.

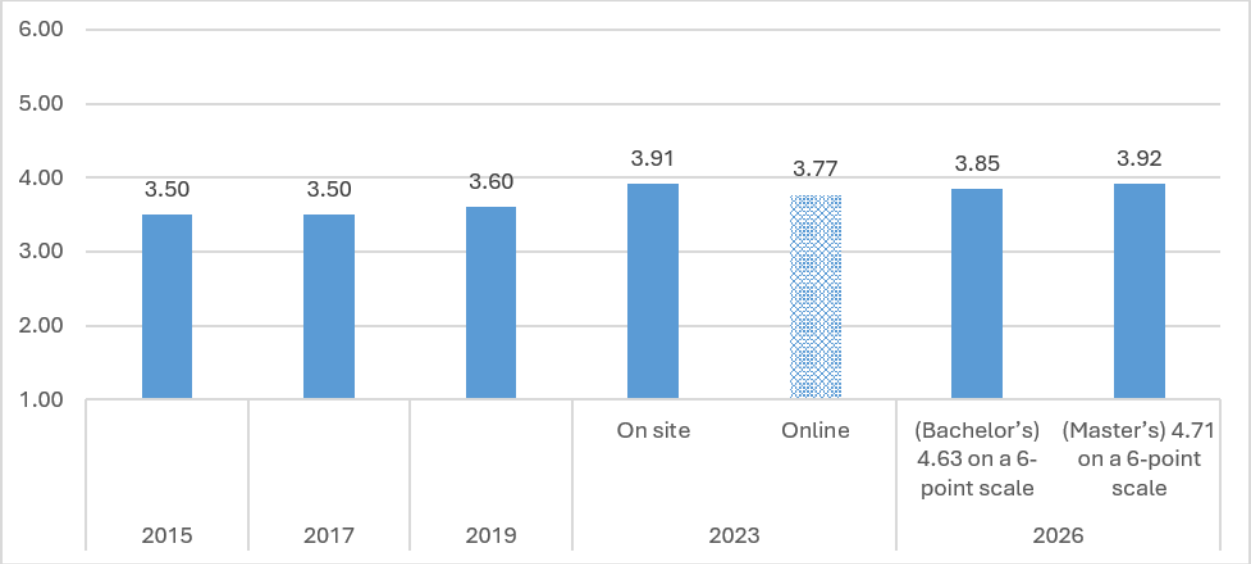


Figure 1. Overall satisfaction level, Bachelor's and Master's level

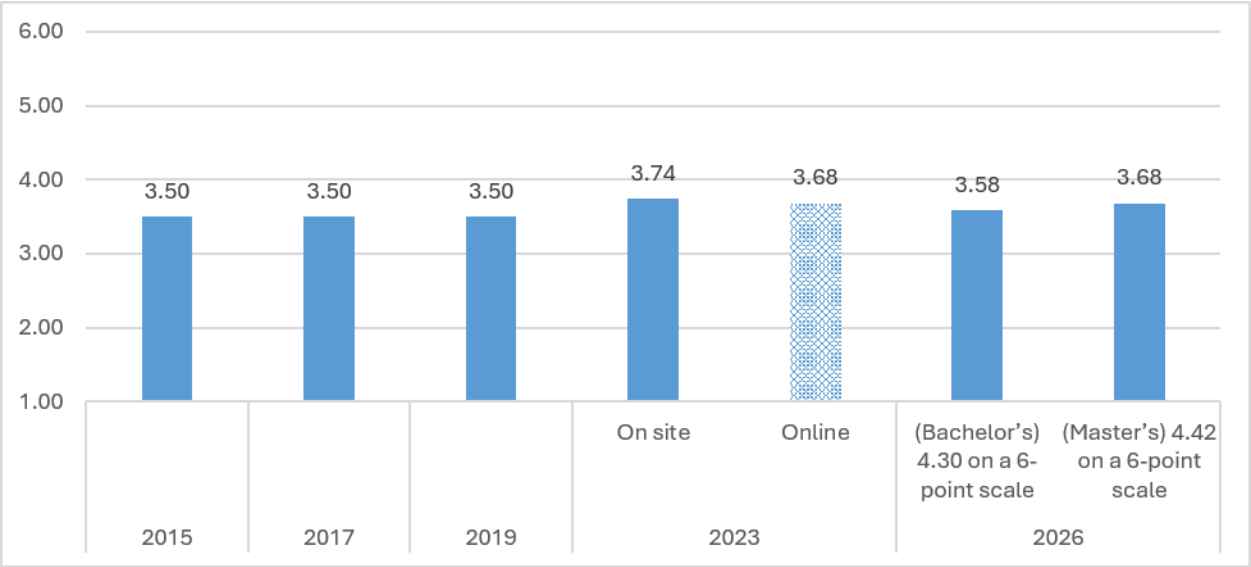


Figure 2. Satisfaction level for the dimension *Teaching–Learning–Assessment,* Bachelor's and Master's level

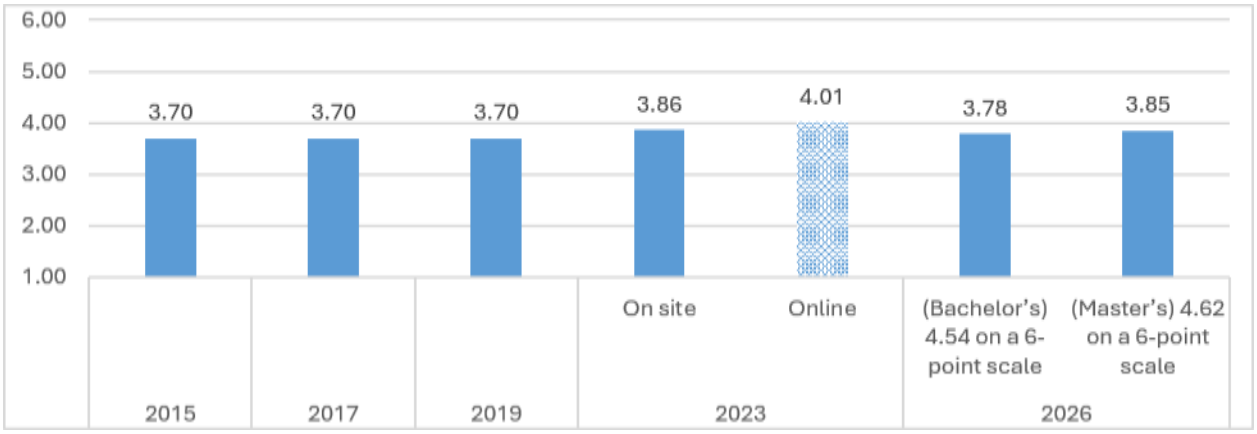


Figure 3**.** Satisfaction level for the dimension *Material Resources,* Bachelor's and Master's level

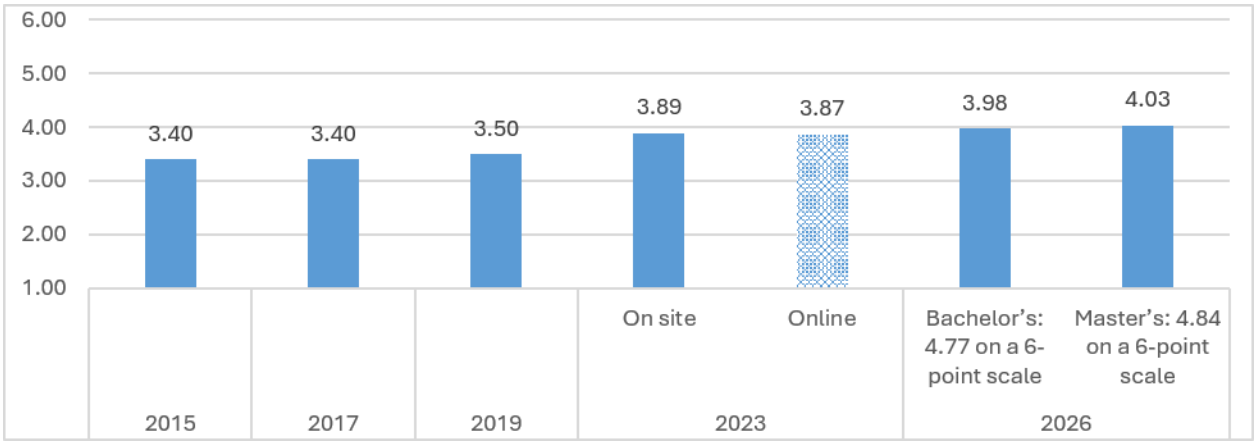


Figure 4**.** Satisfaction level for the dimension *Facilities and Services,* Bachelor's and Master's level

Regarding willingness to recommend enrollment at the university, the faculty and the study program followed to other people, the share of positive responses in 2015, 2017 and 2019 was over 80%. The highest values (over 95%) concerned UBB (Figure 5).

