

KILIS 7 ARALIK UNIVERSITY · INTERNATIONAL RELATIONS OFFICE

Stakeholder Satisfaction Survey 2026 – Results Report

Administration: October 2026 · online, anonymous form (Turkish/English)

Scale: 15 items, 5-point Likert (1 = strongly disagree, 5 = strongly agree); overall satisfaction 1–10; 3 open-ended questions

Responses: 28 · Report date: 26.10.2026

Basis: Office Management Board Decision 2026/1-2 and Action 4f (26.10.2026); Erasmus+ IAP-04

1. Summary

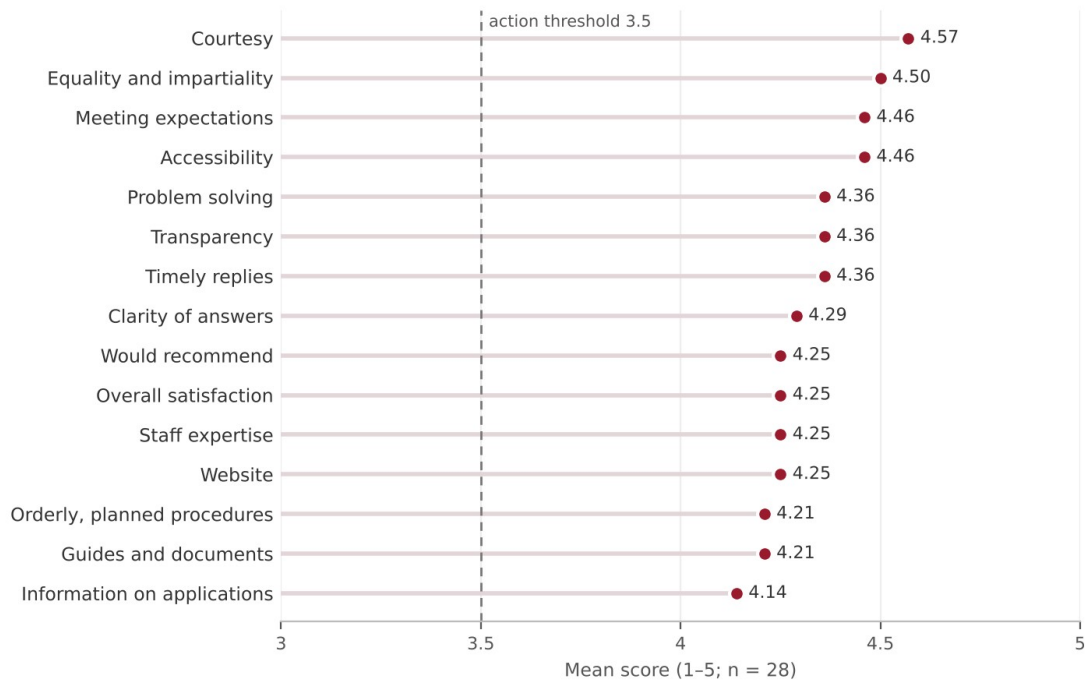
Mean scores range from 4.14 to 4.57; no item falls below the 3.5 action threshold set by the Management Board. Overall satisfaction is 8.14 out of 10 (median 8). The highest scores are for staff courtesy, equality and impartiality, and accessibility; the lowest are for information on applications, guides and documents, and orderly, planned procedures. The open-ended answers point the same way: personal support is strong, while information provision and the range of partner institutions need improvement.

2. Respondents

Status	Responses
Student	18 (64%)
Academic staff	10 (36%)
Administrative staff, international students, external stakeholders	0

Service used: Erasmus+ study mobility 18, international student services 3, general advice 3, staff teaching 2, staff training 1, none 1. Period: 2026–2027: 19, 2025–2026: 5, 2024–2025: 4.

3. Item scores



Item	Mean	n	Positive (4-5)	Negative (1-2)
Courtesy	4.57	28	93%	0
Equality and impartiality	4.50	28	96%	0
Meeting expectations	4.46	28	89%	0
Accessibility of staff	4.46	28	89%	0
Problem solving	4.36	28	86%	0
Transparency	4.36	28	89%	1
Timely replies	4.36	28	86%	1
Clarity of answers	4.29	28	86%	2
Would recommend	4.25	28	86%	2
Overall satisfaction (Office activities)	4.25	28	86%	2
Staff expertise	4.25	28	82%	2
Website	4.25	28	86%	3
Orderly, planned procedures	4.21	28	82%	2
Guides and documents	4.21	28	89%	2
Information on applications	4.14	28	82%	2

4. Open-ended answers

Most appreciated (14 answers): staff accessibility, quick and solution-oriented replies, guidance from application to return, the Online Learning Agreement (OLA) and course recognition. Personal names in the answers have been anonymised.

Suggested improvement (theme)	Answers	Related action
Regular contact with students; making sure announcements reach them	5	4a – information sessions
More agreements and a better match with departments; list agreements by department, validity and coordinator	4	4d – review of agreements and new partners
Pre-application information session, sample documents and a short application guide	3	4a; IAP-01
Improving the website	2	4g – regular TR/EN content
Higher grant amounts	2	Grant rates are set by the National Agency; participants will be informed
Visa guidance; wider staff mobility; alumni exchange network	1 each	Guide update; 4b

5. Limitations

- Responses came only from students and academic staff; administrative staff, international students and partner institutions are not represented.
- 19 respondents went abroad in 2026–2027; candidates who withdrew or could not travel are not represented.
- The sample is small (n = 28) and scores cluster at the top of the scale (ceiling effect); results should be read as indicative.

6. Actions

1. As no item is below 3.5, no mandatory corrective action arises under Decision 2026/1-2.

2. For the lowest-rated area, information on applications, a pre-application information session, a sample document set and a short application guide will be prepared (Action 4a; December 2026 – March 2027).
3. The list of partner institutions will be published with department, validity, mobility type and places (Action 4d; March 2027).
4. A visa section will be added to the student guide (March 2027).
5. In the next round (October 2027) the survey will also be sent to administrative staff, international students, partner institutions and candidates who withdrew; the target is at least 50 responses.
6. Results and actions will be reviewed at the May 2027 Management Board meeting.