Client satisfaction survey

01.05.2023 – 31.10.2023

I am happy with the lessons; I like my course (3.71 / -0.01)

The teaching material helps me to learn (3.61 / +0.01)

I am happy with my teacher (3.81 / -0.02)

My teacher is friendly & I feel comfortable in class (3.89 / -0.01)

The lessons are goal-oriented and help me in my professional and private life (3.60 / +0.03)

The lessons are varied and interesting (3.69 / +0.01)

My classroom is clean and comfortable (3.69 / -0.08)

The media and technical equipment (3.60 / -0.03)

I can participate actively in the course (3.77 / -0.07)

I would recommend Academia to others (3.76 / 0.00)

We regularly measure our clients' satisfaction using an online questionnaire. In this survey, **809** people from all parts of the country and from various language courses took part. They gave us valuable feedback for our work. This survey is not representative.

Scale 1-4, 4 = best evaluation
4 = very good (++) / agree (++)
3 = good (+) / mostly applicable (+)
2 = not satisfactory (-) / rather does not apply (-)
1 = bad (--) / disagree (--)

academia
Languages

01.05.2022 – 30.04.2023

I am happy with the lessons; I like my course (3.72)

The teaching material helps me to learn (3.60)

I am happy with my teacher (3.83)

My teacher is friendly and I feel comfortable in class (3.90)

The lessons are goal-oriented and help me in my professional and private life (3.57)

The lessons are varied and interesting (3.68)

My classroom is clean and comfortable (3.77)

The media and technical equipment (3.63)

I can participate actively in the course (3.84)

I would recommend Academia to others (3.76)

We regularly measure our clients' satisfaction using an online questionnaire. In this survey, **1325** people from all parts of the country and from various language courses took part. They gave us valuable feedback for our work. This survey is not representative.

Scale 1-4, 4 = best evaluation
4 = very good (++) / agree (++)
3 = good (+) / mostly applicable (+)
2 = not satisfactory (-) / rather does not apply (-)
1 = bad (--) / disagree (--)

academia
Languages

01.01.2022 – 31.05.2022

I am happy with the lessons; I like my course (3.73)

The teaching material helps me to learn (3.60)

I am happy with my teacher (3.86)

My teacher is friendly and I feel comfortable in class (3.93)

The lessons are goal-oriented and help me in my professional and private life (3.59)

The lessons are varied and interesting (3.68)

My classroom is clean and comfortable (3.79)

The media and technical equipment (3.58)

I can participate actively in the course (3.79)

I would recommend Academia to others (3.77)

We regularly measure our clients' satisfaction using an online questionnaire. In this survey, **509** people from all parts of the country and from various language courses took part. They gave us valuable feedback for our work. This survey is not representative.

Scale 1-4, 4=best evaluation
4 = very good (++) / agree (++)
3 = good (+) / mostly applicable (+)
2 = not satisfactory (-) / rather does not apply (-)
1 = bad (--) / disagree (--)