

First Year Student Satisfaction Survey 2023 - 2024

As part of its satisfaction surveys, USJ has conducted a survey among its one year students for the 2023-2024 academic year, in order to provide answers aimed at improving the quality of its services and orientation. The survey was administered via the Internet between April and June 2024, among a population of 1738 young students. 483 students responded to the survey, giving a response rate of 27.8%. The tested and validated online questionnaire contained 45 questions covering various aspects, including the selection of university and program, academic integration and performance of new students, student life (sports, associations, etc.), accompanying policy, information sources, general information, and finances. Responses to open ended items (qualitative data) were grouped into themes and coded to facilitate quantitative analysis.

Percentages are calculated excluding non-response

All faculties / institutions

Number of students
1738

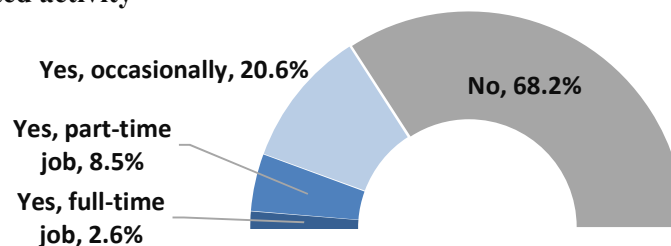
Number of participants
483

Answer rate
27.8%

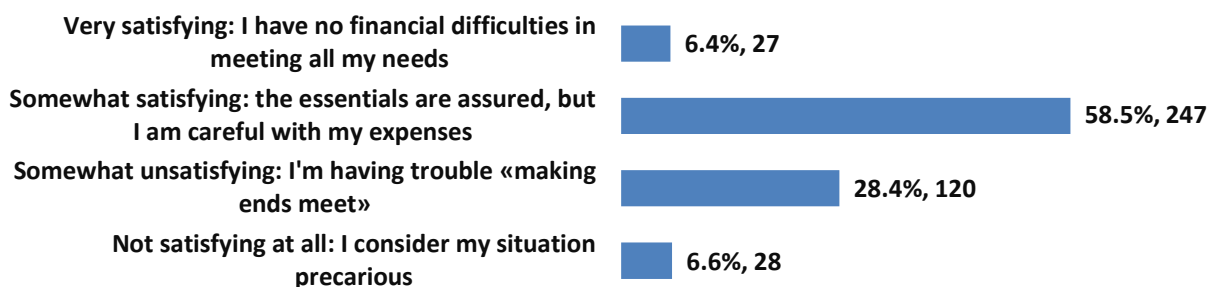
Socio-demographic characteristics of participants



