Title of the report

Course Quality Advisory Board

September 2, 2015

Contents

1 Introduction

1.1 Course Quality Advisory Board

C-QAB is a voluntary student organization comprised of current and past Erasmus Mundus students. The focus of C-QAB is to facilitate communication between the Association and the Erasmus Mundus programmes. C-QAB accomplishes this by coordinating the EMA Programme Representatives, conducting an annual student services satisfaction survey and responding to student concerns through its email account.

If you have any concerns or would like to request some additional information, feel free to contact us through e-mail: em.feedback@em-a.eu.

1.2 Some stuff about the survey

Number of respondents, number of courses with 10+ respondents, tables with coverage and response rates.

1.3 Structure of the document

There are four sections each represented by multiple questions. Each question is explained through a graph and a table.

Graph plots the responses from students, while table provides information about how other courses did on that question. Example of a table below:

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Course content	18	3.00	3.19	2.54 - 3.06	3.07 - 3.23	3.24 - 3.40	3.41 - 3.70
Enrolling in classes	18	3.28	3.42	2.57 - 3.25	3.26 - 3.45	3.46 - 3.62	3.63 - 3.92
Evaluation methods	18	2.89	3.03	2.23 - 2.88	2.88 - 3.06	3.07 - 3.21	3.22 - 3.76

Each row represents a dimension of the question. It contains information about the mean that question received from students of your program.

Calculation of means is based on Likert-scale. Each option corresponds to a numeric value in a following way:

1. "Very unsatisfied" or "Disagree"= 1.
2. "Unsatisfied" or "Somewhat disagree"= 2.
3. "Satisfied" or "Somewhat agree" = 3.
4. "Very satisfied" or "Agree" = 4.

Therefore, average score for any given dimension in a table ranges from a minimum of 1 to a maximum of 4, with 4 being a perfect score for each dimension.

Following that is the mean for all respondents of the survey. Finally, table provides information about distribution of means in all other courses. Distribution is represented by quantiles. This means that 25% of courses will lie in each of the columns. This enables easy comparison of any given program with its peers. The column with the score of your program is highlighted.

Important note: Throughout this report only dimensions with at least 10 respondents will be used. That means that some questions will have less dimensions or may be even missing altogether.
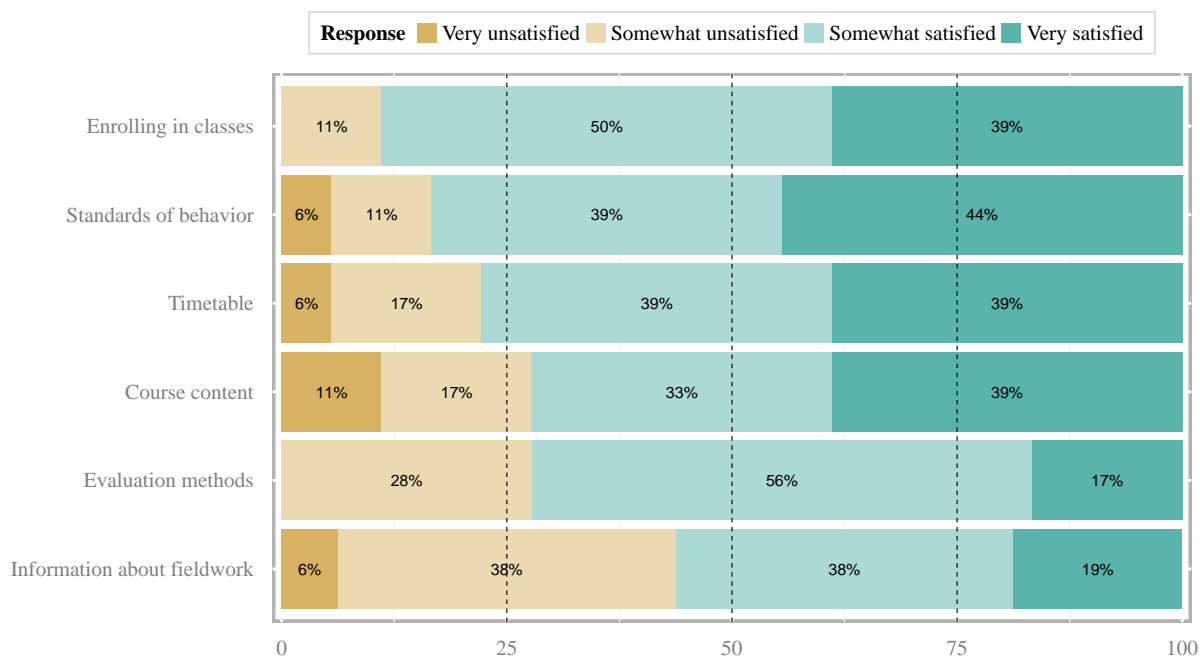
1.4 Executive summary (?)

2   Supporting services

2.1   Support received before the start of the Erasmus Mundus course

Question:B.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the information and support received before the start
of Erasmus Mundus master course on the following aspects

| Response | Very unsatisfied | Somewhat unsatisfied | Somewhat satisfied | Very satisfied |

Aspect	Very unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Very satisfied
Enrolling in classes		11%	50%	39%
Standards of behavior	6%	11%	39%	44%
Timetable	6%	17%	39%	39%
Course content	11%	17%	33%	39%
Evaluation methods		28%	56%	17%
Information about fieldwork	6%	38%	38%	19%

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

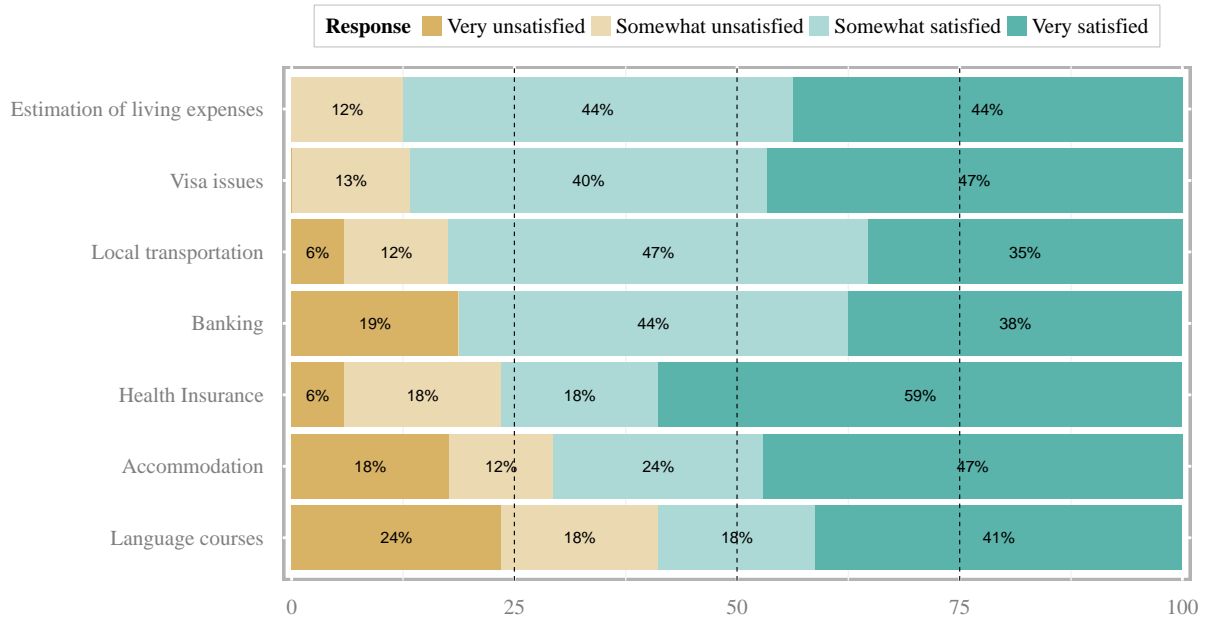|	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Course content	18	3.00	3.19	2.54 - 3.06	3.07 - 3.23	3.24 - 3.40	3.41 - 3.70
Enrolling in classes	18	3.28	3.42	2.57 - 3.25	3.26 - 3.45	3.46 - 3.62	3.63 - 3.92
Evaluation methods	18	2.89	3.03	2.23 - 2.88	2.88 - 3.06	3.07 - 3.21	3.22 - 3.76
Information about fieldwork	18	2.69	2.95	2.00 - 2.80	2.81 - 3.00	3.01 - 3.19	3.20 - 3.57
Standards of behavior	18	3.22	3.44	2.77 - 3.29	3.30 - 3.42	3.43 - 3.63	3.64 - 3.90
Timetable	18	3.11	3.13	1.94 - 2.96	2.97 - 3.20	3.21 - 3.33	3.34 - 3.80

