Title of the report

Course Quality Advisory Board

September 2, 2015

Introduction

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.

Some stuff about the survey

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

Structure of the document

This report is structured similar to a survey itself. There are four sections each represented by multiple questions. Each individual 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:

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Course content	18	3.00	3.21	2.54	3.05	3.23	3.34	3.65
Enrolling in classes	18	3.28	3.44	2.57	3.25	3.44	3.62	3.92
Evaluation methods	18	2.89	3.07	2.23	2.88	3.05	3.21	3.76
Information about fieldwork	18	2.69	2.97	2.00	2.80	3.00	3.18	3.57
Standards of behavior	18	3.22	3.45	2.77	3.29	3.42	3.63	3.87
Timetable	18	3.11	3.15	1.75	2.98	3.20	3.32	3.68

Each row represents a dimension of the question. It contains information about the mean that question received from students of your program. 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 between two adjacent columns (e.g., 0%-25%). This enables easy comparison of any given program with its peers.

Important note: Throughout this report only dimensions with at least 10 respondents will be used. That means that for some dimensions, instead of a mean, there will be a special value NA (not available). We still keep the comparative information for that dimension for reference.
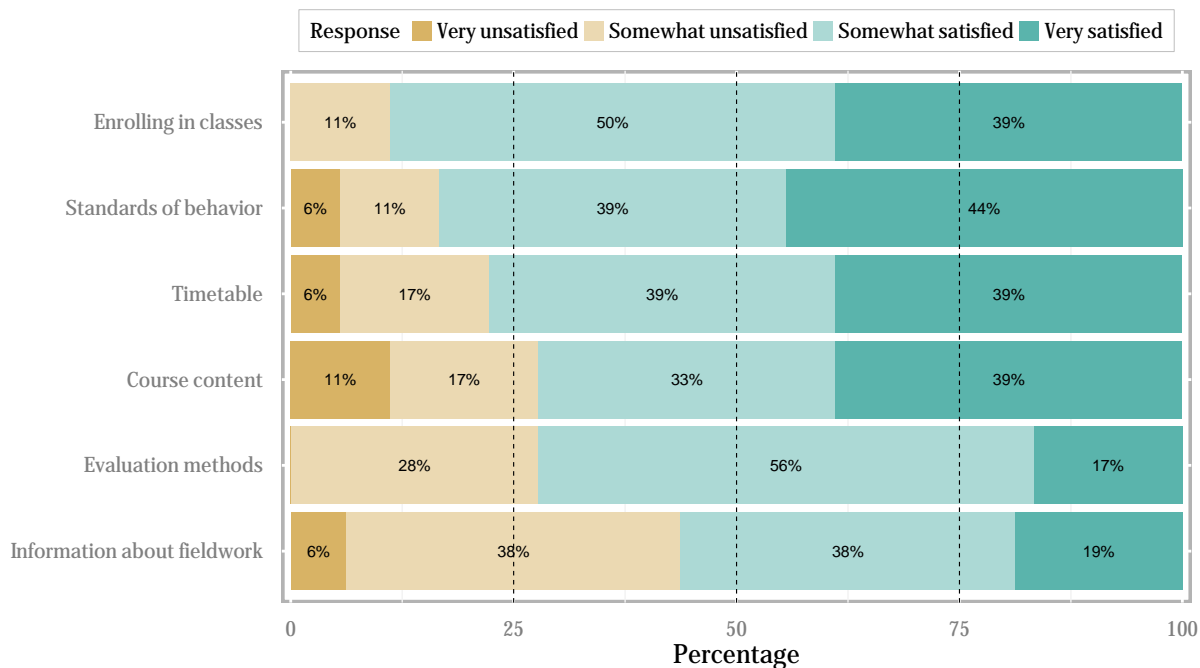
Executive summary (?)

Supporting services

Support received before the start of the Erasmus Mundus course

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 |

	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.

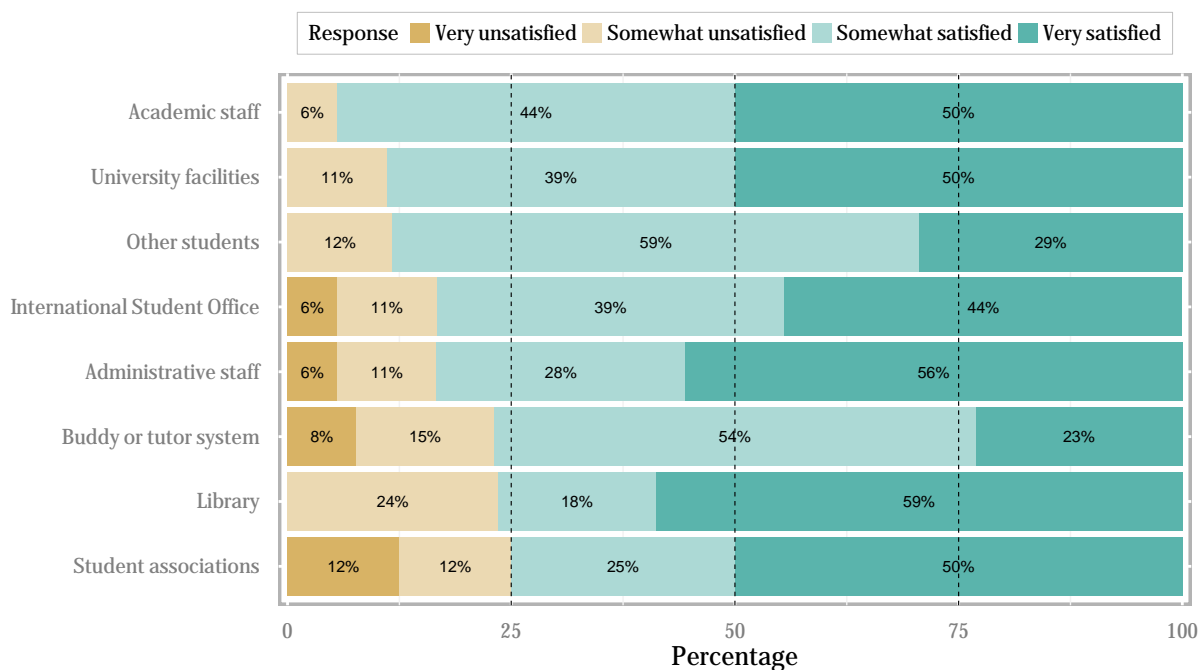|	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Course content	18	3.00	3.21	2.54	3.05	3.23	3.34	3.65
Enrolling in classes	18	3.28	3.44	2.57	3.25	3.44	3.62	3.92
Evaluation methods	18	2.89	3.07	2.23	2.88	3.05	3.21	3.76
Information about fieldwork	18	2.69	2.97	2.00	2.80	3.00	3.18	3.57
Standards of behavior	18	3.22	3.45	2.77	3.29	3.42	3.63	3.87
Timetable	18	3.11	3.15	1.75	2.98	3.20	3.32	3.68

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

Support received during the orientaion program.

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

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.44	3.47	2.75	3.33	3.52	3.65	3.92
Administrative staff	18	3.33	3.42	2.50	3.22	3.45	3.62	3.93
Buddy or tutor system	18	2.92	2.97	2.00	2.89	3.06	3.20	3.64
International Student Office	18	3.22	3.24	2.50	3.03	3.29	3.48	3.74
Library	18	3.35	3.37	2.50	3.21	3.36	3.57	3.90
Other students	18	3.18	3.34	2.36	3.18	3.36	3.47	3.86
Student associations	18	3.12	3.00	1.92	2.79	3.02	3.19	3.62
University facilities	18	3.39	3.40	2.50	3.23	3.40	3.58	3.92

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

Support received during the orientaion program.

