



**Needs assessment survey report
of Higher Educational Establishment of Ukoopspilka
"Poltava University of Economics and Trade"
for the
Project Number:
561640-EPP-1-2015-1-AZ-EPPKA2-CBHE-JP
AESOP: Advocacy Establishment for Students
through Ombudsman Position**

A. INTRODUCTION

Higher Education Establishment of Ukoopspilka "Poltava University of Economics and Trade" (PUET) is a modern higher education institution (founded in 1961).

The University incorporates: Institute of Economics, Management and Information Technology; Faculty of Food Technology, Hotel, Restaurant and Tourism Business; Faculty of Merchandise, Trade and Marketing; Foreign Students Servicing Faculty; the Institute of Remote and Distance Learning; Inter-industry Institute for Advanced Studies and Retraining of Specialists. The chairs of the university employ 387 people of teaching staff, including 57 doctors / professors and 224 PhDs / associate professors.

PUET has long-term experience of co-working with foreign universities. It works with European universities according to the double-diploma agreements which allow the students to get two diplomas simultaneously (Ukrainian state diploma of PUET and European partner's one).

Current situation about the advocacy Establishment for Students in Ukraine

- Ukrainian higher educational establishments doesn't have the Ombudsman Position
- All Ukrainian higher educational establishments use the Student self-governance to provide the Advocacy Establishment for Students
- The activity of Student self-governance is regulated by the Law of Ukraine "On Higher Education", statute of the higher educational establishment, and Student self-governance statement of higher education

Student self-government

(According to Article 40 of **The Law of Ukraine On Education**)

- shall operate in higher educational institutions and their organizational units,
- being an integral part of civil self-government of the respective educational institutions.

Student self-government is the right and possibility of students to address issues of :

- education and living conditions,
- protect the rights and interests of students,
- and take part in management of the higher educational institution*

*The Law of Ukraine On Education

Student self-government ensures

- Protection of rights and interests of students (cadets) and their participation in the management of the higher educational institution*
- Student self-government is exercised by students (cadets) directly and via student self-government bodies elected through a direct secret ballot by students (cadets)*

*The Law of Ukraine On Education

Student self-government bodies:



- take part in management of the higher educational institution according to the procedure established by the Law and the statute of the higher educational institution;
- take part in discussion and resolution of issues related to education process improvement, academics and research, institution of scholarships, organization of leisure, recreation, living arrangements, and catering;
- hold organizational, educational, academic, sports-related, recreational and other events;
- protect the rights and interests of students (cadets) who attend the higher educational institution;
- delegate their representatives to working, consultative and advisory bodies;
- adopt acts that regulate their organization and activity;
- take part in addressing the issue of ensuring appropriate accommodation and living conditions for students in dormitories and organizing student catering;
- manage funds and other property listed on the balance sheet and bank accounts of student self-government bodies;
- submit proposals relating to the contents of educational plans and programs;
- submit proposals relating to development of the resource base of the higher educational institution, including in the issues related to the students' living conditions and leisure;
- have the right to announce protest actions;
- exercise other functions provided for by the Law and the provision on the student self-government of the higher educational institution.
- By agreement with the student self-government body of a higher educational institution, the following decisions are made:
 - expulsion of students (cadets) from the higher educational institution, and their reinstatement;
 - transfer of persons attending the higher educational institution under state order to attendance under contract at the expense of natural persons (legal entities);
 - transfer of persons attending the higher educational institution under contract at the expense of natural persons (legal entities) to attendance under state order;
 - appointing the deputy faculty dean, deputy institute director, and deputy head of the higher educational institution;
 - allocation of persons attending the higher educational institution in the dormitories and their transfer from the dormitories;
 - approval of internal regulations of the higher educational institution, in the part relating to students;
 - work of campuses and dormitories for accommodation of students of the higher educational institution.
- The administration of the higher educational institution has no right to interfere with the work of the student self-government bodies.

Each region of Ukraine (University) has its responsible persons for Student self-governance

To provide Advocacy Establishment for Students in Ukraine Poltava University of Economics and Trade (PUET) has following Student self-government bodies

- Conference of students of the University;
- Council of Students of the University;
- Conference of students of faculties (institutes, dean of the Foreign Students);
- Council Student self-government of faculties
- Student councils of hostels.