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.1.1 First university.

Question:N.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items regarding the logistic information and support received before the beginning of studies in the first university

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Accommodation	18	3.00	3.17	1.79 - 2.94	2.95 - 3.26	3.27 - 3.40	3.41 - 3.78
Banking	18	3.00	3.39	2.20 - 3.27	3.28 - 3.42	3.43 - 3.54	3.55 - 3.85
Estimation of living expenses	18	3.31	3.39	2.45 - 3.24	3.25 - 3.44	3.45 - 3.56	3.57 - 3.86
Health Insurance	18	3.29	3.52	2.67 - 3.38	3.38 - 3.56	3.57 - 3.68	3.69 - 3.90
Language courses	18	2.76	3.20	1.90 - 2.92	2.93 - 3.23	3.24 - 3.47	3.48 - 3.94
Local transportation	18	3.12	3.49	2.42 - 3.38	3.39 - 3.50	3.51 - 3.69	3.70 - 3.96
Visa issues	18	3.33	3.49	2.58 - 3.32	3.33 - 3.57	3.58 - 3.69	3.70 - 3.93

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.1.2 Second university.

Question:O.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items regarding the logistic information and support received before the beginning of studies in the second university

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
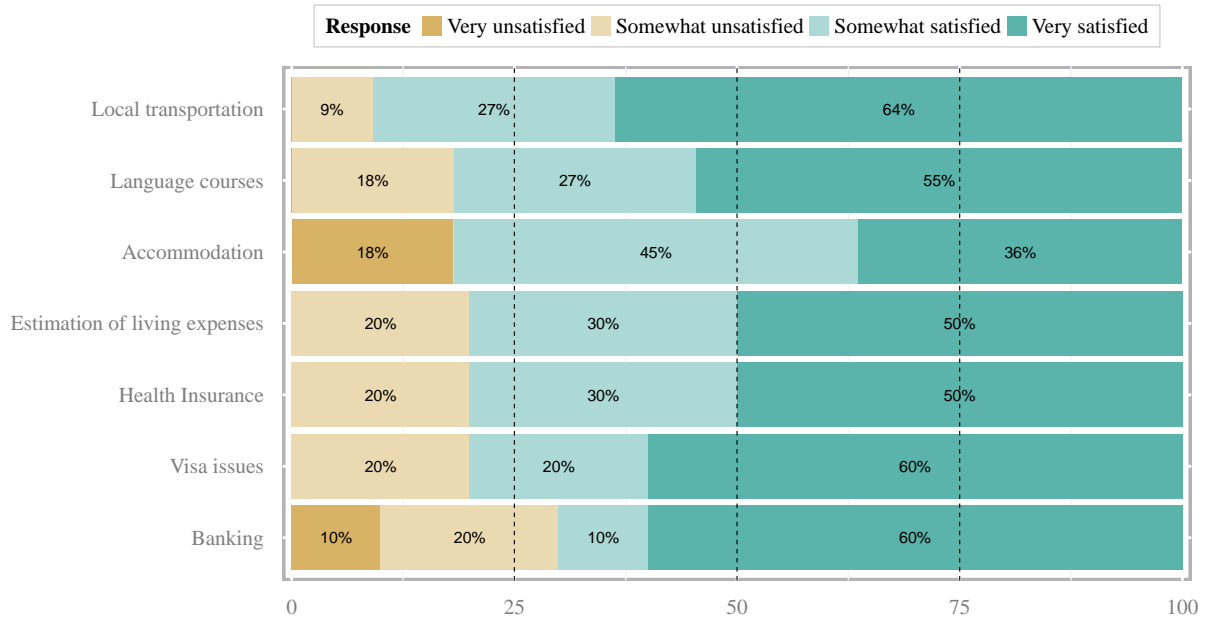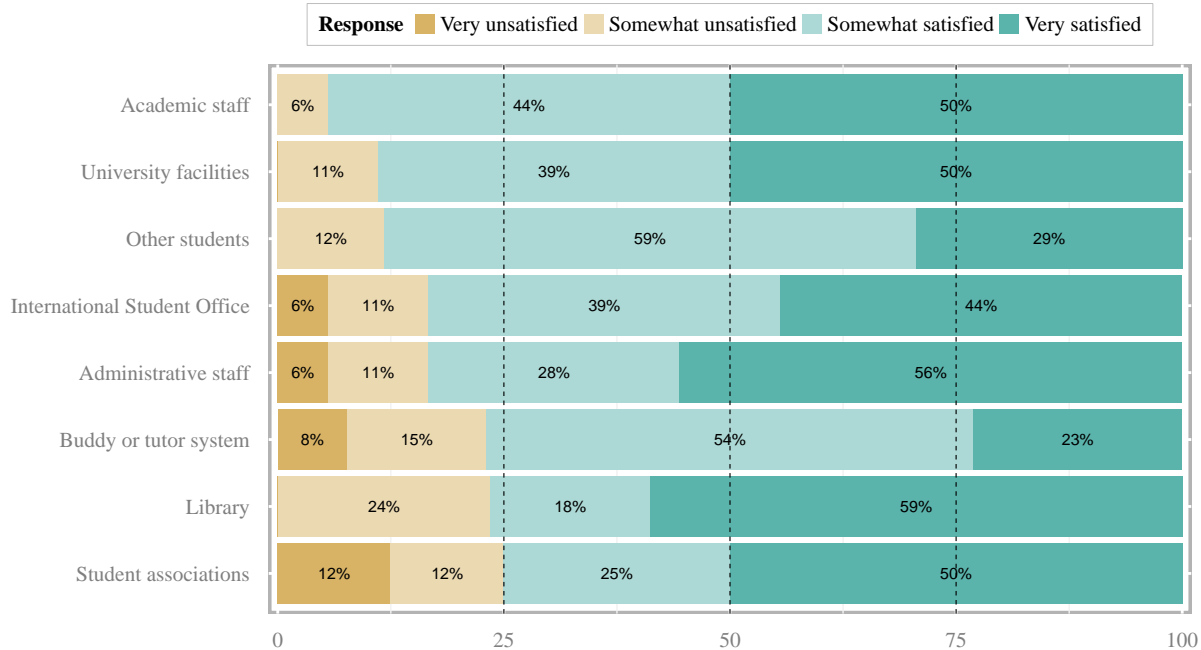
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Accommodation	18	3.00	3.03	1.78 - 2.75	2.76 - 3.06	3.07 - 3.32	3.33 - 4.00
Banking	18	3.20	3.27	2.31 - 3.06	3.07 - 3.32	3.33 - 3.50	3.51 - 3.88
Estimation of living expenses	18	3.30	3.31	2.31 - 3.09	3.10 - 3.30	3.31 - 3.58	3.59 - 3.80
Health Insurance	18	3.30	3.35	2.64 - 3.22	3.23 - 3.40	3.41 - 3.59	3.60 - 3.95
Language courses	18	3.36	3.09	1.56 - 2.80	2.81 - 3.17	3.18 - 3.37	3.38 - 4.00
Local transportation	18	3.55	3.36	2.17 - 3.12	3.13 - 3.40	3.41 - 3.60	3.61 - 4.00
Visa issues	18	3.40	3.28	1.92 - 3.16	3.17 - 3.42	3.43 - 3.56	3.57 - 4.00