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

	Very unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Very satisfied
Academic staff		6%	44%	50%
University facilities		11%	39%	50%
Other students		12%	59%	29%
International Student Office	6%	11%	39%	44%
Administrative staff	6%	11%	28%	56%
Buddy or tutor system	8%	15%	54%	23%
Library		24%	18%	59%
Student associations	12%	12%	25%	50%

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

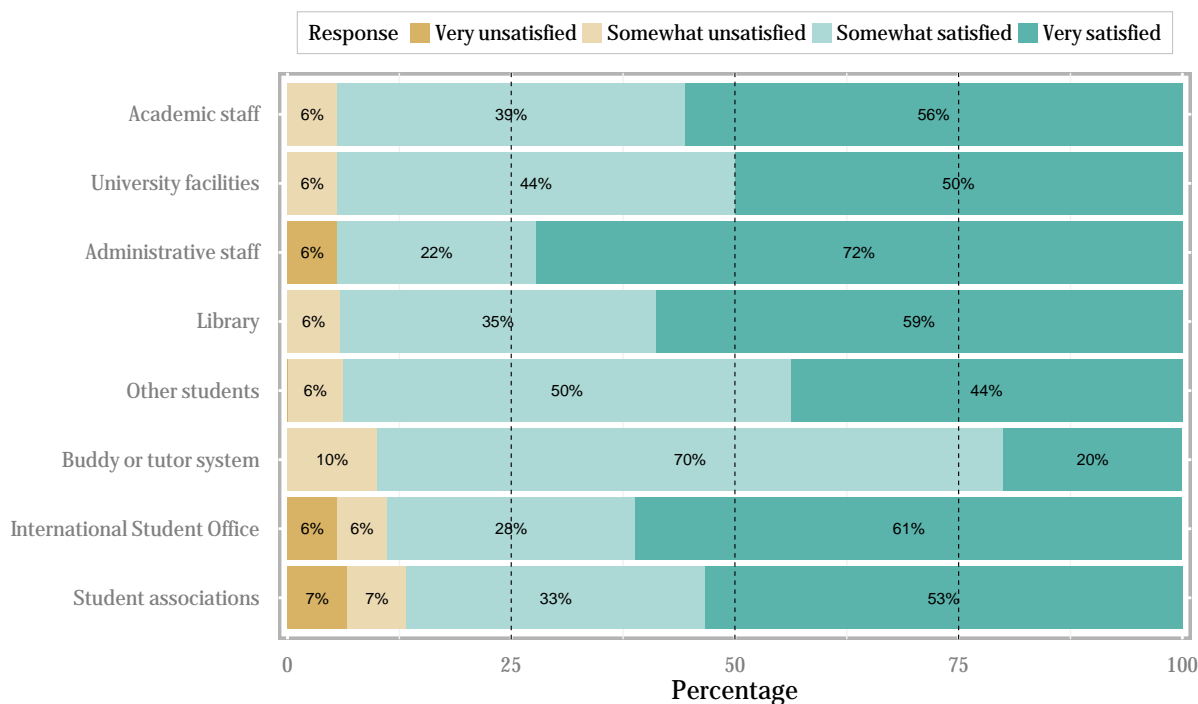|	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.44	3.47	2.75	3.33	3.52	3.65	3.92
Administrative staff	18	3.33	3.42	2.50	3.22	3.45	3.62	3.93
Buddy or tutor system	18	2.92	2.97	2.00	2.89	3.06	3.20	3.64
International Student Office	18	3.22	3.24	2.50	3.03	3.29	3.48	3.74
Library	18	3.35	3.37	2.50	3.21	3.36	3.57	3.90
Other students	18	3.18	3.34	2.36	3.18	3.36	3.47	3.86
Student associations	18	3.12	3.00	1.92	2.79	3.02	3.19	3.62
University facilities	18	3.39	3.40	2.50	3.23	3.40	3.58	3.92

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

Helpfulness of units and people

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.
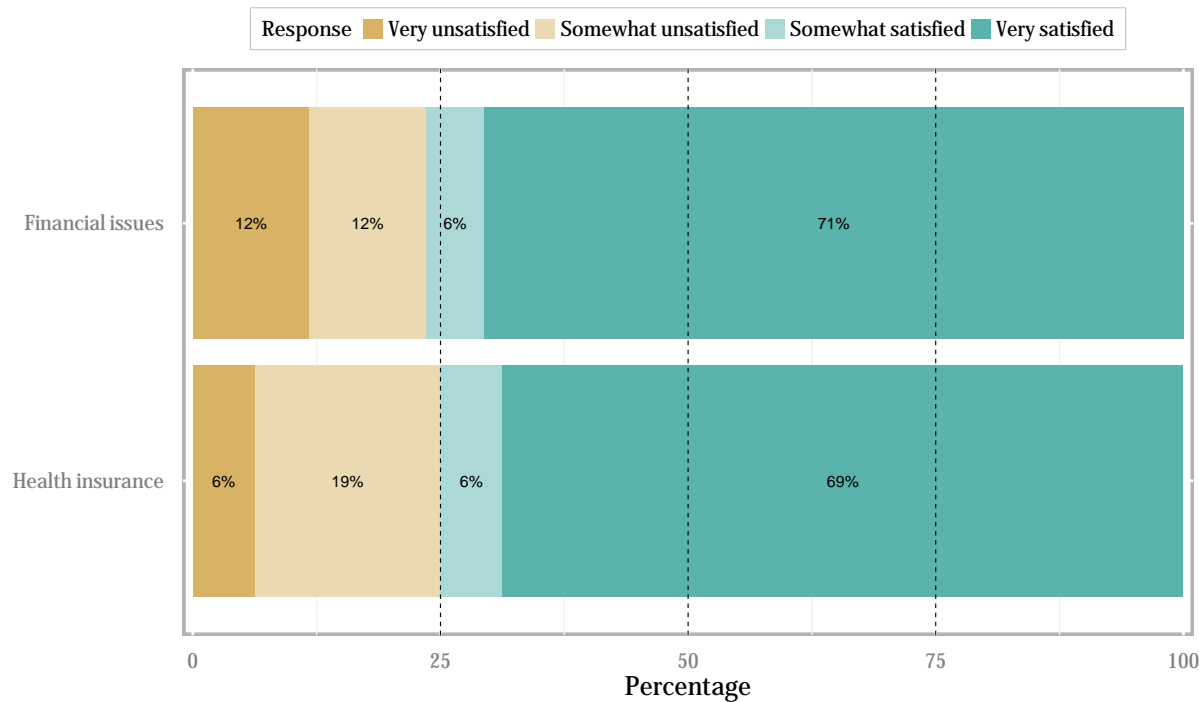
	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.50	3.48	2.81	3.35	3.47	3.62	3.80
Administrative staff	18	3.61	3.37	2.54	3.19	3.45	3.61	3.87
Buddy or tutor system	18	3.10	3.04	2.50	2.90	3.05	3.21	3.73
International Student Office	18	3.44	3.25	2.50	3.13	3.28	3.49	3.71
Library	18	3.53	3.42	2.85	3.20	3.45	3.60	3.93
Other students	18	3.38	3.40	2.45	3.23	3.39	3.56	3.85
Student associations	18	3.33	3.05	2.10	2.91	3.06	3.23	3.68
University facilities	18	3.44	3.43	2.71	3.27	3.52	3.62	3.86

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

Support received on various issues.

