

FACT SHEET

NATIONAL STUDENT SURVEY 2015



**HOTELSCHOOL
THE HAGUE**
Hospitality Business School

response=26.2%,
n=558

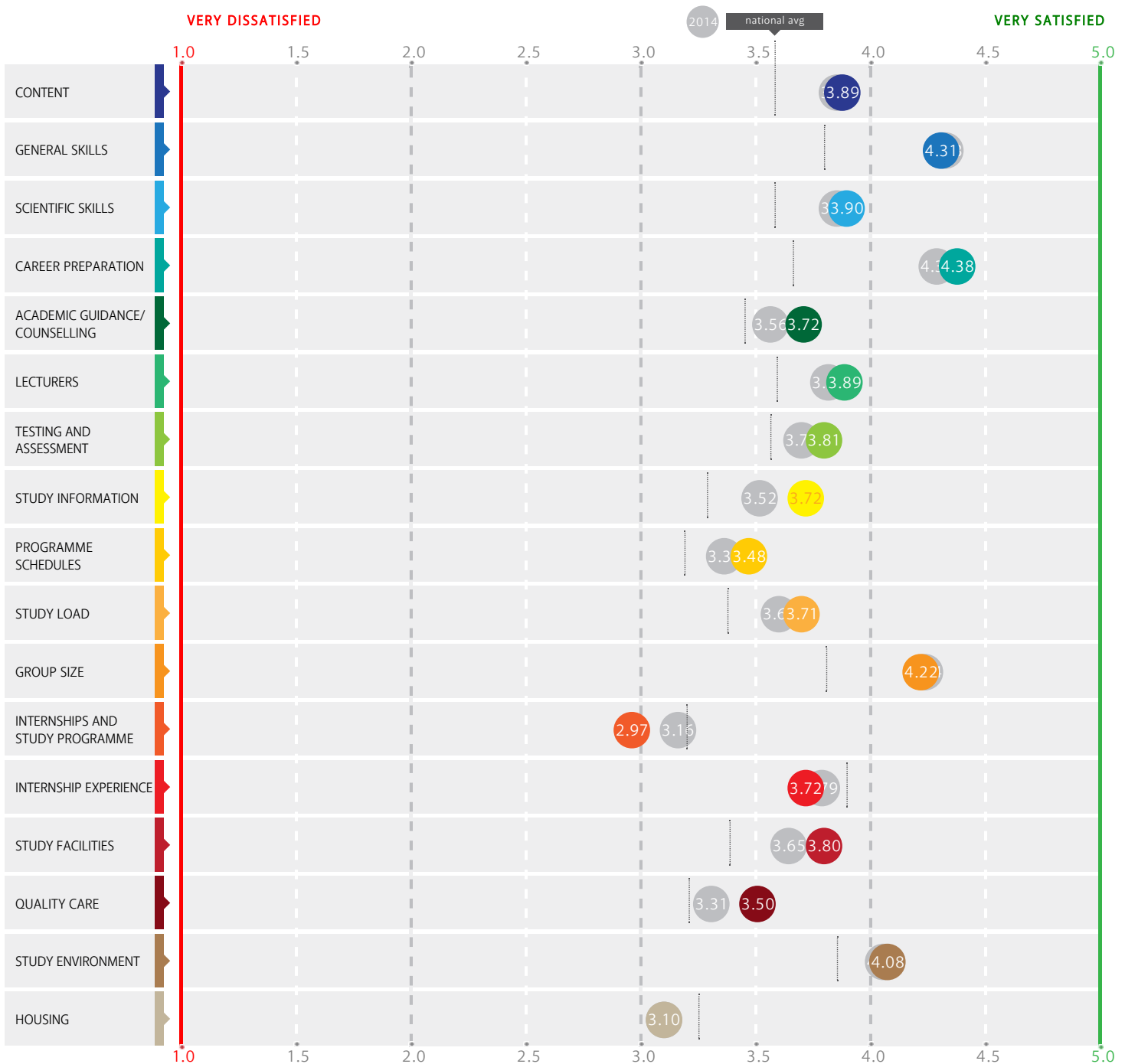
Compared to national average of HBO institutions and compared to last year.

Your study programme in general	
2015	2014
4.24	4.20

The general atmosphere in your study programme	
2015	2014
4.30	4.31

Would you recommend your programme to friends, family or colleagues?	
2015	2014
4.57	4.51

STUDENT SATISFACTION REGARDING THE 17 THEMES in comparison with last year and compared to national average of HBO institutions.



