

**Program Evaluation Form.
Exit Survey**

**Mediation and conflict management
November 2023 - February 2025**

Basic information and general results

Training Details

Program: **Mediation and conflict management**

Period of Study: **November 2023 - February 2025**

Number of Applicants: **11 people**

Rating scale, %

Excellent: **90-100**

Good: **70-89**

Satisfactory: **50-69**

Unsatisfactory: **0-49**

Rating categories:

Participated: **10 people**

Survey structure:

Chapter 1: average score: 86,63%

Chapter 2: average score: 92,67%

Chapter 3: yes, the program meets the EP (85%)

Chapter 4: 100% recommend the program

Survey Structure

Chapter 1: Assessment of the impact of knowledge and skills on professional growth and development

Chapter 2: Assessing the Quality of the Program

Chapter 3: Assessment of the curriculum and work of the KROK Business School

Chapter 4: Feedback

Chapter 1. How do you assess the impact of knowledge and skills received during the study for your professional growth and development?

Average score

Number of questions: **16 questions**

Average score for chapter 1: **86,63%**

Rating categories: 5 - Very sufficient, 4 - Sufficient, 3 - Moderate, 2 - Insufficient, 1 - Not applicable

Survey results:

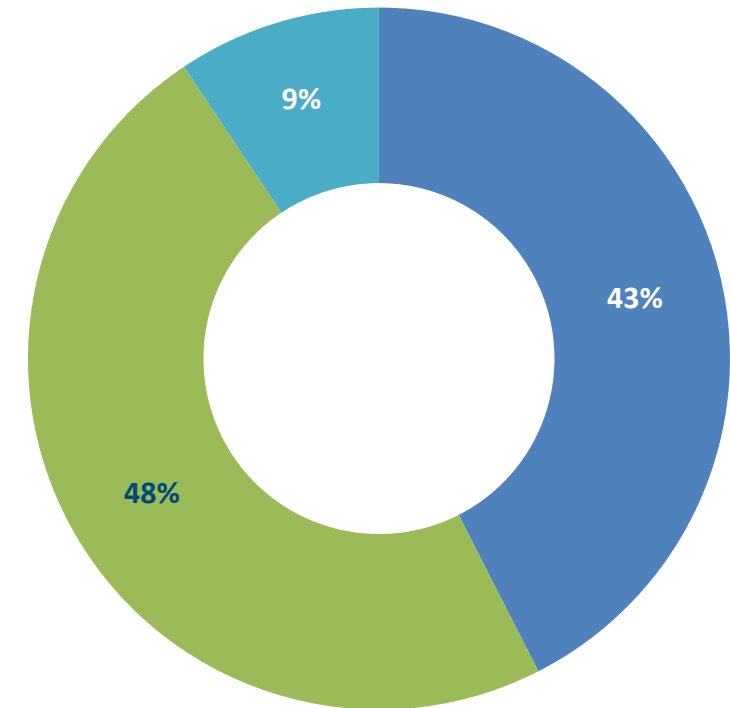
Very sufficient: **42,5%**

Sufficient: **48,1%**

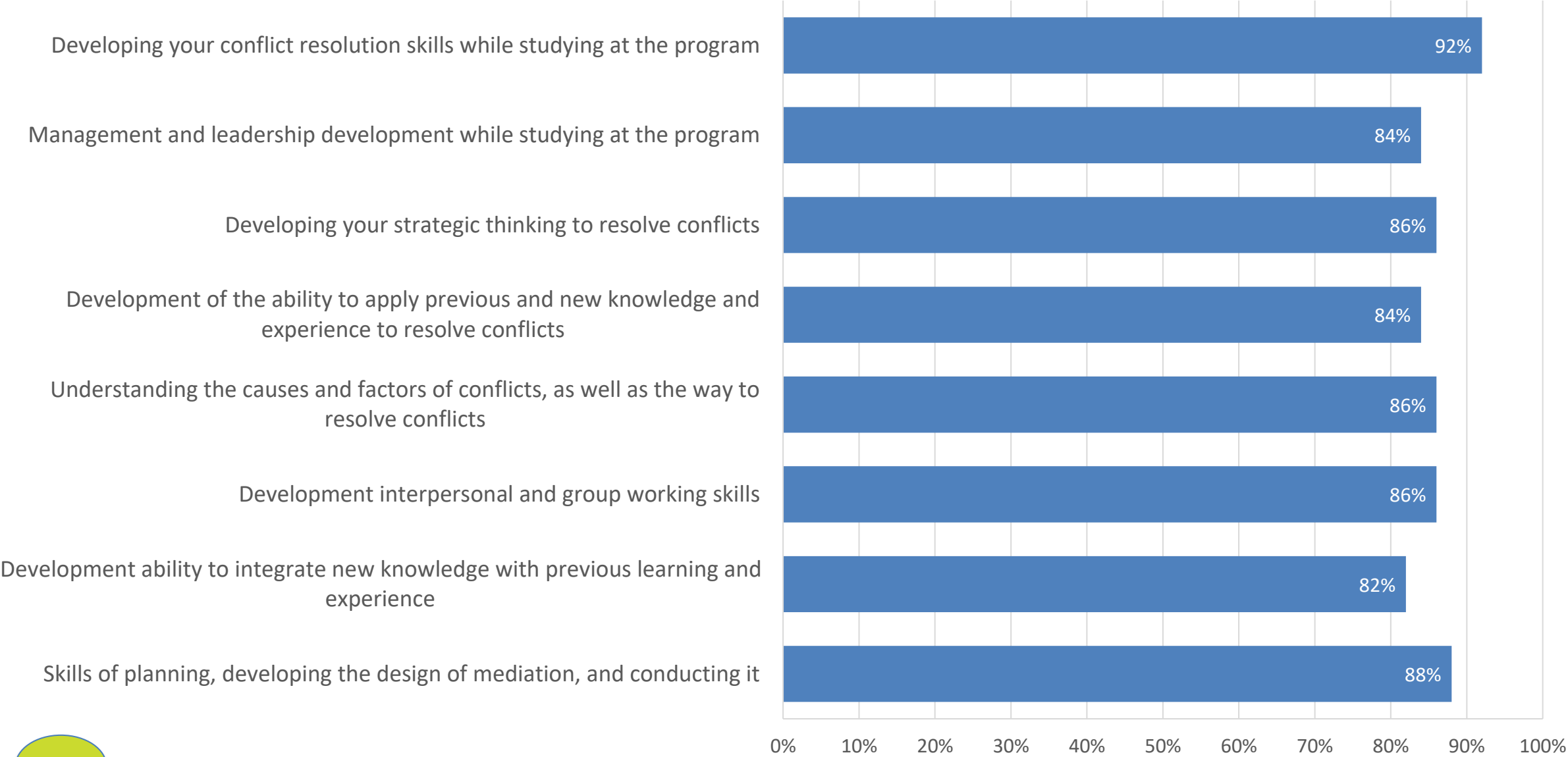
Moderate: **9,4%**

Insufficient: **0%**

Not applicable: **0%**



Chapter 1. How do you assess the impact of knowledge and skills received during the study for your professional growth and development?