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.2   Support received during the orientaion program.

Question:B.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the introduction process to the following units or people as part of the orientation program

| Response | Very unsatisfied | Somewhat unsatisfied | Somewhat satisfied | Very satisfied |

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

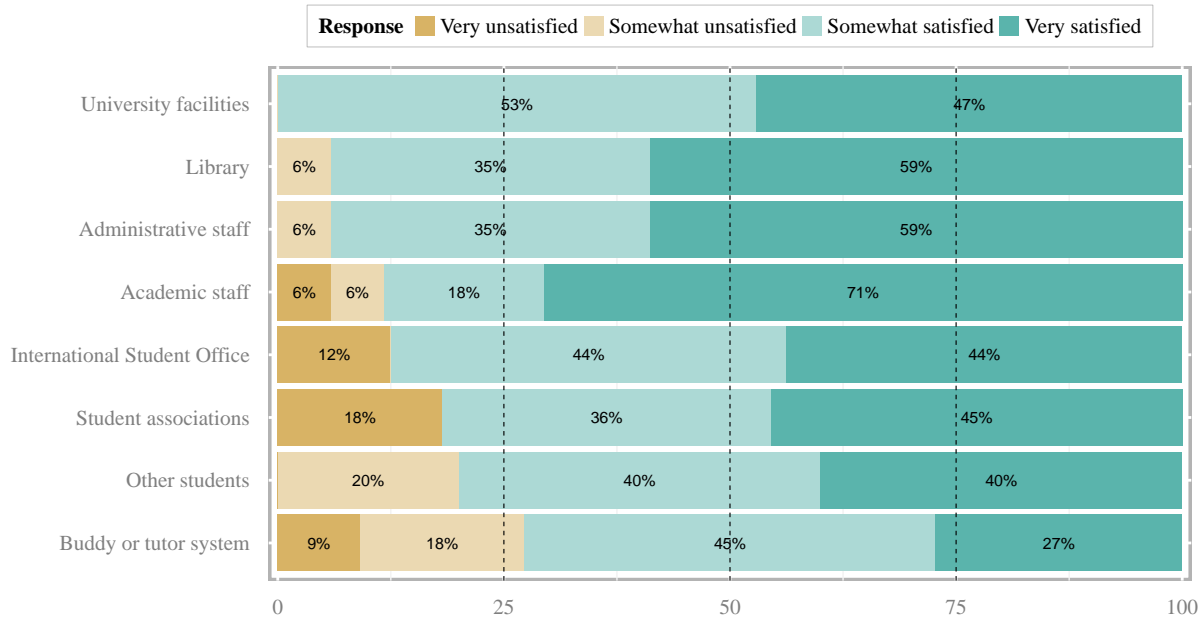|	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.44	3.44	2.40 - 3.29	3.30 - 3.47	3.48 - 3.63	3.64 - 3.92
Administrative staff	18	3.33	3.39	2.30 - 3.20	3.21 - 3.43	3.44 - 3.62	3.63 - 3.93
Buddy or tutor system	18	2.92	2.96	2.00 - 2.88	2.89 - 3.06	3.07 - 3.20	3.21 - 3.64
International Student Office	18	3.22	3.24	2.47 - 3.04	3.05 - 3.27	3.28 - 3.48	3.49 - 3.90
Library	18	3.35	3.37	2.50 - 3.20	3.21 - 3.35	3.36 - 3.58	3.59 - 3.91
Other students	18	3.18	3.33	2.36 - 3.18	3.19 - 3.36	3.37 - 3.47	3.48 - 3.86
Student associations	18	3.12	2.99	1.92 - 2.76	2.77 - 3.02	3.03 - 3.22	3.23 - 3.62
University facilities	18	3.39	3.40	2.40 - 3.21	3.22 - 3.39	3.40 - 3.57	3.58 - 3.92

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.2.1 First university.

Question:N.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the introduction process to the following units or people as part of the orientation program at the first university

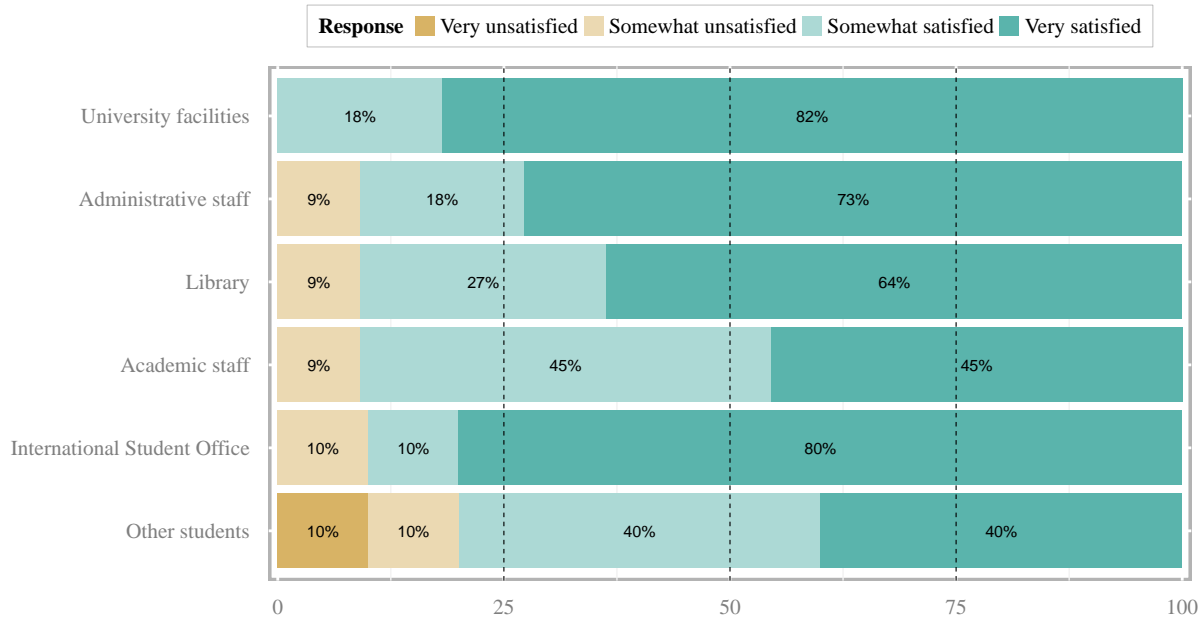Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.53	3.48	2.50 - 3.36	3.37 - 3.50	3.51 - 3.69	3.70 - 3.92
Administrative staff	18	3.53	3.45	2.45 - 3.25	3.26 - 3.50	3.51 - 3.70	3.71 - 4.00
Buddy or tutor system	18	2.91	3.08	2.25 - 2.90	2.91 - 3.15	3.16 - 3.32	3.33 - 3.90
International Student Office	18	3.19	3.30	2.31 - 3.04	3.05 - 3.36	3.37 - 3.57	3.58 - 3.89
Library	18	3.53	3.38	2.15 - 3.23	3.24 - 3.39	3.40 - 3.60	3.61 - 3.93
Other students	18	3.20	3.36	2.27 - 3.10	3.11 - 3.40	3.41 - 3.55	3.56 - 3.86
Student associations	18	3.09	3.07	2.37 - 2.83	2.84 - 3.17	3.18 - 3.40	3.41 - 3.75
University facilities	18	3.47	3.42	2.29 - 3.25	3.26 - 3.46	3.47 - 3.61	3.62 - 3.96

