

Analysis and Recommendations:

Results of the "Lecturer Through the Student's Eyes" Survey

(2024-2025 Academic Year)

Education Quality Assessment and Assurance center, YSMU

I. Textual Analysis of the Results

1. Participation Indicators A total of 2096 students from General Medicine faculty of YSMU participated in the survey, which constitutes around 50% of the total student body. The breakdown of participants by citizenship status is as follows:

- ☐ RA Citizens (Armenian): 1571 students (53%).
- ☐ International Citizens: 525 students (45.9%).

2. Department and Lecturer Ratings 70 departments participated in the survey. Overall, the following directions received an average score lower than 3.5:

- ☐ Department of Disaster Medicine and Civil Defense: Rated low by international students in years 4-6.
- ☐ Department of Medical Genetics: Rated low by RA citizens.

Statistics on lecturers with low ratings (below 3.5 score):

- ☐ Out of 834 total lecturers rated, 16 (1.9%) received a low average score.
- ☐ RA citizens rated 20 lecturers low (out of 718 evaluated by them), while international students rated 8 lecturers low (out of 499 evaluated by them).
- ☐ Overall, 20 lecturers received a score lower than 3.5 on specific questions regarding the current process.

3. Qualitative Analysis by Years and Issues Student dissatisfaction varies by academic year and student status (local/international).

- ☐ Years 1-3 (Junior Years):
 - RA Citizens: Main complaints relate to teaching methodology. The highest number of lecturers were rated low for "Giving exhaustive answers to students' questions" (15 lecturers) and "Developing independent thinking" (13 lecturers).
 - International Citizens: The most problematic areas were "Developing independent thinking" (7 lecturers) and "Benevolent and respectful attitude" (6 lecturers).
- ☐ Years 4-6 (Senior Years):
 - RA Citizens: The issues are identical to the junior years but more pronounced. 17 lecturers were rated low for not giving exhaustive answers, and 14 for not stimulating independent thinking.

- o International Citizens: For international students in senior years, the lecturer's attitude becomes a primary issue. 6 lecturers were rated low for "Benevolent and respectful attitude," and 5 for the lack of discussion on clinical cases and research results.

Summary Conclusion:

1. Local students are more demanding regarding academic content and feedback (answers to questions, critical thinking).
2. International students, in addition to academic issues, place significant emphasis on ethics and attitude (respectful behavior).
3. Language barriers (knowledge of a foreign language) were cited as a flaw for relatively few lecturers (maximum 4 lecturers in junior years and 2 in senior years).

II. Practical Recommendations

Based on the analysis above, the following steps are proposed to improve educational quality:

1. Pedagogical Training (Focus: Interactive Methods) The data indicates that for local students, the main issue is the passive delivery of material and incomplete answers to questions.

- ❑ The Issue: In the RA citizens group (Years 1-3), 15 lecturers were rated low for not answering questions exhaustively, and 17 lecturers in senior years faced the same criticism.
- ❑ Recommendation: Organize training sessions on "Interactive Teaching," emphasizing dialogue with the audience, Q&A techniques, and methods to stimulate critical/independent thinking.

2. Improvement of Ethics and Communication (Focus: International Students) Complaints from international students are often linked to attitude rather than knowledge.

- ❑ The Issue: In junior years, 6 lecturers, and in senior years, another 6 lecturers received low scores for not being "Benevolent and respectful". This is a recurring issue for international students.
- ❑ Recommendation: Conduct seminars on Intercultural Communication and Academic Ethics for lecturers working with international students. Student-lecturer relationship regulations need to be clarified.

3. Strengthening the Practical Component (Senior Years)

- ❑ The Issue: International students in years 4-6 expressed dissatisfaction with the lack of discussion regarding clinical cases, situational problems, and research results (5 lecturers were rated low on this point).

- ☐ Recommendation: Increase the hours for practical discussions (Case-based learning) in the senior year curriculum. Encourage lecturers to integrate real clinical examples into theoretical material.

4. Targeted Audit and Support Certain departments have systemic issues with specific student streams.

- ☐ The Issue: The Department of Disaster Medicine has low indicators among international students, while the Department of Medical Genetics has low indicators among local students.
- ☐ Recommendation: Conduct hearings or focus group discussions between these two departments and the respective student groups to understand the root causes of dissatisfaction (language barrier, material complexity, or attitude)

Summary Conclusion

1. Positive Trend: There is an observed decrease in the number of lecturers and departments receiving low ratings compared to previous years, indicating a positive trend in the overall improvement of teaching quality.
2. Local Students: They are more demanding regarding academic content and feedback, specifically regarding exhaustive answers to questions and the stimulation of critical thinking.
3. International Students: In addition to academic issues, international students place significant emphasis on ethics and attitude (respectful behavior).
4. Language Proficiency: Language barriers (knowledge of a foreign language) were cited as a flaw for relatively few lecturers (maximum 4 lecturers in junior years and 2 in senior years), suggesting this is not a widespread systemic issue.