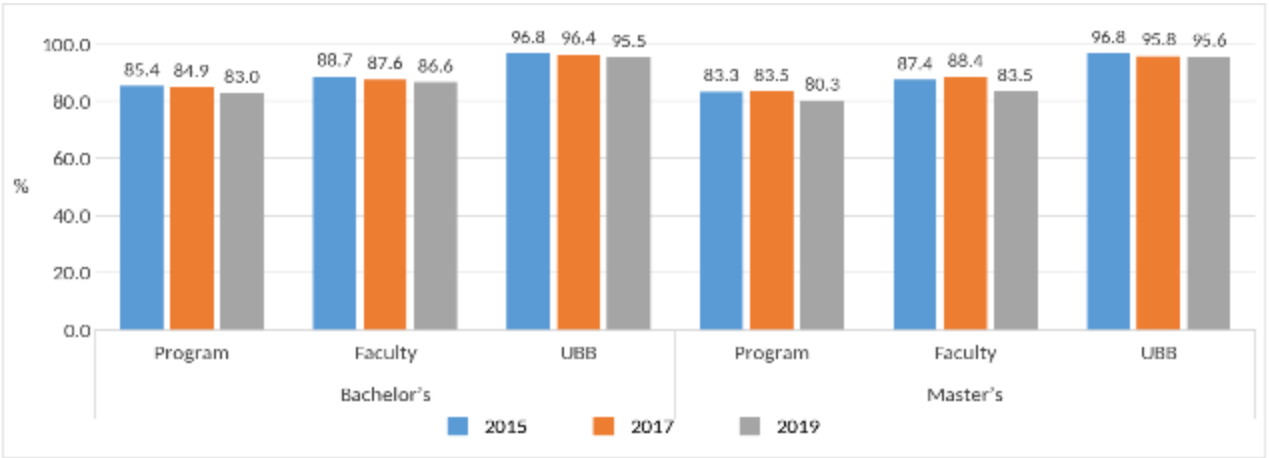


Figure 5**.** Share of positive responses regarding willingness to recommend enrollment at UBB, the faculty and the study program followed, Bachelor's and Master's level, 2015, 2017, 2019

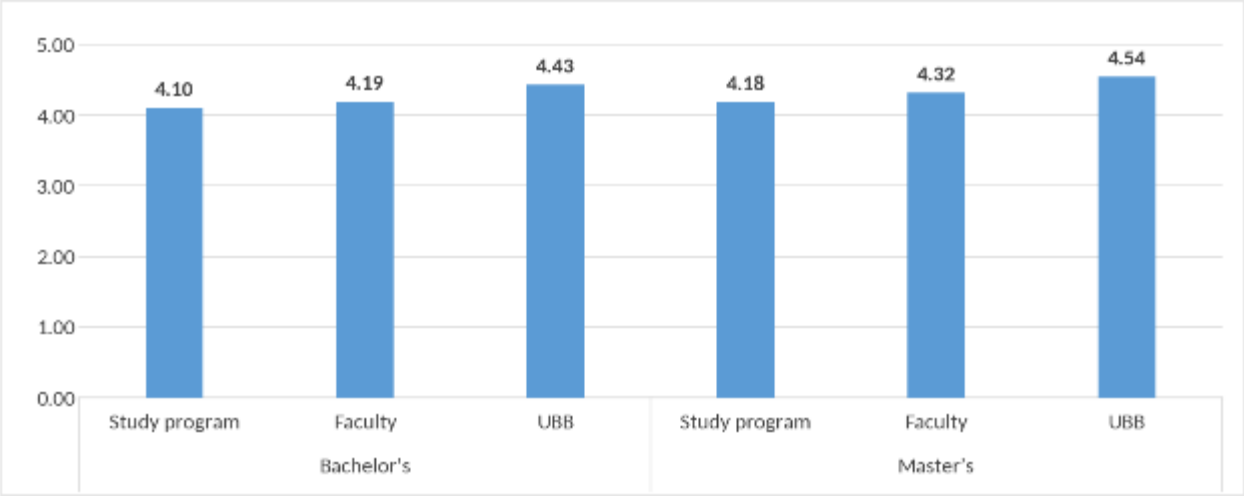


Figure 6. Mean scores regarding willingness to recommend enrollment at UBB, the faculty and the study program, Bachelor's and Master's levels, 2023

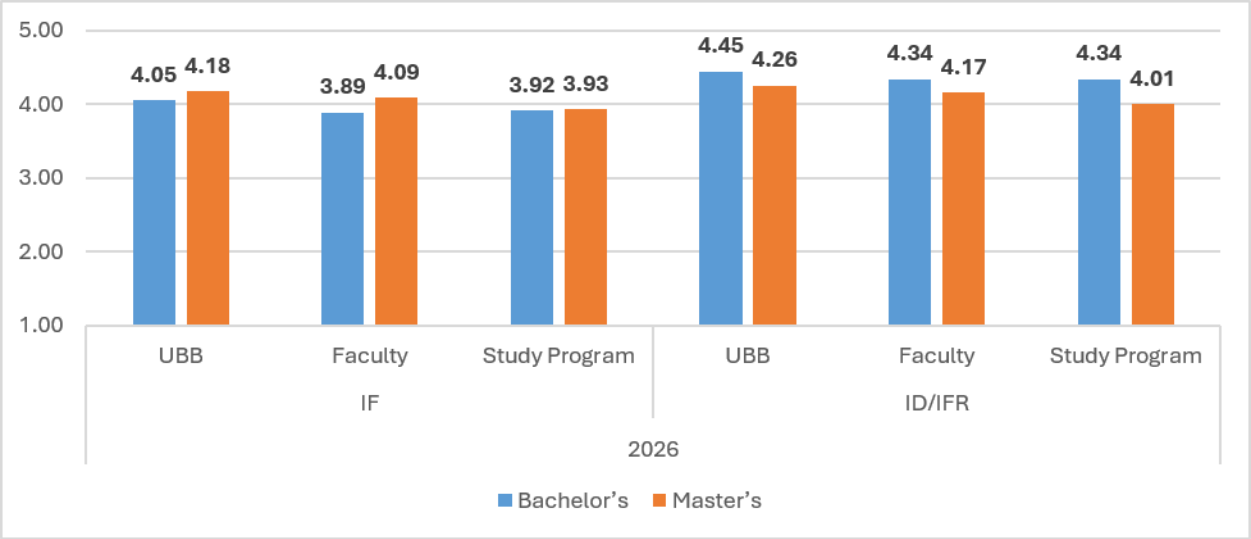


Figure 7. Mean scores regarding willingness to recommend enrollment at UBB, the faculty and the study program, Bachelor's and Master's levels, IF and ID/IFR, 2026
Note: *For comparability, 2026 scores were adjusted to a 5-point scale.*

In general, the aspects for which Bachelor's and Master's students gave high and low scores remain, with minor changes, from one year to the next. In this analysis, "high scores" means values of at least 3.90, and "low scores" means values below 3.40. These absolute thresholds were set with reference to the mean overall satisfaction values recorded in the first waves of the research, conducted in 2015 and 2017, which were around 3.50 and serve as a benchmark for analyzing the dynamics of student satisfaction.

The results show consistently high satisfaction with the theoretical knowledge acquired and the learning resources available, while practical aspects and housing infrastructure are at more moderate values. Over the 2015–2026 period, a favorable evolution can be observed, especially regarding practical skills, access to dormitories and career counseling services.