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.2.2   Second university.

Question:O.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the introduction process to the following units or people as part of the orientation program at the second university

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
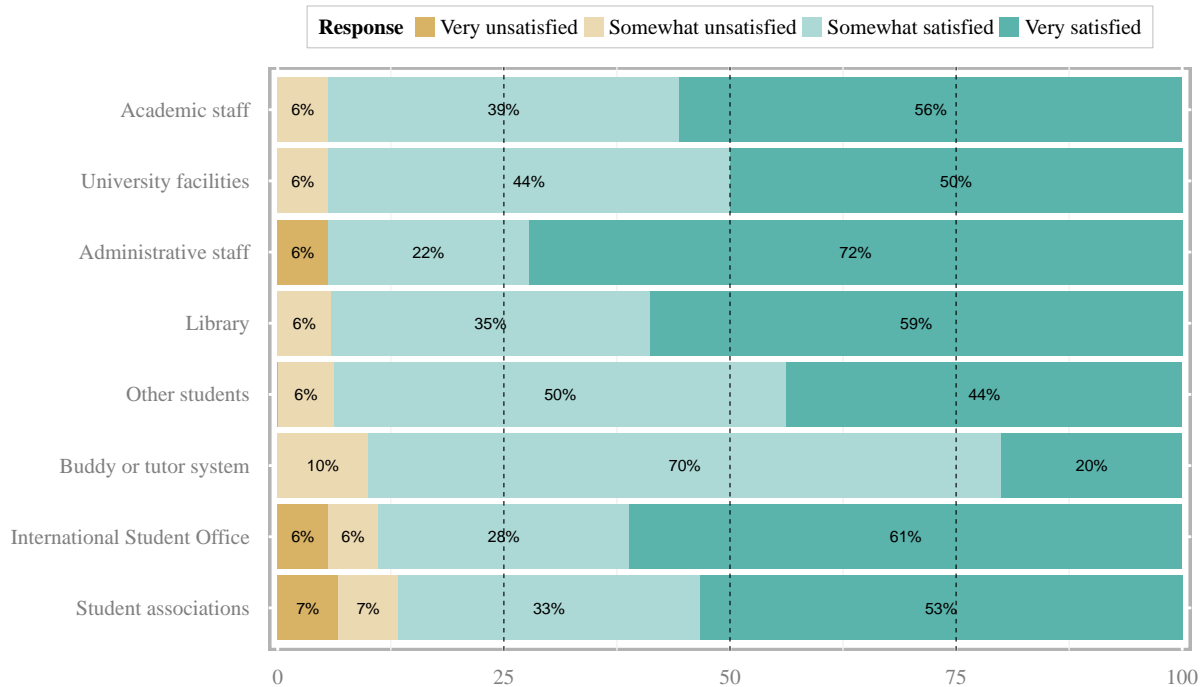
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.36	3.43	1.92 - 3.33	3.34 - 3.47	3.48 - 3.63	3.64 - 3.92
Administrative staff	18	3.64	3.34	2.04 - 3.18	3.19 - 3.44	3.45 - 3.63	3.64 - 4.00
International Student Office	18	3.70	3.23	1.73 - 3.00	3.01 - 3.28	3.29 - 3.50	3.51 - 4.00
Library	18	3.55	3.35	2.28 - 3.19	3.20 - 3.40	3.41 - 3.64	3.65 - 4.00
Other students	18	3.10	3.34	2.50 - 3.19	3.20 - 3.38	3.39 - 3.55	3.56 - 4.00
University facilities	18	3.82	3.37	2.00 - 3.27	3.28 - 3.44	3.45 - 3.64	3.65 - 4.00

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.3 Helpfulness of units and people

Question:B.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the helpfulness of the following units of people

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
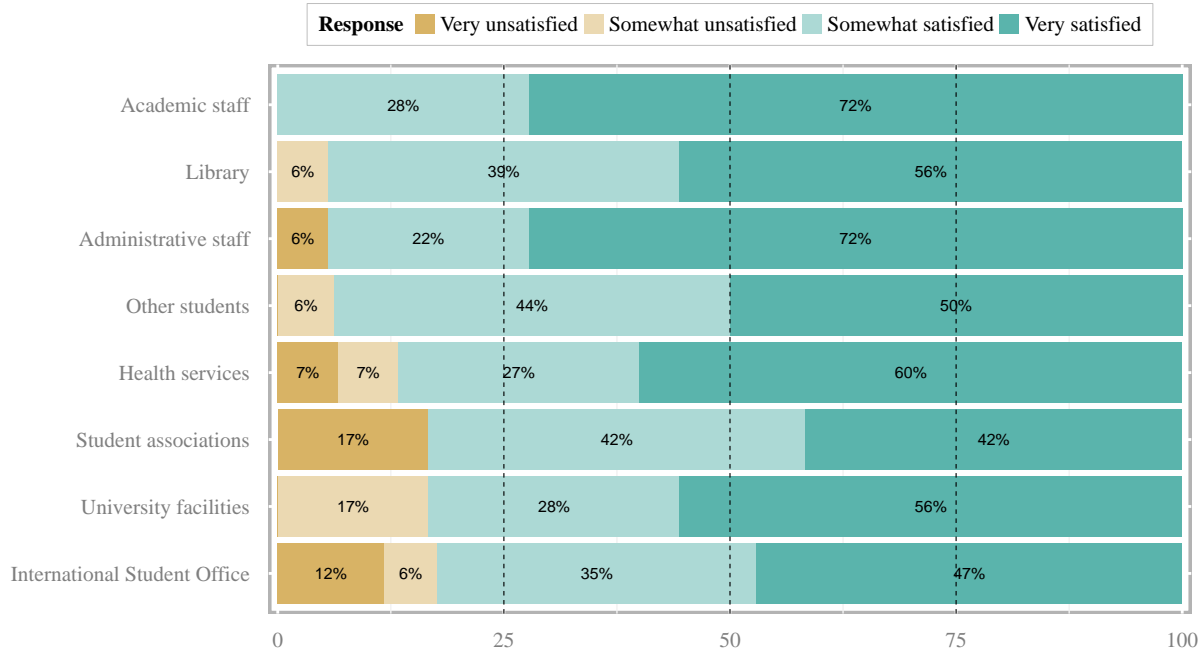
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.50	3.45	2.50 - 3.30	3.31 - 3.46	3.47 - 3.62	3.63 - 4.00
Administrative staff	18	3.61	3.35	2.10 - 3.18	3.19 - 3.45	3.46 - 3.61	3.62 - 4.00
Buddy or tutor system	18	3.10	3.03	2.20 - 2.90	2.91 - 3.06	3.07 - 3.20	3.21 - 3.73
International Student Office	18	3.44	3.25	2.45 - 3.09	3.10 - 3.27	3.28 - 3.50	3.51 - 3.71
Library	18	3.53	3.42	2.80 - 3.20	3.21 - 3.44	3.45 - 3.60	3.61 - 3.93
Other students	18	3.38	3.40	2.45 - 3.21	3.22 - 3.39	3.40 - 3.55	3.56 - 3.85
Student associations	18	3.33	3.04	2.10 - 2.92	2.93 - 3.08	3.09 - 3.24	3.25 - 3.68
University facilities	18	3.44	3.42	2.71 - 3.27	3.28 - 3.48	3.49 - 3.63	3.64 - 3.86

