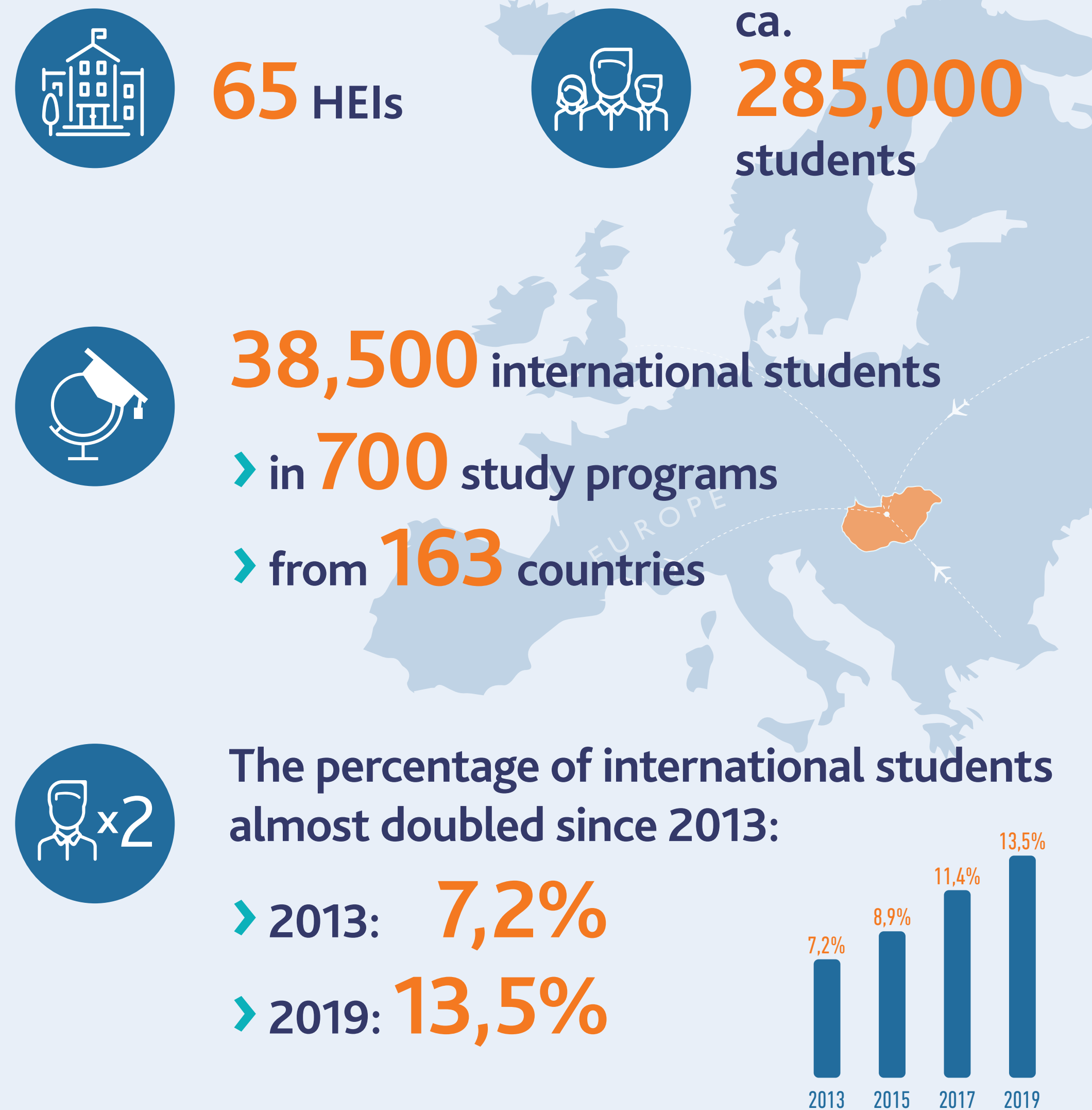




STUDENT PERSPECTIVES ON INTERNATIONALIZATION

The Student Satisfaction Survey

HUNGARIAN HIGHER EDUCATION IN NUMBERS (2019/2020)