Chapter 1. How do you assess the impact of knowledge and skills received during the study for your professional growth and development?



Chapter 2. Assessing the Quality of the Program

Average score

Number of questions: **12 questions**

Average score for chapter 2: **92,67%**

Rating categories: 5 - Strongly agree, 4 - Agree, 3 - Undecided, 2 - Disagree, 1 - Strongly disagree

Survey results:

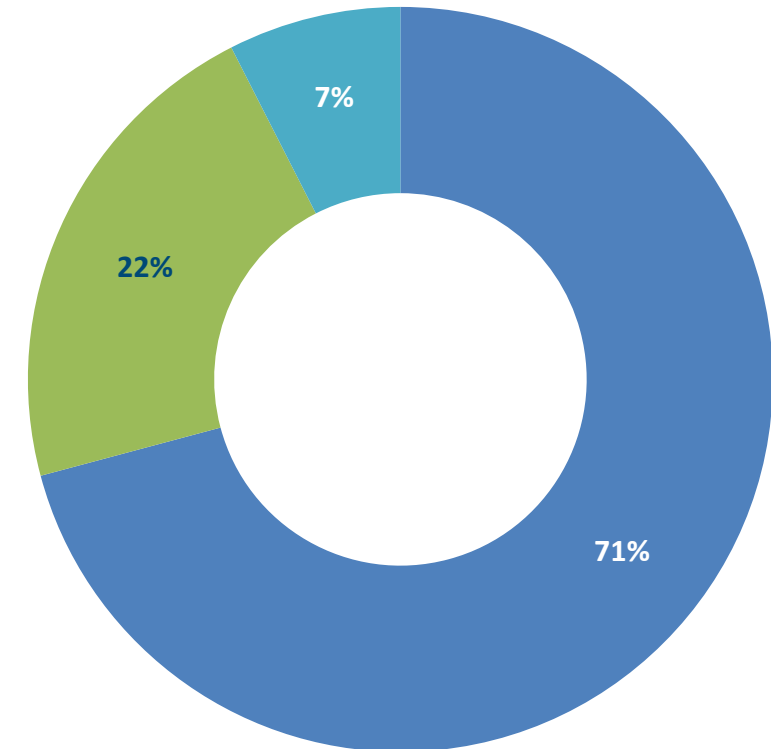
Strongly agree: **70,8%**

Agree: **21,7%**

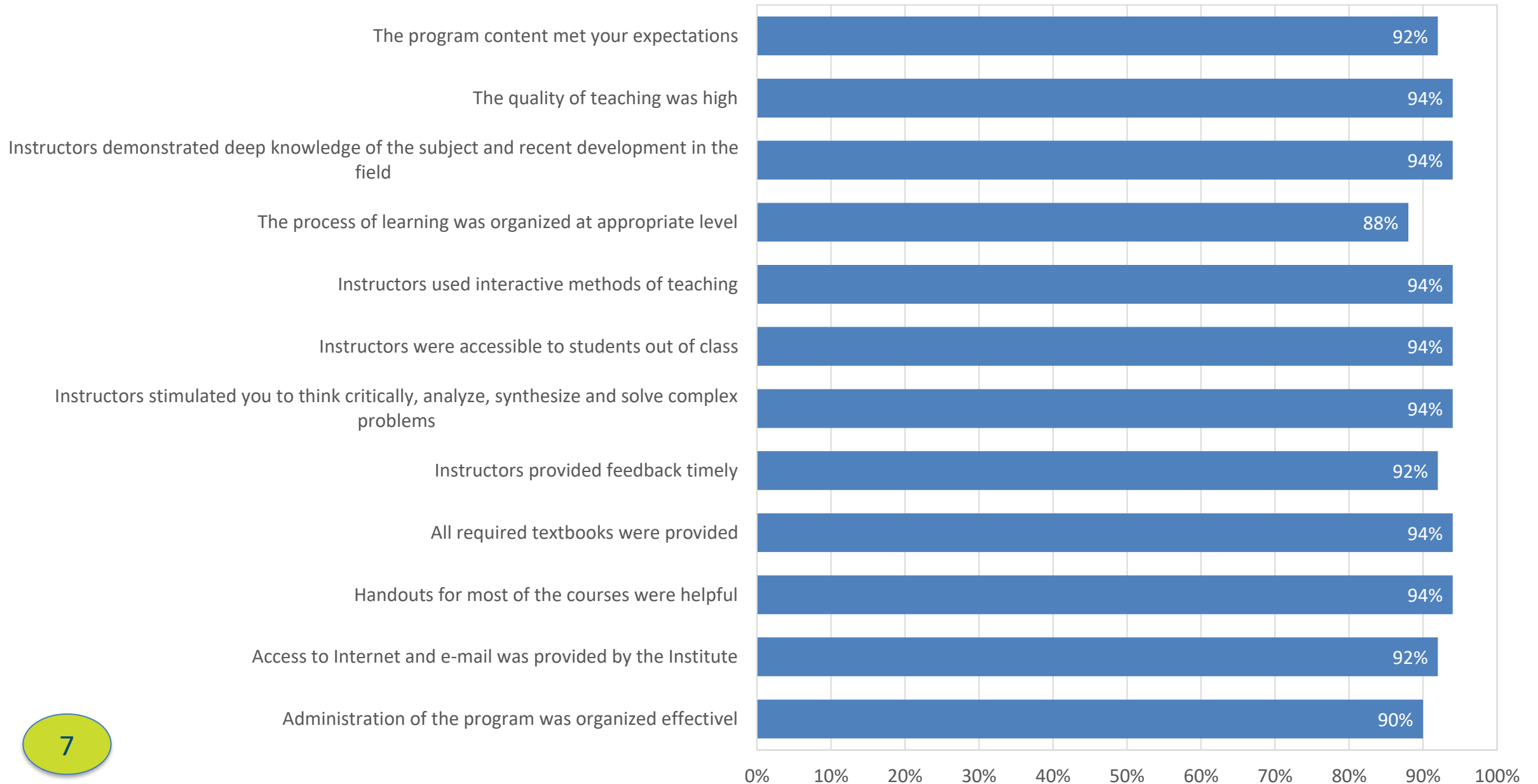
Undecided: **7,5%**

Disagree: **0%**

Strongly disagree: **0%**



Chapter 2. Please, indicate to what extent you agree with questions mentioned below