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.3.1   First university.

Question:N.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the helpfulness of the following units of people at
the first university

| Response | Very unsatisfied | Somewhat unsatisfied | Somewhat satisfied | Very satisfied |

Academic staff	28%		72%	
Library	6%	39%	56%	
Administrative staff	6%	22%	72%	
Other students	6%	44%	50%	
Health services	7% 7%	27%	60%	
Student associations	17%	42%	42%	
University facilities	17%	28%	56%	
International Student Office	12% 6%	35%	47%	

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

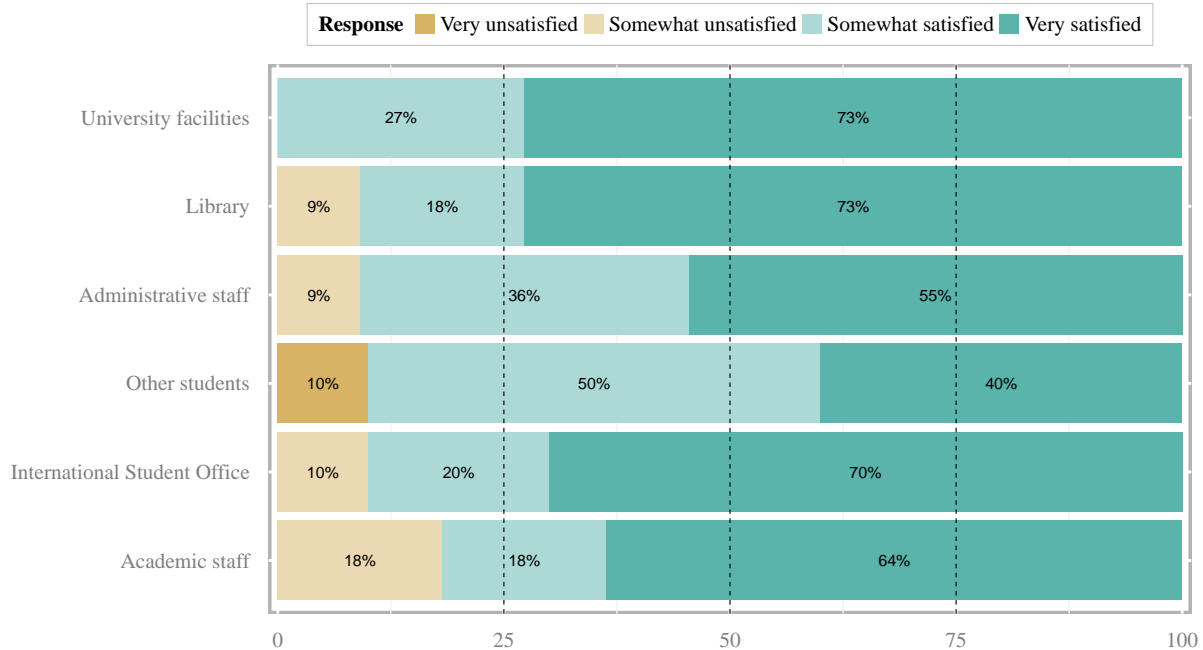|	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.72	3.48	2.29 - 3.38	3.39 - 3.52	3.53 - 3.67	3.68 - 3.93
Administrative staff	18	3.61	3.44	2.21 - 3.20	3.21 - 3.52	3.53 - 3.69	3.70 - 3.93
Health services	18	3.40	3.44	2.50 - 3.30	3.31 - 3.46	3.47 - 3.64	3.65 - 3.86
International Student Office	18	3.18	3.33	1.91 - 3.12	3.13 - 3.33	3.34 - 3.60	3.61 - 3.89
Library	18	3.50	3.43	2.33 - 3.21	3.22 - 3.50	3.51 - 3.68	3.69 - 3.93
Other students	18	3.44	3.41	2.88 - 3.24	3.25 - 3.41	3.42 - 3.57	3.58 - 3.85
Student associations	18	3.08	3.15	2.45 - 2.93	2.94 - 3.20	3.21 - 3.41	3.42 - 3.77
University facilities	18	3.39	3.44	2.46 - 3.27	3.28 - 3.43	3.44 - 3.62	3.63 - 3.93

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.3.2   Second university.

Question:O.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the helpfulness of the following units of people at the second university

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

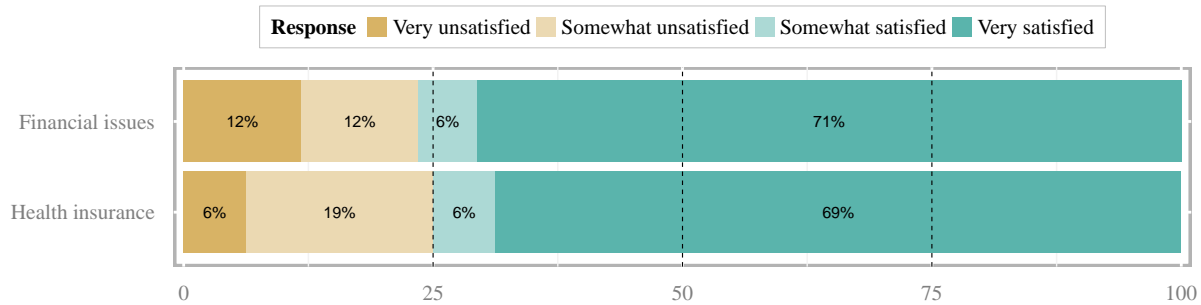|	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	18	3.45	3.46	1.85 - 3.36	3.37 - 3.52	3.53 - 3.65	3.66 - 4.00
Administrative staff	18	3.45	3.36	1.94 - 3.19	3.20 - 3.46	3.47 - 3.63	3.64 - 4.00
International Student Office	18	3.60	3.25	2.48 - 3.07	3.08 - 3.30	3.31 - 3.54	3.55 - 4.00
Library	18	3.64	3.40	2.44 - 3.23	3.24 - 3.45	3.46 - 3.64	3.65 - 4.00
Other students	18	3.20	3.40	2.77 - 3.24	3.25 - 3.41	3.42 - 3.57	3.58 - 4.00
University facilities	18	3.73	3.41	2.24 - 3.32	3.33 - 3.50	3.51 - 3.62	3.63 - 3.94

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.4 Support received on various issues.