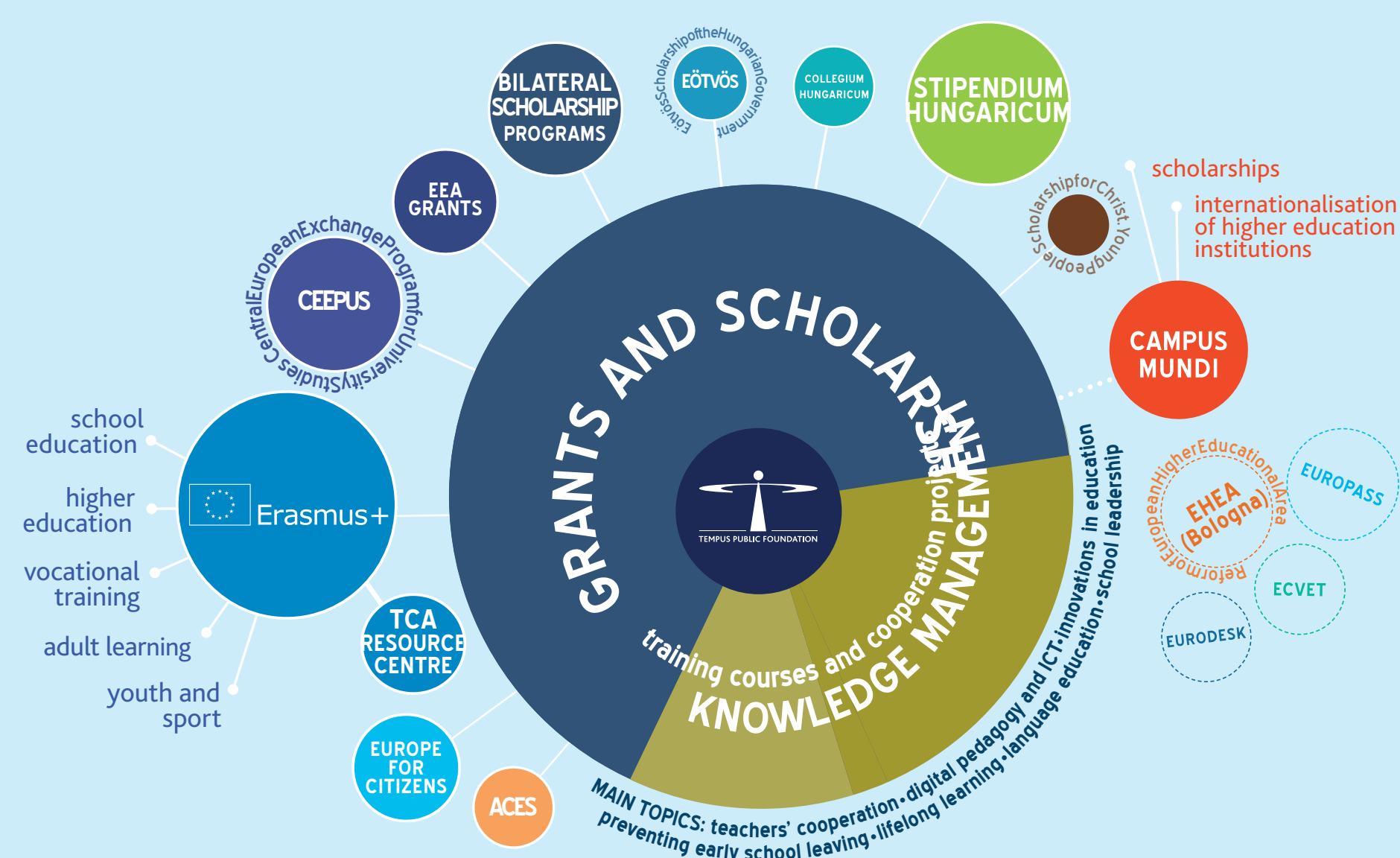
STUDENT SATISFACTION SURVEY

The feedback of the students is an important indicator of the quality of the Stipendium Hungaricum (SH) program. On a yearly basis, students report their opinion about the priority areas related to the implementation of the program.

