

Student Satisfaction Survey Report 2022

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The Student Satisfaction Survey was administered via Google Forms and sent out through the Dean of Students office to 780 students (graduate and undergraduate) on December 14th with a reminder on December 20th. The survey closed on December 21th 2021.

The survey instrument included the following sections/items:

- Academic satisfaction
- Interactions with faculty
- Overall satisfaction
- Communication with students
- University services known vs. used
- Satisfaction with university services
- Main sources of information about AAU
- What other factors have influenced your level of satisfaction (or dissatisfaction) with your AAU experience? (open-ended)
- In what ways could we make AAU a more student-centered environment? (open-ended)

At a Glance: 2022 Student Satisfaction Findings

- General student satisfaction from 2021 to 2022 is about the same. And still:
 - Only 45% agree or strongly agree that they feel valued by AAU
 - 51% agree or strongly agree that they feel part of the community at AAU
- Students who study abroad at AAU are more satisfied than degree-seeking students
- SBA students are more likely than students at other schools to say they would recommend AAU to a friend (
- High quality faculty-student interaction matters.
 - Students who were encouraged and received personal attention from professors are more likely to say that their courses challenged them academically.
 - Students who received high quality faculty interaction are more likely to be satisfied with academics at AAU.
- Students who attend more campus events are more satisfied socially at AAU.
- Many comments about lack of student voice with administration.

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Recommendations from 2021 and Update

See report [here](#).

Recommendation	Action(s) since 2021 Report
Students are wanting more from campus services. Allocate more budgetary resources to impacting the student experience through Student Life and Student Services trainings.	-No action on professional development -More direct interaction with Student Council and clubs and organizations
Faculty-student quality interactions matter for student satisfaction, intellectual growth and achievement. Encourage faculty via Vice President of Academic and Study Affairs and Center for Teaching Excellence to be intentional in personalizing their instruction knowing that high support and high challenge goes hand in hand.	-Center for Teaching and Learning has conducted workshops, 2 planned for Spring -New Faculty Orientation emphasizes this. -VPAA email reminders for personalized feedback, discussed at all faculty meeting
Strengthen the community and social culture at AAU now that COVID is subsiding. Student satisfaction does raise significantly with involvement in one or more activities during the semester.	-Student life has organized more events in the past year, the level of social satisfaction has gone up -Welcome Back event to support Ukraine was held at the beginning of Fall with wide faculty and student involvement.
Continue to promote the activities of the Career Center, Academic Tutoring Center and Student Mentors to engage students throughout the semester.	-Included in orientation -Awareness did increase
Design a first-year seminar course	-Nothing planned

Student Respondents

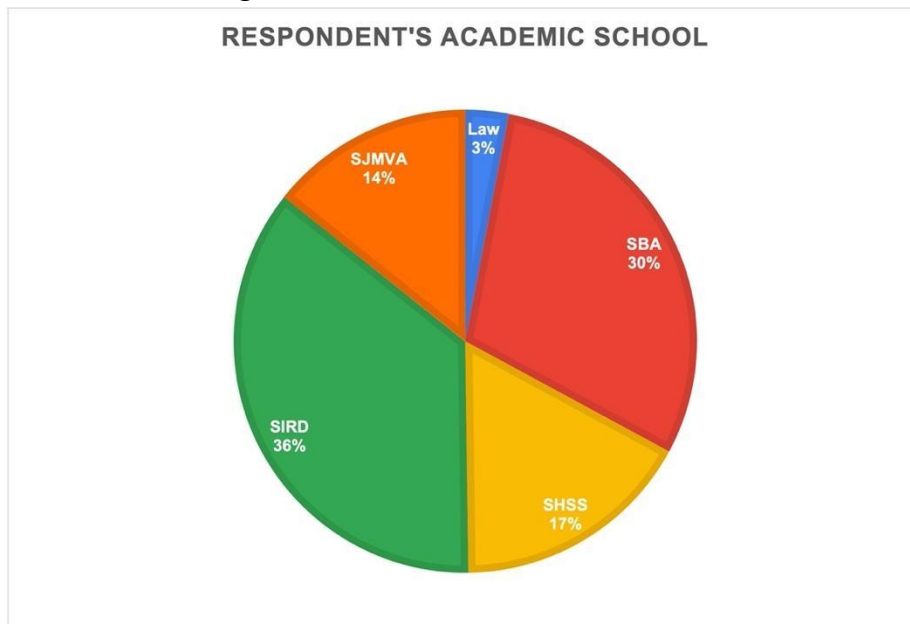
There were 231 respondents (157 in 2021) to the survey out of students for a response rate of 30%. In 2021 there were 157 respondents with a 25% response rate, and in 2020 there were 123 student respondents and the response rate for the survey was 20%. In 2019, there were only 39 respondents, and the survey was administered electronically on a different platform (Survio). In 2018, there were 566 responses out of 855 students on campus, leaving a 67.8% response rate, but these were administered on paper by faculty in classrooms.

The respondents as a whole are described in comparison the previous year:

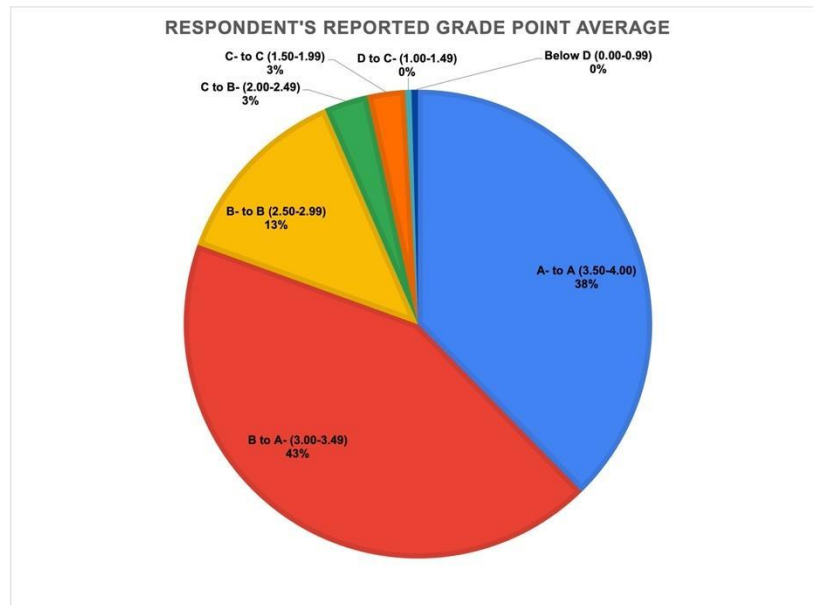
	2021	2022
Degree-seeking	92%	85%
First-generation college student	34%	23%

Work while studying (part-time/full-time)	55%	49%
Studied in-person more than 80% of semester	62%	87%
Year of study: first year	37%	45%
Year of study: second/third year	58%	42%
GPA: A to A- (3.5 to 4.0)	44%	38%
GPA: B to A- (3.0 to 3.49)	37%	43%

A Majority are enrolled in 2 largest schools, Business Administration and IRD:



A slight majority of students reported a grade point average of 3.00 to 3.49 (B to A-):

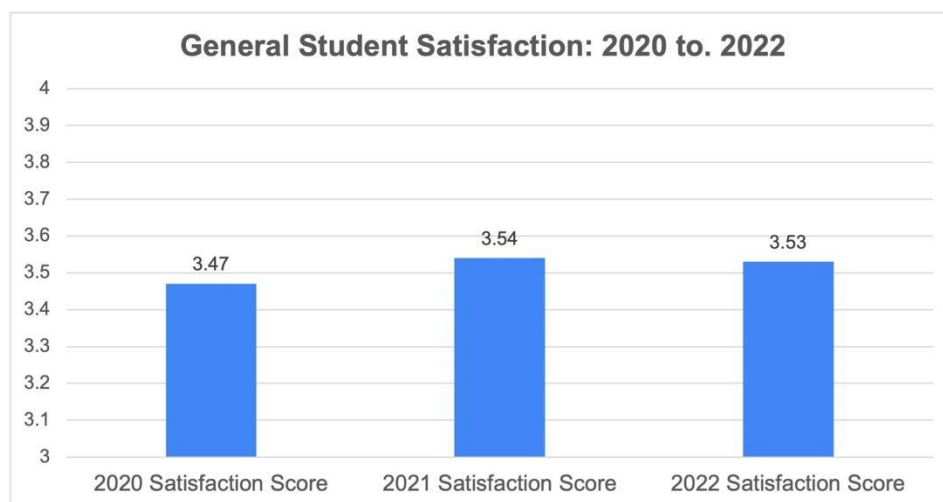


Overall Satisfaction

General student satisfaction was measured with the mean of four items:

1. I feel comfortable being myself at AAU.
2. I feel valued by this institution.
3. I feel like part of the community at AAU.
4. I would recommend enrolling at AAU to a friend (called a “net promoter score”)

The overall results of 2022 compared with the two previous years show a consistency in recent levels of overall satisfaction. The following section will look more closely at the individual items of this scale and the differences between groups on this dimension.