Question:B.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the support received on the following issues

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
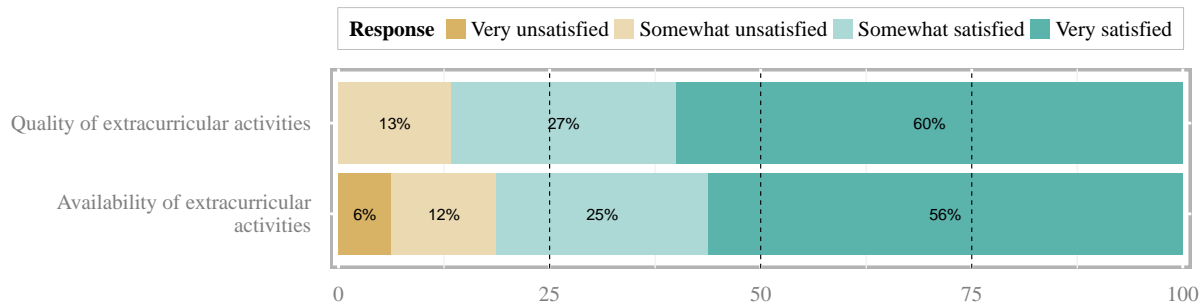
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Financial issues	18	3.35	3.34	2.50 - 3.19	3.20 - 3.40	3.41 - 3.57	3.58 - 3.90
Health insurance	18	3.38	3.36	2.54 - 3.25	3.26 - 3.38	3.39 - 3.56	3.57 - 3.84

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

2.4.1 First university.

Question:N.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items for first university

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Availability of extracurricular activities	18	3.31	3.02	1.83 - 2.74	2.75 - 3.12	3.13 - 3.29	3.30 - 3.78
Quality of extracurricular activities	18	3.47	3.13	2.36 - 2.90	2.91 - 3.21	3.22 - 3.40	3.41 - 3.74

Some supporting about the table and highlighting some of the issues. Should be individual for each course.
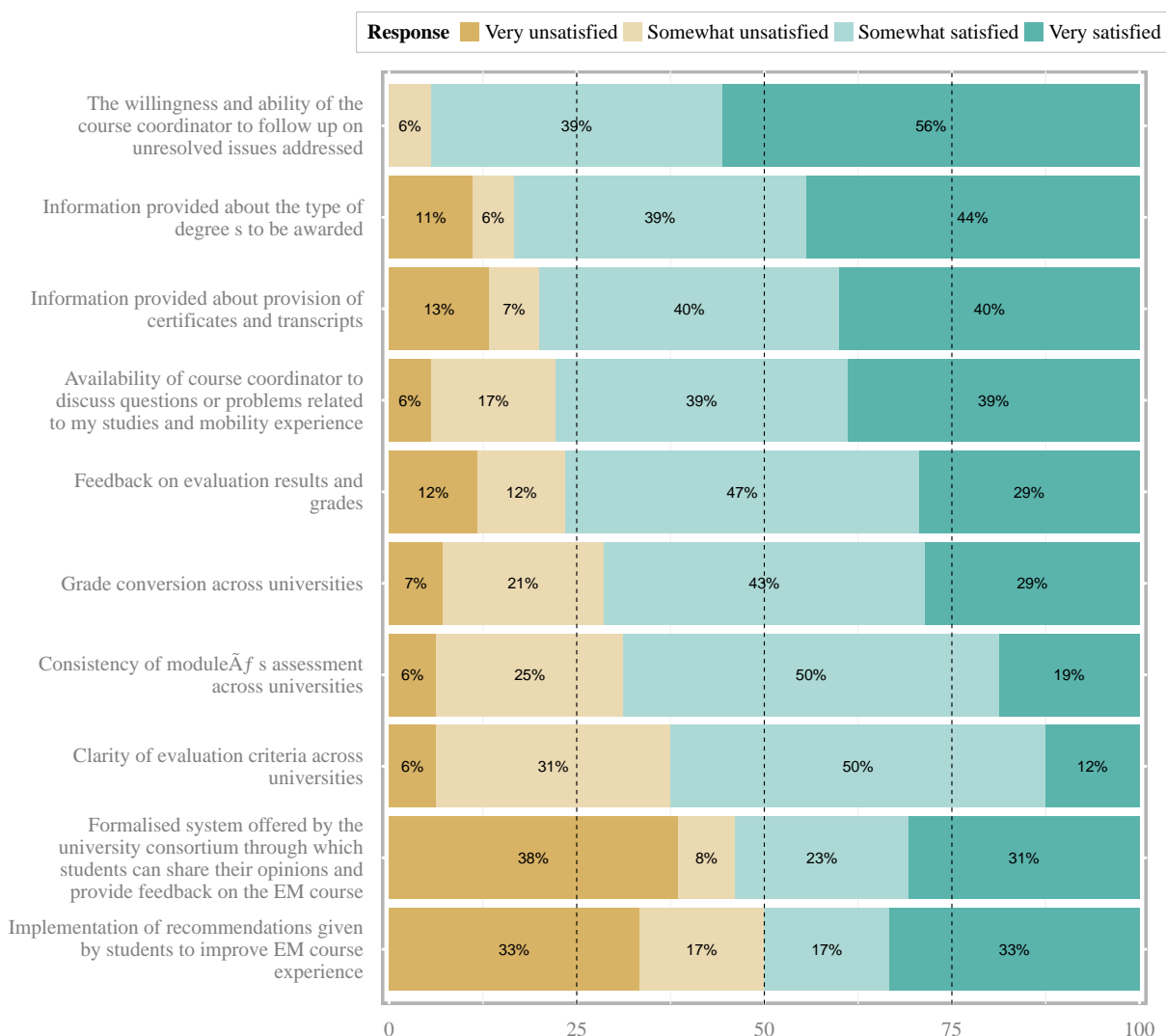
3   Assessment and feedback