Dynamics of student satisfaction results, 2015-2026

	2015	2017	2019	2023	2026	
					Bachelor	Master
Teaching – Learning – Assessment						
The possibility of choosing what subjects to study				3.66	3.71	3.59
Theoretical knowledge acquired in the field of study	3.86	3.90	3.90	3.92	3.93	3.93
Practical skills acquired in the field of study	3.15	3.24	3.30	3.45	3.43	3.39
Development of teamwork skills				3.48	3.53	3.68
Development of communication skills				3.71	3.72	3.89
Development of scientific research/artistic creation skills during the study period (introduced in 2023)				3.44	3.38	3.70
Development of digital skills (introduced in 2026)					3.45	3.64
Development of skills in international languages (introduced in 2026)					3.52	3.59
Development of entrepreneurial skills (introduced in 2026)					2.90	3.09
The support offered by the tutor/year advisor				3.62	3.54	3.86
The learning resources available (printed materials, electronic materials, audio-video materials)	3.70	3.71		3.95	3.91	4.02
The faculty's offer regarding internship opportunities for students	3.21	3.21	3.30	3.39	3.36	3.28
Examinations and evaluations during the study period (objectivity, evaluation criteria, quality of feedback)				3.75	3.62	3.78
Online teaching–learning activity (introduced in 2026)					3.79	3.94
Overall, the quality of the teaching–learning process (introduced in 2026)					3.81	3.86
Material Resources						
Spaces dedicated to study activities (number of seats, thermal and acoustic conditions, lighting) / Spaces dedicated to teaching activities (number of seats, temperature and acoustic conditions, lighting)	3.78	3.67	3.70	3.73	3.78	3.78
Equipment in the classrooms / lecture halls / laboratories (range of equipment, functionality)			3.60	3.73	3.76	3.83
Spaces dedicated to libraries (number of seats, temperature and acoustic conditions, illumination)	3.80	3.76	3.70	3.90	3.88	3.94
Library resources (variety, relevance and accessibility of publications, access to online databases)	3.69	3.70	3.70	3.90	3.93	3.91
Spaces dedicated to sport activities (sport fields and halls, swimming pool)			3.70	3.74	3.69	3.76
The infrastructure and resources provided by UBB for online education (introduced in 2026)					3.78	3.88
Overall, the quality of the material resources provided by UBB (introduced in 2026)					3.82	3.85
Facilities and Services						
Administrative services of the faculty (secretariats, cashier's offices: opening hours, promptness) / Services provided by the faculty administration office (opening hours, promptness, efficiency)				3.89	4.06	4.12
Adherence of the faculty office staff to the student service hours (introduced in 2026)					4.31	4.35
Communication methods of the faculty office staff (in-person, by phone, via email) (introduced in 2026)					4.21	4.25
Compliance by the faculty office with the deadlines for issuing study documents (certificates, student ID, card, etc.) (introduced in 2026)					4.38	4.42

Accessibility of the information you need (regarding the study program, scholarships, housing, etc.) (introduced in 2026)					4.06	4.13
Efficiency in publishing information relevant to you (via notice boards, faculty website, platforms, or email) (introduced in 2026)					3.98	4.06
Services provided by the cashier's offices (introduced in 2026)					4.16	4.19
Online payment services for various fees (introduced in 2026)					4.33	4.31
Services provided by the UBB Social Services Department			3.80	3.93	4.03	4.18
Services of the International Cooperation Center				3.79	3.99	4.01
Information provided by the faculty on web pages and notice boards regarding study programs (removed in 2026)	3.72	3.79	3.80	3.92	-	-
Internet access				3.59	3.74	3.68
Activity of student organizations				3.86	3.92	3.91
Activity of student representatives (year representatives, student chancellors, student senators)			3.80	3.87	3.96	4.03
Access to accommodation in the student halls (number of places, their distribution)	3.16	3.19	3.10	3.41	3.46	3.66
Accommodation conditions in the student halls	3.13	3.14	3.00	3.36	3.32	3.49
Spaces dedicated to studying in the student halls (number of seats, temperature and acoustic conditions, illumination) (introduced in 2023)				3.40	3.41	3.51
The safety and security level at the UBB (interior and exterior spaces of the university) (introduced in 2023)				4.26	4.26	4.27
Services offered by student canteens and cafeterias (menu, service, opening hours)				3.84	3.94	4.00
Medical services available to students	3.20	3.14		3.60	3.68	3.74
Facilities and services provided to students with disabilities				3.79	3.83	3.68
Counselling and career orientation services offered to students	3.03	3.03	3.00	3.34	3.49	3.53
Support provided by the faculty for accessing international mobilities				3.72	3.73	3.77
Facilities and services provided by UBB for online education (introduced in 2026)					3.89	3.94
Overall, the facilities and services provided by UBB (introduced in 2026)					3.86	3.93

Table 1**.** Items with the highest and lowest scores, Bachelor's and Master's level
Note: *For comparability, 2026 scores were adjusted to a 5-point scale.*
Low scores (below 3.40) are highlighted in red, and high scores (above 3.90) in green.

The aspects with which Bachelor's and Master's students are most satisfied and, respectively, those they consider in need of improvement largely remain the same:

	2015	2017	2019	2023	2026	
					IF	ID/IFR
Total number of mentions of satisfactory aspects	**3,215**	**3,341**	**3,621**	**1,677**	**2,268**	**602**
Share of a given satisfactory aspect in the total mentions of satisfactory aspects						
Professionalism of the teaching staff	20.1%	31.4%	20.9%	20.4%	15.2%	19.6%
Theoretical professional development – theoretical knowledge acquired, career prospects	20.2%	26.0%	15.4%	12.7%	10.7%	12.8%
Academic environment, its quality and organization, the student experience in such an environment	9.4%	17.9%	18.6%	10.9%	9.7%	8.6%
Relationship with the teaching staff, their attitude toward students	8.7%	11.1%	7.9%	10.3%	7.8%	10.8%
Total number of mentions of unsatisfactory aspects	**2,035**	**2,537**	**2,934**	**1,274**	**1,805**	**354**
Share of a given unsatisfactory aspect in the total mentions of unsatisfactory aspects						
Facilities for teaching–learning–assessment	10.5%	17.9%	13.5%	14.1%	14.0%	5.9%
Theoretical professional development – theoretical knowledge acquired, curriculum and career prospects	14.1%	13.2%	11.1%	13.0%	6.5%	9.0%
Professionalism of the teaching staff – outdated teaching methods, failure to show up or lateness to classes, outdated or nonexistent course materials	14.5%	12.0%	12.9%	11.8%	8.6%	7.1%
Practical professional development – insufficient practical skills acquired/ Practical/research skills acquired, practical/research activity	9.8%	8.4%	7.3%	5.5%	6.9%	7.3%
Academic environment, its quality and organization, the student experience in such an environment			12.3%	9.0%	5.9%	7.6%
Dormitory places – conditions offered, allocation method, insufficient places/ Financial benefits and services, scholarships, Cluj-Napoca public transport (CTP) pass, services, dormitory places	8.8%	7.8%	11.2%	7.0%	14.1%	3.1%
Performance assessment – subjective grading, improper practices (assessment, examination)	5.2%	8.2%	7.9%	7.7%	8.0%	19.8%
Timetable and its flexibility					9.6%	4.0%
Online education						8.2%

Table 2. Share of the most frequently mentioned satisfactory and unsatisfactory aspects, Bachelor's and Master's level

Note: *The share was calculated out of the total responses regarding satisfactory and unsatisfactory aspects, respectively.*

Doctoral Level

In 2026, doctoral students' satisfaction increased across all dimensions analyzed. For comparability, the 2025–2026 data, measured on a scale from 1 to 6, were rescaled to a scale from 1 to 5, used in the earlier waves of the research (Figures 8–11). Doctoral students enrolled in part-time programs consistently gave slightly higher scores than those enrolled in full-time programs, a trend that continued in 2026 (Annex D). No significant differences in responses were observed by gender or ethnicity.

In 2023 we note the closeness in value between the mean scores given for academic activity conducted on site and that conducted online, both for the overall level of satisfaction and for each dimension investigated – *Teaching–Learning–Research*, *Material Resources*, *Facilities and Services*.

