



**INTERNATIONAL
BALKAN
UNIVERSITY**

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Report on Student Satisfaction with University services

Skopje, 2026

Introduction

This report presents the findings of the survey conducted to assess students' satisfaction with university services. The survey is a mandatory component of the university's quality assurance processes and serves the following purposes:

- To collect data on students' perceptions of the quality of provided services;
- To identify deficiencies and highlight aspects of service provision that require corrective refinement; and
- To identify concrete measures and actions aimed at improving service quality.

This activity represents the guiding principle of the university as a student-centered institution which acknowledges students' needs and opinions and takes proactive approach in creating better campus experience.

Survey Design

The questionnaire used for this purpose was structured into three main sections:

- **General University Services**

This section covered units providing services to all students, including the Management, Student Affairs Office, Accounting Office, Legal Affairs Office, IT Services, Media, and campus environment. It consisted of 13 statements on a 4-point Likert scale, assessing students' satisfaction with these services.

- **Specific University Services**

This section focused on services that may or may not be used by all students. It included 20 statements related to the Library, Career Center, Counseling and Psychological Services (CAPS), Student Well-being Center (Student Clubs and Sports Area), Erasmus Office, IBU Dental Polyclinic, Green Office, Shuttle Bus Service, and campus cafés. Responses were measured on a 4-point Likert scale, with an additional option for students who did not use a particular service.

- **Open-ended questions**

Students were asked to identify the services they were most and least satisfied with and to explain their reasons. An additional open-ended question invited general feedback, comments, or concerns regarding university services.

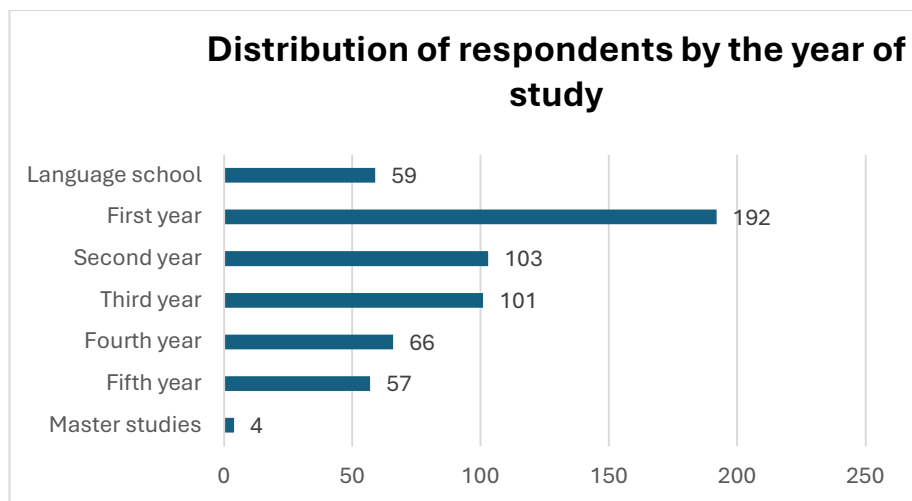
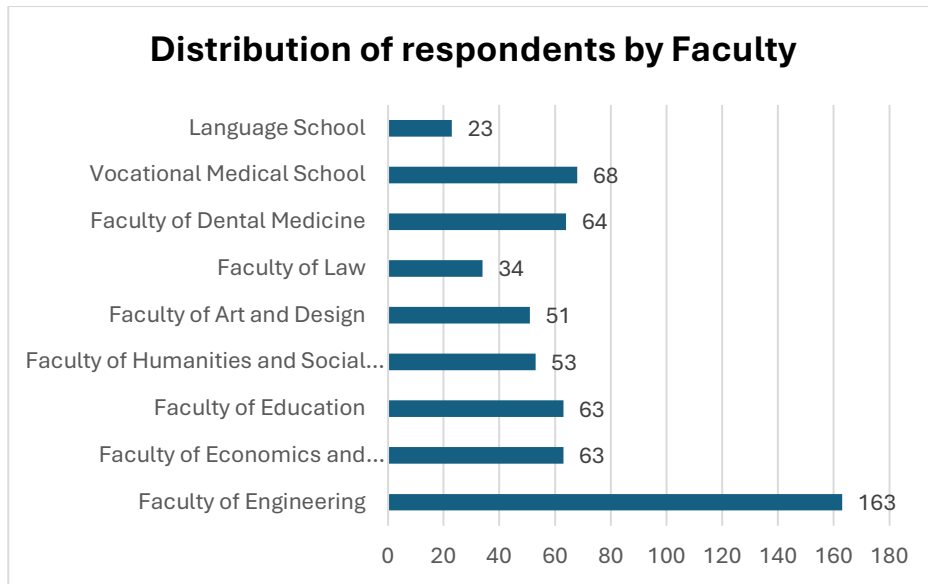
Survey Administration

The survey was open for two months, from mid-December 2025 to mid-February 2026. It was distributed online, and participation was voluntary.

A total of **582 students** completed the questionnaire.

Results

The following section presents the results obtained from the survey.



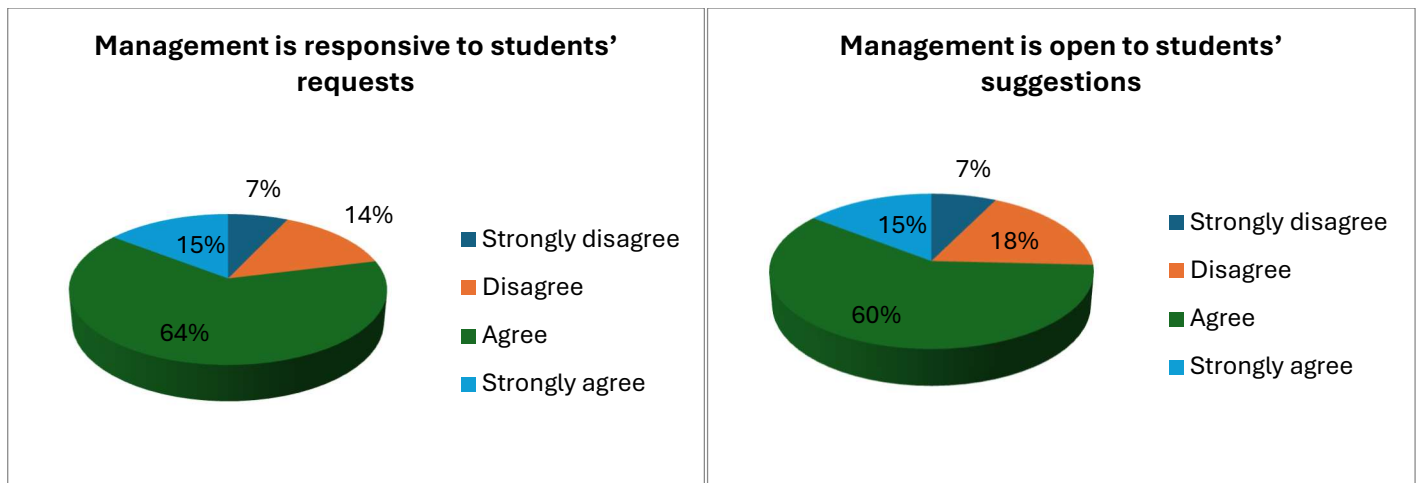
Most of the students who completed the survey were from the Faculty of Engineering. Other faculties are also represented with sufficient number of respondents. In terms of the study year, first-year students formed the largest group, indicating strong engagement from newcomers to the university. Second- and

third-year students, as well as students from the Language school also contributed substantially, while master's students were minimally represented.

