



# ANNUAL STUDENT SURVEY 2025

Analysis of Results

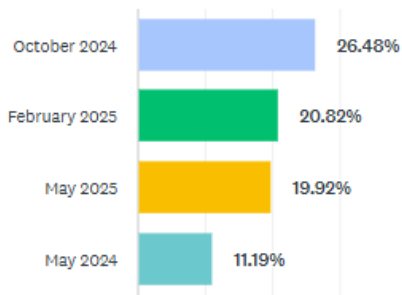


## OVERVIEW

The 2025 Annual Student Survey aimed to gather detailed insights into the student experience across all locations. The survey was open from October 29<sup>th</sup> to December 8<sup>th</sup> and invited all eligible students (5,909) to participate, excluding October/November 25 intakes since they have just started and don't have the full experience yet. However, these intakes were included in specific sections of the analysis, such as Orientation, Pre-registration and Enrolment experience. Out of the total eligible population, **2,876 students** responded, resulting in a **response rate of 49%**.

Out of those respondents, we see a high rate of respondents from the October 2024, February 2025, May 2025 intakes.

The TOP 4 intakes with the highest participation accounted for 78% of total responses, demonstrating strong engagement from these cohorts.



The majority of responses (92%) received from students from our **Berlin campus**. Response rates from the other campuses vary:

Campus	Eligible	All Responses	Rate %
Barcelona	35	20	57%
Berlin	5,685	2,754	48%
Hamburg	101	47	47%
Paris	88	55	63%
<b>Total</b>	<b>5,909</b>	<b>2,876</b>	<b>49%</b>

This survey includes an overall analysis of students from all campuses. Separate reports are available for the responses specific to the Berlin, Barcelona, Hamburg, and Paris campuses, respectively.

### Methodology:

Most questions could be answered with a rating from 1 to 5:

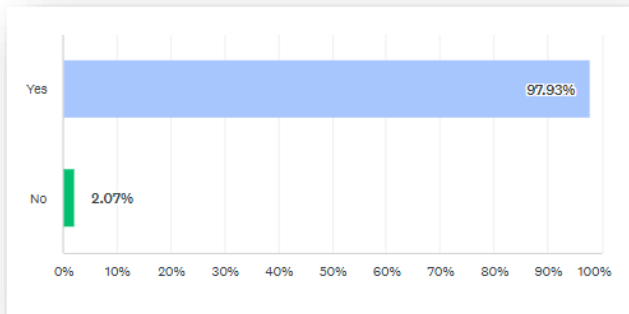
- 1 for "Disagree" (for statements) or "Dissatisfied" (for satisfaction questions)
- 2 for "Partially Disagree" or "Somewhat Dissatisfied"
- 3 for "Mostly Agree" or "Mostly Satisfied"
- 4 for "Agree" or "Satisfied"
- 5 for "Definitely Agree" or "Extremely Satisfied"

- To differentiate more clearly between satisfaction and dissatisfaction, responses were combined.
- **The satisfaction/agreement percentage** is the sum of the answers placed on 3, 4 and 5 ratings out of this total.
- "Mostly Agree" and "Mostly Satisfied" answers are considered as **satisfied** answers.
- "N/A" answers have been left out of the total as they do not present an insight to the quality of services evaluated.

## STUDENT ARRIVAL AND RESIDENCY TRENDS

We asked our students whether they had already arrived at their designated campus location (Berlin, Hamburg, Barcelona, or Paris) and how long they had been living in Europe. This data helps us gain a clearer understanding of their experiences based on the duration of living abroad and allows us to separate responses according to their current student location at the time of the survey.

### Have you already arrived at your campus location? (Berlin, Hamburg, Barcelona or Paris)

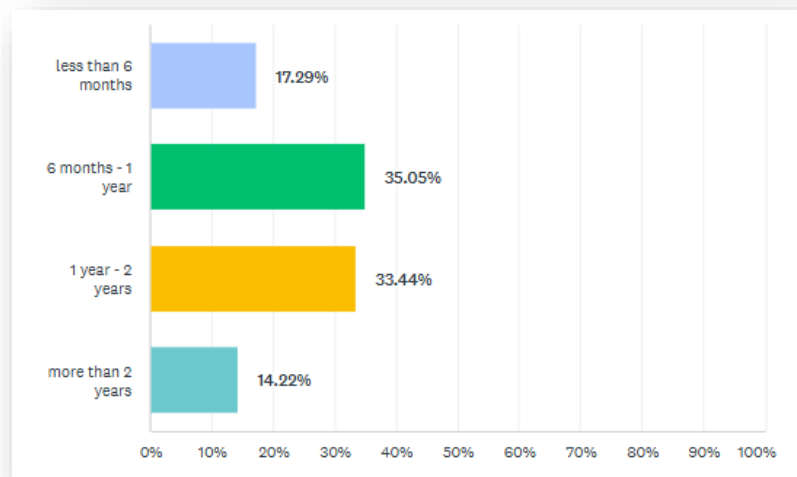


A total of **97%** of students had arrived and were physically present on campus, representing an increase from 89% in the previous year.

*The following analysis was conducted by taking all responses into account, both abroad and physically present.*

### How long have you been living in Europe?

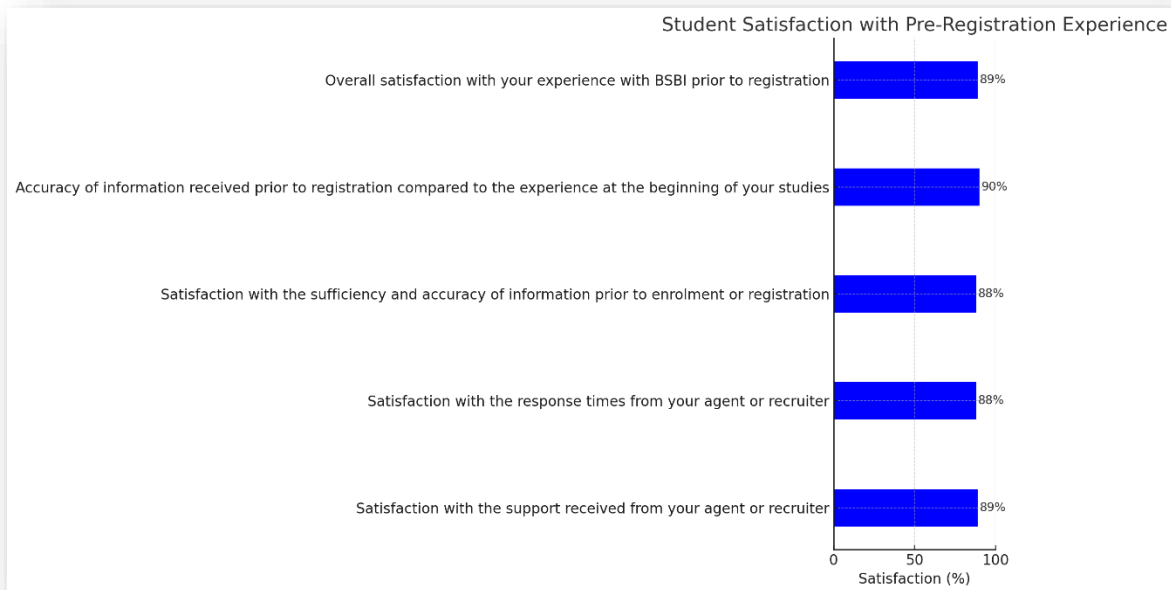
Overall, the majority of respondents (52%) have been living in Europe for **less than a year**, indicating that the student population is predominantly in the early stages of their academic and living experience in Europe.



## PRE-REGISTRATION JOURNEY

We value the student experience from the very beginning of their interaction with BSBI, and the responses presented below include feedback from all 2025 intakes.

To better understand students' early impressions, we asked them to rate the level of support received from their agent or recruiter. The results indicate a high satisfaction rate of **89%**. Additionally, **88%** of students were satisfied with the response times from their agent or recruiter, and **88%** felt they had received sufficient and accurate information prior to enrolment or registration. Nearly **90%** reported that the information provided before registration aligned well with their actual experience upon beginning their studies. Overall, **89%** rated their pre-registration experience with BSBI as satisfactory.



Below are some selected comments received from students regarding the pre-registration journey.



My experience was extremely positive.



everything is so smooth and perfect



The students advisor was exceptional



The process has been smooth



They are best in coordination at every step of process.

