



SATISFACTION SURVEY ADMINISTERED TO CETYS UNIVERSITY STUDENTS THAT
PARTICIPATED IN A MOBILITY PROGRAM DURING THE 2010-2 SEMESTER

INTERNATIONAL PROGRAMS DEPARTMENT

I. INTRODUCTION

A survey was administered to students who participated in a mobility program during the August-December 2010 semester, with the objective being to know the opinions of these students regarding the experience. The survey was administered to students of the three Campuses (Mexicali, Tijuana and Ensenada) who participated in national mobility and international exchange programs as well as inter-semester courses abroad during the 2010-2 semester.

II. PROCEDURE

1. The instrument that was used was a survey designed by the International Programs Department of the Ensenada Campus, based upon the needs that were manifested by different areas with regards to the participation of students in mobility programs.
2. The survey was administered to students of all three Campuses by the International Programs Departments of each Campus during the months of January and February 2011.
3. The survey was administered to students who participated in International Exchange or National Mobility programs during August-December 2010, as well as students who participated in the inter-semester course in Chile in January 2011.
4. Once the information was gathered, it was processed by the International Programs Department of the Ensenada Campus.
5. The information may be used in accreditation processes as evidence of how information gathered from students is used to improve service.
6. The information consists of:
 - a) Satisfaction Survey
 - b) Results Tables
 - c) Comments
 - d) Graphs (Appendices)

III. SATISFACTION SURVEY

Dear Student: For CETYS University, it is important to know your opinion regarding the mobility program you have participated in, to help us improve the service provided by the International Programs Department. We would appreciate your cooperation in providing us with the following information:

Indicate with an "X" the type of program you participated in.

International Exchange _____

National Mobility _____

Inter-semester Course _____

Summer Course _____

Country: _____ Semester: _____ Year: _____

Please evaluate the following aspects (mark with an "X")	Very Good	Good	Neither Good nor Bad	Bad	Very Bad
(1) My decision to participate in a mobility program was:					
(2) My stay at the host university was:					
(3) In general, the support I received from the host university was:					
(4) The learning experience was:					
(5) At the host university, I perceived that CETYS University as an institution is seen as:					
(6) The orientation I received from my School/Academic Coordinator at CETYS University was:					
(7) The service I received from the International Programs Department at CETYS University was:					
(8) In general, the comments I've made to my fellow students regarding the experience were:					

Please comment on the aspects you evaluated as Bad/Very Bad:

List a series of actions that you believe CETYS University may implement to improve the international experience of its students:

IV. RESULTS

1. INTERNATIONAL EXCHANGE-CETYS SYSTEM

a) Evaluation of the learning experience and the host university

(1) My decision to participate in a mobility program was:	
Very Good	88%
Good	12%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(2) Mi stay at the host university was:	
Very Good	48%
Good	36%
Neither Good nor Bad	12%
Bad	4%
Very Bad	4%

(3) In general, the support I received from the host university was:	
Very Good	36%
Good	44%
Neither Good nor Bad	12%
Bad	4%
Very Bad	4%

(4) The learning experience was:	
Very Good	56%
Good	40%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(5) At the host university, I perceived that CETYS University as an institution is seen as:	
Very Good	24%
Good	32%
Neither Good nor Bad	44%
Bad	0%
Very Bad	0%

b) Evaluation of services offered by CETYS Universidad

(6) The orientation I received from my School/Academic Coordinator at CETYS University was:	
Very Good	80%
Good	16%
Neither Good nor Bad	4%
Bad	0%
Very Bad	0%

(7) The service I received from the International Programs Department at CETYS University was:	
Very Good	80%
Good	20%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(8) In general, the comments I've made to my fellow students regarding the experience were:	
Very Good	84%
Good	12%
Neither Good nor Bad	4%
Bad	0%
Very Bad	0%

1.1. POPULATION THAT WAS SURVEYED

PROGRAM	CAMPUS		
	MEXICALI	TIJUANA	ENSENADA
International Exchange	15	4	6
National Mobility	6	5	2
Inter-semester Course	14	8	4
	35	17	12

TOTAL SURVEYS: 25 of 36 students (69%) of the CETYS System who participated in an international exchange program in the 2010-2 semester.