Chapter 3. Assessment of the curriculum and work of the KROK Business School

Average score

Number of questions: **10 questions**

Average score for chapter 3: **95,5%**

Rating categories: «Yes», «More yes», «More no», «No»

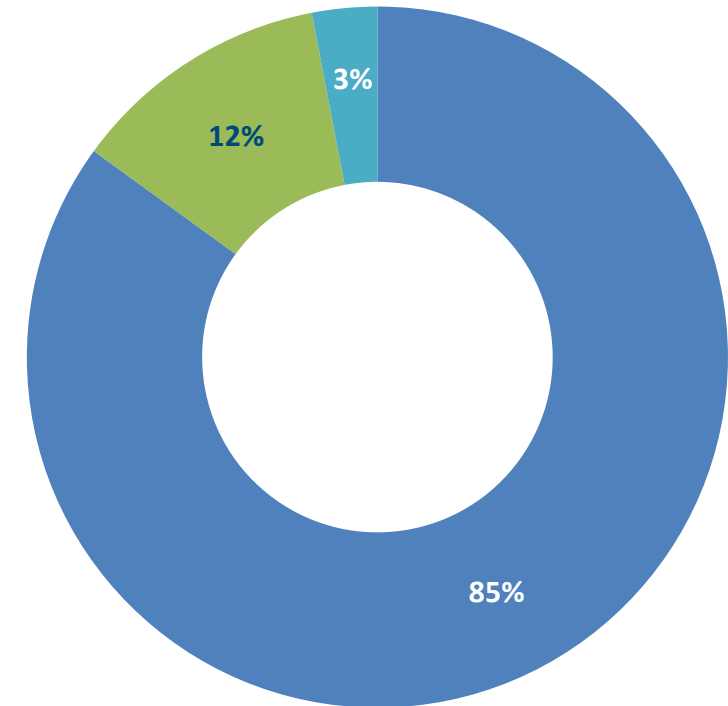
Survey results:

Yes: **85%**

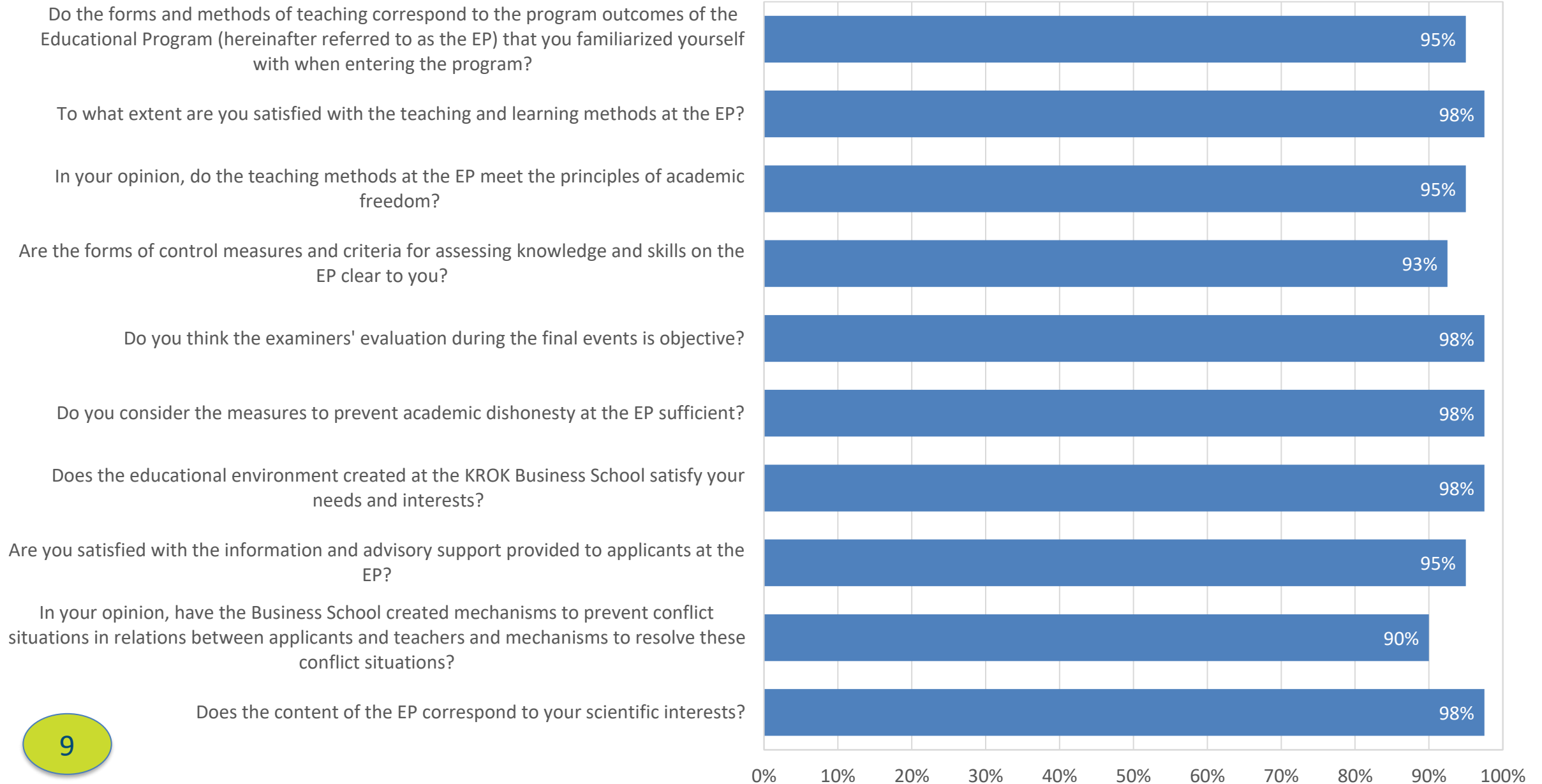
More yes: **12%**

More no: **3%**

No: **0%**



Chapter 3. Assessment of the curriculum and work of the KROK Business School



Question 1: Do the forms and methods of teaching correspond to the program outcomes of the Educational Program (hereinafter referred to as the EP) that you familiarized yourself with when entering the program?