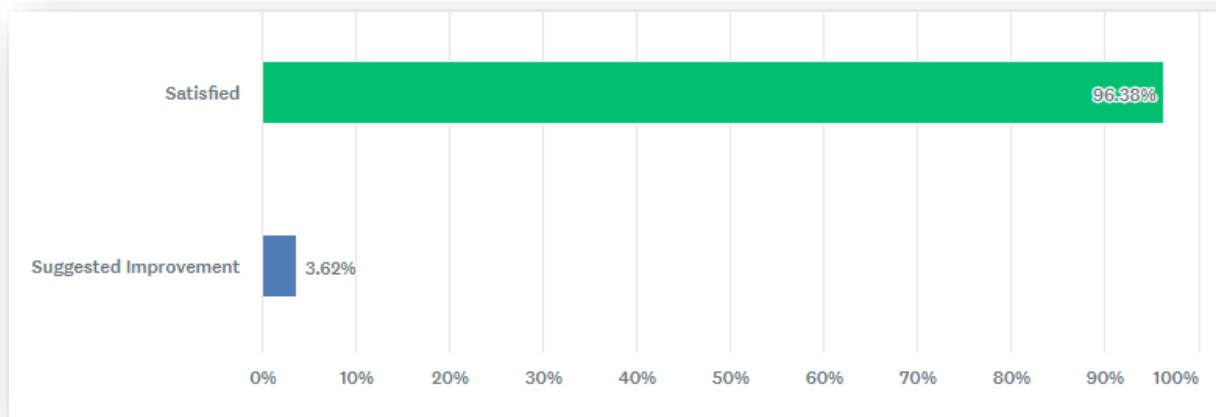


As far as I know, I really appreciate the enrollment process at BSBI. It's extremely smooth, and everyone involved in the recruitment team is genuinely kind and professional. I love how they handle everything so efficiently, making the whole experience comfortable and stress-free it doesn't feel like a big interview at all. They communicate clearly and treat applicants with great respect

## ENROLMENT EXPERIENCE

The enrolment experience is a crucial part of the student journey, as it marks the beginning of their interaction with various BSBI teams and reflects the level of support and professionalism we provide from the very start.

We asked students **whether their enrolment process went smoothly and whether they felt appropriately supported by BSBI staff**. The results are exceptionally high—**96%**—indicating a strong level of satisfaction. We will continue working to further enhance this experience.



Additionally, we asked students to reflect on **whether they felt properly guided in key areas related to starting their studies**. Satisfaction levels are very high, with a clear increase compared to the 2024 results.

Topic	Satisfied 2024	Satisfied 2025
Accommodation	72.66%	<b>82.40%</b>
Life in Berlin	82.85%	<b>87.65%</b>
Student Engagement and campus activities	80.29%	<b>89.84%</b>
Structure and objectives of my studies	83.46%	<b>93.41%</b>
Study tools	84.52%	<b>91.37%</b>
Study support	82.63%	<b>91.83%</b>
Finance and instalment plan	82.18%	<b>89.49%</b>

Below are some selected comments received from students regarding the enrolment experience

- 😊 My experience was extremely positive.
- 😊 My registration went smoothly and was great.
- 😊 My Advisor and the Registration Team provided the needed information and assistance through the process. I am completely satisfied with the process.
- 😊 everything went so well and whenever i have some doubts and difficulties student support team has done everything in their power to help me
- 😊 The enrolment process was clear and easy to follow. The BSBI staff provided excellent support throughout
- 😊 I appreciate how efficiently the registration was handled. I am satisfied with the experience and have no further suggestions at this time.

## ADMINISTRATIVE STUDENT SUPPORT TEAMS

The category "Administrative Student Support Teams" has been expanded for greater clarity to include all teams providing services at an administrative level. Together, they handle all post-enrollment matters, ensuring adherence to institutional policies, partner regulations, and established processes.

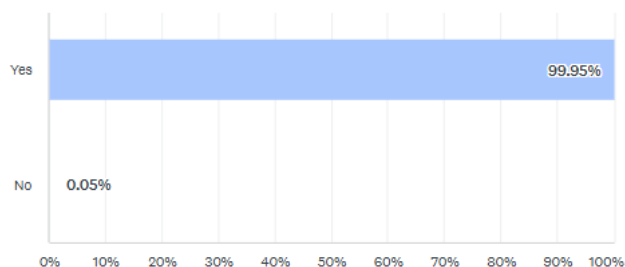
### STUDENT HUB

Since a **Student HUB**—a single point of contact for all student queries—was implemented on the Berlin campus last year, we introduced a survey question in 2025 to assess its effectiveness. The results indicate very positive outcomes, and we are pleased to see high levels of student satisfaction with the services provided.

Attendance at the Student HUB is impressive; nearly 100% of surveyed students, who indicated they had already arrived on the Berlin campus, reported visiting it (only one student had not).

I have visited Student HUB (in the room 205).

Answered: 2,070 Skipped: 0

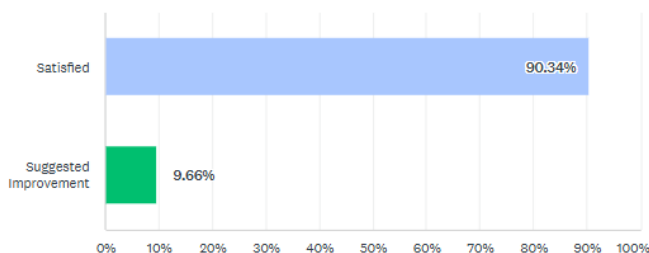


**More than 90%** of students are satisfied with the support they received from the Student HUB teams, indicating that this initiative has generated a positive impact. We will continue to analyse the responses in detail and implement any necessary improvements.

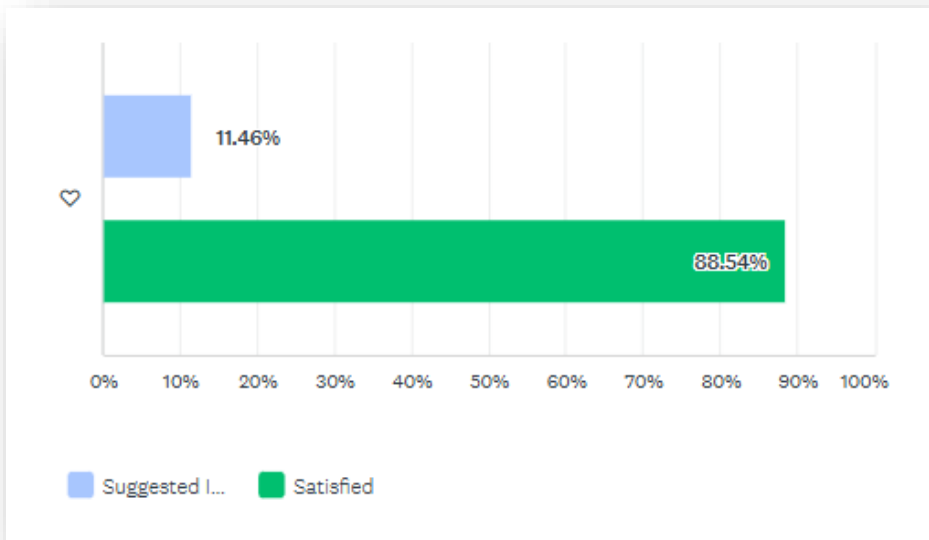
However, we recognise that not all students can be fully satisfied, as some requests—such as reinstatements, withdrawal appeals, or visa-related matters—cannot be approved or resolved directly by HUB staff. Nevertheless, we remain committed to supporting students as much as possible, even when we are unable to address their issue directly.