1.2. SUPPORT FROM HOST UNIVERSITY (Question 3)

	VG	G	NGNB	B	VB
GERMANY	0	0	1	0	1
AUSTRIA	1	0	0	0	0
BRASIL	1	0	0	0	0
CANADA	2	0	0	0	0
CHILE	1	0	0	0	0
KOREA	1	0	0	0	0
SPAIN	1	1	2	1	0
UNITED STATES	0	1	0	0	0
FINLAND	1	2	0	0	0
FRANCE	0	1	1	0	0
HOLLAND	1	0	0	0	0
JAPAN	1	1	0	0	0
SWEDEN	0	1	0	0	0
TAIWAN	1	0	0	0	0

VG = Very Good
 G = Good
 NGNB = Neither Good nor Bad
 B = Bad
 VB = Very Bad

1.3. COMMENTS/SUGGESTIONS- INTERNATIONAL EXCHANGE

A) COMMENTS RELATING TO ASPECTS THAT WERE EVALUATED AS BAD/VERY BAD

Bad treatment by the dean and international affairs staff (Germany)

Slow and complicated enrollment process, and academic coordinators were not very accessible (France)

The enrollment process and academic service of the coordinators and tutors left much to be desired (France)

Lack of support from faculty, but support was given by the international relations department

The UPC is a very large school compared to CETYS, and does not have personalized service and has very bad service to solve problems that had to do with my enrollment and courses.

B) SUGGESTED ACTIONS FOR CETYS UNIVERSITY

Be very well prepared with regards to VISAS

Positive attitude

Ask host students to aid exchange students

Have handbooks relating to the host country and its culture

Talks in the first semesters to know the advantages of participating in Exchange programs

More exchange programs in more universities and countries

Match exchange students with students who wish to participate in Exchange programs to know more about the universities and countries they want to go to.

The support from CETYS at the beginning of the process was very good (information regarding programs, contact from international programs office, etc.) and at the end (course equivalencies, etc.)

Offer other types of financial aid

It is important for the student to do research regarding the place he or she is going to visit

Everything is very good on the part of CETYS

More financial aid alternatives to support exchange programs

Make recommendations regarding which course to take and which not to take

A list of contacts in the host country, support in finding housing

Maybe in CETYS there are too few exchange students but in the university I visited there were many and they were treated very well. Events and orientation activities were organized and these were fun, and also they were very willing to provide support (Canada)

More information so more people may participate because the experience provides added value

Make a handbook with experiences and recommendations from people who have participated in exchange programs, and improve services at enrollment as well as more types of financial aid

Provide all services to those who visit, housing, transport, etc.

Create an association that allows students who go to exchange programs, proved installation packages (bed, kitchen, etc.)

Continue supporting exchange students and provide orientation

Provide bicycles for transport

City tours, handbook for the Mexican abroad, etc.

Mexican flag as a gift

Calendar of events for exchange students

RESULTS

2. NATIONAL MOBILITY – CETYS SYSTEM

a) Evaluation of the learning experience and the host university

(1) My decision to participate in a mobility program was	
Very Good	77%
Good	23%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(2) Mi stay at the host university was:	
Very Good	61.5%
Good	38.4%
Neither Good nor Bad	7.6%
Bad	0%
Very Bad	0%

(3) In general, the support I received from the host university was:	
Very Good	62%
Good	23%
Neither Good nor Bad	15%
Bad	0%
Very Bad	0%

(4) The learning experience was:	
Very Good	31%
Good	46%
Neither Good nor Bad	15%
Bad	0%
Very Bad	0%

(5) At the host university, I perceived that CETYS University as an institution is seen as:	
Very Good	31%
Good	31%
Neither Good nor Bad	38%
Bad	0%
Very Bad	0%

b) Evaluation of services offered by CETYS Universidad

(6) The orientation I received from my School/Academic Coordinator at CETYS University was:	
Very Good	77%
Good	15%
Neither Good nor Bad	8%
Bad	0%
Very Bad	0%

(7) The service I received from the International Programs Department at CETYS University was:	
Very Good	92%
Good	8%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(8) In general, the comments I've made to my fellow students regarding the experience were:	
Very Good	69%
Good	31%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

2.1. POPULATION THAT WAS SURVEYED

PROGRAM	CAMPUS		
	MEXICALI	TIJUANA	ENSENADA
International Exchange	15	4	6
National Mobility	6	5	2
Inter-semester Course	14	8	4
	35	17	12

TOTAL SURVEYS: 13 of 19 students (68%) of the CETYS System that participated in a national mobility program in the 2010-2 semester.

