HELLENIC REPUBLIC
TECHNOLOGICAL EDUCATIONAL INSTITUTE (TEI) of ATHENS

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# POST-GRADUATE TRAINING PROGRAMME ZHETYSU STATE UNIVERSITY NAMED AFTER ILYAS ZHANSUGUROV KAZAKHSTAN 

## $13^{\text {th }}$ of MAY $-27^{\text {th }}$ of MAY, 2013

## Training Programme Report

Analysis of the Evaluation and Quality Assurance


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## GENERAL

The Technological Educational Institution (TEI) of Athens had the honour to organize a 15day training programme for 20 post graduate students from the Zhetysu State University in Kazakhstan. The programme was tailored to the needs of the students and the demands of sending university as these were defined after discussions between the scientific responsible of the programme and the administration of the Zhetysu State University.
The students were accompanied by a supervisor, the dean of the physics and mathematics faculty of the Zhetysu State University.
The programme took place between 13-27 of May, 2013 and consisted of both academic and extracurricular activities.

## ACADEMIC ACTIVITIES

The academic activities included among other, lectures on:

* The Implementation of the Bologna Process Principles in Higher Education European Area,
* English Scientific Terminology,
* Research Methodology,
* Teaching Methods in Mathematics and Informatics,

In addition, the welcome ceremony and the certificates award ceremony are considered part of the programme's academic activities.

## EXTRACURRICULAR - SOCIOCULTURAL ACTIVITIES

During their stay, the Kazakh post graduate students had the chance to socially interact with Greek students, meet Athens and get familiar with the Greek student life. They spent much time in Athens together with Greek students getting around in Athens and the surrounding areas, familiarizing with Greek life style and visiting student gathering places.

In addition, there were four, officially organized, activities by the programme's administration:
$\nLeftarrow$ Visit to the ancient temple of Parthenon and the odeon of Herodes Atticus located on the hill of Acropolis and visit to the new Acropolis museum,

* Night swim and food feast (with Greek souvlaki, wine and beer) at "Flisvos" beach in Paleo Faliro,
* Beach party with dancing, night swimming and food feast with spit-roasted lamb, souvlaki, wine, beer and other food and beverages at "Ammos" beach in Alimos,
* One-day cruise to three islands of the Saronic Gulf (Hydra, Poros, Aegina).


## ACCOMMODATION - DINING - TRANSPORTATION

The Kazakh students and their supervisor stayed at the "Aristoteles" hotel, located in the center of Athens. The specific hotel was selected for three main reasons.
o The cost was within the price range that was requested by the sending university,
o It was located near TEI of Athens where the lectures took place and only one bus was needed for the students' daily trips to and from the TEI,
o It was very near to a metro station; therefore it was suitable and convenient for their transportation around Athens and the surrounding areas.

The students were having their lunch and dinner at the student restaurant of the TEI during weekdays with exceptionally low price (breakfast was included in the hotel arrangement). Together with them, the lecturers and their supervisor were also dinning at the student restaurant.

The students used the public transport, e.g. buses, trams, underground for their daily transportations. For this reason they were provided with low-cost travel-cards. Their transportation to and from the airport was an exception and private coaches were used.

## EDUCATIONAL FACILITIES

The lectures took place at the teleconference room of the Faculty of Technological Applications of the TEI. The classroom is highly equipped with interactive board, computer video projector, video recording cameras, central sound system, wireless microphones and computers with internet access. The classroom is also sound proofed and a member of the technical support staff was constantly present.

All lectures were held in English and the majority of them were also video recorded.

The students were at all times encouraged to use the library of the institution for their studies. For this reason each of the students was provided with a unique pass and email, same to the ones Greek students get when enrolled to the institution.

## THE QUESTIONNAIRE

Survey questionnaires were used for the collection of all the data and information necessary for the evaluation of the programme and the satisfaction level of the participating students. A special questionnaire was drawn and given to the students to fill it out after the completion of the programme. All 20 students answered to the questionnaires and returned them to the administration of the programme the day of their departure.

The questionnaires were anonymous in order to provide the respondent students with the freedom to express their opinions and thoughts and give their comments and suggestions.