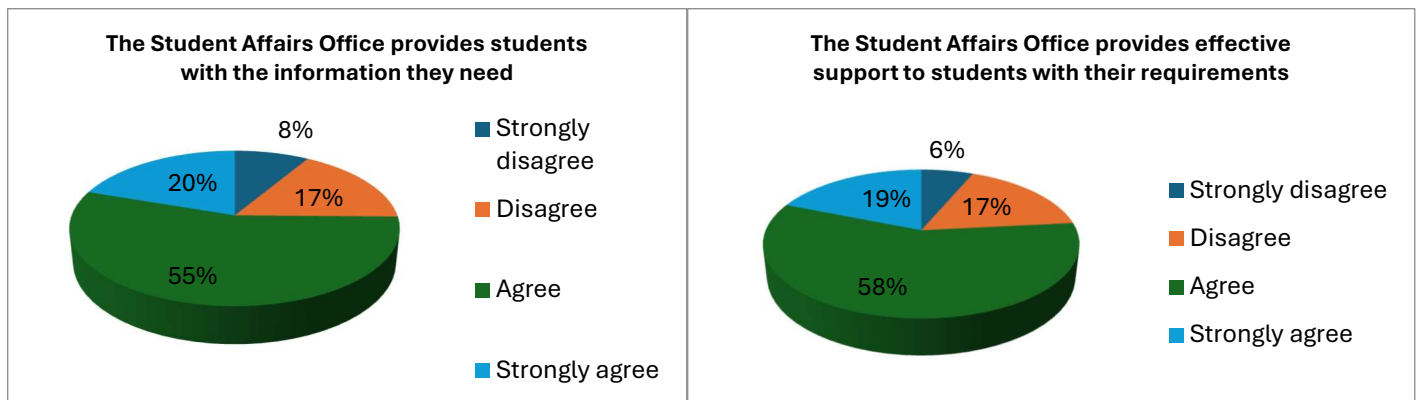
General University Services

In this part are presented results that refer to students' satisfaction with general university services.

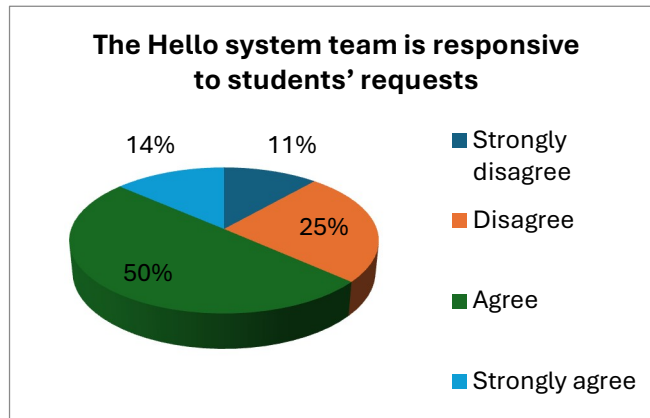
Management



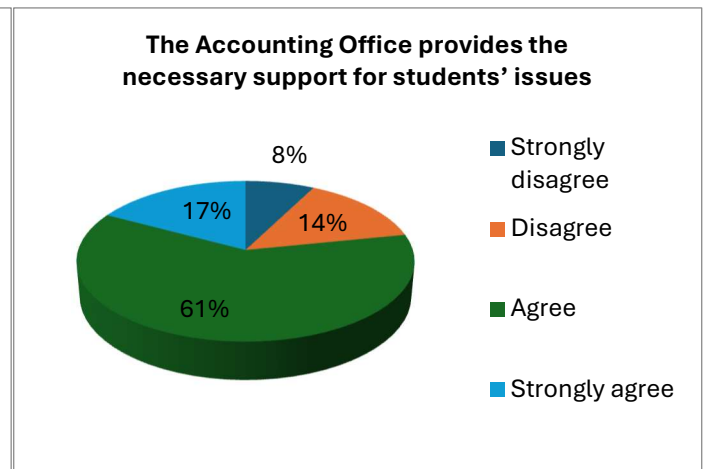
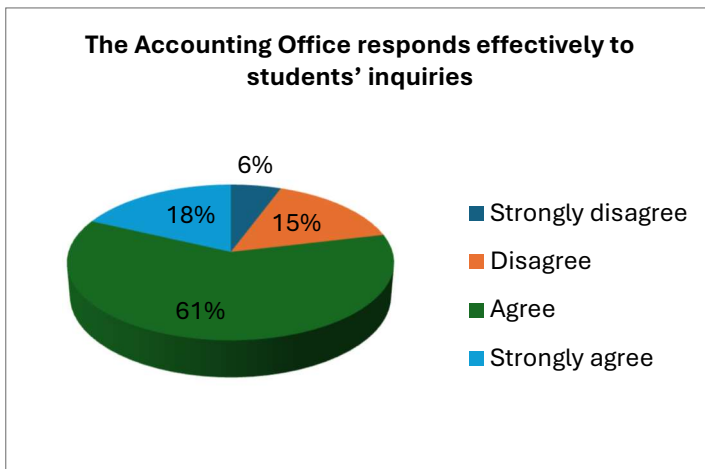
Student Affairs Office