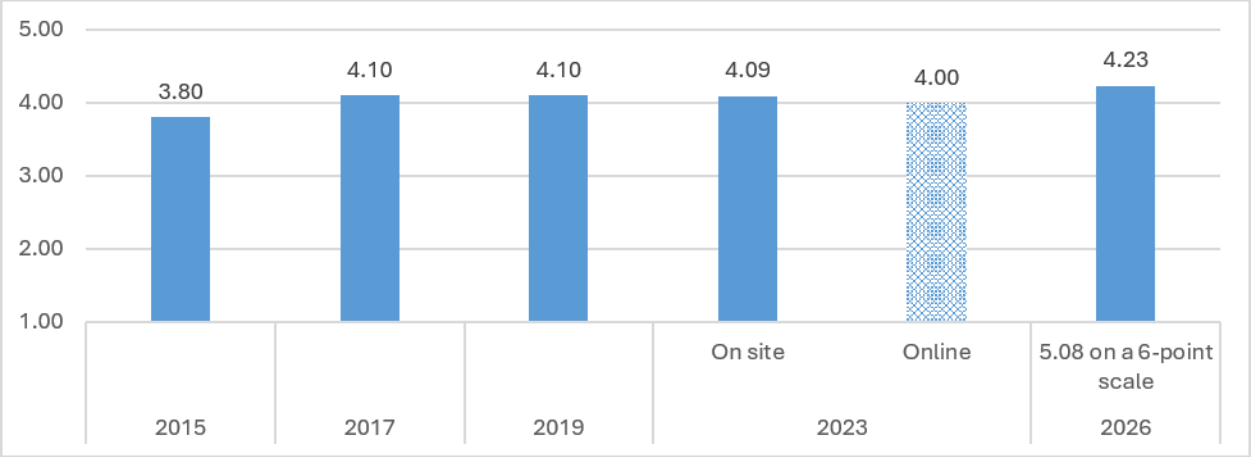


Figure 8. Overall satisfaction level, doctoral level

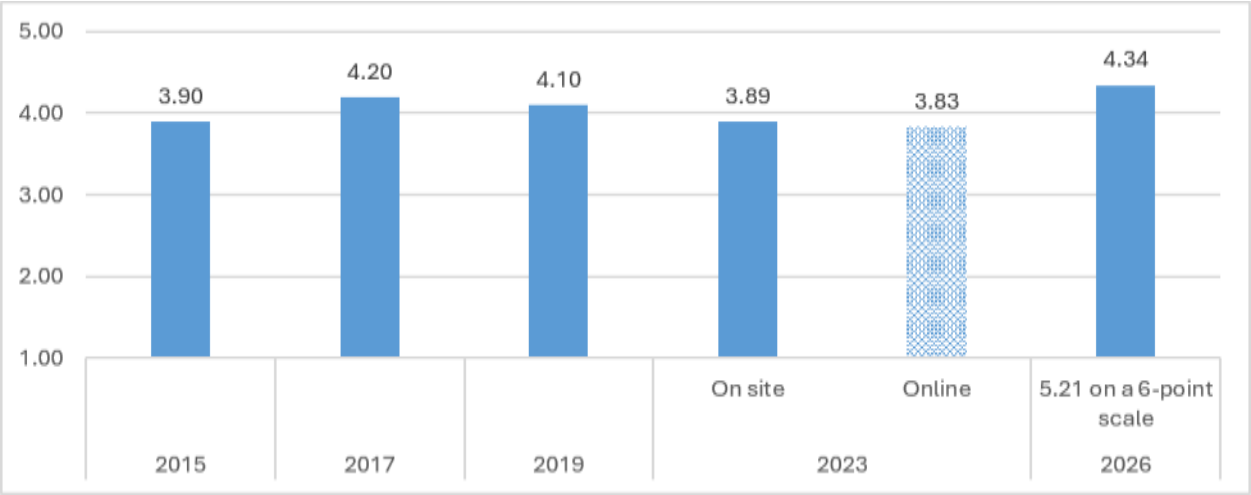


Figure 9. Satisfaction level for the dimension *Teaching–Learning–Research*, doctoral level

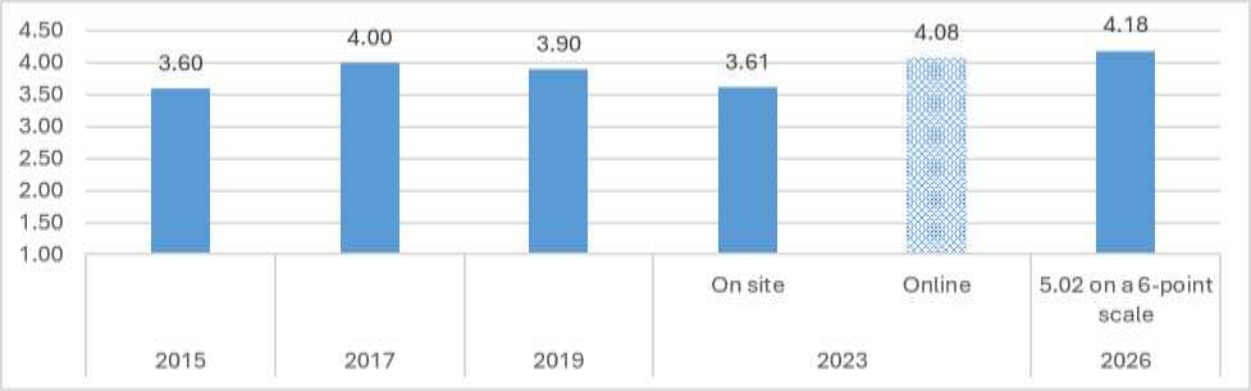


Figure 10. Satisfaction level for the dimension *Material Resources*, doctoral level

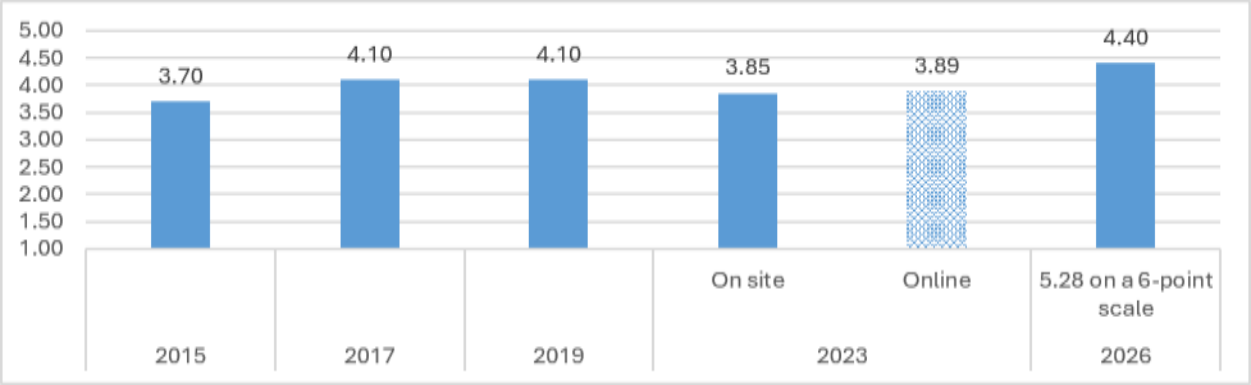


Figure 11. Satisfaction level for the dimension *Facilities and Services*, doctoral level

Regarding willingness to recommend enrollment at the university, the faculty and the doctoral school to others, the share of positive responses in 2015, 2017 and 2019 was generally over 90% (Figure 12). In 2023, following the revision of the questionnaire, responses to this item were requested on a Likert scale from 1 to 5 (1 – definitely NO; 5 – definitely YES), with the mean values recorded being above 4.00 (Figure 13). In 2026, following the revision of the questionnaire, responses were requested on a scale from 1 to 6 (1 – definitely NO; 6 – definitely YES) (Figure 14).