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.

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Financial issues	18	3.35	3.35	2.50	3.20	3.40	3.55	3.80
Health insurance	18	3.38	3.37	2.54	3.25	3.38	3.53	3.88
Inappropriate conduct or sexual harassment issues	NA	NA	3.55	3.25	3.50	3.60	3.72	3.76

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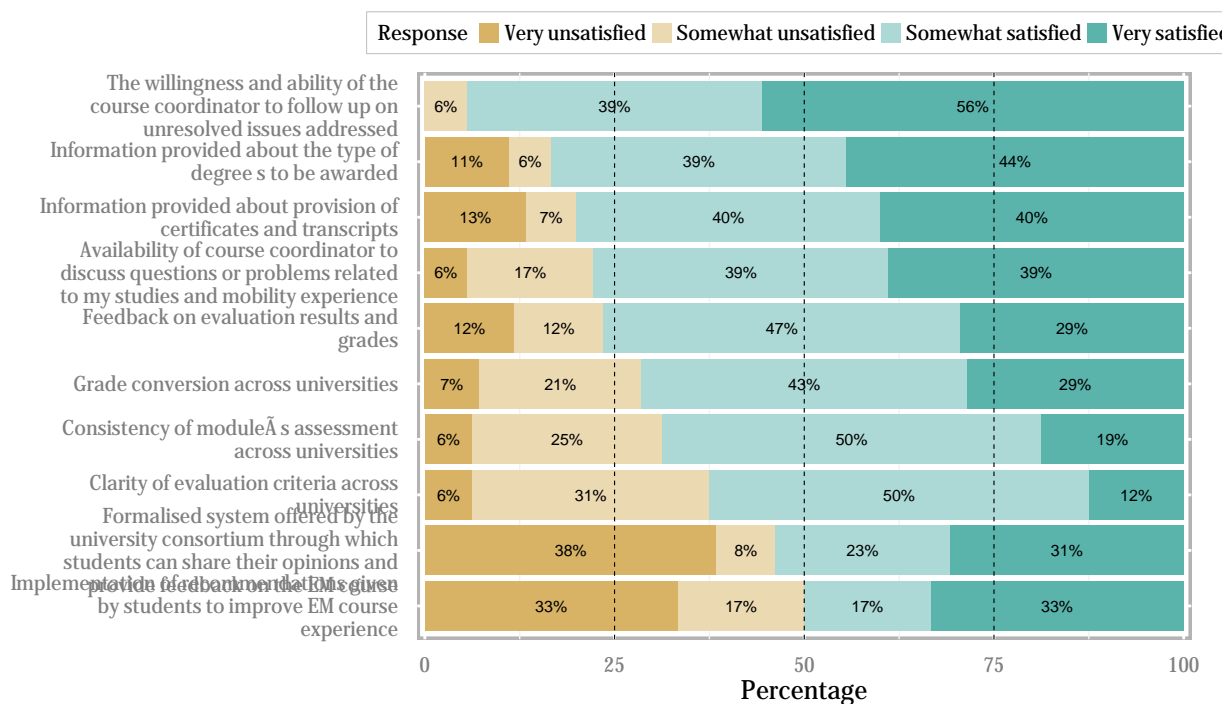
Assessment and feedback

Some introductory text about the section

Module assessment.

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

Rate the following items

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

The willingness and ability of the course coordinator to follow up on unresolved issues addressed: 6% | 39% | 56%

Information provided about the type of degree s to be awarded: 11% | 6% | 39% | 44%

Information provided about provision of certificates and transcripts: 13% | 7% | 40% | 40%

Availability of course coordinator to discuss questions or problems related to my studies and mobility experience: 6% | 17% | 39% | 39%

Feedback on evaluation results and grades: 12% | 12% | 47% | 29%

Grade conversion across universities: 7% | 21% | 43% | 29%

Consistency of moduleÃ s assessment across universities: 6% | 25% | 50% | 19%

Clarity of evaluation criteria across universities: 6% | 31% | 50% | 12%

Formalised system offered by the university consortium through which students can share their opinions and provide feedback on the EM course: 38% | 8% | 23% | 31%

Implementation of recommendations given by students to improve EM course experience: 33% | 17% | 17% | 33%

Percentage (0, 25, 50, 75, 100)

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

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Availability of course coordinator to discuss questions or problems related to my studies and mobility experience	18	3.11	3.31	2.06	3.15	3.33	3.49	3.87
Clarity of evaluation criteria across universities	18	2.69	2.78	1.94	2.56	2.77	2.98	3.36
Consistency of moduleÃ s assessment across universities	18	2.81	2.82	1.94	2.59	2.77	3.00	3.40
Feedback on evaluation results and grades	18	2.94	2.78	2.04	2.58	2.80	3.00	3.38
Formalised system offered by the university consortium through which students can share their opinions and provide feedback on the EM course	18	2.46	2.94	1.75	2.73	2.97	3.17	3.55
Grade conversion across universities	18	2.93	2.86	2.15	2.70	2.84	3.00	3.56
Implementation of recommendations given by students to improve EM course experience	18	2.50	2.84	1.55	2.64	2.86	3.14	3.46
Information provided about provision of certificates and transcripts	18	3.07	3.05	1.96	2.86	3.07	3.27	3.67
Information provided about the type of degree s to be awarded	18	3.17	3.14	2.31	2.92	3.17	3.35	3.70
The willingness and ability of the course coordinator to follow up on unresolved issues addressed	18	3.50	3.28	2.00	3.05	3.32	3.47	3.92

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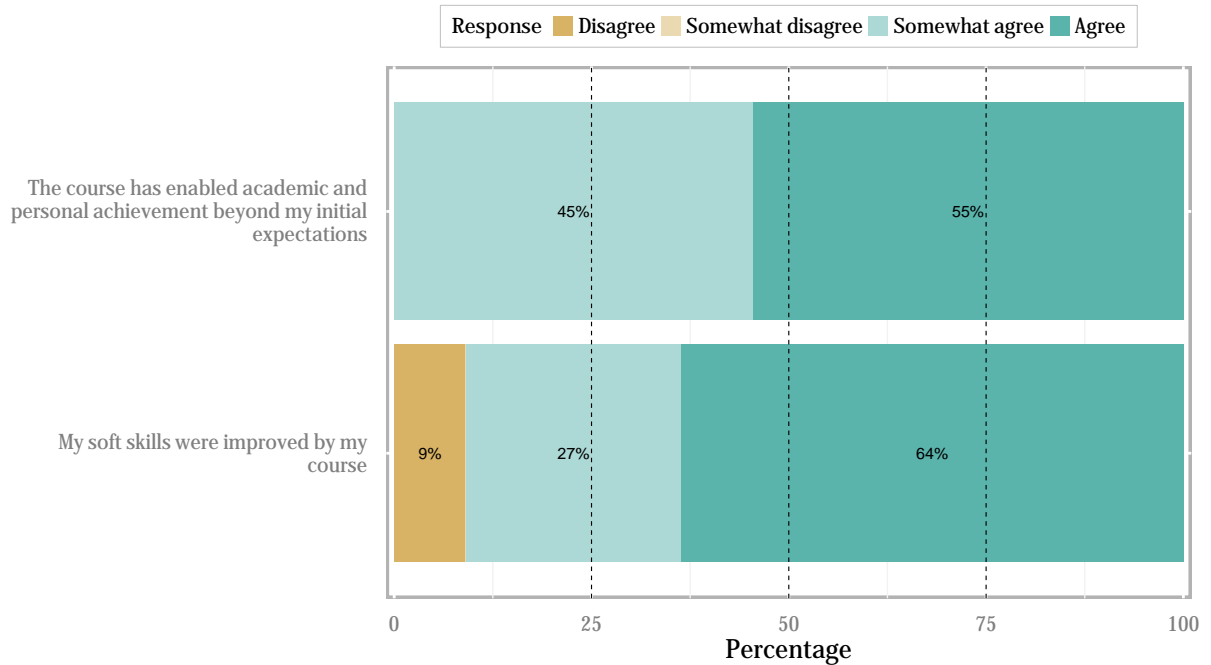
Thesis supervision and personal development

Some introductory text about the section

Personal development.