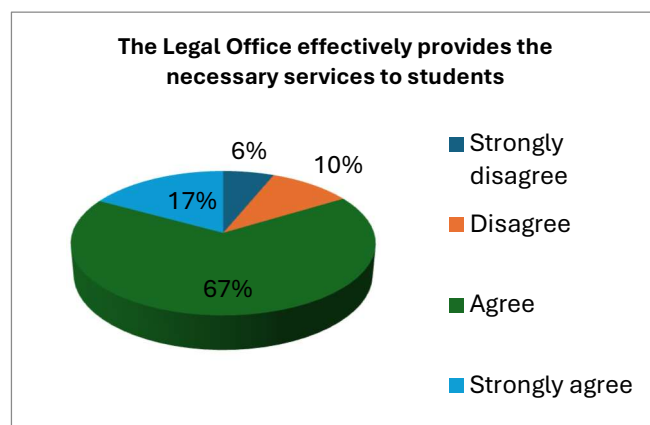
Hello support



Accounting Office

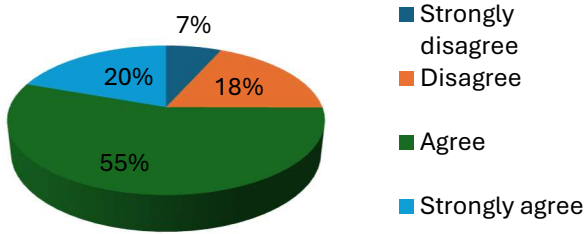


Legal Office

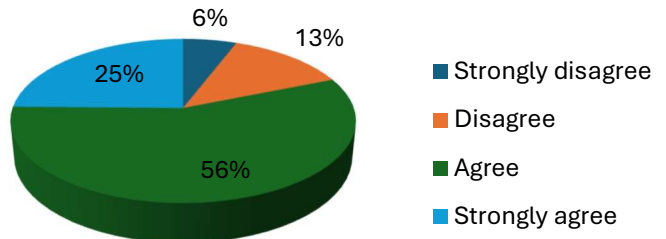


Media

Website updates are sufficient to keep students informed on ongoing university activities

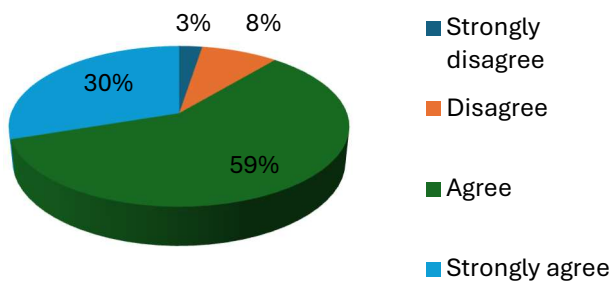


University announcements for important activities are regularly shared

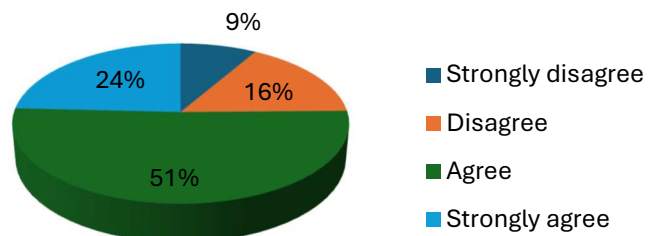


Hygiene of university facilities

Classrooms and corridors are cleaned regularly

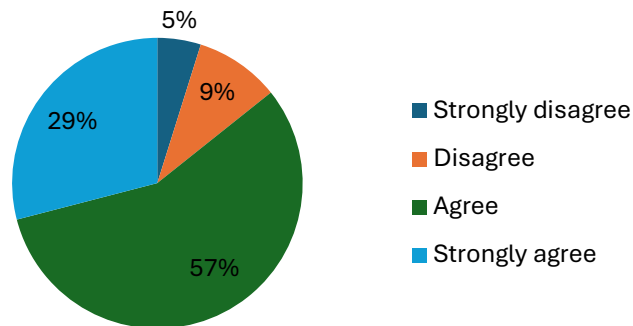


Restroom hygiene is satisfactory



Campus safety

The overall campus environment is safe



The survey results indicate generally high levels of student satisfaction across most university services.

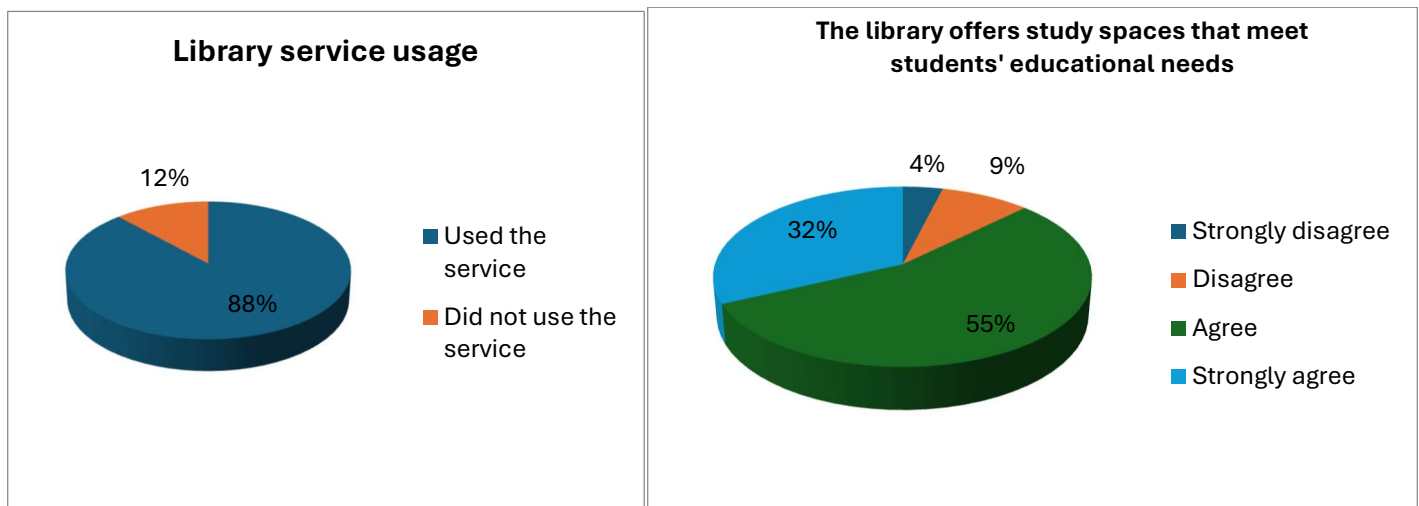
- The strongest positive ratings were observed for **Campus safety** and **Legal office** both exceeding 80% agreement.
- **Management, Student Affairs Office, Accounting Office and Media** also received high level of satisfaction, ranging around 75%, but still with 25% dissatisfaction.
- **Hygiene** in general is satisfactory, with agreement from 75%, but area of concern should be **restrooms hygiene**, with nearly 25% of respondents dissatisfied.
- The **Hello system** received lowest satisfaction of 65%, with notable proportions of students, around 35%, expressing dissatisfaction.

