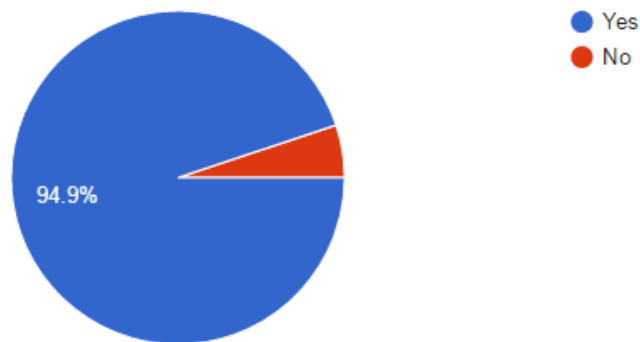


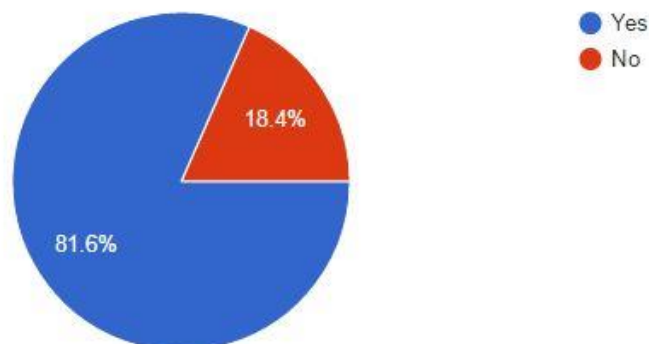
Questionnaire – Incoming Students January 2017

Did you receive correct and complete information prior to the enrolment from the Erasmus office of the University of Barcelona?

(98 responses)

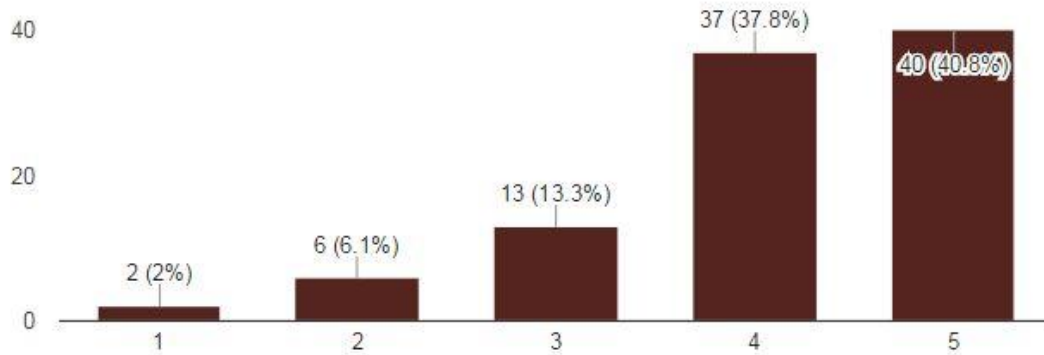


Was it easy for you to enroll? (98 responses)



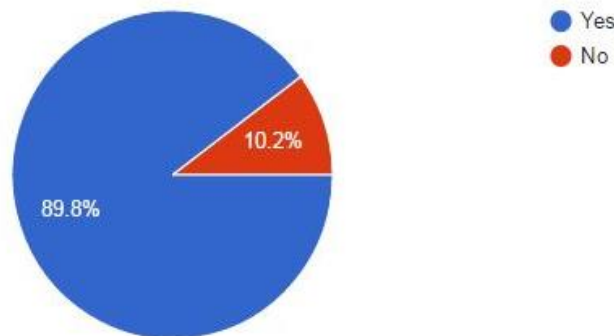
How satisfied were you with the way the Erasmus office dealt with any questions, complaints or problems that may have come up during your participation in the Erasmus program?