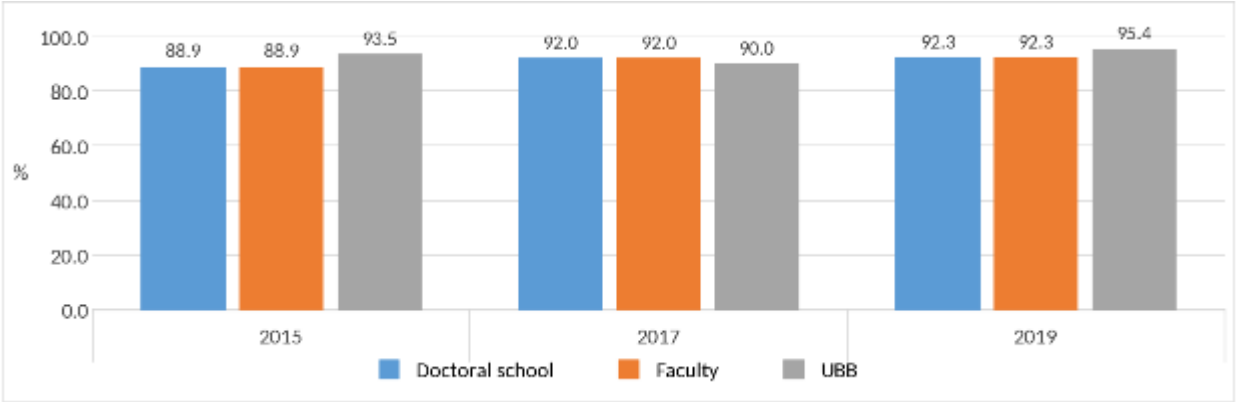


Figure 12**.** Share of positive responses regarding willingness to recommend enrollment at UBB, the faculty and the doctoral school, doctoral level, 2015, 2017, 2019

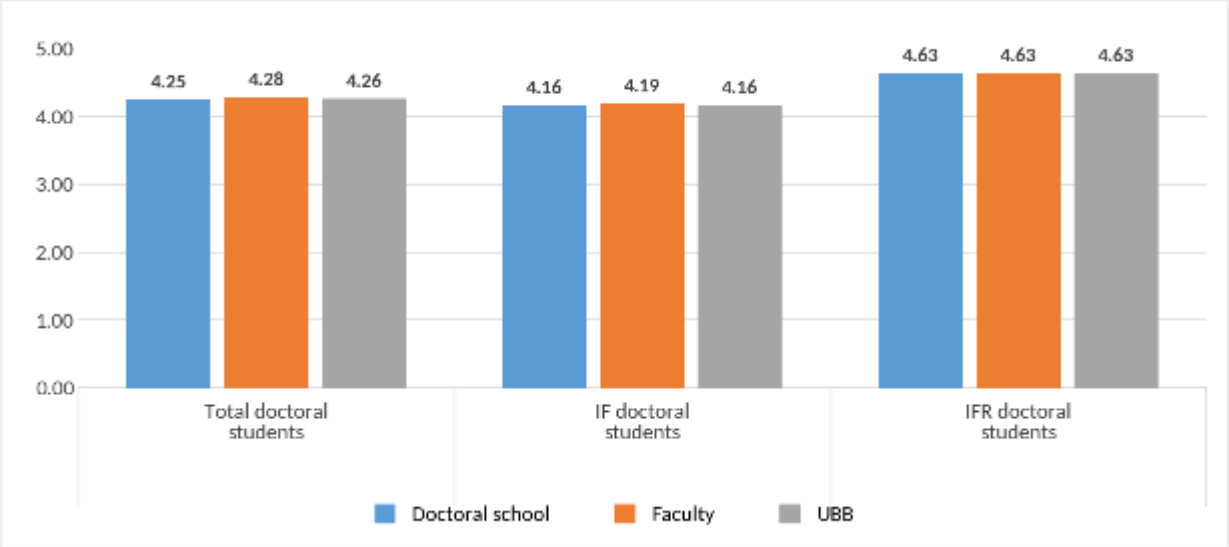


Figure 13. Mean scores regarding willingness to recommend enrollment at UBB, the faculty and the doctoral school, 2023

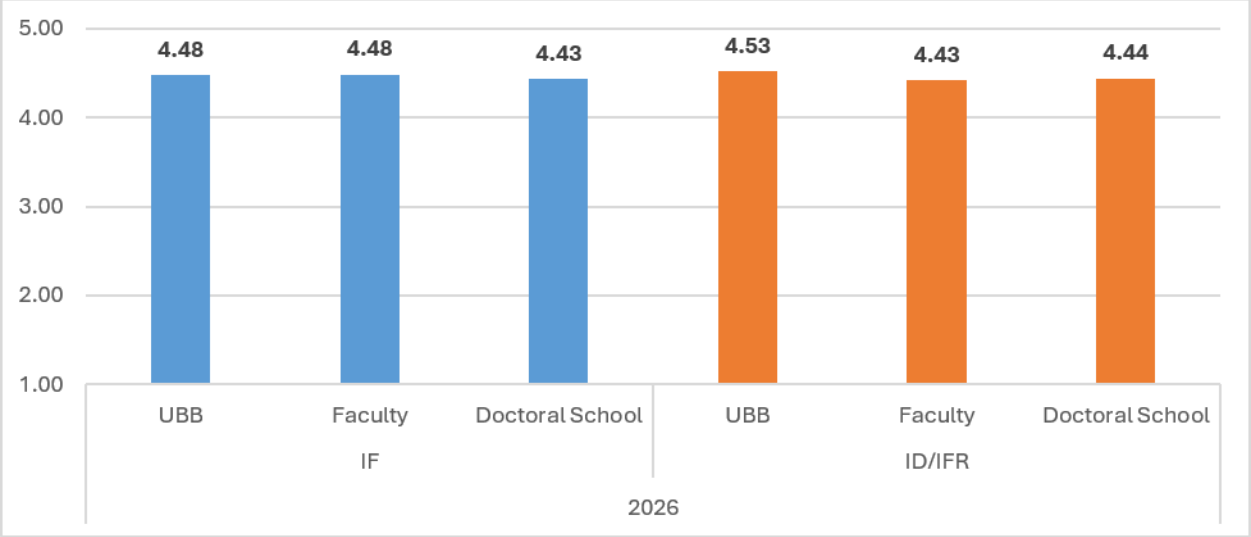


Figure 14. Mean scores regarding willingness to recommend enrollment at UBB, the faculty and the doctoral school, 2026
Note: *For comparability, 2026 scores were adjusted to a 5-point scale.*

The aspects with the highest and lowest scores remain, for the most part, the same over the years, with some changes in ranking. At the doctoral level, the thresholds set for high and low scores are 4.20 and 3.40, respectively. These were calculated based on the mean and standard deviation of the item scores.

Doctoral students particularly appreciate the guidance and support provided by the doctoral supervisor, as well as the services of the Institute for Doctoral Studies. The 2026 data indicate a general increase in satisfaction, with high values for all items evaluated, which outlines a positive trend.

Dynamics of student satisfaction results, 2015-2026

	2015	2017	2019	2023	2026
Teaching – Learning – Research					
Information offered by the Institute for Doctoral Studies regarding documents and conditions required for admission and completion of the doctoral studies	4.10	4.37		4.00	4.38
Information offered by the doctoral school within the faculty regarding documents and conditions required for conducting and completing the doctoral program				4.10	4.42
Appropriateness of the content of the course taught within the doctoral school to your training needs				3.66	4.13
Development of your scientific research skills during the doctoral studies				3.93	4.31
Guidance and support received from the doctoral supervisor in elaborating the theoretical-methodological component of the thesis	4.49	4.57	4.50	4.34	4.70
Guidance and support received from the doctoral supervisor in elaborating the scientific research component of the thesis	4.52	4.52	4.50	4.22	4.70
The opportunity of working in scientific research teams and taking part in projects	3.50	3.82	3.60	3.30	3.95
The feedback received from the commission that evaluated the research reports				4.10	4.53
The support received from UBB for participating in scientific events (conferences, workshops, etc.)	3.43	3.83	3.80	3.63	4.06
Online teaching, learning, research activity (introduced in 2026)					4.38
Overall quality of the teaching–learning–research process (introduced in 2026)					4.35
Material Resources					
Spaces dedicated to teaching and research activities (number of seats, thermal and acoustic conditions, lighting)				3.56	4.11
Resources available in the faculty for research activities (necessary equipment, its technical condition)	3.44	3.82	3.80	3.21	3.99
Spaces dedicated to libraries (number of seats, temperature and acoustic conditions, illumination)			4.00	3.79	4.19
Library resources (the variety, relevance and accessibility of the publications, access to online databases)			3.80	3.78	4.08
UBB's resources for online learning (institutional email, MS Teams, Moodle, etc.) (introduced in 2026)					4.37
Overall quality of the material resources provided by UBB (introduced in 2026)					4.26
Facilities and Services					
Administrative services of the faculty (secretariats, cashier's offices: opening hours, promptness, efficiency) / Services provided by the faculty administration office (office hours, promptness, efficiency)				3.97	4.60
Communication methods of the doctoral school office staff (in-person, by phone, via email) (introduced in 2026)					4.73
Accessibility of essential information (course schedules, scholarships, accommodation, doctoral research funding, co-tutelage procedures, regulations, and legislative updates, etc.) (introduced in 2026)					4.27
Efficiency in publishing information relevant to you (doctoral school website, ISD website, platforms, or email) (introduced in 2026)					4.33
Services provided by the cashier's offices (introduced in 2026)					4.59
Services for the online payment of various fees (introduced in 2026)					4.44