Exercise of remunerated activity

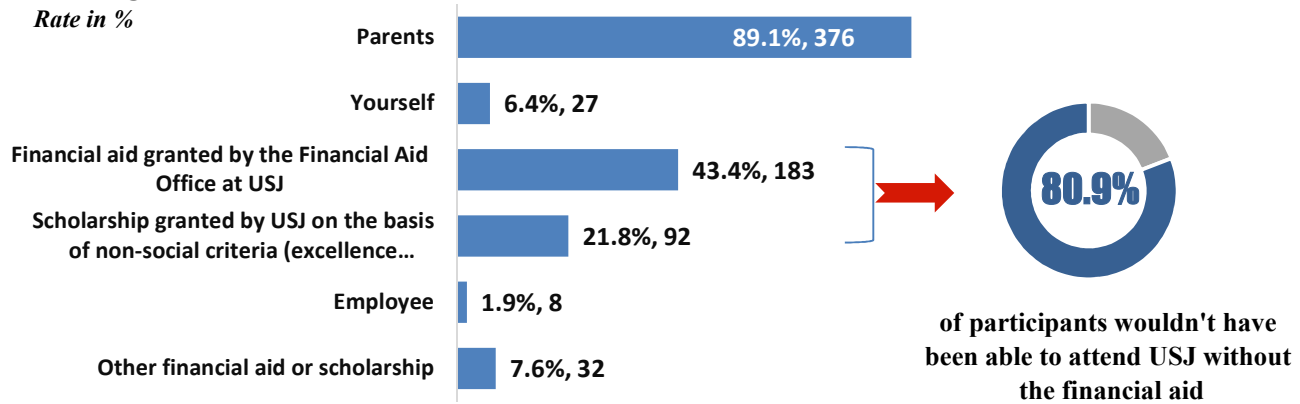


Evaluation of the living conditions in terms of financial resources



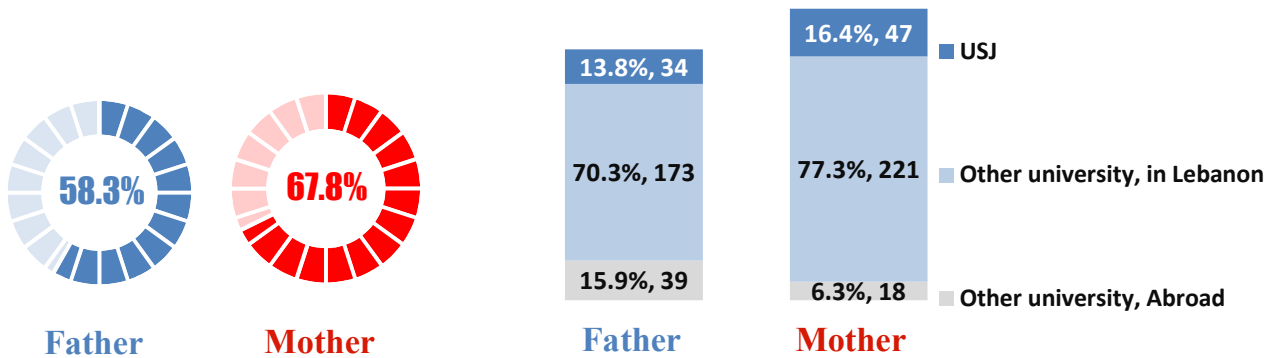
Funding of studies

Rate in %

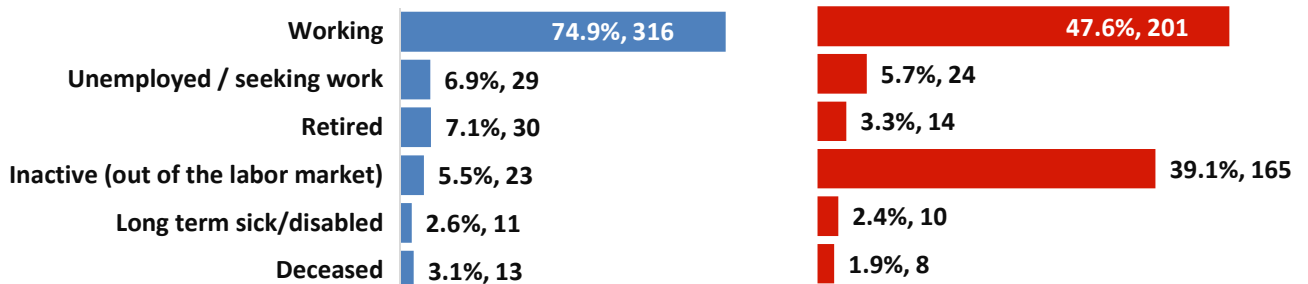


Parents

Parents that attended higher education than baccalaureate

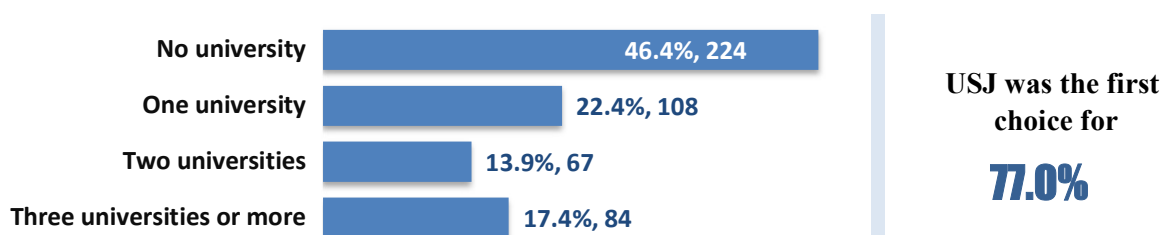