(98 responses)

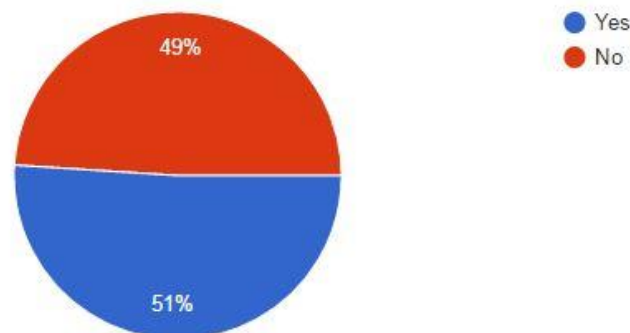


Were the announcements of the Erasmus office of the University of Barcelona sufficient?

(98 responses)



Was your "buddy" helpful? (98 responses)



How would you improve the buddy programme? (53 responses)

Match buddies and incoming students at the welcome-session.

Match buddies and incoming students at the welcome-session.

More involvement of the buddy. Chose someone who really wants to do it.

organize more activities

Maybe arrange a buddy meet up before school starts so that the buddy can show you around school before you have to figure everything out yourself

I didn't even meet my buddy. There was way to big groups

As a Master student I think I didn't need a buddy. The activities of the master in question were very specific and different from the bachelors in business and economics. I find the help and the support of my classmates much more useful and helpful than the buddy.

By putting in more motivated people

The subscription for courses is really horrible. Also it is very outdated that we have to make schedules ourself and that courses can overlap. A system which warns you from this would be very helpful.

Asking the buddie for being more involved in our lives,more sociable.

More a real meeting between the buddies the first day instead of the other groups that were formed based on pictures. The groups would be smaller and this would be easier to get to know people.

First of all, being assigned a buddy is a good idea but the lack of implementation of the buddy program was shocking to foreign students. I never met my buddy (we only texted once) so I didn't receive the help and support I needed during my stay here. I felt that the Erasmus students were somewhat neglected in this process, as we were left to our own devices once we started studying. Prior to moving here for my semester abroad I expected the buddy program to include and integrate all students, which I believe it failed to do. (I bet many introvert exchange students must have felt lonely during their stay here, as you really don't feel like you have a good community surrounding you.) At my home university, we take the buddy program very seriously, and new students are warmly welcomed through different arrangements, social events and help whenever they need it. So all in all I am a bit disappointed with the buddy program here.

Was a bit strange that we never really met. But i could ask him all questions i had and he was very helpful.

Have the buddy set up meetings for the groups to get to know each other

Make actual events for us to attend in school, not just one at the begging.

Unnecessary

maybe in the beginning could have happened more activities of integration involving the buddies too...in my opinion that meeting wasn't the best thing...in the future could exist more activies and games,more than one day,to estimulate a better integration in the first days.

Making sure the buddy even contacts you. My buddy [redacted] emailed me back after a few weeks ONCE and then didn't do anything anymore. So he was useless.

getting to know MY (not any) Buddy at the welcome session

I didn't get any contact from buddy programme

The buddy programme should be more like a kind of responsibility, so that the buddies would feel that it is their duty to help the incoming students. In the case of my buddy, she completely forgot about me and didn't even go out with me one single time, which was rather disappointing.

Explanation of the question above: It wasn't helpful since I didn't ask him anything. He was always available for everything.

make sure the buddy(UB) like to interact with foreign students, hold more events of networking

The buddy should AT LEAST contact the student to see if he or she is Okay or need any help. The buddy program should also help people get to know other people. Also at school.

It would help if they actually took contact to us (except for one email) or maybe did some activities with the buddy group.

It was not used at all, first day at the welcome meeting would be easier if you divided people into the buddy groups and "forced" us to socialize.

There could be more meetings organized.

