

REPUBLIC OF TÜRKİYE
GİRESUN UNIVERSITY
TİREBOLU FACULTY OF COMMUNICATION (TİF)

**2026 SPRING SEMESTER STUDENT SATISFACTION SURVEY FINAL AND
COMPREHENSIVE EVALUATION REPORT**

Report Date: 15.06.2026

Survey Period: 2026 Spring

Number of Participants: 92 Responses

Method: 5-Point Likert Scale (1: Completely Dissatisfied – 5: Completely Satisfied)

1. Introduction and Methodology

This report is the final analysis conducted through a deductive method of the **46-item survey series (Screenshots 1 to 46)**, measuring the satisfaction of Radio, Television and Cinema (RTC) Department students across the following dimensions: instructional activities, academic staff, administrative processes, physical and technical infrastructure, social-sports facilities, campus life support services, and alumni relations. The report has been prepared in accordance with the institutional accreditation criteria of the Council of Higher Education Quality (YÖKAK).

2. Analytical Findings by Thematic Areas

Category A: Instructional Activities and Curriculum Alignment (Figures 1–10)

- **Courses and Content:** The currency of the curriculum and the balance between theoretical and practical courses generally range between 3.40 and 3.60. Students are moderately satisfied with the extent to which course content meets industry expectations.
- **Examinations and Assessment Transparency:** The timely announcement of exam schedules and the transparency of grading criteria present a consistent picture throughout the survey, remaining at an average of 3.50.

Category B: Academic Staff and Advisory Services (Figures 11–20)

- **Accessibility of Academic Staff:** The accessibility of academic personnel outside of class hours, their adherence to office hours, and their constructive attitudes toward students stand at an average of 3.75, representing one of the strongest areas of the survey.
- **Academic Advising:** The guidance provided by advisors during course registration and career planning processes was rated as successful, with the "Undecided" response reaching its minimum level in this area.

Category C: Physical, Technical, and Technological Infrastructure (Figures 21–30)

- **Studios and Laboratories:** The editing studios, the adequacy of camera/lighting equipment, and laboratory availability hours — which are of critical importance given the nature of the RTC Department — are confined to the 2.80–3.10 range. Insufficient equipment or high demand creates dissatisfaction among some students.

- **Classroom Comfort and Library:** The physical equipment of classrooms (projectors, ventilation) and the ease of access to digital databases in the library average around 3.20.

Category D: Research Incentives, Social-Sports Areas, and Counseling (Figures 31–40)

- **Research and Project Support:** Institutional support for student-developed research projects scored 3.68, and achievement incentives scored 3.49 — both notably high results.
- **Social and Sports Facility Crisis:** The physical adequacy of social, cultural, and sports facilities on campus scored 2.07, while the frequency of sports events scored 2.12 — the clearest red-flag zone of the entire survey. More than half of students find these areas completely insufficient.
- **Psychological Counseling (PDR):** Service quality and accessibility remain at an average of 2.48, placing this among the areas requiring improvement.

Category E: Campus Living Areas, Security, and Alumni System (Figures 41–46)

- **Daily Commercial Services:** The on-campus availability of ATMs, stationery, and photocopying services scored 2.16. 47.8% of respondents are completely dissatisfied with this situation.
- **Campus Security:** The adequacy of on-campus security services scored 2.49, with a particularly poor perception regarding nighttime supervision.
- **Cafeteria and Achievement Incentives:** Cafeteria quality was accepted at a reasonable level of 3.30, while the university's general policy on promoting academic achievement received approval at 3.40.
- **Alumni Tracking:** The operational effectiveness of the alumni monitoring system averaged 2.80, demonstrating the need to strengthen institutional ties.

3. Accreditation-Oriented SWOT Analysis Across the Full Dataset

STRENGTHS	WEAKNESSES
• Quality, sincerity, and accessibility of academic staff. • Institutional support for scientific research projects (3.68). • Culture of promoting academic achievement (3.40). • Cafeteria services meeting general standards (3.30).	• Insufficient social, cultural, and sports facilities/events on campus (2.07–2.12). • Inadequate coverage of basic logistical needs such as stationery, ATMs, and courier services (2.16). • Perceived lack of on-campus lighting and security (2.49). • Technical infrastructure and laboratory congestion for applied RTC courses.

4. PDCA (Plan–Do–Check–Act) Cycle and Action Plan

Physical Infrastructure and Commercial Services (Act / Plan):

Administrative decisions must be taken at the rectorate level to address the daily services issue (2.16) and the social facilities deficiency (2.07). ATM shared areas should be established on campus immediately, and a contracted stationery/print center should be opened.

Security Revision (Do):

To eliminate students' low perception of campus security (2.49), turnstile card systems should be installed at campus entrance gates, and outdoor lighting — particularly in the vicinity of the Faculty of Communication building — should be improved.

Technical Equipment and Laboratory Optimization (Check):

To improve efficiency in the RTC Department's editing and filming studios, an appointment scheduling software should be developed in coordination with student communities, and the number of camera and microphone sets should be increased from the equipment budget.

Counseling Services and Alumni Outreach Campaign (Do):

Awareness days should be organized within the faculty for both the Psychological Counseling Center (2.48) and the Alumni Tracking System (2.80) to ensure that students remain connected to the institutional ecosystem.

Summary Assessment: Examining the survey as a whole, it is evident that the university successfully meets accreditation criteria in the areas of "**Academic and Administrative Human Resources**" and "**Scientific Development Incentives**"; however, it clearly requires urgent structural reforms in the areas of "**Quality of Campus Living Spaces**", "**Social Infrastructure**", and "**Logistical Support Services**".