Services offered by the Institute for Doctoral Studies	4.07	4.36		4.15	4.51
Services offered by the Centre for International Cooperation				3.20	4.32
The support offered by the faculty/doctoral school for international mobilities and cooperation				3.80	4.23
The support offered by the faculty/doctoral school for the public defence of the doctoral thesis				4.19	4.52
Information offered by the faculty, on web pages and on notice boards, regarding doctoral programmes				3.89	4.31
Internet access				3.81	4.20
Services offered by UBB's Social Service				3.77	4.53
Access to accommodation in the student halls (number of places, their distribution)				3.73	4.34
Accommodation conditions in the student halls			3.70	3.73	4.40
Spaces for studying in the student halls (number of places, thermal and acoustic conditions, illumination)				3.85	4.24
The safety and security level at the UBB (interior and exterior spaces of the university)				4.27	4.71
Services offered by student canteens and cafeterias (menu, service, opening hours)	3.53	3.82		4.19	4.23
Facilities and services provided to doctoral students with disabilities			4.40	2.60	4.61
Facilities and services provided by UBB for online education (introduced in 2026)					4.36
Overall, the facilities and services provided by UBB (introduced in 2026)					4.34

Table 3. Items with the highest and lowest scores, doctoral level
Note: *2026 data were recalculated on a 1–5 scale to make them comparable.*
Low scores (below 3.40) are highlighted in red, and high scores (above 4.20) in green.

The satisfactory and unsatisfactory aspects most frequently mentioned in the open-ended questions are presented below. In 2026, *relationships with the teaching staff* was the most frequently mentioned positive aspect (20.3%).

	2015	2017	2019	2023	2026	
					IF	IFR
Total number of mentions of satisfactory aspects	**330**	**162**	**169**	**81**	**182**	**87**
Share of a given satisfactory aspect in the total mentions of satisfactory aspects						
Professionalism of the teaching staff	12.0%	44.0%	15.4%	26.0%	12.1%	11.5%
Professional development – research opportunities, opportunities to participate in scientific events/ Possibility of participating in various scientific events (2026)	26.4%	32.0%	18.3%		9.9%	4.6%
Professional development – knowledge acquired, curriculum, professional prospects	32.0%	28.0%		14.0%	4.9%	10.3%
Professional development – practical and research skills acquired		18.0%			7.7%	8.0%
Relationship with the doctoral supervisor	18.6%	16.0%	10.7%	12.0%	20.3%	13.8%
Academic environment, quality of education, opportunity to meet specialists in the field, the UBB doctoral student experience			22.5%		7.1%	8.0%
Total number of mentions of unsatisfactory aspects	**195**	**105**	**85**	**59**	**90**	**43**
Share of a given unsatisfactory aspect in the total mentions of unsatisfactory aspects						
Financial support (doctoral scholarships), funds for scientific events/ Financial benefits and services (2026)	17.0%	13.0%	15.3%	15.0%	16.9%	14.0%
Material resources for research	14.9%	19.0%	9.4%	12.2%	14.6%	11.6%
Inadequacy of the theoretical component of doctoral studies	14.9%					
Access to scientific information and databases, library resources	14.2%			22.0%	11.2%	4.7%
Professional development – knowledge acquired, curriculum, professional prospects		9.0%	15.3%		4.5%	11.6%
Professional development – practical and research skills acquired		8.0%			9.0%	
Bureaucracy, lack of administrative organization at faculty/doctoral school level	12.5%	10.0%	36.5%	19.0%	11.2%	11.6%
Relations with non-teaching and administrative staff, at various levels and structures	10.6%					
Relationship with the doctoral supervisor			8.2%		10.1%	9.3%

Table 4. Share of the most frequently mentioned satisfactory and unsatisfactory aspects, doctoral level

Note: *The share was calculated out of the total responses regarding satisfactory and unsatisfactory aspects, respectively.*

Annexes

Annex A – Bachelor's and Master's Questionnaire

Questionnaire to assess the satisfaction level of bachelor and master students at BBU

QUESTIONNAIRE

This questionnaire addresses your experience as a BBU student. The aim of the study is to identify and analyse your satisfaction regarding your experience and your expectations as a 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.

As a student in the <value item 44> year at <value item 45>, study program <value item 46>, language of study <value item XX>, please evaluate how satisfied you are regarding the items presented in the table below, by choosing one of the following options:

1 – Vey dissatisfied
2 – Dissatisfied
3 – Somewhat dissatisfied
4 – Somewhat satisfied
5 – Satisfied
6 – Very satisfied

		LEVEL OF SATISFACTION							Don't know / No answer
		Very dissatisfied					Very satisfied		
		1	2	3	4	5	6		
TEACHING – LEARNING – ASSESSMENT									
1.	The possibility of choosing what subjects to study	1	2	3	4	5	6		
2.	Theoretical knowledge acquired in the field of study	1	2	3	4	5	6		
3.	Practical skills acquired in the field of study	1	2	3	4	5	6		
4.	Development of team-working abilities	1	2	3	4	5	6		
5.	Development of communication skills	1	2	3	4	5	6		
6.	Development of scientific research / artistic skills during the study period	1	2	3	4	5	6		
7.	Development of digital skills	1	2	3	4	5	6		
8.	Development of skills international languages	1	2	3	4	5	6		
9.	Development of entrepreneurial skills	1	2	3	4	5	6		
10.	The support offered by the tutor	1	2	3	4	5	6		
11.	The learning resources available (printed materials, electronic materials, audio-video materials)	1	2	3	4	5	6		
12.	The faculty's offer regarding internship opportunities for students	1	2	3	4	5	6		
13.	Examinations and evaluations during the study period (objectivity, evaluation criteria, quality of feedback)	1	2	3	4	5	6		
14.	Online teaching-learning activity	1	2	3	4	5	6		
15.	Overall, the quality of the teaching – learning process	1	2	3	4	5	6		
MATERIAL RESOURCES									

16.	Spaces dedicated to teaching activities (number of seats, temperature and acoustic conditions, illumination)	1	2	3	4	5	6		
17.	Equipment in the classrooms / lecture halls / laboratories (range of equipment, functionality)	1	2	3	4	5	6		
18.	Spaces dedicated to libraries (number of seats, temperature and acoustic conditions, illumination)	1	2	3	4	5	6		
19.	Library resources (variety, relevance and accessibility of publications, access to online databases)	1	2	3	4	5	6		
20.	Spaces dedicated to sport activities (sport halls and fields, swimming pool)	1	2	3	4	5	6		
21.	The infrastructure and resources provided by BBU for online education	1	2	3	4	5	6		
22.	Overall, the quality of the facilities and resources provided by BBU	1	2	3	4	5	6		
	FACILITIES AND SERVICES								
23.	Services provided by the faculty administration office (office hours, promptness, efficiency)	1	2	3	4	5	6		
24.	Adherence of the faculty office staff to the student service hours	1	2	3	4	5	6		
25.	Communication methods of the faculty office staff (in-person, by phone, via email)	1	2	3	4	5	6		
26.	Compliance by the faculty office with the deadlines for issuing study documents (certificates, student ID, card, etc.)	1	2	3	4	5	6		
27.	Accessibility of information related to study programs, scholarships, accommodation, etc.	1	2	3	4	5	6		
28.	Efficiency in publishing information relevant to you (via notice boards, faculty website, platforms, or email)	1	2	3	4	5	6		
29.	Services provided by the cashiers	1	2	3	4	5	6		
30.	Online payment services for various fees	1	2	3	4	5	6		
31.	Services offered by BBU's Social Service	1	2	3	4	5	6		
32.	Services offered by the Centre for International Cooperation	1	2	3	4	5	6		
33.	Internet access	1	2	3	4	5	6		
34.	Activity of student organisations	1	2	3	4	5	6		
35.	Activity of student representatives (year representative, student-chancellor, student-senator)	1	2	3	4	5	6		
36.	Access to accommodation in the student halls (number of places, their distribution)	1	2	3	4	5	6		
37.	Accommodation conditions in the student halls	1	2	3	4	5	6		
38.	Spaces dedicated to studying in the student halls (number of seats, temperature and acoustic conditions, illumination)	1	2	3	4	5	6		
39.	The safety and security level at the BBU (interior and exterior spaces of the university)	1	2	3	4	5	6		
40.	Services offered by student canteens and cafeterias (menu, service, opening hours)	1	2	3	4	5	6		
41.	Medical services of which students benefit	1	2	3	4	5	6		
42.	Facilities and services offered to disabled students	1	2	3	4	5	6		
43.	Counselling and career orientation services offered to students	1	2	3	4	5	6		
44.	Support offered by the faculty for accessing international mobilities	1	2	3	4	5	6		
45.	Facilities and services provided by BBU for online education	1	2	3	4	5	6		
46.	Overall, the facilities and services offered by BBU	1	2	3	4	5	6		