The questionnaires were divided in 8 groups of questions. Each group of questions was designed to extract the opinion of the students regarding a different aspect of the programme.

In summary:

* First group of questions. The overall opinion of the students regarding the programme,
* Second group of questions. The opinion of the students regarding the administration of the programme,
* Third group of questions. The opinion of the students regarding the facilitator's facilities and the services provided,
* Fourth group of questions. The opinion of the students regarding the design of the academic programme (Duration, Clarity, etc.),
* Fifth group of questions. The opinion of the students regarding the educational aspect of the academic programme (Courses, Lecturers and Staff),
* Sixth group of questions. The opinion of the students regarding the academic and social relationships developed with student of the TEI of Athens,
* Seventh group of questions. The opinion of the students regarding the extracurricular activities of the programme,
* Eighth group of questions. Open questions asking the students to express freely their opinion and/ or provide with any comment on any other subject or experience they feel like they should.

The analysis of the questionnaires and the conclusions made, are shown hereafter.

## QUESTIONS AND ANSWERS ANALYSIS

## $1^{\text {ST }}$ GROUP: OVERALL RESULTS OF THE PROGRAMME

## Question 1: "In overall, how would you the rate the training programme?"

The optional answers were: Excellent, Good, Average and Poor.

Nineteen of the answers given, rated the programme as Excellent and one answer as Good. Meaning, 95\% of the students considered the programme to be of excellent value and the rest $5 \%$ to be good.
(Q1) The training programme in overall


## Question 2a: "How would you rate the programme in terms of usefulness?"

The optional answers were: 6 (Very useful), 5, 4, 3, 2, 1 (of little use)

Eighteen of the answers given, rated the programme with 6 out of 6 and two answers rated the programme with 5 out of 6 . Meaning, 90\% of the students evaluated the programme to be Very Useful and $10 \%$ of
 the students to be close to Very Useful.

## Question 2b: "How would you rate the programme in terms of interest?"

The optional answers were: 6 (Very interesting), 5, 4, 3, 2, 1 (of little interest)

Eighteen of the answers given, rated the programme with 6 out of 6 and two answers rated the programme with 5 out of 6 . Meaning, $90 \%$ of the students evaluated the programme to be Very Interesting and 10\% of the students to be
(Q2b) Was the Programme INTERESTING?
 close to Very Interesting.

## Question 3: "To what extent do you feel your personal expectations and objectives have been achieved?"

The optional answers were: Fully, Very, Partially and Not at all

Nine of the answers given, supported that their personal expectations were covered "Fully" and eleven of the answers supported that they were covered "Very". The answers drive us to the conclusion that the programme succeeded to cover the
 expectations of the visiting students in a scale of very much to fully.

Note: The fact that we did not receive more "fully" as an answer to this question, dictates us to improve the programme's design. This will be accomplished by mining in more depth the status, background knowledge, needs and expectations of the visiting students.

In this programme, we did not know in details the background knowledge and the needs of the students, therefore it was not an easy task to fully cover all students' expectations.

In future programmes we will inquire more detailed information about the prospective students and their background from the sending university.

## Question 4: "Would you recommend the hosting Institute as a training programme facilitator to others?"

The optional answers were: Yes, No and Maybe.
All the respondent students answered "Yes". This shows that the TEI of Athens successfully hosted the programme as all the participating students would recommend the TEI as a programme facilitator to others.


## Question 5: "Would you recommend the specific training programme to others?"

The optional answers were: Yes, No and Maybe.

All the respondent students answered "Yes". This shows that the programme was successful indeed as all the participating students would recommend the specific training programme to others.


Question 6: "Please write any comments and suggestions you may have for the programme in overall"

This is an open question where the students could write down any comment or observation regarding the programme in general. Only one comment was noted and it said:
"Thank you for everything. I wish that for your institute needs more of the same programs and I want to come back".

## $2^{\text {ND }}$ GROUP: PROGRAMME ADMINISTRATION

## Question 7: "How well was the training programme organised?"

The optional answers were: Excellent, Good, Average and Poor

Eighteen of the answers given, rated the organizing as Excellent and two rated it as Good. Meaning, 90\% of the students rated the programme to be organized excellently and $10 \%$ to be well organized.


Question 8: "How would you rate the hospitality from the side of the hosting Institute?"

