



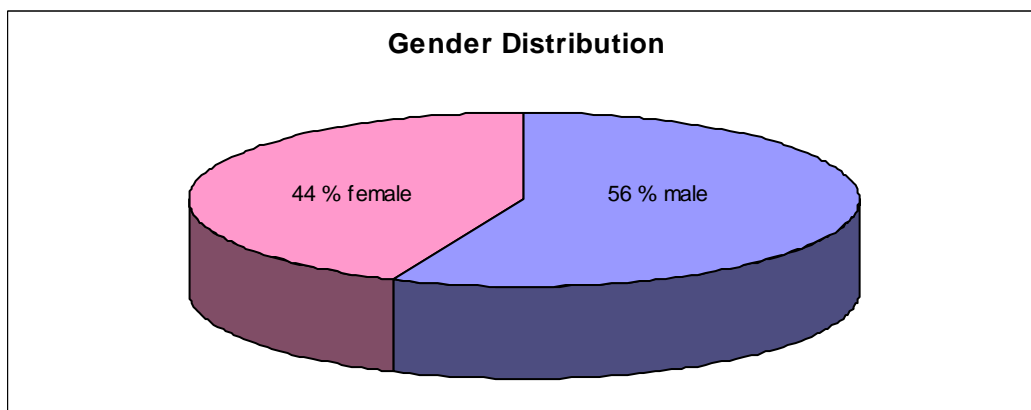
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Results of the Needs Analysis Carried out at Pécs University

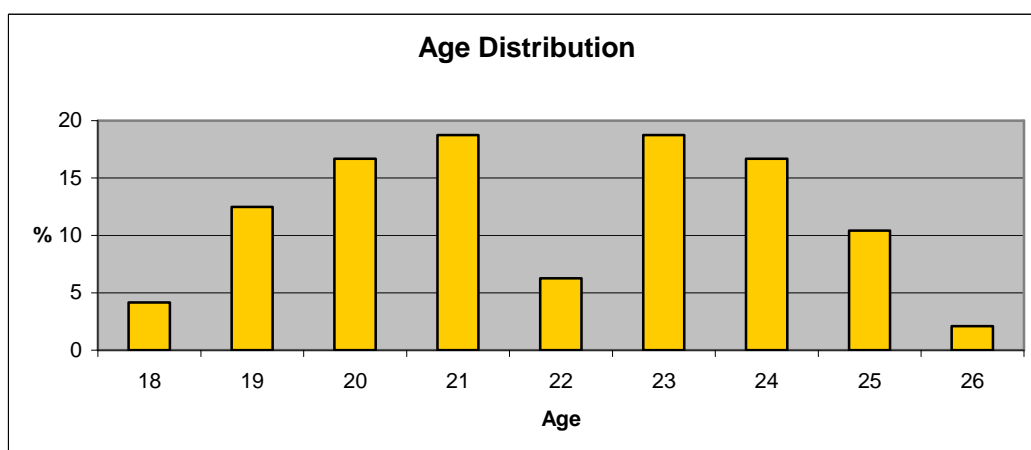
Total: 48 answers = 23 answers from students of medicine (spring 2000, long questionnaire) and 25 answers from exchange students of different subjects (autumn 2001, short questionnaire)

A. Background questions

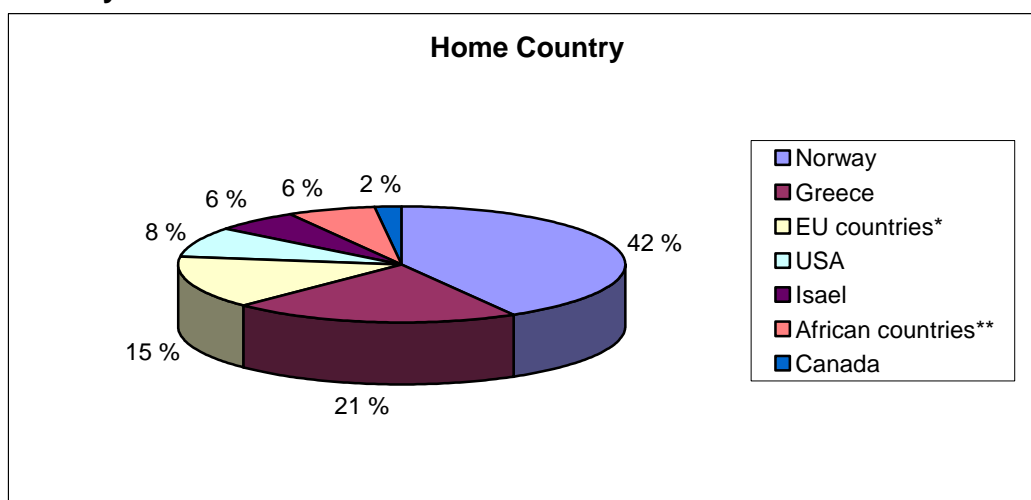
1. Gender Distribution



2. Age Distribution



3. Home Country



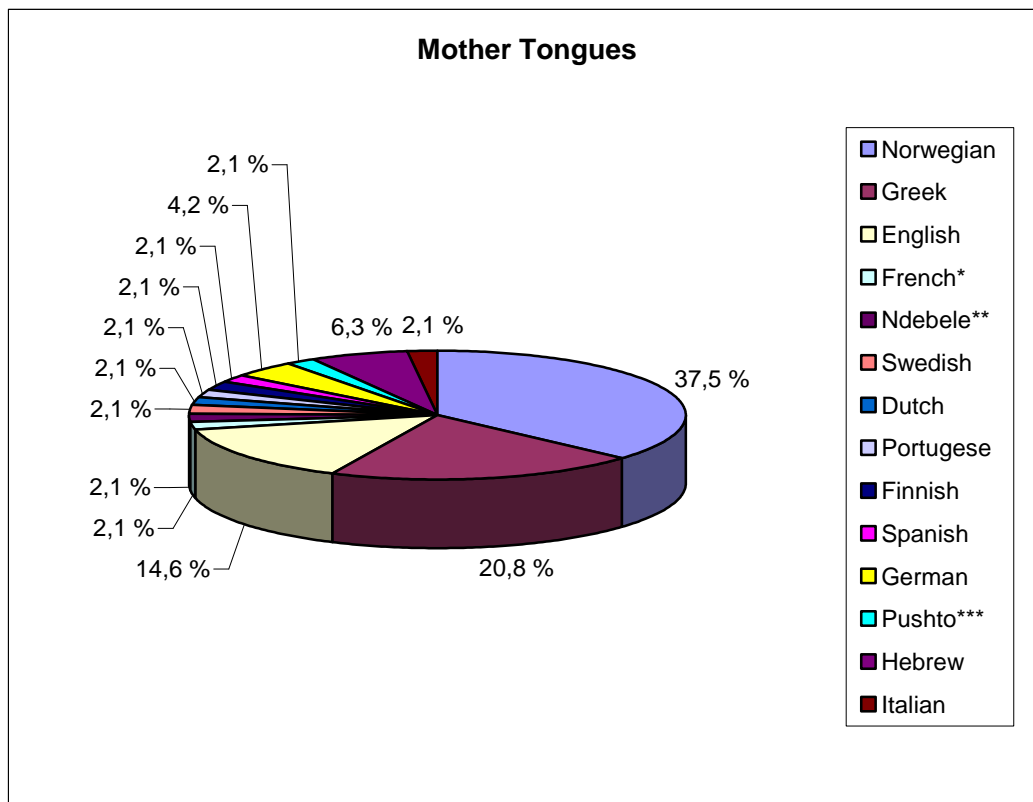
*each one student from Belgium, Finland, Germany, Italy, Portugal, Sweden and Spain

**each one student from Mauritius, Nigeria and Zimbabwe



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4. Mother Tongues



One Greek student was bilingual (Greek and English) and both languages were counted.