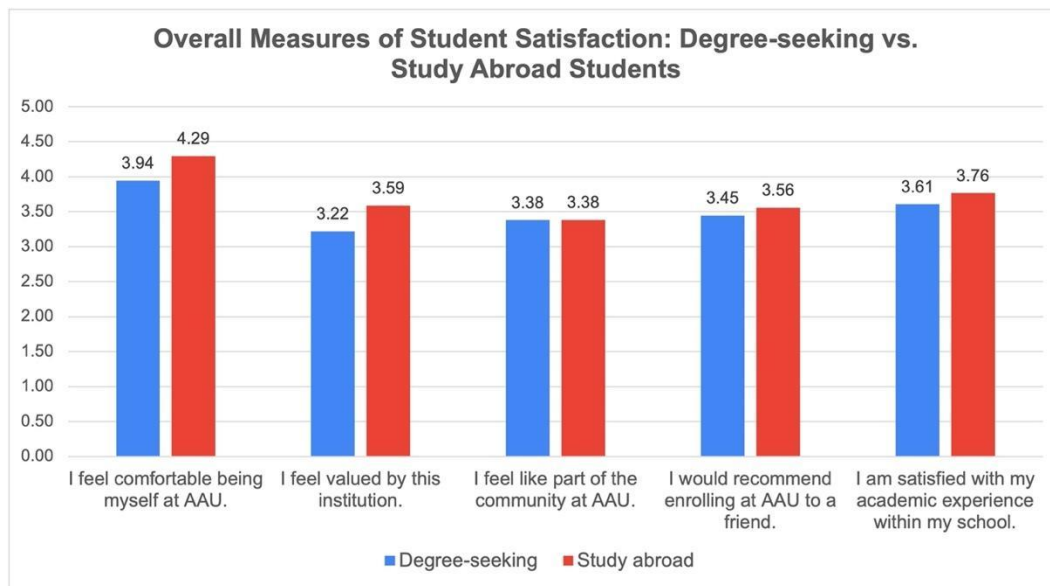


Items:

- 74% agree or strongly agree that they can be themselves at AAU (was 75% in 2021).
- Only 45% agree or strongly agree that they feel valued by AAU (44% in 2021).
- 51% agree or strongly agree that they feel part of the community at AAU (50% in 2021).
- 54% agree or strongly agree that they would recommend AAU to a friend. (Down from 55% in 2021 and 57% In 2020)

Differences between groups

One interesting set of differences between groups was between AAU degree seeking students (n=197) and study abroad students (n=34):



On the whole, study abroad students feel more valued by AAU, more likely to recommend to a friend, more satisfied with academic experience and just as part of the AAU community as degree seeking students.

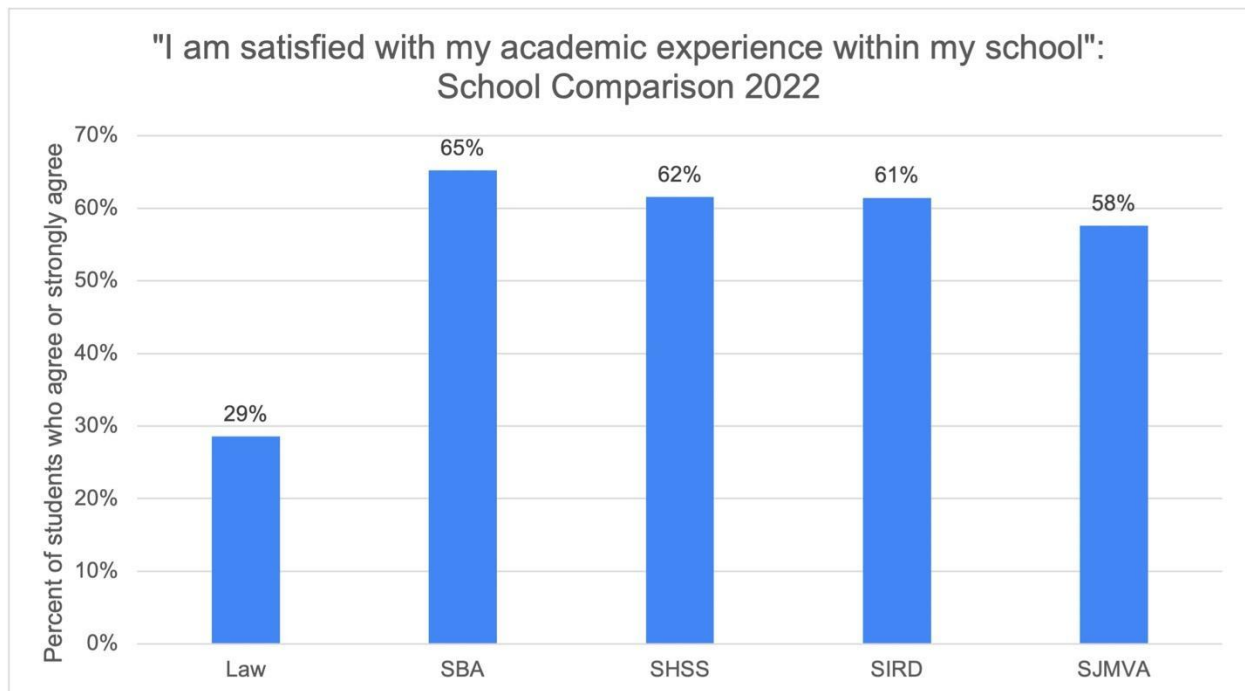
Across schools, the law students are the least satisfied (lowest in every category) while business administration students are the most satisfied especially in the key indicator, “I would recommend enrolling at AAU to a friend.”

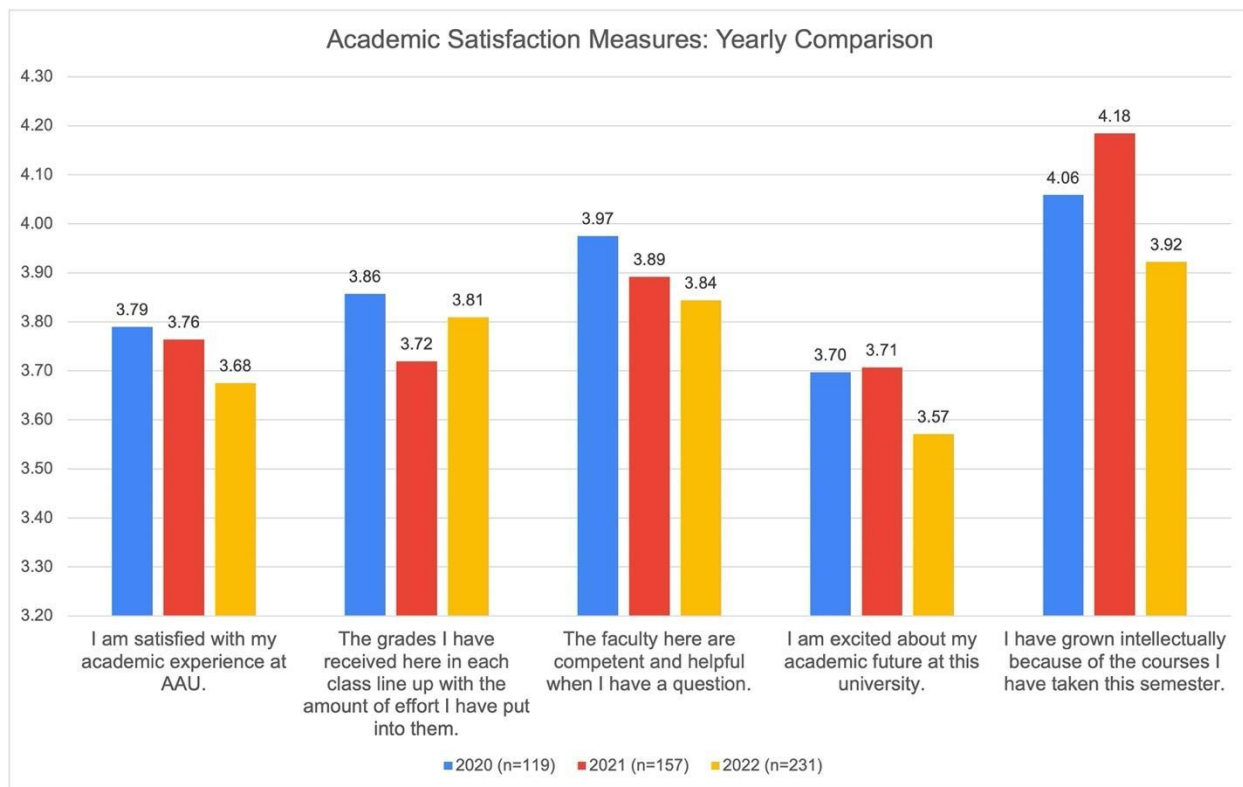
school	I feel comfortable being myself at AAU.	I feel valued by this institution.	I feel like part of the community at AAU.	I would recommend enrolling at AAU to a friend.
Law	3.14	2.71	2.43	2.57
SBA	4.00	3.46	3.49	3.64
SHSS	4.13	3.21	3.23	3.26
SIRD	4.06	3.27	3.49	3.52
SJMVA	3.85	3.09	3.24	3.39