These findings suggest that while the university is performing well in most areas, targeted improvements are needed in the Hello system and Restroom hygiene in order to enhance overall student satisfaction.

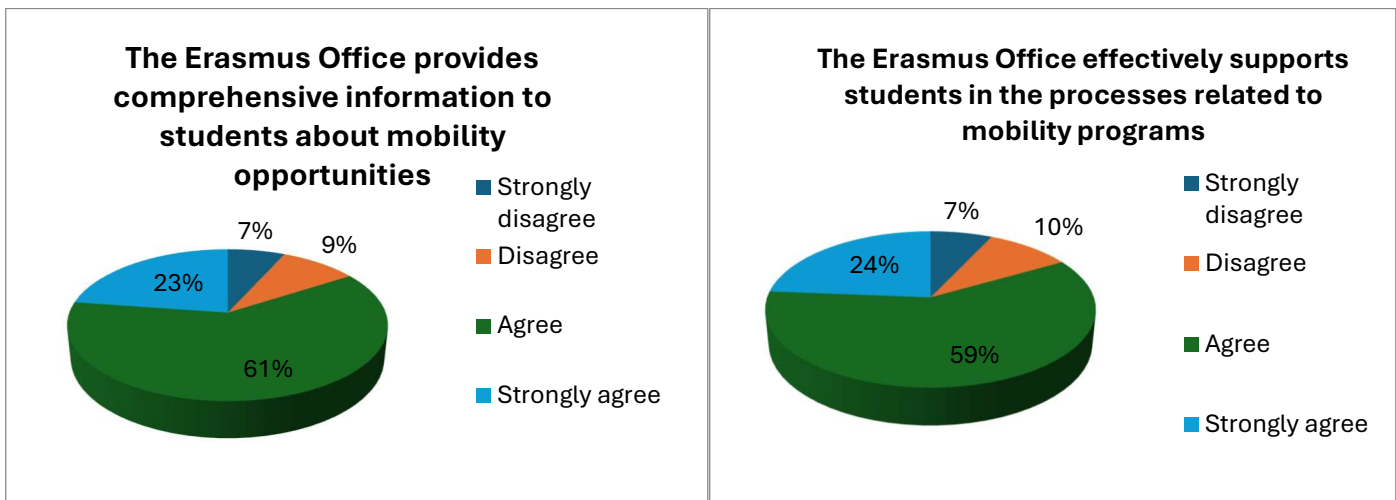
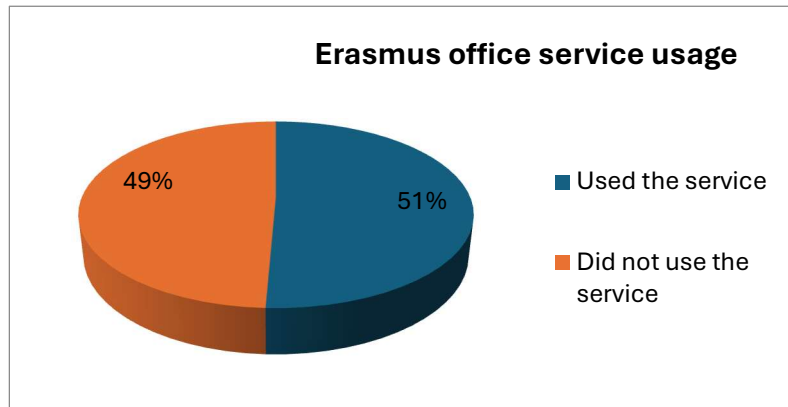
Specific University Services

IBU offers a wide range of services designed to meet the diverse needs of its students. Naturally, not all services are used by every student. The following section presents the results related to the use of these specific services, showing both how frequently each service is utilized and the level of satisfaction among the students who have used them.

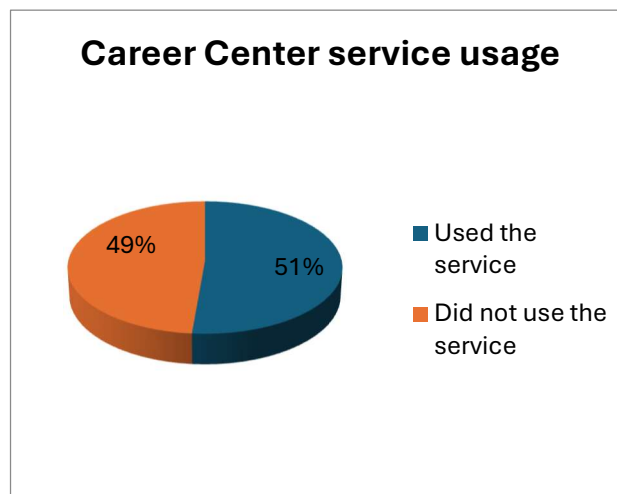
Library



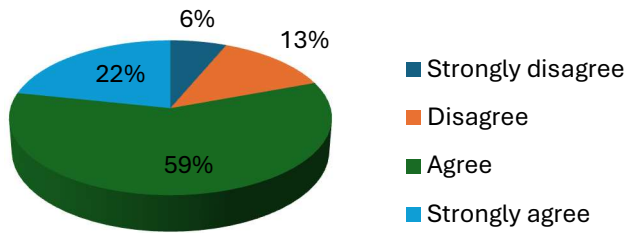
Erasmus Office



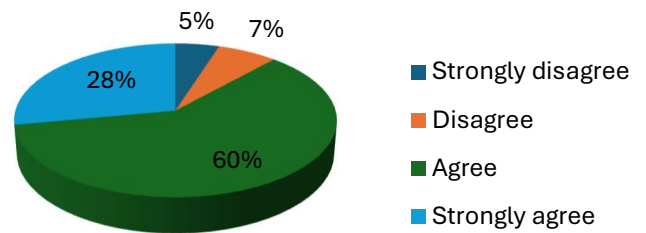
Career Center



The Career Center provides valuable opportunities for students

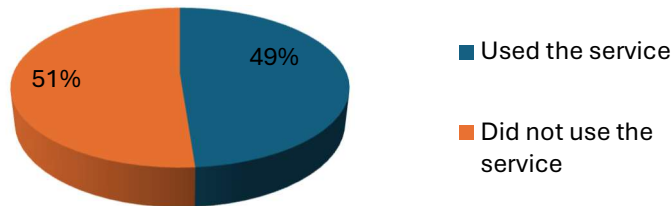


Career days is a useful event for the students

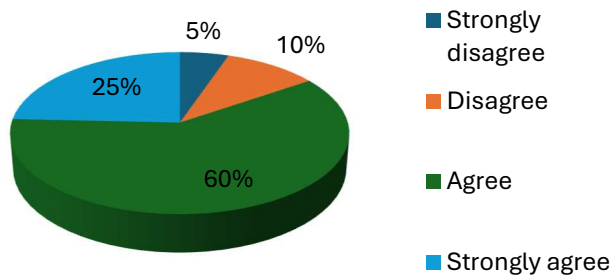


Counseling and Psychological Services (CAPS)