Actual situation of parents

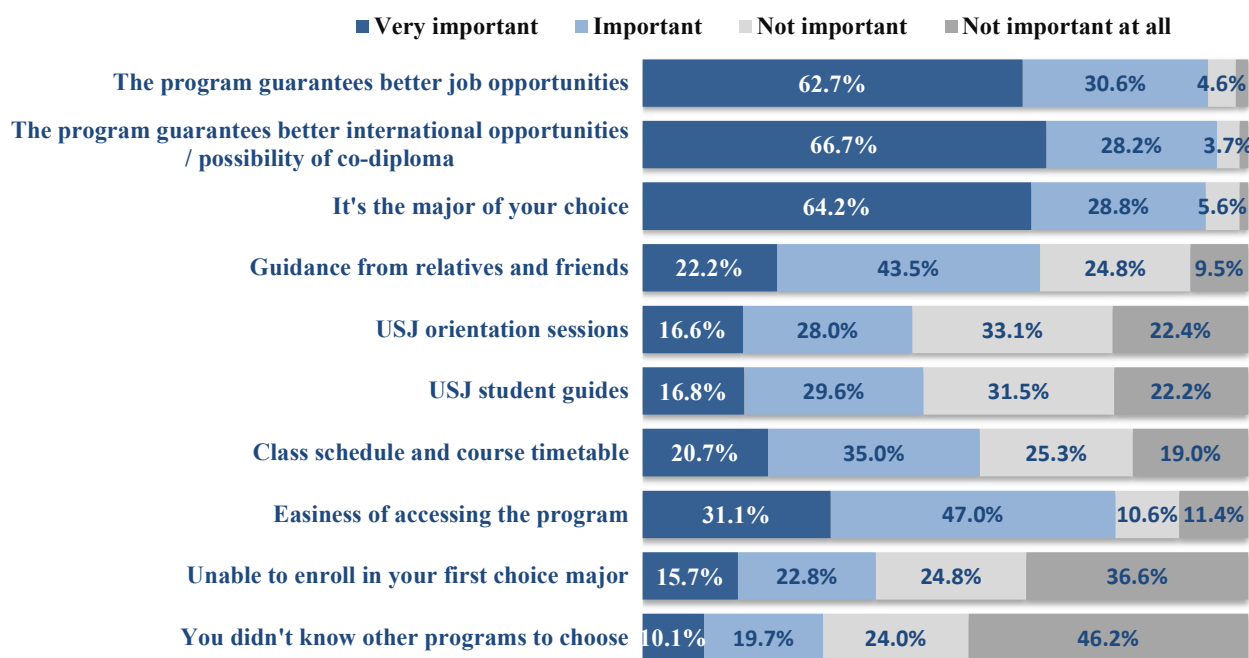


I- Higher education steering

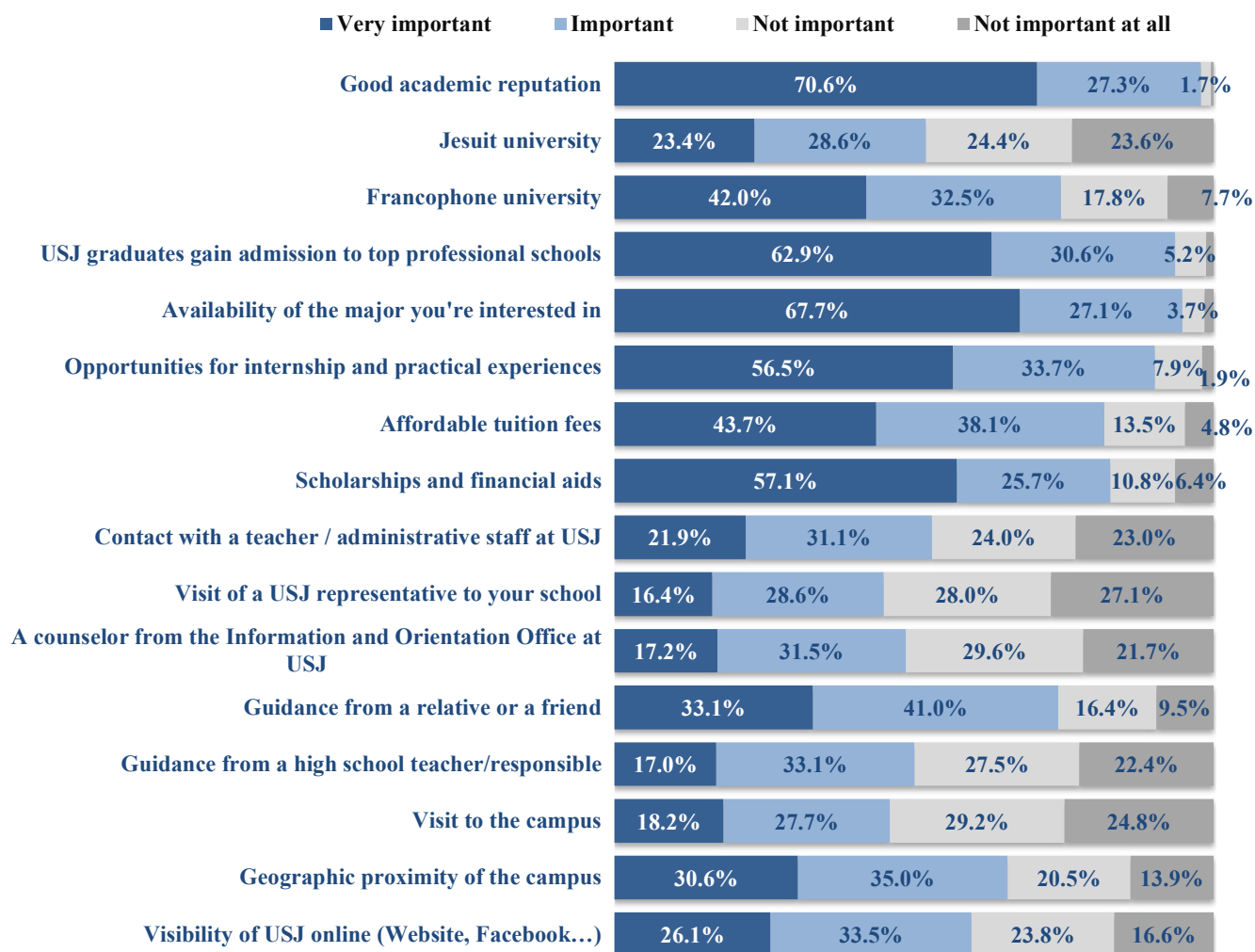
Number of universities other than USJ where an admission has been applied



Importance of each of the reasons down below on the choice of the major/program

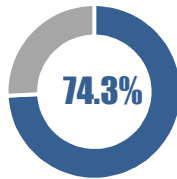
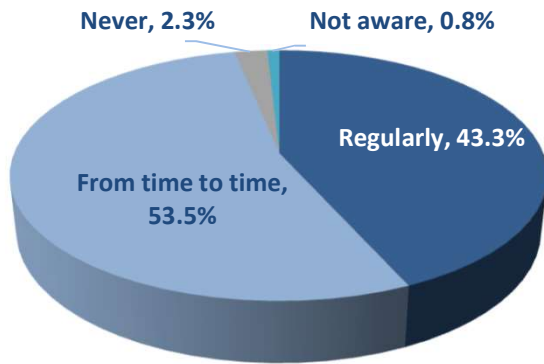