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

Response ■ Disagree ■ Somewhat disagree ■ Somewhat agree ■ Agree

The course has enabled academic and personal achievement beyond my initial expectations
45%   55%

My soft skills were improved by my course
9%   27%   64%

0   25   50   75   100

Percentage

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

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
I am satisfied with my current position	NA	NA	3.41	3.00	3.32	3.48	3.62	3.83
I believe my course helped me achieve my current position if employed or student	NA	NA	3.48	3.00	3.48	3.55	3.72	4.00
I feel my Erasmus Mundus course has prepared me for my future chosen career	NA	NA	3.41	2.43	3.17	3.32	3.54	4.00
I feel my Erasmus Mundus course prepared me for my career	NA	NA	3.38	2.64	3.29	3.33	3.54	3.88
I feel optimistic about my opportunities for employment	NA	NA	3.27	2.50	2.93	3.30	3.50	3.71
I feel satisfied now about my former experience as an Erasmus Mundus student	NA	NA	3.67	3.36	3.59	3.71	3.80	4.00
I was well advised by my course on future education options	NA	NA	2.93	2.31	2.55	2.80	3.20	3.55
My soft skills were improved by my course	18	3.45	3.51	2.90	3.40	3.56	3.71	4.00
My transcripts and certificates were provided in a timely manner	NA	NA	3.22	2.36	2.95	3.36	3.62	4.00
The course has enabled academic and personal achievement beyond my initial expectations	18	3.55	3.32	2.46	3.20	3.38	3.56	3.91

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

Internship/field experience

Some introductory text about the section

Information about specific universities

Some introductory text about the section

First university

Table with universities that were "first"

Support before the beginning of studies.

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
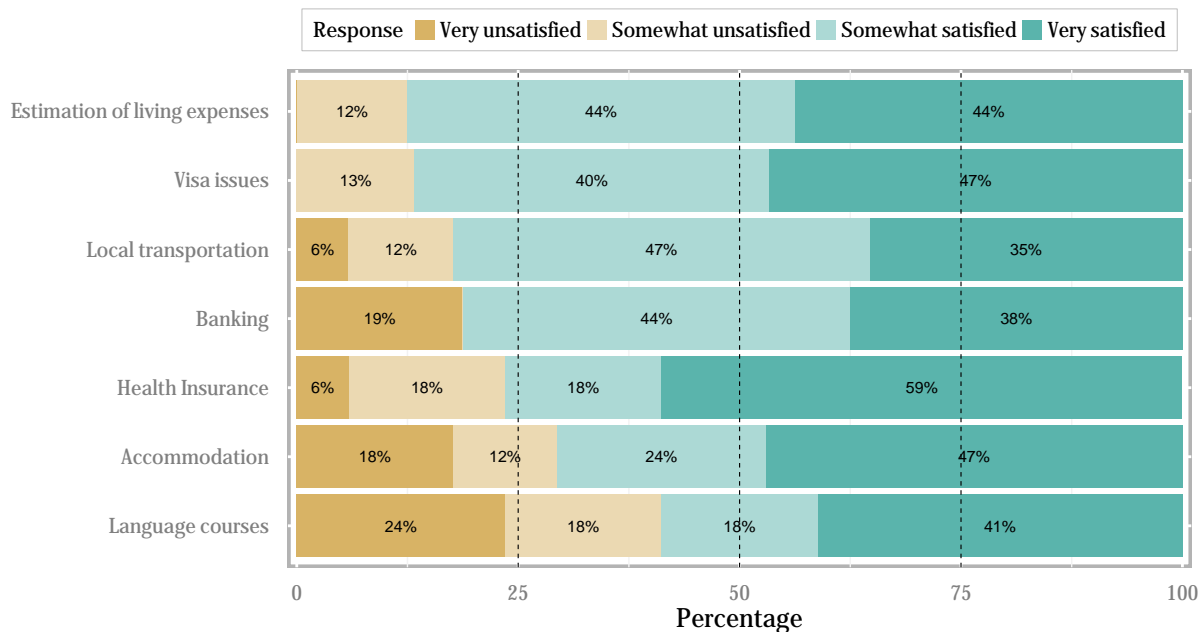
Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
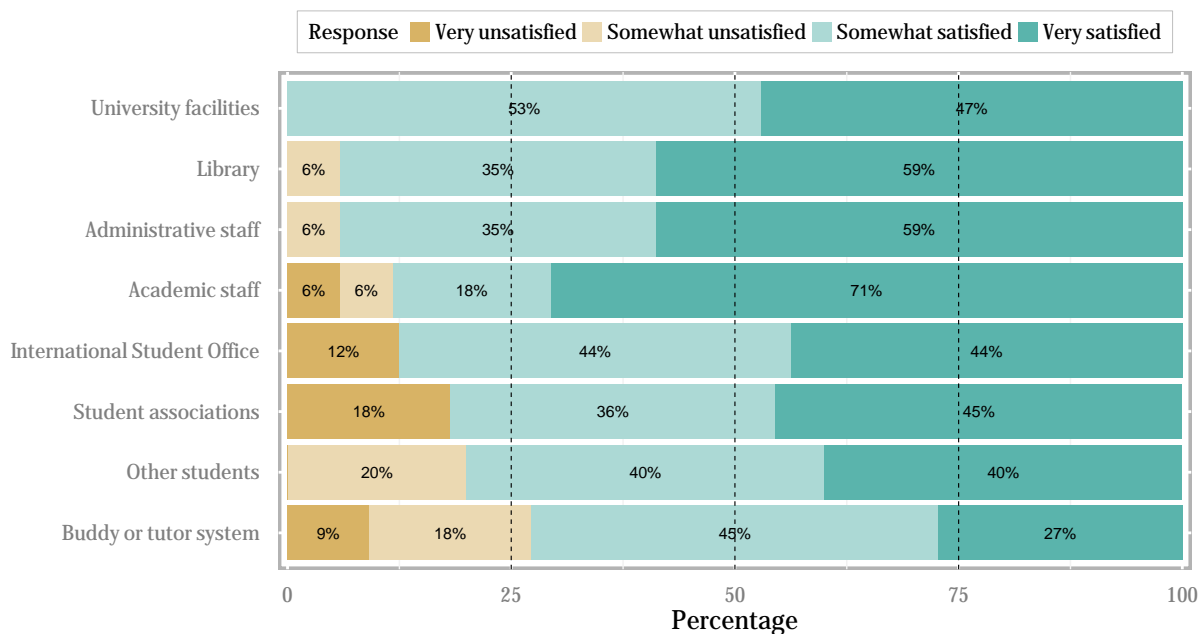
	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Accommodation	18	3.00	3.17	1.79	2.92	3.24	3.39	3.78
Banking	18	3.00	3.38	2.20	3.27	3.42	3.54	3.85
Estimation of living expenses	18	3.31	3.39	2.45	3.24	3.42	3.56	3.86
Health Insurance	18	3.29	3.53	2.67	3.38	3.56	3.68	3.90
Language courses	18	2.76	3.20	1.90	2.92	3.24	3.48	3.93
Local transportation	18	3.12	3.47	2.42	3.37	3.50	3.68	3.95
Visa issues	18	3.33	3.50	2.58	3.33	3.57	3.71	3.93

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

Orientation program.