2.2. COMMENTS/SUGGESTIONS-NATIONAL MOBILITY

A) COMMENTS RELATING TO ASPECTS THAT WERE EVALUATED AS BAD/VERY BAD

There are no comments

A) SUGGESTED ACTIONS FOR CETYS UNIVERSITY

More information regarding the opportunities a CETYS student has to participate in exchange programs and the benefits

Automation of some steps (beginning with the CETYS webpage) to make the process quicker and more easy

More talks on exchange options, not just international

Detect better ways of identifying course equivalencies

Promote the offering of distance courses for exchange students

More effective information regarding the stay abroad

Support regarding location

More integration activities, excursions and trips to get to know the city and state

Work more closely with universities to have a better service regarding academic content and promotional activities so CETYS is better known abroad (Guadalajara)

At the university where I participated, there was a group called "Anahuac's ambassadors" who are young people that attend to exchange students (organization of various social and cultural activities), and provide assistance and aid for them, it would be great for something like this to be implemented at CETYS, and also more promotional activities, such as trips to take 100% advantage of these opportunities

Cultural and academic trips for exchange students

I think in general exchange programs work very well. Maybe an area of opportunity is for CETYS to be known abroad nationally, because in the south of the country it is not well known, and this way we could receive more students from other parts of México

Promote the institution in other parts of the country

Events for students from abroad

RESULTS

3. INTER-SEMESTER COURSE IN CHILE –CETYS SYSTEM

a) Evaluation of the learning experience and the host university

(1) My decision to participate in a mobility program was	
Very Good	100%
Good	0%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(2) My stay at the host university was:	
Very Good	75.0%
Good	25.0%
Neither Good nor Bad	0.0%
Bad	0%
Very Bad	0%

(3) In general, the support I received from the host university was:	
Very Good	64%
Good	36%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(4) The learning experience was:	
Very Good	61%
Good	36%
Neither Good nor Bad	4%
Bad	0%
Very Bad	0%

(5) At the host university, I perceived that CETYS University as an institution is seen as:	
Very Good	68%
Good	25%
Neither Good nor Bad	7%
Bad	0%
Very Bad	0%

b) Evaluation of services offered by CETYS Universidad

(6) The orientation I received from my School/Academic Coordinator at CETYS University was:	
Very Good	68%
Good	32%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(7) The service I received from the International Programs Department at CETYS University was:	
Very Good	93%
Good	7%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

(8) In general, the comments I've made to my fellow students regarding the experience were:	
Very Good	82%
Good	18%
Neither Good nor Bad	0%
Bad	0%
Very Bad	0%

3.1. POPULATION THAT WAS SURVEYED

PROGRAM	CAMPUS		
	MEXICALI	TIJUANA	ENSENADA
International Exchange	15	4	6
National Mobility	6	5	2
Inter-semester Course	14	8	4
	35	17	12

TOTAL SURVEYS: 26 of 26 students (100%) of the CETYS System who participated in the inter-semester course in January 2011.

3.2. COMMENTS/SUGGESTIONS-INTER-SEMESTER COURSES

A) COMMENTS RELATING TO ASPECTS THAT WERE EVALUATED AS BAD/VERY BAD

There are no comments

B) ACCIONES A CONSIDERAR PARA APLICARSE EN CETYS

Promote more interaction between foreign and local students, to know more about the culture of the host country

More attention to housing, because we had many problems, from both sides of course, but it is important to seek a place that fulfills the commitments and expectations, because this did not happen when we arrived

More days in the stay, because the course I attended, like all international programs, was first to learn and then to get to know the foreign country. Maybe two or three more days to know the culture of the host country

There are housing alternatives that are more economically accessible and more comfortable, it would be good for this to be researched and an agreement be made with these places next time

Better management of housing needs for apartments, because there are better options and more less expensive ones

More social activities in the host country

In the case that CETYS offers a housing option, assurance that the services offered and to be paid for are in good conditions and not scarce

More interaction not only with the professors of the host institution but also with students, I consider that this would enrich learning of the country's culture

Compliance with housing specifications and services that are offered from the beginning

Support for exchange students because it is a very good experience

To not have the TOEFL be a mandatory requirement for countries that speak Spanish. How can you give a higher priority to a student that knows English but has an 85 grade point average over somebody with a 95

It would be good that the school look for good places in which to stay, verifying price and assuring that that place is safe and has all it promises

Visits to companies for those that come to CETYS, that would provide a wider range of culture and business knowledge

That the inter-semester courses be with the host university students

I do not know if the course content is the responsibility of international programs, but I do believe it would be interesting to know more about the topics and some content was repeated in various classes

It would be interesting to have the opportunity to interact with students from the host university because in my case we did not have that opportunity

More promotion regarding the current programs, by e-mail would be a good option

Visits to other cities or CETYS campuses

Assign students for support during the stay

The psychology course was very good, and had tough academic content to be covered in so few days, which made the work complicated from our part as well as from the professor, my recommendation is that the course be more than 3 weeks, I think one month and a half would be better