Importance of each of the reasons down below in the decision to join USJ



II- Information sources

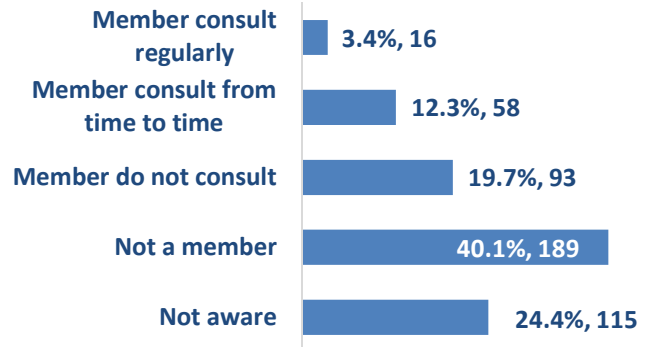
Visit the website of USJ



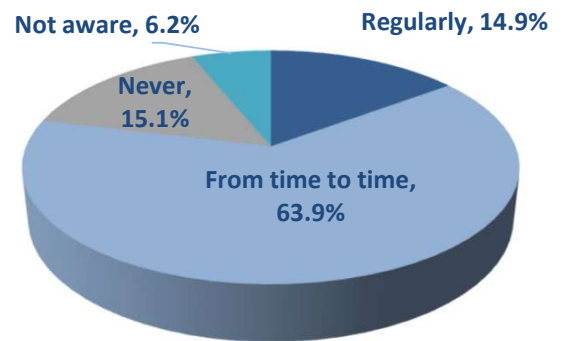
of respondents follow USJ pages and accounts on social networks (Facebook, LinkedIn, Twitter, YouTube, Instagram, ...)

Alumni Network

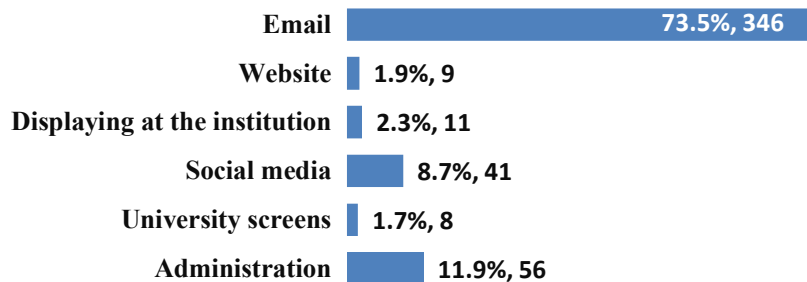
Member of the interactive platform – AlumniUSJ



Frequency of visiting USJ pages and accounts on social networks (Facebook, LinkedIn, Twitter, YouTube, Instagram, ...)