Results question 1:

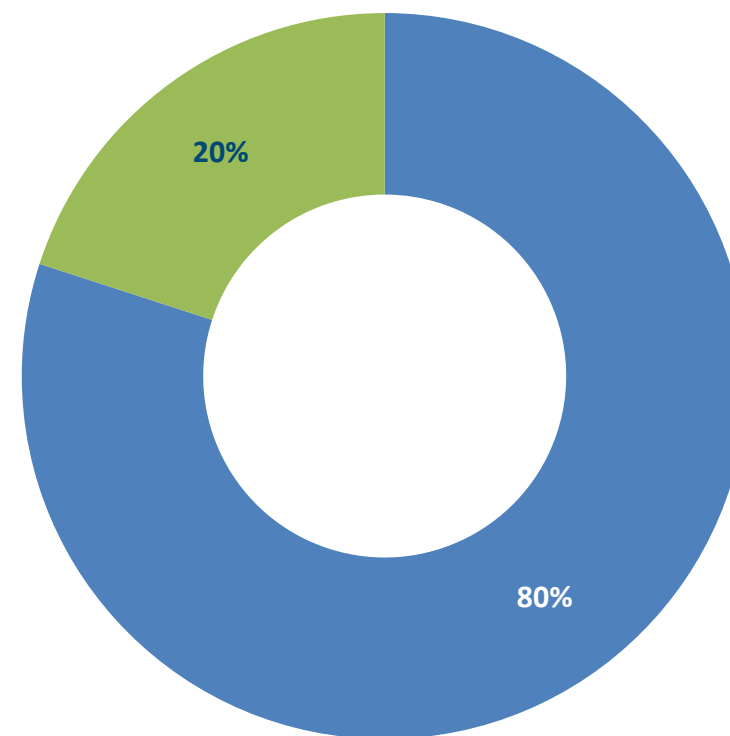
Average score on the question: **95%**

Yes, they answer: **80%**

Mostly, they answer: **20%**

Mostly, they don't answer: **0%**

Don't answer: **0%**



Question 2: To what extent are you satisfied with the teaching and learning methods at the EP?

Results question 2:

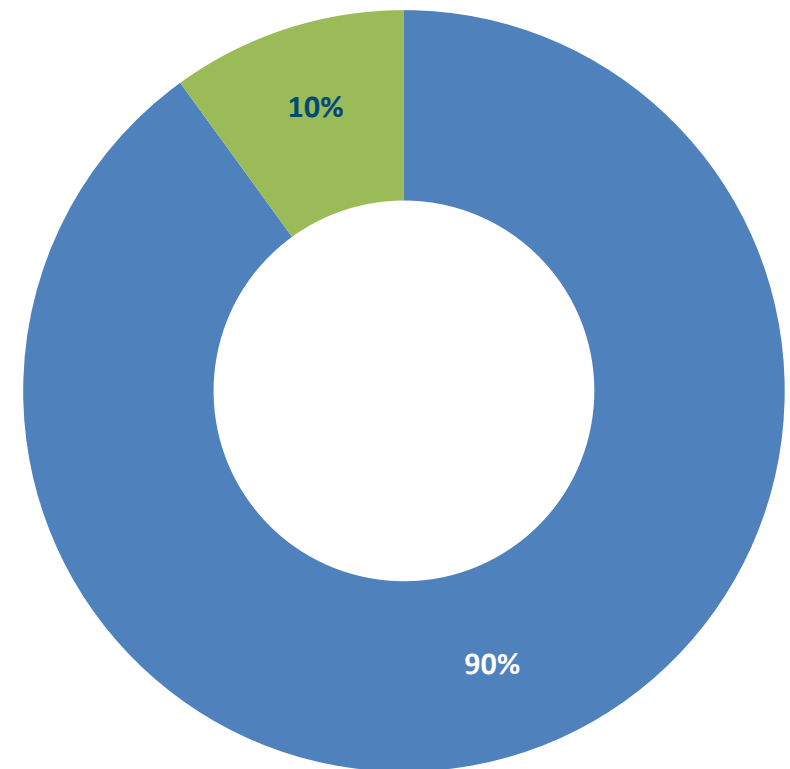
Average score on the question: **97,5%**

Completely satisfied: **90%**

Rather satisfied: **10%**

Rather not satisfied: **0%**

Not satisfied: **0%**



Question 3: In your opinion, do the teaching methods at the EP meet the principles of academic freedom?

Results question 3:

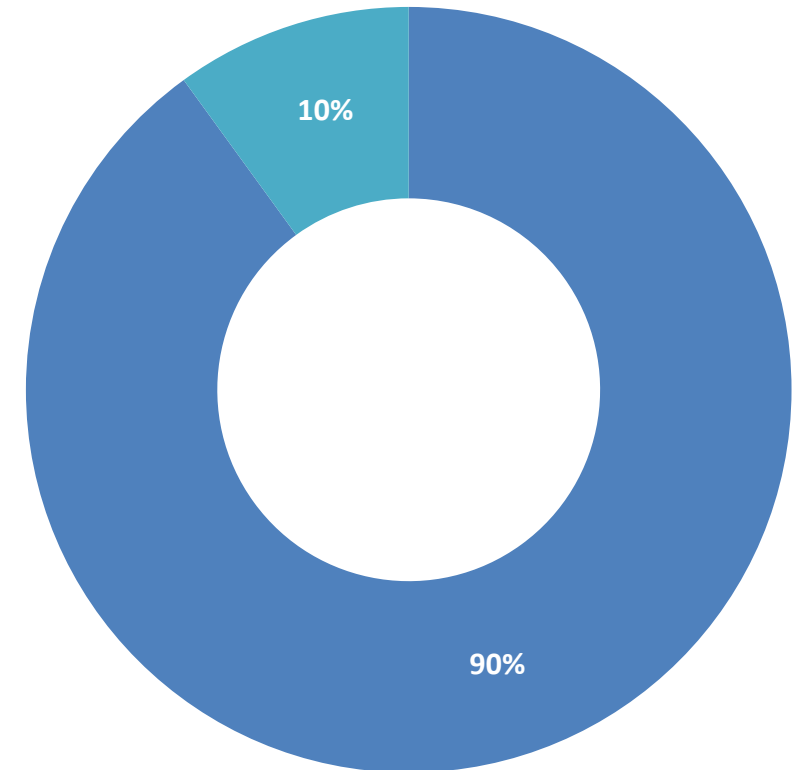
Average score on the question: **95%**

Yes, they do: **90%**

Rather, they do: **0%**

Rather, they don't: **10%**

No, they don't: **0%**



Question 4: Are the forms of control measures and criteria for assessing knowledge and skills on the EP clear to you?