Student self-government PUET acts according to the

- Law of Ukraine “On Higher Education”
- statute of the PUET
- Student self-governance statement of PUET
- Direct appeal to the Rector

Advocacy Establishment for Foreign Students at PUET

- *CENTERS OF LANGUAGES AND CULTURES*
- Center of German Language and Culture
- Azerbaijan Cultural and Educational Center
- Center of French Language and Culture
- Cultural and Linguistic Center of China
- Euro-Atlantic Integration Center
- Georgian Cultural and Educational Center
- Turkmen Cultural and Educational Center
- Resource and linguistic center of professional English-language literature

B. PURPOSE

Define the most popular issues among staff and students at university that could be solved by Ombudsman office

Identify the level of awareness by students and staff of administration support at university

To clarify the need of special office or staff member just to deal with student issues

To raise students and staff awareness about the advantages of Ombudsman office

C. DATA COLLECTION

The data for the survey was collected by means of Google questionnaires

The survey was held among students and staff of the Poltava University of Economics and Trade (PUET)

The number of respondents is 613: 598 students that is 8,16% of total number of students studying at PUET in 2017 and 15 academic employees that is 4,41% of total number of academic staff working in PUET.

The structure of respondents is presented on a graph 1. The structure of respondents is following:

33,7% bachelor students (1 year of study)

23,8% bachelor students (2 year of study)

23% bachelor students (3 year of study)

10% bachelor students (4 of 5 year of study)

5,9% master student or PhD

2,4% staff

Count of I am a...

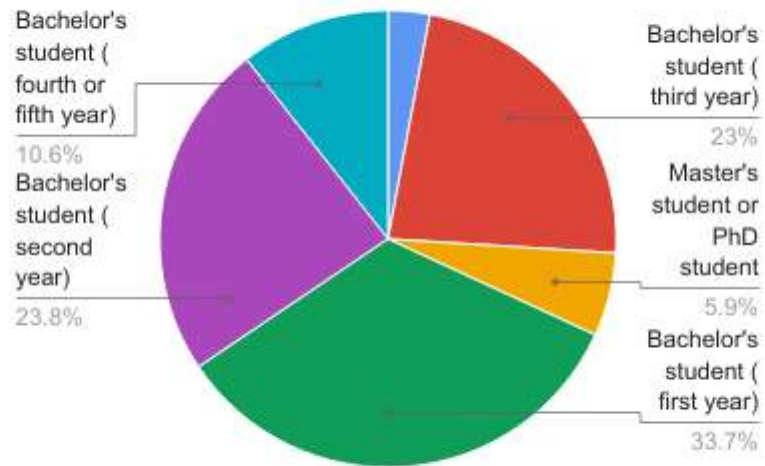


Figure 1. The structure of respondents

D. ANALYSIS

PUET Student survey			
Surveyed questions	Number of respondents	598	100,0 %
I have been able to resolve my problems at my university	5	321	53,7
	4	157	26,3
	3	70	11,7
	2	19	3,2
	1	20	3,3
	empty	11	1,8
Average	4,3		
I know where to go and who to contact when I have a problem	5	380	63,5
	4	145	24,2
	3	28	4,7
	2	22	3,7
	1	12	2,0
	empty	11	1,8
Average	4,5		
I know my rights as a student	5	342	57,2
	4	171	28,6
	3	59	9,9
	2	8	1,3
	1	7	1,2
	empty	11	1,8
Average	4,4		
I know where to find the written rules and policies of my university	5	253	42,3
	4	167	27,9
	3	115	19,2
	2	38	6,4
	1	14	2,3
	empty	11	1,8
Average	4,0		
I trust my university administration to deal with my problems fairly	5	344	57,5
	4	156	26,1
	3	65	10,9
	2	19	3,2
	1	3	0,5
	empty	11	1,8
Average	4,4		
Administrators and university staff are friendly, helpful and supportive	5	392	65,6
	4	138	23,1
	3	47	7,9
	2	6	1,0
	1	4	0,7
	empty	11	1,8
Average	4,5		
The university administration	5	314	52,5

