

**A COMPARATIVE EVALUATION OF
EFFECTIVENESS OF THE ERASMUS
SERVICES AND SATISFACTION LEVELS OF
STUDENTS AND COORDINATORS AT
MIDDLE EAST TECHNICAL UNIVERSITY**



BETÜL BULUT ŞAHİN
MIDDLE EAST TECHNICAL
UNIVERSITY
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INTRODUCTION

- Globalization
- Internationalization of education systems
- Higher education
- Study Abroad Programs
- European Union Erasmus Program



INTRODUCTION

- METU – one of the leading universities in Turkey
- International Cooperations Office and Departmental Erasmus Coordinators

Two researches have been conducted:

- Total Quality Management Perspective
- Main Customers: Students and Erasmus Coordinators of the Departments



Research Questions

- How students evaluate the effectiveness of the International Cooperations Office and its affiliated departments?
- How the departmental coordinators evaluate the effectiveness of the International Cooperations Office?



Literature Review

- Research on TQM
- Most researchers find it appropriate to use TQM methodology on the administrative parts of universities for quality improvement (feedback mechanism is important)



Literature Review

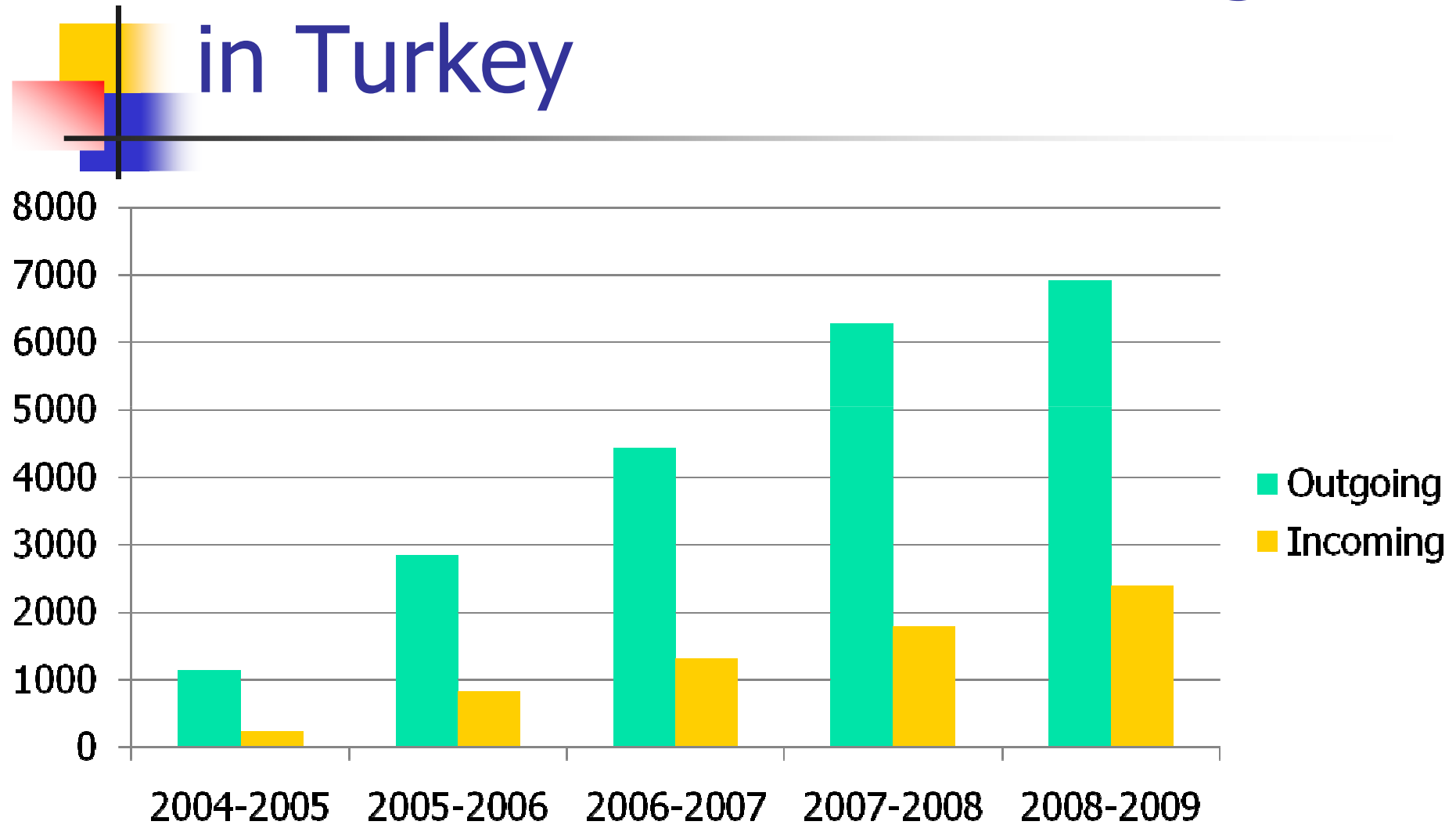
- Research on the Erasmus Program
- Most research is about the study abroad period and host institution
- Rare research on Turkey and its institutions



