



I. K. AKHUNBAEV KYRGYZ STATE MEDICAL ACADEMY

ANALYTICAL STATEMENT
BY ASSESSING THE SATISFACTION OF STAKEHOLDERS
(applicants, parents, employers)
quality of the organization of the educational process in the
I.K. Akhunbaev KSMA (2018-2019)

Bishkek 2018-2019

The statement was prepared by the staff of the department of Education Quality Management (EQMD)

EQMD expresses its gratitude to the staff of KSMA for their assistance in providing information and organizing the survey, in particular, to the staff of the Dean's Office of Postgraduate Medical Education for organizing the survey among employers, to the deans of KSMA for organizing the survey among students' parents, to the Department of Software and system Support for technical assistance and assistance in organizing the survey of applicants of the Faculty of «General Medicine for foreign students»

EQMD also expresses its gratitude to the staff of the departments for correct perception and active participation in the discussion of the results of the conducted evaluations.

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LIST OF ABBREVIATIONS AND TERMS

HEI	Higher education institution
SES	State Educational Standard
HMSMEC after Rayimzhanov	High-mountain scientific, medical and educational Center named I. K. Akhunbayev Kyrgyz State Medical Academy
KSMA	I. K. Akhunbayev Kyrgyz State Medical Academy
KR	Kyrgyz Republic
HM	Health Ministry
ME	Monitoring and evaluation
MES	Ministry of Education and Science
IESCBR for	Interuniversity Educational-and Scientific Center Biomedical Research
HO	Healthcare organizations
EQMD	Education Quality Management Department
I	Internship
TS	Teaching staff
QMS	Quality management system
SC	Student Council
DESCB	Dental educational and scientific clinical base
ETSMC	Educational-therapeutic-scientific medical center of KSMA
EMD	Educational and Methodical Department
FPME	Faculty of Postgraduate Medical Education
CAS and CE	Center for Advanced Studies and Continuing Education

INTRODUCTION

With the aim of improving the quality of educational process in the KSMA and evaluation of educational programs in various specialties, and the SES 2012, in the 2017-2018 academic year were carried out in the ides of assessments: assessment of personnel potential of KSMA; evaluation of student satisfaction with the quality of educational programs and organization of the educational process, including the satisfaction of the students-graduates (6 courses). In addition, an analysis of the academic performance of students of medical faculties of KSMA and the effectiveness of management and support services was carried out. The results and analysis of the conducted assessments are set out in www.kgma.kg the analytical report on improving the quality of the educational process at KSMA published on the KSMA website.

In the presented Analytical Statement on assessing the satisfaction of stakeholders (applicants, parents, employers) with the quality of the educational process organization at KSMA, the results are aimed at improving the quality of the educational process at KSMA and are primarily a tool for determining the areas of application of efforts for the development of KSMA.

CHAPTER 1. ASSESSMENT OF APPLICANTS' SATISFACTION QUALITY OF THE ADMISSIONS COMMITTEE ORGANIZATION

The survey was conducted to assess the degree of satisfaction of applicants of the Faculty of General Medicine for foreign students with the quality of organization of the admission committee in the 2018-2019 academic year.

The survey of applicants was conducted in November 2018. The method of random sampling based on questionnaires was used to obtain information about the awareness and satisfaction of foreign students applicants regarding the organization of the admissions committee.

The survey was attended by applicants of the Foreign Students Faculty in the number of 461 people (the total number-of students as of 01.11.2018– 517)

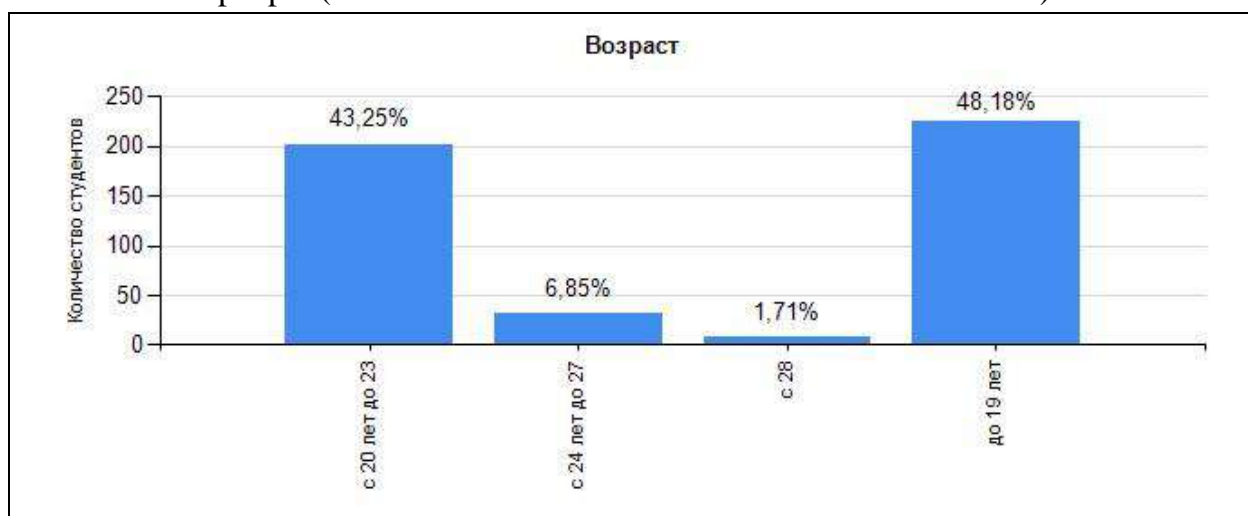


Table 1 shows the age of respondents, which shows that 48.18% are students under the age of 19, 43.25% - from 20 to 23 years, 6.85% - from 24 to 27 years, and 1.71% - over 28 years.

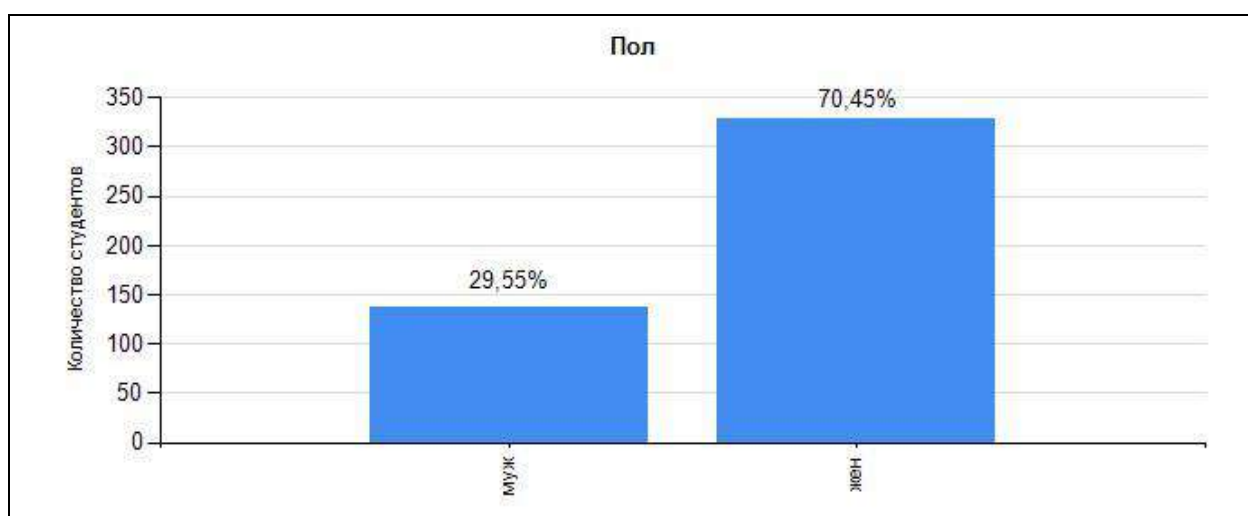


Table .2. The gender of applicants is represented, the overwhelming majority, namely 70.45%, is female, which is traditional in medical universities. 29.55% are male.

