

NEAR EAST UNIVERSITY

FACULTY OF EDUCATION

BA PROGRAM in ENGLISH LANGUAGE TEACHING

COURSE CATALOGUE

2021-22 FALL

➤ **QUALIFICATION AWARDED**

The students who successfully complete the program are awarded the degree of Bachelor of Arts in English Language Teaching.

➤ **LEVEL OF QUALIFICATION**

This is a First Cycle (Bachelor's Degree) program

➤ **SPECIFIC ADMISSION REQUIREMENTS**

In the framework of the regulations set by Higher Education Council of Turkey (YÖK), student admission for this undergraduate program is made through a university entrance examination called YKS. Following the submission of students' academic program preferences, Student Selection and Placement Center (ÖSYM) places the students to the relevant program according to the score they get from ÖSYS.

International students are accepted to this undergraduate program according to the score of one of the international exams they take such as SAT, ACT and so on, or according to their high school diploma score.

Exchange student admission is made according to the requirements determined by bilateral agreements signed by NEU and the partner university.

Visiting students can enrol for the courses offered in this program upon the confirmation of the related academic unit. Additionally, they need to prove their English language level since the medium of instruction of the program is English.

➤ **QUALIFICATION REQUIREMENTS AND REGULATIONS**

The students studying in this undergraduate program are required to have a Cumulative Grade Points Average (Cum. GPA) of not less than 2.00/4.00 and have completed all the courses with at least a letter grade of DD/S in the program in order to graduate. The minimum number of ECTS credits required for graduation is 240. It is also mandatory for the students to complete their compulsory internship in a specified duration and quality.

➤ **RECOGNITION OF PRIOR LEARNING**

At Near East University, full-time students can be exempted from some courses within the framework of the related bylaws. If the content of the course previously taken in another institution is equivalent to the course offered at NEU, then the student can be exempted from this course with the approval of the related faculty/graduate school after the evaluation of the course content.

➤ **PROFILE OF THE PROGRAM**

The BA program in English Language Teaching aims to educate future teachers who strive to construct viable knowledge and put it into effective use, are qualified and skilful in applying the contemporary teaching methods and techniques and are competent in English language teaching and on the relevant issues of linguistics. The program also aims to train teachers and researchers who are well equipped with universal values, pluralist, analytical and critical in their opinions, self-motivated to investigate and question the matters. The program gives equal importance to teaching and research, aspires to be preferred for its specifications and qualifications acknowledged internationally, and stand out as a leading education and research institution in the fields of Linguistics and English Language Teaching (ELT).