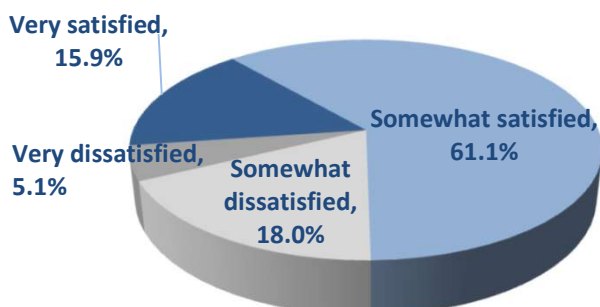
Most preferred way to be informed



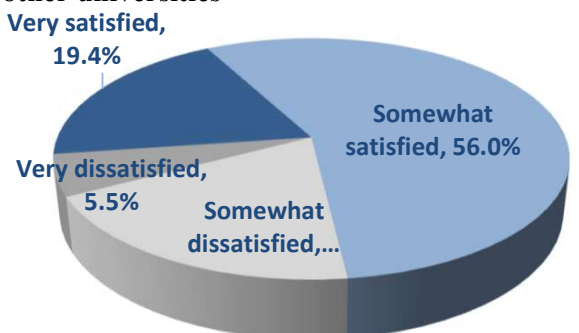
III- Satisfaction

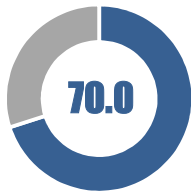
Respondents' satisfaction with

The tuition fees at USJ in relation to the quality of teaching



The tuition fees at USJ in relation to other universities

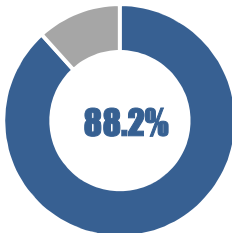
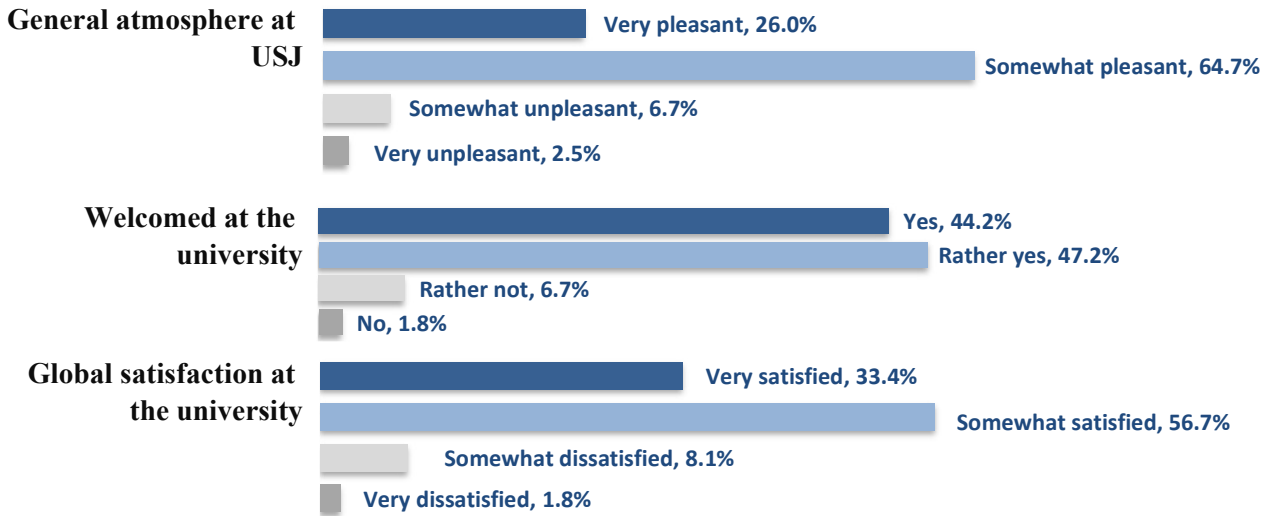
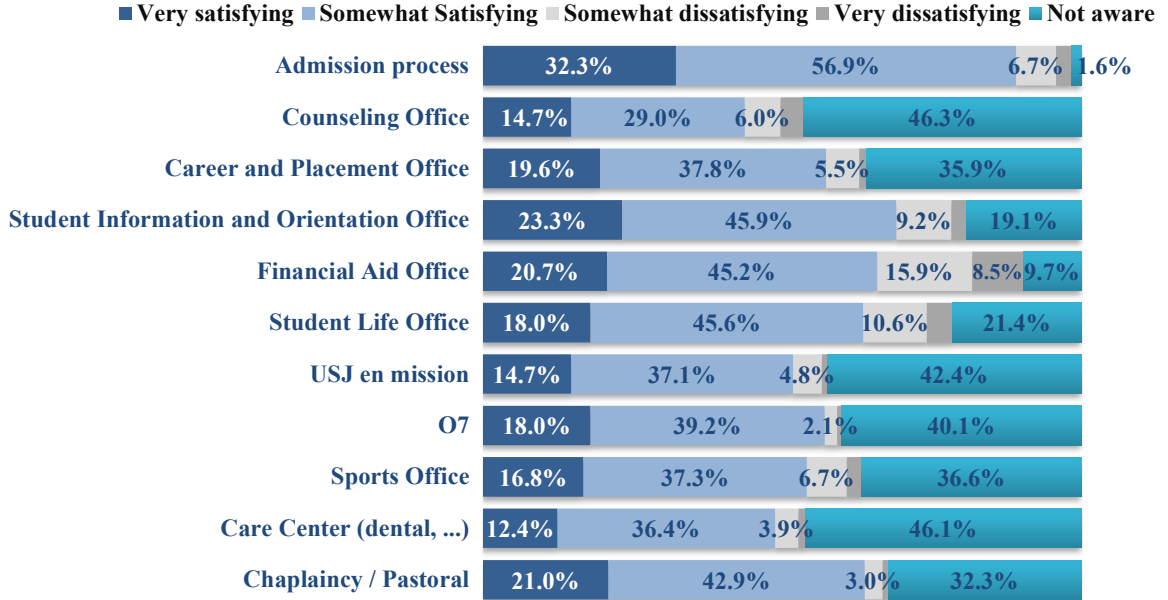




of participants know classmates in high school who would have liked to attend USJ but couldn't afford it

Global satisfaction

Your experience rating in:

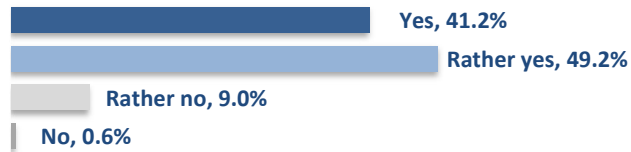


of participants recommend USJ to a friend

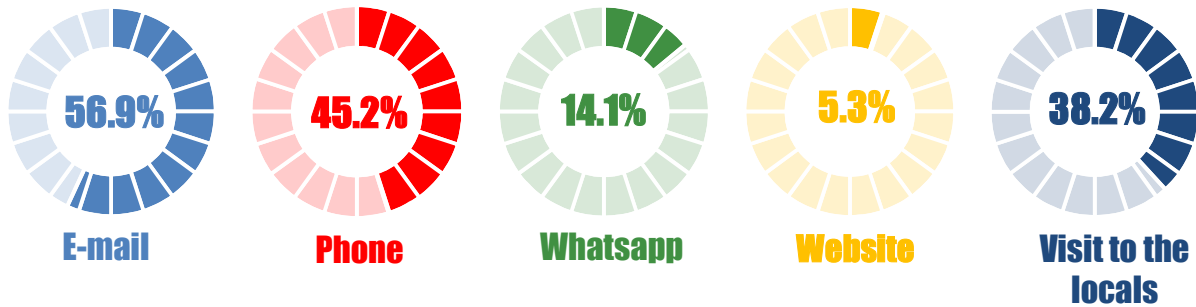
Orientation and information

40.8%
of participants contacted the Information and Orientation Service of USJ during their high school senior years through its different platforms

Was it useful?