More detailed information regarding the stay

Students should be taken to more places to visit in the country

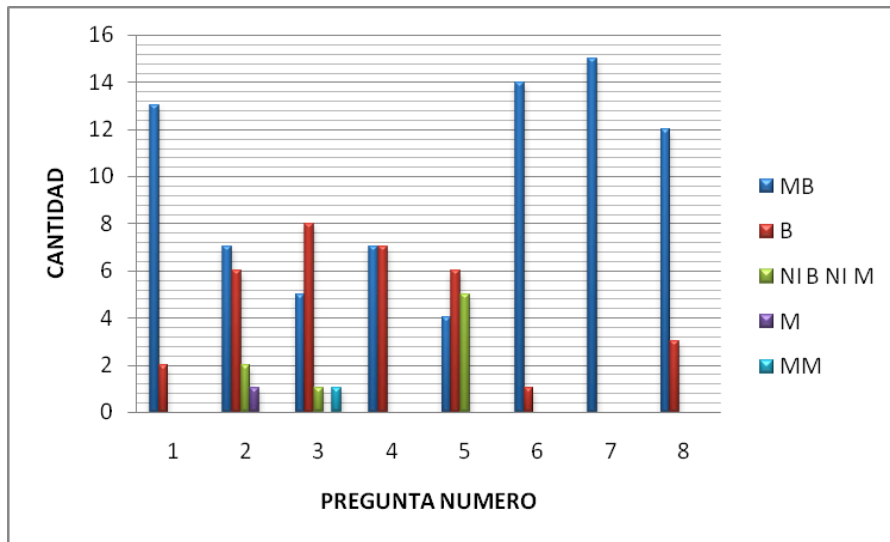
More recreational activities and visits to other cities

More information in summary form regarding places of interest in the host country

4. APPENDICES

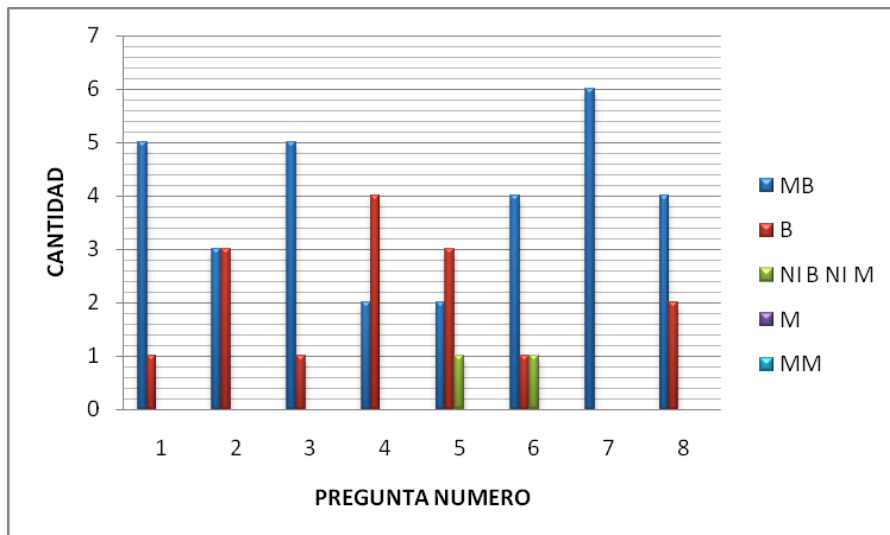
4.1. MEXICALI

INTERNATIONAL EXCHANGE



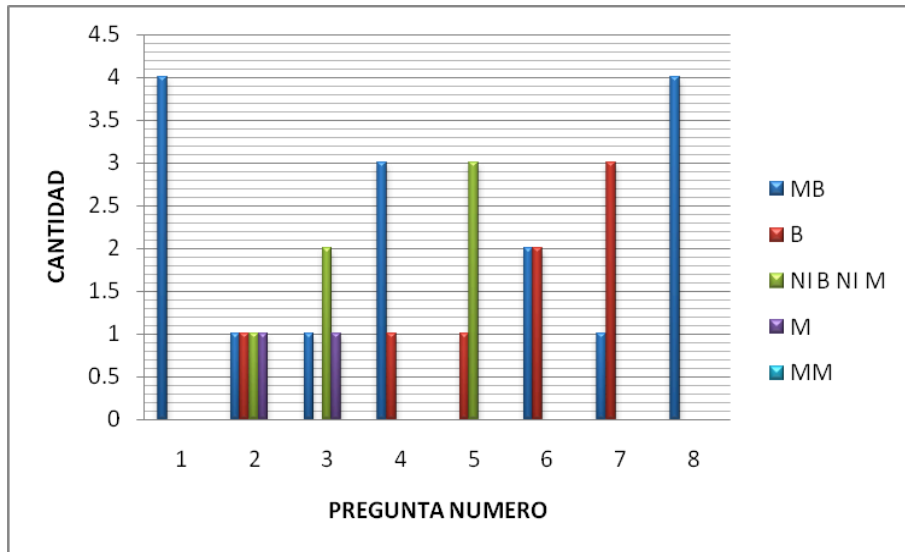
MB = Very Good
B = Good
NI B NI M = Neither Good nor Bad
M = Bad
MM = Very Bad