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.
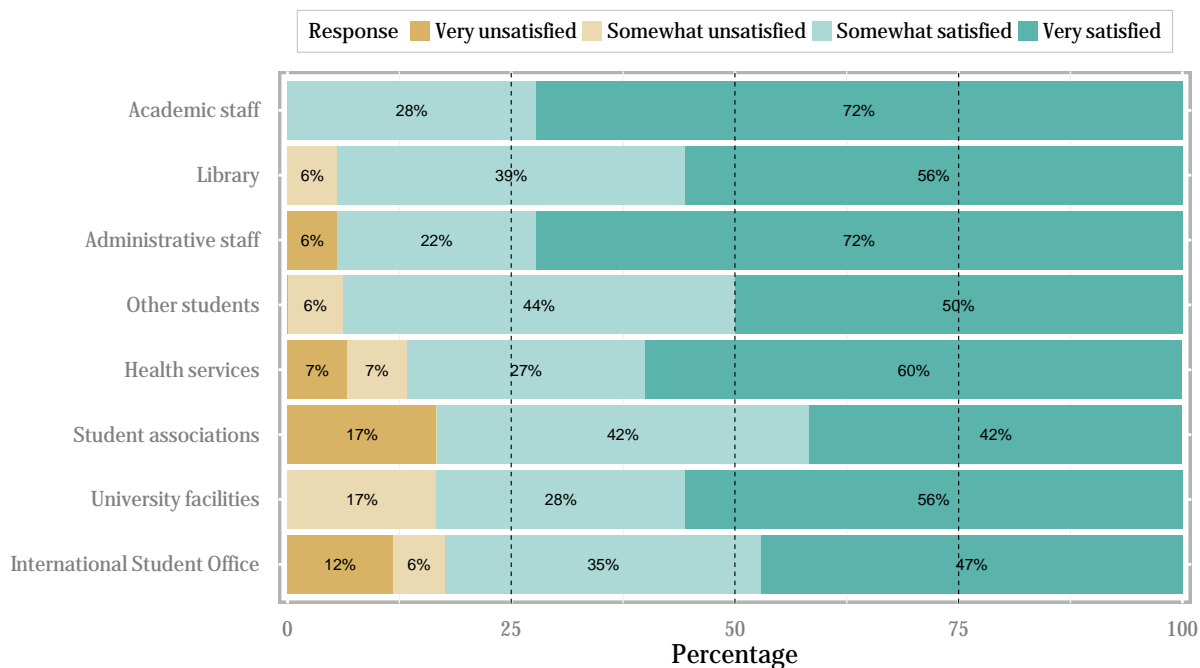
	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.53	3.50	2.50	3.40	3.52	3.69	3.92
Administrative staff	18	3.53	3.47	2.46	3.27	3.52	3.70	4.00
Buddy or tutor system	18	2.91	3.08	2.25	2.88	3.17	3.33	3.90
International Student Office	18	3.19	3.30	2.31	3.03	3.35	3.56	3.89
Library	18	3.53	3.38	2.15	3.23	3.37	3.60	3.93
Other students	18	3.20	3.38	2.27	3.15	3.42	3.56	3.86
Student associations	18	3.09	3.08	2.37	2.83	3.17	3.41	3.75
University facilities	18	3.47	3.42	2.29	3.24	3.46	3.61	3.96

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

Helpfulness of units/people.

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

Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each course.
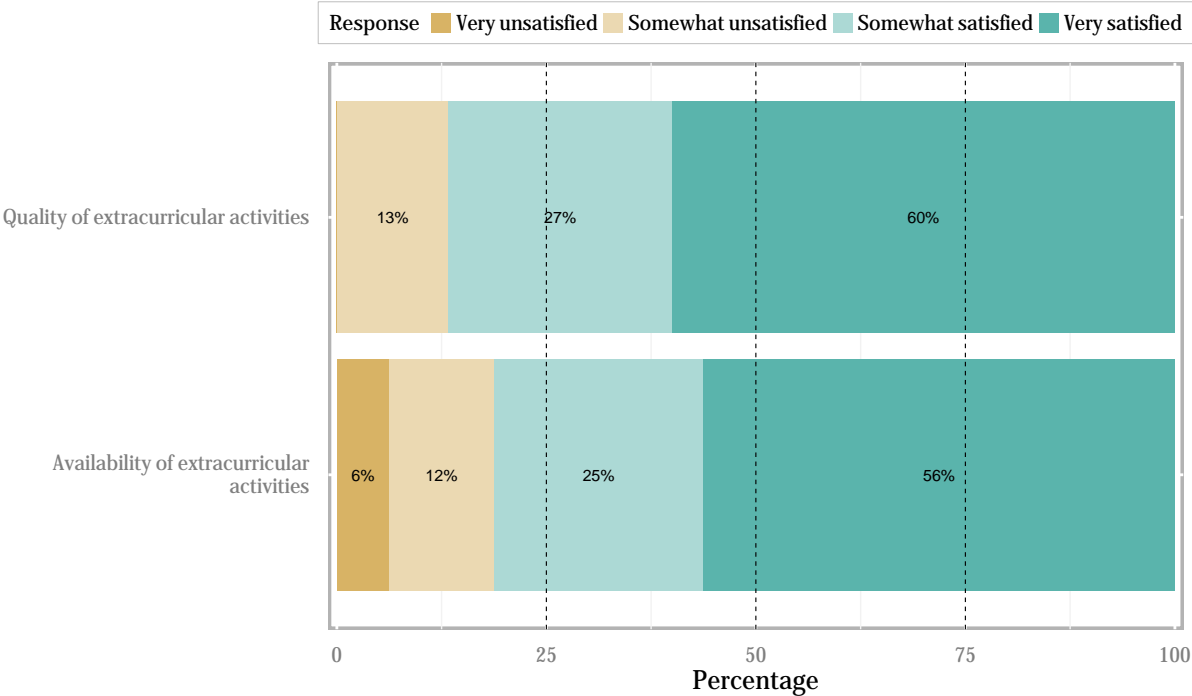
	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.72	3.50	2.29	3.40	3.52	3.64	3.93
Administrative staff	18	3.61	3.46	2.21	3.29	3.53	3.68	3.93
Buddy or tutor system	NA	NA	3.16	2.50	3.04	3.24	3.39	3.90
Health services	18	3.40	3.44	2.50	3.29	3.46	3.64	3.86
International Student Office	18	3.18	3.34	1.91	3.11	3.33	3.60	3.89
Library	18	3.50	3.43	2.33	3.21	3.44	3.66	3.93
Other students	18	3.44	3.42	2.88	3.23	3.42	3.58	3.85
Student associations	18	3.08	3.15	2.45	2.92	3.20	3.42	3.77
University facilities	18	3.39	3.44	2.46	3.27	3.45	3.62	3.93