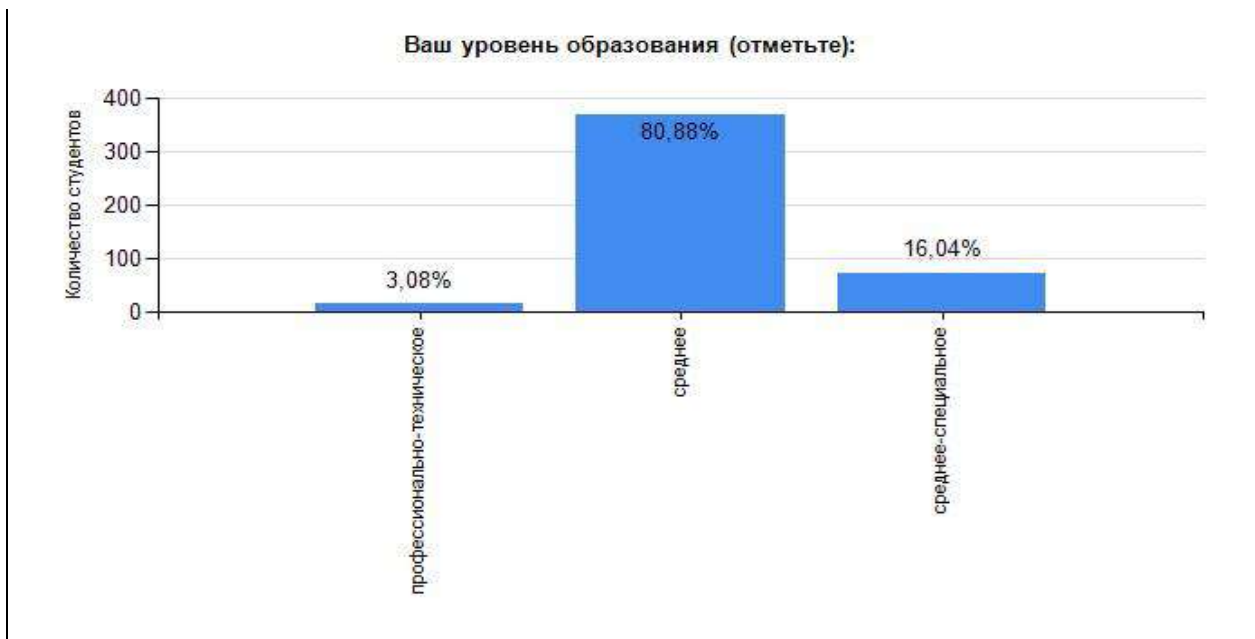


Table 3. reflects information about the level of education of applicants. 80.88% - have a secondary education, 16.04% - have a specialized secondary education, i.e. they are graduates of medical schools, and 3.08% - have-a vocational education.

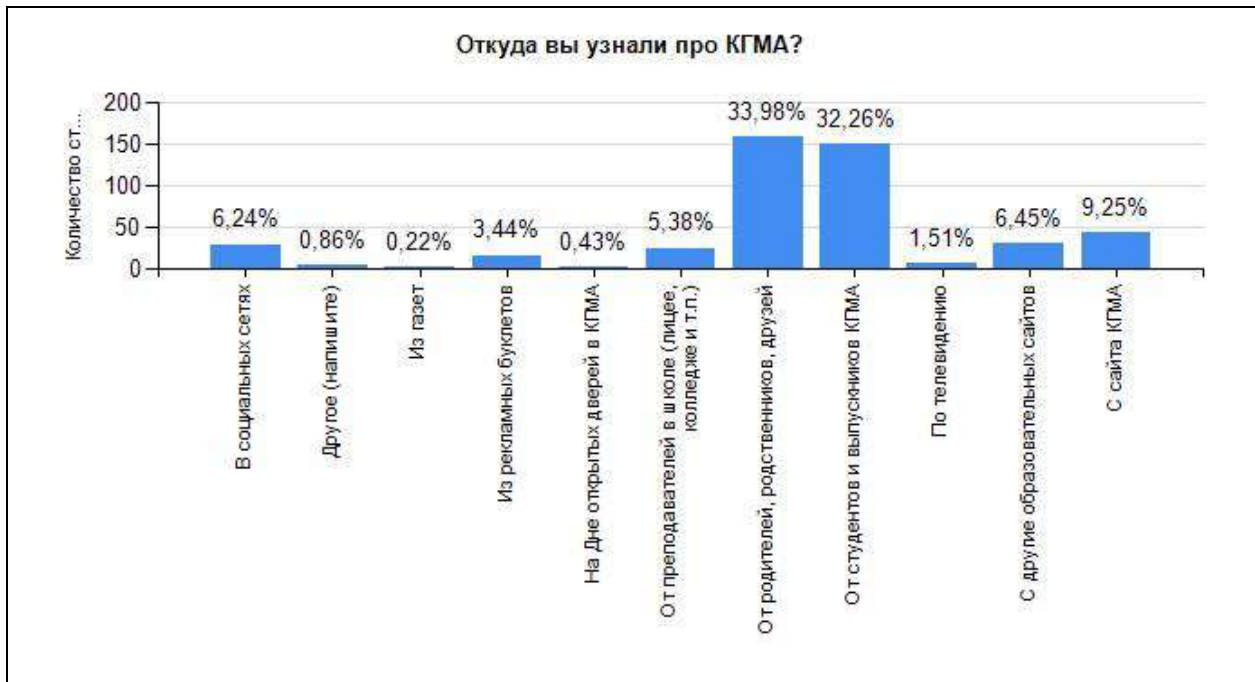


table 4 shows that 33.98% of applicants learned about KSGMA from their parents, relatives and friends, 32.26% - from students and graduates of KSGMA, 9.25% - received information from the KSGMA website, 6.24% - from social networks.

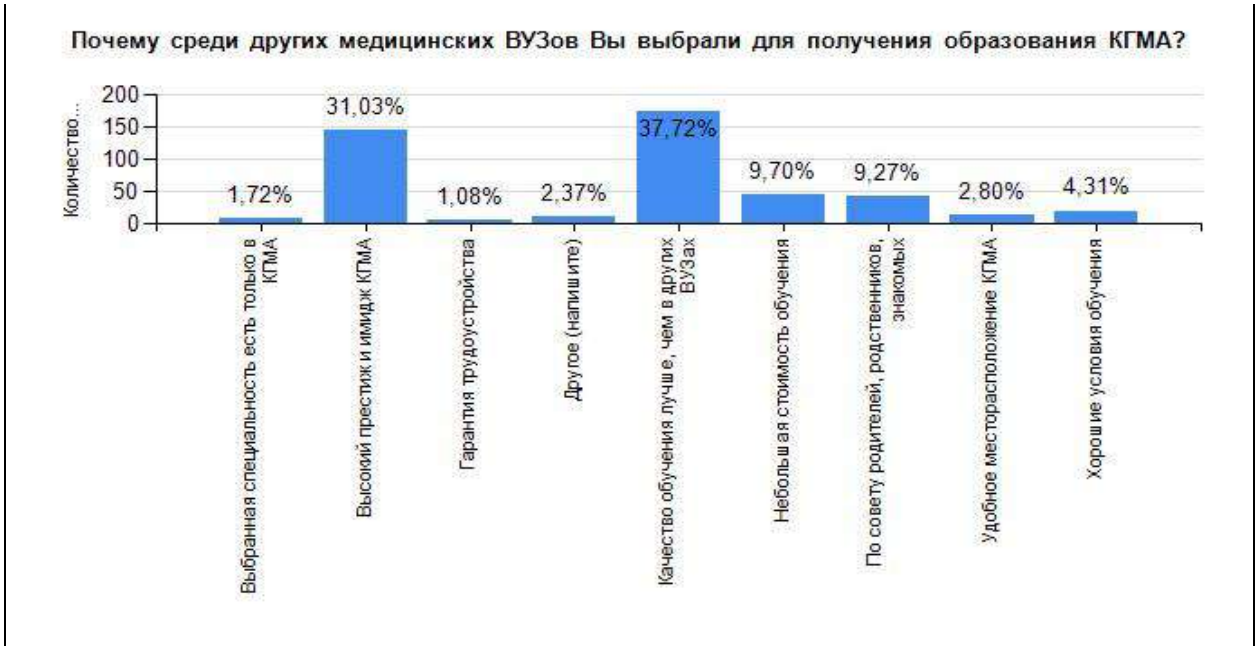


Table 5. 37.72% of applicants indicated that the quality of education at KSMU is better than in other universities, which was crucial in their choice. 31.03% - noted the high prestige and image of KSMU, and 9.27% noted the low cost of training.