I am satisfied with the support I received from the Student HUB (helpfulness, speed of service, overall assistance)

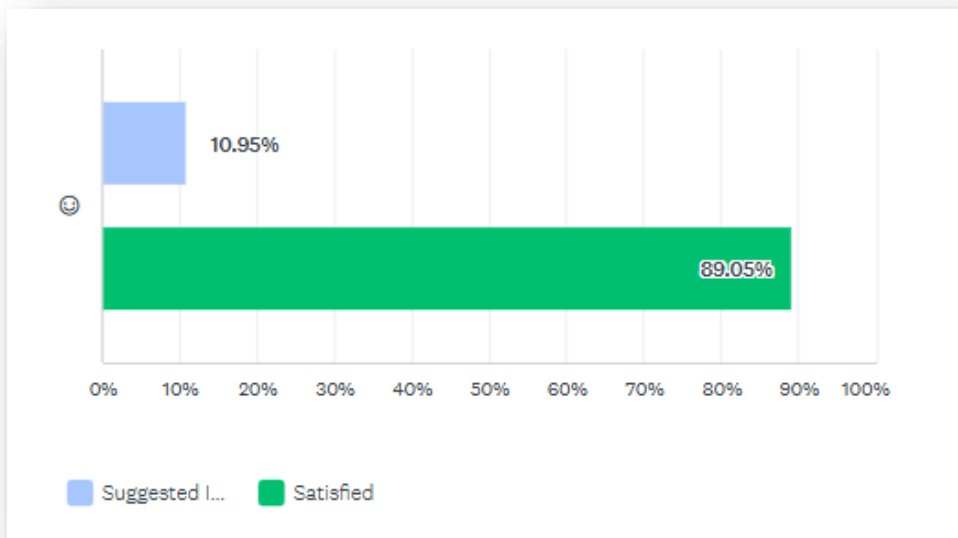
Answered: 2,070 Skipped: 0



Students rated the **helpfulness, efficiency, and appropriateness of the Student Support Teams' response times** (both via email and in person) at **88.5%**, representing an increase from 83% in 2024.



**Over 89%** of students expressed satisfaction with the **friendliness** of the Student Support Teams, reflecting an improvement compared to the 2024 result of 85%.



It is worth noting that most instances of dissatisfaction were associated with situations in which issues **could not be resolved due to institutional policies and procedures**. In some cases, students appeared unwilling to accept decisions that were fully in line with these established policies.

Nevertheless, we review all open-ended responses and remain committed to enhancing student satisfaction with the Student Support Teams. The improvements are now evident when comparing results year over year, and we are pleased that students increasingly view our support teams as helpful, efficient, and friendly.

Satisfaction levels remain very high and showed **an increase** when it comes to different areas such as: **German Classes, Professional Certificates, the access to Student Portal MyPage.**

It is also worth noting that, in response to demand identified in previous surveys, we introduced German language classes on campus in 2025. This initiative provides students with an enhanced learning experience and greater opportunities for integration into German society.

*Students who did not make use of the services were excluded from the calculation and number of responses are included in table below:*

Service	Satisfied 2023	Satisfied 2024	Satisfied 2025
<b>German Classes</b>	59.67%	70.46%	<b>71.92%</b>
<b>Certification Courses</b>	75.49%	81.79%	<b>87.27%</b>
<b>Access to and use of the Learning Management Tool Canvas</b>	93.18%	93.44%	<b>95.35%</b>
<b>Access to and use of MyPage</b>	92.11%	95.15%	<b>95.76%</b>

**We asked students to share any additional comments or suggestions specifically related to Student Support Teams at BSBI.**



Overall, the staff is good and helpful.



Overall good experience with the service and education



I like all things I love this university because staff members are very friendly



The Student Support Team at BSBI has been incredibly helpful throughout my time here. They are always responsive and offer great guidance, whether for academic or personal support. I really appreciate their assistance.



I've had a really positive experience with the Student Support Team. They respond quickly and guide us patiently and actually try to solve issues. I appreciate their effort and consistency.



According to my prospective BSBI is the best campus in Berlin, and all staff members are very helpful and always ready for the students.



Very supportive and helpful both management staff and faculty.



The students support team are doing great especially with planning of social activities to bring different communities together. Great job



perfect support and awesome place for students for solution of any problem



I like the fact that most of the support teams are ready to listen and support me when I need help

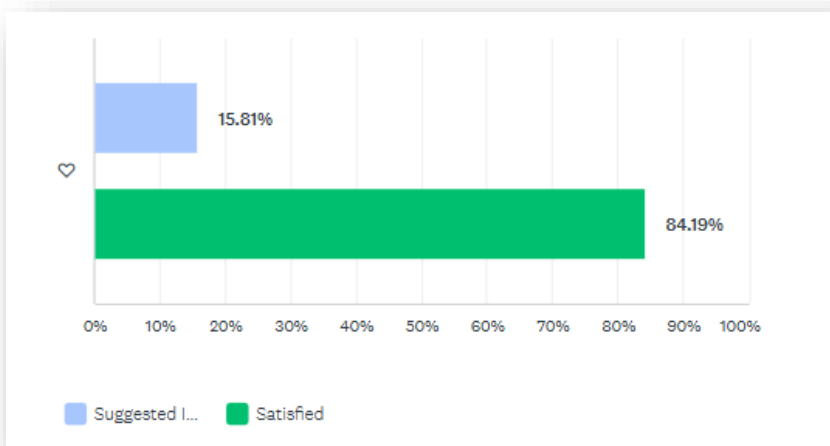
## VISA GUIDANCE

We asked students whether they needed to apply for a visa or residence permit to study at BSBI. A total of **79%** (2,020 students) indicated that they did, which is slightly lower than last year's figure of 84%. The following satisfaction analysis is based exclusively on feedback from students who required a visa and made use of the guidance provided by the BSBI Visa Support Team.

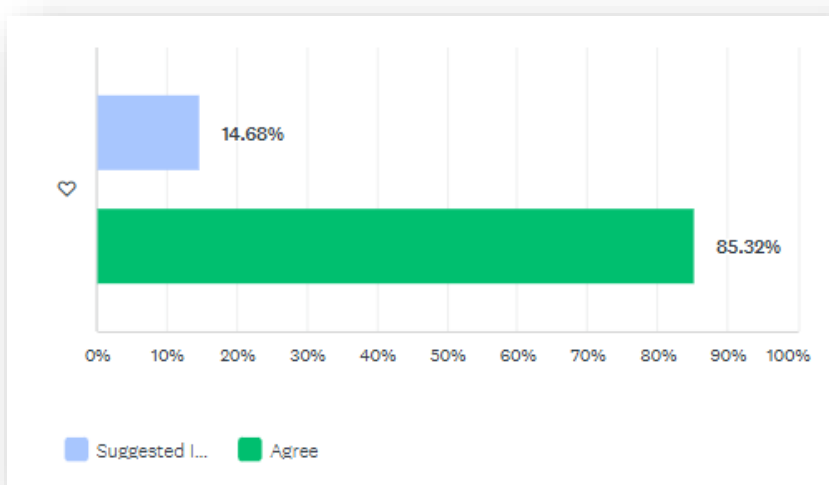
### Visa Requirement by Campus (among respondents)

Campus	% Who Needed a Visa
Berlin	78.95%
Hamburg	87.50%
Paris	90.00%
Barcelona	80.00%


Approximately **84%** of students who **used the visa guidance services** felt well supported by the team, representing a 1% increase compared to the 2024 results.




Among students who made use of our partnership with SERS Immigration Services, over **85%** reported that it made their overall **experience with the immigration office smoother**—an improvement from last year's result of 81%. We will continue to strengthen this collaboration and work proactively with student feedback to further enhance the service.




We asked students to share any additional remarks or suggestions—specifically related to Visa Guidance—that could help enhance the student experience. Below are some of the comments provided.


 SERS is really helpful


 Visa process is easy through sers


 Service was great from my experience.

 Thanks a lot SERS & BSBI Visa Team


 Visa guidance team is truly friendly and helpful. SERS team is supporting extensively.


 I am currently using the SERS for my extension and they are well organised and makes you do that right thing and j believe I love their services and encouraged any students to use it


 Visa guidance team has made the process smoother for me and helped me throughout the process.


 Visa guidance team are also a very good when it comes at visa issues so I will recommend them to anyone who are a student in BSBI to contact them.


 SERS have been very helpful for me. I'm extremely satisfied

 Visa team also helped me when I have to extend my visa I visited to the team they gave a link of SERS and than I applied for it. They helped me to make a appointment and the all documents which were compulsory or needed and in a month I got my appointment and I extended my visa.

 They helped me when I just arrived and was still lost among different tasks that I need to take an action on. They helped almost without any efforts from my side

 I was so happy with BSBI for accompanying during this peroid.