deals with my problems in a timely manner	4	176	29,4
	3	77	12,9
	2	12	2,0
	1	8	1,3
	empty	11	1,8
Average	4,3		
I think my university needs a special office or staff member just to deal with student issues	5	228	38,1
	4	133	22,2
	3	156	26,1
	2	42	7,0
	1	28	4,7
	empty	11	1,8
Average	3,8		
What kinds of challenges have you experienced during the time you have studied at your university?	academic disagreements about grades/marks on course assignments, examinations, etc	30	5,0
	admission requirements	32	5,4
	problems with enrollment, registration, selecting or changing courses	29	4,8
	problems with tuition or payments; needed financial support	53	8,9
	relationship issues (personal conflicts with other students or staff)	38	6,4
	adaptation to the university environment	92	15,4
	issues related to dormitory facilities (bad quality of water supply, heating, repair needed, etc)	61	10,2
	issues related to academic facilities, access to the laboratories, libraries, wifi, computer rooms	37	6,2
	needed help with Internships, Grants, Scholarships	63	10,5
	needed academic support	22	3,7
	language problems, language barriers or misunderstandings	67	11,2
	discrimination (based on religion, ethnicity, race, gender, etc)	16	2,7
	disability-related issues, special needs	9	1,5
	psychological difficulties	37	6,2
none of the above	247	41,3	



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Academic staff survey

Number of respondents	15		100,0 %
<p>What kinds of challenges have you experienced during the time you have been working at your current university? (Check all that apply)</p>	academic disagreements with students or staff about grades/marks, examinations, etc	2	13,3
	salary/ compensation issues	5	33,3
	relationship issues (personal conflicts with other staff members or students)	2	13,3
	adaptation to the university environment	1	6,7
	issues related to university accommodation or staff housing	1	6,7
	issues related to academic facilities (access to laboratories, libraries, wifi, computers, etc)	0	0,0
	language problems, language barriers or misunderstandings	0	0,0
	discrimination (based on religion, ethnicity, race, gender, etc)	1	6,7
	disability-related issues, special needs	1	6,7
	psychological difficulties	1	6,7
scheduling disagreements	1	6,7	

	issues related to illness, academic leave, maternity leave, etc	0	0,0
	none of the above	7	46,7
I have been able to resolve my problems/issues at my university in a satisfactory way	5	4	26,7
	4	7	46,7
	3	4	26,7
Average	4,0		
I know where to go and who to contact when I have a problem/issue	5	9	60,0
	4	2	13,3
	3	2	13,3
	2	2	13,3
Average	4,2		
I know my rights as an employee	5	7	46,7
	4	7	46,7
	2	1	6,7
Average	4,3		
I know where to find the written rules and policies of my university	5	7	46,7
	4	5	33,3
	3	1	6,7
	2	2	13,3
average	4,1		
I trust my university administration to deal with my problems fairly	5	4	26,7
	4	6	40,0
	3	3	20,0
	2	1	6,7
	1	1	6,7
Average	3,7		
Administrators at my university are friendly, helpful and supportive	5	7	46,7
	4	5	33,3
	3	2	13,3
	1	1	6,7
average	4,1		
The university administration deals with my problems in a timely manner	5	3	20,0
	4	6	40,0
	3	4	26,7
	2	2	13,3
Average	3,7		
I believe staff and students in my university know how to resolve their problems	5	4	26,7
	4	6	40,0
	3	4	26,7
	1	1	6,7
Average	3,8		
I think my university needs a special office or staff member just to deal with student and	5	3	20,0
	4	3	20,0



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staff issues	3	7	46,7
	2	2	13,3
Average	3,5		