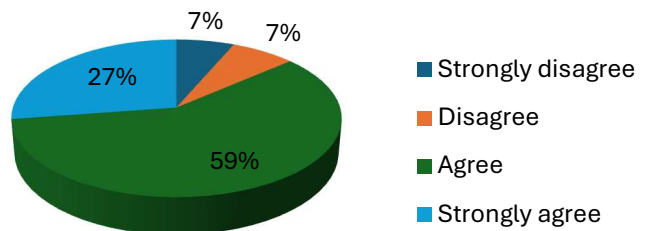
Counseling and Psychological Services usage



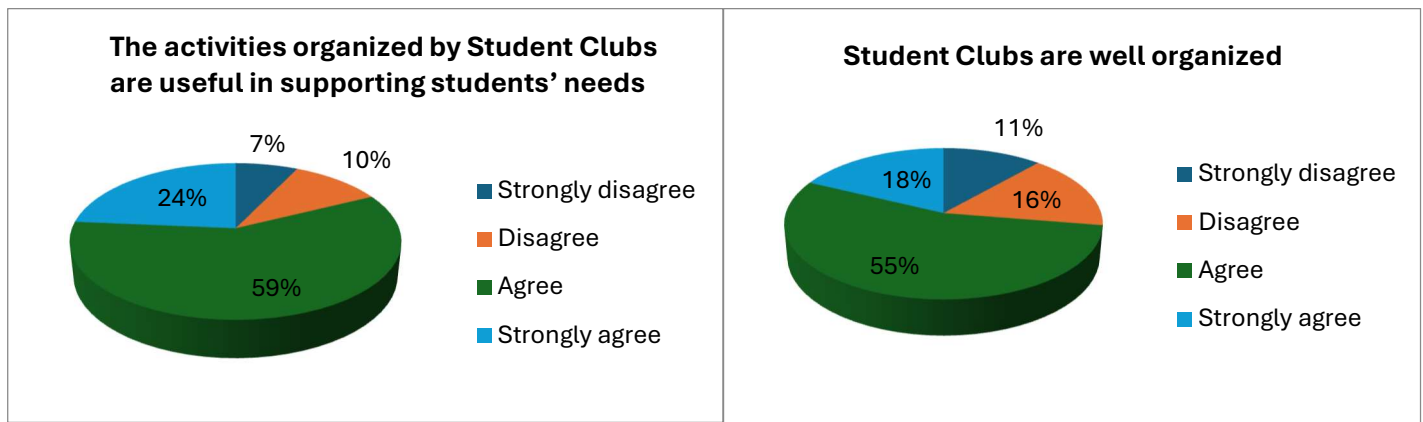
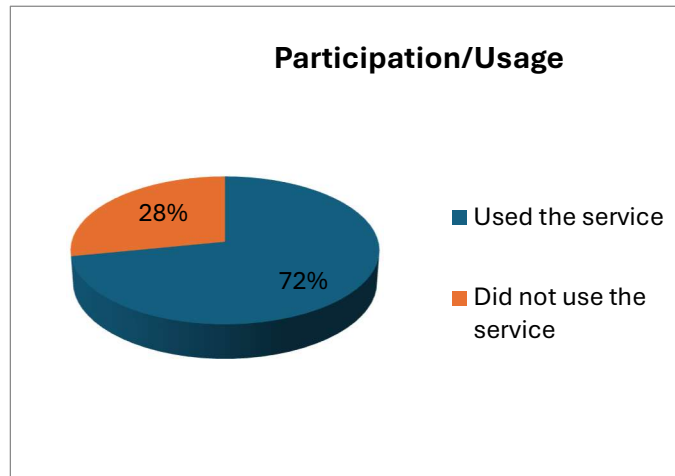
Counseling and Psychological Service (CAPS) are easy to approach



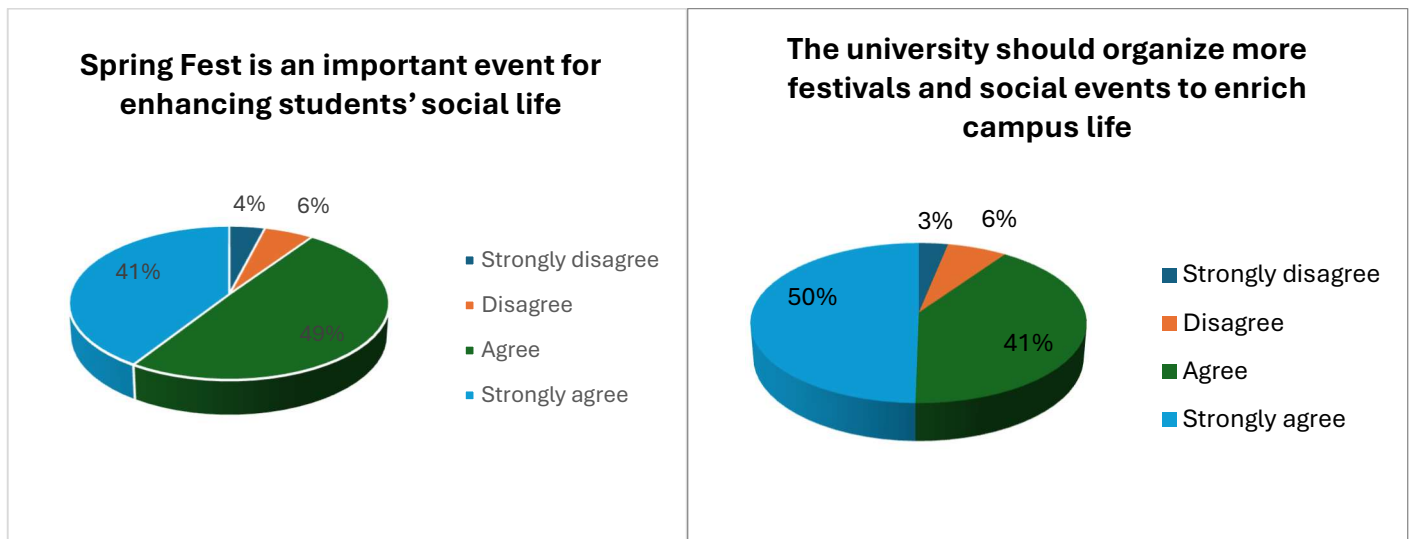
The services provided by the Counseling and Psychological Service (CAPS) are helpful to students