- Students who work part-time while they study report higher levels of satisfaction than those who do not work or work full-time (3.67 compared to 3.50 and 3.2)

Academic Satisfaction

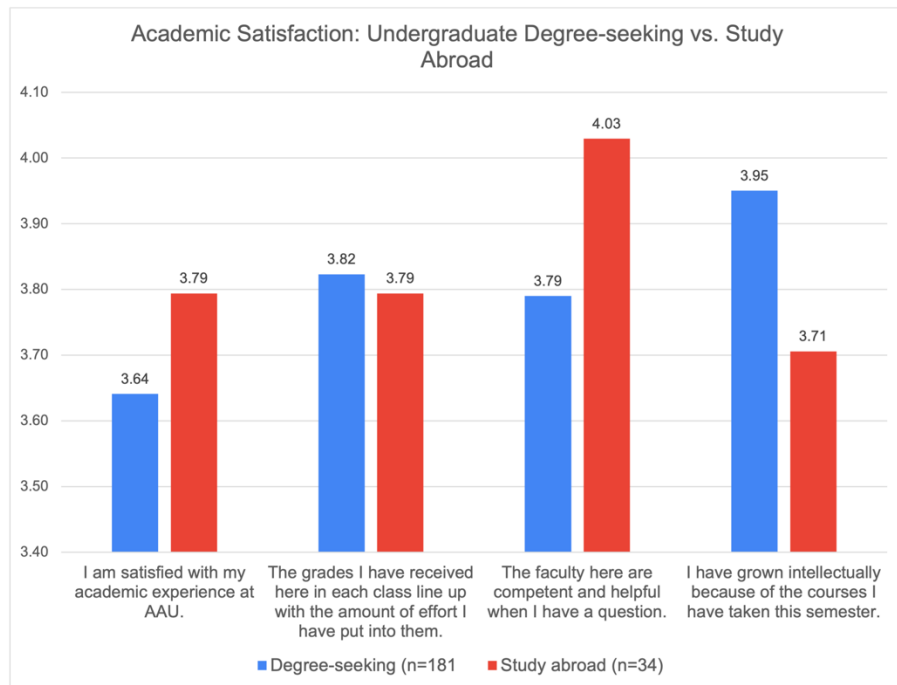
One item on the survey measured academic satisfaction within schools, and when compared based on the percentage of students who agreed or strongly agreed students enrolled in the School of Business Administration are the most satisfied with their academic experience:



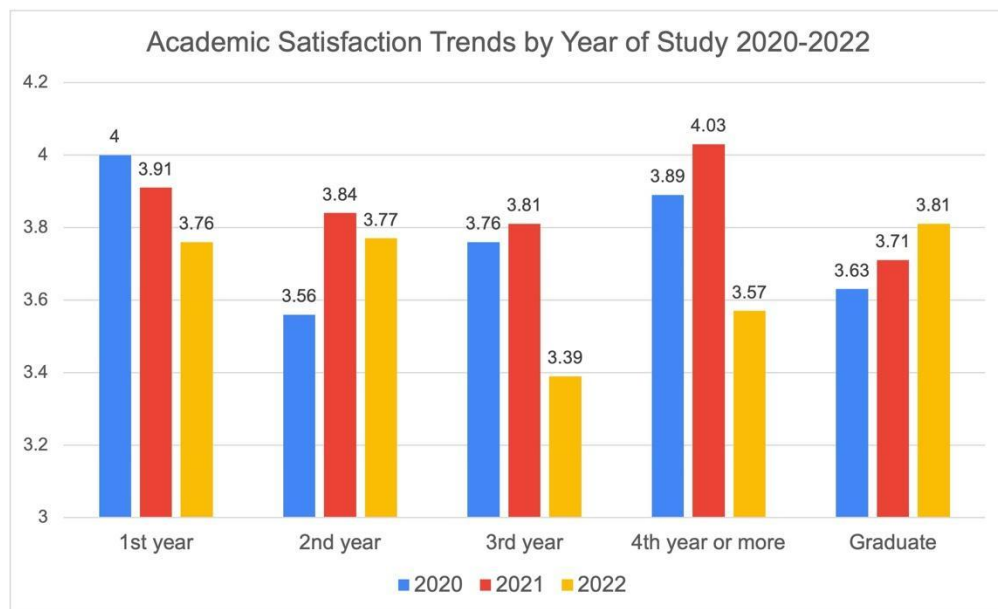


Degree vs. study abroad 2022 comparison

It is interesting to note the areas in which study abroad students are more satisfied academically than degree-seeking students: overall satisfaction and rating of faculty competence and helpfulness. Study abroad students, however, do not on average believe they have grown intellectually as much as degree-seeking students.



Even though overall levels of satisfaction have not risen across the board for undergraduates, graduate student respondents are increasingly satisfied academically. First year students academic satisfaction has been decreasing the past three years for first year students and between 2021 and 2022 sharply dropped for 3rd and 4th year students.

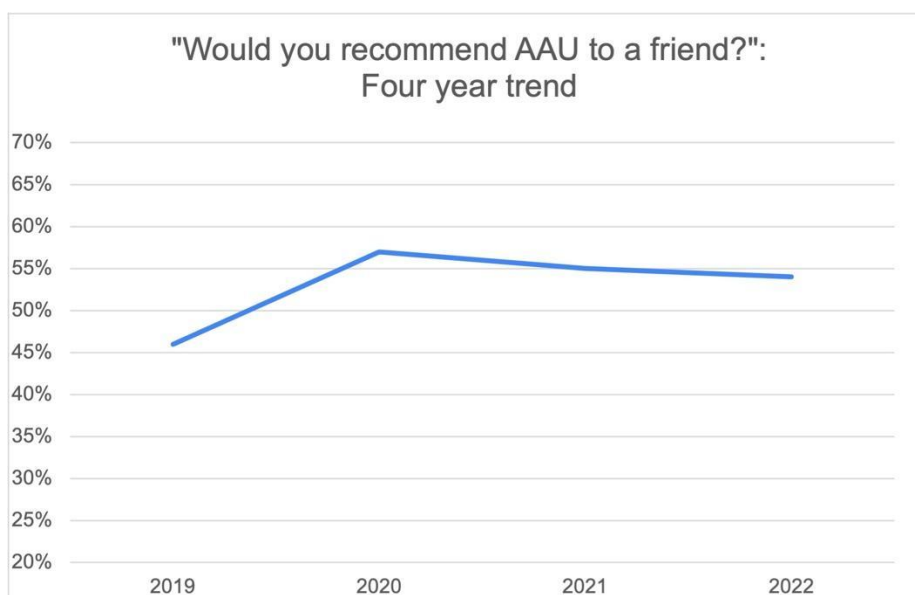


Between academic schools, academic satisfaction shows higher scores among SIRD students academic satisfaction, grading, excitement about academic future, and the composite overall academic measure:

SCHOOL	N	I am satisfied with my academic experience at AAU.	The grades I have received here in each class line up with the amount of effort I have put into them.	The faculty here are competent and helpful when I have a question.	I am excited about my academic future at this university.	I have grown intellectually because of the courses I have taken this semester.	Overall Academic Satisfaction
Law	7	2.86	3.57	3.57	3.29	4.14	3.49
SBA	67	3.66	3.81	3.93	3.49	3.78	3.73
SHSS	36	3.56	3.64	4.00	3.58	3.92	3.74
SIRD	72	3.78	3.90	3.74	3.61	3.97	3.80
SJMVA	33	3.73	3.91	3.70	3.58	4.00	3.78

Net Promoter scores

Three year trends in overall “net promoter scores” (i.e. I would recommend AAU to a friend”) show that this measure of overall satisfaction slightly declined in 2022.



Would you recommend enrolling at AAU to a friend?

