

QUESTIONNAIRE
studying the satisfaction of participants in the educational process
with the quality of academic achievement assessment and conflict resolution
in PJSC "IAPM"

The Interregional Academy of Personnel Management conducts a survey of students to improve the quality of training. Please answer the questions of the questionnaire by ticking the box next to the most appropriate answer for you. The results of the survey will be used only in a generalised form and will not be distributed in a format that indicates the identity of the respondent. Thank you for your cooperation!

Name of the Educational and Research Institute

Speciality:

1. In your opinion, the procedures for assessing academic performance during your studies were:

- Objective
- Rather objective
- Rather not objective
- Not objective.

2. Do you think that the means of monitoring progress used allowed you to measure the level of learning of the educational material?

- Almost always
- More often yes
- More often no
- Almost never

3. In your opinion, the assessment system used at the Academy:

- Is clear and reflects the level of academic performance
- It is unclear and does not allow for a qualitative differentiation of the level of performance.

4. Have you always received timely information about the form and number of control measures in certain disciplines, as well as about the assessment criteria?

- Always in a timely manner
- As a rule, timely - at the beginning of the course
- As a rule, at the end of the course
- Very rarely.

- 5. Are you familiar with the conflict resolution procedure at the Academy?**
- Yes
 - No
- 6. Have you ever appealed against the results of your academic performance?**
- Yes
 - No
- 7. If yes, do you consider the appeal procedure to be perfect, i.e., one that allows you to objectively resolve the conflict situation that has arisen?**
- Yes

- No
 - 8. During your studies, have you ever encountered instances of dishonesty on the part of your lecturers during control activities?**
 - Yes, repeatedly
 - Yes, in isolated cases
 - No, never
 - 9. Are you familiar with the procedure for handling complaints related to sexual harassment?**
 - Yes
 - No
 - 10. Have you experienced sexual harassment by your lecturers during your studies?**
 - Yes, more than once
 - Yes, sometimes
 - No, never.
 - 11. Are you the procedure for discrimination** **are you aware of for handling related to discrimination** **Are you familiar of complaints, related to** **3 related to**
 - Yes
 - No
 - 12. During your studies, have you experienced any cases of discrimination against you or your classmates?**
 - Yes, repeatedly
 - Yes, sometimes
 - No, never.
 - 13. Are you familiar with the procedure for handling complaints related to corruption?**
 - Yes
 - No
 - 14. During your studies, have you encountered any cases of corruption against you or your classmates?**
 - Yes, more than once
 - Yes, sometimes
 - No, never.
 - 15. How do you assess the academic, informational, and psychological support provided by the graduating department, dean's office, and the Academy's conflict resolution services?**
 - Positive
 - Rather positive than negative
 - Rather negative than positive
 - Negative.
 - 16. Your suggestions for improving the above procedures:**
-