-

More meetings not only in pubs

The communication or the activities among us

My buddy didn't write me and when I told other esn members they did nothing

more events with buddies and their partners

He/She must be motivated. In my case, I don't even remember his name and we have never seen each other.

not at all, I liked that the groups were rather small

In organising more events which should gather buddies and foreigners

Have buddies that actually care about the international students

More events and arrangements for the buddies and the team. Like a buddy dinner for example. I met my buddy and the team once.

Make the buddy answer the messages, and meet up with you, when you arrive.

Buddy night, an tournament of the buddy teams

Que en realidad se relacionen con los estudiantes. Nunca apareció personalmente

Possibly create activities alongside other buddies in order to get to know more people

That Buddies are more motivated to take care

There was 0 buddy programme

The buddy you have before your arrival should be also the one who shows the university etc. Buddy's should show that they are doing this program volunteeringly not because of the credits. There should be more events with the buddies, so that ERASMUS students get the opportunity to get to know them better. Of course ERASMUS students will spend most of their time with other ERASMUS students, but the socialising between ERASMUS students and local students should be enforced in the future.

Maybe it would be nice to do some more social events like regular meetings or something similar to the faculty dinner at the beginning, which was really great!

Sending a photo of what your buddy actually looks, would have made it easy to recognize her when coming there the first day.

make some program more for exchange students

Have more Buddy events

Post more FAQs on the page.

The international office could maybe ask the erasmus students during the exchange if their buddies are helping them.

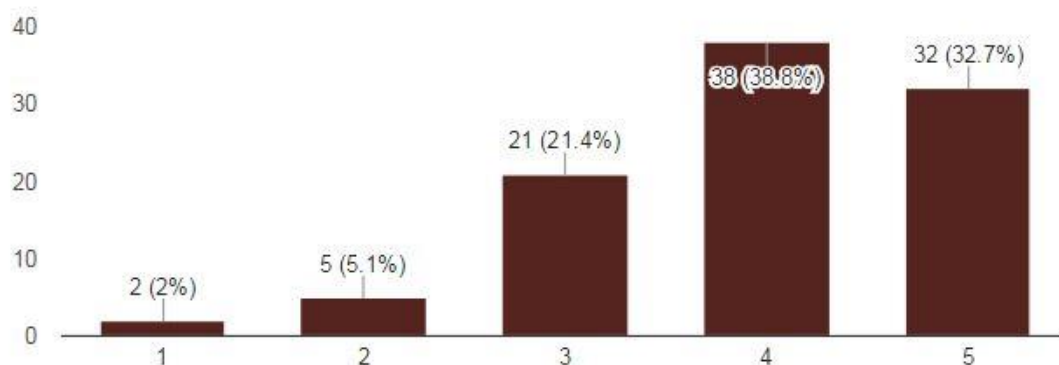
i didnt have contact with her

/

Choosing "buddies" more carefully

Which is your overall evaluation of the Erasmus office(services,activities,cooperation,communication etc.)?

(98 responses)



Comments and suggestions in order to improve Erasmus services provided from the Erasmus office of UB.

(28 responses)

Very satisfied. Competent and qualified people!!

Very satisfied. Competent and qualified people!!

I had a complaint and it took really long before I got an answer. Still I don't really have an answer. The complaint is about a teacher and it looks like they prefer to keep the teacher "happy" instead of really helping the students.

The Erasmus service is really good, mainly thanks to the reliability and the kindness of the staff that works there. It would be good to improve the relationships with other Erasmus offices of foreign universities (but I understand that it doesn't depend only on you). Thank you.

Choice of courses must be revised

It would be good, if the change would be possible directly at the beginning of the semester. Moreover, two of my course were supposed to be in english when I enrolled in the courses. When I started the semester, the course had changed to spanish. It would be helpful, if the international office would inform about such changes, so that the student can change to a course in english.

Nothing relevant

I think it would be a huge difference if UB found housing for the Erasmus students so that we could all live together. Finding housing was a nightmare and many of us ended up in situations that we were very unhappy with.

More capacity of the courses.

