

UNIVERSIDADE DO PORTO

Self-Evaluation Report

Annex XVII

**Survey on higher education students' satisfaction
2006/07 (U.Porto)**

Institutional Evaluation
European University Association



Foundation of the Portuguese Universities

Survey on higher education students' satisfaction

Global results per participating institution

University of Porto

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Conduction of the survey: academic year 2006/2007

Participating institutions:

Institutions	No.	Institutions	No.
Public universities	6232	Polytechnic Institute of Porto	359
Aberta University	123	Polytechnic Institute of Santarém	196
University of Algarve	544	Polytechnic Institute of Setúbal	62
University of Aveiro	479	Polytechnic Institute of Tomar	230
University of Beira Interior	213	Viana do Castelo Polytechnic Institute	131
University of Coimbra	673	Polytechnic Institute of Viseu	205
University of Évora	380	Private universities	1598
University of Lisbon	466	Autonomous University of Lisbon	126
University of Minho	513	Catholic University of Portugal	330
New University of Lisbon	399	Lusíada University - Porto	161
University of Porto	1036	Infante D. Henrique Portucalense University	57
Technical University of Lisbon	546	Atlântica University	51
University of Trás-os-Montes and Alto Douro	289	University Fernando Pessoa	130
University of the Azores	127	Lusófona University	343
University of Madeira	216	Porto College of Arts	38
Higher Inst. of Business & Labour Sciences (ISCTE)	228	College of Arts and Design	42
Public polytechnics	3783	College of Health - Portuguese Red Cross	23
Polytechnic Institute of Beja	255	College of Design	54
Polytechnic Institute of Bragança	334	College of Marketing and Advertising	26
Polytechnic Institute of Castelo Branco	164	Higher Institute of the New Professions	33
Polytechnic Institute of Cávado and Ave	61	Higher Institute of Educational Sciences	42
Polytechnic Institute of Coimbra	417	Higher Institute of Educational Sciences of Felgueiras	7
Polytechnic Institute of Guarda	148	Higher Institute of Educational Sciences of Mangualde	25
Polytechnic Institute of Leiria	471	Higher Institute of Languages and Administration of Bragança	12
Polytechnic Institute of Lisbon	609	Higher Institute for Applied Psychology	98
Polytechnic Institute of Portalegre	141	Total	11613

I. In this section of the query, we would like you to think about your **choices and expectations** regarding the institution you are attending.

1. What importance did each of the following factors have in your decision for entering higher education?

	No.	Average
Obtain academic degree	1032	8.3
Obtain knowledge which leads to an exciting career	1031	8.6
My family was expecting that from me	1019	4.4
I wanted a good job	1031	7.4
I could not find a job	1009	1.7
Find a well paid job	1020	6.8
Avoid having to work	1023	1.0
To get away from home	1023	1.3
I like studying and learning	1028	7.3
I wanted to have the possibility to choose the direction of my life	1023	7.9
I wanted to stay with my friends who are here	1024	1.8
I wanted to make new friends	1026	4.1

Scale: 0=not important; 10=very important

2. Which was the most important of these factors in your decision for entering higher education?

	No.	%
Obtain academic degree	168	16.7
Obtain knowledge which leads to an exciting career	440	43.7
My family was expecting that from me	6	0.6
I wanted a good job	92	9.1
I could not find a job	2	0.2
Find a well paid job	75	7.4
Avoid having to work	1	0.1
To get away from home	1	0.1
I like studying and learning	86	8.5
I wanted to have the possibility to choose the direction of my life	129	12.8
I wanted to stay with my friends who are here	5	0.5
I wanted to make new friends	2	0.2
Total	1007	100.0

3. Why did you decide to choose the institution you are attending, in particular?

	No.	Average
It is the best for the course I wanted to study	790	76.4
It was the only one that offered me a place	46	4.4
It is was the only one that runs the course I wanted to study	127	12.3
It has a good academic reputation	856	82.8
It has a good social life reputation	218	21.1
It has good facilities for non academic activities	64	6.2
It was recommended by my family	125	12.1
It was near my home	435	42.1
For the information and dissemination actions it led	119	11.5
It was the one my friends chose to study at	35	3.4
It has good facilities for academic activities	272	26.3
The graduate students get good jobs	412	39.8
Because of the tuition fees amount	30	2.9
It was recommend by friends	111	10.7
The graduate students have social prestige	411	39.7

4. Which of the aforementioned reasons was the most important in your choice of entering this institution in particular?

	No.	%
It is the best for the course I wanted to study	525	50.8
It was the only one that offered me a place	23	2.2
It is was the only one that runs the course I wanted to study	78	7.6
It has a good academic reputation	208	20.1
It has a good social life reputation	1	0.1
It has good facilities for non academic activities	2	0.2
It was recommended by my family	11	1.1
It was near my home	111	10.7
For the information and dissemination actions it led	14	1.4
It was the one my friends chose to study at	6	0.6
It has good facilities for academic activities	3	0.3
The graduate students get good jobs	29	2.8
Because of the tuition fees amount	4	0.4
It was recommend by friends	5	0.5
The graduate students have social prestige	13	1.3
Total	1033	100.0