The optional answers were: Excellent, Good, Average and Poor.

Seventeen of the answers given, rated the hospitality as Excellent and three rated it as Good. Meaning, 85\% of the students rated the hospitality of TEI f Athens to be excellent and $15 \%$ to be good.


## Question 9: "How would you rate the assistance and instructions given to you during your stay?

The optional answers were: Excellent, Good, Average and Poor.

Eighteen of the answers given, rated them as Excellent and two rated them as Good. Meaning, $90 \%$ of the students considered the assistance and the instructions given to them throughout their stay to be excellent and $10 \%$ to be good.


It must be noted that
Greek students contributed greatly to provide the participating students with excellent assistance and instructions.

Question 10: "How would you rate the benefits provided to you by the facilitator during your stay (e-mail account, library access, material, etc)?"

The optional answers were: Excellent, Good, Average and Poor.

Nineteen of the answers given, rated them as Excellent and one rated them as Good. Meaning, 95\% of the students considered the benefits provided to them by the facilitator to be excellent and 5\% to be good.


Question 11: "What other comments do you have regarding the administration and organisation of the training programme?

This is an open question where the students could write down any comment or observation regarding the administration of the programme. Two comments were noted and they said:

- "no comments. Everything was so good. I liked all things"
- "so good"


## $3^{\text {RD }}$ GROUP: FACILITIES AND SERVICES

Question 12: "How would you rate the classroom(s) where the sessions were conducted?"

The optional answers were: Excellent, Good, Average and Poor.

Seventeen of the answers given, rated them as Excellent and three rated them as Good. Meaning, 85\% of the students considered the classroom(s) used for the lectures to be of excellent quality and $15 \%$ to be of good quality.


Question 13: "How would you rate the training and other facilities of the hosting institution (e.g. library)?"

The optional answers were: Excellent, Good, Average and Poor.

Seventeen of the answers given, rated them as Excellent and three rated them as Good. Meaning, 85\% of the students considered the facilities of the facilitator to be of excellent quality and $15 \%$ to be of good quality.


## Question 14: "How would you rate the accommodation (hotel) during your stay?"

The optional answers were: Excellent, Good, Average and Poor.

Four of the answers given, rated the accommodation (hotel) as Excellent, fourteen rated it as Good and two rated it as Average. Meaning, $20 \%$ of the students considered the accommodation (hotel) to be of excellent quality, $70 \%$ to be of good quality, and $10 \%$ to be of average quality.


Even though the opinion of the students regarding the accommodation was good in average, we consider their judgment to be sincere and truthful.
The specific hotel was not the first choice of the programme's administration. However, due to the need for lowering the cost to meet the price range demands of the sending institute, we concluded to a cheaper hotel than our first choice. However, we researched and found a hotel that would satisfy some basic requirements and we are pleased that $90 \%$ of the students rated the accommodation as good or above and only $10 \%$ rated it as average. No student found the accommodation to be of poor quality.

## Question 15: "How would you rate the food quality and quantity during your stay?"

(The question refers to the student restaurant of the TEI where the students dined during weekdays with responsibility of the programme)

The optional answers were: Excellent, Good, Average and Poor.

Ten of the answers given, rated the food quality and quantity as Excellent and the other ten rated it as Good. Meaning, $50 \%$ of the students considered the food offered by the student restaurant of the TEI of Athens to be of excellent quality and quantity and $50 \%$ to be of good quality and quantity.

All the respondent students rated the quality and quantity of the food served at the student restaurant as good or above, even though it was the first time tasting the Greek cuisine which might differ from the Kazakh one.


## Question 16: "How would you rate the transportation services during your stay?"

(The question refers to the public transportation means the students used during their stay)

The optional answers were: Excellent, Good, Average and Poor.

Twelve of the answers given, rated the public transportation services as Excellent, six rated them as Good and two rated them as Average. Meaning, 60\% of the students considered the public transport to be of excellent quality, $30 \%$ to be of good quality and the rest $10 \%$ to be
 of average quality.
The students' judgment is encouraging if we consider that $90 \%$ of the students found the public transport to be good or above even though they used to travel at rush hour, around 8:30 in the morning when traffic congestion on roads and crowding on public transport is at its highest, late at night and on Sundays when public transport operates on minimum frequencies.