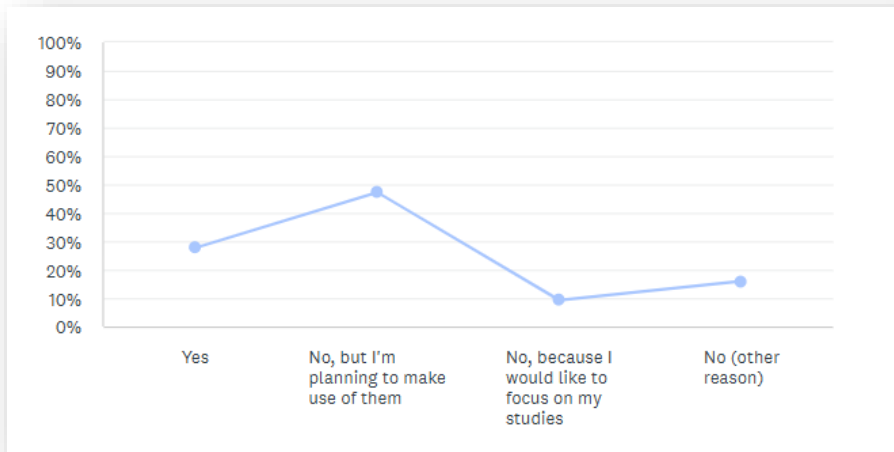
 The visa guidance at BSBI is highly helpful. The team explains the steps clearly, provides timely updates, and ensures students understand all requirements, which reduces a lot of stress during the application process.

 The visa guidance team are very swift, they response quickly to my request and sent me the right documents and information always ❤️

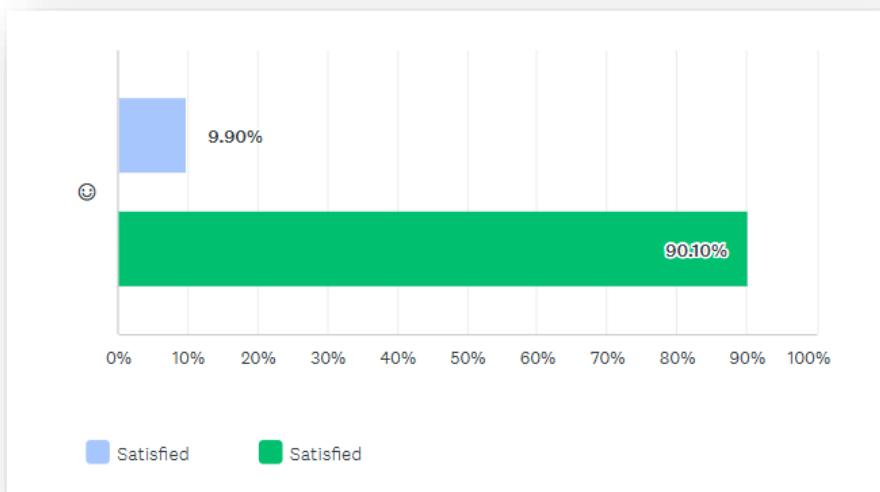
## CAREER SERVICES

Students were asked whether they had made use of the BSBI Career Services.

75% of students have either used or plan to use the Career Services offered by BSBI. Among those who have not engaged with the services, the main reasons cited were: *already being employed or financially self-sufficient, uncertainty about their career direction, focusing primarily on their studies, facing geographical or logistical barriers, or being at an early stage in their programme and intending to make use of Career Services later.*



Among the students who had already utilized the Career Services, over **90%** expressed **satisfaction with the support provided**—an improvement of approximately 5 percentage points compared to last year's result of 85%.



Our Career Services team continues to build strong initiatives, partnerships, and collaborations with companies across Europe to support our students. Our biannual career fairs attract more than 1,000 attendees, and we are proud to offer students valuable opportunities to engage with employers.

## Employment

Students were asked about their current employment status and whether there was a relation to their field of studies.

The results analysis is divided by those who have been more or less than 1 year in Europe at the moment the survey was taken (*students who had not arrived on campus yet were excluded*).

### Students living in Europe for 12 months or longer:

▼ Yes, in a sector directly related to my field of studies	15.78%
▼ Yes, in a sector NOT related to my field of studies	42.01%
▼ No, but I am actively looking for a job	35.74%
▼ No, I am focusing on my studies	6.48%

### Students living in Europe less than 12 months:

▼ Yes, in a sector directly related to my field of studies	7.88%
▼ Yes, in a sector NOT related to my field of studies	30.39%
▼ No, but I am actively looking for a job	52.61%
▼ No, I am focusing on my studies	9.12%

The data reveals meaningful differences in employment patterns between students who have lived in Europe for **12 months or longer** and those who have been in Europe for **less than 12 months**. These trends suggest that **time spent in Europe strongly influences students' employment prospects and engagement with the job market**.

### Overall Insights

- Students with over a year in Europe are *twice as likely* to secure employment directly related to their field of study.
- Both groups show significant engagement in non-field-related work, but the longer-term residents have higher employment in general. This indicates that students who have been in Europe longer: are more likely to find some employment, even if it is not yet aligned with their field.
- A much larger proportion of newer arrivals are actively seeking employment. This reflects: the natural job-search lag after relocation, barriers such as language, lack of networks, or pending documentation, the fact that newer students may still be adjusting to the job market.
- A slightly higher percentage of newer students choose to focus solely on studies, which may be due to initial adjustment period, or prioritising academic success before job searching.

**We asked students whether they had any additional thoughts or experiences they wished to share about the Career Services.**



great service



careers service is good



No , ever is perfect.



Yes whenever i have used their services it has been very helpfull so i would say they have done a good job.



I am very satisfied with the Careers Service at BSBI. The team provides helpful guidance, timely updates about job opportunities, and valuable career workshops. Their support has been instrumental in improving my confidence and employability skills. Keep up the great work and continue offering more interactive career events and one-on-one sessions.



They helped me to rebuild my CV and after few months I finally got a student job in my field



A good Careers Service team that tries to help students. It might be good to have a larger team.



They help for students to choose right path, and it good.



At the moment I'm focusing on my study's without getting in touch of the careers service, but the details are very interesting and helpful for my career on BSBI. So I think I would take in touch sooner.



They give very good advice



I haven't used the Careers Service yet because I am currently focusing on settling into my programme and exploring opportunities on my own. I appreciate the reminders and plan to use the service when it aligns with my goals.



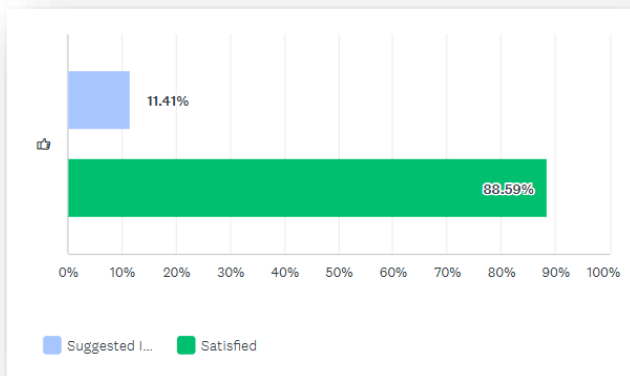
This team is very important so I will encourage every student to join



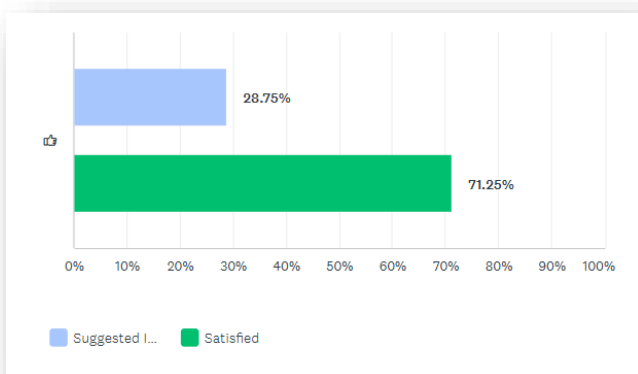
I am currently stepped into 2nd semester and may be in future while looking for internships or job opportunities I will definitely approach them.

## STUDENT ENGAGEMENT AND WELFARE

At BSBI, we place strong emphasis on student engagement and welfare, continually developing initiatives and support services aimed at fostering a positive student experience and a strong sense of community. Students were asked whether **information about the school's mental wellbeing support services was well communicated**, and almost **89%** agreed. We will continue raising awareness among students and developing additional campaigns and services to further support their wellbeing.