5. How was the duo “course/institution” ranked at the time of your application to higher education?

	No.	%
1º	786	82.1
2º	71	7.4
3º	39	4.1
4º	16	1.7
5º	33	3.4
6º	12	1.3
Total	957	100.0

II. In this section, please indicate the **level of importance of** each of the following specific aspects related to this institution:

6. Importance of academic aspects

	No.	Average
Teaching quality	1033	8.7
Quality of course content	1032	8.2
Knowledge gained from the course	1027	8.3
Relevance of the course	1022	7.6
Quality of academic counselling	1022	6.8
Offer of optional course	1023	6.5
Interaction with teachers outside class hours	1030	6.3
Knowledge assessment	1028	7.2

Scale: 0=not important; 10=very important

7. Importance of academic support

	No.	Average
Classroom conditions	1033	7.3
Laboratory conditions	985	6.6
Buildings and environment conditions	1029	7.0
Class size	1030	7.0
Library resources	1029	7.9
IT resources	1032	8.0

Scale: 0=not important; 10=very important

8. Importance of personal development aspects

	No.	Average
Meet my personal expectations	1034	8.3
Meet my intellectual expectations	1032	8.3
Broaden my knowledge	1032	8.5
Improve capacity/possibilities of interpersonal relationship	1026	7.6
Improve/develop better communication skills	1028	7.7
Improve/develop better leading skills	1027	7.0
Obtain better working skills	1031	8.4

Scale: 0=not important; 10=very important

9. Importance of aspects related to Procedures and Services

	No.	Average
Institution information/disclosure actions and material	1024	6.6
Guidance to new students	1027	7.1
Registration procedure facility	1027	6.7
Financial support services	1020	6.8
Student organisations and groups	1024	6.3
Students' health service	1018	6.3
Accommodation in student halls of residence	1011	6.3
Non-teaching staff attitude towards students	1027	6.9
Cultural programmes	1025	6.7
Catering services – canteen(s)	1027	7.3
Catering services – bar(s)	1024	7.3
Bookshop	1025	7.1
Website of the institution	1027	7.7
Study area	1029	7.8
Leisure area	1023	6.9
Sports facilities	1012	5.6
Non-academic activities	1017	6.2
Warm reception to students	1025	7.2
Support for students with special needs	1017	7.8
Students association	1023	6.9

Scale: 0=not important; 10=very important

10. After having answered the 6 to 9 questions, all in all, what importance would you give the following aspects:

	No.	Average
Course attended	1032	8.8
Institution attended	1030	8.3
Employability of the attended course	1027	8.2
Social prestige of the attended course	1032	7.4

Scale: 0=not important; 10=very important

III. In this section, please indicate the **level of satisfaction** of each of the following specific aspects related to this institution:

11. Satisfaction with academic aspects

	No.	Average
Teaching quality	1029	7.5
Quality of course content	1023	7.1
Knowledge gained from the course	1030	7.1
Relevance of the course	1025	6.9
Quality of academic counselling	1016	5.9
Offer of optional course	1015	5.5
Interaction with teachers outside class hours	1020	5.8
Knowledge assessment	1021	6.4

Scale: 0=extremely dissatisfied; 10= extremely satisfied

12. Satisfaction with academic support

	No.	Average
Classroom conditions	1027	6.2
Laboratory conditions	973	5.8
Buildings and environment conditions	1020	6.4
Class size	1020	6.2
Library resources	1018	7.2
IT resources	1022	7.2

Scale: 0=extremely dissatisfied; 10= extremely satisfied

13. Satisfaction with personal development aspects

	No.	Average
Meet my personal expectations	1024	7.3
Meet my intellectual expectations	1023	7.3
Broaden my knowledge	1024	7.7
Improve capacity/possibilities of interpersonal relationship	1021	7.1
Improve/develop better communication skills	1020	7.1
Improve/develop better leading skills	1015	6.5
Obtain better working skills	1017	7.5

Scale: 0=extremely dissatisfied; 10= extremely satisfied

14. Satisfaction with aspects related to Procedures and Services

	No.	Average
Institution information/disclosure actions and material	1016	6.1
Guidance to new students	1019	5.8
Registration procedure facility	1017	6.2
Financial support services	1006	5.5
Student organisations and groups	1008	5.8
Students' health service	1000	5.1
Accommodation in student halls of residence	972	5.3
Non-teaching staff attitude towards students	1015	6.2
Cultural programmes	1011	5.9
Catering services – canteen(s)	1014	5.2
Catering services – bar(s)	1015	6.0
Bookshop	1001	5.9
Website of the institution	1015	7.0
Study area	1017	6.2
Leisure area	1016	5.4
Sports facilities	1001	3.5
Non-academic activities	1011	5.2
Warm reception to students	1017	5.9
Support for students with special needs	988	5.8
Students association	1007	5.8

