

# NATIONAL STUDENT SURVEY 2017

The themes can not be compared one on one due to changes compared to previous years!





**HOTELSCHOOL  
THE HAGUE**  
Hospitality Business School

response=38.5%, n=959

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

Your study programme in general	
2017	2016
<b>4.28</b>	<b>4.31</b>

The general atmosphere within your study programme	
2017	2016
<b>4.31</b>	<b>4.30</b>

Would you recommend your programme to friends, family or colleagues?	
2017	2016
<b>4.52</b>	<b>4.59</b>

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



CONTENT			
2017	2016		national
4.11	4.08	The level of your study programme	▲
4.02	4.02	How well the content of your study programme meets your expectations	▲
3.72	3.64	The match between your prior education and your programme	▲
3.94	3.94	How motivating you find your programme to be	▲
4.12	4.08	The match between the content of your programme and current professional/academic developments	▲
3.97	3.96	The connection between the various components of your programme	▲
3.90	3.91	The learning methods used in your study programme	▲
3.91	3.84	The quality of the study materials	▲
3.48		The match to your prior work experience and your study programme	◀▶
4.02		How well you can apply your learning in your job	◀▶

GENERAL SKILLS			
2017	2016		national
4.21	4.23	Critical thinking	▲
4.26	4.27	Problem solving	▲
4.20	4.15	Justifying your conclusions	▲
4.58	4.65	Communication skills (e.g. oral presentations, conversation)	▲
4.53	4.56	Teamwork	▲
4.11	4.20	Debating/reasoning skills	▲

PRACTICAL SKILLS			
2017	2016		national
3.95	3.95	Analytical thinking	▲
3.96	3.92	Critical assessment of practical (applied) research	▲
4.01	3.93	Reporting on practical (applied) research in writing	▲
3.93	3.88	Methods and techniques of practical (applied) research	▲
3.95		Conducting practical (applied) research	▲

PREPARATION PROFESSIONAL CAREER/RELEVANCE			
PROFESSIONAL PRACTICE			
2017	2016		national
4.26	4.34	Acquiring skills for professional practice	▲
4.36	4.38	The focus of your study programme	▲
4.27	4.33	The link to professional practice (e.g. work placements/internships, guest speakers, assignments for external organisations)	▲

TEACHERS			
2017	2016		national
4.05	3.97	Your teachers' subject expertise	▲
3.75	3.74	Your teachers' teaching skills	▲
3.75	3.82	Your teachers' availability outside contact hours	▲
3.94	3.96	Your teachers' sense of interaction with their students	▲
3.79	3.82	Quality of guidance your teachers provide	▲
3.63	3.69	Quality of feedback your teachers provide	▲
3.84	3.85	The way your teachers inspire you	▲
4.15	4.17	Your teachers' understanding of professional practice in their field	▲
3.71		Your teachers' command of the English language (for students who are taught in English)	▲

ACADEMIC GUIDANCE/ COUNSELLING			
2017	2016		national
3.81	3.92	Opportunities for receiving guidance/counselling	▲
3.82	3.86	Quality of guidance/counselling provided	▲
3.66	3.69	The initiative your study programme shows in providing you with support or guidance	▲

EXAMINATIONS AND ASSESSMENT			
2017	2016		national
3.77	3.69	The transparency of the criteria used to assess your academic work and progress	▲
3.91	3.88	The suitability of examinations and assessment to the content of the programme	▲
3.86	3.89	Quality of examination on knowledge	▲
3.92	3.98	Quality of practical examinations	▲

AVAILABILITY OF INFORMATION			
2017	2016		national
3.91	3.86	Information about your academic progress	▲
3.88	3.85	Information about rules and procedures	▲
3.77	3.73	Information about the organisation of your study programme (such as majors, minors, studying abroad)	▲
3.71	3.57	Timely publication of examination and assessment results	▲

PROGRAMME SCHEDULES			
2017	2016		national
3.68	3.53	The timely publication of study programme schedules	▲
3.56	3.45	The timely notification of schedule changes	▲
3.89		Practicality of study programme schedules (with regards to factors like times and locations)	▲
4.04		The number of teaching hours planned	▲

STUDY LOAD			
2017	2016		national
3.73	3.69	The distribution of the study load across the academic year	▲
3.92	3.90	The feasibility of deadlines	▲
3.61	3.69	The ability to take the preferred courses without encountering a study delay	◀▶
3.80	3.66	How much credits (ECs) correspond to the actual study load	▲
3.35		The opportunities to combine working and learning	◀▶

GROUP SIZE/CLASS			
2017	2016		national
4.09	4.22	Tutorial group size (project groups)	▲
4.22	4.20	Lecture group size (classes)	▲
4.28	4.30	Your study programme's ratio of large-group learning versus small-group learning	▲

INTERNSHIPS AND STUDY PROGRAMME			
2017	2016		national
3.24	3.08	Supervision of your internship provided as part of your programme	◀▶
3.49	3.21	Being prepared for your internship as part of your programme	▲

INTERNSHIP EXPERIENCE			
2017	2016		national
3.69	3.49	Supervision you received at the company or organisation where you did your internship	▼
4.06	3.88	Knowledge or skills you acquired during your internship	◀▶
3.96	3.86	The link between internships and the rest of your programme	▲

LEARNING FACILITIES			
2017	2016		national
3.86	3.93	Suitability of classrooms	▲
3.55	3.59	Suitability of workstations (e.g. quality of computers and study rooms)	◀▶
3.06	3.11	The availability of workstations (e.g. sufficient number of workstations)	▼
4.00	4.00	The library/resource centre	▲
3.78	3.82	IT facilities	▲
3.71	3.79	The digital learning environment	▲

QUALITY EVALUATION			
2017	2016		national
3.82	3.81	Evaluation of education and learning based on student feedback	▲
3.70	3.56	Information about evaluation outcomes	▲
3.69	3.67	The way your study programme uses evaluation outcomes	▲
3.49	3.54	The way your study programme deals with complaints and issues	▲

PURSUIT OF EXCELLENCE (NEW)			
2017	2016		national
3.96		Being challenged or invited to give your very best	▲
3.78		Being given opportunities to pursue your own interests	▲
3.70		Being encouraged to explore deeper into the curriculum material	▲
3.80		Students challenging and inspiring each other to perform to a higher level	▲

INTERNATIONALISATION (NEW)			
2017	2016		national
4.30		Encouragement to study abroad	▲
4.45		Encouragement to learn about other cultures	▲
4.40		Focus of your programme on international subjects	▲
4.53		Opportunities offered to you to study abroad or complete a work placement abroad	▲

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	▼ Significantly LOWER compared to national	◀▶ NO significant difference compared to national
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