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SC01 

You are being invited to participate in a research study titled “How Administration, Infrastructure, and Academics Shape SRH Students’ Overall Satisfaction: A Multifactor Analysis.” This study is being conducted by Kamaljit Singh Sandhu, Teodor Cisar, Emil Gasanov, Zarina Suyunova, and Hsu Thiri Htike as part of the course Business Research Methods (Instructor: Carla Rinne) at SRH Berlin University of Applied Sciences. You are invited because you are currently enrolled as a student at SRH Berlin.

Purpose of the study: The purpose of this research is to understand which factors influence SRH students’ overall satisfaction, focusing on perceived quality of administration, infrastructure, and academics.

What you will do: If you agree to participate, you will complete a short questionnaire about your experience at SRH Berlin. The survey takes approximately 5–7 minutes to complete.

Benefits: You may not directly benefit from participating. However, your responses may help SRH better understand student needs and identify areas for improvement in the student experience.

Risks and confidentiality: We do not anticipate any risks beyond those of everyday online activities. As with any online survey, there is a small risk of loss of confidentiality. To reduce this risk, the survey does not collect identifying information (such as name, student ID, or email). Responses will be stored securely, accessed only by the research team, and reported only in aggregated form (group results). Data will be retained only for the purpose of this course project and then deleted after completion of the course requirements.

Voluntary participation: Your participation is completely voluntary. You may stop at any time without any negative consequences. You may also skip any question you do not want to answer.

Contact: If you have questions about this study, you may contact the research team at teodor.cisar@stud.srh-campus-berlin.de. If you have questions about your rights as a research participant, you may contact Carla.Rinne@srh-hochschulen.de.

By clicking “Yes, I agree” below, you confirm that you are at least 18 years old, have read and understood this information, and agree to participate in this study.

- ☐ Yes, I agree
- ☐ No, I do not agree (do not participate in this study)

SU01

1. Perceived Quality of Administration

Think about the university's administration and student services (e.g. admissions office, program administration, exam office, student service center). Please indicate how much you agree or disagree with each statement regarding the administrative services at the university.

a) The administrative staff are helpful when I have questions or issues.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) Administrative processes (such as course registration, enrollment, or paperwork) are efficiently handled.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c) The university provides clear information about administrative procedures.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

d) When I contact administrative offices, I receive prompt solutions to my inquiries.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

e) Student issues/requests are handled with professional care by the university's administration.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

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2. Perceived Quality of Infrastructure

SU02 

Consider the physical facilities and basic technology infrastructure of the campus. Please indicate your agreement with each statement about the campus infrastructure, including classrooms, study spaces, and campus technology.

a) Classrooms, laboratories, and other learning spaces are well-equipped with properly maintained equipment.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

b) There are enough common spaces on campus for students to work and collaborate.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

c) The campus Wi-Fi/internet access are reliable throughout the campus.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

d) General campus facilities (e.g., cafeteria, restrooms, lounges) are well-maintained (i.e. clean, functioning and free from defects)

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

e) The university's IT resources (such as computer labs, available software, and equipment) support my studies well.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

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3. Perceived Quality of Academics

SU03 

Now think about the teaching and learning aspects of your experience. Please rate your agreement with each statement regarding the quality of academics (teaching, courses, and academic feedback) at the university.

a) The lecturers/professors are knowledgeable in their subject areas.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

b) The teaching methods used by instructors are effective in helping me learn.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

c) Courses in my program are well-organized.

Strongly

disagree

☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐**d) The content in my course is clearly structured.**Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐**e) The way my learning is assessed (exams, assignments) is fair and transparent.**Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐**f) I receive useful feedback on my coursework (e.g., comments on assignments, exam feedback) that helps me improve.**Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐**4. Overall Student Satisfaction**SU04 

Finally, please consider your overall experience at SRH Berlin. Indicate your agreement with each broad statement about your satisfaction and willingness to recommend the university.

a) Overall, I am satisfied with my experience as a student at this university.

Strongly

disagree

☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

b) If I were to make the choice again, I would choose to attend SRH Berlin once more.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

c) I would recommend SRH Berlin to others who are considering it for their studies.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

d) My experience at this university has met my expectations.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

e) I believe that the education I am receiving is high quality overall.

Strongly
disagree☐

Disagree

☐

Neutral

☐

Agree

☐

Strongly agree

☐

5. What is your age?

Please enter your age as a number (e.g., 23).

6. What is your gender?

DE05 

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

7. Is your home country part of the EU/EEA?

DE06 

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

8. What is your current level of study?

DE01 

- ☐ Bachelor's program
- ☐ Master's program
- ☐ Ph.D. program
- ☐ Prefer not to say

DE02 

9. Which year of study are you currently in?

- ☐ 1st year
- ☐ 2nd year
- ☐ 3rd year
- ☐ 4th year
- ☐ 5th year or higher
- ☐ Prefer not to say

10. What best describes your enrollment status at SRH Berlin?DE03 

- ☐ Degree-seeking student at SRH Berlin
- ☐ Exchange student
- ☐ Visiting / Non-degree student
- ☐ Rather not say

Page 07**11. Did you like participating this study?**SC03 

- ☐ Yes
- ☐ No

SC04 

12. Have you carried out all the tasks as described in the respective instructions?

- ☐ I sometimes clicked anything because I was unmotivated or simply did not know.
- ☐ I have completed all the tasks as requested in the instructions.
- ☐ I have often clicked anything, so I am quickly done.

13. Could you complete the questionnaire in one go without being distracted?

SC05

- ☐ Yes, I have given the study full attention and gone through it in one.
- ☐ I was distracted by my environment (people, noises, etc.) once.
- ☐ I was distracted by my environment (people, noises, etc.) several times.

14. You have answered all questions, thank you for your time! Can we use your data in anonymous form for scientific purposes?

SC02

- ☐ Yes, I have correctly answered all questions. My data can be used for the analyses.
- ☐ No, I wanted to “just look”, take part repeatedly, or do not want my data to be used for analyses.

SC06

Any comments about your experience at SRH Berlin (optional)?

You can write anything you think is relevant. If you have no idea, just leave the field blank.

Last Page

Thank you very much for completing the survey! 🎓👏 Your response has been recorded. This survey is anonymous, and all answers will remain confidential. We greatly appreciate your time and honest feedback. Your input will help us improve the student experience at SRH Berlin.

Teodor Cisar – 2025