Student Clubs

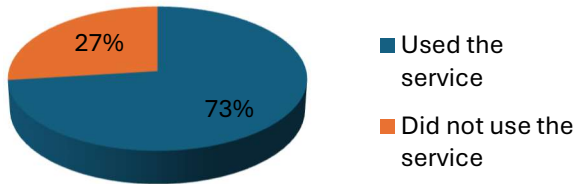


Festivals

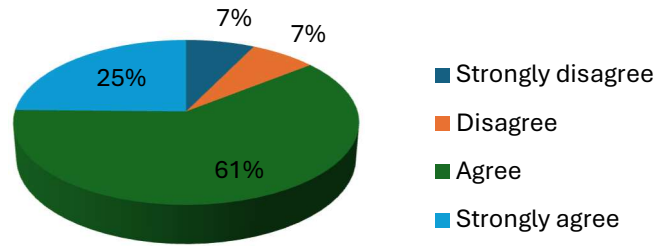


Sports area

Service usage

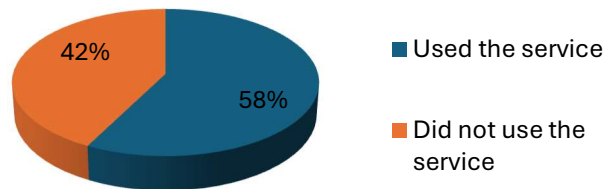


The Sports area provides good space for a variety of activities

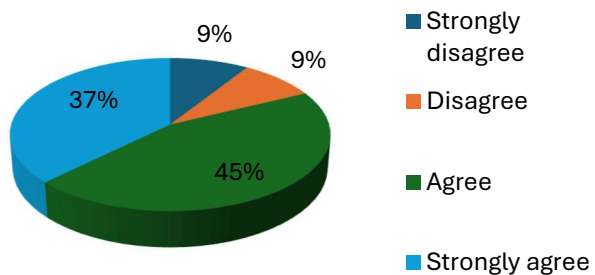


Shuttle bus

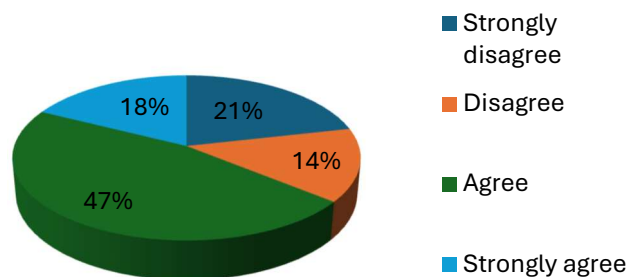
Shuttle bus service usage



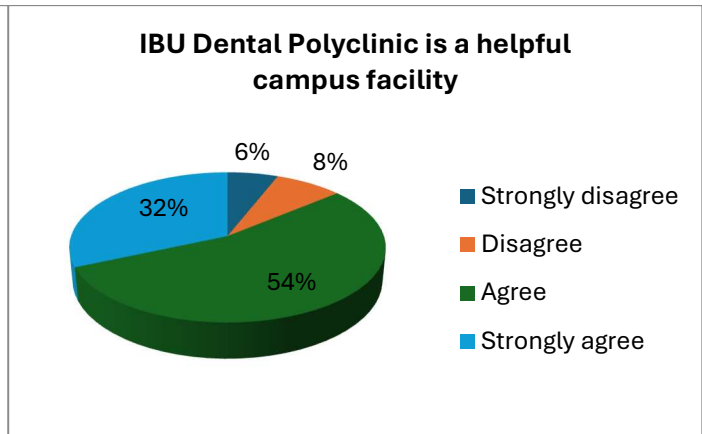
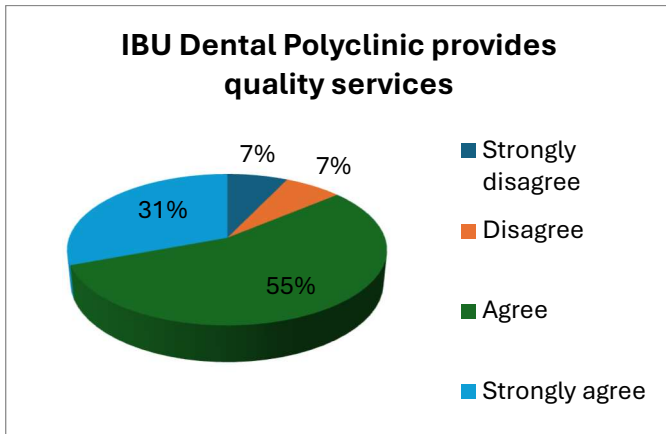
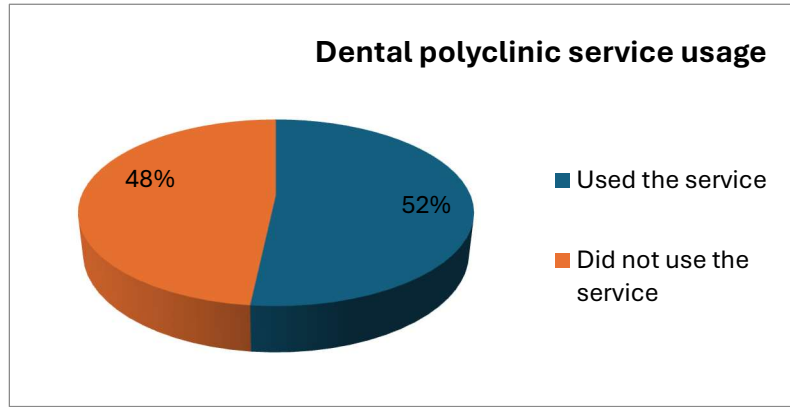
The Shuttle Bus is necessary service for the students at IBU