47. How satisfied are you with your experience as a BBU student, in general?

Very dissatisfied					**Very satisfied**		**No answer**
1	**2**	**3**	**4**	**5**	**6**		

48. Would you recommend that others choose:

	Definitely NO					Definitely YES		No answer
1. the study programme you have chosen	1	2	3	4	5	6		
2. the faculty you have chosen	1	2	3	4	5	6		
3. BBU	1	2	3	4	5	6		

49. You are a student studying at a: ☐ Bachelor level ☐ Master level

50. You study on a: ☐ Budget-funded place ☐ Fee-paying place

51. You study: ☐ Full time ☐ Reduced frequency ☐ Distance learning

52. You are in your ____ year of study.

53. You are a 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

54. The study programme you are enrolled in: _____

55. Your age: _____ years old ☐ Prefer not to answer

56. Your gender: 1. ☐ Female 2. ☐ Male 3. ☐ Prefer not to answer

57. Citizenship: 1. ☐ Romanian 2. ☐ Other: _____ 3. ☐ Prefer not to answer

58. Ethnicity: 1. ☐ Romanian 2. ☐ Hungarian 3. ☐ German 4. ☐ Roma 5. ☐ Other: _____ 6. ☐ Prefer not to answer

59. Do you have a disability certificate? (regardless of whether you were admitted to a place reserved for candidates with disabilities):

1. ☐ YES 2. ☐ NO 3. ☐ Prefer not to answer

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

☐ **ERASMUS** ☐ **CEEPUS** ☐ **Independently** ☐ **Another situation, namely: _____**

61. What are the most positive aspects of your experience as a BBU student?

1. _____
2. _____
3. _____

62. What are the most important aspects that displeased you during your experience as a BBU student?

1. _____
2. _____
3. _____

THANK YOU FOR YOUR TIME.

Annex B – Doctoral Questionnaire

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, by choosing one of the following options:

1 – Vey dissatisfied
2 – Dissatisfied
3 – Somewhat dissatisfied
4 – Somewhat satisfied
5 – Satisfied
6 – Very satisfied

		LEVEL OF SATISFACTION							Don't know / No answer
		Very dissatisfied					Very satisfied		
		1	2	3	4	5	6		
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	6		
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	6		
3.	Appropriateness of the content of the course taught within the doctoral school to your training needs	1	2	3	4	5	6		
4.	Development of your scientific research skills during the doctoral studies	1	2	3	4	5	6		
5.	Guidance and support received from the doctoral supervisor in elaborating the theoretical-methodological component of the thesis	1	2	3	4	5	6		
6.	Guidance and support received from the doctoral supervisor in elaborating the scientific research component of the thesis	1	2	3	4	5	6		
7.	The opportunity of working in scientific research teams and taking part in projects	1	2	3	4	5	6		
8.	The feedback received from the commission that evaluated the research reports	1	2	3	4	5	6		
9.	The support received from BBU for participating in scientific events (conferences, workshops, etc.)	1	2	3	4	5	6		
10.	Online teaching, learning, and research activities	1	2	3	4	5	6		
11.	Overall, the quality of the teaching-learning-research process	1	2	3	4	5	6		
MATERIAL RESOURCE									

12.	**Spaces dedicated to teaching and research activities (number of seats, temperature and acoustic conditions, illumination)**	**1**	**2**	**3**	**4**	**5**	**6**		
13.	**Resources available at the faculty for carrying out research activities (required equipment, technical state)**	**1**	**2**	**3**	**4**	**5**	**6**		
14.	**Spaces dedicated to libraries (number of seats, temperature and acoustic conditions, illumination)**					**5**	**6**		
15.	**Library resources (the variety, relevance and accessibility of the publications, access to online databases)**	**1**	**2**	**3**	**4**	**5**	**6**		
16.	**BBU's resources for online learning (institutional email, MS Teams, Moodle, etc.)**	**1**	**2**	**3**	**4**	**5**	**6**		
17.	**Overall, the quality of the material resources offered by BBU**	**1**	**2**	**3**	**4**	**5**	**6**		
	FACILITIES AND SERVICES								
18.	**Services provided by the faculty administration office (office hours, promptness, efficiency)**	**1**	**2**	**3**	**4**	**5**	**6**		
19.	**Communication methods of the doctoral school office staff (in-person, by phone, via email)**	**1**	**2**	**3**	**4**	**5**	**6**		
20.	**Accessibility of essential information (course schedules, scholarships, accommodation, doctoral research funding, co-tutelage procedures, regulations, and legislative updates, etc.)**	**1**	**2**	**3**	**4**	**5**	**6**		
21.	**Efficiency in publishing information relevant to you (doctoral school website, ISD website, platforms, or email)**	**1**	**2**	**3**	**4**	**5**	**6**		
22.	**Services provided by the cashiers**	**1**	**2**	**3**	**4**	**5**	**6**		
23.	**Online payment services for various fees**	**1**	**2**	**3**	**4**	**5**	**6**		
24.	**Services offered by the Institute for Doctoral Studies**	**1**	**2**	**3**	**4**	**5**	**6**		
25.	**Services offered by the Centre for International Cooperation**	**1**	**2**	**3**	**4**	**5**	**6**		
26.	**The support offered by the faculty/doctoral school for international mobilities and cooperation**	**1**	**2**	**3**	**4**	**5**	**6**		
27.	**The support offered by the faculty/doctoral school for the public defence of the doctoral thesis**	**1**	**2**	**3**	**4**	**5**	**6**		
28.	**Information offered by the faculty, on web pages and on notice boards, regarding doctoral programmes**	**1**	**2**	**3**	**4**	**5**	**6**		
29.	**Internet access**	**1**	**2**	**3**	**4**	**5**	**6**		
30.	**Services offered by the BBU's Social Service**	**1**	**2**	**3**	**4**	**5**	**6**		
31.	**Access to accommodation in the student halls (number of places, their distribution)**	**1**	**2**	**3**	**4**	**5**	**6**		
32	**Accommodation conditions in the student halls**	**1**	**2**	**3**	**4**	**5**	**6**		
33	**Spaces for studying in the student halls (number of places, thermal and acoustic conditions, illumination)**	**1**	**2**	**3**	**4**	**5**	**6**		
34	**The safety and security level at the BBU (interior and exterior spaces of the university)**	**1**	**2**	**3**	**4**	**5**	**6**		
35	**Services offered by student canteens and cafeterias (menu, service, opening hours)**	**1**	**2**	**3**	**4**	**5**	**6**		
36	**Facilities and services offered to disabled doctoral students**	**1**	**2**	**3**	**4**	**5**	**6**		
37	**Facilities and services provided by BBU for online education**	**1**	**2**	**3**	**4**	**5**	**6**		
38.	**Overall, the facilities and services offered by BBU**	**1**	**2**	**3**	**4**	**5**	**6**		

39. How satisfied are you with your experience as a BBU doctoral student, in general?

Very dissatisfied					**Very satisfied**		**No answer**
1	**2**	**3**	**4**	**5**	**6**		

40. 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	6		
2. the faculty you have chosen	1	2	3	4	5	6		
3. BBU	1	2	3	4	5	6		

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

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

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

44. 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

45. Doctoral school: _____

46. Your age: _____ years old ☐ Prefer not to answer

47. Your gender: 1. ☐ Female 2. ☐ Male 3. ☐ Prefer not to answer

48. Citizenship: 1. ☐ Romanian 2. ☐ Other: _____ 3. ☐ Prefer not to answer

49. Ethnicity: 1. ☐ Romanian 2. ☐ Hungarian 3. ☐ German 4. ☐ Roma 5. ☐ Other: _____ 6. ☐ Prefer not to answer

50. Do you have a disability certificate? (regardless of whether you were admitted to a place reserved for candidates with disabilities):

1. ☐ YES 2. ☐ NO 3. ☐ Prefer not to answer

51. 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: _____

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

1. _____
2. _____
3. _____

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

1. _____
2. _____
3. _____

THANK YOU FOR YOUR TIME.