*The student from Mauricius had French as mother tongue.

**The student from Zimbabwe had Ndebele as mother tongue.

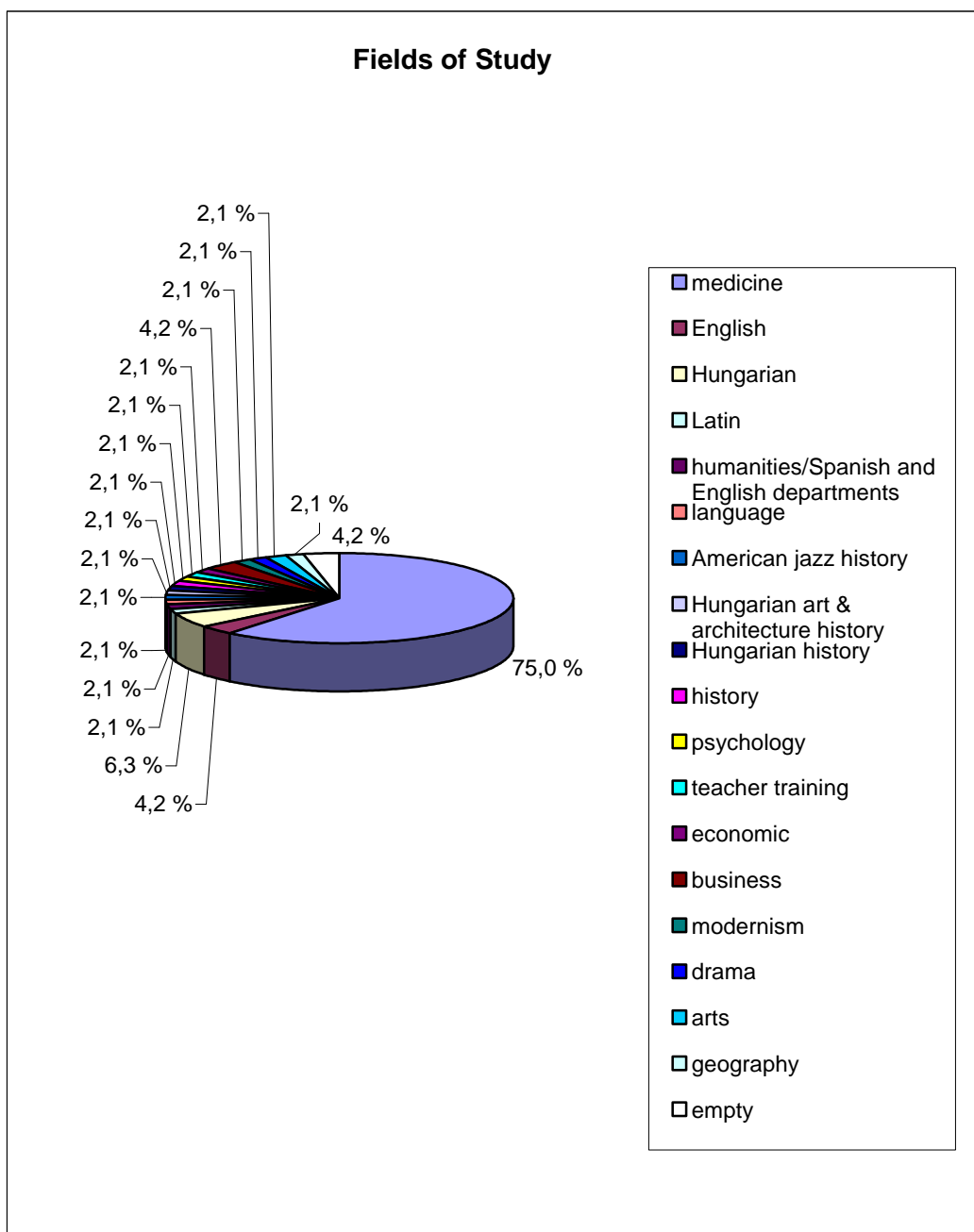
***One student from Norway was originally from Afghanistan and had Pushto as mother tongue.

5. Other Languages: multiple answers (only 23 questionnaires from spring 2000)

| | fluent | good | satisfactory | poor |
|-------------------|--------|------|--------------|------|
| Danish | 5 | 1 | - | 1 |
| English | 18 | 3 | 1 | - |
| French | 1 | - | 3 | 1 |
| German | 5 | 3 | 5 | 2 |
| Greek | - | - | - | 1 |
| Hungarian | 1 | 1 | 5 | 9 |
| Italian | - | - | 1 | 2 |
| Portuguese | - | - | - | 1 |
| Spanish | - | - | 1 | - |
| Swedish | 5 | 2 | - | - |
| Zulu | - | - | 1 | - |



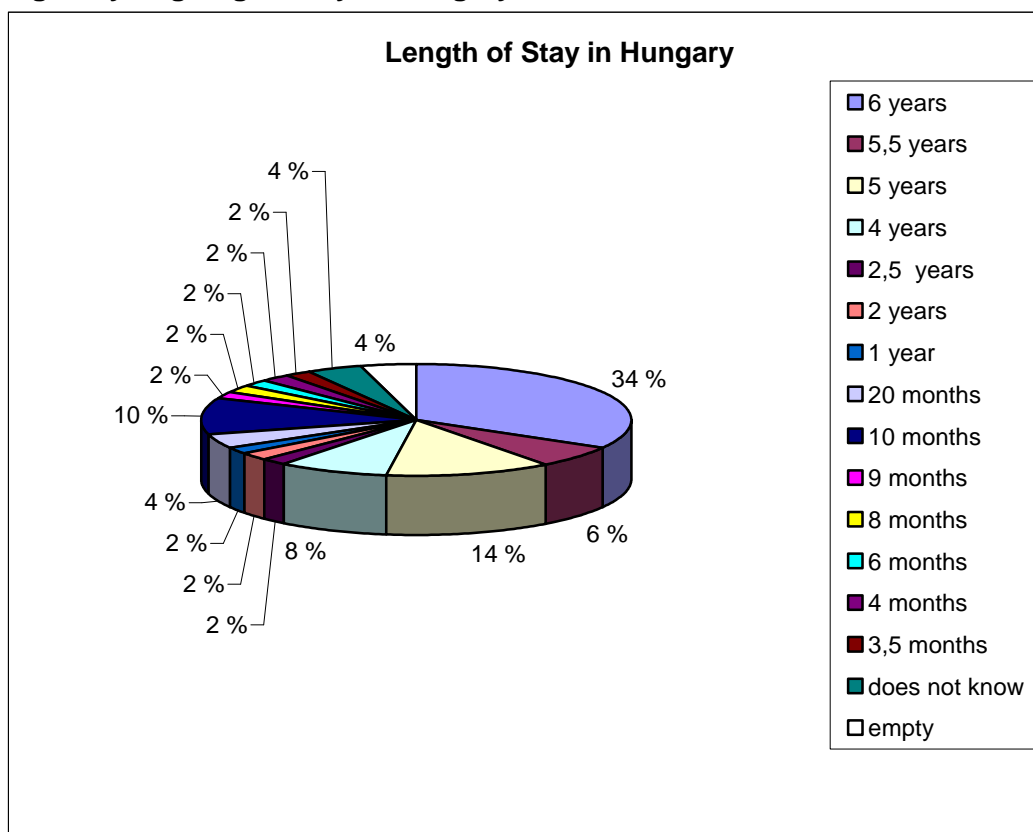
6. What do you study in Pécs?