Question 17: "What other comments do you have regarding the facilities and the services provided?"

This is an open question where the students could write down any comment or observation regarding this group of questions. Only one comment was noted and it said:

- "No comments. Everything was good."


## $4^{\text {TH }}$ GROUP: TRAINING PROGRAMME: DURATION - CLARITY - FLEXIBILITY

## Question 18: "How do you feel about the length of the training programme?"

The optional answers were: Too short, Just right and Too long.
(Coupled with question 18a: "If you consider the length of the programme too short or too long, please specify what would be the ideal duration for you").

Fourteen of the answers given, were Just right and six answers were Too short. Meaning, 70\% of the students considered that the duration of the programme was exactly right while the $30 \%$ considered the duration to be too short.
From the six students who answered that the duration of the programme was too short, two of them suggested that the
 ideal duration would be 3 weeks.

Question 19: "Was the outline of the programme presented clearly?"

The optional answers were: Yes, Rather yes, Rather no and No.

Sixteen of the answers given, were Yes and four answers were Rather Yes. Meaning, 80\% of the students considered that the outline of the programme was clearly presented, while the rest $20 \%$ considered it was
 presented rather clearly.

## Question 20: "Was the sessions' schedule followed as planned?"

The optional answers were: Yes, Rather yes, Rather no and No.

Nineteen of the answers given, were Yes and one answer was Rather Yes. Meaning, 95\% of the students considered that the sessions' schedule was followed as planned while the rest 5\% considered it was rather followed.


## Question 21: "Was the schedule flexible to meet your needs?"

The optional answers were: Yes, Rather yes, Rather no and No.

Twelve of the answers given, were Yes and eight answers were Rather Yes. Meaning, 60\% of the students considered that the schedule had the flexibility to adapt to their needs while the rest $40 \%$ considered it was rather


## Question 22: "What other comments do you have regarding the duration and clarity of the programme?"

This is an open question where the students could write down any comment or observation regarding this group of questions. No comments were noted.

## $5^{\text {TH }}$ GROUP: TRAINING PROGRAMME: SESSIONS, LECTURERS \& OTHER STAFF <br> Question 23: "How would you rate the level of difficulty of the programme?"

The optional answers were: Too difficult, Difficult, Normal, Easy and Too easy.
Nineteen of the answers given, rated it as Normal and one answer rated it as Too easy. Meaning, $95 \%$ of the students considered the programme to have a normal level of difficulty and the rest 5\% of the students to be too easy.

The goal of the pro-
 gramme was indeed to maintain a normal level of difficulty; not easy so it could retain students' interest but also not difficult so all the students can follow it. We must note here that the student, who considered the programme too easy, had rated it as considerably interesting by grading it with 5 out 6 in question 2 b.

## Question 24: "How would you rate the workload of the programme?"

The optional answers were: Too many courses, Normal and Not enough courses.
Eighteen of the answers given, rated it as Normal and two answers rated it to have not enough courses. Meaning, $90 \%$ of the students considered the programme to have a normal student workload and the rest $5 \%$ of the students to have low student
 workload.

## Question 25: "How useful would you rate the courses to be for your personal development?"

The optional answers were: 6 (Very useful), 5, 4, 3, 2, 1 (of little use)
Eleven of the answers given, rated the usefulness of the courses with 6 out of 6, seven answers with 5 out of 6 and two answers with 4 out of 6. Meaning, 55\% of the students considered the courses undertaken to be very useful for their development, $35 \%$ of the students con-
 sidered them noticeably useful and the rest $10 \%$ of the students considered them at least useful.

The $10 \%$ of the students corresponds to 2 students. However the two students who rated the usefulness of the courses with 4 out of 6 in this question were neither the ones who considered the programme to have not enough courses (question 24) nor the one who considered the programme to be easy (question 23)

## Question 26: "How interesting would you consider the courses undertaken?"

The optional answers were: 6 (Very interesting), 5, 4, 3, 2, 1 (of little interest)
Fourteen of the answers given, rated the courses with 6 out of 6 in terms of interest, five answers with 5 out of 6 and one answer with 4 out of 6 . Meaning, 70\% of the students considered the courses undertaken to be very interesting, 25\% of the students considered them noticeably
 interesting and the rest $5 \%$ of the students considered them at least interesting.