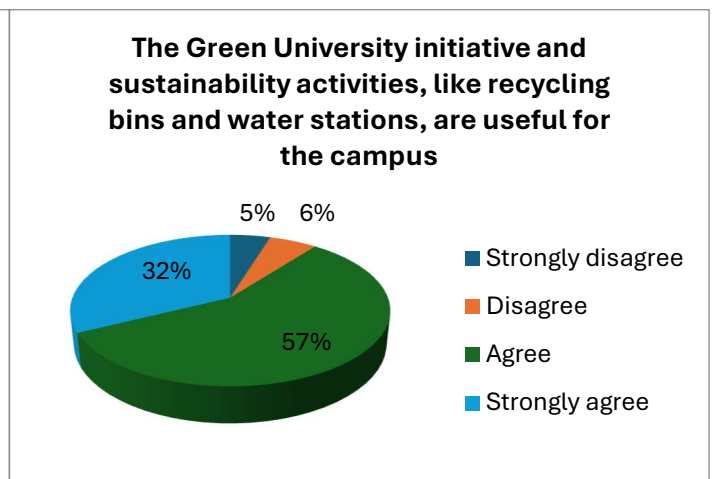
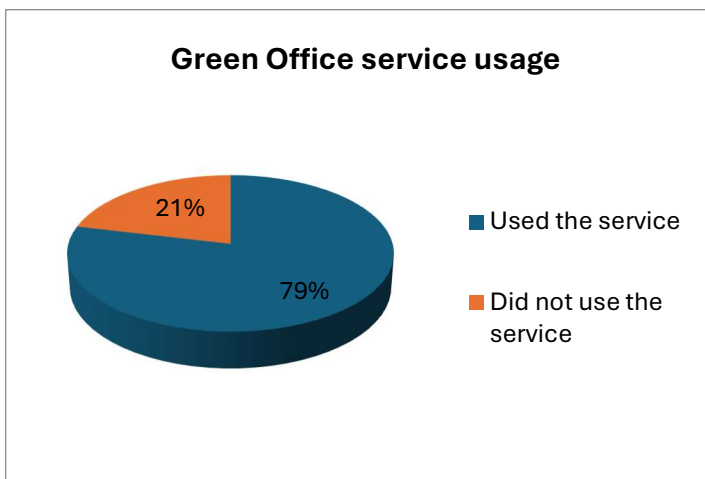
The Shuttle bus schedule meets the transportation needs of students



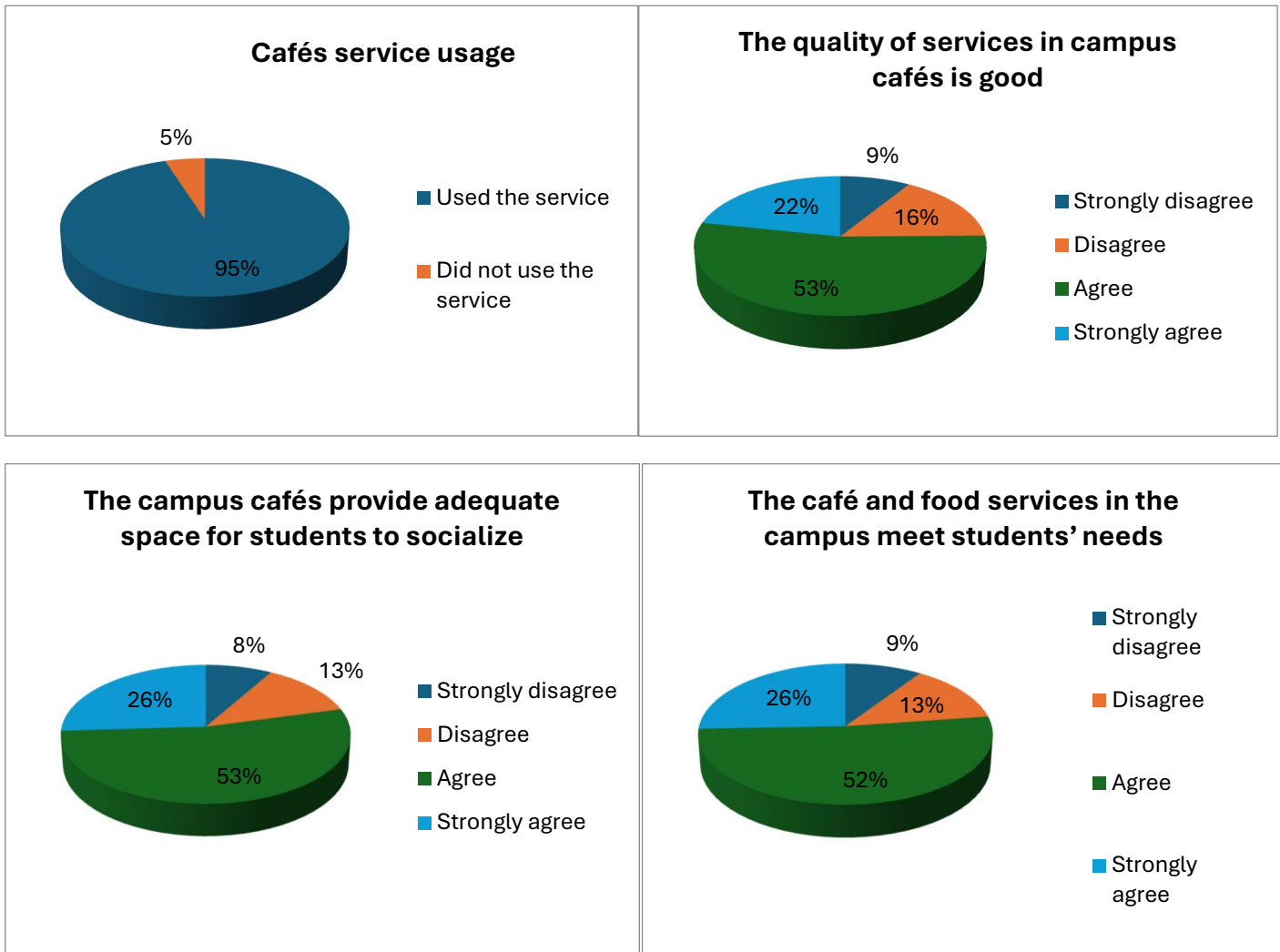
IBU Dental Polyclinic



Green Office



Cafés



Based on presented results, the following can be concluded:

Service Usage

All services are used by the students, but with different frequency. In general, there is now service that is used by less than half of the IBU students. Analyzed in detail, the following can be concluded:

- **Most used services:** Cafés (95%), Library (88%), Green Office (80%)
- **Often used services:** Sports Area (73%) and Student Clubs (72%)
- **Moderately to low used services** Shuttle Bus (58%), Dental Polyclinic (52%), Career Center (51%), Erasmus Office (51%), CAPS (49%) show nearly equal numbers of users and non-users, suggesting limited reach compared to other services.

Satisfaction Levels

Here we shown how often each service is used and where improvements are needed.