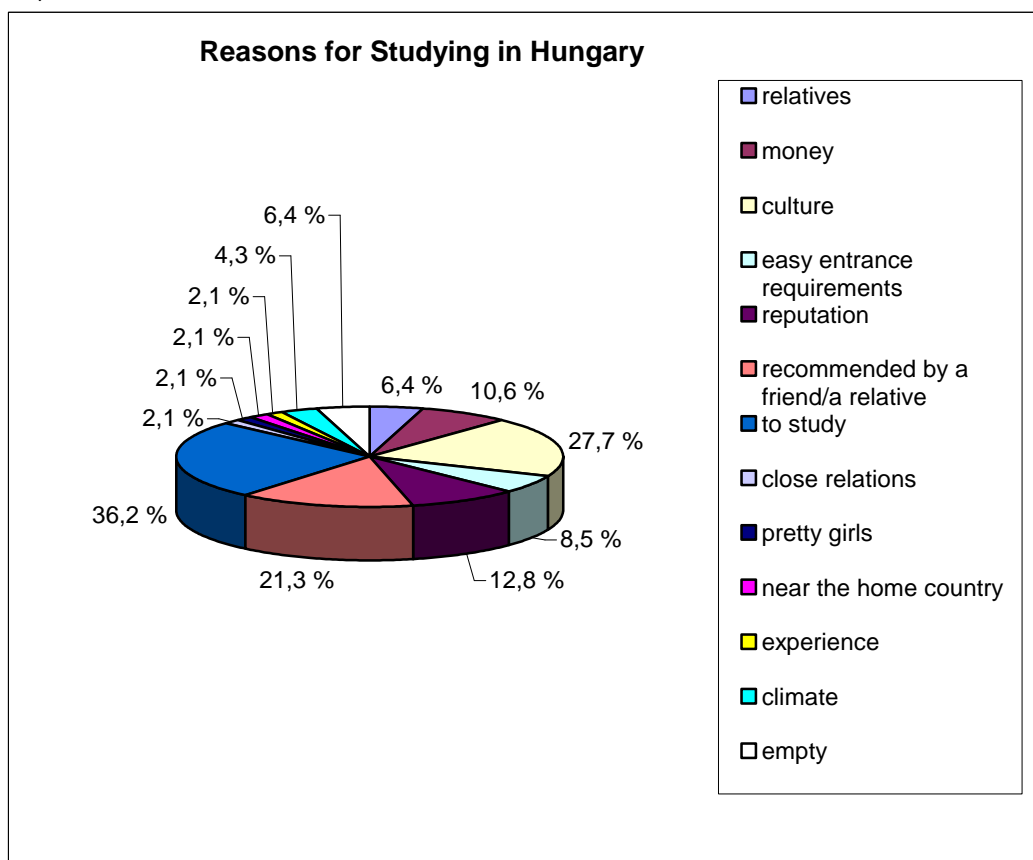


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7. How long are you going to stay in Hungary?