## Question 27: "Did the Lecturers show great interest in teaching?"

The optional answers were: Yes, Rather yes, Rather no каı No.

All 20 answers that were given, were Yes. Meaning, $100 \%$ of the students considered that the lecturers of the programme presented great zeal and interest in teaching. This is very positive as it shows that the selection of the lecturers for the programme was successful.


## Question 28: "Did the Lecturers try to broaden the cultural and academic horizons of Students?"

The optional answers were: Yes, Rather yes, Rather no каı No.

All 20 answers that were given were Yes. Meaning, $100 \%$ of the students considered that the lecturers of the programme tried to broaden the cultural and academic horizons of the students. This is also very positive as it shows that teachers and students found common
 social and cultural interests within a continuously expanded and extended globalised community. In addition, it proves once again that education can play a key role in the crossing of the borders.

## Question 29: "Did the Lecturers produce a good learning climate?"

The optional answers were: Yes, Rather yes, Rather no каı No.

Nineteen of the answers given, were Yes and one answer was Rather Yes. Meaning, 95\% of the students considered that the lecturers managed to produce a good learning environment while the rest 5\% considered that they rather did. The conclusion drawn is that the courses were
 conducted under a good and pleasant learning environment for the students.

## Question 30: "How would you rate the Lecturers' knowledge of the courses?"

The optional answers were: Very good, Good and Not good.

All 20 answers that were given, were Very good. Meaning, $100 \%$ of the students considered that the lecturers of the programme had very good knowledge of the taught courses. This also proves that the selection of the lecturers for the specific courses was successful.


Question 31: "How would you describe the Institution's staff? (e.g. at Library, restaurant, cleaners, etc)"

The optional answers were: Helpful or Not helpful, Friendly or Not friendly, Polite or Not polite and Other.

In this question, the respondent students could express their opinion about the facilitator's staff with more than one answer that seems to fit. They could also describe the facilitator's staff that came into contact (library, restaurant, technical staff, etc.) with any other characterization
 they wanted. The purpose of this question is to become aware of the students' opinion for the staff they.

All the answers portrayed the staff with positive characterizations and not even one bad comment was made for their behaviour.

## Question 32: "If you had any bad experience, please provide us with further information"

This is an open question where the students could write down any comment and provide with more details on possible bad incidents they encountered. Nothing was noted; therefore we consider that no student had bad experience with the facilitator's staff.

Question 33: "Please note any further comments and suggestions for the Lecturers, courses, teaching methods etc."

This is an open question where the students could write down any comment or observation regarding this group of questions. Only one comment was noted and it said:

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## $6^{\text {TH }}$ GROUP: SOCIAL INTERACTIONS WITH GREEK STUDENTS

Question 34: "Did you have academic/social interactions with students of the hosting institution?"

All 20 students answered that they developed academic/social interactions with students of the hosting institute. In conjunction with question $34 a$, eleven students (55\%) rated their relationships as excellent, five students (25\%) rated them as good and four students (20\%) rated them as
 average.
Great contribution to the development of their relationships was the knowledge of a common language (English) by both the Kazakh students and the students of the TEI.

Question $34 a$ was addressed to the students who answered in question 34 that they did not develop any form of academic or social interaction with students of the TEI and asked them to provide any comment for the possible reasons why not. We received no com-
 ment as all students had already answered that they developed relationships with students from the TEI.

## Question 35: "Please write any comment you may have on thin group of questions"

This is an open question where the students could write down any comment or observation regarding this group of questions. No comments were noted.

## $7^{\text {TH }}$ GROUP: EXTRACURRICULAR - SOCIOCULTURAL ACTIVITIES

## Question 36: "In overall, how would you rate the extracurricular activities?"

The optional answers were: Excellent, Good, Average and Poor.

Twelve of the answers given, rated the extracurricular activities as Excellent and eight answers rated them as Good. Meaning, 60\% of the students considered that the extracurricular activities, officially organized by the programme, were of excellent quality and
 the $40 \%$ considered that they were at least good.