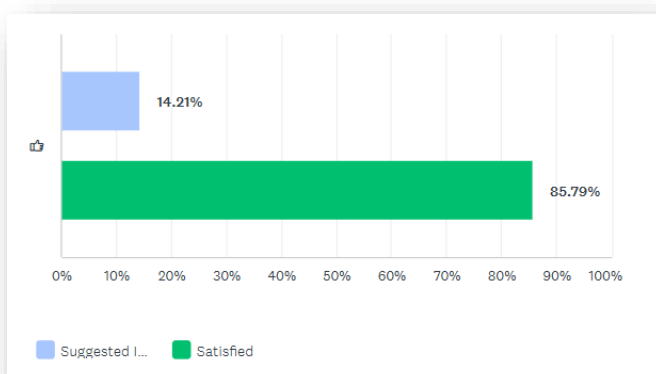


**71%** of students indicated that they regularly attend student events.

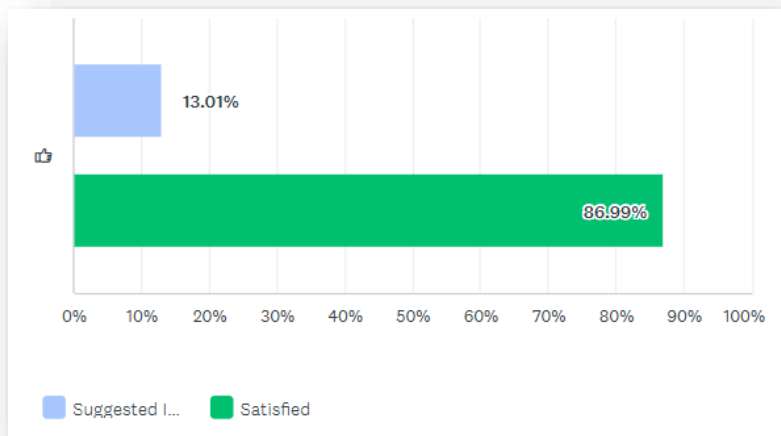


*Attendance at engagement events depends on several factors. Students who had not yet arrived on campus, as well as those facing scheduling conflicts with classes or work, frequently mentioned these as reasons for not attending. Students also noted that events tend to be more helpful at the beginning of their studies than later on, which may also influence participation levels.*

Around **86%** felt that the **number of events organised is sufficient to foster engagement**—an improvement from 79% in 2024.

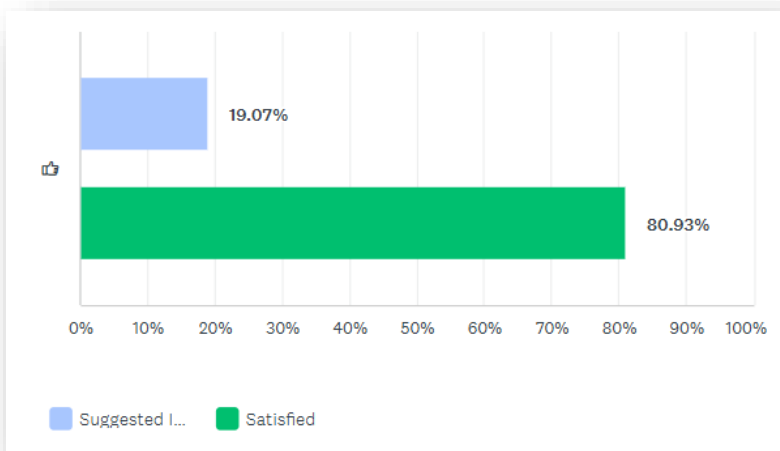


Additionally, **87%** agreed that the **quality and content of these events are good**, representing another increase compared to last year's 82%.



At BSBI, we have a vibrant and supportive student community led by the **Student Council**. The council is headed by two Student Council Presidents and supported by class representatives, dedicated volunteers, and active members who are committed to enhancing the student experience.

Regarding the Student Council and Class Representatives, almost **81%** of respondents reported **being aware of their work and feeling well represented by them**, an improvement compared to last year's 78%.



We value our Student Council and will continue supporting them in every way possible to foster student engagement and strengthen our campus communities.

**We asked students whether they had any additional thoughts or suggestions they wished to share regarding Student Welfare and Student Engagement.**



I appreciate the events organized by BSBI. They help me socialize and engage with other students.



The communication about student activities and wellbeing is clear and helpful. A simple monthly summary of upcoming events could make it even easier for students to participate.



I think the Student Welfare and Student Engagement teams are doing a great job.



I think the best part about BSBI is the student welfare team. They have been really helpful and every program is very engaging.



The Student Engagement Manager are putting a lot of efforts in order to make sure students are happy. Can see the efforts from very specialised staff including Ms. Sangeetha, Olena and Rabab who've done a wonderful job.



It's superb



I feel that I'm at a stage in life where these kinds of initiatives don't impact me as much anymore. I've seen many seasons, and my experiences have already taught me a lot. Still, I truly appreciate that these programs exist—they are especially valuable for younger students who have just left their homes and may need emotional or practical support. For them, this kind of guidance can make a real difference. As for me, I believe I've already moved past that phase, and I feel comfortable managing things on my own. But I deeply respect the effort being made to support students, and I hope it continues to grow for the benefit of those who need it.



the student welfare is doing good job and they are taking initiatives to get engagement with students, which is good very good thing



I think it is doing the best it could do. Thank you for your help.



I'm not really a person for those kinds of activities, but it just a personal view, I wouldn't say is anything wrong



The Student Welfare and Engagement teams are doing a great job supporting students and creating an inclusive environment. I appreciate their efforts in organizing events and providing guidance whenever needed. It would be wonderful to see even more social and cultural activities to encourage stronger connections among students from different backgrounds.



Students welfare and engagement is very beneficial for me because I found it very helpful for making connections.



I would say that they are already doing a lot. Which is great. Just would like to thank them for all the initiatives, and engagement so far. Looking forward for many more.

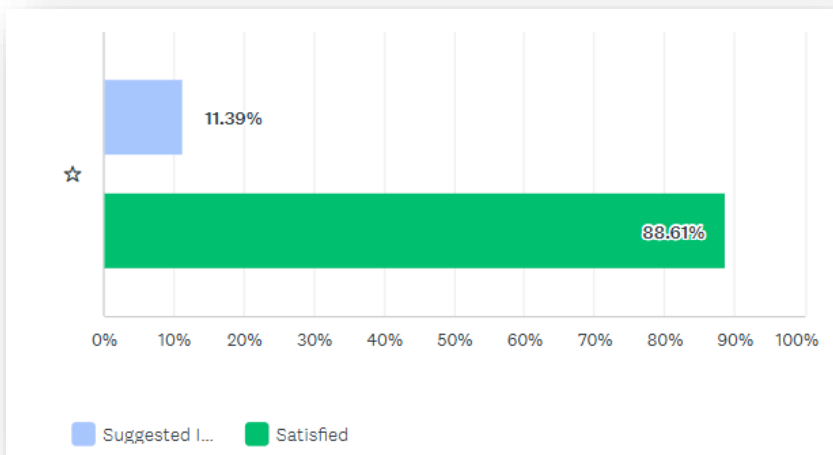
## CAMPUS FACILITIES

We asked students to rate their satisfaction with the condition of the campus facilities and the support provided by the front-desk staff on campus.

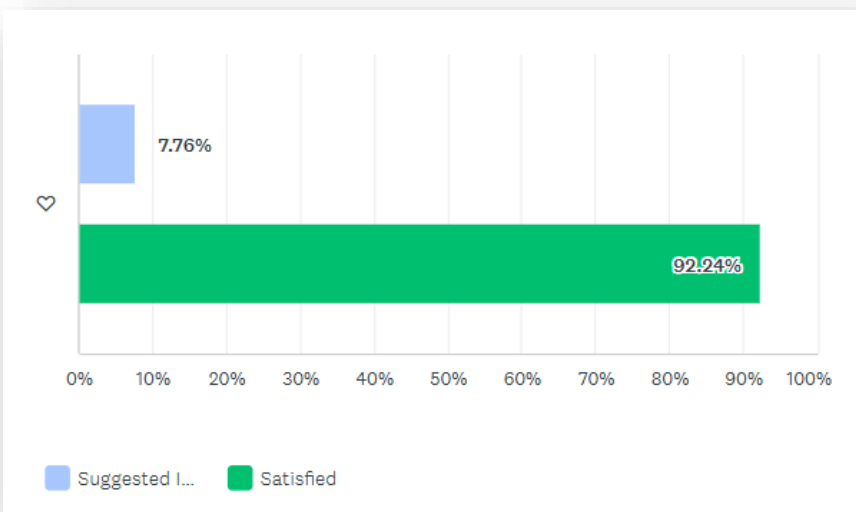
*The responses were considered only from students who confirmed that they had arrived on campus in person. This focused approach ensured that feedback came from those with direct experience of the physical environment and services offered.*

The results below reflect the overall feedback across all BSBI campuses.