Scale: 0=extremely dissatisfied; 10= extremely satisfied

15. After having answered the 11 to 14 questions, all in all, how satisfactory would you rate the following aspects:

	No.	Average
Course you attend	1024	7.5
Institution you attend	1021	7.1
Employability of the attended course	1008	6.8
Social prestige of the attended course	1009	7.1

Scale: 0=extremely dissatisfied; 10= extremely satisfied

IV. In this section, please answer questions regarding the financing of your education

16. Which of the following financial resources do you use to finance your course?

	Frequently used		Occasionally used		Not used		Total	
	No.	%	No.	%	No.	%	No.	%
Family support	867	85.3	93	9.2	56	5.5	1016	100.0
Self-financing	118	12.3	258	26.8	585	60.9	961	100.0
Scholarship	244	25.4	58	6.0	660	68.6	962	100.0
Employer's support	21	2.2	22	2.3	894	95.4	937	100.0
Bank loan	4	0.4	13	1.4	921	98.2	938	100.0
Friends support	9	1.0	33	3.5	897	95.5	939	100.0

17. Which of the aforementioned resources is the MOST IMPORTANT SUPPORT in the finance of your course?

	No.	%
Family support	843	82.6
Self-financing	85	8.3
Scholarship	85	8.3
Employer's support	4	0.4
Bank loan	2	0.2
Friends support	1	0.1
Total	1020	100.0

18. Generally, do you think the finance support you are given is:

	No.	%
Insufficient	273	28.8
Sufficient	674	71.2
Total	947	100.0

V. In this section, please answer questions related to your **global perceptions regarding the institution.**

19. Does your institution provide foreign languages support?

	No.	%
Yes	545	54.4
No	457	45.6
TOTAL	1002	100.0

19.1. If yes, does it cover your needs?

	No.	%
Yes	210	39.0
No	82	15.2
I do not have needs	247	45.8
TOTAL	539	100.0

19.2. If not, do you think it should offer some?

	No.	%
Yes	426	93.2
No	21	4.6
No answer	10	2.2
TOTAL	457	100.0

20. Do you know if your institution promotes interchange and international mobility programmes (SOCRATES, ERASMUS, etc. programmes)?

	No.	%
Yes	972	97.0
No	30	3.0
TOTAL	1002	100.0

21. Please indicate your general opinion regarding the following aspects:

	Very bad		Bad		Satisfactory		Good		Very good		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
The academic experience in your institution	12	1.2	32	3.1	321	31.5	507	49.8	146	14.3	1018	100.0
The course attended	7	0.7	24	2.4	245	24.1	535	52.6	207	20.3	1018	100.0
The strictness and exigency demanded at an academic level	11	1.1	44	4.3	237	23.3	516	50.8	207	20.4	1015	100.0

22. Please answer the following questions regarding the institution:

	YES		NO		TOTAL	
	No.	%	No.	%	No.	%
If you could go back, would you apply to the institution you attend?	927	90.9	93	9.1	1020	100.0
Would you recommend the institution you attend to other people?	928	90.8	94	9.2	1022	100.0
If you had the opportunity, would you change studies?	172	16.8	849	83.2	1021	100.0
If you had the opportunity, would you change institution?	148	14.5	871	85.5	1019	100.0

23. On a 0 to 10 scale, in which 0 corresponds to "very low" and 10 to "very high", in what position do you rate the employability of your course?

	No.	Average
In what position do you rate the employability of your course?	1026	6.4

24. How would you rate, as a whole, the following aspects related to your institution?

	Negative		Neutral		Positive		Total	
	No.	%	No.	%	No.	%	No.	%
Image of your institution	30	2.9	156	15.2	842	81.9	1028	100.0
Reputation of your institution	17	1.7	116	11.3	895	87.1	1028	100.0

VI. Finally, please supply information regarding yourself

25. Gender

	No.	%
Female	574	55.4
Male	451	43.5
No answer	11	1.1
Total	1036	100.0

26. Age

	No.	%
Until 20 y.o.	487	47.0
21-25 y.o.	478	46.1
> 25 y.o.	56	5.4
No answer	15	1.4
Total	1036	100.0

28. Are you a student worker?

	No.	%
Yes	108	10.4
No	922	89.0
No answer	6	0.6
Total	1036	100.0

29. Are you an interchange student (ex.: Erasmus, Socrates, etc.)?

	No.	%
Yes	15	1.4
No	1008	97.3
No answer	13	1.3
Total	1036	100.0

30. Are you a PALOP student?

	No.	%
Yes	13	1.3
No	1003	96.8
No answer	20	1.9
Total	1036	100.0

31. During the academic year, do you live away from your usual place of residence?

	No.	%
Yes	357	34.5
No	670	64.7
No answer	9	0.9
Total	1036	100.0

31.1. If you are displaced, where do you live?

	No.	%
Student hall of residence	43	12.2
Other accommodation	310	87.8
Total	353	100.0

32. Have you already answered any query in this institution on satisfaction regarding the latter?

	No.	%
Yes	446	43.1
No	568	54.8
No answer	22	2.1
Total	1036	100.0