NATIONAL MOBILITY



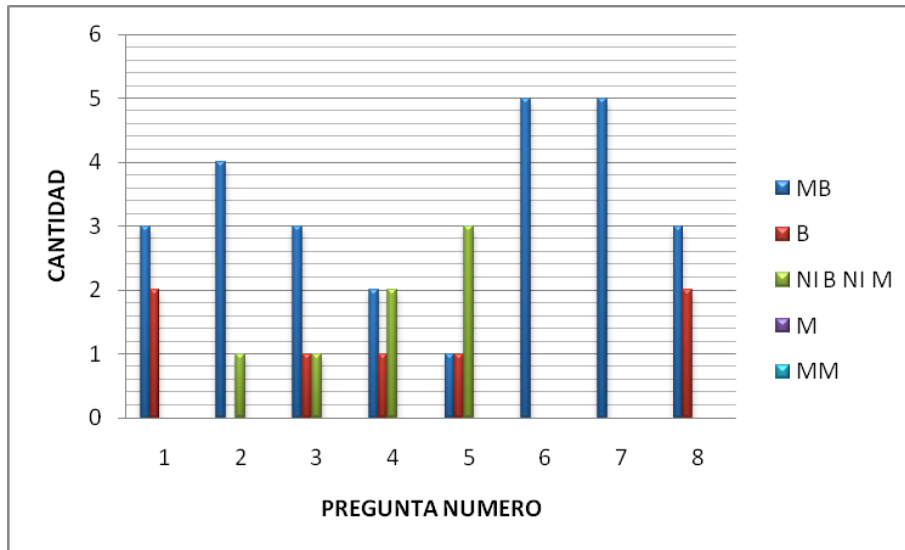
4.2. TIJUANA

INTERNATIONAL EXCHANGE



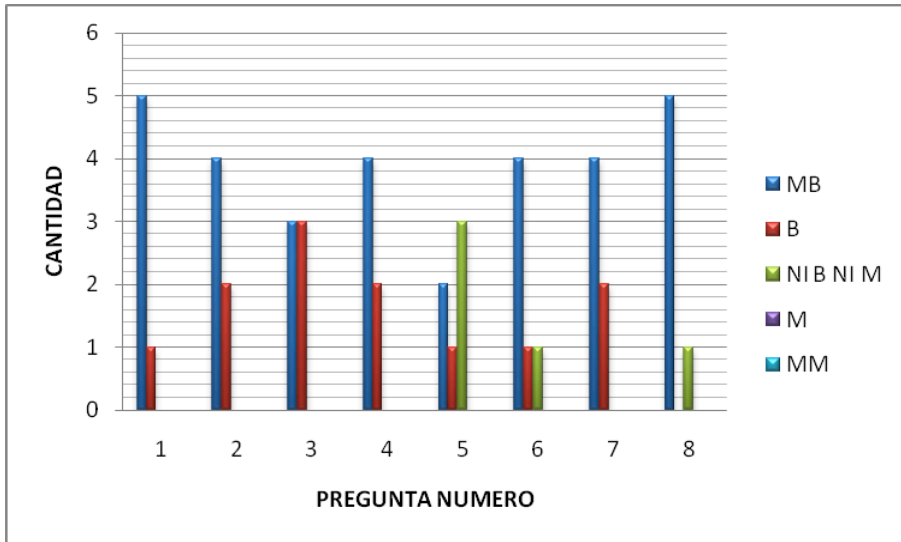
MB = Very Good
 B = Good
 NI B NI M = Neither Good nor Bad
 M = Bad
 MM = Very Bad

NATIONAL MOBILITY



4.3. ENSENADA

INTERNATIONAL EXCHANGE



MB = Very Good
B = Good
NI B NI M = Neither Good nor Bad
M = Bad
MM = Very Bad

NATIONAL MOBILITY