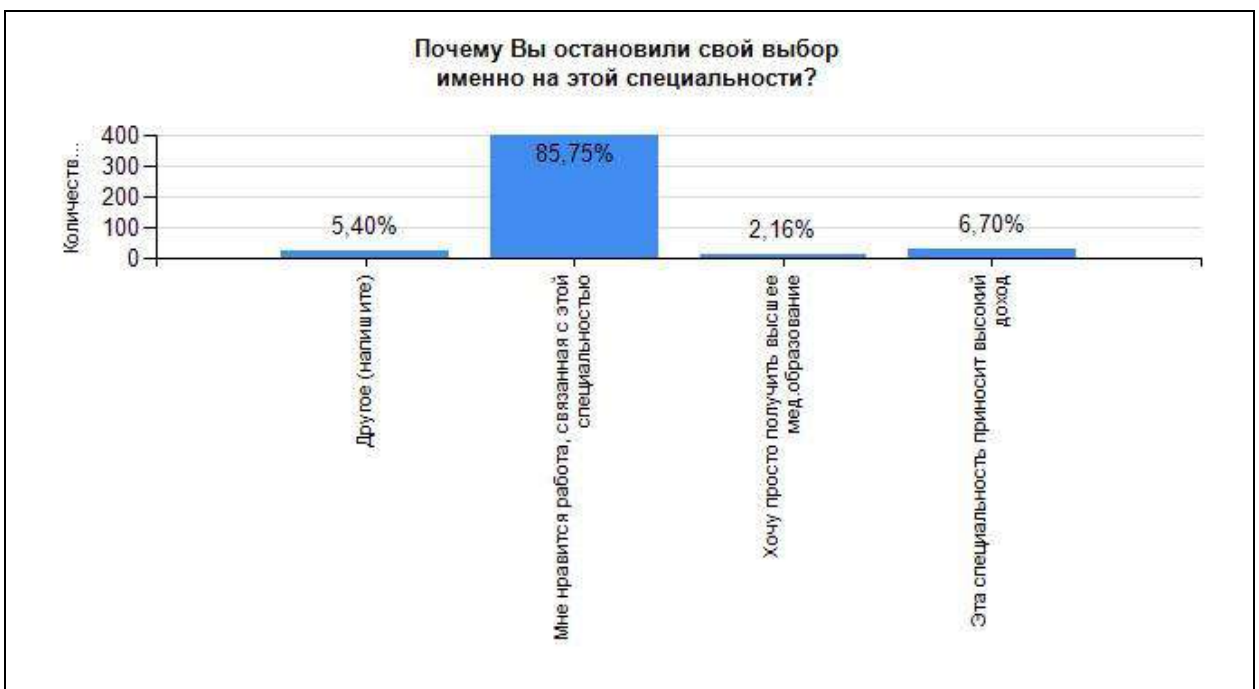


Table 6. 85.75% - noted that they chose the specialty medical business because they like it, 6.7% - that this specialty brings a high income.

Figure 7. 76.61% of applicants are satisfied with the organization of admission of documents to KSMU. 12,% - are not satisfied to some extent because they believe that there is insufficient information on the admission process on the KSMU website.

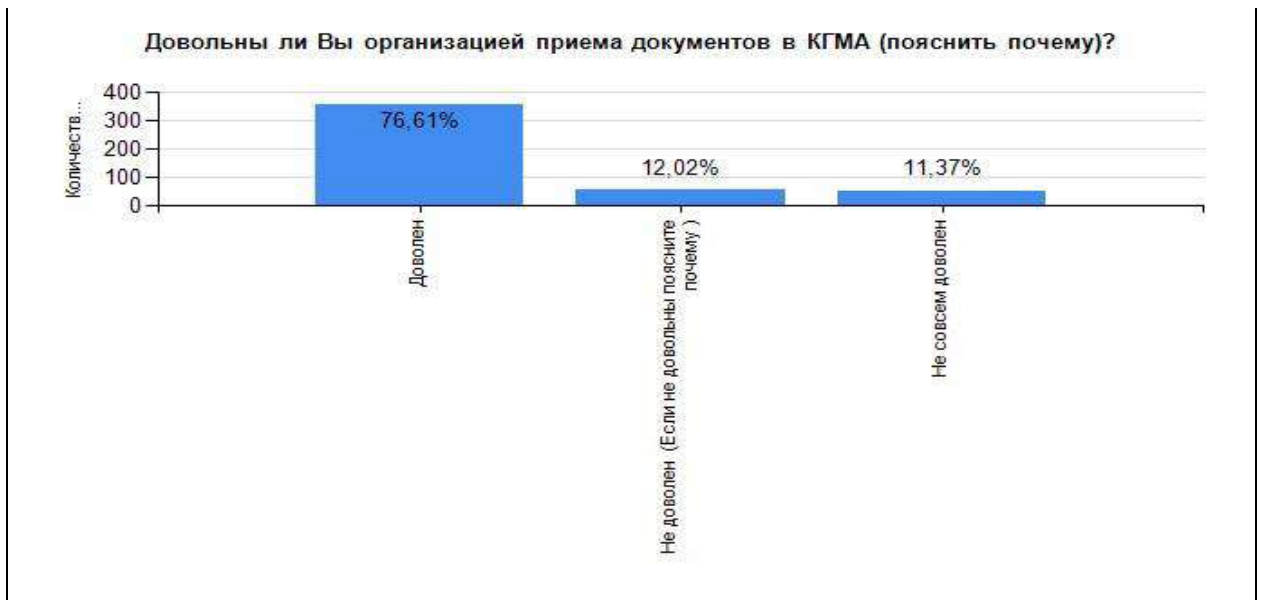


Table SWOT analysis of the satisfaction assessment of the Faculty for Foreign Students.

Strengths (<i>S-strengths</i>)	Weaknesses (<i>W - weaknesses</i>)
<ol style="list-style-type: none"> 1. The decision of applicants of this faculty to choose KSMA for admission is based on the belief that the quality of education at KSMA is better than in other universities. 2. 32.16% indicated that information about the university was received from KSMA graduates, which indicates a high-quality education at KSMA and the satisfaction of graduates in obtaining an education at KSMA. 3. 76.61% are satisfied with the organization of the admissions committee at KSMA 4. 85.75% noted that they like the specialty medical business 	
Opportunities (<i>O - opportunities</i>)	Threats (<i>T-threats</i>)
<ol style="list-style-type: none"> 1. Greater promotion of the KSMA website and up-to-date information about studying at KSMA in social networks 2. The introduction of the adaptation week and a number of career guidance events involving senior students will increase the adaptability of first-year students. 	<ol style="list-style-type: none"> 1. The growth of competition is associated with an increase in the number of medical universities.

CHAPTER 2. ASSESSMENT OF STUDENTS' PARENTS SATISFACTION OF I. K. AKHUNBAEV KSMA

The survey was conducted to assess the degree of satisfaction of students' parents in 2018-2019 academic year.

