

**BHAGAVAT EDUCATIONAL TRUST**



**“Satisfaction Rate” Evaluation Survey**

**2015**

# **Statistical information on the satisfaction of the 2 week placement in Bulgaria under the “Living and Learning Abroad” Project**

## **Basic information**

The following research is based on 160 filled feedback forms- filled by the participants after every Team Challenge. The questions cover:

- The language lessons the participants receive,
- The overall satisfaction regarding the project,
- The length of stay abroad;
- The overall satisfaction regarding recognition of the project

### **1. The participants also answer:**

- 9 questions related to skills they gained during the project (confidence, better communication, better understanding of people and other cultures, if the team challenge will help with their future career goals or studies);
- 7 questions are related to practical arrangements;
- There is also 5 open ended questions where every participant can write a complaint or an advise that would help us improve the project;

### **2. Statistics:**

- The number of participants that completed the questionnaire is 160;
- They participated in 15 different Team challenges;
- No Team leaders are included in the research;
- All participats are between 18 and 30; unemployed and UK citizens, often from disadvantaged backgrounds including ex-offenders, former substance abusers, those in or leaving care

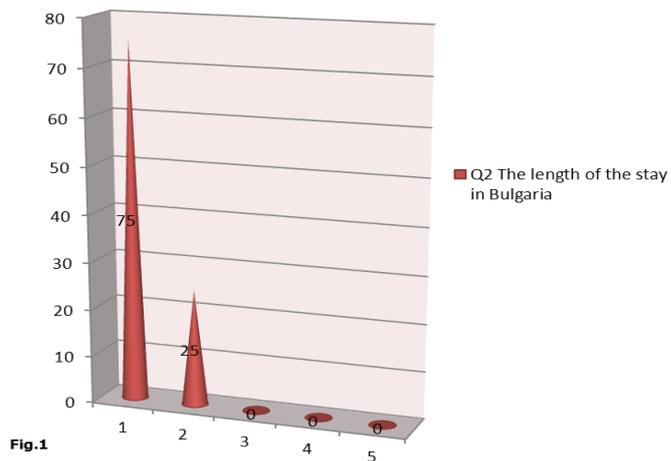
### **3. The possible answer the interviewed have are as follows:**

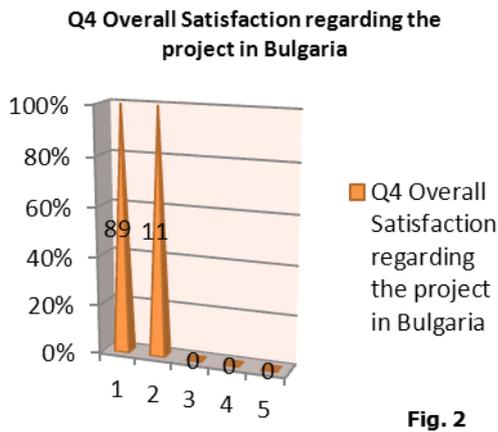
1. Excellent
2. Fair
3. Poor
4. Very poor
5. Never answered

## Overview:

The overall satisfaction of the project is 89%. For the other 11% the project satisfaction is fair. Overall the participants are very happy of their work and the skills they gained. 100% of them want to come back in the country and continue their work in different orphanages. Big part of them make different donations in the orphanage they worked (unfortunately we can't provide any statistical information about this. The statement is made by personal observation of the people working in Bhagavat Educational Trust and also the directors of different orphanages)

82% of the participants think that the length of the stay abroad is excellent. That could be explained with the fact that the 2 weeks they have in the country are absolutely enough for them to get familiar with a different culture. Their program while abroad is planned in a way to show them the differences between the two cultures and not let them get bored or depressed.. A shorter period wouldn't be enough for them to get a picture of the country and finish their project.

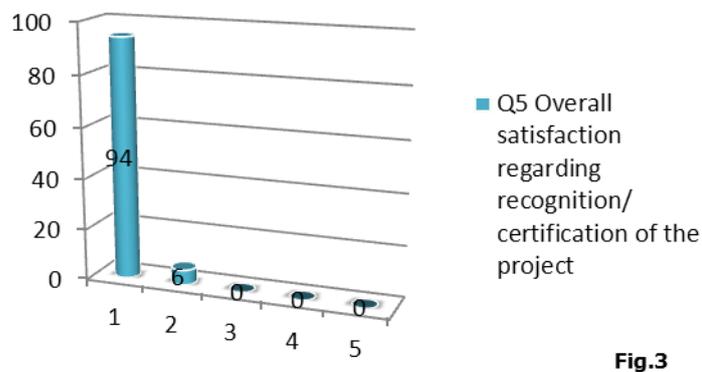




**Fig. 2**

89% are fully satisfied with the project. They feel confident and more motivated after what they have done in the country. The difference between host country and UK is far more obvious for them now

As shown in Fig. 3 only 6% of the 102 participants go below "excellent" (voting with "Fair") answering „**Overall satisfaction regarding recognition/ certification of the project**“. The rest give "excellent". All of the participants receive a certificate from the organisation organizing the project abroad. They also receive a certificate from the UK organization, Europass Mobility Certificate, Language passport and a CV which they can use to apply for different openings or college.



**Fig.3**

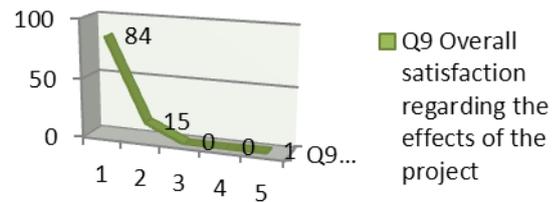
The 9 questions related to the skills the participants gain during the 2 week Team challenge are also quite self-explanatory:

- ✚ 94 % of the young people discover new work related techniques or methods whilst on placement;
- ✚ 96% have gained new skills;
- ✚ 89 % feel more confident;
- ✚ 86 % have better understanding of other cultures and people;

- ✚ 63% would consider working in another country;
- ✚ the project is helping 93% of the people with their future studies and career;

The sociological research shows that 84% of the participants are absolutely satisfied regarding the effects of the project; their satisfaction is shown in the next chart:

**Q9 Overall satisfaction regarding the effects of the project**



82% of the interviewed give the highest pronouncement for the support they receive from the Host organization for the practical arrangement:

**Q2 Overall satisfaction regarding support from Bulgaria organization for practical arrangements**

