

## SURVEY TO INCOMING STUDENTS

### ACADEMIC YEAR 2017-18 – SECOND TERM

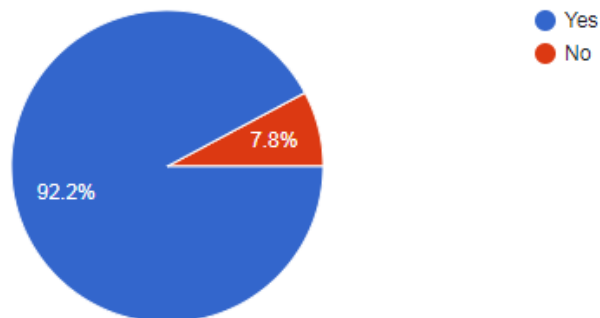
#### SURVEY RESULTS

The purpose of this report is to present the results of the survey to incoming students of the second semester of the academic year 2017-18. We got the answer of 64 students from the 208 students that have been on exchange at our faculty during the entire course and the second semester. The survey is divided into two question blocks. In the first block, the questions refer to the International Relations Office and in the second, to the University and courses.

#### 1) Evaluation of the Office of International Relations

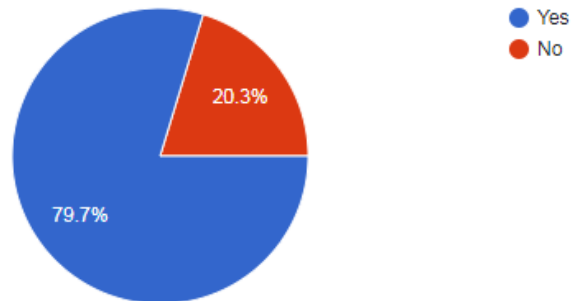
Did the International Relations Office of the Faculty of Economics and Business (UB) provide you with appropriate and complete information prior to your arrival to Barcelona?

64 responses



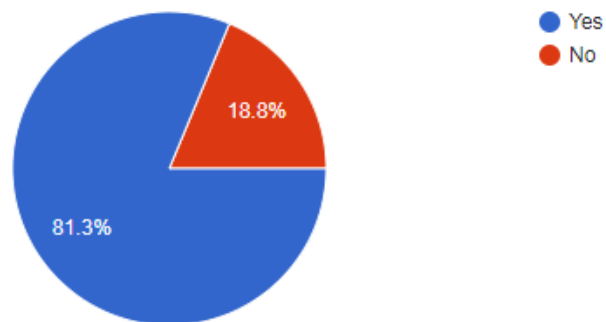
Was the receiving institution's course catalogue useful and easy for you to understand?

64 responses



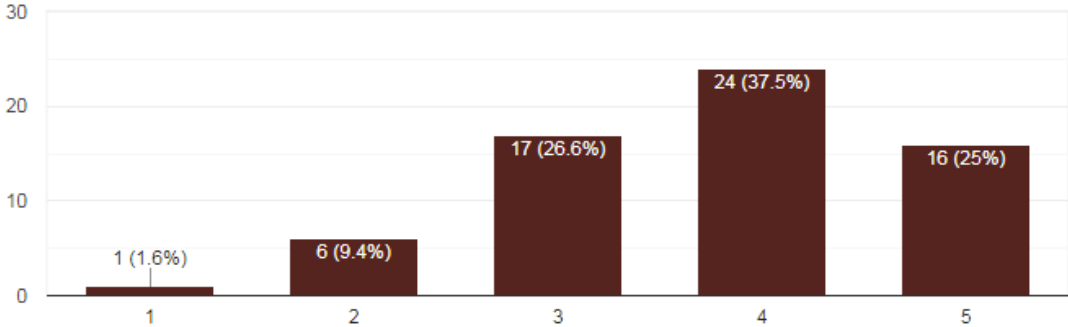
Was the process of enrollment clear and easy?

