



ANKARA
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ÜNİVERSİTESİ

ACADEMIC STAFF SATISFACTION QUESTIONNAIRE

Dear Instructor,

The questionnaire presented below has been prepared to measure your satisfaction about the activities and services of our university and to learn your opinion about our distance education system. Your answers to the questions will shed light on us within the scope of Quality Management System studies and enable us to see our shortcomings. For this reason, it is important to fill in the questionnaire carefully.

Your answers will be evaluated anonymously, and your personal information will be kept confidential. Thank you for your contribution.

Personal information

Faculty/School

Management and Participation	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

1. Being a member of our university				
2. Being a member of our faculty / vocational school / school				
3. Criteria for selection/appointment/assignment to administrative positions in our university.				
4. Criteria for academic appointment / promotion in our university				
5. At our university, I have the opportunity to express my ideas without hesitation				
6. Adequacy of the number of academic staff in my department				
7. Head of departments' taking academic staff's complaints into consideration (An administrator is the first admin you are working under)				
8. Head of departments' appraisal on my achievements (An administrator is the first admin you are working under)				

Education	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

9. Quality of the students admitted to our undergraduate programs				
10. Number of the students enrolled in our undergraduate programs				
11. Quality of the students admitted to our graduate programs				
12. Number of students enrolled in our graduate programs				
13. The appropriateness of time/course load allocated to the teaching activities in our university				

Communication

14. Our faculty/vocational school/communication and collaboration between the teaching staff of our school				
15. Our faculty/vocational school/our school/Institute academic and administrative staff communication				
16. Our faculty/vocational school/our school/communication between lecturers and students of the Institute				
17. Ease of access to the administrator (An administrator is the first admin you are working under)				
18. To be able to communicate easily with any unit of our university				
19. Adequacy of internal communication tools (e-mail, announcements, etc.)				
20. Adequacy of our university web page				
21. Adequacy of our faculty web page				

Research	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

22. Adequacy of time allocated to research and publication in our university				
23. Adequacy of incentive mechanisms for research and publication in our university				
24. Adequacy of electronic data bases provided for research in our university				
25. Services provided under our University Scientific Research Projects (SRP)				
26. From SRP assessment process				
27. Our university's providing adequate financial support for scientific research				
28. Our university SRP automation system offered to the researchers				
29. Adequacy of incentives in our university for participation to domestic/international scientific meetings and conferences				
30. Solving the problems in the purchase of facilities services/support for projects in our university				
31. Supporting my research ideas				
32. Adequacy of the laboratory conditions for research				
33. Adequacy of exchange programs such as Erasmus, Mevlana for academic staff				

Goal Setting, Performance	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

34. Our university's position among other universities in Turkey				
35. One of our university's innovative efforts				
36. When determining new programs to be opened in our university, the consideration of the changing needs in the field				
37. Our university's encouragement to interdisciplinary and multi-disciplinary work				
38. Our university's efforts to contribute to regional and national development together with government, private institutions and non-governmental organizations				
39. Our university's consideration of the needs of students with special needs				
40. Our university's consideration of the needs of international students				
41. Adequacy of in-service training				

Infrastructure	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

42. The cleanliness of the environment I work				
43. The adequacy of the number of the staff per rooms in the environment I work				
44. The efficiency of the conditioning system in the environment I work				
45. Cultural and artistic events				
46. The sufficiency of safety measures (such as fire, earthquake, security, services)				
47. The supply of equipment such as computer, printer, photocopy				
48. Internet services				
49. Information Technology services				
50. Library and documentation services				
51. Construction-repair services				
52. Suitability of the air conditioning system of the classrooms				
53. Adequacy of congress-meeting halls and venues				
54. Sufficiency of the staff dining room as a venue				
55. Quality of the meals served in the staff dining room				
56. Cafeteria / canteen services				
57. Parking lot				

Distance Education	SATISFACTION LEVEL			
	Satisfied	Neutral	Not satisfied	No idea

58. I am generally satisfied with the distance education system of our university.				
59. During the distance education, students actively participated in the lectures.				
60. In case I have problems with distance education, I can reach the distance education department manager.				
61. I can contact AYBUZEM if I have problems with distance education.				
62. I can connect to the distance education system without any problems.				
63. After this academic year, I plan to teach one or a few of my courses with the distance education system.				
64. After this academic year, I plan to give one or more of my lessons by combining face-to-face and distance education systems (hybrid).				

GENERAL			
65. What is your overall level of satisfaction with our university?	High	Medium	Low
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. What is the level of meeting your expectations of our university?	High	Medium	Low
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Do you see yourself as a part of our university?	Yes	Neutral	No
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

68. Please specify if there are other issues you want to add.