Annex C – Mean scores given by bachelor's and master's students

		S	L	M	STR	IF	ID/IFR	RO	MA	GE	EN and FR	L I	L II	L III	L IV	M I	M II
TEACHING – LEARNING																	
2015		3.5	3.5	3.5	3.5	3.4	3.6	3.5	3.5	3.2	3.4	3.6	3.4	3.3	3.5	3.5	3.4
2017		3.5	3.5	3.6	3.5	3.5	3.7	3.5	3.5	3.4	3.3	3.6	3.4	3.3	3.0	3.6	3.6
2019		3.5	3.5	3.6	3.6	3.5	3.7	3.6	3.5	3.5	3.4	3.7	3.5	3.4	3.1	3.6	3.5
2023	**on site**	3.74	3.70	3.89	3.88	3.72	3.83	3.79	3.62	3.95	3.44	3.74	3.73	3.61	3.86	3.98	3.80
	online	3.68	3.61	3.95	3.88	3.57	4.19	3.75	3.40	3.86	3.43	3.68	3.57	3.63	3.33	3.94	3.97
MATERIAL RESOURCES																	
2015		3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.6	3.7	3.8	3.7	3.6	3.6	3.7	3.7
2017		3.7	3.6	3.8	3.7	3.6	3.9	3.7	3.6	3.6	3.6	3.8	3.6	3.5	3.0	3.8	3.7
2019		3.7	3.7	3.6	3.5	3.6	3.9	3.7	3.6	3.6	3.6	3.9	3.7	3.5	3.3	3.7	3.5
2023	**on site**	3.86	3.85	3.90	3.94	3.84	4.02	3.90	3.79	3.93	3.63	3.91	3.87	3.77	3.90	3.96	3.83
	online	4.01	3.99	4.09	4.08	3.95	4.26	4.05	3.85	4.15	3.79	3.98	3.95	4.02	4.19	4.22	3.99
FACILITIES AND SERVICES																	
2015		3.4	3.4	3.4	3.4	3.4	3.5	3.4	3.4	3.3	3.4	3.5	3.4	3.3	3.6	3.7	3.4
2017		3.4	3.4	3.5	3.2	3.4	3.7	3.5	3.3	3.6	3.4	3.6	3.3	3.3	3.1	3.5	3.5
2019		3.5	3.5	3.5	3.4	3.5	3.7	3.6	3.3	3.5	3.5	3.7	3.5	3.3	3.4	3.5	3.4
2023	**on site**	3.89	3.88	3.95	4.00	3.86	4.08	3.94	3.76	3.95	3.67	3.92	3.89	3.80	3.86	4.06	3.84
	online	3.87	3.82	4.03	4.15	3.80	4.18	3.93	3.62	3.86	3.67	3.90	3.81	3.80	3.73	4.12	3.96
OVERALL SATISFACTION LEVEL																	
2015		**3.5**	**3.5**	**3.5**	**3.5**	**3.5**	**3.6**	**3.5**	**3.5**	**3.3**	**3.5**	**3.6**	**3.4**	**3.4**	**3.5**	**3.5**	**3.5**
2017		**3.5**	**3.5**	**3.6**	**3.4**	**3.5**	**3.7**	**3.5**	**3.4**	**3.5**	**3.4**	**3.6**	**3.4**	**3.4**	**3.0**	**3.6**	**3.5**
2019		**3.6**	**3.5**	**3.5**	**3.5**	**3.5**	**3.7**	**3.6**	**3.4**	**3.5**	**3.5**	**3.7**	**3.5**	**3.4**	**3.3**	**3.6**	**3.5**
2023	**on site**	**3.91**	**3.89**	**4.01**	**3.75**	**3.91**	**3.93**	**3.96**	**3.84**	**4.00**	**3.59**	**3.98**	**3.90**	**3.78**	**3.77**	**4.15**	**3.88**
	online	**3.77**	**3.70**	**4.03**	**3.96**	**3.70**	**4.24**	**3.86**	**3.36**	**3.64**	**3.62**	**3.88**	**3.71**	**3.61**	**3.50**	**4.12**	**3.97**

Note. Values for the **overall satisfaction level** in 2015, 2017 and 2019 represent the mean of the values obtained for the three dimensions. In 2023, it represents the value obtained for the item introduced to indicate the overall level.

Legend: S – all students; L – Bachelor's level; M – Master's level; STR – international students;

RO – Romanian language;MA – Hungarian language; GE – German language; EN and FR – English and French languages;

L I – Bachelor's level, year I; LII – Bachelor's level, year II; L III – Bachelor's level, year III; L IV – Bachelor's level, year IV;

M I – Master's level, year I; M II – Master's level, year II

In 2026, the reporting structure was changed, so the data were analyzed according to the language of study and the form of education in which students are enrolled, namely IF and ID/IFR.

	L	M	RO		MA		GE	Other languages	EN	
			L	M	L	M	L	M	L	M
Teaching–Learning–Assessment										
IF	4.17	4.38	4.24	4.39	4.19	4.46	4.69	4.99	3.85	4.31
ID/IFR	4.70	4.90	4.69	4.60	4.92					
Total	4.30	4.42								
Material Resources										
IF	4.42	4.58	4.53	4.68	4.16	4.57	5.14	5.47	4.13	4.21
ID/IFR	4.90	5.12	4.91	4.88	4.97					
Total	4.54	4.62								
Facilities and Services										
IF	4.66	4.82	4.72	4.89	4.50	4.81	5.08	5.45	4.36	4.50
ID/IFR	5.13	5.12	5.11	4.83	5.30					
Total	4.77	4.84								
Overall satisfaction level										
IF	4.51	4.68								
ID/IFR	5.00	5.00								
Total	4.63	4.71								

Note: In 2026, scores were given on a scale from 1 to 6.

Annex D – Mean scores given by doctoral students

		D	IF	IFR+IFF	B	T
Teaching–Learning–Research						
2015		3.90	3.90	4.30	3.90	4.10
2017		4.20	4.10	4.30	4.20	4.30
2019		4.10	4.00	4.40	4.10	4.10
2023	**on site**	3.89	3.87	4.00	-	-
	online	3.83	3.76	4.14	-	-
Material Resources						
2015		3.60	3.60	3.90	3.60	4.00
2017		4.00	4.00	4.10	4.00	4.10
2019		3.90	3.70	4.40	3.90	3.90
2023	**on site**	3.61	3.58	3.80	-	-
	online	4.08	4.06	4.17	-	-
Facilities and Services						
2015		3.70	3.70	3.70	3.70	3.70
2017		4.10	4.00	4.20	4.00	4.30
2019		4.10	3.90	4.30	4.10	3.80
2023	**on site**	3.85	3.90	3.60	-	-
	online	3.89	3.83	4.14	-	-
Overall satisfaction level						
2015		3.80	3.70	4.00	3.70	3.90
2017		4.10	4.00	4.20	4.00	4.20
2019		4.10	3.90	4.40	4.10	3.90
2023	**on site**	4.09	3.87	4.57	-	-
	online	4.00	4.03	4.40	-	-

Note

Values for the **overall satisfaction level** in 2015, 2017 and 2019 represent the mean of the values obtained for the three dimensions, using a scale from 1 (minimum) to 5 (maximum). In 2023, the overall satisfaction level represents the value obtained for the item introduced to indicate the overall satisfaction level.

" – " Insufficient questionnaires completed to obtain conclusive results for the respective subpopulation.

Legend: D – all doctoral students; B – budget-funded doctoral students; T – tuition-fee-paying doctoral students; IF – doctoral students enrolled in full-time studies; IFR – doctoral students enrolled in reduced-attendance studies; IFF – doctoral students enrolled in no-attendance studies

		D	IF	IFR
2026	**Teaching–Learning–Research**	5.21	5.21	5.19
	Material Resources	5.02	5.00	5.10
	Facilities and Services	5.28	5.29	5.25
	Overall satisfaction level	5.08	5.08	5.10

Note: In 2026, scores were given on a scale from 1 to 6.

Legend: D – all doctoral students; IF – doctoral students enrolled in full-time studies; IFR – doctoral students enrolled in reduced-attendance studies;