Difference of This Study

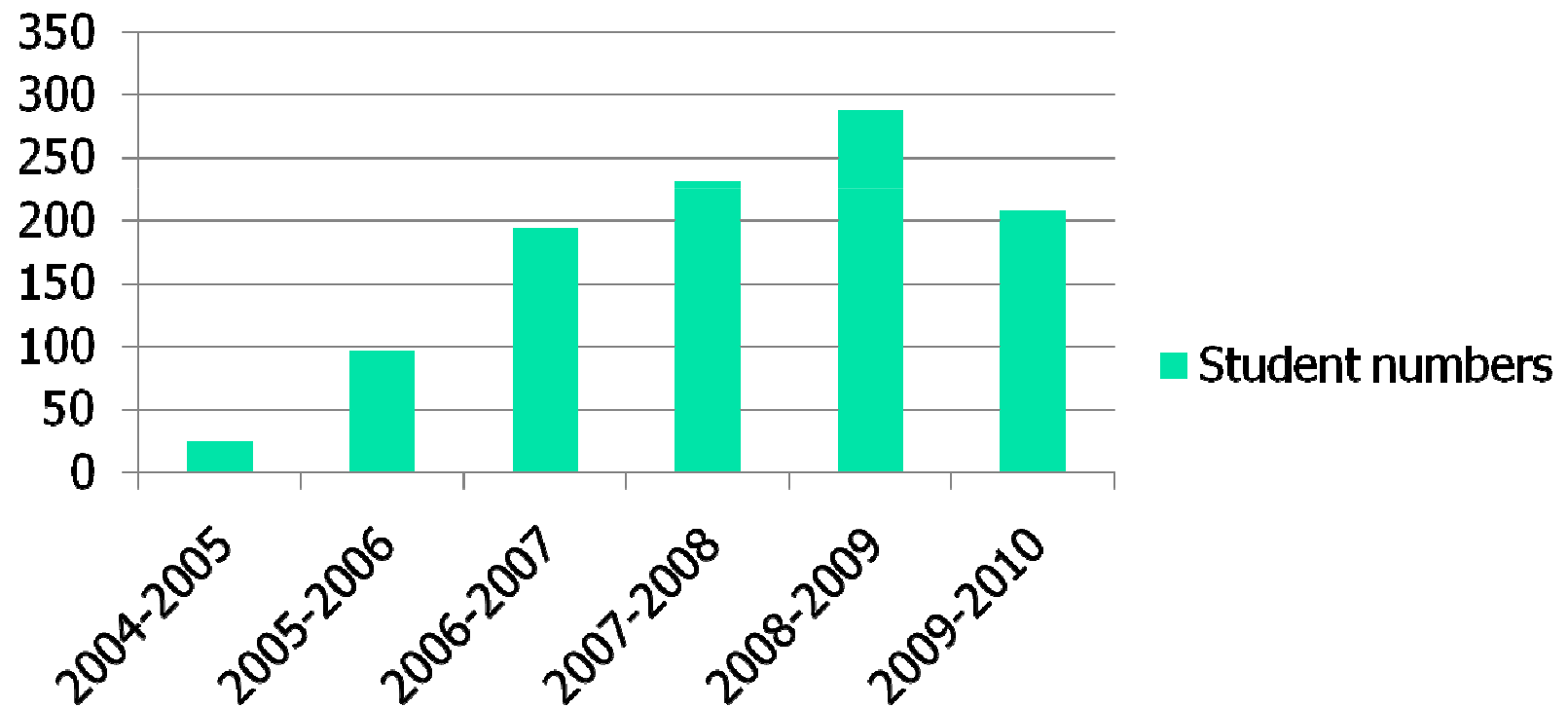
- It's about the single administrative unit of home institution
- TQM methodology is used
- It realized in Turkey