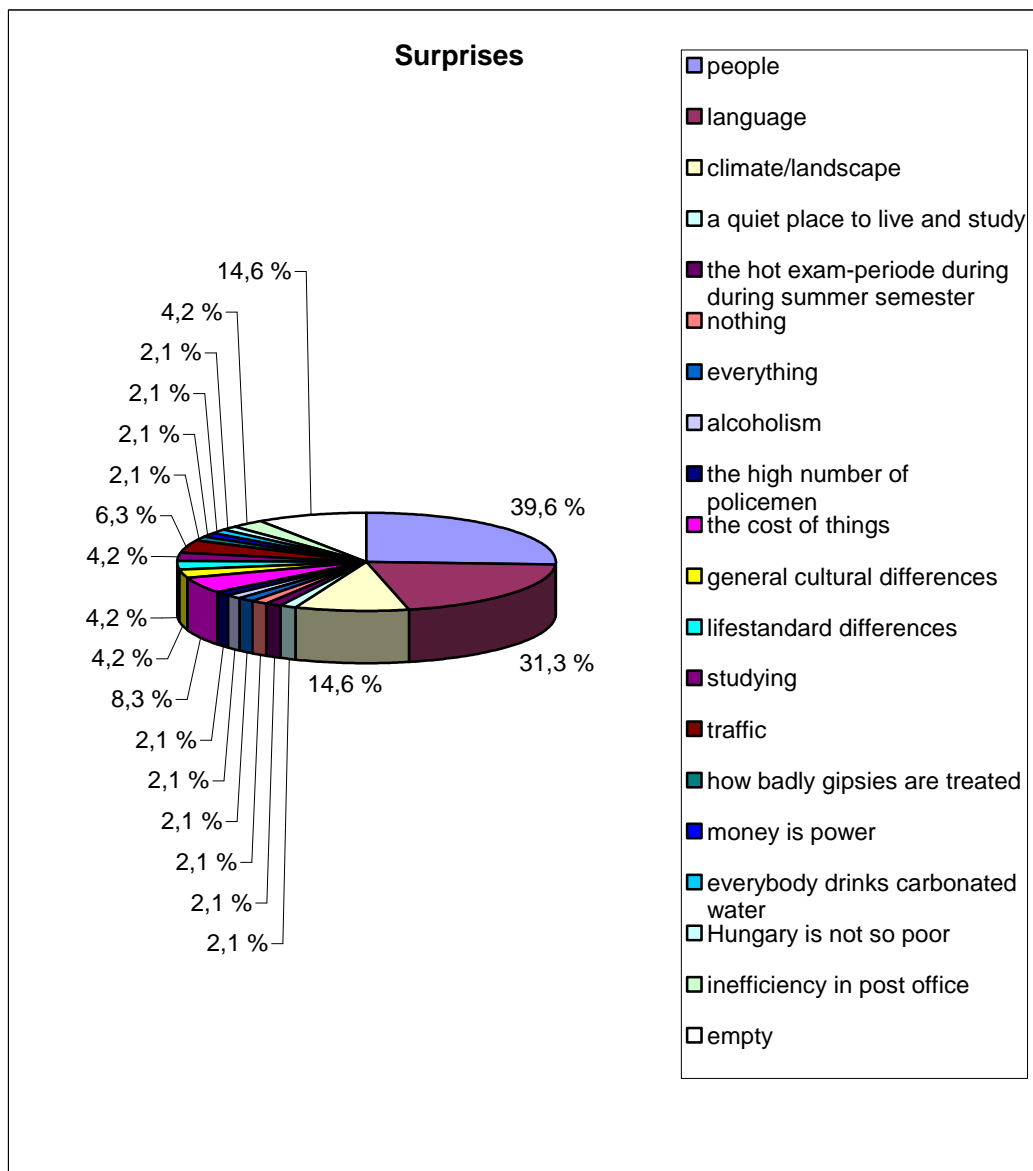


8. Why did you decide to come to Hungary as a student? (multiple answers, asked only in spring 2000)





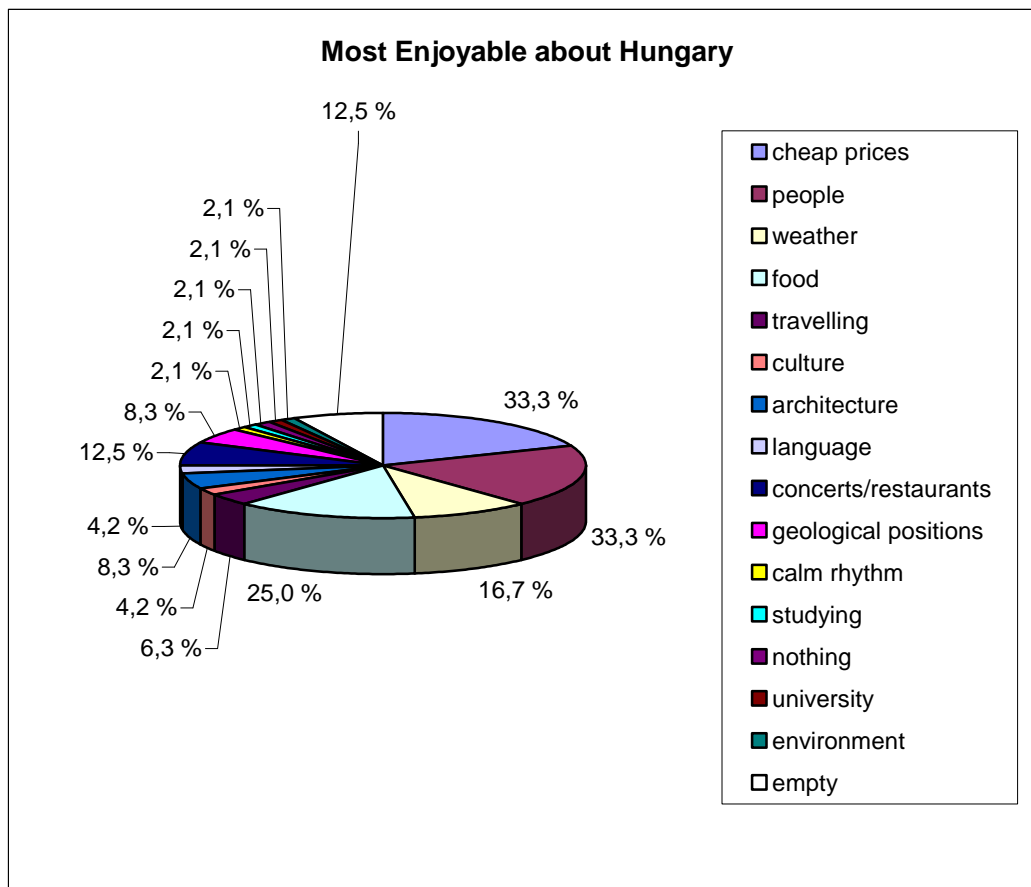
9. What has surprised you most about Hungary?



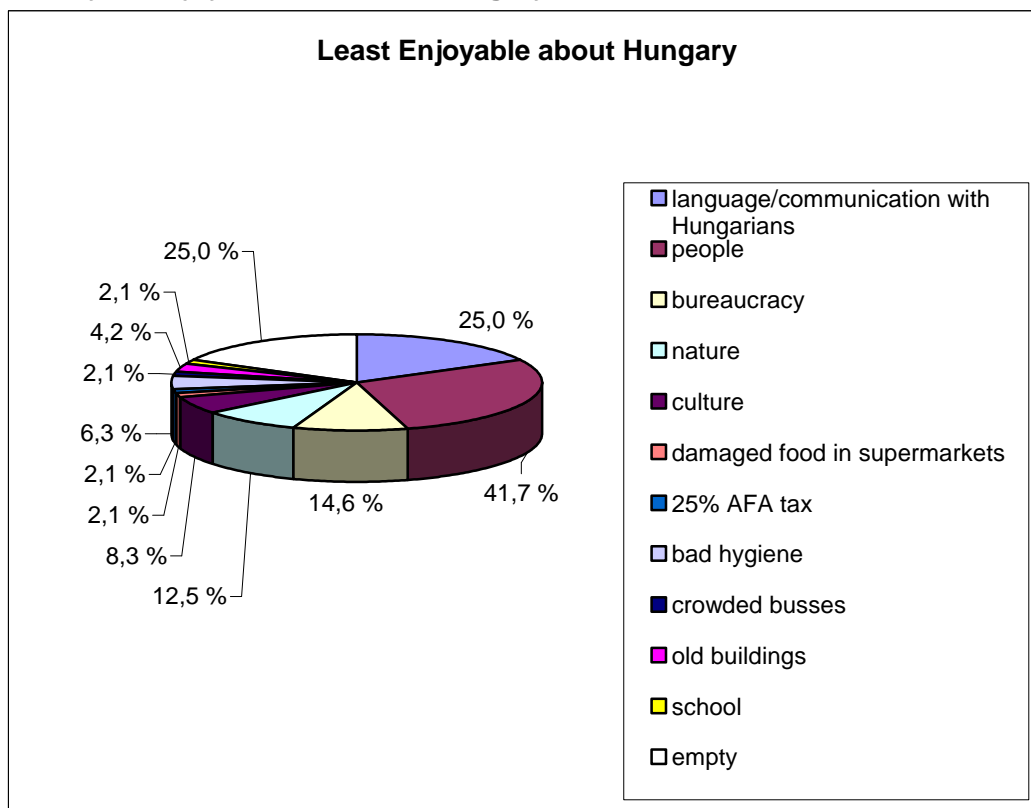


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10. What have you enjoyed most about Hungary?



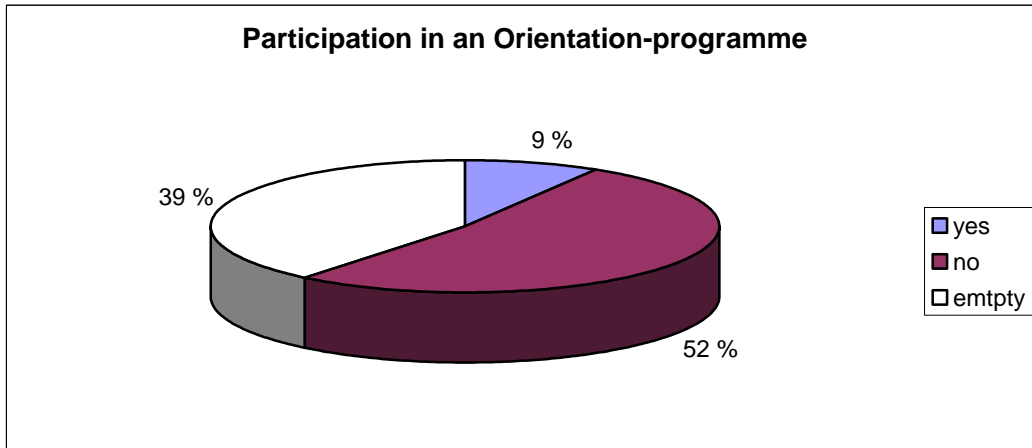
11. What have you enjoyed least about Hungary?



