**STUDENT SATISFACTION ASSESSMENT**

**Files to download**

* Student questionnaire – Satisfaction-1 (EN).pdf
* Student questionnaire – Satisfaction-2 (EN).pdf
* Results sheet – Satisfaction assessment (EN).xlsx

**1) Preparation**

* Adjust the questionnaire templates to your class needs.
* Set two dates: Start of measurement (e.g. September) and End of measurement (e.g. June).
* Inform students about anonymity and encourage honest answers.
* Scale in the questionnaire: Likert 1–7.

**2) Initial measurement – Step 1 (Importance assessment)**

* Distribute **Satisfaction-1 (EN).pdf**.
* Collect responses.

**3) Initial measurement – Step 2 (Satisfaction assessment)**

* After 1–2 weeks, distribute **Satisfaction-2 (EN).pdf**.
* Collect responses.

**4) Data entry**

* Open **Satisfaction assessment (EN).xlsx**.
* Enter data only into yellow cells (one questionnaire = one row).
* Column headers correspond to questionnaire items.
* If no answer → leave blank.
* Results are calculated automatically in separate tabs.

**5) Reading results (after start)**

The sheet calculates two main indicators:

**a) SSI (Student Satisfaction Index)**

* Scale 0–100%.
* Interpretation:
  + 81–100% → very satisfied
  + 66–80.99% → satisfied
  + 51–65.99% → rather satisfied
  + 35–50.99% → less satisfied
  + 0–34.99% → dissatisfied

**b) Gap between satisfaction and importance (POMP)**

* **< 0** → importance exceeds satisfaction (area needing development)
* **= 0** → balance maintained
* **> 0** → satisfaction exceeds importance (possible overinvestment of efforts)

**6) Final measurement**

* Repeat both steps (Satisfaction-1 and Satisfaction-2) at the end of the year.
* Add data to the “End” section in the sheet.

**7) Analysis and action**

* Check **Change p.p. (SSI)** and **Change p.p. (Gap – POMP)**:
  + **> 0** → improvement
  + **< 0** → decline
* Focus on:
  + low SSI (low satisfaction),
  + negative POMP (**< 0** – deficit),
  + very high positive POMP (**> 0** – possible overinvestment).

**8) Good practices**

* Do not collect personal data.
* Store files securely.
* Record measurement dates for unambiguous comparisons.

**Glossary**:

* **SSI** – Student Satisfaction Index.
* **POMP** – Percent of Maximum Possible (conversion 1–7 to 0–100%).
* **p.p.** – percentage points.