## Question 37: "How would you rate the welcome ceremony?

The optional answers were: Excellent, Good, Average and Poor.

Nine of the answers given, rated it as Excellent, ten answers rated it as Good and one answer rated it as Poor. Meaning, 95\% of the students considered that the welcome ceremony of the programme was from good to excellent quality. The student's opin-
 ion who found the opening ceremony poor will be taken into serious consideration and is further discussed at the end of this group of questions.

## Question 38: "How would you rate the Certificates Award Ceremony?"

The optional answers were: Excellent, Good, Average and Poor.

Seven of the answers given, rated it as Excellent, five answers rated it as Good and eight answers rated it as Average. Meaning, 60\% of the students considered that the certificates award ceremony of the programme was from good to excellent quality. However, similarly to the welcome ceremony,
 the students' opinion who found the award ceremony average will be taken into serious consideration. We should note at this point that the first secretary of the Kazakh embassy in Greece Mr Alibekov Rysbek attended the ceremony on behalf of the Ambassador Extraordinary and Plenipotentiary of the Republic of Kazakhstan to the Hellenic Republic Mr Sergey Nurtayev.

## Question 39: "How would you rate the visits to the museums?"

The optional answers were: Excellent, Good, Average and Poor.

Nineteen of the answers given, rated them as Excellent and one answer rated them as Good. Meaning, 95\% of the students considered that the visits to the archeological sites and museums were excellent and 5\% considered them at least good.


## Question 40: "How would you rate the goodbye beach party?"

The optional answers were: Excellent, Good, Average and Poor.

Sixteen of the answers given ( $80 \%$ ), rated it as Excellent and four answers (20\%) rated it as Good. Meaning, 100\% of the students considered the beach party to be from good to excellent. Unfortunately the night of the event the weather was bad with low temperature and strong wind; a thing we
 were unprepared for and many students felt cold. However, this fact did not prevent some of them to swim. We all had fun and enjoyed spit roasting the lamb, eating and drinking while the dancing and singing lasted until after midnight.

## Question 41: "How would you rate the islands cruise?"

The optional answers were: Excellent, Good, Average and Poor.

All 20 students (100\%) rated the cruise as Excellent. The cruise gave the students the chance to travel on a ship and visit Greek islands. They had the opportunity to swim and explore the islands but also to have fun, enjoy, participate in the live events during the trip
 and socially integrate to the Greek culture.

## Question 42: "Please write any comment you may have on the activities and suggestions for future activities"

This is an open question where the students could write down any comment or suggestions regarding this group of questions. One comment was noted and it said:
-We would like to have a trip to the first stadium where the Olympic Games were conducted

In future programmes we will take it into consideration and we will suggest an excursion to the Ancient Olympia, Epidaurus and other archeological sites.

Note!!! The Kazakh people are cheerful people who like music, dancing, cultural events and festivals, as it is the Greek people. That was my understanding since my visit in Kazakhstan invited by a different University. Each day the students and/ or university administration organized a happening with musical and theatrical events to honor me and my colleagues. These events externalize the hospitality of the people of Kazakhstan and their wish to honor their guest. Greeks have a very similar attitude towards their guests; however, it seems we did not properly assess the attitude of our Kazakh guests.
The answers to this question give us the impetus and the necessary elements to examine and improve these activities in the future.

## $8^{\text {TH }}$ GROUP: OTHER

Question 43: "Any other comment you feel like you should mention"

This is an open free question where the students could write down any comment, observation and suggestions regarding the programme, their stay and their experience. Two comments were noted and said:
-I wish you luck in work and personal life.
-Thank you for everything. It was a good trip. TEI, Greece, Athens, Greek people; all it was good. Thank you. I want to come back. See you soon.

## CONCLUSIONS

The analysis of the questionnaires shows that the programme was designed and executed properly.

Two elements require further preparation:
I. The collection of more detailed data of the participating students to fully cover all their needs and expectations,
II. More cultural events and more intense ceremonies.

The students' observations will be taken into account when designing future programs to eliminate the weak points.

## PANTHEON OF PHOTOGRAPHS FROM THE PROGRAMME

To open the Pantheon of photos, please click here.

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[^0]:    - "Everything was very good. I liked it"