Results question 4:

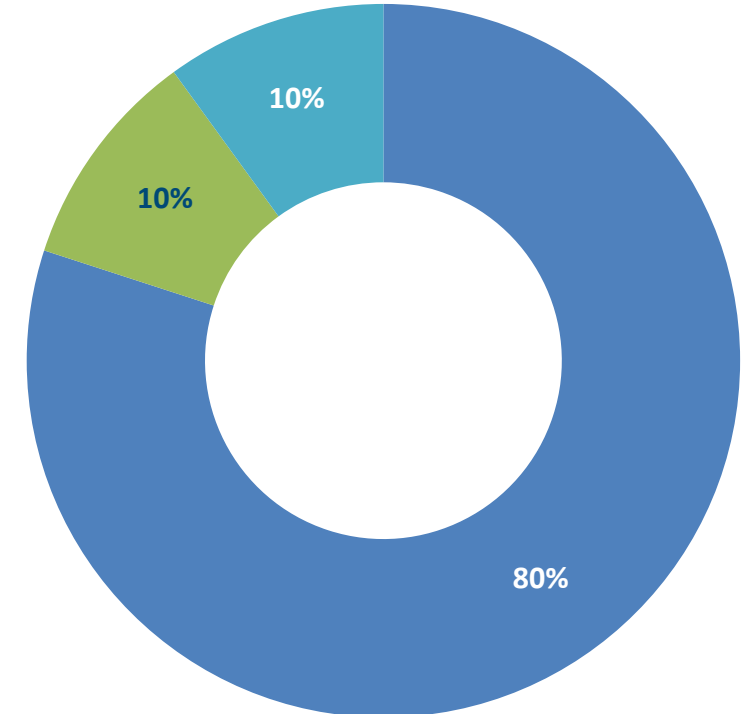
Average score on the question: **92,5%**

Yes, completely clear: **80%**

Rather clear than not clear: **10%**

Rather not clear than clear: **10%**

Not clear: **0%**



Question 5: Do you think the examiners' evaluation during the final events is objective?

Results question 5:

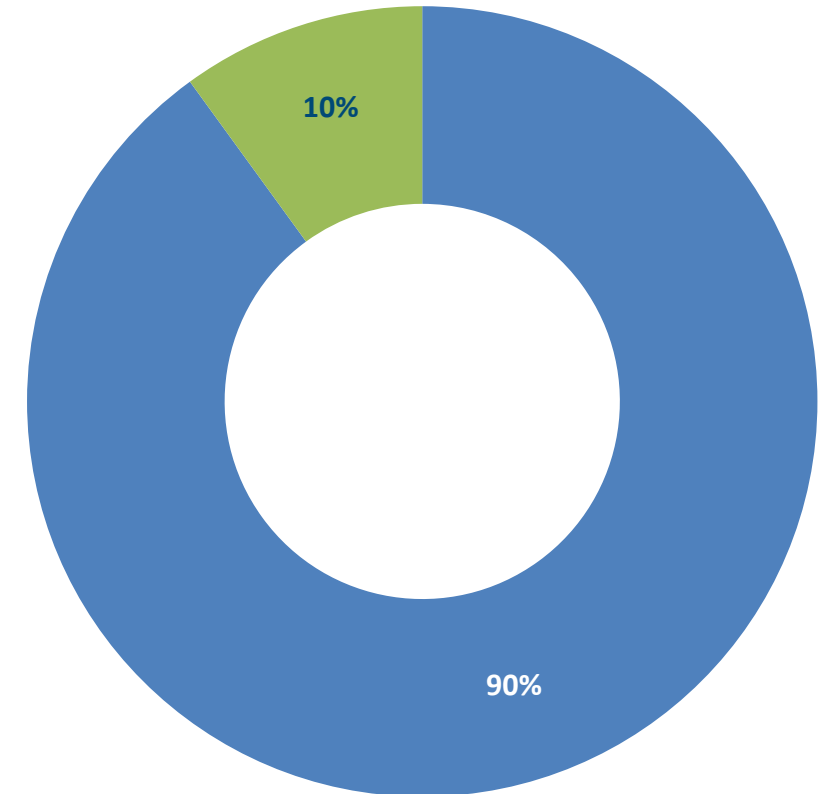
Average score on the question: **97,5%**

Yes, I think it is objective: **90%**

More objective than not objective: **10%**

More not objective than objective: **0%**

No, I don't think it is objective: **0%**



Question 6: Do you consider the measures to prevent academic dishonesty at the EP sufficient?

Results question 6:

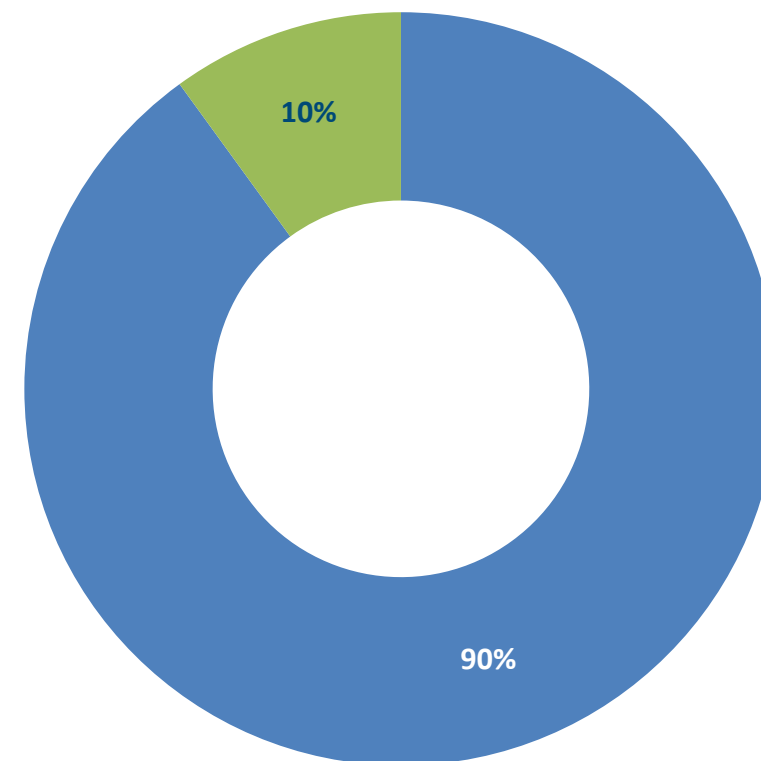
Average score on the question: **97,5%**