Some introductory text about the section

3.1   Module assessment.

Question:C.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
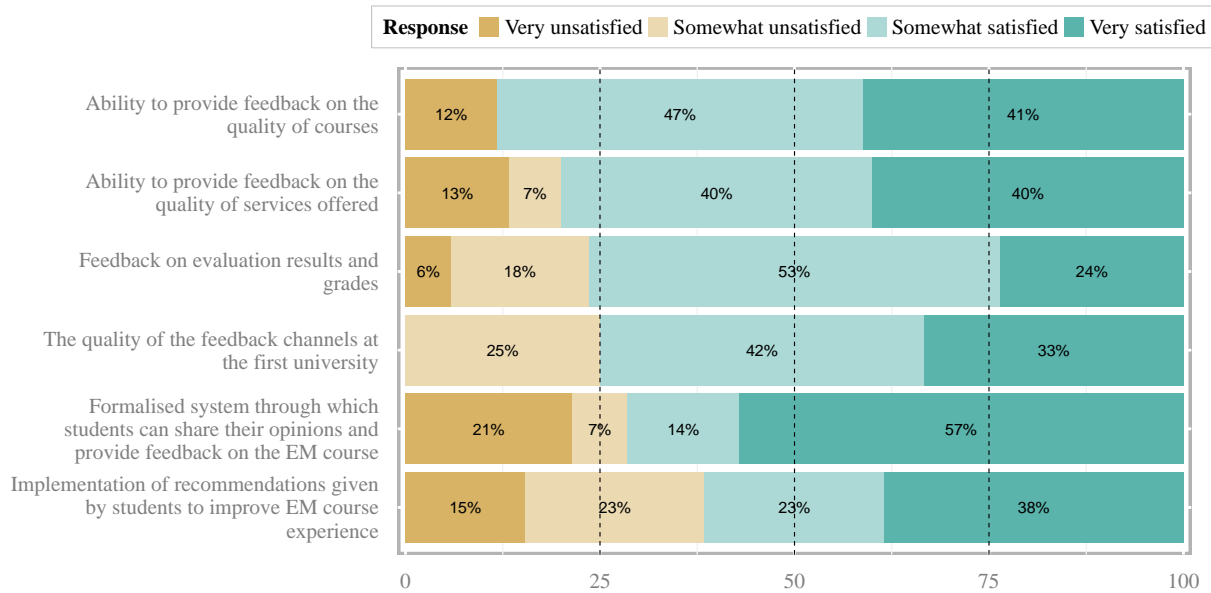
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Availability of course coordinator to discuss questions or problems related to my studies and mobility experience	18	3.11	3.28	2.10 - 3.12	3.13 - 3.33	3.34 - 3.49	3.50 - 3.90
Clarity of evaluation criteria across universities	18	2.69	2.77	1.90 - 2.55	2.56 - 2.79	2.80 - 3.00	3.01 - 3.60
Consistency of moduleÃ<U+0083> s assessment across universities	18	2.81	2.81	1.89 - 2.58	2.59 - 2.79	2.80 - 3.01	3.02 - 3.50
Feedback on evaluation results and grades	18	2.94	2.77	1.70 - 2.57	2.58 - 2.83	2.84 - 3.00	3.01 - 3.60
Formalised system offered by the university consortium through which students can share their opinions and provide feedback on the EM course	18	2.46	2.91	1.75 - 2.73	2.74 - 2.97	2.98 - 3.19	3.20 - 3.55
Grade conversion across universities	18	2.93	2.85	2.17 - 2.71	2.72 - 2.83	2.84 - 3.00	3.01 - 3.56
Implementation of recommendations given by students to improve EM course experience	18	2.50	2.82	1.58 - 2.62	2.63 - 2.86	2.87 - 3.15	3.16 - 3.44
Information provided about provision of certificates and transcripts	18	3.07	3.02	1.96 - 2.85	2.86 - 3.07	3.08 - 3.27	3.28 - 3.67
Information provided about the type of degree s to be awarded	18	3.17	3.12	2.40 - 2.95	2.96 - 3.16	3.17 - 3.35	3.36 - 3.70
The willingness and ability of the course coordinator to follow up on unresolved issues addressed	18	3.50	3.23	1.80 - 3.00	3.01 - 3.32	3.33 - 3.47	3.48 - 3.92

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

3.1.1   First university.

Question:N.3.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Ability to provide feedback on the quality of courses	18	3.18	3.15	2.00 - 2.94	2.95 - 3.15	3.16 - 3.45	3.46 - 3.71
Ability to provide feedback on the quality of services offered	18	3.07	3.12	1.92 - 2.92	2.93 - 3.17	3.18 - 3.43	3.44 - 3.70
Feedback on evaluation results and grades	18	2.94	3.00	1.76 - 2.80	2.81 - 3.04	3.05 - 3.28	3.29 - 3.70
Formalised system through which students can share their opinions and provide feedback on the EM course	18	3.07	3.08	1.92 - 2.84	2.85 - 3.12	3.13 - 3.38	3.39 - 3.75
Implementation of recommendations given by students to improve EM course experience	18	2.85	2.98	1.67 - 2.78	2.79 - 3.00	3.01 - 3.25	3.26 - 3.68
The quality of the feedback channels at the first university	18	3.08	3.05	1.85 - 2.80	2.81 - 3.08	3.09 - 3.32	3.33 - 3.70

Some supporting about the table and highlighting some of the issues. Should be individual for each course.
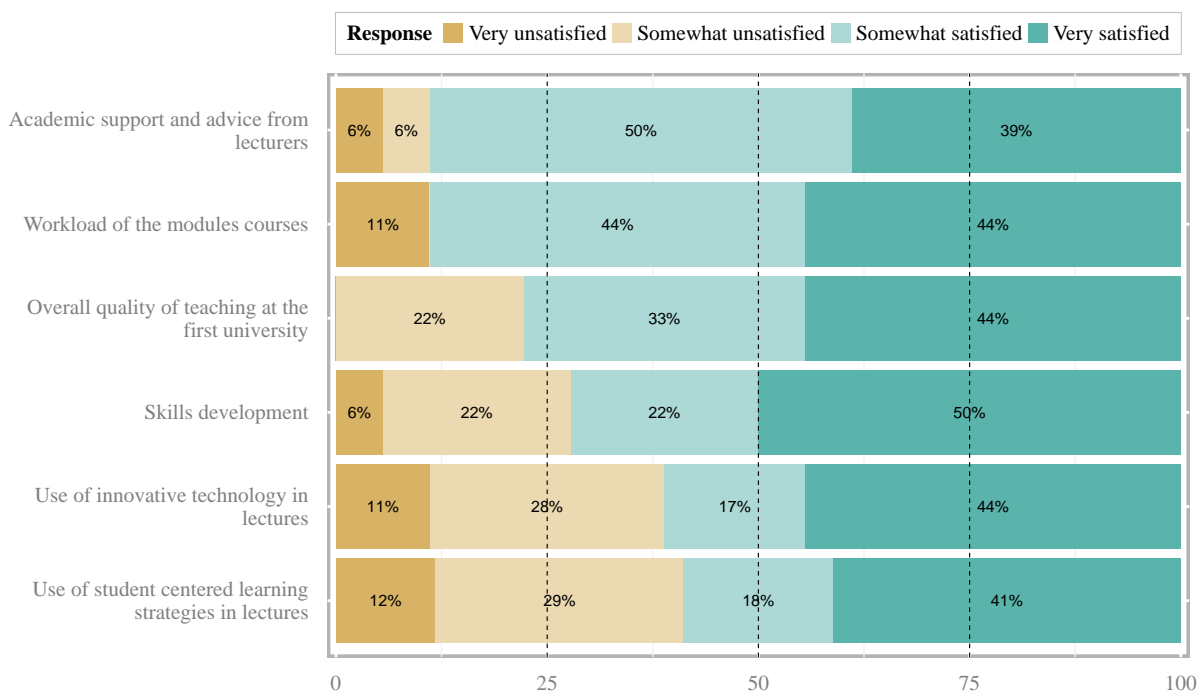
4   Teaching/learning and supervision