64 responses



### How satisfied were you with the Welcome Session structure and topics covered?

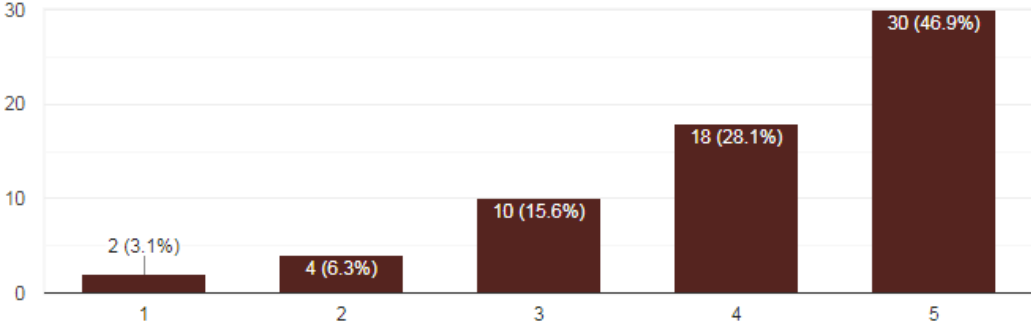
64 responses



1= very dissatisfied; 2: dissatisfied; 3= neither dissatisfied nor satisfied; 4= satisfied; 5= very satisfied

### How satisfied were you with the assistance you received from the International Relations Office at your arrival to UB?

64 responses



1= very dissatisfied; 2: dissatisfied; 3= neither dissatisfied nor satisfied; 4= satisfied; 5= very satisfied

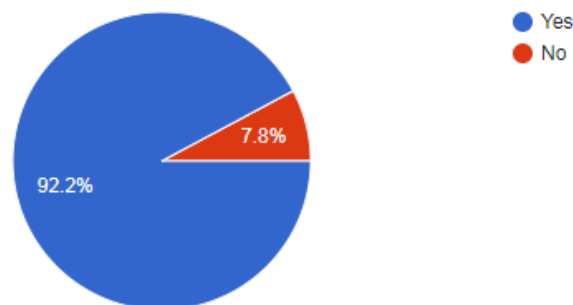
If you would like to add any comment regarding the Welcome Session or the assistance received at your arrival, please do it here:

9 responses

More welcoming personal
I hope there would be more buddy for exchange students.
It has been a very nice Welcome Session - only the room was difficult to find.
Information wise it was good but social wise it was not so well structured.
Neither the buddy programme nor the ESN did work right
Relations office very unhelpful. Had many issues with timetables that were never rectified. Overall pretty poor.
It was perfect and very useful!
Gave better explanation on what the course exists of, some courses differ from what they say compared to the real lecture
Well for the welcome session, if it's possible it must be really helpful to add any real tips for looking for house. Bcs personally I suffered from it a lot and there are many friends of mine who had to move or had to pay more than it usually deserved. And it'd be so helpful to get simple map for the classrooms. Even though buddy explained us we forgot..

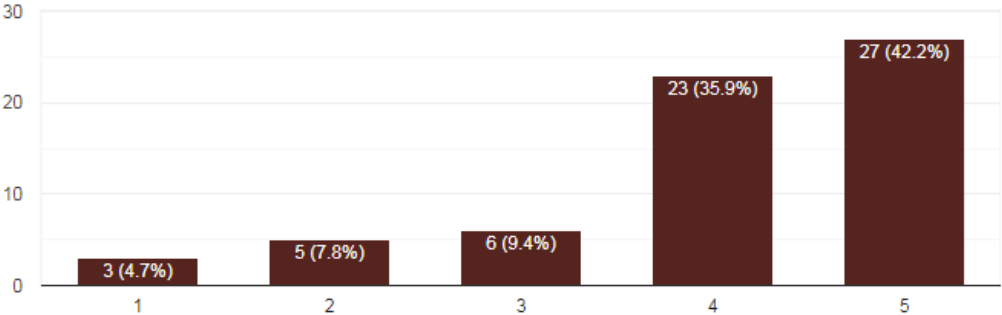
Were the announcements of the International Relations Office of the University of Barcelona sufficient?