➤ **PROGRAM OUTCOMES**

| Area of Competence | | Sub-Competencies | | | | | |
|--|--|--|---|--|--|--|---|
| Competencies in the Field of English Language Teaching | A. Linguistic Competence | A1. Using English language effectively and correctly in all communications | A2. Awareness and use of English in contextually appropriate ways | A3. Using Turkish correctly / Acquiring basic communicative skills in Turkish | A4. Using a foreign language effectively and correctly | A5. Awareness and differentiating World Englishes | A6. Understanding and appreciating various literary works available in English language |
| | B. Planning and Organisation of English Language Teaching Processes | B1. Recognizing students' individual and special needs and taking these into consideration while planning the lessons | B2. Making appropriate plans according to the principles of teaching English as a foreign language. | B3. Using appropriate methods and techniques in teaching English as a foreign language | B4. Organizing appropriate face-to-face and virtual learning contexts for teaching English as a foreign language | B5. Developing and using appropriate materials for teaching English as a foreign language | B6. Identifying digital tools and materials which can be used in teaching English as a foreign language |
| | C. Developing Students' Language Skills | C1. Developing students' listening, writing, reading and speaking skills as well as grammar and vocabulary | C2. Assuring that students use English language correctly and intelligibly | C3. . Guiding students in developing their communicative, linguistic, and socio-cultural competences | C4. Providing students with appropriate feedback regarding their linguistic performances | C5. Making use of creative drama, short stories, novel and literary works in developing students' language skills | C6. Using digital and technological resources appropriately in developing students' language skills |
| | D. Assessment and Evaluation of Language Development | D1. Identifying and differentiating various assessment and evaluation applications in teaching English as a foreign language | D2. Using tools and methods of assessment and evaluation in teaching English as a foreign language | D3. Interpreting results of formative assessment and evaluation and providing feedback | D4. Reflecting the results of formative assessment and evaluation onto practice | D5. Integrating peer and self-evaluation for students | D6. Integrating digital assessment tools to be used for both formative and summative assessment |
| | E. Building Partnership with Stakeholders | E1. Cooperating with the families in developing students' language skills | E2. Cooperating with individuals, institutions and organizations in helping students embrace the importance of using a foreign language | E3. Cooperating with the community in turning schools into cultural and learning centres | E4. Preparing and implementing ELT projects that would contribute to the linguistic diversity within the community | E5. Cooperating with relevant parties in guiding and counselling students | |
| | F. Professional Development | F1. Identifying professional competencies and needs in teaching English as a foreign language | F2. Developing personal and professional competencies in teaching English as a foreign language | F3. Making use of scientific methods and techniques in developing professionally | F4. Projecting his/her research in relation to professional development onto his/her practice | F5. Reflecting and thinking critically about his/her professional development and projecting these onto his practice | F6. Participating in mentoring and peer evaluation practices |
| | G. Competence in Learning | G1. Being competent in accessing, sharing and producing academic knowledge | G2. Prioritizing creative, critical and reflective thinking | G3. Having positive attitude towards life-long learning | G4. Contributing to co-construction of knowledge by linking prior learning to new learning contexts | G5. Reflecting universal values such as democracy, protecting the environment and human rights in his/her profession | G6. Working collaboratively to promote learning processes |
| | H. Competence in Technology | H1. Awareness of various digital technologies | H2. Critical awareness and literacies with regard to digital communication tools | H3. Awareness in digital ethics | H4. Using information technologies competently | | |
| | I. General Knowledge | I1. Having academic knowledge at least in one field other than English language teaching | I2. Being sensitive to and following the innovations and developments in his/her society and in the world | I3. Being open to learning about other cultures languages | I4. Acting professionally and ethically | I5. Implementing ideas that are supported by academic knowledge in real life contexts | |

➤ **OCCUPATIONAL PROFILES OF GRADUATES**

Graduates of English Language Teaching program may work in state or private schools at any level of education. Due to their high competence in English language, they may also find job opportunities outside the field of education, such as working as translators or administrators in tourism, public relations, and international businesses.

➤ **ACCESS TO FURTHER STUDIES**

The students graduating from this program may apply to graduate programs.

➤ **PROGRAM STRUCTURE**

The undergraduate program in English Language Teaching consists of 55 courses with 240 ECTS credits in total.

There are at least 5 courses in each semester, excluding common compulsory courses and elective courses.

In each program, there are common compulsory courses identified by the Higher Education Council of Turkey (YÖK) and other common courses determined by the University Senate.

There are elective courses throughout the program, starting with the very first semester.

The elective courses add up to 27% of the program. 24% of all courses in the program are general culture courses, which are non-departmental.

There are at least 12 elective courses in the undergraduate program.

| COURSES OFFERED THROUGHOUT THE UNIVERSITY | | |
|---|--|---|
| Common University Courses | Campus Orientation | The students are registered to this course at the beginning of the first semester of the freshman year to familiarize them with the campus life at NEU. |
| | Career Planning | The students are registered to this course at the beginning of their second semester of the freshman year to help them prepare for work life after graduation. |
| | Cyprus History and Culture | This course is taken by students in their freshmen year and it aims to help them to familiarize them with the local history and culture. |
| Common Compulsory Courses (YÖK Courses) | Turkish Language I-II (Turkish for Foreigners I & II to replace this course for international students) | These are the compulsory courses which are required to be offered in all of the associate and undergraduate programs in Turkey according to the Higher Education Legislation. |
| | Principles of Atatürk and History of Revolution I-II | |
| | Information Technologies | This course is anticipated in all the associate and undergraduate programs in Turkey in order to make the students gain the qualifications related to basic information technologies. |

| | | |
|--|---|---|
| | Foreign Language (FRENCH/GERMAN/RUSSIAN/GREEK) I & II | These courses is offered in the first and second semester and aims to equip future teachers of English language with a second foreign language at A2 level. |
|--|---|---|