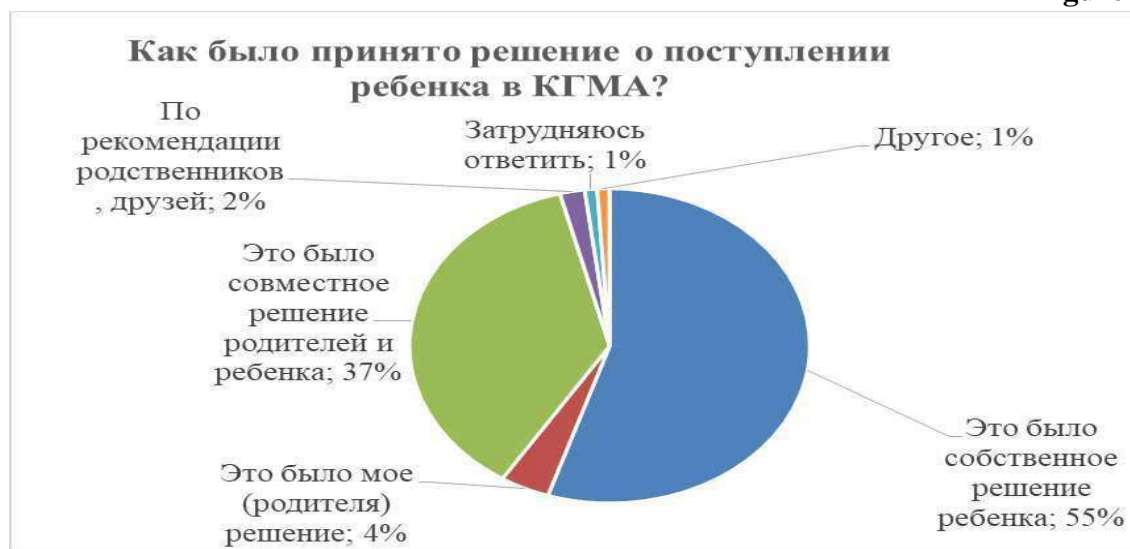
The survey of parents was conducted using a random sampling method based on questionnaires that allow us to obtain information about parents' awareness and satisfaction родителей в орwith the organization of adaptation processes, training and upbringing of their children at this faculty.

Parents of students took part in the survey 1, 2, 3, 4, 5, 6 courses.

The following answers were received to the question of how the decision to enroll a child in KSMA was made, Figure 1.

As can be seen from the picture in the vast majority of cases. The decision was made jointly by parents and the child (37%), or by the student's own decision (55%). A small (2%) number of cases where the decision to enter KSMA was made on the recommendation of relatives and friends, and 1% are other options

Figure 1.



The answers to the question "Why did your child enter KSMA?" were distributed as follows, Figure 2.

Figure 2



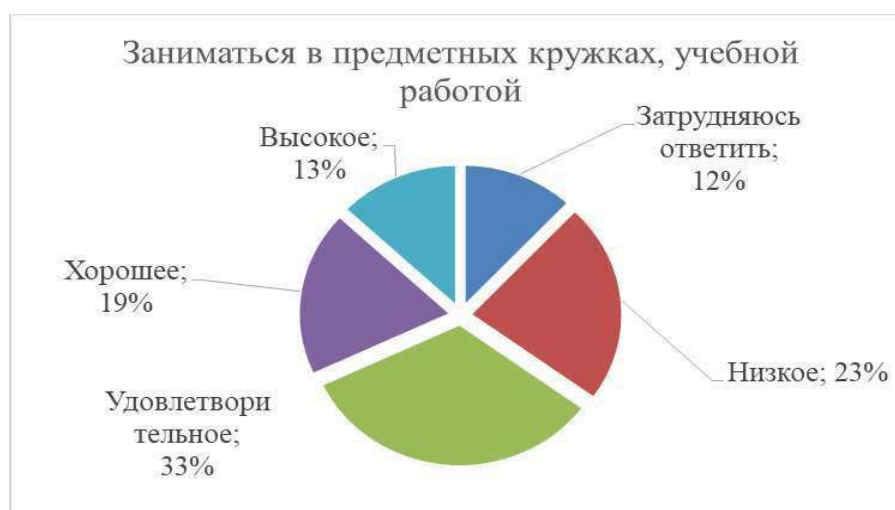
As can be seen from the figure, the main reason that determined the choice of KSMA for admission was the opportunity to get a good education (42%), which indicates that parents associate our university with universities that provide high-quality education. In second place, parents noted that KSMA is the most prestigious medical university in Kyrgyzstan (20%), followed by the opportunity to get a prestigious profession (18%) and the opportunity to get a profession without leaving home (13%). 2% of the surveyed parents indicated other reasons, which were mostly similar to the answer about the possibility of obtaining a prestigious profession, and only 5% - found it difficult to answer the question.

PARENTS' SATISFACTION WITH OPPORTUNITIES FOR CREATIVE DEVELOPMENT.

Assessment of the degree of satisfaction with the opportunities for creative development of students at KSMA showed that 32% of parents rated the opportunity to study in subject circles as good and high, Figure 3.

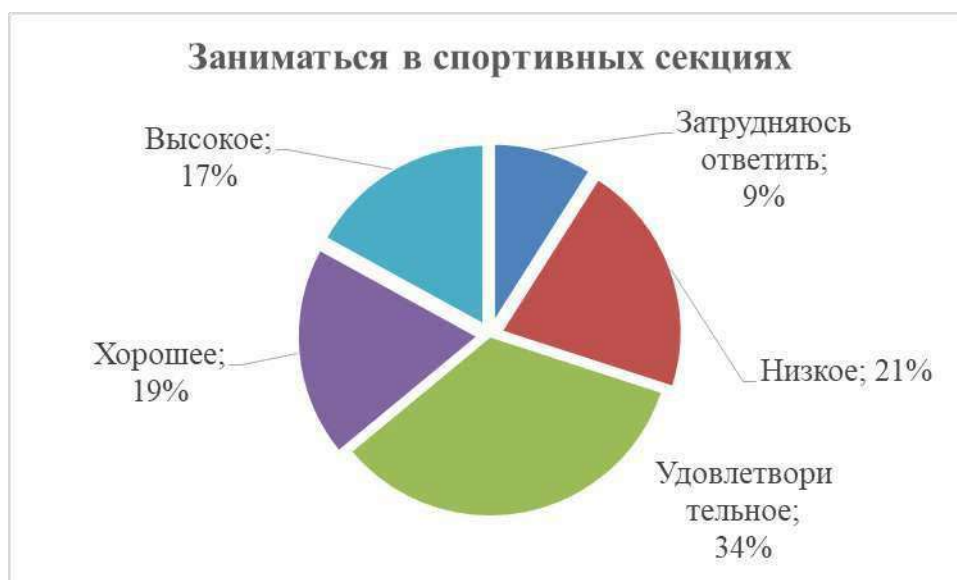
Another 33% noted that the opportunities for studying in subject circles were satisfactory.

Figure 3.



The possibility of training in sports sections was evaluated as follows, Figure 4.

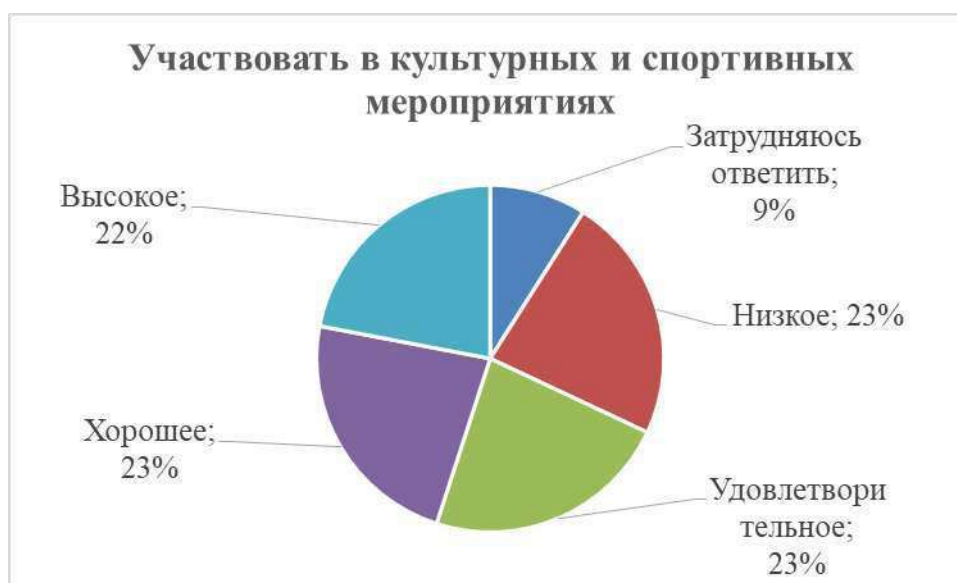
Figure 4



As can be seen from the figure, parents quite highly assess the opportunities for sports in the sports sections of the KSMA, in general, 36% are good and high opportunities, and another 34% consider the opportunities in this direction satisfactory.

Parents' assessment of opportunities for their children to participate in cultural and sports events is also highly evaluated, Figure 5.