Response	2019*	2020	2021	2022
Strongly agree/agree	46%	57%	55%	54%
Neutral	26%	27%	26%	29%
Strongly disagree/ Disagree	28%	16%	17%	17%

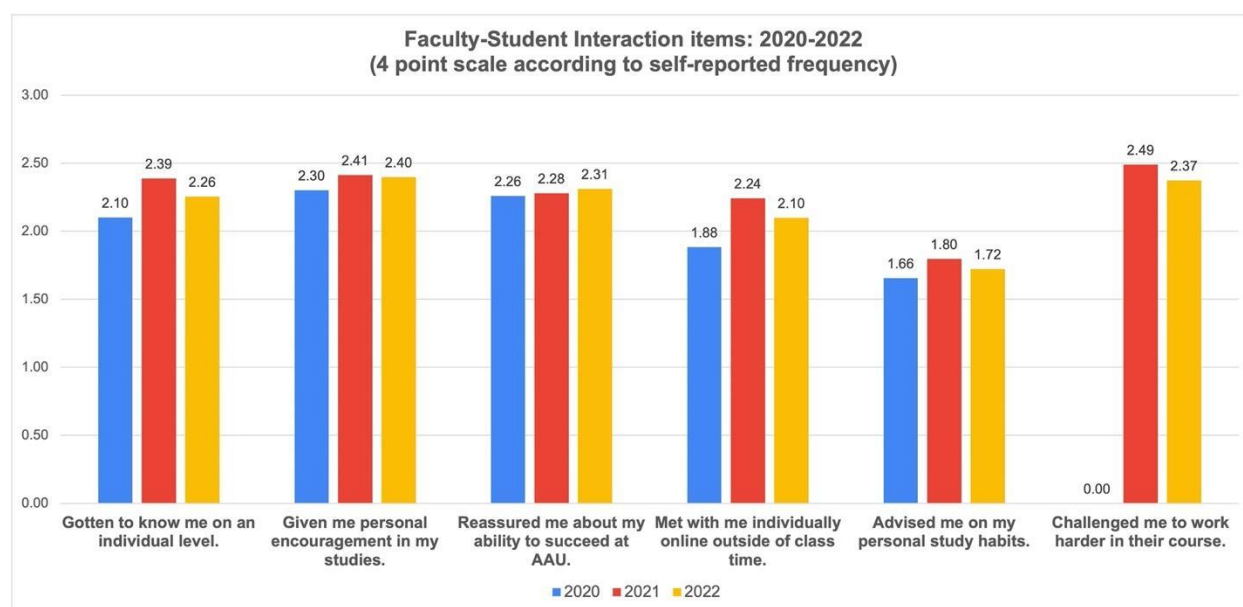
*In 2019, the survey used a 1-10 'net-promoter score' that had to be converted.

2022 respondents were consistent with the previous year in terms in terms of agree/strongly agree and disagree/strongly disagree, but had a slightly higher percentage of “neutral.”

Student-Faculty Interaction

There is a substantial amount of research that has found quality faculty-student interaction, in and outside of class, to be strongly linked to: academic achievement, satisfaction with college, intellectual and personal development, moral reasoning, persistence to 2nd year, career and educational aspirations, and classroom atmosphere¹. Suffice to say, understanding and encouraging positive quality interactions between faculty and students can make a huge difference in the outcomes of an AAU education. While course evaluations may capture some of these interactions, they do not capture the student’s overall satisfaction and assessment of the quality of their interactions with instructors.

In all measures on the quality faculty-student interaction scale scores were up in 2021, and only slightly down in 4 areas in 2022. “Challenged me to work harder in their course” was slightly down. For all these items, it is important that we take the averages in context. On the scale, 2=some and 3 = quite a bit. This is where most of numbers fall, except for “advised me on my study habits.”



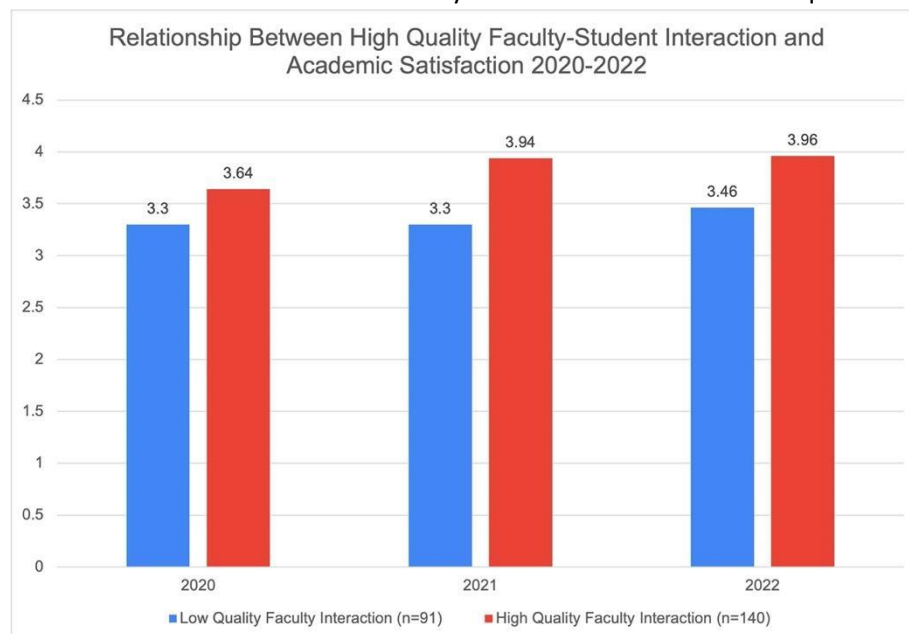
In the following comparisons, only degree-seeking students were considered. In Fall 2022, SJMVA faculty were reported to have the most frequent quality interaction with students of all the schools. Law also shows much less individual attention of faculty to students on the whole.

¹ e.g. Astin, 1997; Astin, 1993; Hu and Kuh, 2001; Pascarella, 1980; Lomport, 1993; Pascarella & Terenzini, 2005; Mayhew, Seifert & Pascarella, 2010)

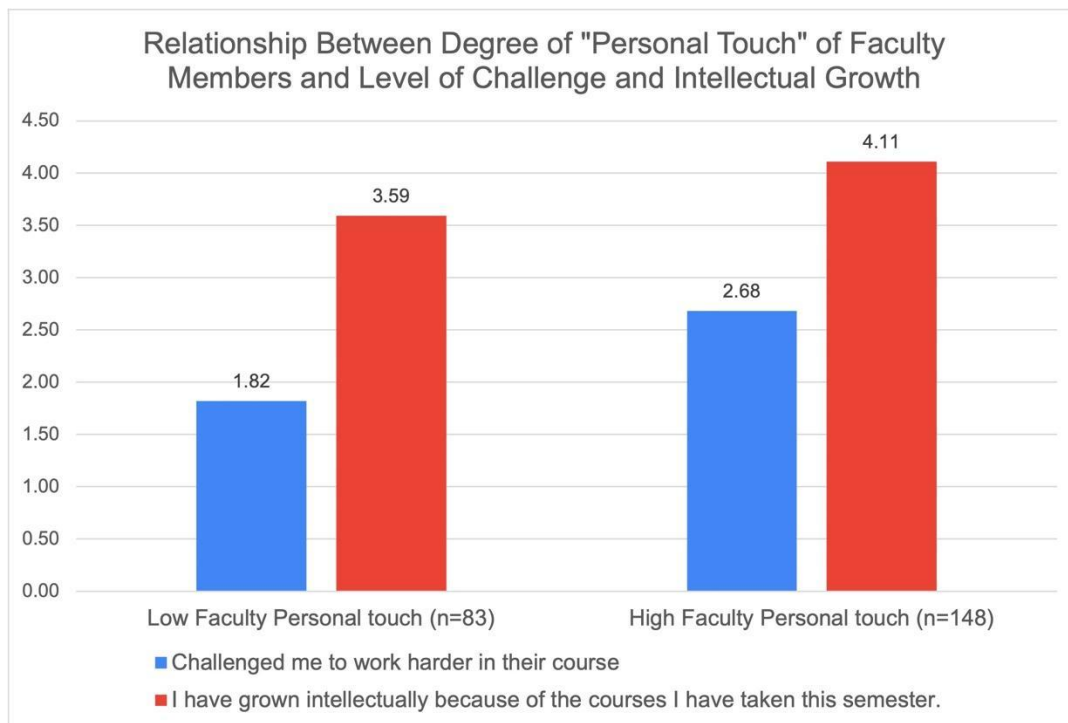
School	N	Gotten to know me on an individual level.	Given me personal encouragement in my studies.	Reassured me about my ability to succeed at AAU.	Met with me individually, online or in person, outside of class time.	Advised me on my personal study habits.	Challenged me to work harder in their course.	Overall Quality Faculty Interaction
(Law)	7	1.86	2.14	1.86	1.43	1.29	1.71	1.71
SBA	67	2.16	2.36	2.30	1.96	1.67	2.36	2.13
SHSS	36	2.25	2.19	2.31	2.06	1.61	2.31	2.12
SIRD	72	2.21	2.35	2.22	2.06	1.69	2.46	2.16
SJMVA	33	2.45	2.52	2.36	2.33	1.94	2.33	2.32

Why does this kind of faculty-student interaction matter? Isn't just coddling students?

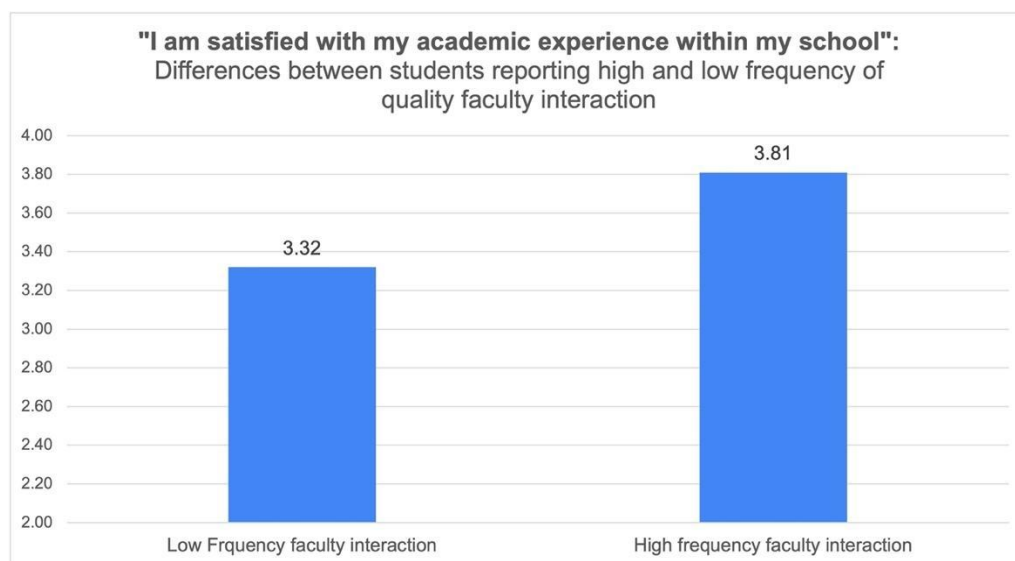
1. Each year of this survey, those students who report more frequent quality interactions with their professors were more satisfied academically than those who had less frequent interaction.