➤ **Course Structure Diagram with Credits**

To see the course details (such as objectives, learning outcomes, content, assessment and ECTS workload), click the relevant Course Code given in the table below.

| 1 st Year Fall Semester | | | | | | |
|------------------------------------|------|---|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT101 | | INTRODUCTION TO EDUCATION | 3 | 0 | 3 | 4 |
| DEL115 | | INTEGRATED LANGUAGE SKILLS I | 4 | 0 | 4 | 5 |
| COM101 | | INFORMATION TECHNOLOGIES | 3 | 0 | 3 | 4 |
| AIT101 | | ATATÜRK'S PRINCIPLES AND HISTORY OF TURKISH REVOLUTION I | 2 | 0 | 2 | 2 |
| FLT103 | | ELECTIVE I | 2 | 0 | 2 | 2 |
| SFL101 | | FOREIGN LANGUAGE ELECTIVE I | 3 | 0 | 3 | 3 |
| DEL117 | | CRITICAL THINKING | 2 | 0 | 2 | 6 |
| CAM100 | | CAMPUS ORIENTATION | 2 | 0 | 0 | 2 |
| CHC100 | | CYPRUS HISTORY OF CULTURE | 2 | 0 | 2 | 2 |
| Total | | | | | | 30 |

| 1 st Year Spring Semester | | | | | | |
|--------------------------------------|--------|--|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT102 | | EDUCATIONAL PSYCHOLOGY | 3 | 0 | 3 | 5 |
| DEL116 | | INTEGRATED LANGUAGE SKILLS II | 4 | 0 | 4 | 7 |
| DEL118 | | DIGITAL LITERACIES AND ETHICS | 2 | 2 | 3 | 4 |
| AIT102 | AIT101 | ATATÜRK'S PRINCIPLES AND HISTORY OF TURKISH REVOLUTION II | 2 | 0 | 2 | 2 |
| FLT106 | | ELECTIVE II | 2 | 0 | 2 | 3 |
| SFL102 | SLF101 | FOREIGN LANGUAGE ELECTIVE II | 3 | 0 | 3 | 3 |
| FLT104 | | EDUCATIONAL PHILOSOPHY & SOCIOLOGY | 3 | 0 | 3 | 4 |
| CAR100 | | CAREER PLANNING | 2 | 0 | 0 | 2 |
| Total | | | | | | 30 |

| 2 nd Year Fall Semester | | | | | | |
|------------------------------------|------|-------------------------------------|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT201 | | SHADOWING | 1 | 2 | 2 | 6 |
| FLT203 | | PRINCIPLES AND PLANNING OF TEACHING | 3 | 0 | 3 | 6 |
| FLT205 | | INNOVATIVE APPROACHES TO TEACHING | 3 | 0 | 3 | 6 |
| DEL109 | | INTRODUCTION TO LITERATURE | 3 | 0 | 3 | 4 |
| DEL205 | | LINGUISTICS | 2 | 0 | 2 | 3 |
| FLT207 | | ELECTIVE III | 2 | 0 | 2 | 3 |
| TUR101 | | TURKISH I | 2 | 0 | 2 | 2 |
| Total | | | | | | 30 |

| 2 nd Year Spring Semester | | | | | | |
|--------------------------------------|--------|---|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT202 | | EDUCATIONAL TECHNOLOGIES IN ELT | 3 | 0 | 3 | 4 |
| FLT204 | | METHODOLOGY IN ELT | 3 | 0 | 3 | 4 |
| FLT206 | | CURRICULUM DESIGN AND MATERIALS DEVELOPMENT | 3 | 0 | 3 | 5 |
| FLT208 | DEL109 | TEACHING LANGUAGE THROUGH LITERATURE | 2 | 0 | 2 | 5 |
| DEL210 | DEL205 | APPLIED LINGUISTICS | 2 | 0 | 2 | 5 |
| FLT212 | | LANGUAGE ACQUISITION | 2 | 0 | 2 | 5 |
| TUR102 | TUR101 | TURKISH II | 2 | 0 | 2 | 2 |
| Total | | | | | | 30 |