CONTENT

2015	2014		national avg
4.08	4.08	The level of your study programme	▲
4.05	4.02	The degree to which the content of your study programme meets your expectations	▲
3.66	3.60	The match between your prior education and your study programme	▲
3.99	3.94	The degree to which you find your study programme to be stimulating	▲
4.14	4.15	The match between the content of your study programme and current developments	▲
3.95	3.98	The coherence between the various components of your programme	▲
3.85	3.88	The methods used in your study programme	▲
3.39	3.33	The scope provided to you to tailor your own programme	▲
3.86	3.78	The intrinsic quality of the study materials	▲
5.00	3.67	The match to your work experience	◄
5.00	4.00	The degree to which you can apply what you learn in your work situation	◄

GENERAL SKILLS

2015	2014		national avg
4.20	4.21	Learning to have a critical attitude	▲
4.28	4.28	Problem-solving skills	▲
4.11	4.12	Substantiating conclusions	▲
4.62	4.66	Communication skills (e.g. oral presentations, conversation skills)	▲
4.54	4.58	Collaboration with others	▲
4.16	4.14	Argumentation / reasoning skills	▲

SCIENTIFIC SKILLS

2015	2014		national avg
3.90	3.88	Analytical thinking	▲
3.89	3.86	The critical assessment of applied research	▲
3.94	3.93	Reporting on applied research in writing	▲
3.88	3.81	Methods and techniques of applied research	▲

CAREER PREPARATION

2015	2014		national avg
4.34	4.26	Acquiring skills for professional practice	▲
4.44	4.34	The practical focus of your study programme	▲
4.35	4.29	The link to professional practice (e.g. work placements/internships, guest speakers)	▲

ACADEMIC GUIDANCE/ COUNSELLING

2015	2014		national avg
3.85	3.68	The opportunity for receiving guidance/counselling	▲
3.76	3.59	The quality of the guidance/counselling offered	▲
3.54	3.41	The degree to which your study programme shows initiative in providing support or guidance	▲

LECTURERS

2015	2014		national avg
4.02	3.97	Your lecturers' expertise	▲
3.74	3.65	Your lecturers' didactic qualities	▲
3.83	3.76	The accessibility of lecturers outside contact hours	▲
3.98	3.90	The lecturers' sense of involvement with their students	▲
3.83	3.70	The quality of guidance provided by lecturers	▲
3.68	3.61	The quality of feedback provided by lecturers	▲
3.85	3.80	The degree to which lecturers are inspiring	▲
4.17	4.25	Lecturers' understanding of the field of professional practice	▲

TESTING AND ASSESSMENT

2015	2014		national avg
3.68	3.54	The clarity of the assessment criteria	▲
3.84	3.75	The link between testing and assessment and the content of the study programme	▲
3.81	3.72	The quality of assessment of knowledge and understanding	▲
3.91	3.79	The quality of skills assessment	▲

STUDY INFORMATION

2015	2014		national avg
3.77	3.59	The information on your study progress	▲
3.76	3.57	The information on rules and procedures	▲
3.70	3.53	The information on the structure of the programme	▲
3.67	3.37	The timely publication of results and assessments	▲

PROGRAMME SCHEDULES

2015	2014		national avg
3.58	3.47	The timely publication of programme schedules	▲
3.38	3.26	The timely notification of schedule changes	▲

STUDY LOAD

2015	2014		national avg
3.68	3.65	The distribution of the study load over the academic year	▲
3.82	3.81	The feasibility of deadlines	▲
3.66	3.36	The ability to take the desired course components without encountering a delay	▲
3.66	3.59	The degree to which credits (ECs) correspond to the actual study load	▲

GROUP SIZE

2015	2014		national avg
4.25	4.28	The group size for tutorials	▲
4.19	4.18	The group size for lectures	▲
4.24	4.27	The ratio of small-scale to large-scale teaching activities in your study programme	▲

DETAILED REPORT



INTERNSHIPS AND STUDY PROGRAMME

2015	2014		national avg
2.87	3.06	The quality of the internship supervision you received from your study programme	▼
3.07	3.27	The preparation for the internship you received from your study programme	◄

INTERNSHIP EXPERIENCE

2015	2014		national avg
3.43	3.49	The supervision you received at your internship company, institute or agency	▼
3.90	3.91	What you learned during your internship	▼
3.84	3.97	The link between your internships and the rest of your study programme	◄

STUDY FACILITIES

2015	2014		national avg
3.95	3.94	The suitability of the classrooms	▲
3.79	3.64	The suitability of workplaces (e.g. computers, study rooms of sufficient quality)	▲
3.34	3.24	The availability of workstations (e.g. sufficient number of workstations)	▲
4.09	4.04	The library / media centre	▲
3.85	3.51	The IT facilities	▲
3.79	3.53	The digital learning environment	▲

QUALITY CARE

2015	2014		national avg
3.72	3.56	Teaching evaluations held among students	▲
3.42	3.19	Information on the results of teaching evaluations	▲
3.48	3.29	The way your study programme uses the results of teaching evaluations	▲
3.37	3.23	The way your study programme responds to complaints and problems	▲

STUDY ENVIRONMENT

2015	2014		national avg
4.38	4.31	The accessibility of your institution	▲
4.46	4.48	The restaurant/catering facilities at your institution	▲
4.35	4.29	The bars, pubs, restaurants etc. in the city where you're studying	▲
4.44	4.34	The cultural scene in the city where you're studying	▲
2.56	2.52	The sports/exercise facilities offered by your institution	▼

HOUSING

2015	2014		national avg
3.32	3.37	The availability of housing in the city where you're studying	◄
2.88	2.84	The affordability of housing in the city where you're studying	▼

1.00 Score significantly HIGHER compared to last year
 1.00 NO significant difference compared to last year
 1.00 Score significantly LOWER compared to last year
 ▲ Significantly HIGHER compared to national avg
 ▼ Significantly LOWER compared to national avg
 ◄ NO significant difference compared to national avg