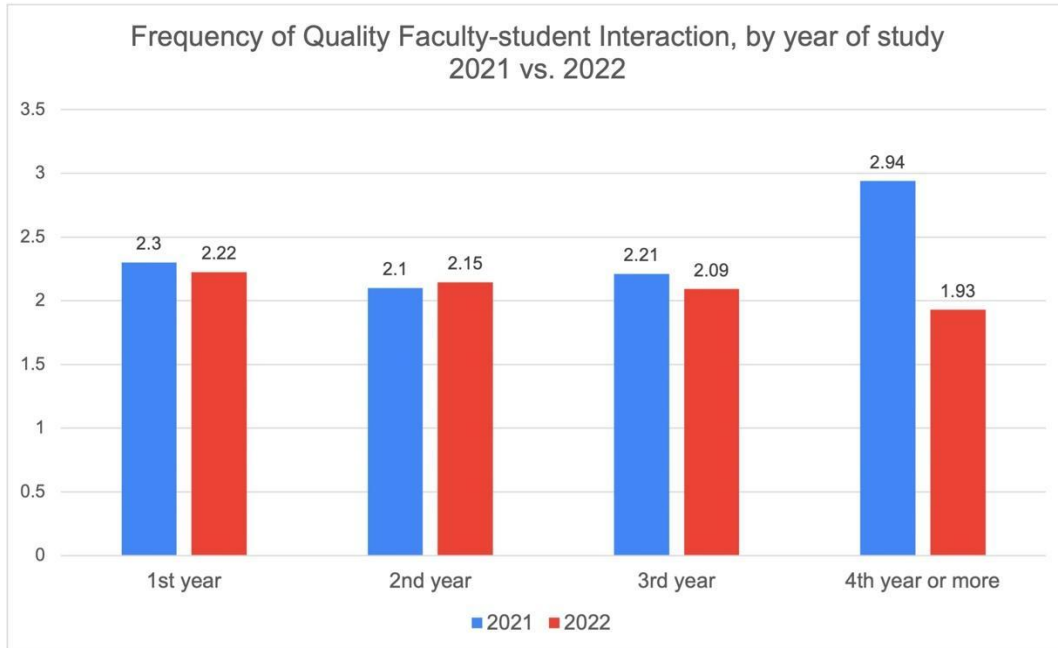
2. Students who experienced higher frequency of quality faculty-student interaction were more likely to report that they were challenged to work harder in their courses and grow intellectually in their courses. 2021 showed the same results- high frequency 3.36 vs. low frequency 1.97 in degree that they were challenged to work harder, and high frequency 4.63 vs. low frequency 3.92 in degree to which they report intellectual growth. High quality faculty interactions are called here “personal touch”, to be distinguished from personalized learning.



3. Students who experience more frequent quality faculty interaction are more satisfied with their academic experience particular to their school.

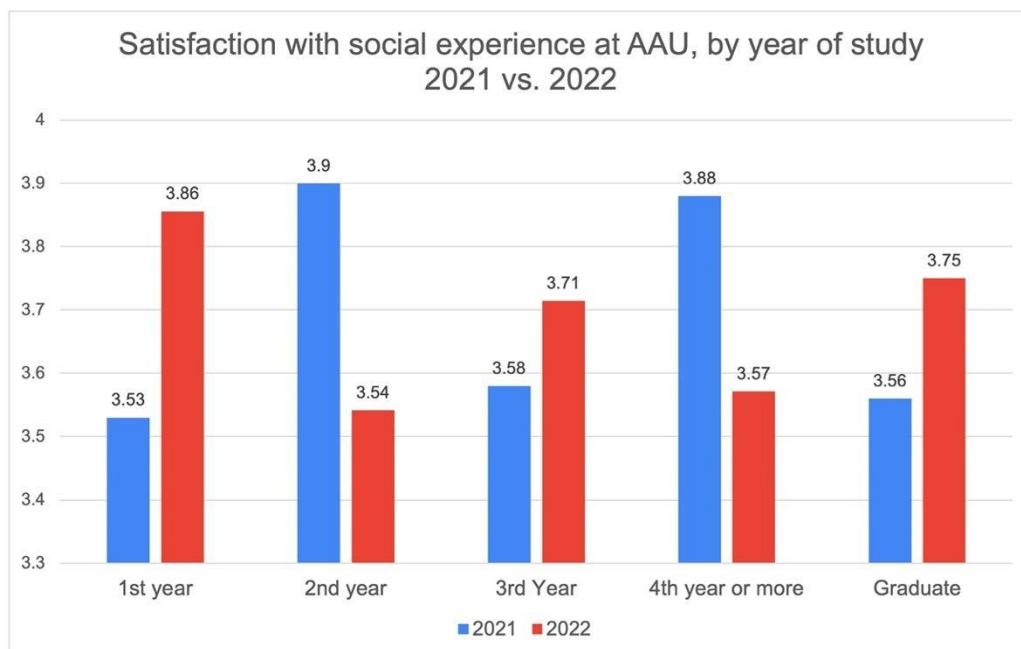


There is some variation between year of study, but more in 2021 than in 2022. First year students in 2022 were the most likely to report higher frequency of interaction, but in 2021 it was by far fourth year students. One might argue that these two years are when students need this kind of interaction the most: when they are getting acclimated to the university and when they are typically finishing and working on their thesis.



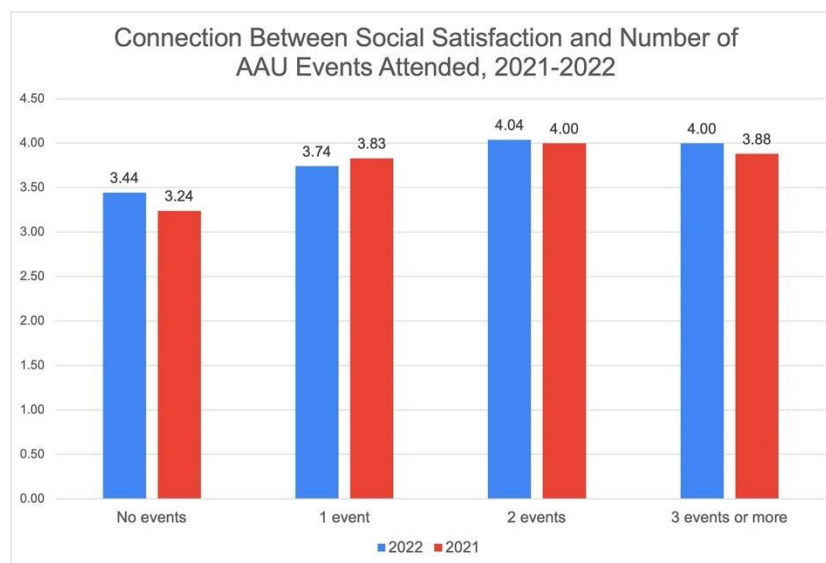
Satisfaction with Social Experience at AAU

Satisfaction with social experience was a single item on the 2022 survey. Here are some key differences we found between the previous two years: First year and third year students both experience an increase in social satisfaction:



In Fall 2022, 80 students or 35% did not attend any campus events. Another 34% attended 2 or more events during the semester. Students are generally more satisfied the more events they

attend at AAU. The data are consistent the past two years in this relationship. However, there is still a slight decrease in satisfaction once you get to 3 or more events attended.



Sources of Information

Students at AAU only rarely get their information from one source alone, but they do pay attention to Official AAU email for updates and information. AAU social media (not the website) and Deans offices play an important role in being channels of information for students.

What are your main sources of information about AAU?

Source	2020	2021	2022
Official AAU email	90%	92%	86%
AAU social media	54%	61%	71%
The staff in my School of Study {Dean, Assistant Dean}	38%	11%	15%
AAU web site	37%	38%	39%
Student Council's social media	34%	44%	49%
AAU faculty	20%	19%	13%
MS Teams sites	16%	5%	5%

Campus service use and satisfaction

We have some comparable data from the previous years in terms of student reported campus service use. We received clear data on awareness in 2021 and can compare it to actual use.