Yes, I consider them sufficient: **90%**

I consider them rather sufficient than insufficient: **10%**

I consider them rather insufficient than sufficient: **0%**

I consider them insufficient: **0%**



Question 7: Does the educational environment created at the KROK Business School satisfy your needs and interests?

Results question 7:

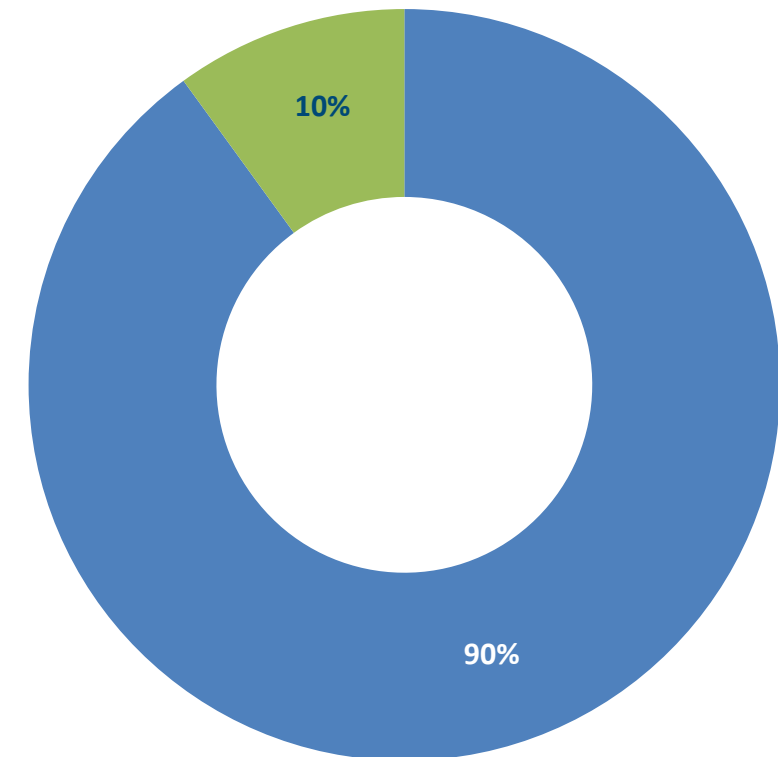
Average score on the question: **97,5%**

Yes, it satisfies: **90%**

More likely to satisfy than not satisfy: **10%**

More likely to not satisfy than satisfy: **0%**

Not satisfying: **0%**



Question 8: Are you satisfied with the information and advisory support provided to applicants at the EP?

Results question 8:

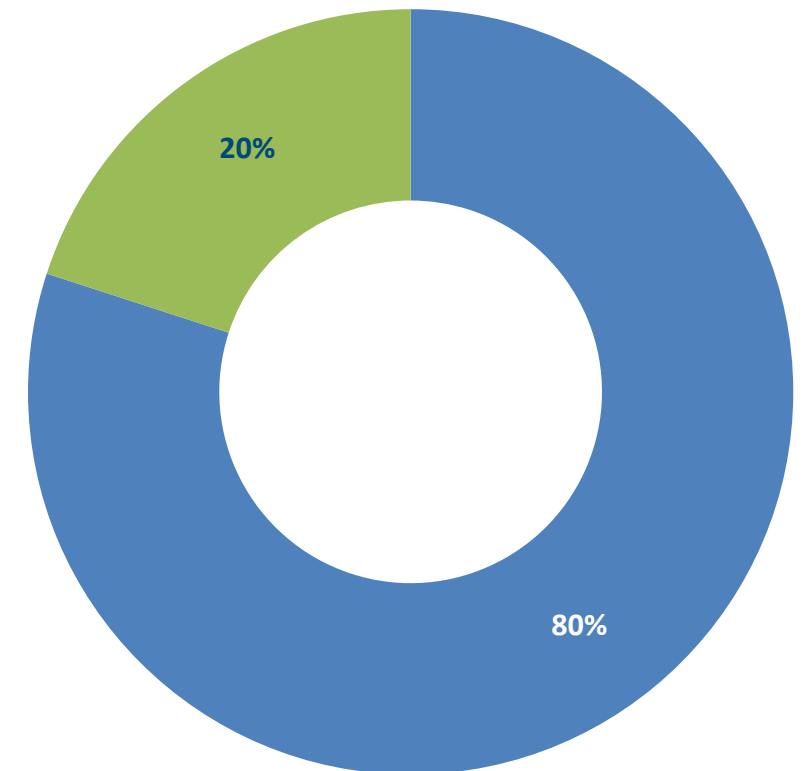
Average score on the question: **95%**

Yes, satisfactory: **80%**

Rather satisfactory than unsatisfactory: **20%**

Rather unsatisfactory than satisfactory: **0%**

No, unsatisfactory: **0%**



Question 9: In your opinion, have the Business School created mechanisms to prevent conflict situations in relations between applicants and teachers and mechanisms to resolve these conflict situations?