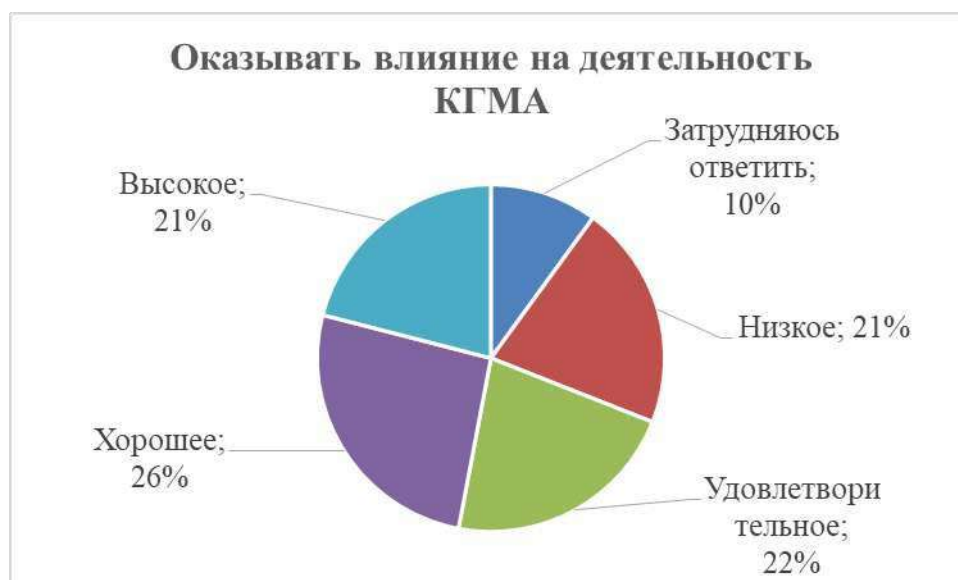
Figure 5.



As can be seen from the figure, 67% of the surveyed parents believe that their children have the opportunity to participate in cultural and sports events, while 45% of them assess the possibilities of such a plan as good and high.

The assessment of parents' ability to influence the activities of the KSMA is shown in Figure 6.

Figure 6.

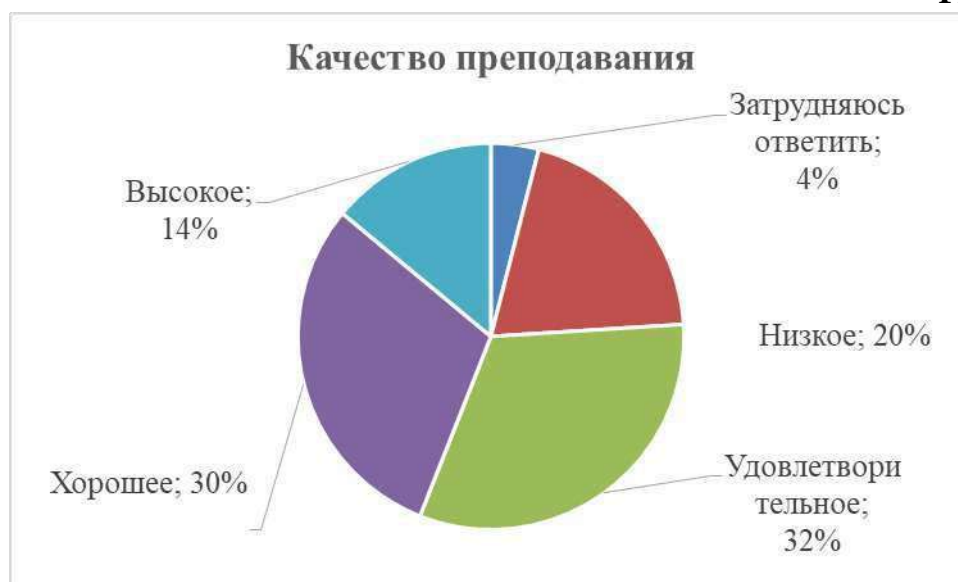


As can be seen from the figure, 69% of the surveyed parents believe that they have the opportunity to influence the activities of the KSM, while 57% of them rate this opportunity quite highly.

PARENTS' SATISFACTION WITH EDUCATIONAL ACTIVITIES AND THE EDUCATIONAL ENVIRONMENT

Parents' assessment of the quality of teaching was marked as high-14%, good-30% and satisfactory-32%, Figure 7.

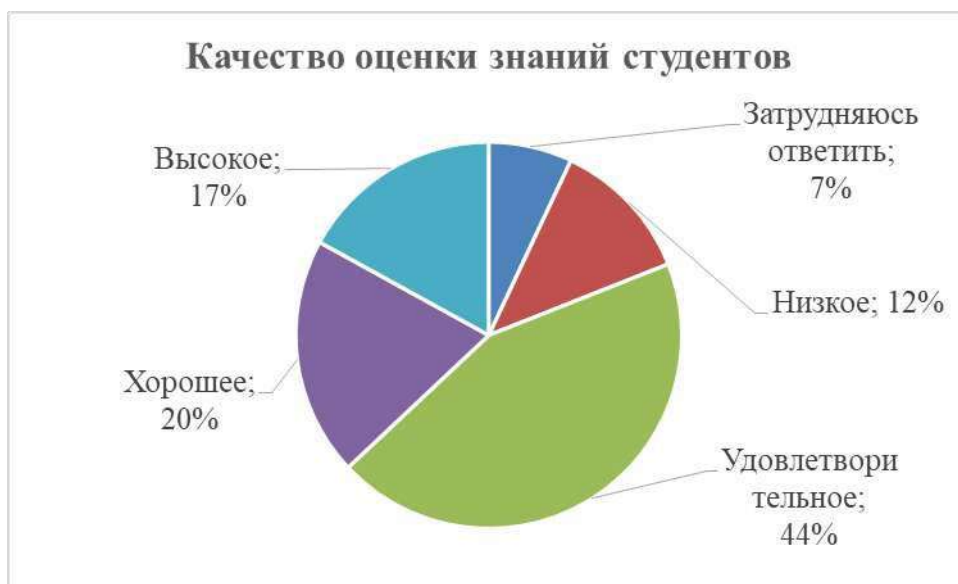
Figure 7.



As shown in the figure, only 20% of parents rated the quality of education at the faculty as low.

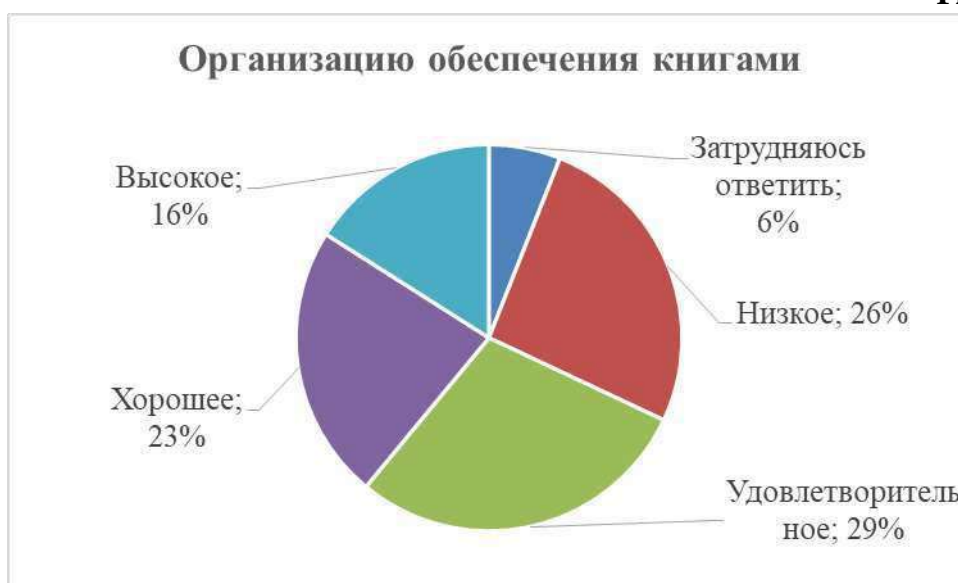
Parents' assessment of the quality of students' knowledge assessment was also quite high. 17% rated this indicator highly, 20% rated it as good, and 44% rated it as satisfactory.