64 responses



How satisfied were you with the way the International Relations Office dealt with any questions, complaints or problems that may have come up during your participation in the exchange program?

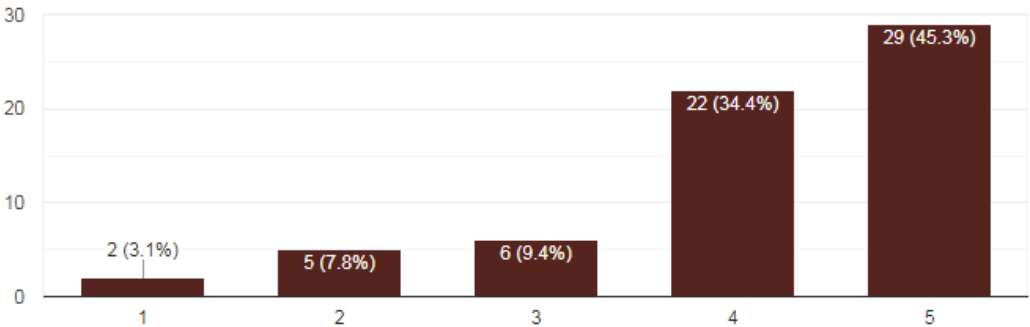
64 responses



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Which is your overall evaluation of the International Relations Office (attention, communication, efficiency, etc.)?

64 responses



1= very dissatisfied; 2: dissatisfied; 3= neither dissatisfied nor satisfied; 4= satisfied; 5= very satisfied

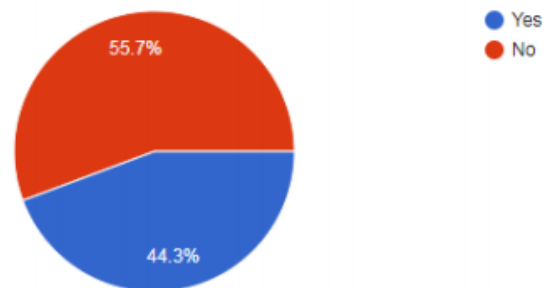
## Comments and suggestions in order to improve the services provided by the International Office of UB: (optional)

1 response

The International office provided all the appropriate information and answers to our questions! The email were very detailed! We are more than thankful for the help we received cause the office is more organized than the one in our countries!

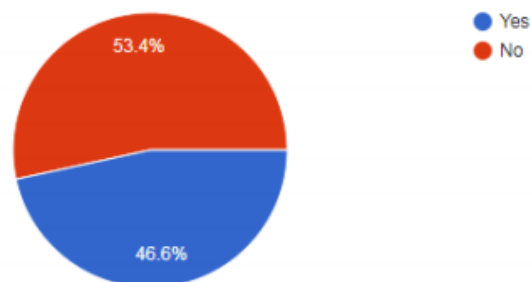
### Was the Buddy Programme supportive and useful?

88 responses



### Was your "buddy" helpful?

88 responses



## How would you improve the Buddy Programme? (optional)

18 responses

Organise more events between the international students and buddies.

Set a meeting with them, in a bar or something

Individual buddy program not group

more buddy to make sure each person can know each other

I wished my buddies would have organized some get-togethers with the buddy- group so that we could already get to know some people. They only contacted me prior to the exchange and then I never heard from them again.

I didn't even meet my buddy but she recommended me one good course atleast. But yeah for me there wasn't any buddy programme.

The buddies should have made more of an effort to meet and help the Erasmus students integrate. I didn't even know the name of my buddy so I don't think the scheme was very useful.

involve everyone in activities for the first weeks

I hope they can communicate with the student more frequently and forwardly.

It depends of how much the "buddy" wants to socialize with the incoming students! For example, I talk with my "buddy" a couple of times and never saw him again!

give one buddy to one student

My Buddy did nothing!!! I would have liked him to introduce me the school better and he should have helped me to meet other students. Some events together with other buddies and Erasmus students should Be organised by buddies

My buddy did not answer my email and I never met them.

the "1-1" mode may be better, instead of one buddy helping many exchange students

Create more events, try to make trips with the buddy. They should be the first friends that you as an erasmus have in Barcelona while it felt more like duty than a fun environment for them

I met 1 of my buddies and only ever saw them once. I would say the buddy program was not really even present throughout the semester.