The level of satisfaction is high—**over 88%**—representing a significant improvement compared to last year's 80%. We appreciate students' feedback and will continue working on enhancements, particularly in areas identified for improvement.





We asked students, 'How satisfied are you with the support of the front desk/reception staff on campus?' The satisfaction level reached **92%**, which is almost 10% higher than last year.



We are pleased to see the improvements in the results and will continue doing our best to provide the highest level of service.


**Students were invited to share any feedback they had regarding our campus facilities and the front-desk staff. A selection of their comments is presented below.**


 I am extremely satisfied with the condition of the campus facilities and the support provided by the front desk staff. Everything was well-maintained, and the staff were very helpful and friendly.

 The campus facilities are generally good, and the environment is comfortable for studying. The front desk staff are polite and helpful, though improving response times during busy hours would make the experience even better. Overall, the support is appreciated, and a bit more consistency in communication would enhance the service further.

 Satisfied with the access and availability of campus resources


 The campus facilities are well-kept and the reception staff are polite and helpful whenever support is needed. Thank you for maintaining a positive environment for students.


 Really helping and supportive staff


 It's extremely satisfied and helpful


 All things are very good and the staff members are very friendly


 The Campus facilities are generally good and well-maintained. The staff at the front desk are always friendly and helpful.

 The campus facilities are well-maintained and provide a comfortable environment for studying. Classrooms, common areas, and digital resources are generally organised and easy to access.

 The team behind the front desk are very very kind, helpful and welcoming to everyone. I really appreciate their friendliness and positive energy.

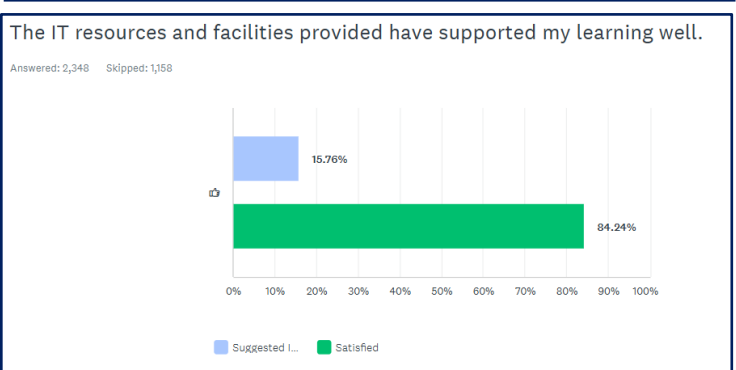
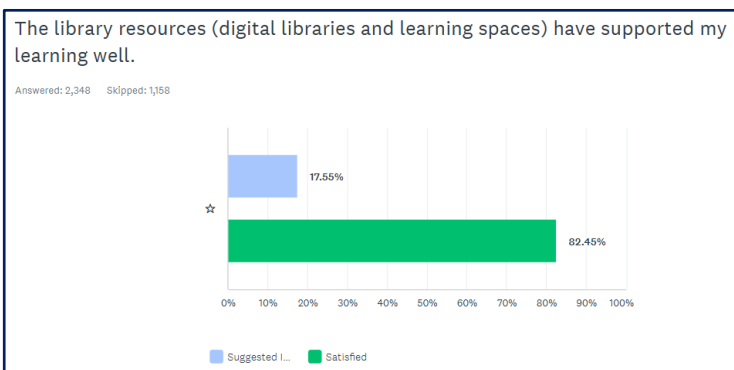
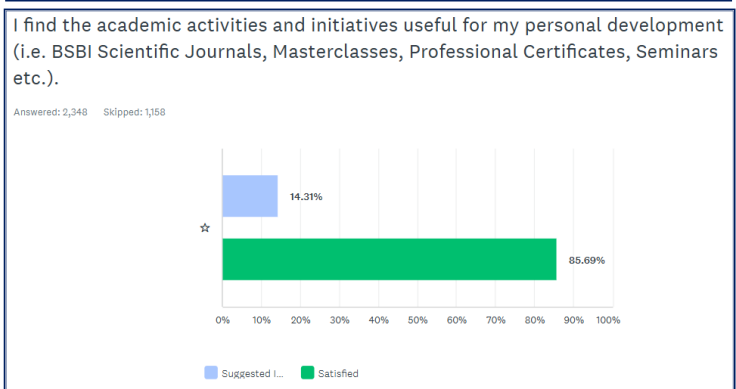
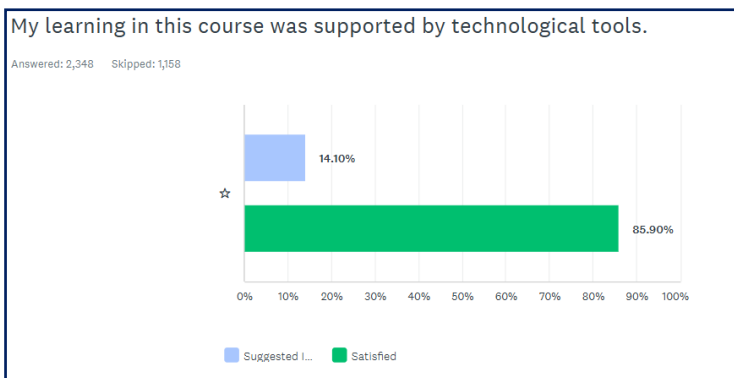
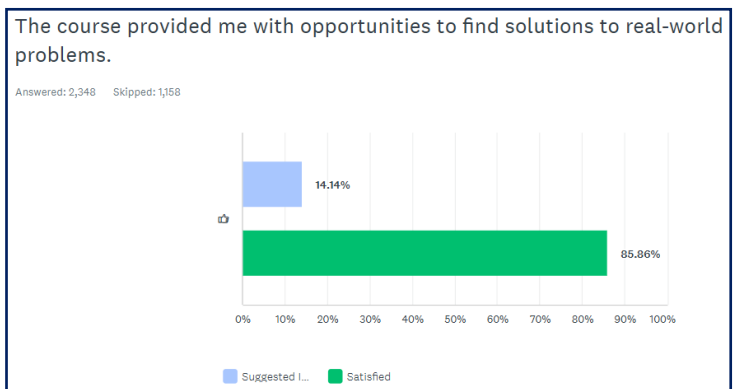
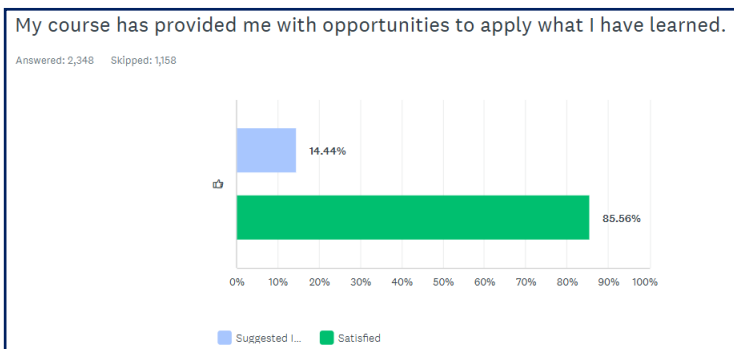
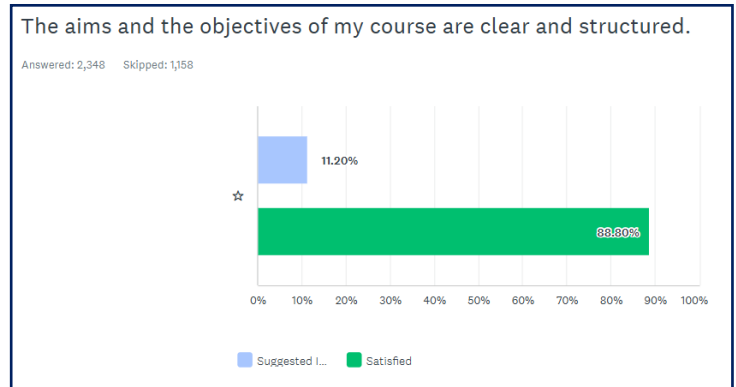
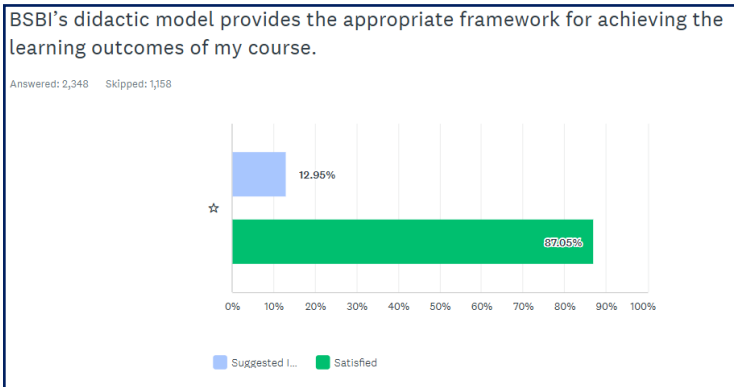
 they are extremely helpful and respectful towards everyone

 Campus facilities are very well. Now our classes are in new campus and the environment of new campus is very good I. Environment is very quiet not much loud, which helps to being interested in studies

 The campus facilities are well-maintained and easily accessible. The front desk staff are friendly, helpful, and always willing to assist with queries. They handle requests efficiently and make visitors feel welcome. Overall, I'm very satisfied with the services and the positive attitude of the staff.