Just in general so much more support. There were not many activities to meet anyone and the university was very boring. Of course, there are activities that Erasmus organised outside of university, however, they were badly organised and marketed. I'm not even entirely sure where the Erasmus office is, and if you mean the International Office, then the hours were inconvenient, closing for two hours in the middle of the day.

More Erasmusactivities

I am satisfied with erasmus office

Sometimes give more in depth answers

Wait with the enrolment until we get there. More activities for Erasmus students.

It would be nice if you provide more activities like the International Dinner which I couldn't join at that time.

nothing to say about it, keep doing in the way you have been doing.

The enrollment of the courses was a horror. Timetables that had to be matched and puzzled, courses that were full one minute after the enrollment opened...

To give more information to the students about the grades or about the processes of any documentation

You were amazing! Thank you.

Erasmus office was perfect. They always have sent me email fast, figured out things fast when i had small problems. And also i could call and talk with them whenever i needed to. Thank you :)

Maybe a better connexion with the administration and a better communication with teachers in order that they will be informed by some difficulties that foreigners can have to avoid some problems with them

Welcoming day should be a whole day or more with some fun activities (at my homeuni it's 1 week)

Do more of the required paperwork online instead of face to face. Do not close at a peak time.

The introduction gathering should not focus on trying to convince ERASMUS students to learn Catalan.

Nice people that really do their best to make you feel at your place in Barcelona

Make it easier for erasmus students to choose the classes they want

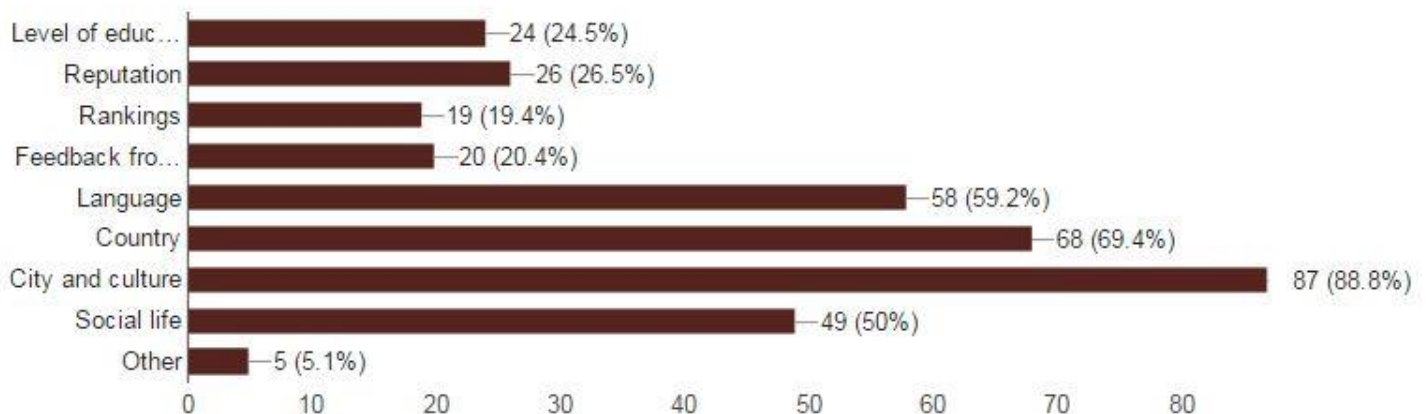
People solve problems quickly.

enrolling for the courses, it wasn't possible to choose english courses because of the high demand.