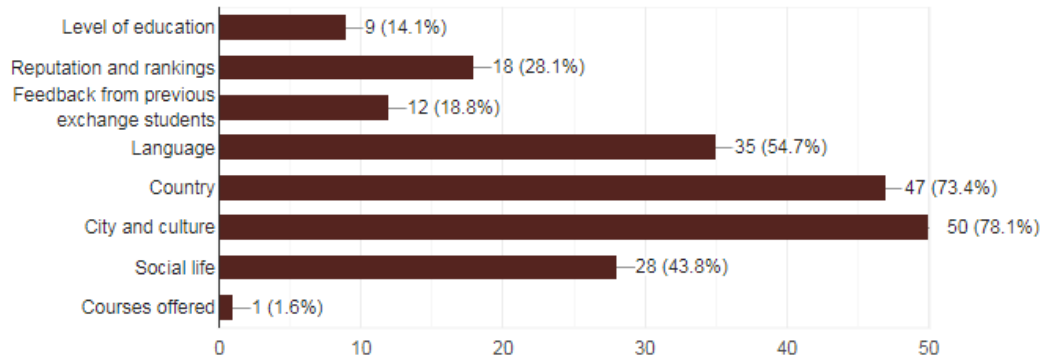
Well my buddies asked me whether i have any problems or not and to go out altogether. So i think they're a little bit more kind and caring but generally i think you should tell buddy who's normal student in UB to take care of ther buddies. Many of my friends even didn't have whatsapp group or didn't know the existence of buddy program. It was bad bcs we had to look for our house by ourselves and it's kinda really helpful to get any tips

They should not be senior. I mean, someone who want to join in Buddy Programme should be student who are taking a same class with exchange student or if it is hard she/he need to go Univ. with her/his buddy not looking for job. And maybe you guys have to give some assessment that buddy have to do with their buddy. Then I think it will be more imporve.

## 2) Evaluation of the University of Barcelona (Faculty of Economics and Business)

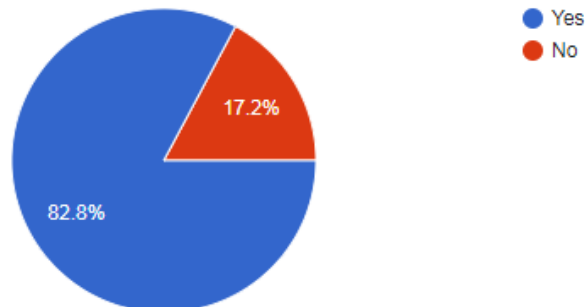
What were the criteria for you to choose UB for your Erasmus exchange studies?

64 responses



Was UB your first choice?