- WHEN?** once a year, in the summer, since 2016
- WHO?** SH scholarship holders (mandatory)
other international students (optional)
- HOW MANY?** in 2019, 6733 students completed the form
- HOW?** through an online platform
- ABOUT WHAT?** satisfaction with the education (university, study program)
student services provided by the universities
life in Hungary, Hungarian language skills
future plans
the students' social and educational background
- WHY?** to improve services
to enhance internationalization

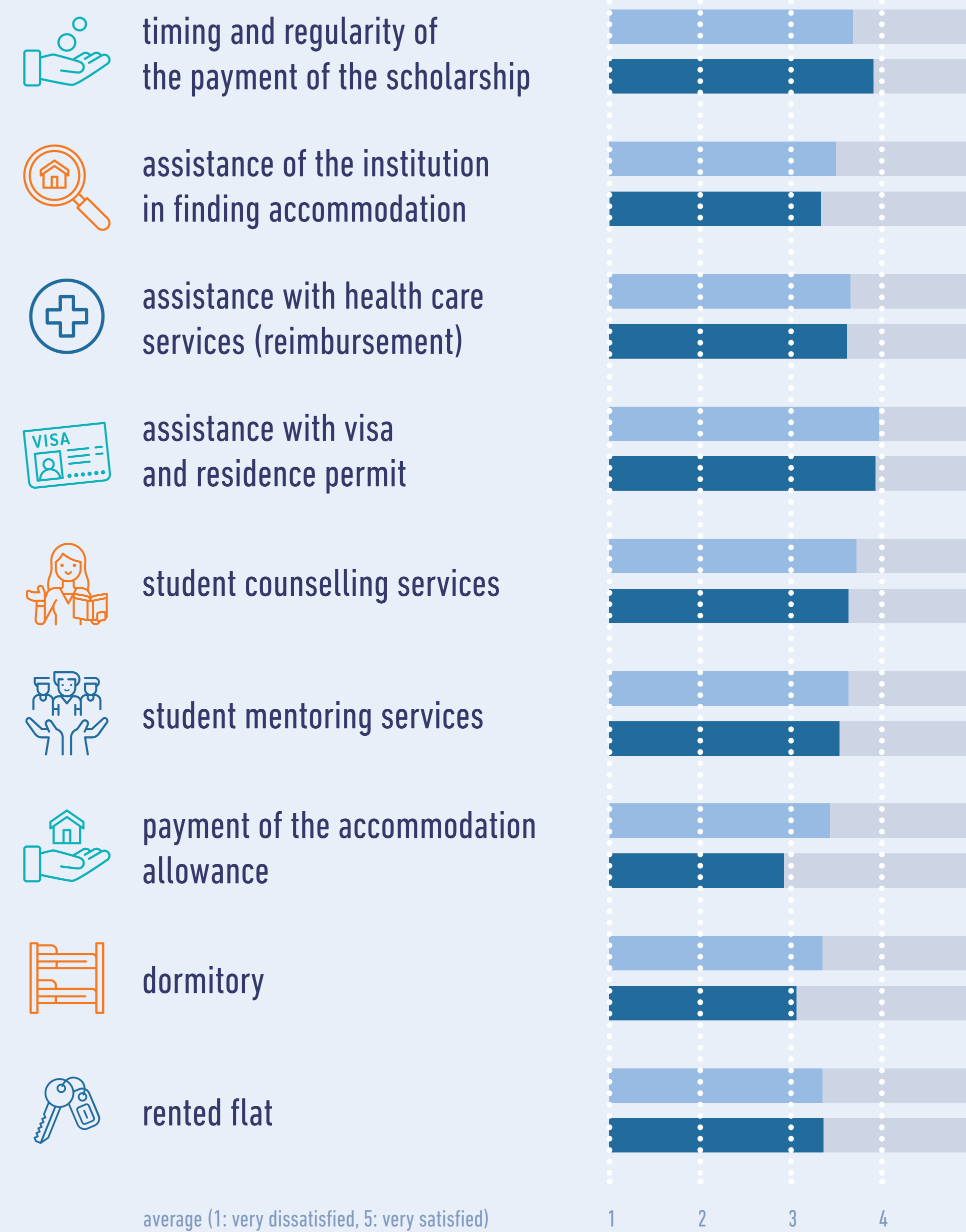
TEMPUS PUBLIC FOUNDATION'S ACTIVITIES

TEMPUS PUBLIC FOUNDATION (TPF) is a non-profit organization established in 1996 by the Hungarian Government, with the task of managing international cooperation programs and special projects in the field of education, training and EU-related issues. TPF is the national Erasmus+ agency, and coordinates scholarship programs such as CAMPUS MUNDI for outbound students and the STIPENDIUM HUNGARICUM (SH) program for inbound students.