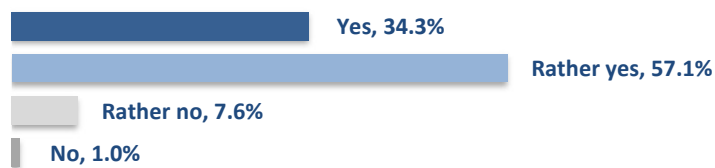


Way of communication used to contact the Information and Orientation Office:



24.2%
of respondents participated in the Open days of USJ

Did you get the information you were looking for?



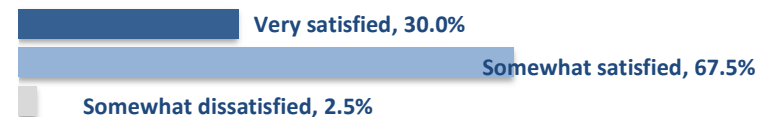
30.4%
of respondents participated in the orientation session organized by the Information and Orientation Office

Did you get the information you were looking for?



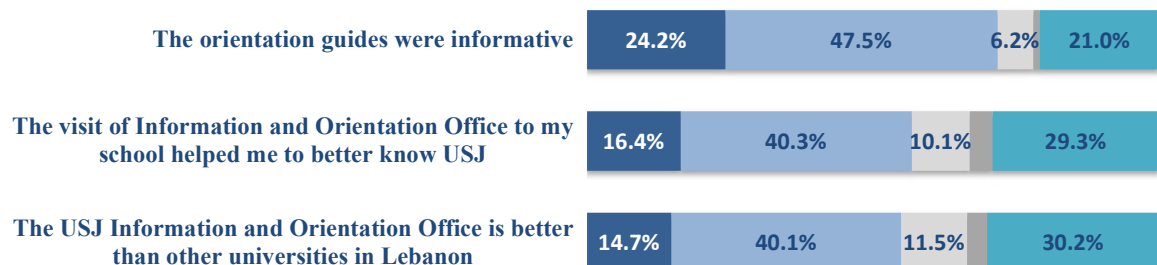
9.2%
of respondents attended to open classes at USJ before their inscription

Are you satisfied with this experience?

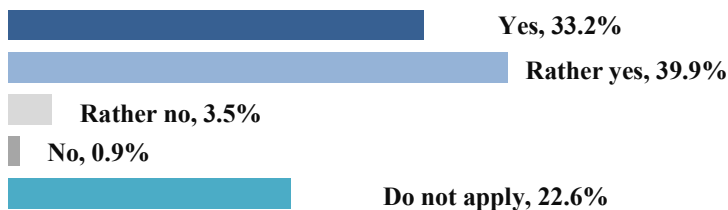


To what extent do you agree with the following statements?

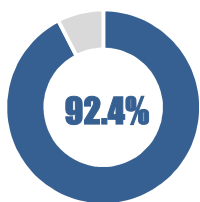
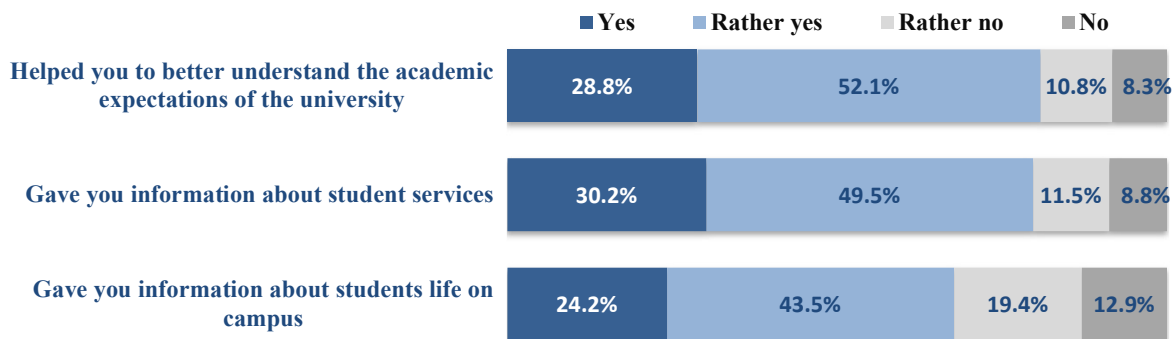
■ Strongly Agree ■ Somewhat Agree ■ Somewhat Disagree ■ Strongly Disagree ■ Do not apply / Not aware



The orientation staff were welcoming and helpful



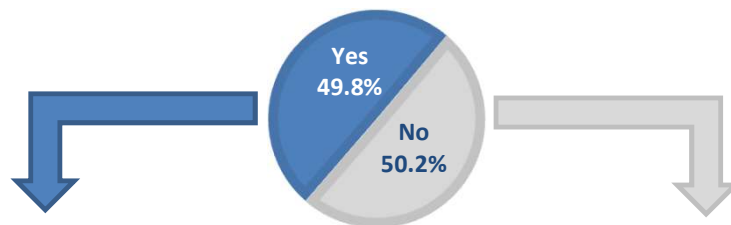
The Orientation and Information Office:



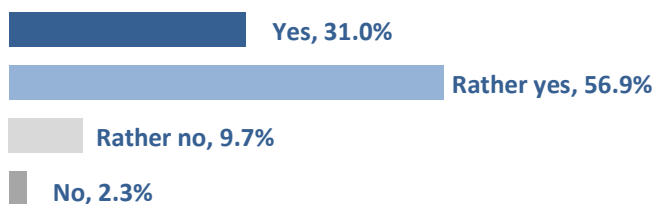
of respondents felt that the Information and Orientation Service made the admission process easier for them

In your institution (Faculty, Institute or School)

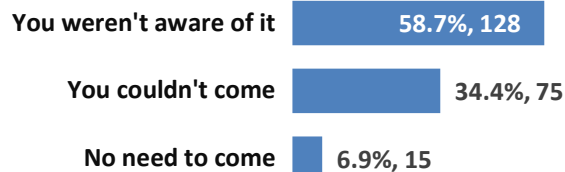
Attend the pre-entry days



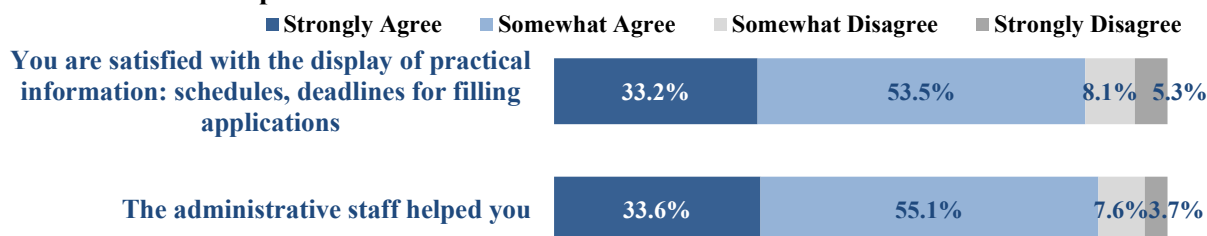
If yes, did it give you information about student services?



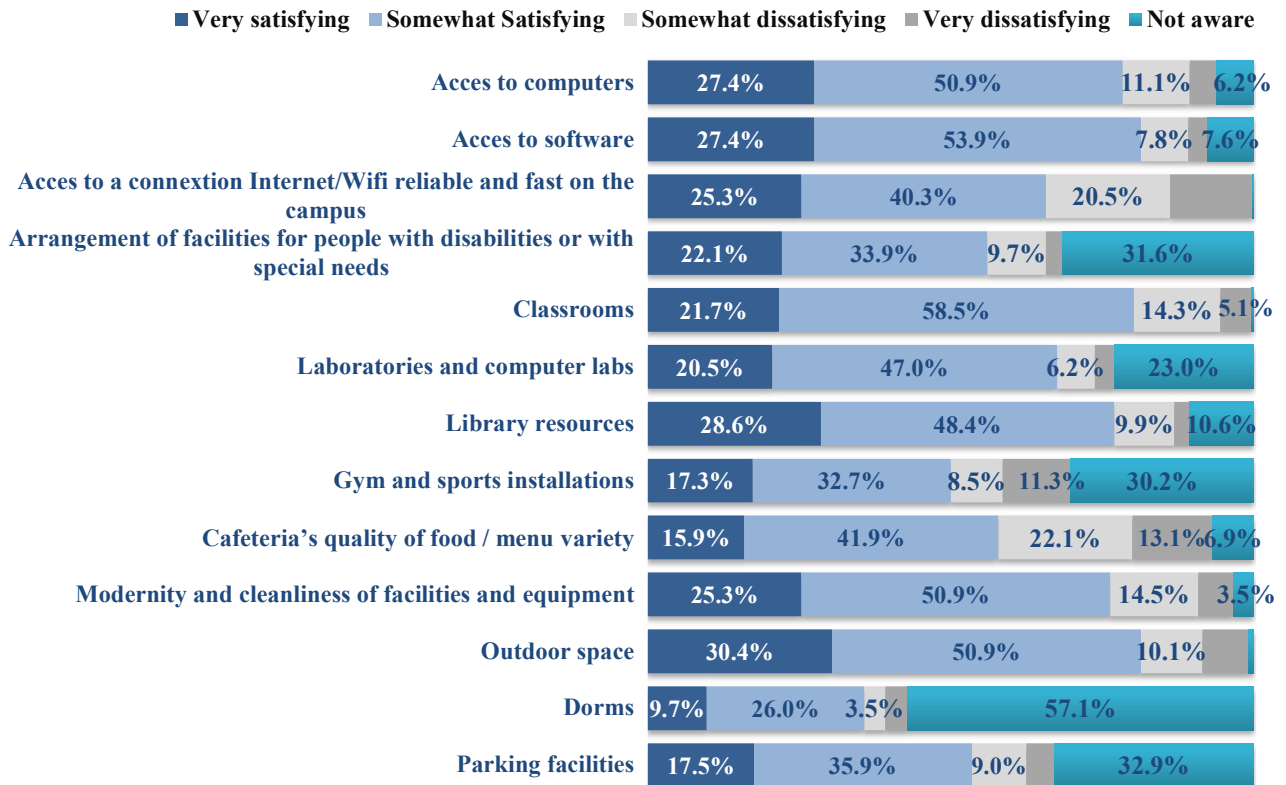
If not, Why?