Service	2021 Aware of	2022 Aware of	2021 Used	2022 Used
Your School Dean's office	92%	83%	51%	51%
Student services/ registrar	96%	92%	80%	78%

Bursar	89%	79%	59%	52%
Psychological counseling center	78%	77%	11%	12%
Career Center	69%	70%	11%	14%
Academic tutoring center	74%	77%	14%	12%
AAU Library	98%	97%	62%	80%
Student mentors (for first year students)	59%	54%	14%	10%
Dean of Students office	64%	59%	18%	18%

Comparatively, here are some positive and negative trends year to year:

Some positive trends include:

- Library use is back up to pre-pandemic levels, up 18% in use from last year. Perhaps this is due to the return of movie nights.
- Students using the psychological counseling center about the same.
- Students interacting with student services and Dean's office about the same.

Some negative trends are:

- The Academic Tutoring Center was used slightly less but students are slightly more aware of it.
- The Career Center slightly rose in awareness and use. According to an 2018 poll at US universities, [only 20% of students use their career services](#) most valuable assets.
- Student mentors were already underutilized, but were even less used in 2022.

Percentage of Students Who Said They Used Various Campus Services in Fall 2022 compared with previous years

Services	2019	2020	2021	2022
Your School Dean's office	23%	37%	51%	51%
Student services/ registrar	33%	74%	80%	78%
Bursar	10%	69%	59%	52%
Psychological counseling center	3%	12%	11%	12%
Career Center	5%	13%	11%	14%
Academic tutoring center	3%	5%	14%	12%
Library	80%	33%	62%	80%
Reception	--	49%	--	--
Student mentors		10%	14%	10%

Student Open-ended Comments

- See comments after recommendations

Recommendations

1. **Improve student voice on campus.** Only half feel part of the community and less than half feel valued at AAU. Include Student Government in faculty meetings, in reports to the President's Executive Collegium as well as Academic Collegium, and reinstate a

“Suggestion Box” at Reception that would be collected and reported to the Collegium by the Dean of Students. One student commented, “Some way to air grievances. I hear so many complaints from students.” Another student said, “Actually listen to students. When we tell you what we want, what issues are important, and what we need ACTUALLY ATTEND TO THOSE THINGS. Focus less on protecting the school's image and more on important and uncomfortable issues.”

2. **Faculty-student quality interactions matter for student satisfaction, intellectual growth and achievement.** Continue to encourage faculty via Vice President of Academic and Study Affairs and Center for Teaching Excellence to be intentional in personalizing their instruction knowing that high support and high challenge goes hand in hand. One student comment said, “Encourage professors to engage on a individual level with students, because the majority of them don't really bother about the individual situation of each students.”
3. **Admissions office or Student Services should provide assistance to students with their Visas.** Many comments related to this. For example, “My experience, and many others, with visas has decreased my value of the university because of this factor, and because of that I would not recommend it.”
4. **Improve Administrative availability and communication with students.** Many students cited the sexual assault incident and how it was handled. Make the Office of the Dean of Students and President’s Office open and available to students on Fridays at set hours so students could drop in, share their concerns, or get an issue settled.

Student Comments:

Undergraduate students: What influenced your level of dissatisfaction) with your AAU

- AAU is very incompetent program.
- The length of classes are somewhat longer than I had expected, but with the right professors it doesn't seem to matter but with certain ones I feel like they don't understand our need for a break.
- Ok
- Some of courses this semester was very useful and helped me to grow intellectually

Law = Red
SBA = Green
SHSS = Orange
SIRD = Purple
SJMVA = Blue

other factors have most satisfaction (or experience?

dealing with the UoL

- Administration took a lot of time to reply to me and eventually didn't even replied at all for urgent matters
- non increased tuition
- School focuses a bit too much on social media, as someone take doesn't use it as much I never know what's going on, also the school is not very inclusive and it is very clique-y and students are not very friendly. Also, the amount of exchange students make it difficult to learn because we are constantly adjusting for them and when we have group projects, they often don't work as hard because they just have to pass, which isn't fair to full time students
- The people that I have met have been so incredibly kind and open-minded. The students and professors have helped curate a safe environment.
- long term students being my friends
- The quality of claseses and teaching system in the institution
- So far the AAU clubs serve as great after class activity. For this particular semester, there were many options to choose from and all of them are very different from each other. Unfortunately, my dissatisfaction is cuased by some of the AAU instructors. I have personally seen some not trying hard or be creative enough with their teaching methods. Some instructors do not care when there is evident unfair contribution in the group projects.
- I feel challenged in my classes without being constantly overwhelmed which is nice.
- Registration was good
- extracurricular involvement
- One problem I can think of is that in some of my class I had in the past, the number of exchange students are dominant to degree seeking student, this has prove to be problematic for me as an degree seeking student because most of the time our goal for the course is not aligned. As a result preventing us to work properly in a group activity.
- Clubs
- The experience of having my university in the center of a big city, making it feel like the city of Prague is the campus.
- Administration has significantly impacted my experience at AAU, particularly this semester I have had an extremely negative experience with administration and [name redacted]. She has made it clear that she does not prioritize students' needs nor is she sensitive to their feelings and situations. As dean of students, I think she needs to improve her care for students.
- I feel like the mandatory course put the least effort no be relevant, manageable, and understandable.
- The welcoming community!
- Definitely the teachers. I have two really amazing teachers, and two other teachers that have very little knowledge or know how implement a proper course schedule.
- I really like it, the people, the professors, everything
- too few programs for study-abroad students
- The grading system of some of my teachers is not that clear for me
- its been fun
- The amount of events that allows students to really get to know each other
- The students, the professor, the atmosphere of the school,

- The people in my class are some of the worst people I have met in my entire life. I have not seen such a massive concentration of fake and inauthentic snobish fake people. I do not like the environment and I do not enjoy the teaching styles. I thought my country's educational system was a failure but now I think it pales in comparison to what I have experienced here. I hate going here and I can't believe I genuinely paid so much money for this "university".
- The courses in which I have been able to choose really boosted my satisfaction
- I like the community of AAU, both students and professors
- Visa problems, had to do online school
- the professors and their organisation methods
- n/a
- I am concerned with the qualifications of new professors. They seem to not have a set plan or have gone through some kind of training. Feels a little unprofessional.
- The school spirit by the older students
- I like how the school is small, so I feel as though I have more attention from my professors.
- How often events and other activities are organized by the school, clubs, students, etc. to become more involved in the AAU community
- The friendly attitude of most of the instructors.
- I love how many events are held by the school, clubs, students that help get everyone involved in the school community.
- Surroundings, students
- the cafe's environment has always motivated me to visit the uni
- A big student community and comfortable schedule
- In Computer class there was nothing to do whole semester and at the end of it there is too much work combined with other subjects. Introduction into Economy keeps getting rescheduled or canceled.
- Business mathematics dissatisfaction
- The handling of the sexual assault incident was atrocious. Additionally, the absence policy is ableist and classist.
- In general, I love AAU's professors, classes and community. I think AAU has some amazing professors and academic classes, which is why I love my experience at AAU so much. However, I think the way the sexual assault situation was mishandled and the statement released was incredibly distasteful and left many students feeling like AAU does not care about their student body. AAU also makes it incredibly difficult to be sick or need to take time off.
- The students are very cliquey making it harder feel like I'm in a community
- Great professors, interesting material
- The classes are not as academically rigorous as I hoped. But I am definitely learning.
- Visa related issues
- Regular guest speakers and events on campus
- student body, administration's handling of problems between faculty-students
- The classroom that is a horse stable on the ground floor- the desks are positioned in such an odd way. It just doesn't make a lot of sense.
- The content of each lecture

- When [name redacted] hosts events outside of the school. I love those movie nights/dinners/thanksgiving/christmas etc. because I like having more personal relationships with teachers and I get to meet new people and have better relationships with my peers
- I think that my expectations for the university were severely miscalculated in terms of what I thought the schooling was going to be like.
- The overall smaller environment within the school has made me both satisfied and dissatisfied with AAU. This is because the smaller environment feels more intimate which is positive however it also creates a strange atmosphere among the student body because of how fast information can spread.
- Organization and communication problems with administration, lack of rigorous academics, and not a great reputation
- The teachers, most of my teachers are very helpful and more lenient however some are more strict and not as helpful
- The student council and the lack of interest from the AAU president. I never see him anywhere and he doesn't seem to know what he's doing. He seems to be letting the students run his school for him.
- mainly for me I think that administrative staff doesn't make themselves available enough. There are some things that I have no idea who to talk to you about.
- Further development of social life, expanded amongst students of different year//lack of diversity of classes in terms of eurocentric views has been increasingly disappointing
- the recent issues with sexual assault
- The ability to attend the Homecoming Ball
- I am very unhappy with how AAU handled the situation with sexual assault, as this makes me feel unsafe.
- we should have the opportunity to skip one day by month for intense period without medical note
- The fact that I live outside of Prague
- I don't know
- Nostrification, visa process
- The international aspect of the university and the guest lecturers are a plus.
- I have experienced visa issues every semester because nostrification was handled poorly when I first came (slow responses, wrong info). Because of this I have been unable to work and living here/attending AAU has become quite expensive in addition to the general stress of the visa problems. Though my school has not had accreditation issues, watching my friends experience them has concerned me for the quality of their degree. Overall, I am very happy with the actual courses and faculty in my school, but dissatisfied with administration and the university as an institution.
- False advertising of degrees offered, mismanagement, price increases, not well recognized/valued as a university in cz or eu, student services unhelpful and always closed, lack of regard for wellbeing of students by the administration.
- Lack of postcolonial, queer, intersectional feminist literature. Very heteronormative and Eurocentric
- Courses which challenge the traditional Western-centric perspective have increased my satisfaction at AAU. Also working for the university helped me better understand the

structure, be more involved with events and I got to meet the caring people behind running the institution. I think AAU has some limited courses which focus on the same perspective which heavily shifts the balance towards some dissatisfaction with the school.