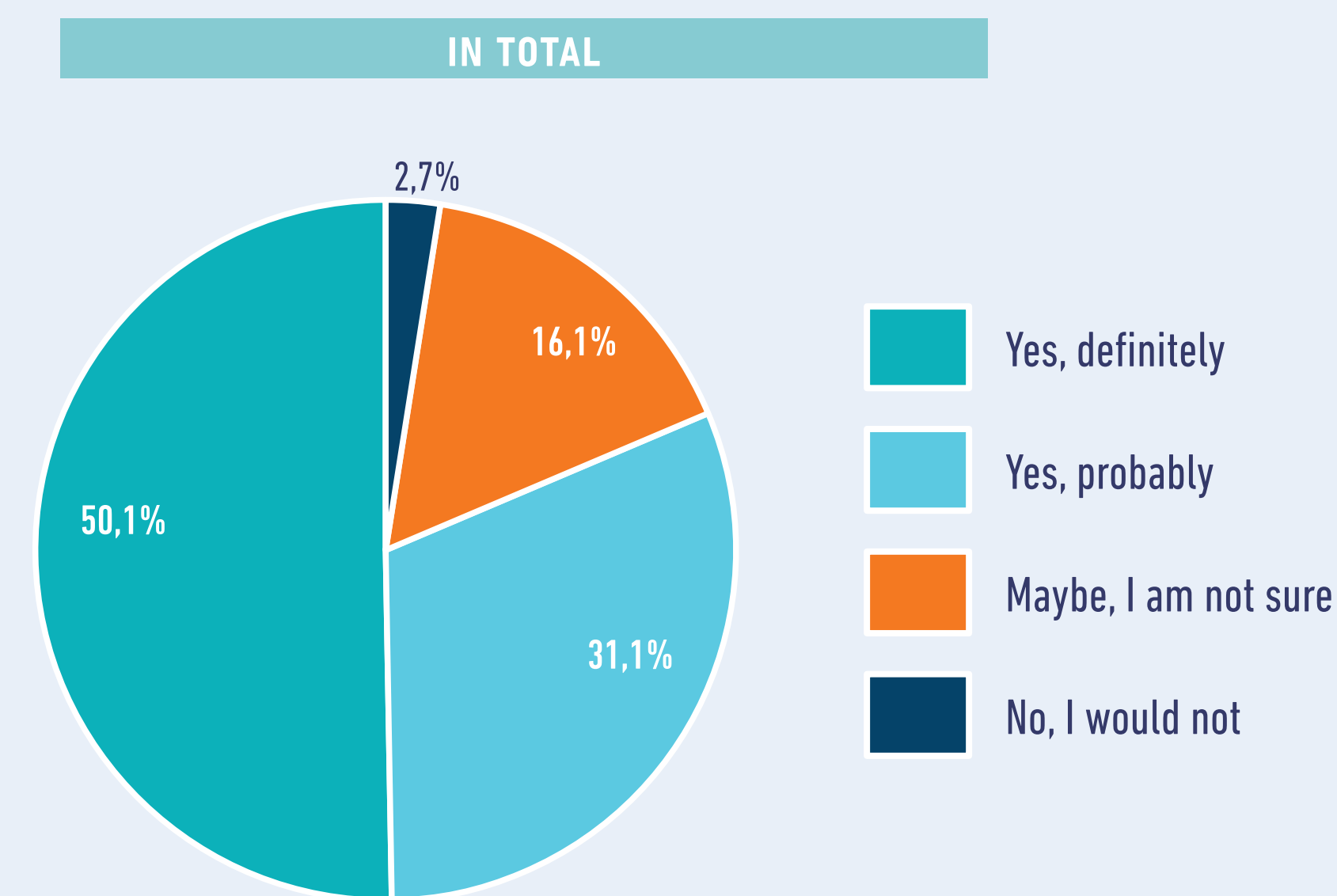


STIPENDIUM HUNGARICUM STUDENTS' SATISFACTION WITH STUDENT SERVICES

(Source: Student satisfaction survey 2016, N=1269; Student satisfaction survey 2019, N=6733)