Figure 8.



Parents' assessment of the quality of provision of educational literature revealed that 16% of respondents highly appreciated the provision of books 16% , 23% noted good provision and 29% noted satisfactory provision.

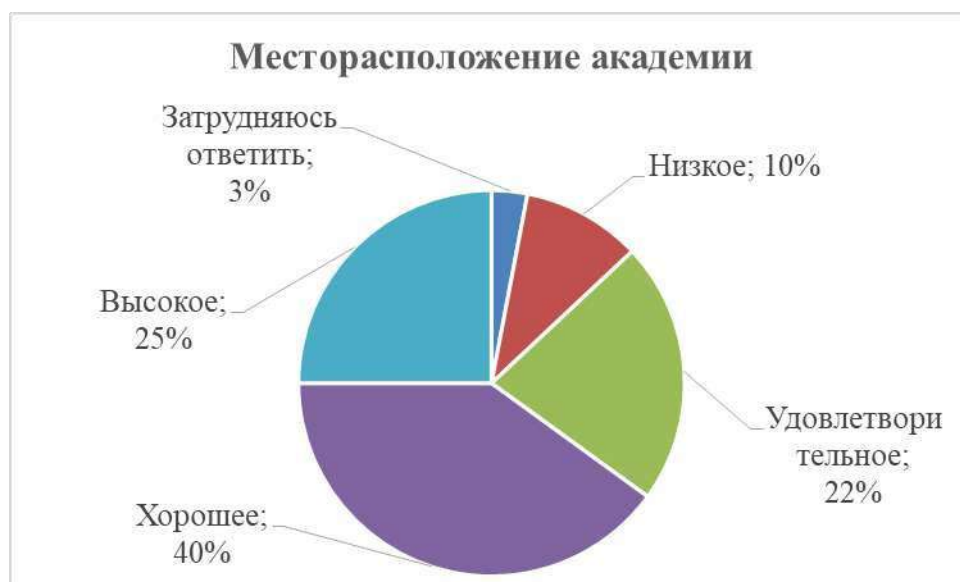
Figure 9.



Only 26% of the surveyed parents have a low opinion of the availability of books in the KSMA.

Parents' assessment of the convenience of KSMA location showed that, in general, the overwhelming majority of respondents consider the academy's location convenient.

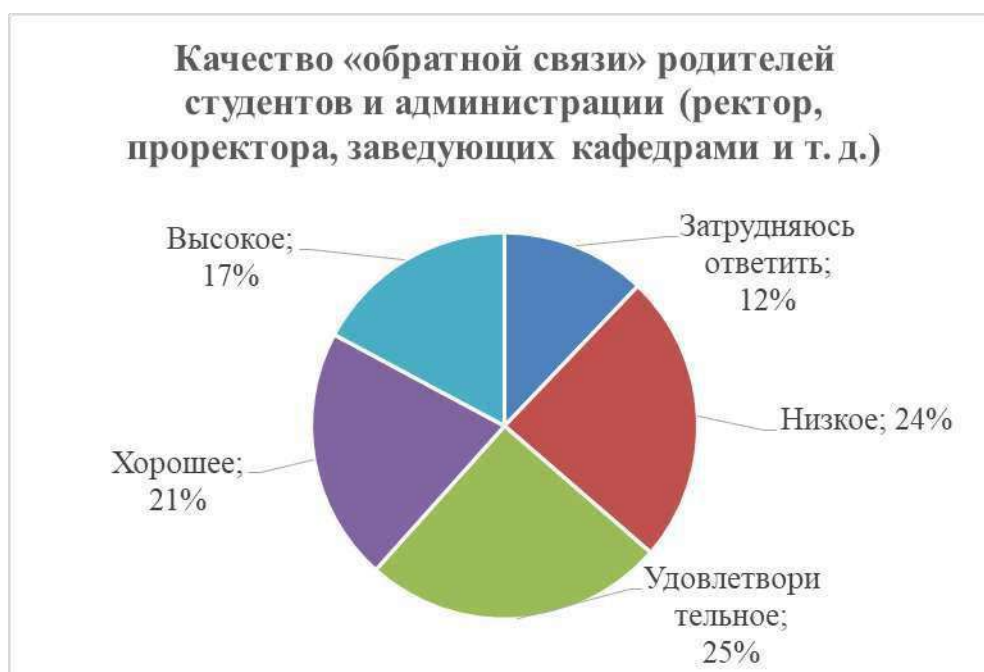
Figure 10



At the same time, only 10% of respondents gave a low rating.

Assessment of the quality of feedback from parents and the administration of KSMA showed that 17% of respondents highly assess the quality of feedback, 21% consider the quality good and 25% - satisfactory.

Figure 11.



The following answers were received to the question "If your child has various problems in the learning process, do you prefer to seek help?".

Figure 12.



As can be seen from the figure, the largest part of parents of students of the General Medicine Faculty, in case of problems in the child's studies and other problems, indicated that first of all they turned to the dean of the faculty (30%), 33% of the surveyed parents leave their problems to the child himself, and only 5% turn to the teacher. The question "How do you assess the level of trust and sincerity of your relationship with your child?" was answered as follows.

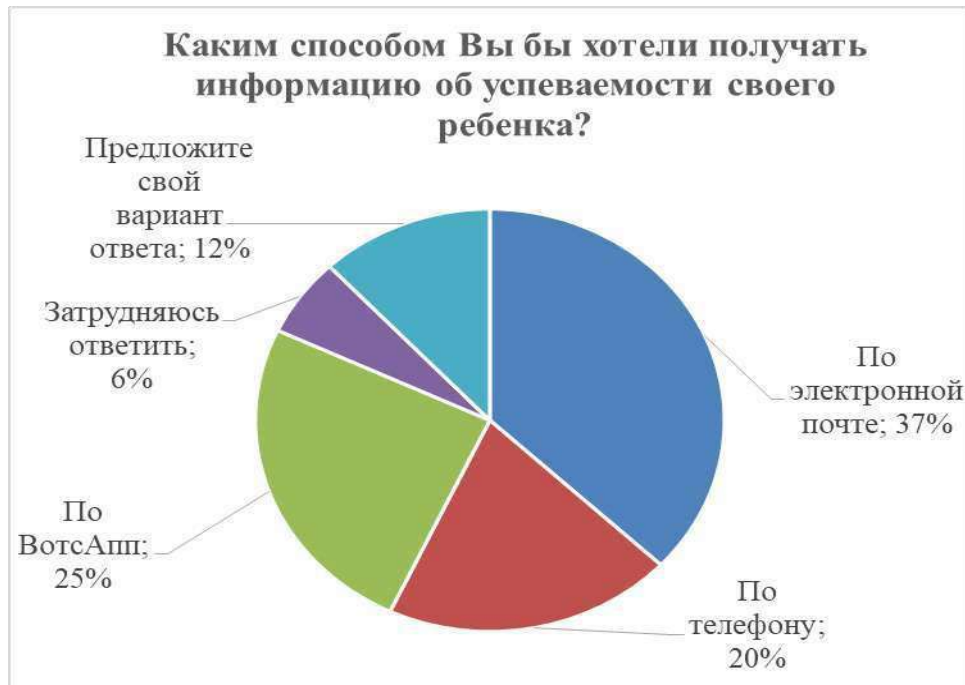
Figure 13.



As can be seen from the figure, the largest part of parents of students of the MPC Faculty, 70% of the total number of those who took part in the survey indicated that they are aware of their children's academic performance, and 30% of parents are not interested in their children's academic performance. Only 28% of parents know about their children's social life, and 24%

said they know about their children's achievements. This fact shows that parents are more interested in academic performance than in other aspects of their children's life at KSMA. In addition, a significant number of parents are not interested in studying and other aspects of their children's lives at all, and perhaps children are not open with them.

Figure 14.



The answers to the question "How would you like to receive information about your child's academic performance?" were distributed as follows, Figure14.

As can be seen from the figure, most parents of students of the Faculty of MPC would prefer to receive information about their child's academic performance by Watts App, phone and email. At the same time, 6% of parents found it difficult to answer this question, and 12% offered their own options, including:

get information on the site, I trust my child and do not consider ratings important, by AVN, in any way, through agent.ru, from your child, by mail.