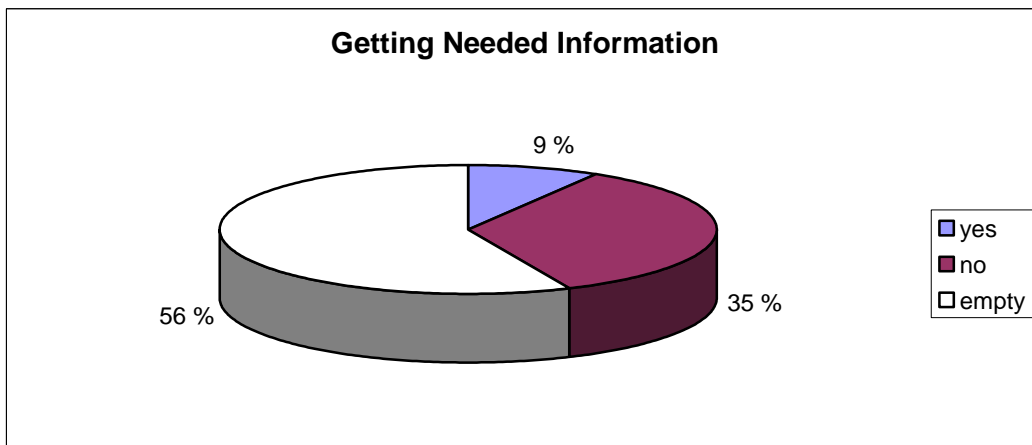


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12. Did you take part in an orientation programme? (only 23 questionnaires)



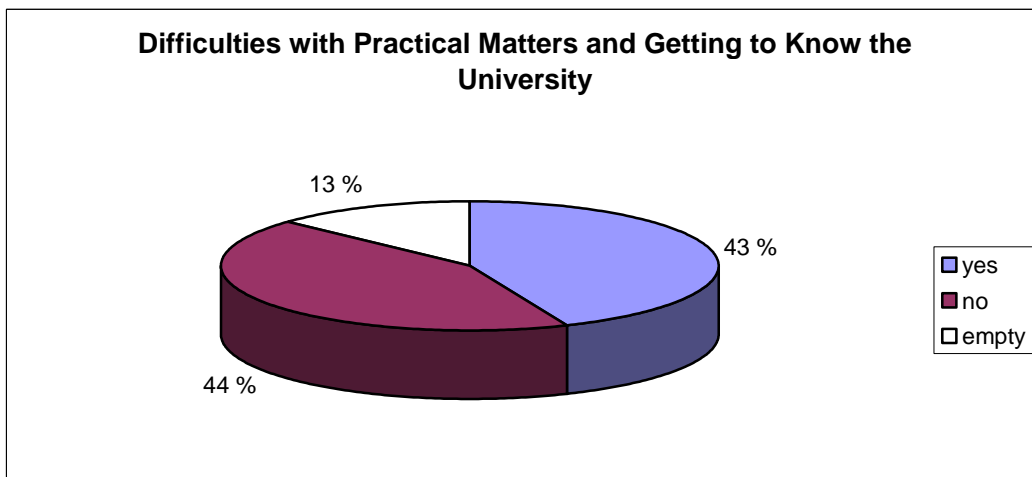
13. Did you get all the information you needed during this time? (only 23 questionnaires)



14. If not, what other information would you have liked to be given? (only 23 questionnaires)

- student life
- Location of classes and buildings in the university.
- empty (21)

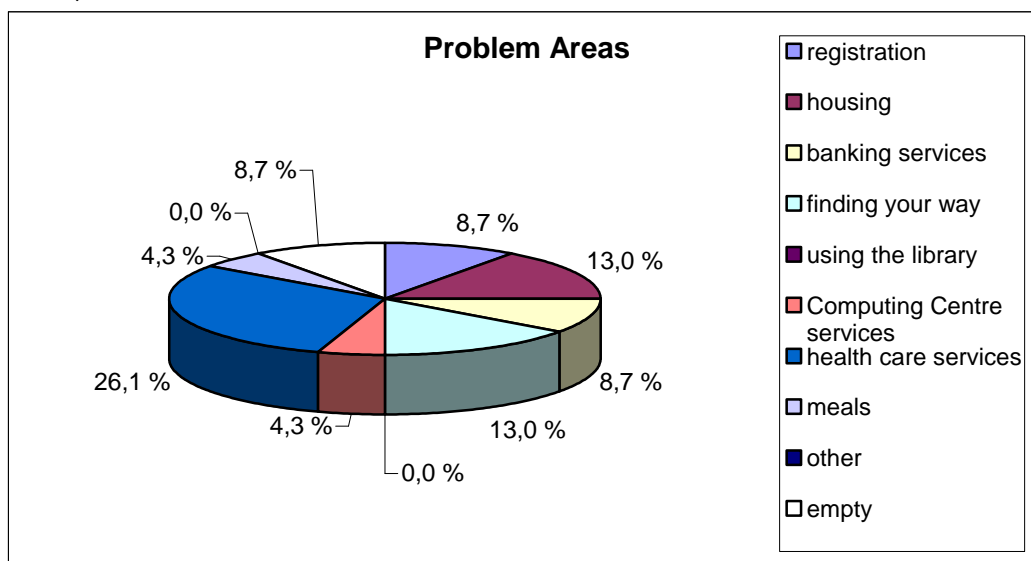
15. Have you had any difficulties in dealing with practical matters or getting to know the university? (only 23 questionnaires)





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16. If you answered 'yes' to the previous question, please specify the problem areas (only 23 questionnaires)

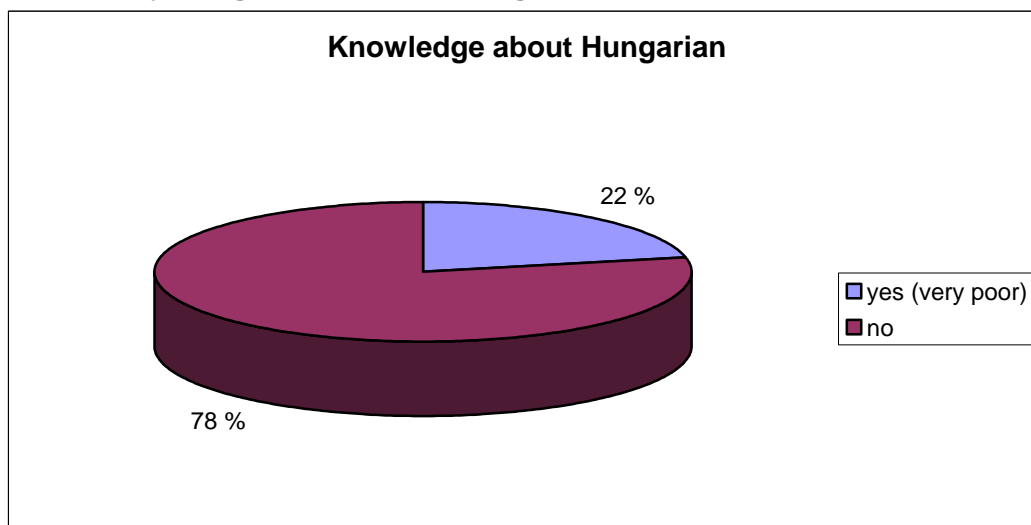


17. Descriptions of Problems (only 23 questionnaires)

- At first to move around the city areas rather difficult due to language barriers.
- Students are fairly helpful.
- Difficulties mainly because of language problems, since few Hungarians are able to speak German or English. Even in the main bank of Budapest there is only one employee speaking English. Or even at the police...
- It (health services) sorted out at the end with the help of the university. I had to have an operation just before the exam period.
- For registration we had to go around to 4-5 different health care centres in Pécs for papers and tests.
- Communication/language problems (4)
- Empty (16)