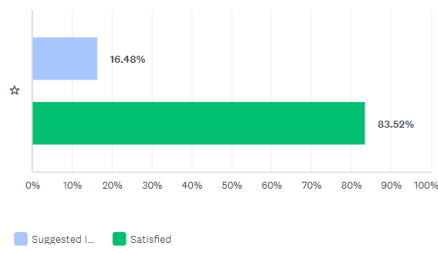
# ACADEMIC QUALITY

Student satisfaction with academic quality remains strong, with scores ranging from 82% to 93%. In the charts below, the satisfaction range is indicated in green.



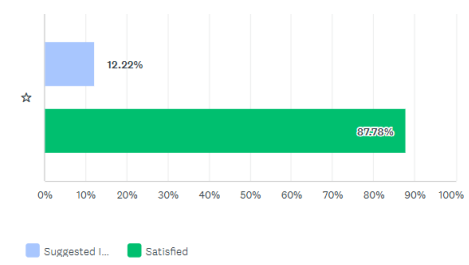
The academic infrastructure particularly workshops, labs, library and software were contemporary and relevant to skill-building for the industry.

Answered: 2,348 Skipped: 1,158



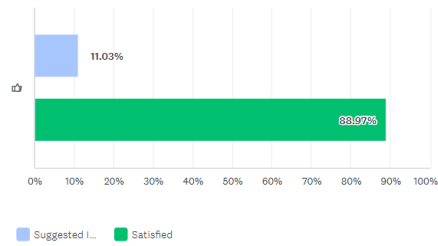
I am satisfied with the commitment of the academic staff and the way faculty members explain subjects to help me understand clearly.

Answered: 2,348 Skipped: 1,158



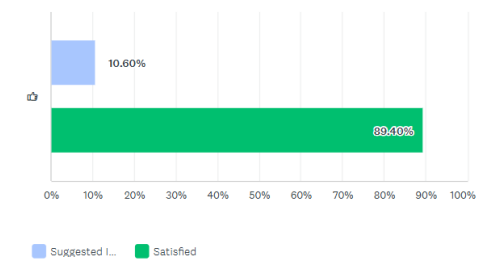
Lecturers are enthusiastic about what they are teaching and make the subject interesting.

Answered: 2,348 Skipped: 1,158



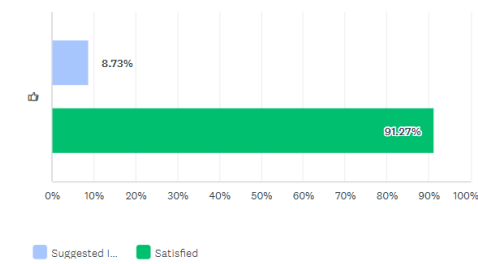
Lecturers are good at explaining concepts and knowledgeable in their field.

Answered: 2,348 Skipped: 1,158



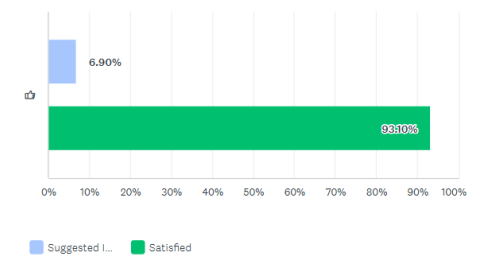
Lecturers encourage student participation in class.

Answered: 2,348 Skipped: 1,158



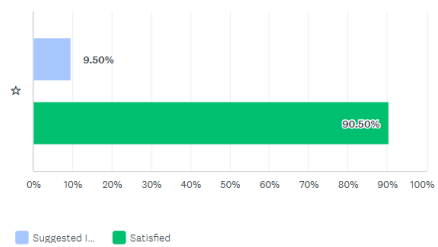
Lecturers were friendly and open-minded in dealing with the students.

Answered: 2,348 Skipped: 1,158



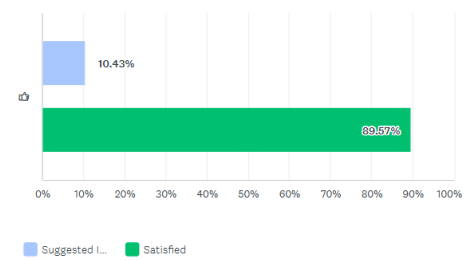
Lecturers always provide constructive and helpful feedback on my assignments.

Answered: 2,348 Skipped: 1,158



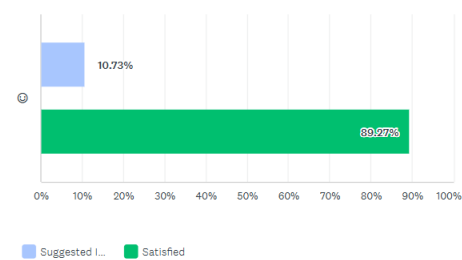
I have been able to contact academic staff when I needed to.

Answered: 2,348 Skipped: 1,158



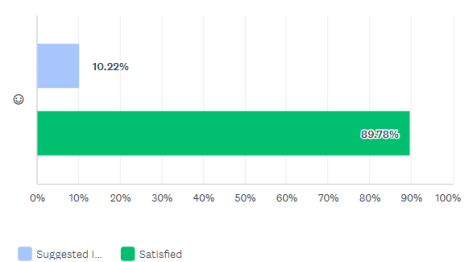
How satisfied are you that the instructor provided fair and transparent assessment of your work.

Answered: 2,348 Skipped: 1,158



Marking criteria used to assess your work was clear.

Answered: 2,348 Skipped: 1,158



**We encouraged students to share any additional thoughts or suggestions related to Academic and Teaching topics. Below are some selected responses.**



Teaching staff is helpfull and good



The academic experience great overall



The lecturers explain concepts clearly and connect topics with real industry applications, which I value. Short examples from industry cases and tools are especially helpful. I appreciate the commitment of the academic team.



The instuctors are so friendly that we don't hesitated to asked them questions.



Teaching and academic performance in BSBI are top-notch. Everything about academics is well organized and prepared.



The lecturers provided real life situations that blended perfectly to the theory and concepts of the subject. This made the lesson more practical and useful.



all professors are really so professional and friendly, and always teach with their all efforts, with friendly and kind behaviour.



I am grateful that you are always attentive to the improvement and quality of education.



The lecturers of Paris campus are doing well their jobs.



For the teaching part, the teachers were well qualified and experienced. So, I don't have suggestions of complaints for this point.



The academic and teaching quality has been excellent. The instructors are knowledgeable, approachable, and provide clear explanations during lectures. The course materials are well-organized, and assessments are fair and aligned with the learning outcomes. I appreciate the effort taken to ensure interactive and engaging sessions that support student learning effectively.



I am extremely satisfied with all the lecturers I have had throughout my Global MBA program. Each lecturer demonstrated strong subject knowledge, excellent teaching skills, and genuine dedication to helping students understand complex topics. Their interactive teaching methods, real-world examples, and willingness to support students outside class hours made the learning experience very engaging and effective. Overall, I truly appreciate the efforts of all my lecturers for maintaining a high academic standard and creating a positive and motivating learning environment.



Am totally satisfised about teaching staff



Overall teaching and academic support was good. Faculty was helpful and lectures were clear and informative.

## OVERALL SATISFACTION

When evaluating satisfaction with teaching and overall services, students expressed positive experience.