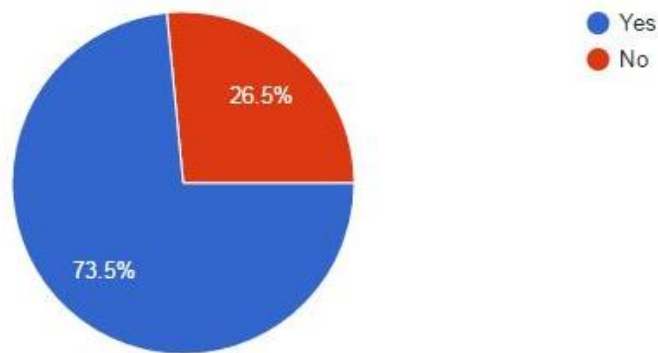
University and lectures

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

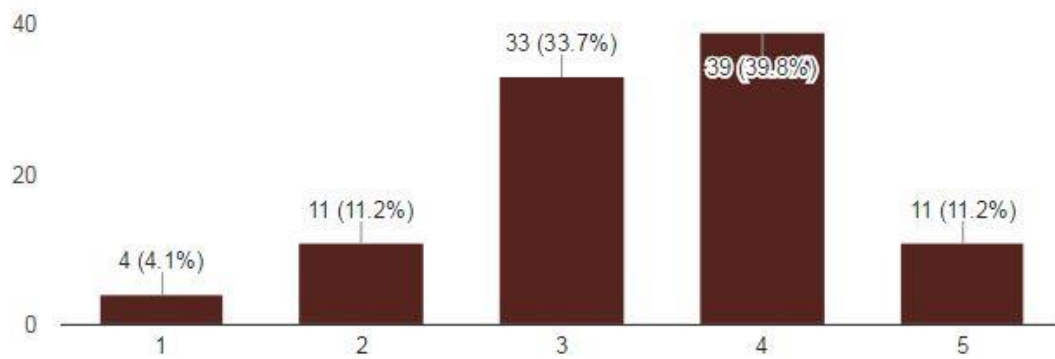
(98 responses)



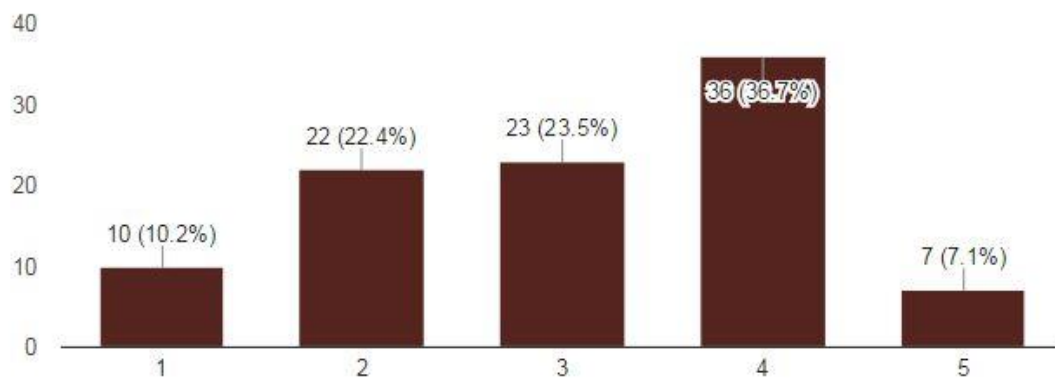
Was UB your first choice? (98 responses)



How satisfied were you with the quality of content of the courses? (98 responses)

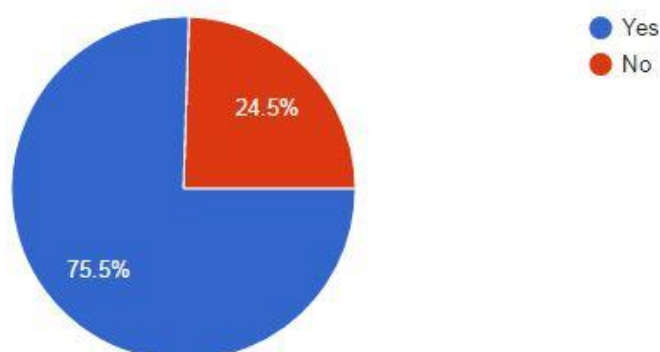


How satisfied were you with the quality of teaching methods (98 responses)



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

(98 responses)



State any problems that you faced during your participation in Erasmus program in UB.