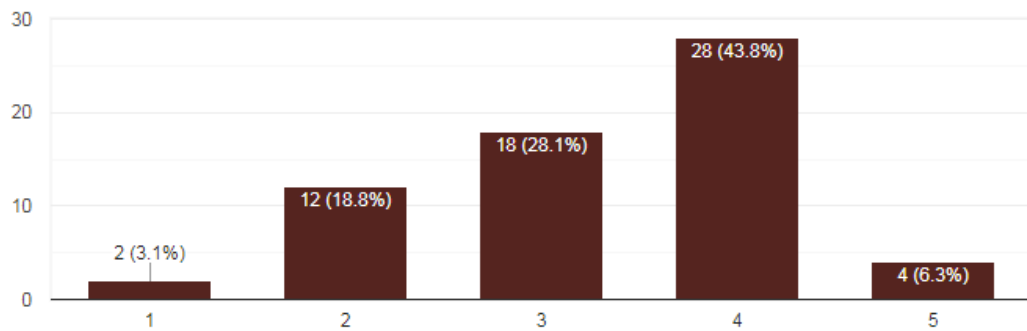
64 responses





## How satisfied were you with the quality of content of the courses?

64 responses

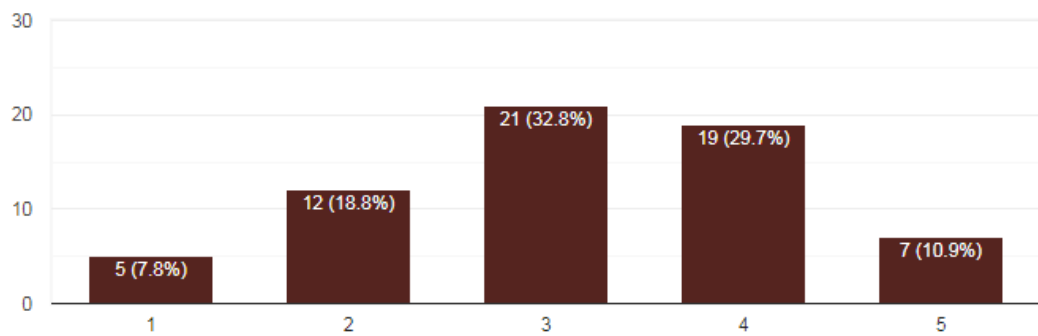


1= very dissatisfied; 2: dissatisfied; 3= neither dissatisfied nor satisfied; 4= satisfied; 5= very satisfied

## How satisfied were you with the quality of teaching methods?



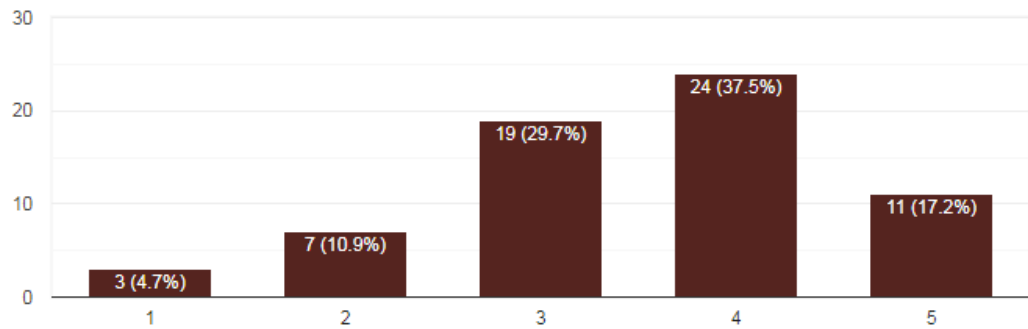
64 responses



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In general, how satisfied are you with the way professors were approaching you during your exchange period at our faculty?

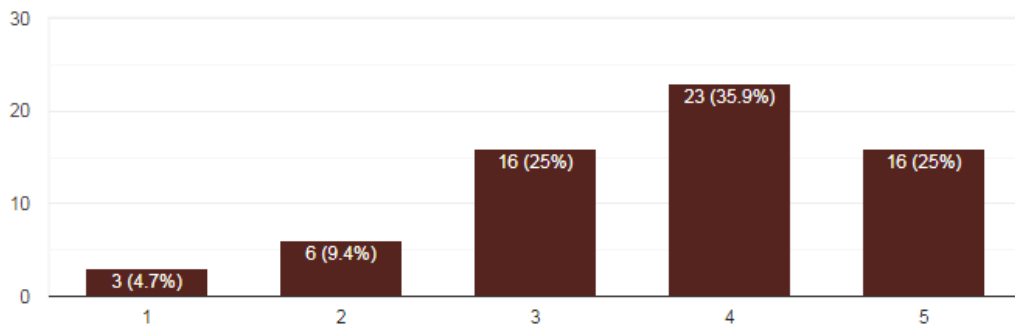
64 responses



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In general, how satisfied are you with the way your fellow students were behaving towards you during your exchange period at our faculty?