E. SUMMARY OF RESULTS

Average of I know my rights as a student is 4.3

ANSWER

I am a...Average

Master's student or PhD student 4.6

Bachelor's student (fourth or fifth year) 4.3

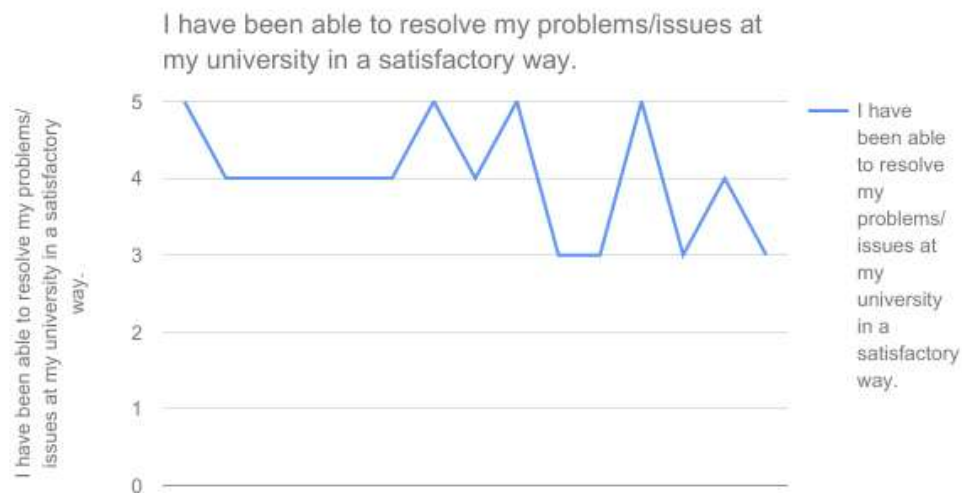
Bachelor's student (third year) 4.3

Bachelor's student (first year) 4.3

Bachelor's student (second year) 4.3

University employee N/A

Average of I have been able to resolve my problems at my university 4,3 (Figure 3)



As Figure 5 shows the level of each characteristic about the student's awareness of administration support is higher than 4 and in average 4.3. It means that students cooperate with a university administration in a good level.

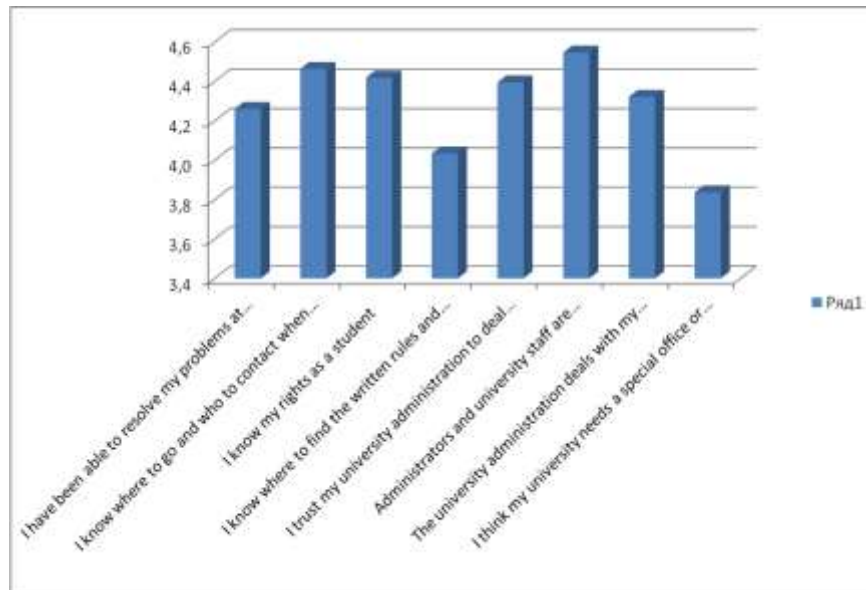


Figure5. Level of students awareness of administration support

The level of staff awareness of administration support is lower than students' one and is 4 in average. But staff cooperates with a university administration in a good level too.

For staff "salary/ compensation issues are the most popular problem" (33.3%) is the most popular among suggested kinds of challenges. Academic disagreements (13.3%) and relationship issues are also popular issues (13.3%). But 46.7% of none of the above issues indicates existence of other not relating to the Ombudsman position issues at the university.

For students among all suggested kinds of challenges experienced by students at university only 4 of them were mentioned by more than 10% of respondents. Among them are issues about:

- adaptation to the university environment (15.4%);
- issues related to dormitory facilities (bad quality of water supply, heating, repair needed, etc) (10.2%);
- needed help with Internships, Grants, Scholarships (10.5%);
- language problems, language barriers or misunderstandings (11.2%);
- none of the above (41.3)

F. IMPLICATIONS FOR OMBUDSMAN OFFICE ACTION

University administration spends a lot of time to solve students and staff issues. That is confirmed by the research results.

Staff cooperates with a university administration in average level "4".

Students cooperate with a university administration in average level "4.3".

Main issues that can be solved by Ombudsman office had been investigated.

The most popular issue among staff is salary/ compensation (33.3%).

The most popular issue among students is adaptation to the university environment (15.4%).

But solving of such issues would be more productive and easy for all beneficiaries (administration, staff, students) if there would be an Ombudsman office.



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This idea is supported highly by administration, staff and students. The results of survey prove this.

Students think that university needs a special office or staff member just to deal with student issues in average “3.8”

Staff thinks that university needs a special office or staff member just to deal with student issues in average “3.5”