(31 responses)

I had problem with a teacher. I felt that he personally did not like me and that's why I got a lower grade. I never experienced this before.

Very few people on staff at UB spoke English. Hard to figure things out in the beginning because of this. The website is hard to navigate to find the information needed, like where the exams will be at what time etc. It is VERY hard to study without books, when the level of English is not always very good, and especially when messages are given in Spanish or catalan. Also, it seems like the professors' main priority is that we show up in class, not to find the best way of teaching. Again - very hard to learn without books. Especially when most school systems make you go through a book and give you an idea of what we will go through so you can prepare by reading before the class. I don't personally learn well by listening, so it has been VERY hard to learn here.

Even though the Master I attended it said to be "international oriented", I find this statement untrue. It is focused on the catalan environment only and all students come from spanish-speaking countries. (No erasmus apart from me and another girl). A student that comes from another environment, as an Erasmus, in many cases, has not the sufficient knowledge of Spanish and Catalan language and culture ex ante. So he's likely to be excluded by the students and the professors of the course.

choice of courses

The UB is not handicapped friendly. Elevators did not work and the key was lost. This is not very pleasant if you are less able to move easily.

Courses were in a different language then stated during the enrollment, when I wanted to change the course, there were only few courses left.

I have encountered many problems and challenges during my semester abroad at the UB. First of all, the facilities on campus are somewhat insufficient. E.g. extremely cold classrooms with bad sound isolation (echo), poor ventilation/air conditioning, lack of soap and hot water in the toilets; in general inadequate ergonomically conditions. When it comes to the university systems, the lack of efficient syllabuses and literature made it difficult to study here. Also the teaching methods which varied from professor to professor were a challenge. Other elements worth mentioning is the poor internet connection at campus, the restricted and inflexible opening hours and the low level of English skills in the administration (which made it very frustrating for international students). Another aspect I negatively reacted to was how the exams were conducted; for instance professors being unpunctual and a high noise level.

Spanish students are very loud. Hard to listen to professor during lecture. Sometimes bad english skills.

The professors were late every single day and they were unorganized with no real schedule.

The teachers English was not at a higher standard. Some teachers did not know how to use campus virtual. Teachers were always late, even to exams. Teaching was extremely unclear, there was barely a course outline, the assessments never really had dates to them and the most bothersome factor was that the course was never weighted with percentages of coursework to exam, and even if it was it didn't really count because you still had to obtain a minimum grade on each one, I didn't understand the point in stating percentage weights for assessments if at the end of the course they do not count. I also really noticed the lack of engagement from other students. Not only was morale of the school very low, but in exams I would look around and almost every student was cheating. This was extremely frustrating as I had studied very hard and failed where as many of my peers managed to pass through cheating as the teachers did not bother so much to monitor this.

The classes were quite boring to me.

any problem

To me it has been a little difficult in the beginning to adapt to a different education system. I am referring to continuous evaluation and assignments methods.

Very few people spoke ANY English (something I find very strange when you have so many Erasmus students coming there). We didn't get books to help us study, only in some classes we got PowerPoint slides. Several of the English-teachers were really bad in English (sometimes it was impossible to understand them)

And I felt very uncomfortable in every class I had with him.

They changed the language of some of my courses

Made no sense not to mention that some courses had continuous assesment instead of one final exam, it is not common in all countries to do it like that.

I wasn't explained how grades are given (from which percentage, which note).

no

Language of some courses was Spanish which I didn't know while choosing subjects

English courses given by a Professor that knows little English. I get the fact that it doesn't have to be perfect English, but with 100 words of English explaining a topic such as macroeconomics was just too much to ask.