Table 1.3. SWOT analysis of parental satisfaction assessment

Strengths (<i>S-strengths</i>)	Weaknesses (<i>W - weaknesses</i>)
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<p>5. The decision of students of this faculty to choose KSMA upon admission is conscious, independent or joint with their parents.</p> <p>6. Parents of students of this faculty believe that studying at KSMA will allow them to get a high-quality education (42% of respondents), 20% consider KSMA a prestigious university, and 18% consider the profession of a doctor to be prestigious.</p> <p>7. 68% of parents are satisfied with the opportunities for classes includes, sports sections, etc. cultural and sports events.</p> <p>8. 69% of parents believe that they have the opportunity to influence the activities of the KSMA, while 47% of them rate this opportunity quite highly.</p> <p>9. 76% of parents of students of the Faculty of Higher Professional Education are satisfied with the quality of teaching, and 81% - highly appreciate the quality of assessment of students ' knowledge and the location of the university.</p> <p>10. 69% - are satisfied with the ability to influence the activities of the KSMA.</p> <p>11. 68% - parents are satisfied with the availability of books.</p> <p>12. 63% of parents are satisfied with the quality of feedback from the university administration.</p> <p>13. 70% of the total number of people who took part in the survey indicated that they are aware of their children</p>	<p>1. Only 28% of parents know about social life of their children and 24% said they were aware of their achievements</p> <p>14. Some parents of students of the Gene Medicine Faculty of - 33% indicated that in the case of problems it is left to student to solve them himself, 30% turned to the dean of the faculty.</p>
<p>Opportunities (<i>O - opportunities</i>)</p>	<p>Threats (<i>T - threats</i>)</p>
<p>3. Implementation of the adaptation week and a number of career guidance events with</p>	<p>2. The growth of competition is associated with an increase in the number of medical universities.</p>

<p>attracting senior students will increase the adaptability of first-year students.</p> <p>4. The construction of a conference-hall for students next to the main building planned at KSMA will create conditions for activating the work of clubs, dance groups, etc.</p> <p>5. It is necessary to strengthen communication with parents and ensure their awareness using modern means of communication.</p>	
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CHAPTER 3. ASSESSMENT OF EMPLOYERS' SATISFACTION WITH THE QUALITY OF KSMA GRADUATE STUDENTS

In February 2019, a survey of managers of institutions and organizations was conducted to determine the assessment of employer satisfaction with the quality of graduate training.

The survey of employers was conducted using a random sampling method based on questionnaires that allow us to get information about awareness and satisfaction with the training of KSMA graduates. The proposed questionnaire consists of 5 questions.

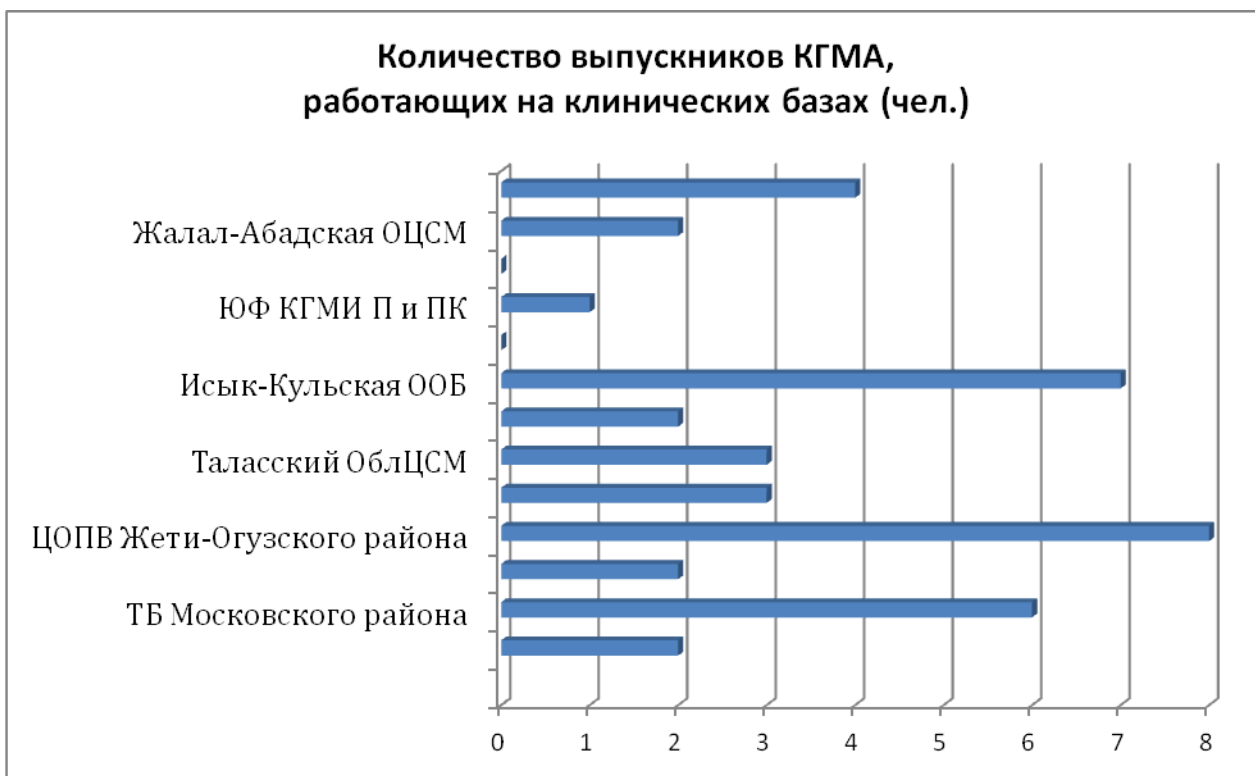
The sample consisted of 12 questionnaires.

Representatives of the following healthcare organizations took part in the survey:

1. Chui Region of the FMC
2. Moskovsky Territorial Hospital
3. Osh Inter-regional Clinical Hospital
4. Zheti-Oguz district Clinical Hospital
5. Batken district Clinical Hospital
6. Talas district Clinical Hospital
7. At-Bashy Territorial Hospital
8. Issyk-Kul district Public Hospital
9. Osh Inter-regional pediatric Clinical Hospital
10. Naryn district FMC
11. Jalal-Abad district FMC
12. Karakol city district FMC

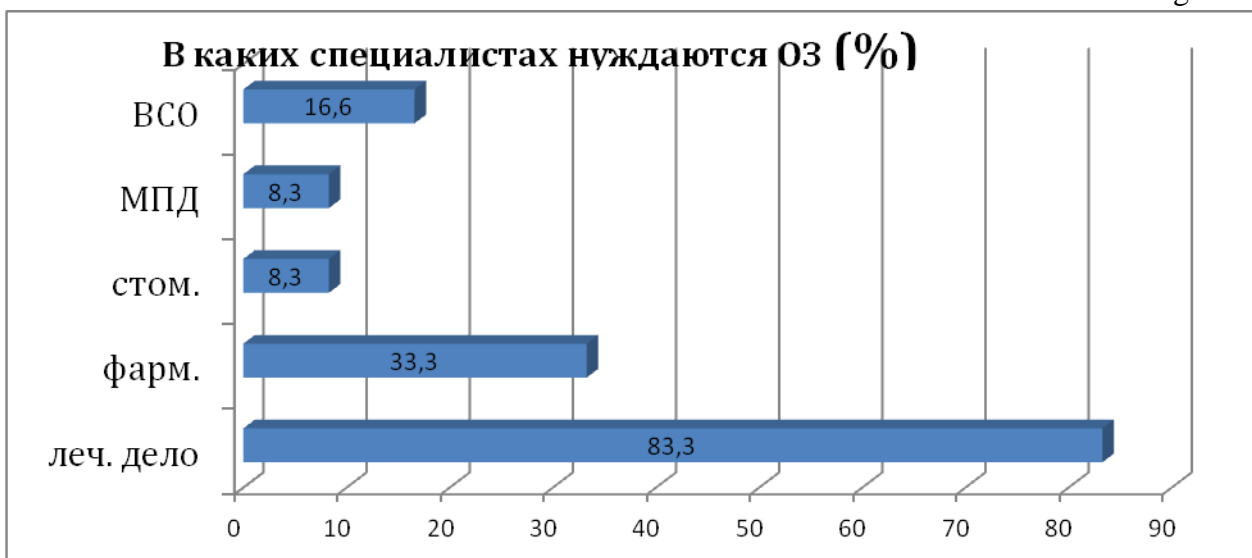
In question 2, the representatives of HO indicated the number of KSMA graduates hired by their organization over the past year. Figure 1 shows that the largest number of graduates works in the Zhety –Oguz district FMC -8 people, then Issyk-Kul region.- 7 people and Moskovsky Territorial Hospital- 6 people.