Statistics on Erasmus Program in Turkey



Statistics on Erasmus Program at METU (outgoing)

Student numbers





Methodology

- Quantitative Research
- Web-based questionnaire with 5-item Likert scale
- 1st questionnaire for the first three years of the program (from 2004 to 2007)
- 2nd revised questionnaire for the last three years of the program (from 2007 to 2010)



RESULTS

- In general, the students and coordinators are satisfied with the METU International Cooperations Office

RESULTS (of students' answers)

	1ST	2ND
In general, I'm satisfied with the services of ICO	%68.3	%58.6
I'm satisfied with the working hours of ICO	%59.1	%53.9
I find the website of ICO useful	%59.7	%65.9
I easily get response for my requests from ICO	%59.6	%65.6
The advisors of ICO have sufficient information on the program	%65.3	%67.7
The selection of Erasmus students was fair and based on objective criterias	%75.5	%86.7
I got necessary information from the Erasmus Coordinators in the departments	%50	%57.4
I can easily reach at my advisor at ICO when I need help	%69.6	%70.9



RESULTS FOR OPEN-ENDED QUESTIONS

- 543 answers for the “main problems of Erasmus period”

108 of them mentioned “financial problems”

65 of them mentioned “academic problems”
(recognition, academic calendar, finding appropriate courses etc.)

58 mentioned “adaptation problems”

56 mentioned “accommodation problems”

48 mentioned “language problems in communication”

43 mentioned “problems with bureaucracy”

30 mentioned “language problems during courses”



RESULTS FOR OPEN-ENDED QUESTIONS

- 186 answers for “the improvement of ICO”
 - 16 mentioned “flexibility in office hours”
 - 15 mentioned “need for more online processes to decrease bureaucracy”
 - 15 mentioned “more information should be given on processes by ICO”
 - 14 mentioned “the Erasmus agreements should be enriched by quality and quantity”
 - 14 mentioned “a strong network should be developed between new and ex-students of Erasmus”
 - 15 mentioned “better communication between ICO and students”



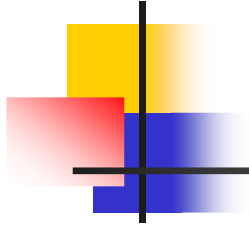
RESULTS (of coordinators' answers)

	1ST	2ND
In general, I'm satisfied with the services of ICO	%96.1	%65.3
I'm satisfied with the working hours of ICO	%86.6	%76.9
I find the website of ICO useful	%75	%53.8
I easily get response for my requests from ICO	%62	%73.7
The advisors of ICO have sufficient information on the program	%86.5	%53.8
The selection of Erasmus students was fair and based on objective criterias	%84.6	%76.9
I can easily reach at my advisor at ICO when I need help	%84	%70.9



RESULTS FOR OPEN-ENDED QUESTIONS

- %65.3 of the coordinators mentioned recognition problems after return
- %19.2 of the coordinators mentioned adaptation problems after return
- %15.3 of the coordinators mentioned insufficient human resources for Erasmus Program in departments



Thank you for your patience!