- Extremely poor Student Services
- Poor faculty services
- AAU is very unchallenging and I'm worried I haven't learned much new things.
- Dean's Assistant [name redacted] was very helpful
- I'm deeply dissatisfied in the bureaucracy of AAU. As a student I felt deeply discouraged to even contact the AAU staff, as everyone seems to be busier/rude to me on my topic of approaching. I have not received a feedback from Dean of Students I've written over a month ago, making me wonder on the issue at hand. I always have to personally "hunt down" AAU staff if I want to make my point heard by them, even though it usually ends up being ignored in the emails. I was experiencing a lot of emotional and physical hardships this semester, but did not see a proper response from Dean of students or her assistant, even though they were completely aware of my situation
- dissatisfaction - some lecturer rigidity.
- I think the events you put on are well marketed, but I think they are poorly planned. The ball was fun but I bought a ticket and there was no one there to check tickets or coats. Also there wasn't a DJ until very late and he wasn't good. So the events are well marketed on the social medias but poorly thought through.
- AAU professors and students and lounge zone, university atmosphere
- I am dissatisfied with the lack of community events, and the fact that the first year students are not receiving the weekly newsletter - it feels like we're excluded from knowing events that would make the school feel more like a community. and I would like to change my concentration, but do not know how to go about doing this, or even who to reach out to and don't see administration on campus to ask question. more communication would be nice
- Workload
- professors
- I am quite dissatisfied with the student council as I feel they are very absent in getting involved with the students. Student council events I have participated in have been quite unorganized.
- Sometimes teachers are hard to understand their instructions and when you ask for clarifying questions they think they are giving you a good answer but it just makes you more confused. I guess teacher communication and teaching, most of the time they are just reading off slides and interaction is limited. I like events like Professors in the Pub but there aren't many good social events.
- I really have enjoyed my courses and the student atmosphere
- The beautiful campus
- The student service center is no help. Students are leaving the school because there is no help from the university on anything. The school is run horribly. We need a better administration. This school has no concern for its teachers or students. The people running this school are not qualified
- The beautiful campus

- I like how everything at AAU is structured and the welcoming environment. I have found lots of issues with the lecturers however. Out of my 5 classes I'm only actually learning in 2 of them. In one of my classes I can't even comment on my teacher's teaching style because for the entirety of our 3 months of classes, other students have given presentations for the entire class period. Each class there are 3-4 40 minute student presentations and that's it. The teacher has completely outsourced the teaching to the students. In my Composition 2 class, the professor [name redacted] is by far the worst teacher I've ever encountered. This isn't just my opinion though, there is an entire group chat with everyone in the class discussing how awful he is. This man is wildly unprofessional and misogynistic. During classes he will tell female students that their opinion is wrong but then agree with male students who reiterate the exact same opinion. He blatantly shows favoritism to male students. Despite having roughly the same number of boys and girls in the class, he knows all the boy's names and yet struggles to remember girl's names. He will make jokes with male students and doesn't joke with female students at all. During breaks he will strike up conversations with male students, but not female students. Every girl I have talked to in that class agrees that they feel completely ignored by him in comparison to the way he treats male students. When students expressed their dislike towards his teaching during a class survey, he told the class that students "committed acts of genocide against him" with their comments. This language is of course completely inappropriate and insensitive. Another example of his unprofessionalism is when he spent over half an hour debating with students over whether metal music was real music. I'm paying money to attend a composition class and learn about writing, not to listen to the professor spend a large chunk of class time denying metal music as music. In my most recent Composition 2 class, he had us get into groups, naming one person to specifically edit the other's essay while the other person did absolutely nothing. This lasted the entire class, there was no teaching happening. I asked why we both didn't just edit each other's essays and he said that just wasn't how he wanted us to do things that day. Coincidentally, half of the class was absent that day stating in the groupchat that they weren't attending class because they just couldn't deal with the professor anymore. Another issue I have with the lecturers is that none of them respond to student's emails. This isn't just a personal thing either because when I ask other people in classes if they ever get any responses to their emails the answer is always no. It's impossible to communicate with teachers outside of class which makes it difficult if I have any questions.
- Upperclassmen, clubs
- The friends I have made have been the most influential of level of satisfaction.
- I school online and the experience is great. Getting to know some of my classmates
- Being able to be personally comfortable chatting with the professors has definitely made me feel like a part of the community
- understanding of my lecturers
- spirit week was great
- The commute to school from the school dorms
- One of the main reasons i came here was to experience different cultures and meet people from different backgrounds. However, i never have time to do any of this because im constantly flooded with group projects and presentations. I understand the intent

with making us better at working in groups and presenting, but the obsession with group projects is too much.

- I really like all the events planned by student council such as spirit week
- The general environment is very welcoming
- Teachers are knowledgeable and interactive with their class, they put effort make sure everyone understands all that is being taught. Majority of students are proactive and willing to learn thus making the classroom more enjoyable and engaging.
- It is expected that wherever you go for university, you will not be 100% satisfied with your professors and AAU is no different. However, most of my professors do an excellent job teaching and ensuring students are having a good experience in their course. The administration on the other hand, seems to lack any tact with advocating and/or communicating effectively with students. Nearly all issues I have had at this school have come from the administration and those issues continue to lower my opinion of AAU as a whole.
- Academically and socially AAU is a great school. However, the lack of sufficient support with visas at the school is not in accordance to its promotion as an international university. The school needs to be better informed about the visa process and be completely transparent with students before they enroll so they know what to expect. My experience, and many others, with visas has decreased my value of the university because of this factor, and because of that I would not recommend it.
- some professors take longer to reply to emails
- The classrooms for art students are not made for them to be comfortable working in (access to the sink for example and new materials)
- Teacher competence especially [name redacted]
- The lack of organization when trying to register for classes and discussing this with our dean/assistant deans. And
- The school has not done a great job of offering information to students about important issues. I receive most info about accreditation, registration, thesis, and student safety from other students. And student leadership was a mess this semester.
- The Student Council's lack of motivation for outside initiatives.
- I feel like the professors need to do more in class activities to keep everyone engaged for the long lectures.
- communication with faculty, school organization
- friendships with people from different nationalities and the beauty of aau and prague i'm general
- the social aspect of AAU has been great
- I can never really get a clear answer about most AAU policies. specifically attendance, I have heard many different answers regarding how many absences as student is allowed to have. I wish I could just get a clear answer about some of the policies.
- Positive: -Very helpful with questions regarding visa Negative: Online learning platforms are redundant and not user friendly, making submitting work and succeeding very difficult.
- the friends i have made are the best :)

Undergraduate students: In what ways could we make AAU a more student-centered environment?

Law = Red
SBA = Green
SHSS = Orange
SIRD = Purple
SJMVA = Blue

- I am not sure as I have months and compared to Midwest) the standards I below par.
- I think try to get accreditation for Art school, as they also feel as an important part of community
- Encourage professors to engage on a individual level with students, because the majority of them don't really bother about the individual situation of each students.
- cant think of anything
- More events
- More focused on academics, more students inclusion.
- less exchange students, they are kinda messing up with the vibe as they cannot adapt to the local life within the semester they are here, therefore we cannot find the common ground usually.
- To train teachers being instructors rather that academics and encourage us to suceeded in subjects
- I think improving the AAU staff with administrative work could help. During the course registration, I am aware it is a busy period, but students stuyding abroad have been often neglected. I find people in charge of the eramsus exchange study not competent. I wish they were more efficient in managing the study abroad program. I had a really bad experiene with study abroad advising.
- Maybe more emails
- None I can think of at the moment
- Encourage mingling of students from other schools/programs
- Better communication
- Actually listen to students. When we tell you what we want, what issues are important, and what we need ACTUALLY ATTEND TO THOSE THINGS. Focus less on protecting the school's image and more on important and uncomfortable issues.
- LISTEN TO STUDENTS
- More feedback oriented student services.
- None!