Figure 1.



Question 3. When indicating which specialists are most needed by HO, the following were noted: medical care – 83.3% of the population needs specialists, then- representatives of pharmaceutical specialties-33.3%, nurses-16.6%, MPC and dentists-8.3%.

Figure 2



In question 4, when specifying the areas of cooperation between the University of Health and the KSMA, great activity was noted in the provision of health databases for students' industrial practice – 91.6%, further, the implementation of joint scientific projects (conducting research, scientific-and practical conferences, etc.) -25%, professional development, etc. professional retraining of employees -16.6%, publications of doctors in scientific journals of KSMA and participation of teachers of KSMA in the medical process had the same indicators –

8.3%. There are no data provided for the indicator "Training of health workers in postgraduate studies at KSMA" .

Figure 3.

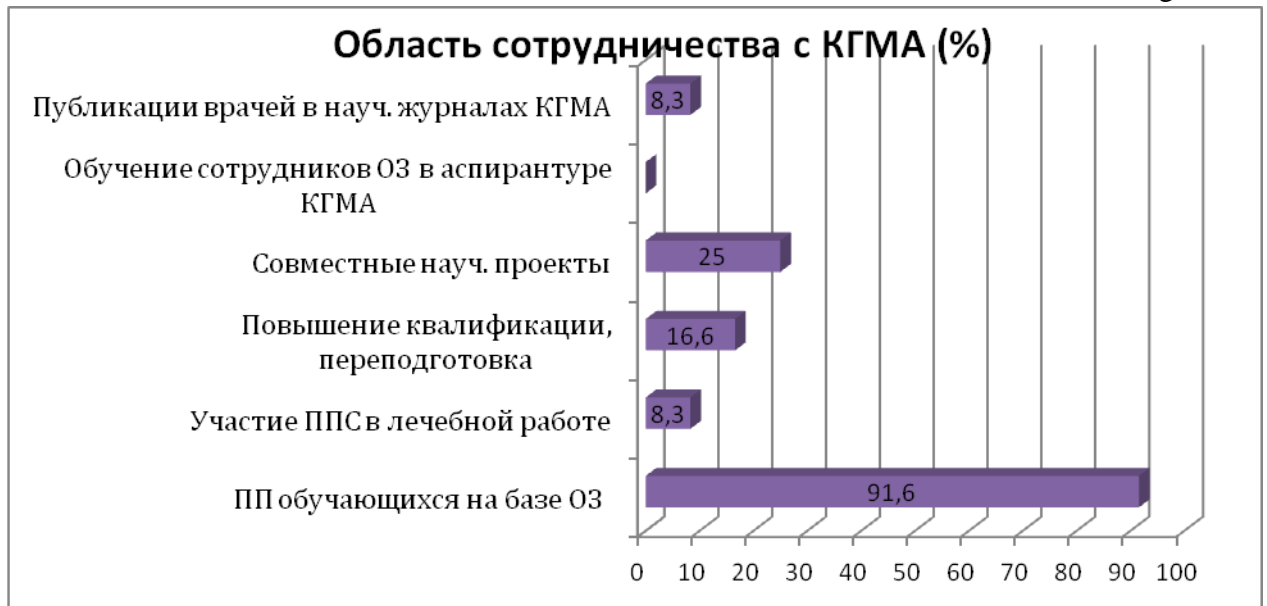
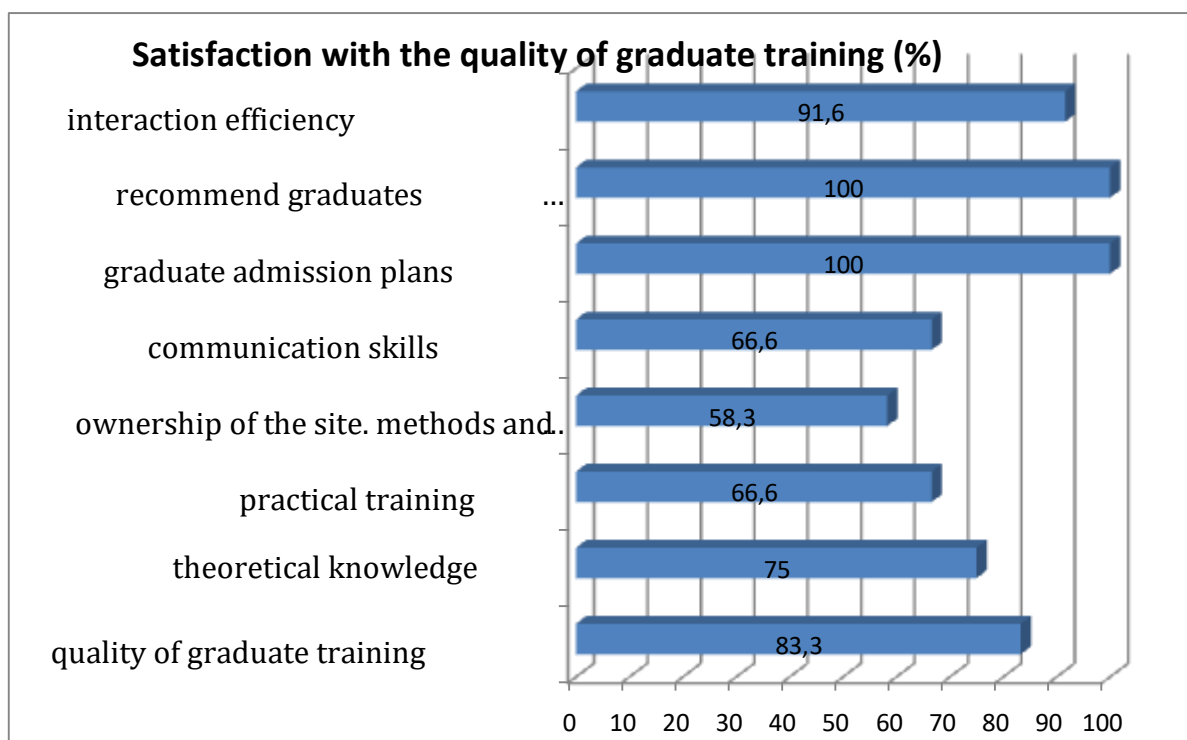


Figure 4.



In the 5 representatives practical public health services specified level satisfaction with the quality of training of KSMA graduates by the following indicators:

- Satisfaction with the quality of graduate training was 83.3%
- Satisfaction with the level of theoretical knowledge of graduates – 75%
- Satisfaction with the level of practical training of graduates – 66.6%

Satisfaction with graduates' proficiency in modern diagnostic and treatment methods and technologies -58.3%

Satisfaction with the level of communication skills of graduates – 66.6%

HO plans to hire KSMA graduates now and in the future -100%

Willingness to recommend KSMA graduates to other employers -100% 91.6% of representatives of the Ministry of Health believe that their interaction with KSMA is very effective

Table SWOT analysis of employer satisfaction assessment

Strengths (<i>S-strengths</i>)	Weaknesses (<i>W - weaknesses</i>)
15. 100% of employers are ready to hire KSMA graduates 16. 100% of employers are ready to recommend KSMA graduates to others HO 17. 83.3.% of employers are satisfied with the quality of training of KSMA graduates	2. There was a low percentage of 8.3% of joint activities for doctors ' publications in KSMA magazines
Opportunities (<i>O - opportunities</i>)	Threats (<i>T - threats</i>)
6. Strengthen the publication activities of medical practitioners.	3. Unwillingness of graduates to go to remote regions for practical work