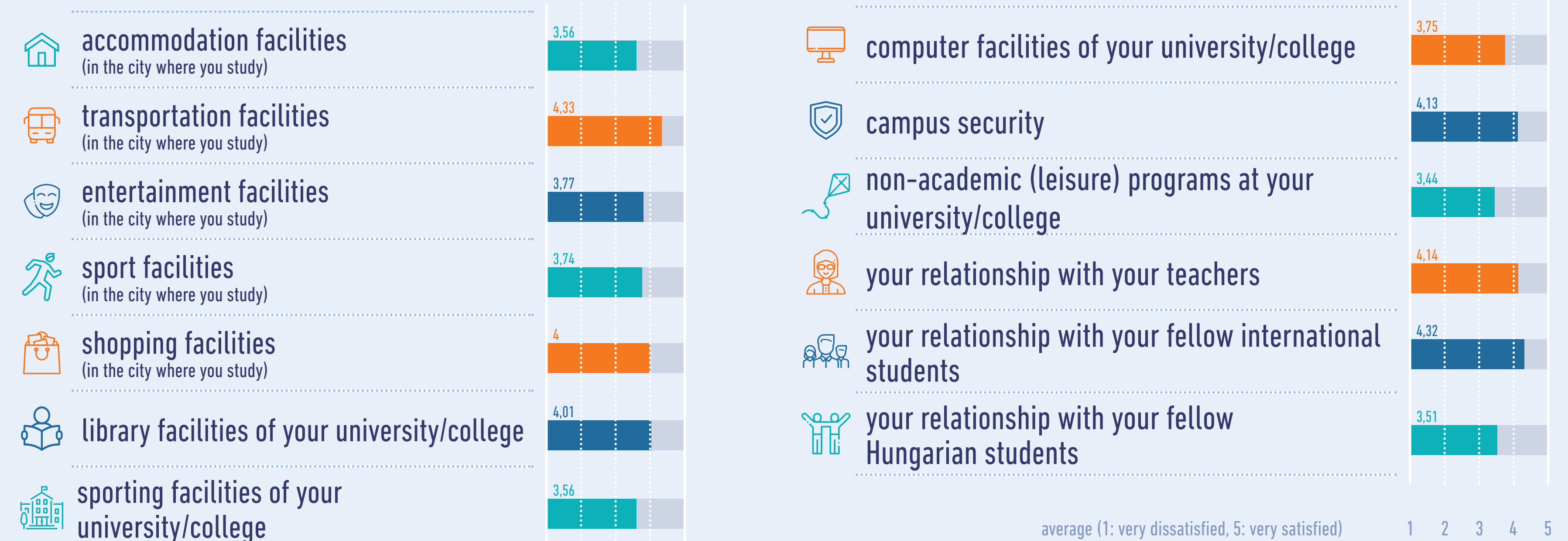
WOULD THE STUDENTS COME TO STUDY IN HUNGARY IF THEY HAD TO CHOOSE AGAIN?



Region	REGIONAL BREAKDOWN			
	No, I would not	Maybe, I am not sure	Yes, probably	Yes, definitely
Eastern Africa	1,40%	9,30%	23,40%	65,90%
Northern Africa	1,60%	15,30%	27,70%	55,40%
Western Africa	1,40%	9,70%	34,70%	54,20%
Central America	1,40%	21,70%	23,20%	53,60%
Western Asia	2,90%	16,30%	30,70%	50,20%
South-eastern Asia	2,00%	15,00%	32,90%	50,10%
Eastern Europe	2,50%	15,20%	33,20%	49,10%
Southern Asia	2,90%	18,40%	31,30%	47,40%
Eastern Asia	3,00%	17,50%	34,80%	44,80%
South America	5,00%	18,20%	32,10%	44,70%

NB Only the UN sub-regions with more than 200 respondents are indicated below.
(Source: Student satisfaction survey 2019, N=6733)

SATISFACTION WITH FACTORS RELATED TO CAMPUS LIFE

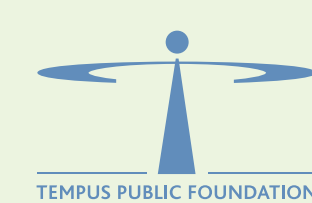


HOW TO DISSEMINATE THE RESEARCH RESULTS?