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

Extracurricular activities

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.
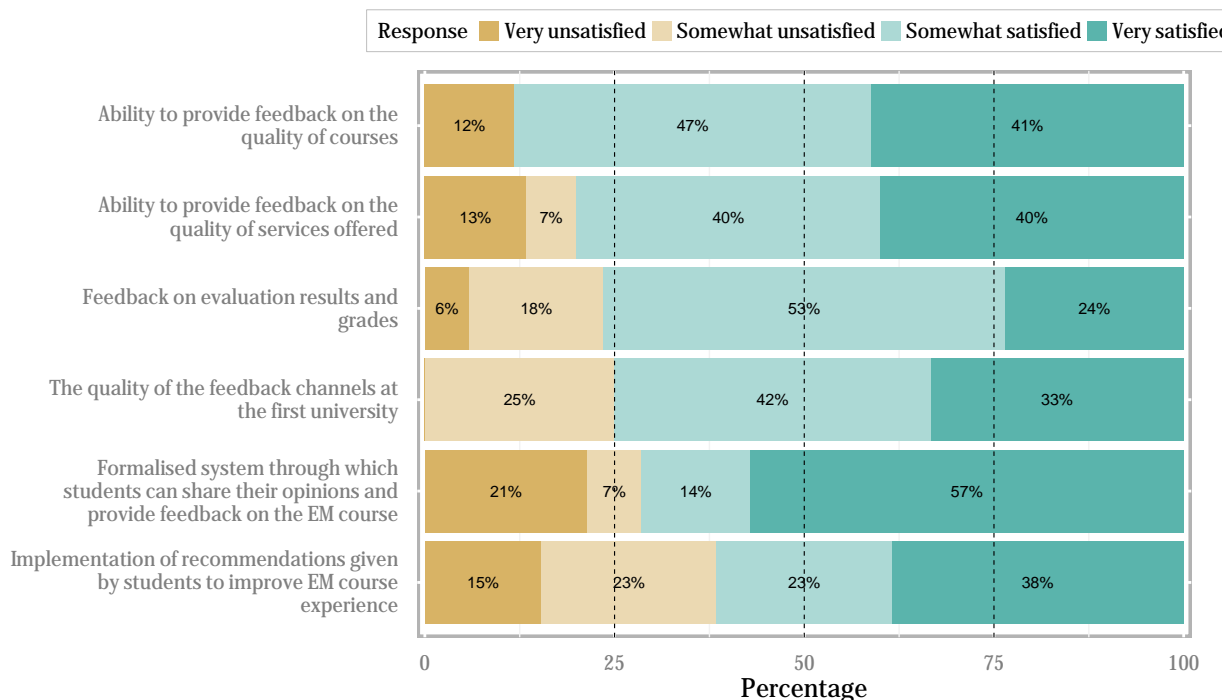
	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Availability of extracurricular activities	18	3.31	3.03	1.83	2.73	3.09	3.29	3.78
Quality of extracurricular activities	18	3.47	3.13	2.36	2.90	3.20	3.38	3.74

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

Assessment and feedback channels.

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

Rate the following items

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

Ability to provide feedback on the quality of courses: 12% | 47% | 41%

Ability to provide feedback on the quality of services offered: 13% | 7% | 40% | 40%

Feedback on evaluation results and grades: 6% | 18% | 53% | 24%

The quality of the feedback channels at the first university: 25% | 42% | 33%

Formalised system through which students can share their opinions and provide feedback on the EM course: 21% | 7% | 14% | 57%

Implementation of recommendations given by students to improve EM course experience: 15% | 23% | 23% | 38%

Percentage (0, 25, 50, 75, 100)

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

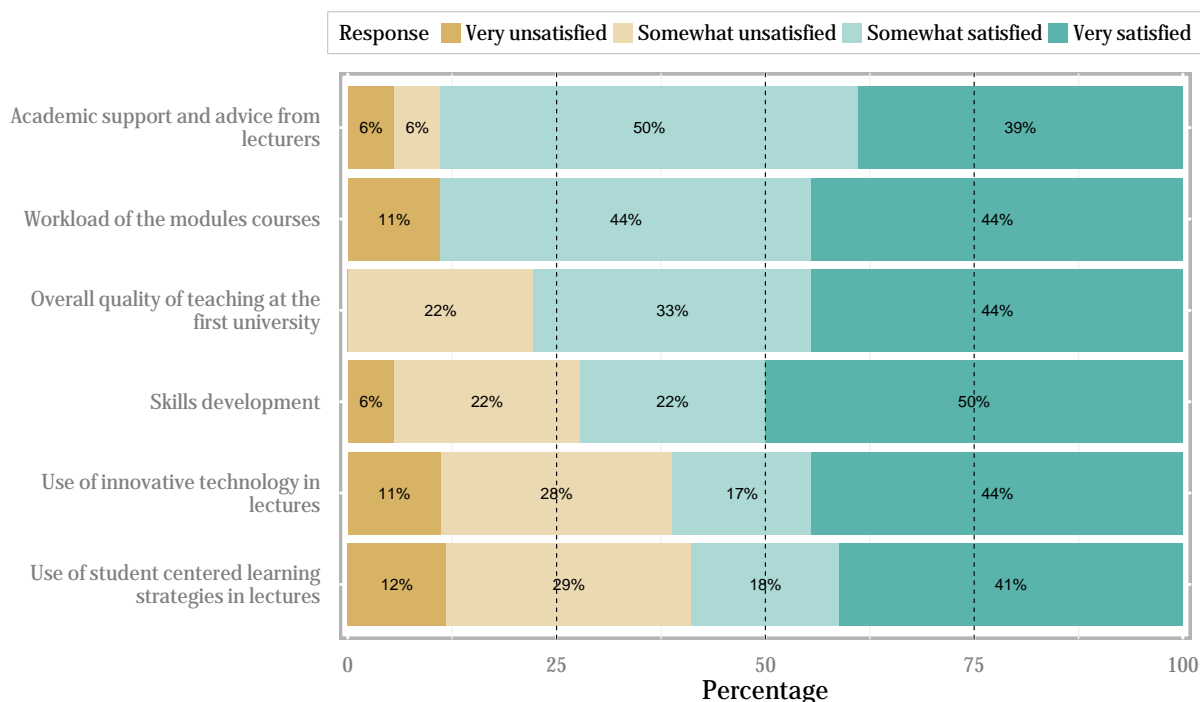|	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Ability to provide feedback on the quality of courses	18	3.18	3.17	2.00	2.98	3.14	3.42	3.71
Ability to provide feedback on the quality of services offered	18	3.07	3.14	1.92	2.94	3.17	3.43	3.64
Feedback on evaluation results and grades	18	2.94	3.01	1.81	2.78	3.08	3.26	3.60
Formalised system through which students can share their opinions and provide feedback on the EM course	18	3.07	3.09	1.92	2.87	3.11	3.38	3.75
Implementation of recommendations given by students to improve EM course experience	18	2.85	2.99	1.67	2.75	3.00	3.25	3.67
The quality of the feedback channels at the first university	18	3.08	3.06	1.85	2.84	3.06	3.32	3.64

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

Teaching and learning.