| 3 rd Year Fall Semester | | | | | | |
|------------------------------------|------|--|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT301 | | CLASSROOM MANAGEMENT | 2 | 0 | 2 | 4 |
| FLT303 | | LANGUAGE CLASSROOM OBSERVATION AND CRITICAL REFLECTION I | 1 | 4 | 3 | 5 |
| FLT305 | | TEACHING ENGLISH TO YOUNG LEARNERS | 2 | 2 | 3 | 6 |
| FLT307 | | TEACHING ENGLISH LANGUAGE SKILLS I | 2 | 2 | 3 | 6 |
| FLT309 | | ASSESSMENT AND EVALUATION IN EDUCATION | 3 | 0 | 3 | 5 |
| FLT311 | | ELECTIVE IV | 2 | 0 | 2 | 4 |
| Total | | | | | | 30 |

| 3 rd Year Spring Semester | | | | | | |
|--------------------------------------|--------|---|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT302 | FLT309 | LANGUAGE TESTING AND TEST PREPARATION | 3 | 0 | 3 | 5 |
| FLT304 | FLT303 | LANGUAGE CLASSROOM OBSERVATION AND CRITICAL REFLECTION II | 1 | 4 | 3 | 5 |
| FLT306 | | TEACHING ENGLISH TO ADULT LEARNERS | 2 | 2 | 3 | 5 |
| FLT308 | FLT307 | TEACHING ENGLISH LANGUAGE SKILLS II | 2 | 2 | 3 | 5 |
| FLT310 | | SCIENTIFIC RESEARCH PAPER WRITING | 1 | 4 | 3 | 6 |
| FLT312 | | ELECTIVE V | 2 | 0 | 2 | 4 |
| Total | | | | | | 30 |

| 4 th Year Fall Semester | | | | | | |
|------------------------------------|--------|-----------------------------|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT401 | FLT307 | TEACHING PRACTICE I | 2 | 6 | 5 | 15 |
| DEL111 | | INTRODUCTION TO TRANSLATION | 2 | 0 | 2 | 3 |
| FLT403 | | ELECTIVE VI | 2 | 0 | 2 | 3 |
| FLT405 | | ELECTIVE VII | 2 | 0 | 2 | 3 |
| FLT407 | | ELECTIVE VIII | 3 | 0 | 3 | 3 |
| FLT409 | | ELECTIVE IX | 3 | 0 | 3 | 3 |
| Total | | | | | | 30 |

| 4 th Year Spring Semester | | | | | | |
|--------------------------------------|--------|------------------------|--------|----------------------------|------------------|-----------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT402 | FLT401 | TEACHING PRACTICE II | 2 | 6 | 5 | 15 |
| FLT404 | | COUNSELLING IN SCHOOLS | 2 | 0 | 2 | 3 |
| FLT406 | | INCLUSIVE EDUCATION | 2 | 0 | 2 | 3 |
| FLT408 | | ELECTIVE X | 2 | 0 | 2 | 3 |
| FLT410 | | ELECTIVE XI | 2 | 0 | 2 | 3 |
| FLT412 | | ELECTIVE XII | 1 | 2 | 2 | 3 |
| Total | | | | | | 30 |

| Profession Related Elective Courses | | | | | | |
|-------------------------------------|------|----------------------------------|--------|----------------------------|------------------|------|
| Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| FLT121 | | Academic and Professional Ethics | 2 | 0 | 2 | 2 |
| FLT131 | | Mindfulness in the Classroom | 2 | 0 | 2 | 2 |
| FLT422 | | Professional Development | 2 | 0 | 2 | 3 |
| FLT432 | | Entrepreneurship | 2 | 0 | 2 | 3 |