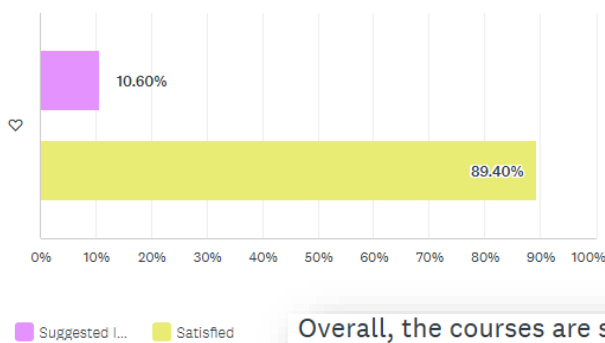
A significant portion of respondents (**89%**) reported that BSBI's **administration has been helpful and efficient** in addressing their needs, reflecting a high level of trust in the support provided across various areas.

Additionally, students indicated strong **satisfaction with the courses offered (87%)**, with many highlighting the relevance and quality of the academic content.

Overall, these responses demonstrate that both administrative support and academic offerings at BSBI contribute positively to the student experience.

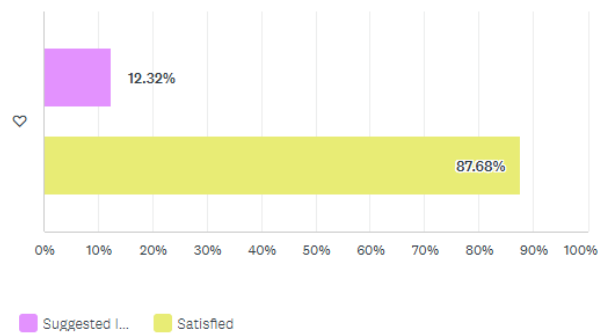
Overall, BSBI's administration has been helpful and efficient.

Answered: 2,321 Skipped: 1,185



Overall, the courses are satisfying.

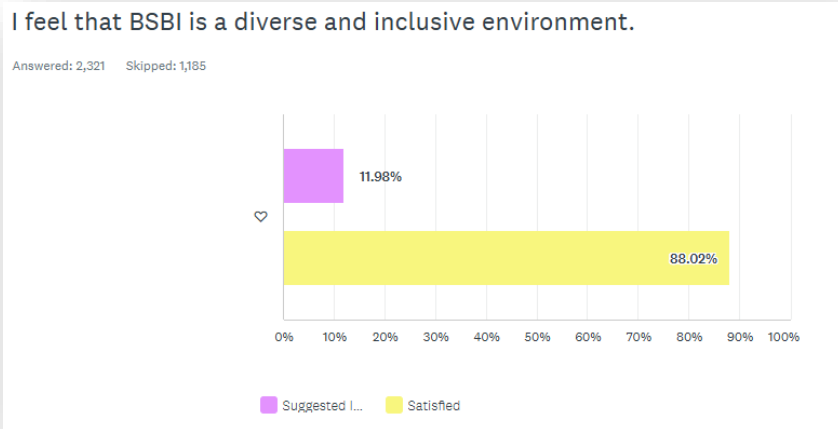
Answered: 2,321 Skipped: 1,185



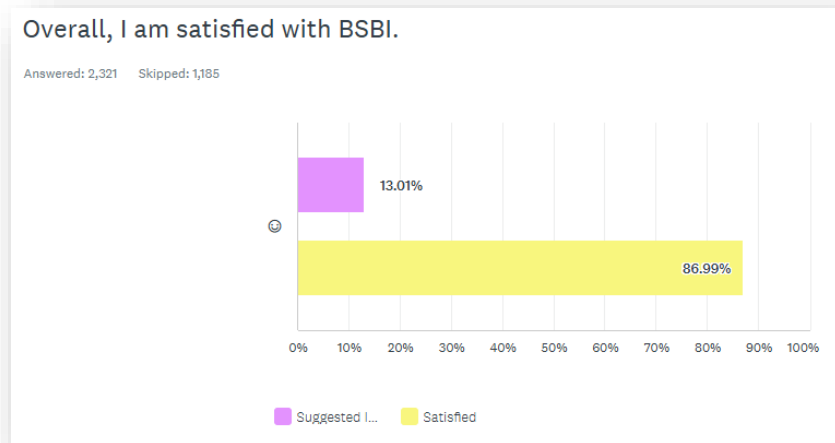
A positive upward trend in overall student satisfaction is also evident. The comparison below illustrates this improvement.

Service	Satisfied 2023	Satisfied 2024	Satisfied 2025
<b>Overall, BSBI's administration has been helpful and efficient.</b>	86.30%	86.95%	<b>89.40%</b>
<b>Overall, the courses are satisfying.</b>	83.26%	84.57%	<b>87.68%</b>

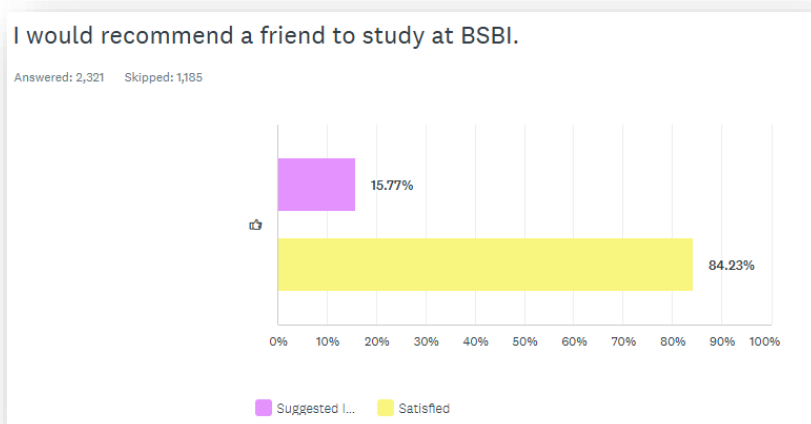
**88%** of respondents feel that **BSBI provides a diverse and inclusive environment.**



**Overall satisfaction with BSBI** among survey respondents reached **87%**, representing a 3% increase compared to 2024.



Around **84%** of students **would recommend BSBI to their friends**, representing a 3% increase compared to 2024.



**At the end of the survey, we asked students to share suggestions, which we will analyse and consider when developing our action plan. A selection of these responses is provided below.**

-  Overall, my experience at BSBI has been good. The faculty is supportive and the learning environment is positive.
-  I am really happy to be a student of Bsbi because the facilities provided by the college, teaching staffs and non teaching staffs are really super
-  Overall BSBI in my opinion is a great school and i recommend for everyone
-  Overall I enjoyed my study time in Bsbi.I was impressed by the teaching stuffs because every teacher was very good at teaching.
-  Overall, BSBI has a strong foundation, and with enhanced communication, more practical learning experiences, and improved campus resources, the student journey could be even more supportive and enriching.
-  my students life at BSBI in Berlin has been good would just say keep up the good work and I love the administration and the team at large thank you.
-  Really I felt very good during our classes in BSBI, and I didn't feel hesitated to talk with staff members and teachers, so I think for its great full to study here.
-  Based on my experience, BSBI offers a great learning atmosphere. Most things are well-organized, and the instructors are friendly, supportive, and well-prepared. I've had the chance to learn so much, and I'm truly grateful to BSBI for giving me the opportunity to be part of this community.
-  have had a positive experience studying at BSBI. The classes are well-structured, and the faculty is supportive and knowledgeable. However, I would appreciate more practical workshops and networking opportunities with industry professionals to further enhance the learning experience
-  I have benefited greatly from the support of the council team members I will love for their service to be made public so that any student who is struggling with depression can easily reach out to them.
-  Overall, my experience as a student has been positive. The teaching quality, campus environment, and support services have been excellent. To further improve the student experience, I would suggest organizing more interactive workshops, career guidance sessions, and extracurricular activities that help students develop both academic and professional skills. Better communication about upcoming events and resources would also be helpful.
-  My experience is good with BSBI. I always welcomed by the BSBI team whenever I need help or in problem. Moreover, teachers are perfect, they always listen student's problem. Help them in any way they can. I learn so many new things in my subjects which is related to real world. All study material is available on canvas. Overall, it is really good experience with BSBI Team. Thank you so much to give me a chance to become a student of BSBI.
-  Overall, my academic experience at BSBI has been positive and enriching. I truly value the diversity of teaching methods and the international classroom environment. Most lecturers are approachable, supportive, and connect theory with real-world business practice. To further improve the student experience, clearer and more consistent communication regarding feedback timelines, grades, and administrative updates would be highly beneficial. Ensuring timely feedback and better coordination between lecturers and the academic office would enhance transparency and help students plan more effectively. I'm grateful for the learning opportunities and believe that these improvements would strengthen BSBI's academic excellence even further.