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

Please rate the following items

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

Item	Very unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Very satisfied
Academic support and advice from lecturers	6%	6%	50%	39%
Workload of the modules courses	11%		44%	44%
Overall quality of teaching at the first university		22%	33%	44%
Skills development	6%	22%	22%	50%
Use of innovative technology in lectures	11%	28%	17%	44%
Use of student centered learning strategies in lectures	12%	29%	18%	41%

Percentage (0, 25, 50, 75, 100)

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

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic support and advice from lecturers	18	3.22	3.30	2.15	3.13	3.31	3.53	3.93
Overall quality of teaching at the first university	18	3.22	3.26	1.79	3.12	3.25	3.46	3.86
Skills development	18	3.17	3.21	2.00	3.08	3.24	3.39	4.00
Use of innovative technology in lectures	18	2.94	3.03	1.81	2.85	3.00	3.27	3.71
Use of student centered learning strategies in lectures	18	2.88	3.09	1.73	2.86	3.10	3.26	3.86
Workload of the modules courses	18	3.22	3.13	2.08	2.94	3.16	3.31	3.86

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

Second university

Table with universities that were "second"

Support before the beginning of studies.

Some introductory text about this particular question. Likely to be the same for all courses. Some items (Visa issues Language courses) were negatively correlated with the total scale and probably should be reversed. To do this, run the function again with the 'check.keys=TRUE'

Rate the following items regarding the logistic information
and support received before the beginning of studies in the
second university
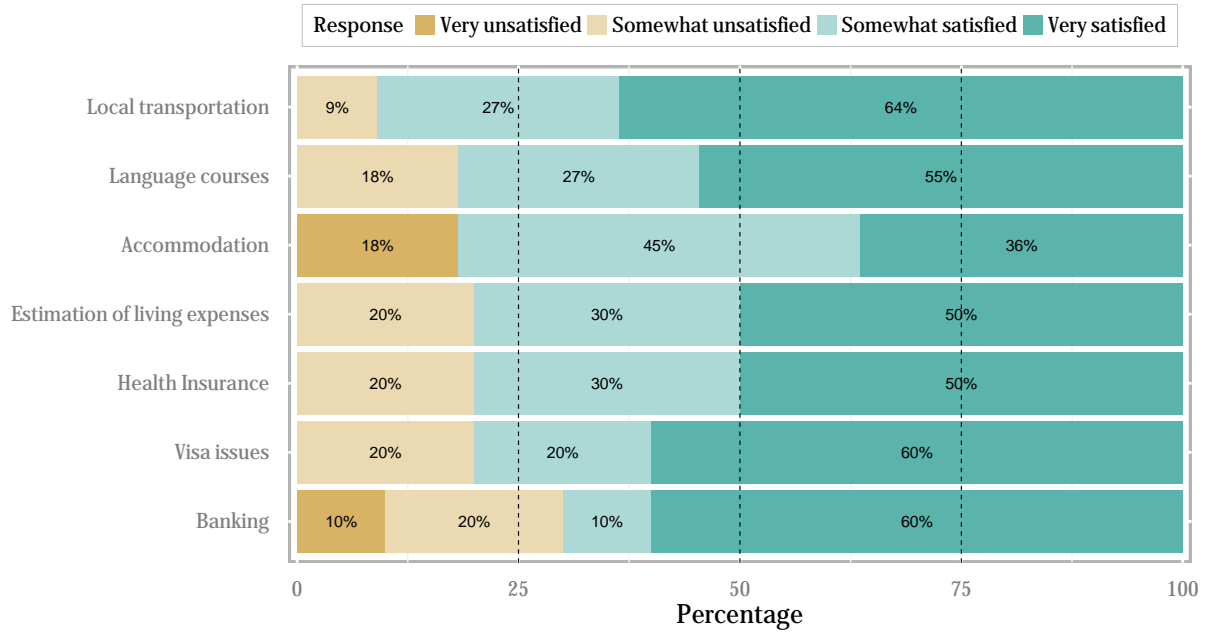
option
Some supporting text explaining the graph and highlighting some of the issues. Should be individual for each
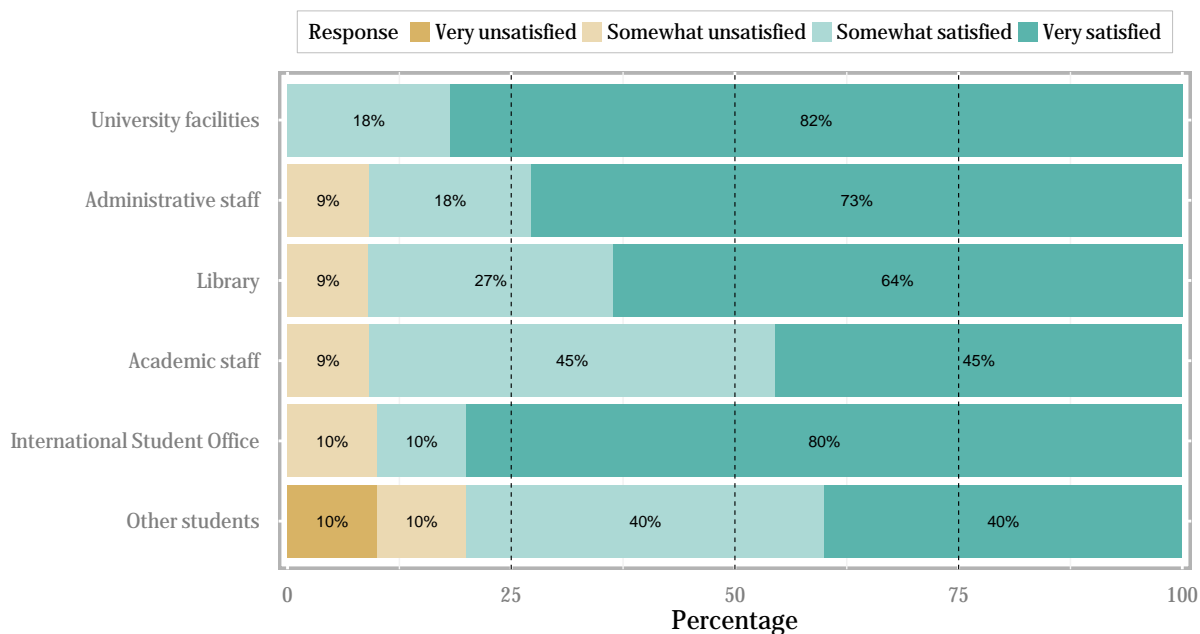course.

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Accommodation	18	3.00	3.03	1.88	2.73	3.05	3.30	4.00
Banking	18	3.20	3.27	2.17	3.09	3.30	3.50	3.88
Estimation of living expenses	18	3.30	3.30	2.21	3.08	3.29	3.58	3.80
Health Insurance	18	3.30	3.34	2.42	3.22	3.40	3.58	3.95
Language courses	18	3.36	3.07	1.56	2.80	3.14	3.37	4.00
Local transportation	18	3.55	3.36	2.21	3.12	3.39	3.60	4.00
Visa issues	18	3.40	3.30	1.92	3.16	3.40	3.56	4.00

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

Orientation program.

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

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

Category		
University facilities	18%	82%
Administrative staff	9% / 18%	73%
Library	9% / 27%	64%
Academic staff	9% / 45%	45%
International Student Office	10% / 10%	80%
Other students	10% / 10% / 40%	40%

Percentage (0, 25, 50, 75, 100)

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

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.36	3.44	1.92	3.33	3.47	3.62	3.92
Administrative staff	18	3.64	3.34	2.04	3.16	3.41	3.63	4.00
Buddy or tutor system	NA	NA	3.14	2.58	2.89	3.12	3.34	3.91
International Student Office	18	3.70	3.22	2.38	3.00	3.28	3.50	4.00
Library	18	3.55	3.35	2.25	3.19	3.41	3.65	4.00
Other students	18	3.10	3.36	2.50	3.19	3.38	3.54	4.00
Student associations	NA	NA	3.10	2.33	2.90	3.11	3.29	3.92
University facilities	18	3.82	3.38	2.00	3.27	3.44	3.65	4.00

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

Helpfulness of units/people.