| Field Related Elective Courses | | | | | | |
|--------------------------------|------|---|--------|----------------------------|------------------|------|
| Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| DEL110 | | English Syntax | 2 | 0 | 2 | 3 |
| FLT120 | | Phonology and Phonetics | 2 | 0 | 2 | 3 |
| FLT221 | | Approaches to ELT | 2 | 0 | 2 | 3 |
| FLT231 | | CEFR and Its Applications in ELT | 2 | 0 | 2 | 3 |
| FLT321 | | World Englishes and Culture | 2 | 0 | 2 | 4 |
| FLT331 | | Effective Communication and Public Speaking | 2 | 0 | 2 | 4 |
| FLT320 | | Integrating Authenticity into ELT | 3 | 0 | 3 | 4 |
| GEC205 | | English in Mass Media | 3 | 0 | 3 | 4 |
| FLT421 | | Drama in ELT | 3 | 0 | 3 | 3 |
| FLT431 | | Promoting 21 st Century Skills in the Language Classroom | 3 | 0 | 3 | 3 |
| GCE459 | | World Literature in English | 3 | 0 | 3 | 3 |
| GCE457 | | Shakespeare: Histories and Comedies | 3 | 0 | 3 | 3 |
| DEL203 | | Discourse Analysis | 3 | 0 | 3 | 3 |
| GEC215 | | Etymology | 2 | 0 | 2 | 3 |
| GCE451 | | Comparison of Education Systems | 2 | 0 | 2 | 3 |
| FLT452 | | Gamification in Language Teaching | 2 | 0 | 2 | 3 |
| FLT462 | | Innovative Ideas in ELT | 1 | 2 | 2 | 3 |
| FLT472 | | Teaching English for Specific Purposes | 1 | 2 | 2 | 3 |

| General Culture Elective Courses | | | | | | |
|----------------------------------|--------|--|--------|----------------------------|------------------|------|
| Course Code | Pre. | Course Name | Theory | Application/ Laboratory | Local Credits | ECTS |
| SFL101 | | Elective Foreign Language I (FRE/GRE/GER/RUS) | 3 | 0 | 3 | 3 |
| SFL102 | SFL101 | Elective Foreign Language II (FRE/GRE/GER/RUS) | 3 | 0 | 3 | 3 |
| GEC417 | | Lifelong Learning | 2 | 0 | 2 | 3 |
| GCE227 | | Open and Distant Education | 2 | 0 | 2 | 3 |

Additional Notes

A total of 240 ECTS credits of courses are required to graduate. Otherwise they will not be deemed to fulfil the conditions to graduate from the program.

Important Information about the Elective Courses

The students of English Language Teaching must take 12 elective courses to graduate.

These courses must be selected from according to the course list. For general culture electives, excluding the foreign language courses, students can also select courses from the General Elective Courses (courses with GEC codes) or Generated Common Elective (courses with GCE codes), which are offered by the Common Courses Coordination Unit (odk.neu.edu.tr). The list of these courses are updated every semester.

ECTS credits of GEC/GCE courses should be equal or greater than the credits specified in the curriculum.

Students following the BA program in English Language Teaching must ensure that while selecting a new elective course, it should not be the same, similar or less comprehensive as any course they have previously taken in their curriculum or any compulsory course in your curriculum that you have not taken yet. In this case, the courses you have taken will not be counted as any elective courses and will not fulfil any of the competencies in the curriculum.

If you need support for these courses due to your disability, please refer to Disability Support Unit. Contact; engelsiz@neu.edu.tr

➤ **Exam Regulations & Assessment & Grading**

For each course taken at NEU, the student is given one of the letter grades below by the instructor as the semester course grade. Each grade has also its ECTS grade equivalent. The following table provides the detailed information about the local letter grades, coefficients and ECTS grade equivalents.

| SCORE | GRADE | COEFFICIENT | ECTS Grade |
|--------------|-------|-------------|------------|
| 90-100 | AA | 4.0 | A |
| 85-89 | BA | 3.5 | B* |
| 80-84 | BB | 3.0 | B* |
| 75-79 | CB | 2.5 | C* |
| 70-74 | CC | 2.0 | C* |
| 60-69 | DC | 1.5 | D |
| 50-59 | DD | 1.0 | E |
| 49 and below | FF | 0.0 | F |

*for these ones, the higher grade is applied

In order to be successful in a course, short cycle (associate degree) and first cycle (bachelor's degree) students have to get a grade of at least DD, second cycle (master's degree) students have to get a grade of at least CC, and third cycle (Ph.D.) students have to get a grade of at least CB to pass a course. For courses which are not included in the cumulative GPA, students need to get a grade of S.