B. Proficiency in Hungarian (only 23 questionnaires)

1. Did you know any Hungarian before coming to Pécs?





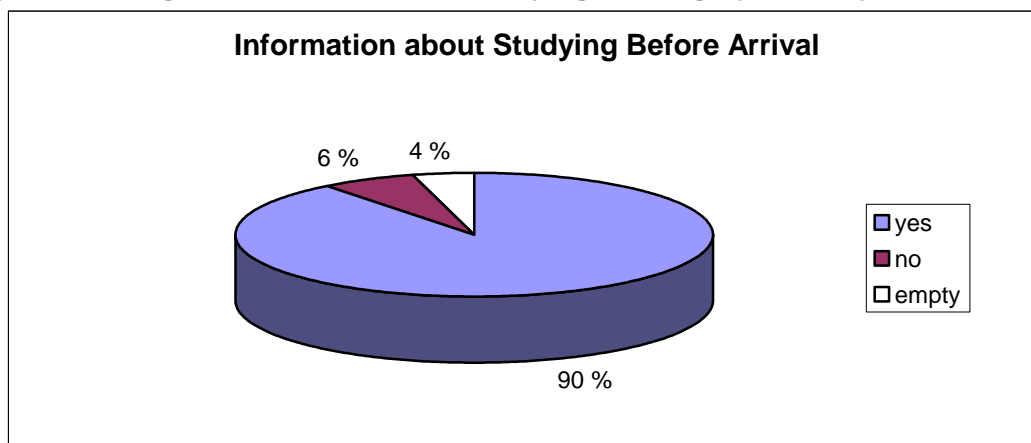
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2. Where and how did you learn Hungarian?

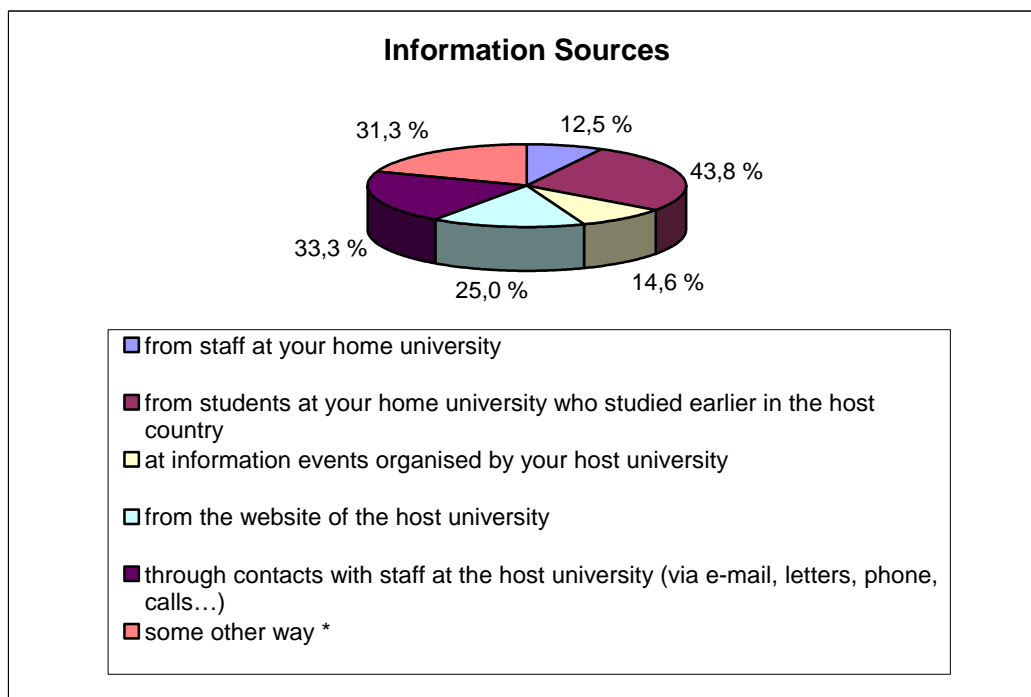
- from a dictionary at home
- at school
- I knew a few words from my brother
- at POTE (= Medical University in Pécs) in Hungarian class (2)
- at the University
- empty (17)

C. Questions about studying

1. Were you able to get information about studying in Hungary before your arrival?



2. If you got information in advance, who gave it to you or how did you get it? (multiple answers)



* (through a (family) friend, friends already studying at the university, at an information event organised by the home organisation, brochure, from the Hungarian Embassy in the home country, preparation program, from pre-medical course)

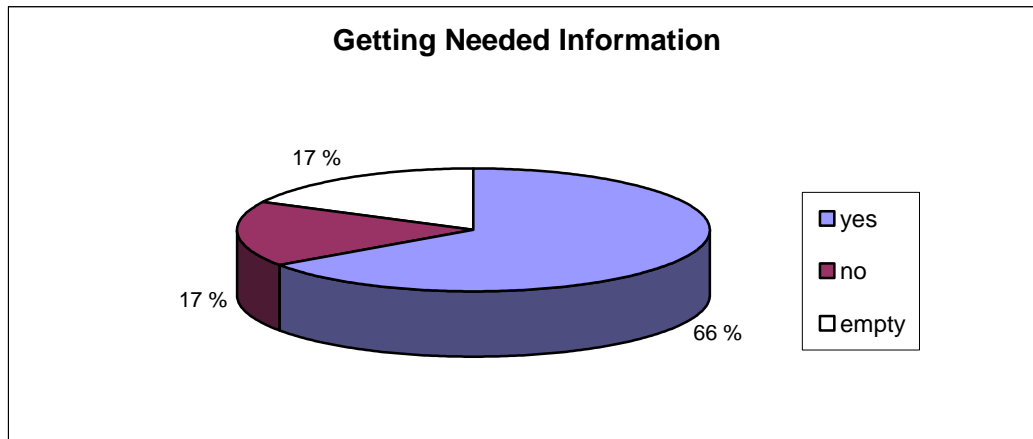


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3. What information did you get in advance? (only 23 questionnaires)

- practical information about the city, the people, the university etc.
- about the way it works, how much it costs, the difficulty, the quality of teaching and practising in the hospitals, the fame.
- tuition fee, schedule and different subjects to be taken
- the university, the town, the country in general
- location, standard, cost of tuition
- addresses and some information about Hungary in an organisation's information booklet
- that in Hungary there are medical schools that have an English programme
- just the application form from the university. (2)
- small booklet about POTE with the registration papers
- when the exams are (2)
- some information concerning the curriculum and the university
- empty (11)

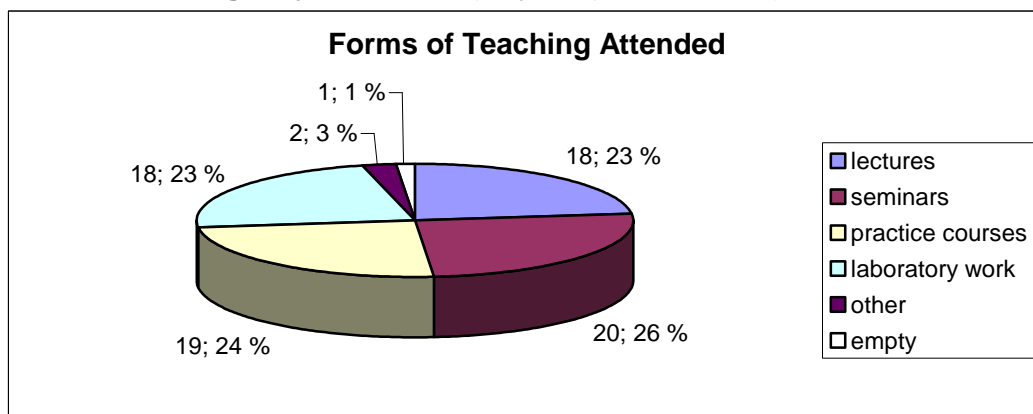
4. Did you get all the information you needed? (only 23 questionnaires)