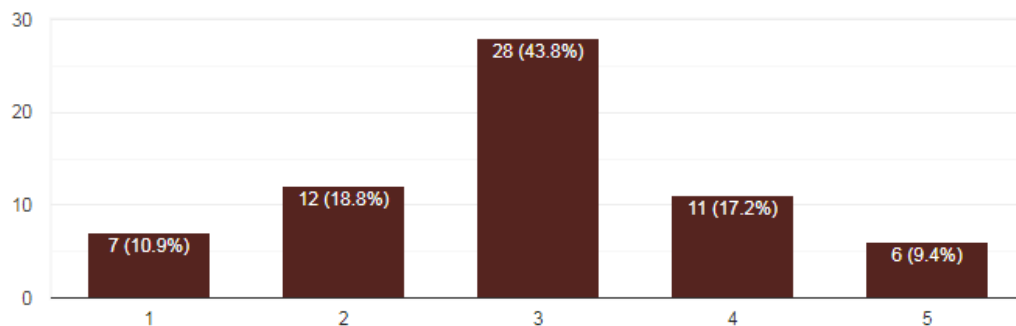
64 responses



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## Your academic results during your stay at UB, compared to the ones you had in your home university, are

64 responses



1=much worse; 2=worse; 3=almost the same; 4= better; 5= much better

## State any problems you faced during your participation in your exchange program in UB: (optional)

14 responses

The personal at information center was really mean. During the welcome day, the 2 women there told me that if I dont ask my questions to them in Catalan or Spanish, I wasnt welcome here... They made me cry.

It was difficult to integrate with local students.

Some local students were not open to working with Erasmus students; and some professors cancelled many classes due to the independentista protests.

The lack of information from the teachers to the exchange students, the lack of help other offered us, included teachers

It could be more convenient if the professor sent the email in advance for the cancel of the courses, in case of holidays, protest days, etc. For the reason that sometimes the communication of information between the professor and erasmus students aren't frequent and for most erasmus students, we didn't join the whatsapp groups for the courses.

The procedures from the international office were insufficient and unnecessary. There was only one person authorized for giving sigatures and he was only available one morning every week. Also forms that needed to be signed had to given to the international office by person etc.

If the erasmus student did not know the language (Castellano or Catalan) it was difficult to communicate with the information desks! But they always tried somehow to help!

UB students were reserved to engage in conversation with erasmus students due to the a wrong perception of their own english skills. However, between erasmus student the environment was amazing.

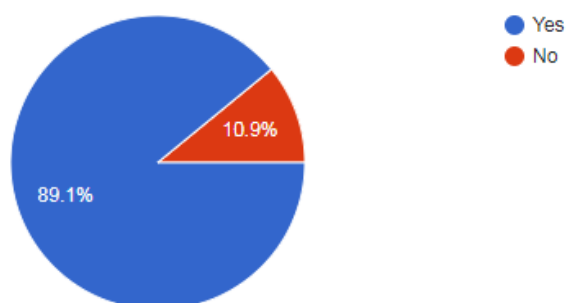
Timetabling, cancelling of lectures etc

Teachers were very slack. Not very punctual. Lacked structure in classes. Rarely any notes for classes. Not enough courses offered in English and many English courses ran at the same time...

The different courses had such different arrangements that it was a bit confusing. Some exams I could bring notes when the teacher was on WhatsApp and sometimes I got catalan exams/assignments although I took spanish classes and told the teacher that I couldn't understand. I feel like that there was no clear structure sometimes.

## Would you recommend UB to other students that want to participate in an exchange program?

64 responses



## Would you like to add anything?

7 responses

The people I met were insane! The group activity made me meet them during the welcome day

It has been a great experience. The Uni seemed organized and I felt very welcomed! Thank you!

I would recommend barcelona as a city but not UB because the teaching was of a much lower quality than the uk.

The Campus Virtual platform was not very intuitive and not all professors used it so it was hard to follow the class content/grades/announcements since each professor did something different.

The professors and the teaching methods were exceptional and very interesting! They were helpful, patient, always answering our mail! It was a very educative experience!

I lost my master degree inscription because of the late of your uni to send my transcript of records.

Muchas gracias para esta experiencia. ^\_^