only been here for three where I am from (small town am used to are completely

- None
- I think that the activities throughout the semester are cool
- I have no idea
- The study groups
- free chicken on wednesdays
- Have projects students can get excited about or being more aware of the students needs
- Not really possible
- Fire professors that do not teach anything of value - that is for example instead of talking about their subject and how it can translate into practice, they talk about useless things that do not translate well into real life or overcomplicate normal processes and actions (which is the most common problem).
- You want profits and that is it. There is nothing that you will do about this because this system works in a certain way."
- Provide more sporting events
- Have more school wide events like movie nights or small things to do together. In order for the students of all ages to meet.
- add more events and check on the teachers and make sure that they are not cancelling every other class
- Provide actives that the students value?
- Everything seems adequate to me.
- have the students vote on polls
- Encourage more events where students can convey their thoughts
- In my opinion AAU is already a very student- centered environment.
- I am happy as it is now, I am a first semestr student, so I am just exploring AAU.
- I believe AAU is already a very student-centred environment.
- perhaps arranging more events for everyone to get to know each other bettwr
- more clubs
- I don't know
- Everything is fine
- Some way to air grievances. I hear so many complaints from students.
- AAU could take into consideration student criticism and actively make an effort to change things in a way that students can see. For example, I feel like it's impossible to get sick because you have to jump through hoops in order to be approved for a day off or attending online class. If I have a cold or COVID or whatever, I don't want to go to a doctor if I don't need medication, I think it's a waste of time to just go for a note confirming I'm ill. It puts other people at risk in public transit and in communal office areas. AAU is not losing any money if someone needs to be online or a week or two. Of course, there are people who would abuse this, which is why there are rules in place, but the rules feel too rigid. I personally don't think AAU or any business/school can go back to the way it was pre-pandemic.
- Listen to the complaints the students have and don't just automatically blame the professors. Many problems are with the administration.
- Encourage professors to offer office hours directly after class
- Providing more information, resources, tools, etc about the visa process

- More funding towards fun events in Prague
- Focus on the students you have instead of pushing enrollment. Give resources to students regarding internships, job opportunities, be WAY more clear about thesis, state exams, and scholarships.
- not sure how the culture can be changed among the student body and student "leadership" (which is my primary source of grievances), but it could start by administration fully addressing and handling (legitimate) problems, concerns, complaints when students raise them. From my experience, things are handled just enough to make the student stop bothering them, without actually getting to the root of the problem
- As a exchange student I feel like we were disconnected from our peers.
- With teams and other activities off campus
- Actually listening to students' feedback and addressing problems effectively
- Actually listening to the student body and what needs to be adjusted and fixed. As well as hiring teachers that take their job as seriously as they should be.
- More events where people can get to know each other + get to know new people. Because I feel like most of the events are made for groups of existing friends to meet and have fun together but if you don't know many people or your friends aren't going, there's a small chance you will get to know someone new.
- I think that the school could host more events that push students to get involved. Maybe more advertisement for clubs as well.
- I think y'all do a good job.
- More opportunities for students to show their talents or interests, it is already being done but continuing and adding more opportunities
- Listen to what they have to say. If they come to you with a problem, try to help fix it. Don't judge the student for asking for help.
- The staff don't really make themselves available. I think the instructors do a good job but for example career center and other areas I don't even know who to contact for things sometimes. I personally have not had a good experience with the counselors and I have had friends who can say they've had the same experience. they have been known to not give good advice and negate any previous psychological counseling.
- More pub quizzes!! Laid back, casual events.
- Help me with finding jobs or internship pertaining to my degree that don't require me to speak Czech fluently
- having student services available for more than 2 days a week
- Provide more free social events
- Providing more support for visas and nostrification, especially being more open about how difficult it is when applying, the only one who has been of any help has been Jana in student services.
- the psychologist i met did not have a good pedagogy
- Being more open-minded
- Help with Visa, Nostrification process, check ups
- Not sure.
- I believe it would be worthwhile to have higher level language classes. Further, AAU should improve its communications and efficacy at an administrative level. For example,

ensuring that SSC services are providing timely and accurate information, or that information is being shared candidly in student updates.

- I think giving more jobs to students is great because they get to understand the administrative side and are more connected with other students and the staff. So, student jobs!
- More transparency with students
- Finance the university student organizations
- Till I am in Prague
- Allowing us to have a spokes-person to talk to about personal issues. A voice for the students like another student for people to talk to and then that person can represent them in meetings.
- student-entered environment is perfect
- put on more events and post information around the school well in advance - and i feel like i never see the faculty at school events or outside of class.
- More gatherings
- More unofficial events held by student council.
- "More social events with games and something that makes people interact with each other. I was talking to an exchange student and they mentioned that a buddy system would be nice for new students and exchange students, it would help us feel welcomed and already have a friend. Mentors are nice but it feels very impersonal, it would be better for someone to just be focusing on one or a few new students to meet with them in person and sit down and talk.
- Sometimes when people I know go complain or report an issue that they are having with staff, harassment, and other factors they get told that it doesn't matter. I would like for there to be more attention focused on the fact that many people are having problems that need to be addressed. If this happened more people would feel welcomed and safe here.
- Some of my friends were mentioning how they feel like orientation is so focused on plagiarism and studies that they felt unprepared for what life was going to be like in Prague. Some of this also included where to go to report sexual harassment and what the government offers to those who are filing a case against someone or even just reporting it.
- Also, if there could be something like a student help tab on the website that had good resources for ways to get housing in Prague and what agencies are good to look through, different ways of traveling around Europe cheaply, a few good nutritious food recipes or websites to look for, map pins to the different IKEAs and other hardware or convenient stores, where to get your computer or phone fixed, good clothes and things to have in the winter time and where to get them, good cooking utensils to get, different jobs or sites that offer jobs (even outside of AAU), and some basic stuff like this would help first years not be so overwhelmed with everything that they have to figure out in their first year living overseas. I'm a first year and it's been really stressful this semester trying to figure everything out and I don't know what I'm doing. I know my friends feel it too.
- Just as a personal preference, if the academic center could take the essays and they look through and comment on it without me having to sit down with them and talk through it. I haven't used the center yet (even though I need to) because I get so stressed when

other people read over my work and I'm there with them. It makes me really self-conscious so I would prefer to just be able to give them my paper and then read over the comments they made later. "

- More student involvement in events and school policies
- "help students with visa and Nostif process. Help them with anything.
- Maybe stop being bad at running this university. "
- More communication about events, newsletter would be helpful and google calendar for events
- Have more activities on campus for students.
- Overall, the school just needs to be a little more efficient. There were issues I have at the beginning of the semester with switching classes and paperwork that added a lot of unnecessary stress and frustration.
- Not sure.
- making sure students are more interactive with others
- have students plan professors in the pub
- I do not have any specific recommendations
- Improve disability services. The school offers very little resources for people with disabilities.
- more student support with sexual harassment
- Give students the opportunity to meet with faculty in a more laid back way like Professors in the Pub, but specifically for addressing issues
- It often feels as if the administration is purposefully lying and withholding information from students. Being upfront about things such as tuition, transfer credits, and sexual assault cases is important and would certainly make the students of AAU feel more seen and respected.
- Provide more support with the bureaucratic aspects of being in the Czech Republic
- more activities like drives, volunteer work
- Get the cz accreditation for Visual Arts students, making them a full part of uni.
- Student trips
- Be more inclusive about gender identities. Better communication from administration
- The Student Council could empower students' voices about more than homecoming or inter-University issues. They could harness their power to raise voices from other students, but, in my experience, provided only pushback and obstacles for those with new initiatives, especially in the realm of student activism.
- Add more seating in the courtyard so people can have lunch together and talk more
- offer more school activities, (more pub quizzes, fun things in the cafe)
- Extend the library opening time
- maybe just be as it is because it's perfect
- make the staff listen to students socially and help students find jobs
- none
- more guidance on social issues concerning young adults, (i.e. information on sexual assault, dealing with culture shock, how to deal with emergency situations)
- i'm satisfied

Master's Student respondents: 16

- M.A. in Humanities: 3
- M.A. International Relations and Diplomacy: 11
- Masters of Business Administration: 2

77% working while enrolled

69% attended some campus event (Professors in the Pub was most popular)

What other factors have most influenced your level of satisfaction (or dissatisfaction) with your AAU experience?

- "program offering"
- "I am very committed to doing well and learning all that I can within the environment."
- "Affordability in comparison with grad schools in the US."
- "Cost of tuition compared to US."
- "Cost of tuition compared to schools in the US"
- "AAU is a well rounded school with numerous great things. The professors are knowledgeable about their professions and the staff members are very helpful. Although, there is a disconnect between what's offered to bachelors vs masters students. I recognize that masters students don't make up a large part of the student population, but I have felt consistently left out of school events since they were geared towards BA students."
- "University clubs, friendly professors and colleagues."
- "the people and the professors are all kind."
- "Being an mba student, sometimes it's challenging to feel like you are a part of the AAU environment because of our weekend format."
- "The student base is very international."
- "Management of AAU (dissatisfied)"

In what ways could we make AAU a more student-centered environment?

- "It would be nice to have a page online where we can see the checklist of classes we've taken and what else we need to do rather than getting google docs once a semester."
- "Having access to an online portal or something similar with our class checklist would be nice
- being clearer in what classes are needed, put the checklist online instead of only emailing it once a semester."
- "Include more masters students at events or in leadership positions. Also, having a more active involvement from the schools departments would be helpful. I feel that professors in the pub has been hijacked and not everyone is allowed to speak. I think that there should be debate rules in place for professors in the pub."
- "I think, now everything is good."
- "I think AAU does a great job of hosting events and making students feel welcome."
- "Build new campus"