5. If not, what extra information would you have liked to be given? (only 23 questionnaires)

- more about the subjects
- university prospects, details about internship with other countries
- more about the city, prices, housing etc.
- the level of strictness
- empty (19)

6. What forms of teaching do you attend? (only 23 questionnaires)

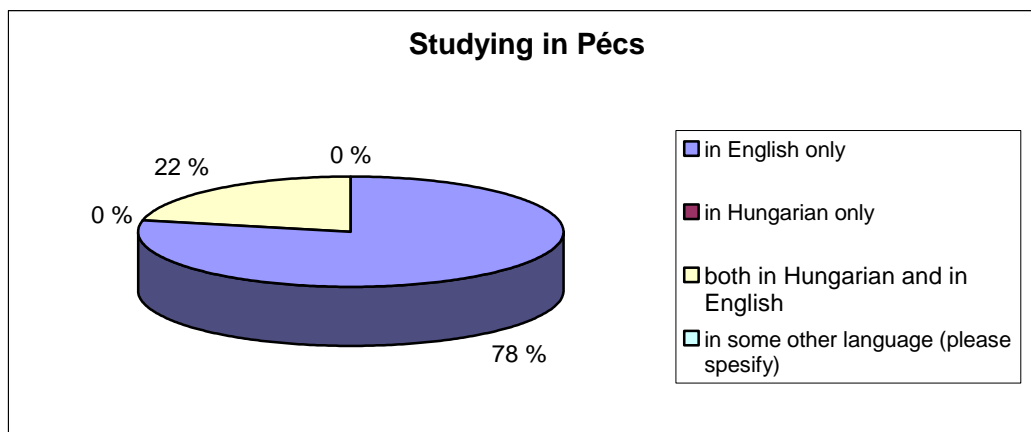




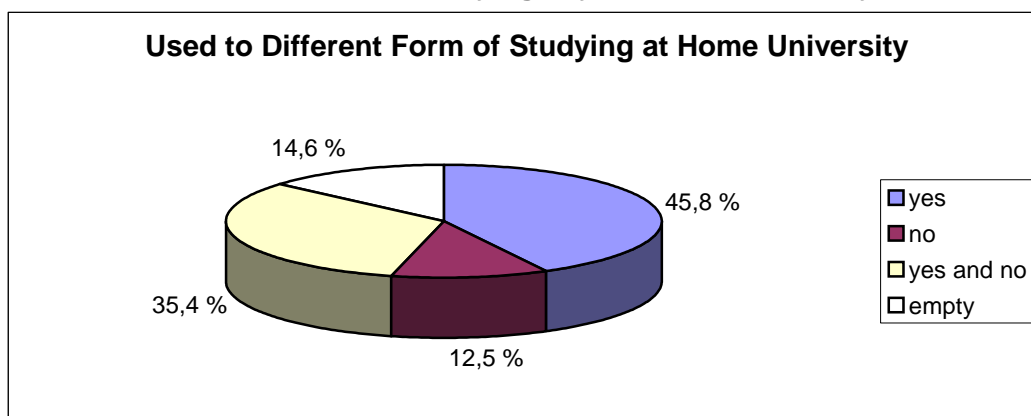
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7. Are you studying in Pécs (only 23 questionnaires)

- in English only? 18
- in Hungarian only? 0
- both in Hungarian and in English? 5
- in some other language (please specify)? 0



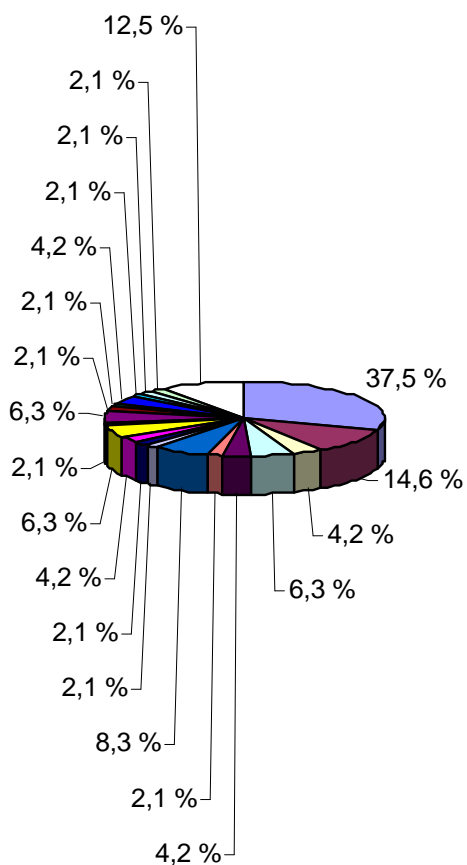
8. Are you used to a different form of studying at your home university?





9. Explanations if you answered 'yes'.

Differences in Studying

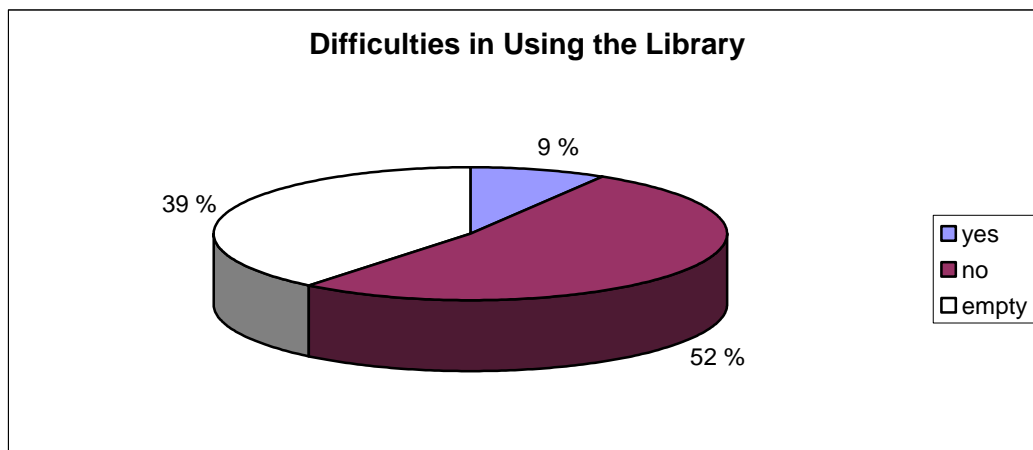


- ☐ oral exams/more oral exams
- ☐ less own responsibility, stricter
- ☐ no project/group work
- ☐ big exam periods instead of more spread out tests
- ☐ in the home country failing one subject does not automatically mean failing the whole semester
- ☐ "problem based" learning
- ☐ classes are smaller
- ☐ atmosphere
- ☐ class times are different
- ☐ a lot of work
- ☐ responsibility in studying
- ☐ have to do presentations
- ☐ contact with teacher is more direct
- ☐ more case-studies to analyze
- ☐ not all students get the same examination
- ☐ multiple choice
- ☐ no problem solving
- ☐ no research
- ☐ in Hungary there is not so much demonstration
- ☐ empty



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10. a) Did you have any difficulties using the library? (only 23 questionnaires)



10. b) If so, what were they?