Results question 9:

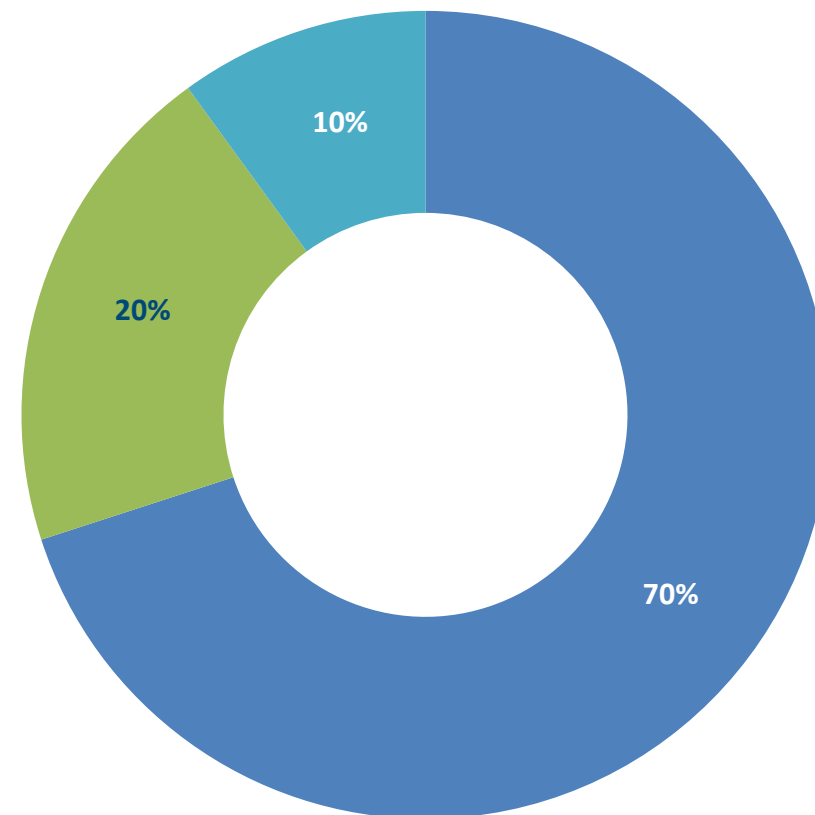
Average score on the question: **90%**

Yes, created: **70%**

Rather created than not created: **20%**

Rather not created than not created: **10%**

Not created: **0%**



Question 10: Does the content of the EP correspond to your scientific interests?

Results question 10:

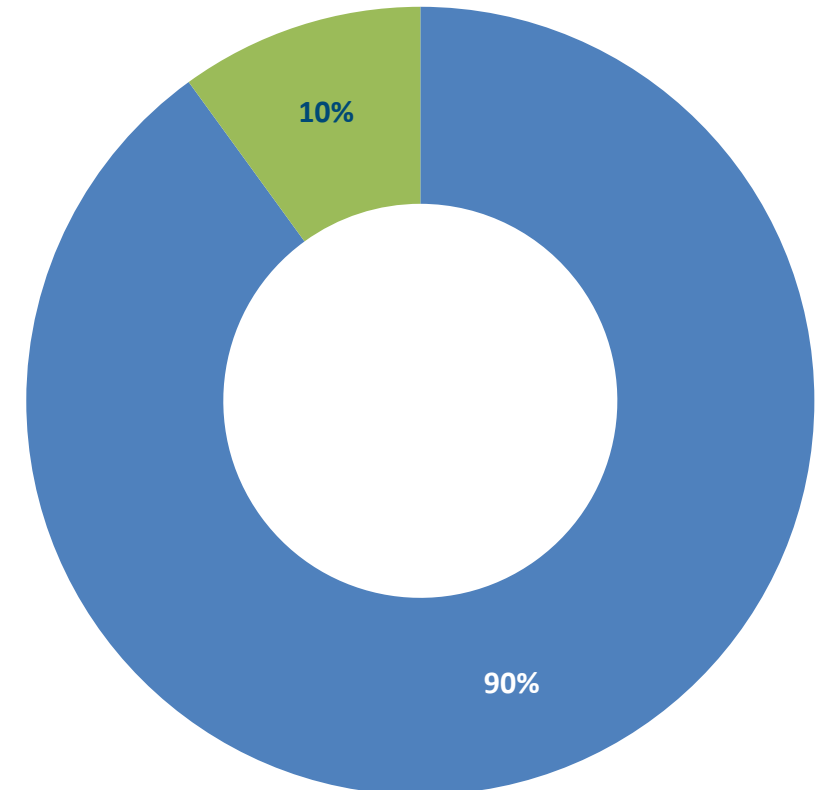
Average score on the question: **97,5%**

Yes, it corresponds: **90%**

More likely to correspond than not correspond: **10%**

More likely to not correspond than correspond: **0%**

Not relevant: **0%**





Chapter 4. Feedback

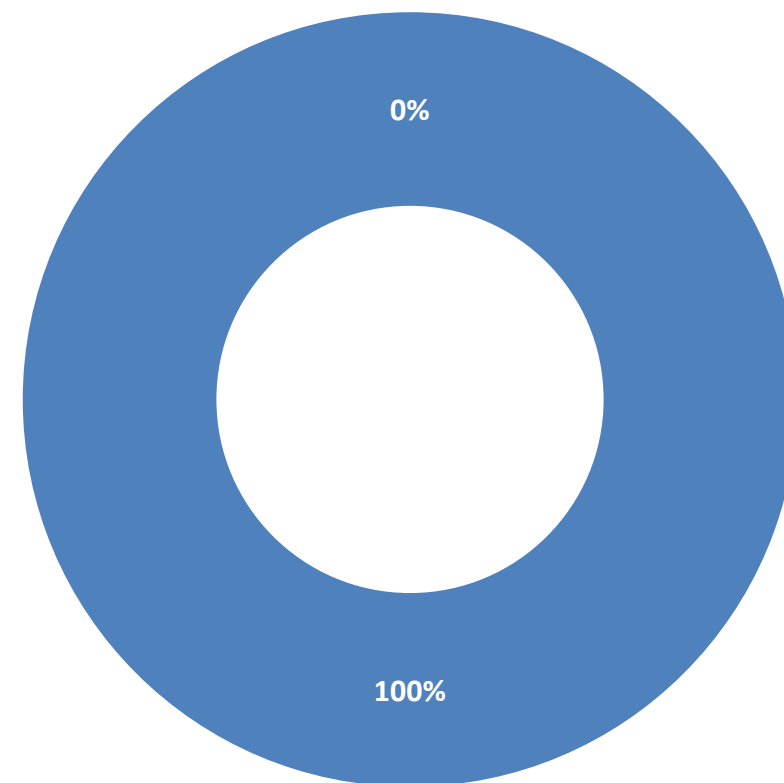
Question 1: Would you recommend the program to others?