Apart from that, each local grade has its equivalent ECTS grade which makes it easier to transfer the grades of mobility periods of students. The chart above shows the ECTS grading system at NEU.

Also, among the Letter Grades;

| | |
|----|-------------------------|
| I | Incomplete |
| S | Satisfactory Completion |
| U | Unsatisfactory |
| P | Successful Progress |
| NP | Not Successful Progress |
| EX | Exempt |
| NI | Not included |
| W | Withdrawal |
| NA | Never Attended |

Grade of I (Incomplete), is given to students who are not able to meet all the course requirements at the end of the semester or summer school due to a valid justification accepted by the instructor. Students who receive a letter grade "I" must complete their missing course requirements and receive a letter grade within one week following the date the end of semester grades or summer school grades submitted. However, in the event of special cases, this period can be extended until two weeks before the beginning of registration for the next semester, upon the recommendation of the respective Graduate School department head and the decision of that academic unit's administrative board. Otherwise, grade of "I" will automatically become grade of FF, or grade of U.

Grade of S (Satisfactory) is given to students who are successful in non-credited courses.

Grade of U (Unsatisfactory) is given to students who are unsuccessful in non-credited courses.

Grade of P (Successful Progress) is given to students, who continue to the courses that are not included in the GPA that has a period exceeding one semester, and regularly performs the academic studies for the respective semester.

Grade of NP (Not Successful Progress) is given to students, who do not regularly perform the academic studies for the respective semester for courses that are not included in the GPA and have a period exceeding one semester.

Grade of EX (Exempt), is given to students who are exempt from some of the courses in the curriculum.

Grade of NI (Not included) is issued to identify the courses taken by the student in the program or programs which are not included in the GPA of the student. This grade is reported in the students'

transcripts with the respective letter grade. Such courses are not counted as the courses in the program that the student is registered to.

Grade of W (Withdrawal) is used for the courses that the student withdraws from in the first ten weeks of the semester following the add/drop period, upon the recommendation of his/ her advisor and the permission of the instructor that teaches the course. A student is not allowed to withdraw from courses during the first two semesters of his/ her associate/undergraduate degree program and from those courses he/she has to repeat and received grade “W” before, which are not included in the grade average. A student is allowed to withdraw from two courses at the most during his/ her associate degree study, and four courses during his/her undergraduate study upon the recommendation of the advisor and the permission of the instructor that teaches the course. A student has to take the course that he/she withdrew from, the first semester in which it is offered.

Grade “NA” (Never Attended) is issued by the instructor for students who fail to fulfil the attendance and/or requirements of the course and/or who lose their right to take the end of semester exam because they failed to take any of the exams administered throughout the semester. Grade “NA” is not considered in the average calculations.

Both the ECTS grades and the local grades of the students are displayed on the official transcript of the students.

➤ **GRADUATION REQUIREMENTS**

In order to graduate from this undergraduate program, the students are required;

- to succeed in all of the courses listed in the curriculum of the program by getting the grade of at least DD/S with a minimum of 240 ECTS.
- to have a Cumulative Grade Point Average (CGPA) of 2.00 out of 4.00
- to complete their compulsory internship in a specified duration and quality.

➤ **MODE OF STUDY**

This is a full time program.

➤ **PROGRAM DIRECTOR (OR EQUIVALENT)**

Assoc. Prof. Dr. Çise Çavuşoğlu, Head of Department, Faculty of Education, Near East University

➤ **EVALUATION QUESTIONNAIRES**

Evaluation Survey

Graduation Survey

Satisfaction Survey