Some introductory text about the section

4.1   Teaching/learning

4.1.1   First university.

Question:N.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

Please rate the following items

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

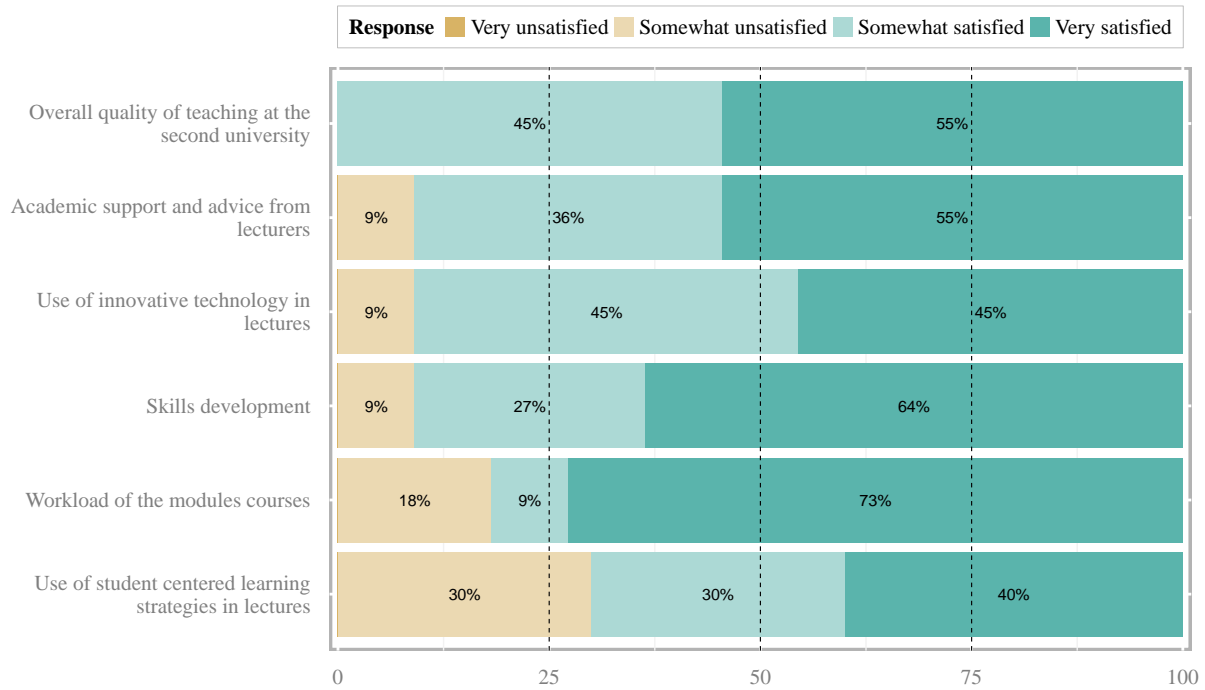|	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic support and advice from lecturers	18	3.22	3.29	2.15 - 3.11	3.12 - 3.31	3.32 - 3.53	3.54 - 3.93
Overall quality of teaching at the first university	18	3.22	3.25	1.79 - 3.09	3.10 - 3.25	3.25 - 3.47	3.48 - 3.86
Skills development	18	3.17	3.20	2.06 - 3.02	3.03 - 3.22	3.23 - 3.39	3.40 - 4.00
Use of innovative technology in lectures	18	2.94	3.02	1.82 - 2.83	2.84 - 3.00	3.01 - 3.26	3.27 - 3.80
Use of student centered learning strategies in lectures	18	2.88	3.08	1.75 - 2.85	2.86 - 3.10	3.11 - 3.29	3.30 - 3.86
Workload of the modules courses	18	3.22	3.13	2.08 - 2.94	2.95 - 3.16	3.17 - 3.33	3.34 - 3.86

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

4.1.2 Second university.

Question:O.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

Please rate the following items

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic support and advice from lecturers	18	3.45	3.28	1.65 - 3.17	3.18 - 3.40	3.41 - 3.56	3.57 - 3.92
Overall quality of teaching at the second university	18	3.55	3.28	1.50 - 3.12	3.13 - 3.41	3.42 - 3.54	3.55 - 3.94
Skills development	18	3.55	3.24	1.42 - 3.13	3.14 - 3.37	3.38 - 3.50	3.51 - 3.94
Use of innovative technology in lectures	18	3.36	3.11	1.73 - 2.96	2.97 - 3.20	3.21 - 3.35	3.36 - 3.92
Use of student centered learning strategies in lectures	18	3.10	3.16	1.60 - 3.10	3.11 - 3.25	3.26 - 3.42	3.43 - 3.92
Workload of the modules courses	18	3.55	3.22	1.69 - 3.08	3.09 - 3.30	3.31 - 3.47	3.48 - 3.94

Some supporting about the table and highlighting some of the issues. Should be individual for each course.
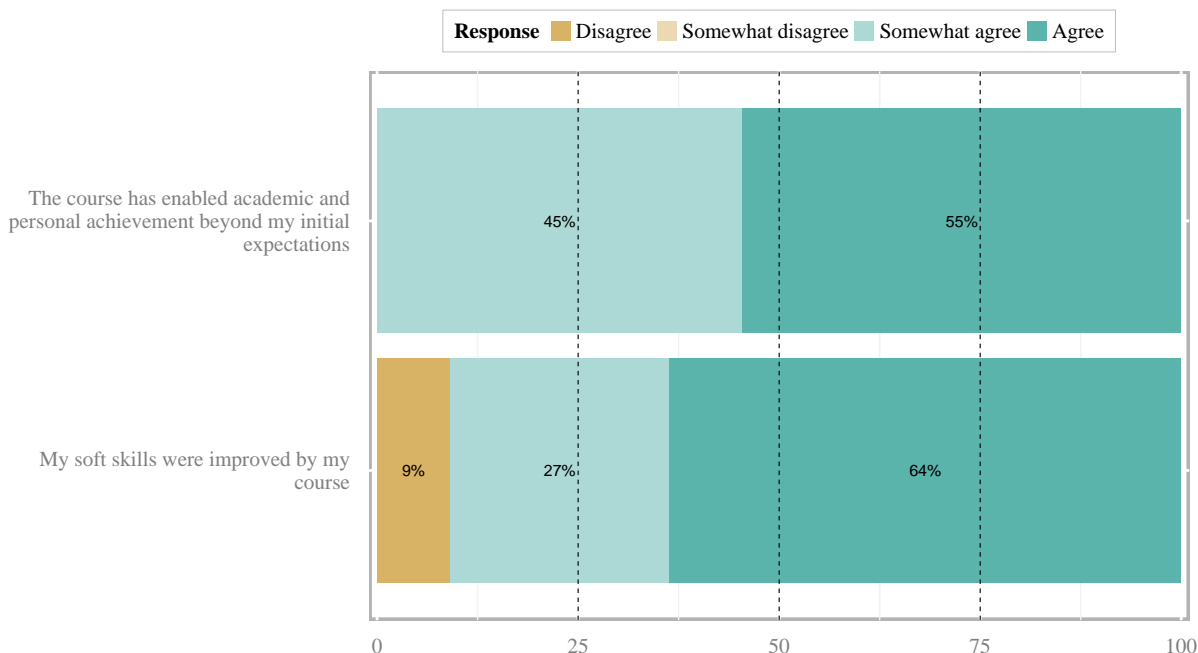
5   Internship/field experience and personal development

Some introductory text about the section

5.1   Personal development.

Question:L.6 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following statements regarding personal development during EM course

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
My soft skills were improved by my course	18	3.45	3.49	2.90 - 3.40	3.41 - 3.56	3.57 - 3.71	3.72 - 4.00
The course has enabled academic and personal achievement beyond my initial expectations	18	3.55	3.28	2.46 - 3.20	3.21 - 3.37	3.38 - 3.56	3.57 - 3.91

Some supporting about the table and highlighting some of the issues. Should be individual for each course.

6   Concluding remarks

Some concluding remarks