The communication between the buddies and students

Little events, little information about events - i didnt knew about the group, little friends and almost No integration, No buddy

- problems with a teacher who did not answer my mails even if it concerned questions about courses. The same teacher was not flexible with me concerning my spanish level or the fact that I was in mobility.
- problems with schedules: 2 exams at the same hour. The problem was solved just in time but after many mails to teachers and administration. By the way : I still wait for the answer from the administration
- organisation of examens : such a mess !
- teachers who did not explain Well the mark system. I needed to pass a one shot exam because I did not pass the continuous one: I did not understand that

I had many problems in the beginning, trying to find the courses for me. First, you thought I was a BA student, so I signed up for BA courses. I did not know this until just before, and I had to tell you that I was a Master student. It is also very confusing that everything has to be done in person and not digitally.

Teaching methods or structures were hard to identify

Finding a fitting timetable was difficult due to clashing courses

The multiple choice exams expect too specific knowledge of too much content. It is maybe more efficient to work with the students and do exams where you have to apply knowledge (like in International Economic Organization by Patricia) instead of learning 400 slides in order to answer 50 questions.

Besides, I had a problem with finding a course during the class registration, because I could not find certain courses, which were listed in the course offer list before.

In General, sometimes it is too hard to pass only final exam but it is also hard to do so many courses as continuous evaluation because it takes a lot of time. Which is why I would suggest, either do an easier final exam or instead of doing 5 small tests plus one exam which you have to pass, the professors should offer maybe only 3 tests + maybe a little oral exam or a small assignment to reduce stress level. Students studying under pressure is not very efficient and effective in order to really learn something.

All in all I was still very satisfied. The UB surprised me as I passed courses where I put a lot effort in it but wasn't really sure if I had passed.

Really hard to find out whether or not courses would have overlap or not. Also the level of the course was kind of just guessing. I remember all the different macroeconomics courses had the same level, but different numbers.

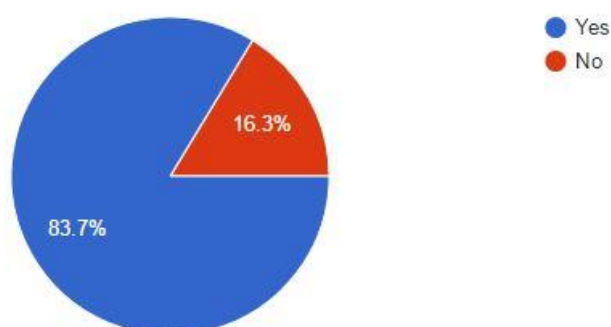
Differences between my home university and UB

Half of the professors would speak Catalan half of the time where it was difficult for me to understand.

No help from my buddy

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

(98 responses)



Would you like to add something? (16 responses)

When going online to enroll to the courses i had chosen before, couldnt get them all. Erasmus students should get a priority or make less schedule clash between english classes.

I absolutely reccomed the Master I have attended (Master en Gestió Cultural), but only to the foreign students that have a deep knowledge of the Spanish culture and possibly also of the Catalan one. Only in this way, they can completely become part of the class.

Thank you so much for this wonderful opportunity

Really enjoyed my time at UB!! Thank you!

I enjoyed my time, but simply down to two lecturers.

the semester should start and finish same like our university of origin.

You should also encourage the Spanish students to be more welcoming towards the foreign students. I found many of them rude and I felt very little welcomed when I had a class with many spanish speaking students.

Thank you for such experience!

This was most amazing experience

Foreigner office is composed by a super team

It was a good experience

Experience of a lifetime

I want to shout out to the International Office! They were always so kind and helpful. They understood any problem and always solved it. I loved the team being young, efficient and positive!

If I have had to choose again the location of my ERASMUS semester, I would have definitely picked the UB. Thank you for an amazing time in Barcelona.

Mostly excited and kind professors. One of them really hard to follow.

Thanks for the experience (:

My buddy wasn't helpful, I didn't have any contact with her since my arrival