MINISTRIES

- findings are included in the (semi-)annual reports submitted to the ministries
- fine-tuning of the program, identifying core issues that need to be tackled on program level



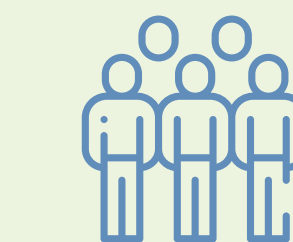
TEMPUS PUBLIC FOUNDATION

- key element in determining the areas that need future improvement, fine-tuning of the program on an operational level
- the level of satisfaction is an evaluation criteria when the universities (re)apply for participation in the SH program



UNIVERSITIES

- tailor-made feedback for the universities, detailed summary of survey outcomes
- utilisation of these findings for quality assurance purposes including course accreditation



NATIONAL UNION OF STUDENTS AND OTHER INTERMEDIATE ORGANIZATIONS

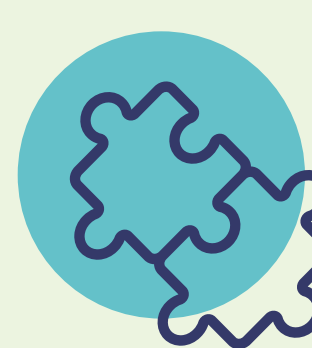
- essential feedback for various initiatives (e.g. the mentor system of the National Union of Students in Hungary)

RECOMMENDATIONS AND DEVELOPMENTS



COMMUNICATION

- emphasizing the main decision factors in choosing Hungary in communication materials
- taking into account regional differences in order to reach certain target groups
- intensive use of scholarship portals



INTEGRATION

- basic Hungarian language and culture lessons
- integrated education, mixed classrooms
- more academic and extracurricular programs with Hungarian students



INFRASTRUCTURE, SERVICES

- need for a more extended safety net to support the students' well-being



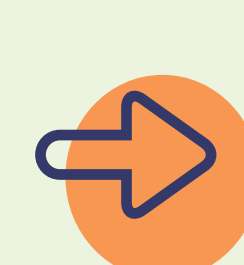
ALUMNI

- expansion of the alumni network
- alumni's importance in terms of recruitment



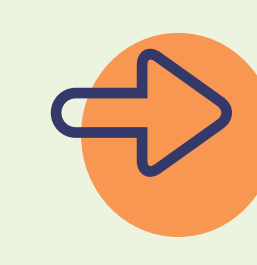
ORIENTATION

- before departure, more informative online presence of the HEIs: hands-on approach to helping incoming students with admission and administrative issues; step by step to-do guides
- involvement of mentor student and partners (such as diplomatic missions) before arrival
- upon arrival, joint orientation programs with Hungarian students



EXAMPLES OF GOOD PRACTICE:

- mandatory Hungarian language and culture courses for all SH scholarship holders
- the mentor system is a program requirement for all HEIs
- cross-institutional mentor program of the National Union of Students in Hungary: 2-day training for selected mentors, 300 mentor in 2018 & 400 in 2019, 5-7 students/mentor
- cooperation of Hungarian and international students' unions, joint social gatherings
- special attention on intercultural aspects, regular intercultural trainings by professionals



EXAMPLES OF GOOD PRACTICE:

- legal aid clinics
- career counselling
- institutional psychological support in English
- international students' unions
- welcome events



EXAMPLES OF GOOD PRACTICE:

- ca. 4000 alumni registered on the Alumni Hungary Network webpage, the alumni volunteers actively assist student recruitment, local alumni chapters, etc.
- Graduate Career Tracking of International Students

Contact: TEMPUS PUBLIC FOUNDATION
E-mail: info@tpf.hu



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