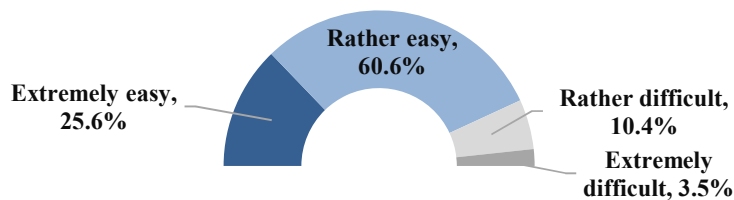
Communication and reception conditions



Your experience rating in:

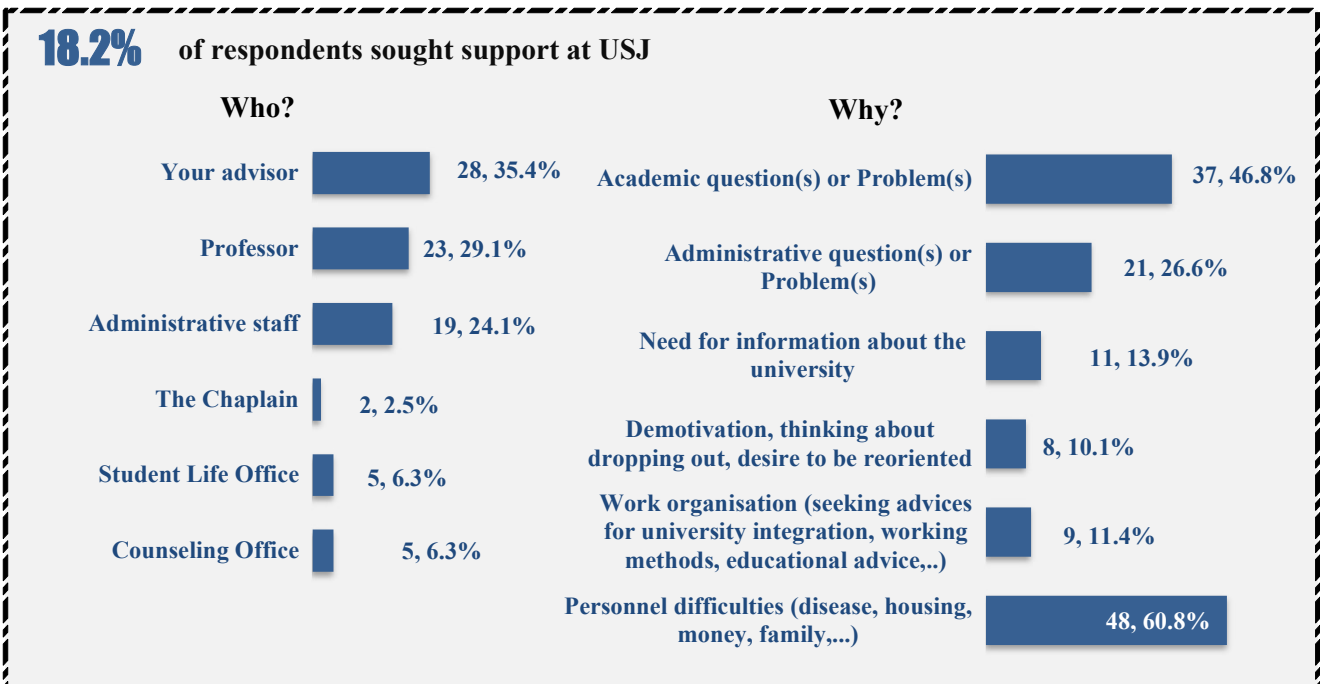


To what extent is the registration in the university courses easy?



IV- Accompanying policy

43.5% of respondents indicated that their institution (faculty, institute or school) had assigned support for them

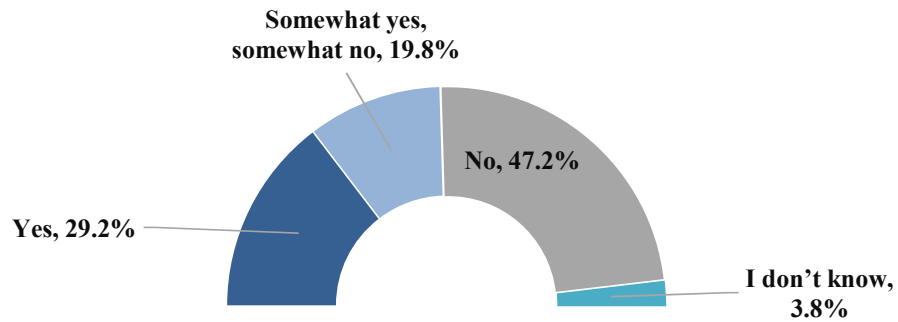


V- Learn english

Score on the English placement test



This level correspond to your actual English language skills



Satisfied with your English Language course(s)

