academia
language school

Satisfaction Survey

Language Teaching | Autumn 2017

Overview of all languages, locations and course forms

Total number of feedbacks received	832
Of these incomplete	118

Number of feedbacks received per location

Aarau	18
Amriswil	4
Basel	410
Bern	22
Lausanne	39
Luzern	112
Sissach	2
Tessin	24
Visp	43
Zug	36
Zürich	62
No statement	60

Number of feedbacks received according to language

German	332
English	346
French	120
Italian	10
Spanish	15
Other	9

Number of feedbacks received according to course type

Group course in academia school	125
Individual lessons or private small group	285
Company course at work place	422

Average rating per question

1 very good / **2** good / **3** moderate / **4** poor / **5** very poor / **–** no statement

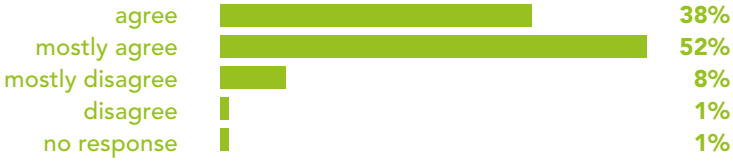
Course in general

How do you find your language course in general?

1.54

I can reach my learning goals with academia.

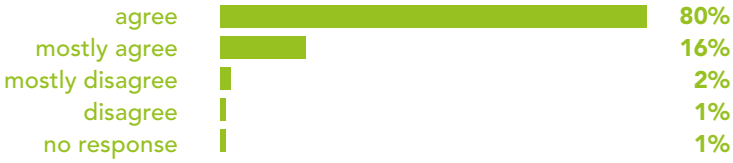
1.72



Teacher

My teacher is good.

1.23

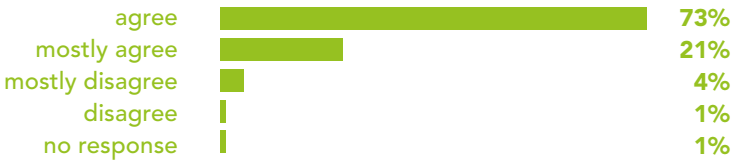


My teacher is friendly, motivating and creates a pleasant learning environment.

1.17

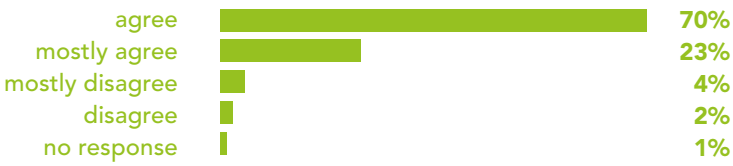
My teacher teaches in a clear and structured manner and is competent in the subject.

1.34



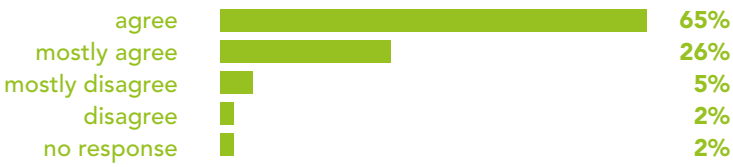
My teacher teaches in a varied way, works with interesting materials and corrects well.

1.37



My teacher works on my goals and practises realistic language situations from my everyday private and/or professional life.

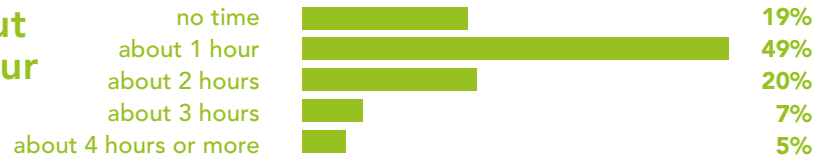
1.43



Time spent (state most frequent figure)

How many hours per week do you study and practise outside lessons?

about 1 hour



Average rating per question

1 very good / **2** good / **3** moderate / **4** poor / **5** very poor / **–** no statement

Lessons

I am satisfied with my learning progress. — **1.90**

agree	27%
mostly agree	56%
mostly disagree	14%
disagree	1%
no response	2%

The pace of the group/ my individual lessons is right for me. — **1.64**

agree	49%
mostly agree	38%
mostly disagree	9%
disagree	2%
no response	2%

The lessons help me in my professional and private everyday life. — **1.60**

agree	50%
mostly agree	39%
mostly disagree	8%
disagree	1%
no response	2%

Rooms

Infrastructure and cleanliness (academia) — **1.67**

very good	41%
good	51%
fair	6%
poor	1%
no response	1%

Technology and media (academia) — **2.09**

very good	53%
good	17%
fair	18%
poor	4%
no response	8%

Administration

I felt well advised before commencement of the course. — **1.67**

agree	37%
mostly agree	34%
mostly disagree	6%
disagree	3%
no response	20%

I had all the necessary information to start my course. — **1.59**

agree	46%
mostly agree	32%
mostly disagree	7%
disagree	2%
no response	13%

Organisation of lessons works well (terminations/ cancellations/postponement of lessons). — **1.45**

agree	57%
mostly agree	26%
mostly disagree	6%
disagree	1%
no response	10%

Average rating per question

1 very good / **2** good / **3** moderate / **4** poor / **5** very poor / **–** no statement

Administration

The invoicing process works well.

1.55

agree	29%
mostly agree	16%
mostly disagree	3%
disagree	2%
no response	50%

I was able to give feedback to all important points in the survey.

1.30

agree	71%
mostly agree	25%
mostly disagree	1%
disagree	—
no response	3%