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.

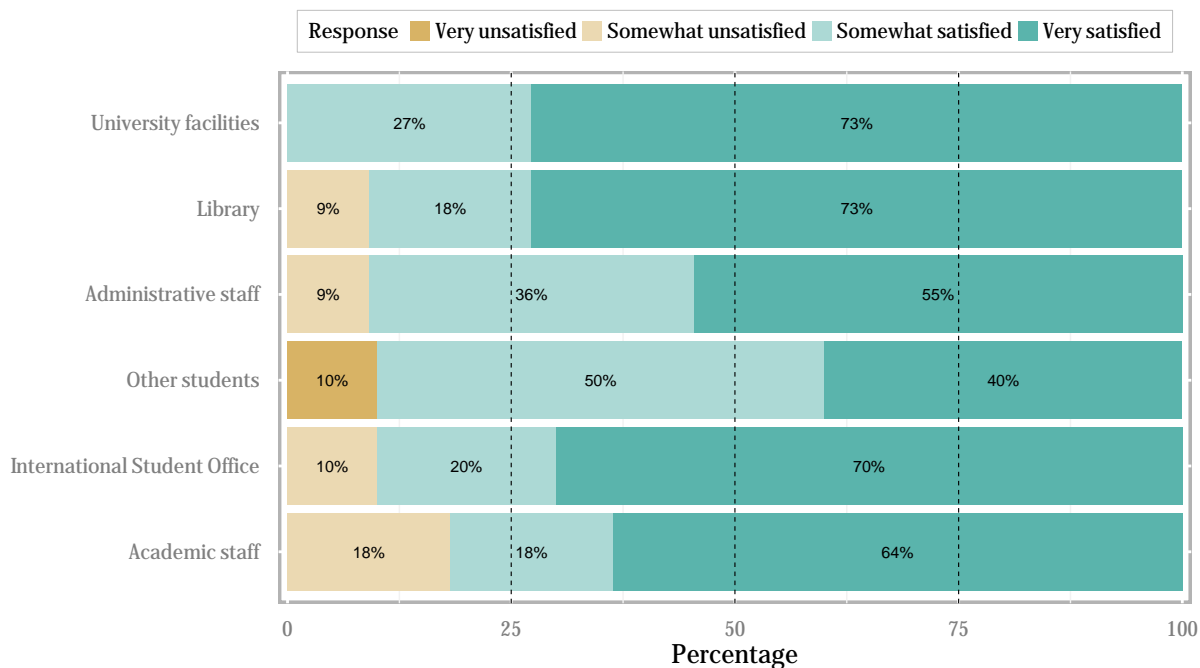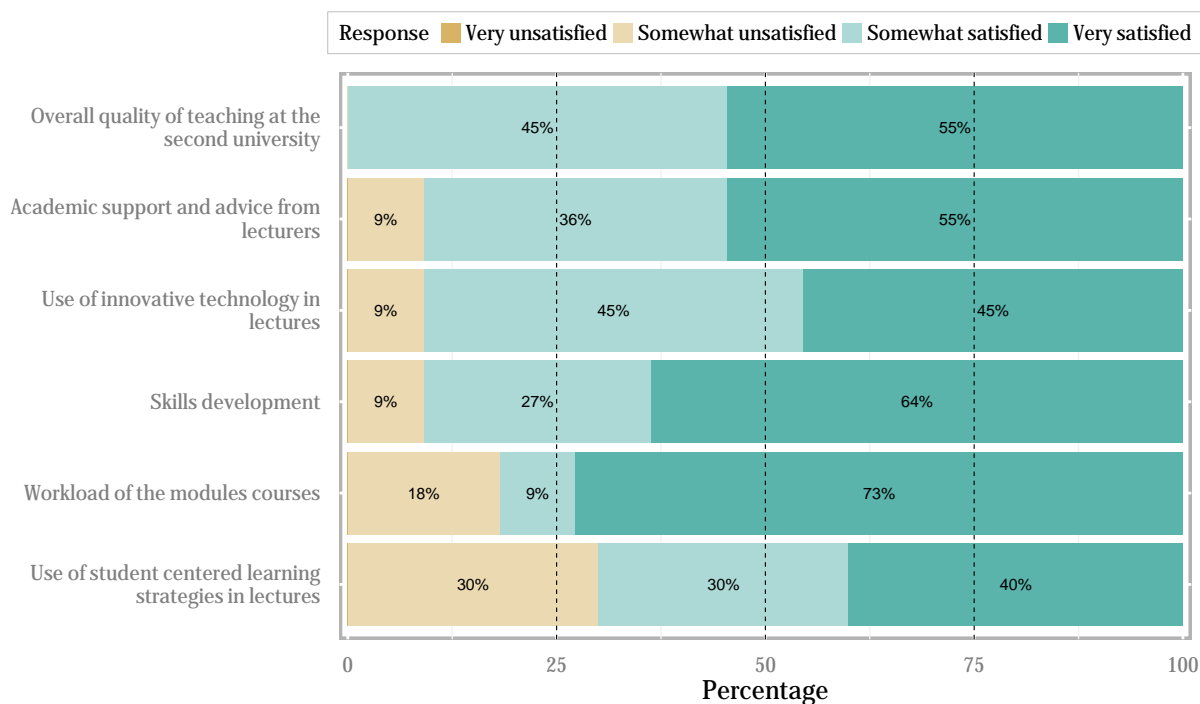|	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic staff	18	3.45	3.47	1.85	3.38	3.52	3.62	4.00
Administrative staff	18	3.45	3.37	2.00	3.18	3.47	3.63	4.00
Buddy or tutor system	NA	NA	3.21	2.67	3.00	3.19	3.47	4.00
Health services	NA	NA	3.38	2.42	3.27	3.40	3.59	4.00
International Student Office	18	3.60	3.25	2.47	3.06	3.30	3.54	4.00
Library	18	3.64	3.40	2.44	3.25	3.45	3.64	4.00
Other students	18	3.20	3.42	2.77	3.24	3.42	3.56	4.00
Student associations	NA	NA	3.18	2.45	3.04	3.18	3.35	3.84
University facilities	18	3.73	3.43	2.20	3.32	3.50	3.65	3.93

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

Teaching and learning.

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.

	Respondents	Mean	Mean for all courses	0%	25%	50%	75%	100%
Academic support and advice from lecturers	18	3.45	3.30	1.65	3.17	3.40	3.54	3.92
Overall quality of teaching at the second university	18	3.55	3.30	1.50	3.16	3.42	3.53	3.93
Skills development	18	3.55	3.26	1.42	3.14	3.36	3.50	3.93
Use of innovative technology in lectures	18	3.36	3.13	1.73	2.96	3.20	3.35	3.92
Use of student centered learning strategies in lectures	18	3.10	3.19	1.60	3.10	3.24	3.42	3.92
Workload of the modules courses	18	3.55	3.24	1.69	3.10	3.31	3.46	3.93

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

Third university

Table with universities that were "third"

Fourth university

Table with universities that were "fourth"

Concluding remarks

Some concluding remarks