Results question 1:

Average score on the question: **100%**

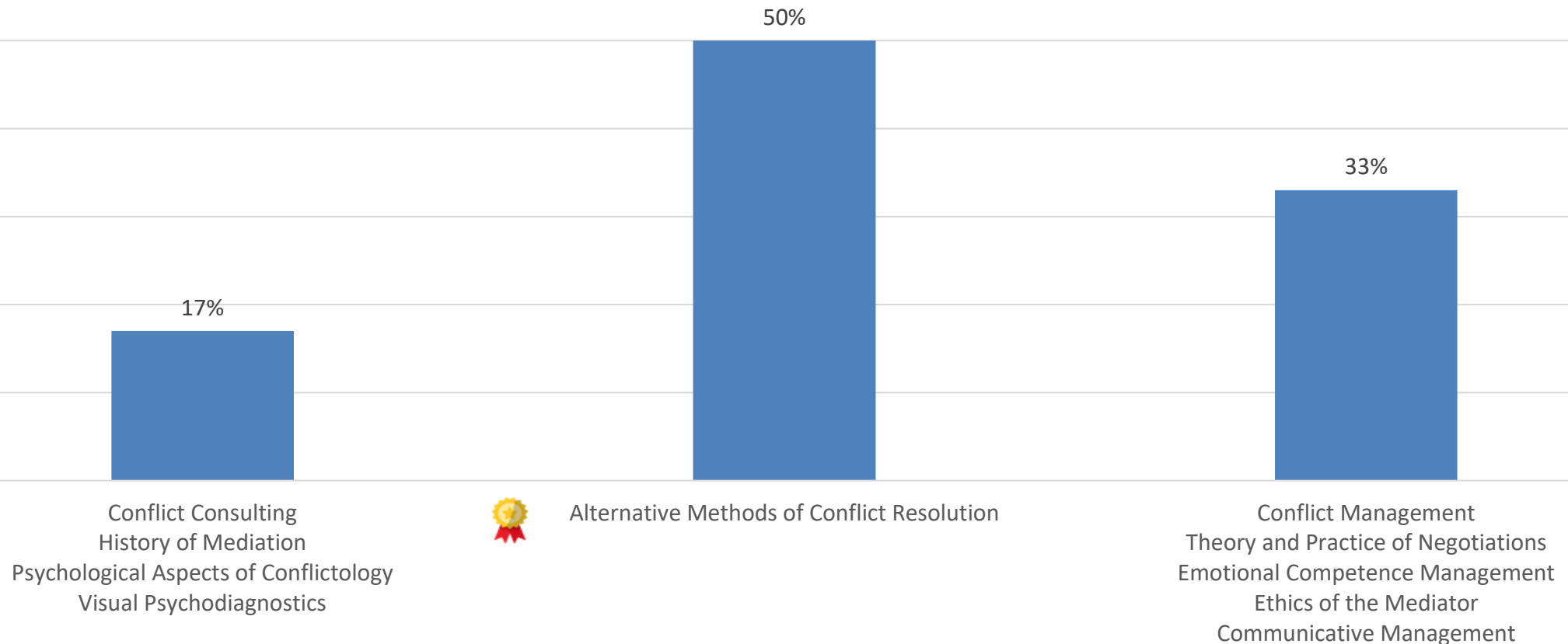
Yes: **100%**

No: **0%**



Question 2: What was the most relevant course or experience in program?

Ranking of courses identified by applicants as the most relevant



Question 3: What you recommend to change to improve the program quality?

Everything is great!

The training in the program was generally very valuable and inspiring. I would especially like to note the team's desire to constantly improve - this is very motivating to share ideas that can make the program even more convenient and effective for participants. It would be convenient to receive advance reminders about deadlines - this will avoid unnecessary stress during periods of active learning.

A good addition to the program would be master classes dedicated to the real mediation process.

Regarding the technical part - it would be convenient to have alternative communication channels where information is duplicated, and also to avoid changing e-mail when changing the surname, as this creates certain difficulties with access to training materials. It would also be great if the program included even more simulations - this is indeed a very effective format for deeper mastery of skills.

Question 4: Are you employed after completing the program?

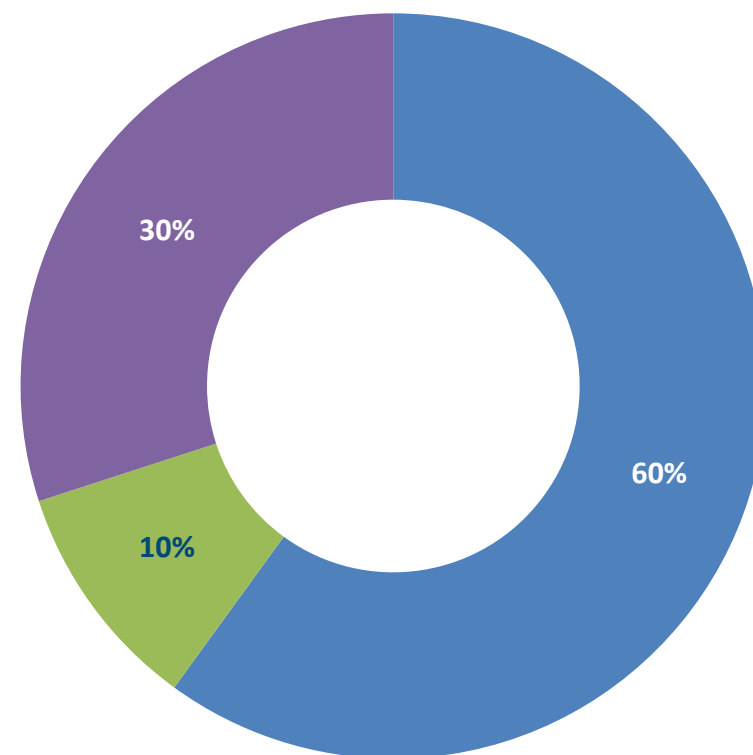
Results question 4:

Yes, I'm full-time employed: **60%**

Yes, I'm employed part-time: **0%**

I am unemployed and seeking employment: **10%**

No, I'm not searching a job: **30%**



Question 5: Do you apply knowledge and skills acquired during the study in your business practice?

Results 5 question:

Average score on the question: **95%**

Yes: **90%**

No: **10%**