- **Library:** High usage and strong satisfaction (88%), meets study needs well.
- **Erasmus Office:** Moderate usage (51%) and high satisfaction (85%), improvement should be focused on clearer guidance.
- **Career Center:** Moderate usage (51%), career days are highly valued (88%), need for providing more opportunities for students.
- **CAPS:** Lower usage (49%), the service is helpful for students (85%), relatively low usage suggests need for improvement in accessibility.
- **Student Clubs:** Often used (72%), organized activities are appreciated (75%), but organization should be improved.
- **Festivals:** Very strong satisfaction (90%), need for more social events.
- **Sports Area:** Often used (73%), positively accepted and important for student life, need for more varied activities.
- **Shuttle Bus:** Lower usage (58%), seen as necessary service (82%), significant need for improving the bus schedule (35%).
- **Dental Polyclinic:** Lower usage (52%), generally positive opinions (85%), confirming its role as a helpful campus facility.
- **Green Office:** High usage (80%), with strong satisfaction, showing that university's sustainability efforts are valued.
- **Cafés:** Most used and appreciated (95%), though there is significant dissatisfaction with quality and services (23%).

Based on presented data, it can be concluded that students value social, sustainability, and everyday services most, but operational improvements in transport, club organization, and counseling visibility could significantly improve satisfaction.

Open-ended questions

Open-ended questions provided the students with possibility to express their satisfaction and dissatisfaction with the services and give ideas for improvement. Based on provided answers, analysis is made.

Satisfaction with university services

In the first question on which students were required to write with which service are most satisfied, approximately 190 students answered. In some cases, students listed more services. Received answers are presented in the following table.

Satisfaction with services and common reasons

Service / Area	Number of students expressing satisfaction with the service	Common Reasons for Satisfaction
Library & Study Spaces	42	Quiet environment, organized, comfortable, useful for studying
Café Services	36	Friendly staff, social environment, accessible
Student Affairs Office	28	Helpful staff, good guidance
Professors / Academic Staff	22	Supportive, approachable, helpful, motivating
Academic Support	22	Clear guidance on courses, approachable advisors
General satisfaction with all services	20	
Social Clubs / Events	13	Opportunities for socializing, festivals, spring fest
BitLoft	5	Good campus facility
Shuttle Bus	2	Facilitates student transportation to and from the university

Dissatisfaction with university services

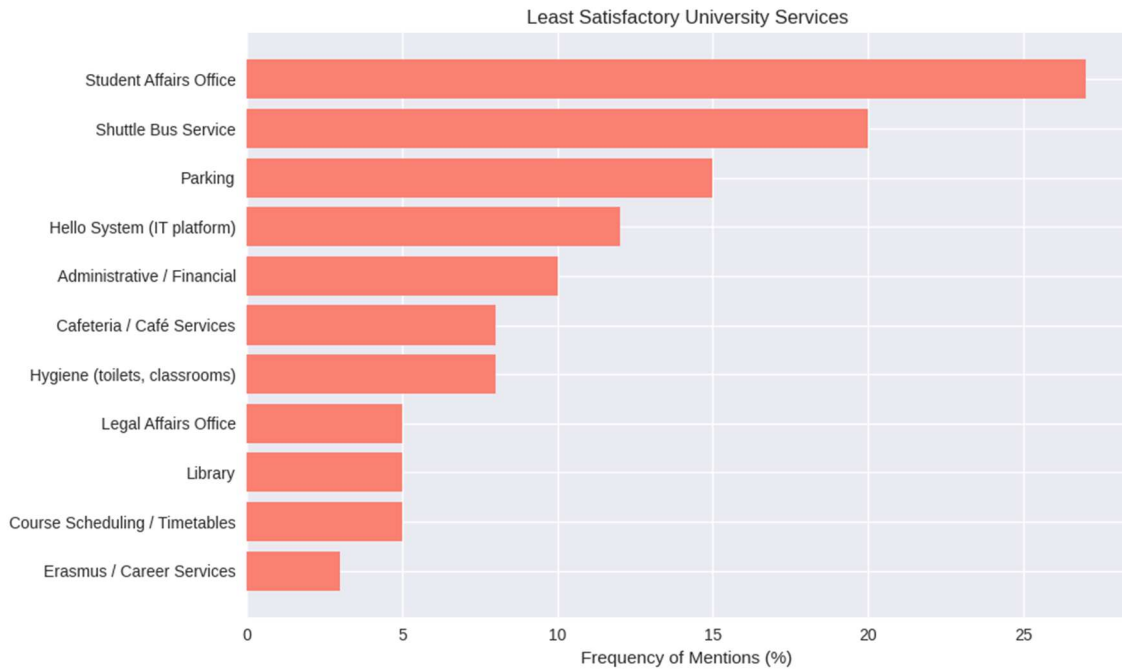
On this open-ended question, around 218 students shared their opinion and indicated specific service. In some cases, students listed more services. Received answers are presented in the following table.

Service / Area	Number of students complaining about the service	Common Issues
Student Affairs Office	42	Poor communication, unclear answers, lack of support, unresponsiveness

Parking	31	High fees, limited space, inconsistent rules and prices
Hello System (IT platform)	30	Technical glitches, poor notifications
Shuttle Bus Service	27	Unreliable schedules, cancellations, limited routes, insufficient stops
Accounting Office	21	Payment deadlines unclear, poor communication, unexpected fees
Café Services	18	Limited food variety, hygiene concerns, overcrowding
Hygiene (toilets, classrooms)	14	Lack of cleaning, missing supplies (soap, paper), dusty classrooms
Legal Affairs Office	12	Not polite staff, lack of support, extra charges
Library	9	Limited opening hours, noise issues, lack of diversity in resources
Course Scheduling/ Timetables	8	Long breaks, Saturday lectures, poor planning, exams overburden during the exam week
Announcements	6	Not on time, mainly shared on Instagram
Stray dogs	5	Make difficulty

In conclusion, the following issues can be summarized:

- Communication failures are a major source of dissatisfaction.
- Financial policies: costs and fees (parking, financial office) are perceived as unfair.
- Staff attitude concerns in student-service offices.
- Hygiene and facilities require improvement.
- Reliability issues with shuttle bus and IT system.



Suggestions for improvement

The presented data offers valuable insights for defining future steps to improve services. They should focus on:

- Improving communication channels (email, official notifications). Students highlighted delays, unclear information, and reliance on Instagram for important announcements.
- Train staff for responsiveness and politeness.
- Increasing shuttle reliability and expand routes.
- Review parking policies and fees.
- Upgrade IT systems (Hello platform). The Hello system was repeatedly criticized for bugs and inefficiency.
- Enhance hygiene and facilities maintenance. Elevators restricted usage, hygiene issues in toilets, dusty classrooms, and lack of proper campus road access are most common issues.
- Increase in socialization opportunities and extracurricular activities. Requests for more social activities, clubs, trips, and extracurricular opportunities.