- You have to have a library card if you want to enter the library.
- You have to have a special card to study in the library, while I think that every single student of the university with only his student card should be able to use the library.
- No problems, limited use apart from studying since language barrier exists.
- Librarians did not speak English.
- Once I had to show my library card.
- empty (18)

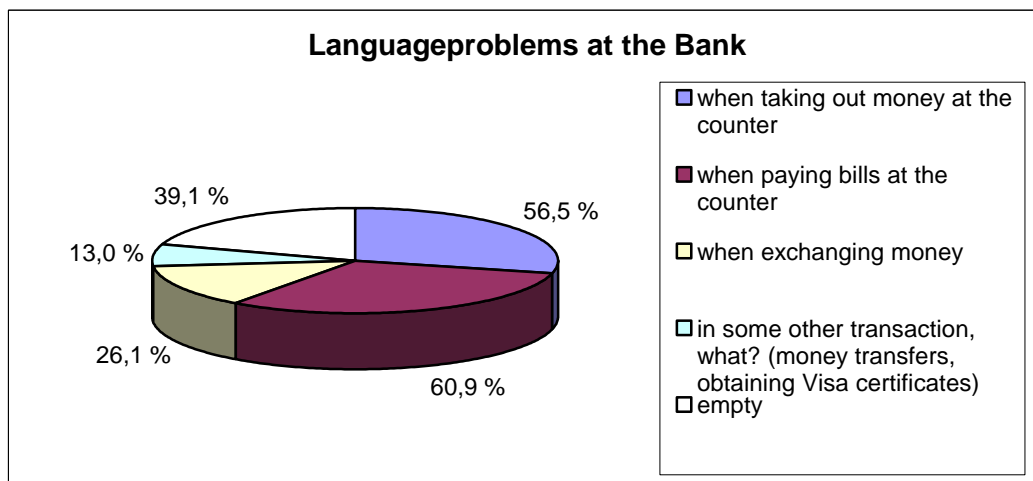
D. Questions about everyday situations (only 23 questionnaires)

BANK

1. If you have used a Visa or an Access card, have you had any problems with language when

- | | |
|--|---|
| • drawing money from a cash dispenser | 0 |
| • paying your bills through an automat | 1 |

2. When you have been to the bank, have you had any problems with language?





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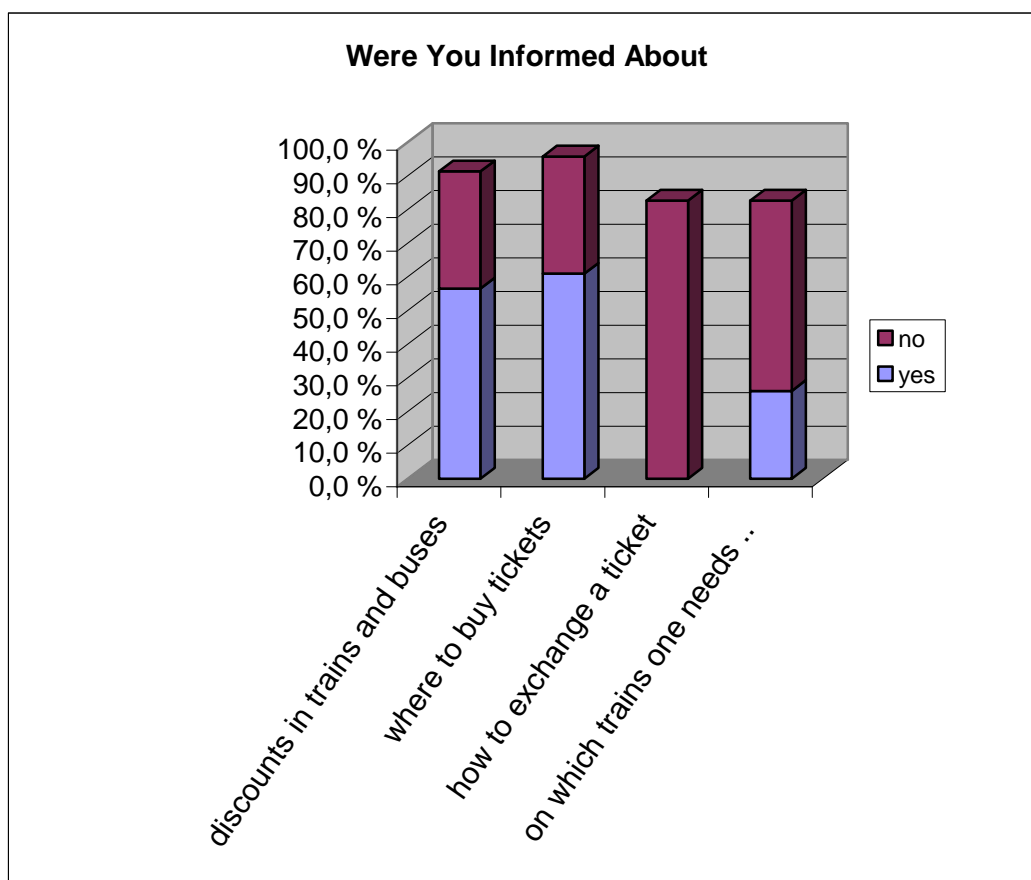
3. Would you have liked help in some form when dealing with a bank? If so, what kind of help and in which situation/s?

- We should be informed about the different banks in Pécs and how as foreigners we can have an account in our country's currency in dollars, even in Hungary.
- Not in all banks and with all employees. Once I needed to explain what I wanted. It took me almost an hour.
- A native speaker or employees that speak either English or German.
- a native speaker
- Yes, with the language. (2)
- Problems taking out a Visa without a passport. When having to withdraw a large amount of money and when taking out dollars in forints → not to get cheated because of different exchange fees.
- empty (16)

TRAVELLING

4. Were you informed about

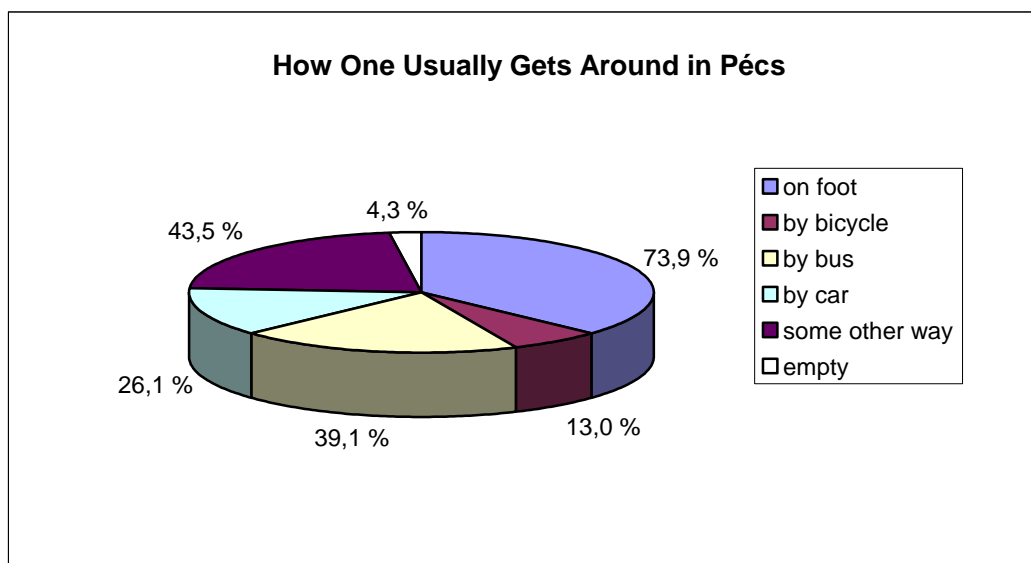
| | yes | no |
|--|-----|----|
| • the discounts you can get with your student card in trains and buses | 13 | 8 |
| • where you can buy train and bus tickets | 14 | 8 |
| • how you can exchange the ticket you have bought for a different one | 0 | 19 |
| • on which trains you need to reserve a seat | 13 | 6 |



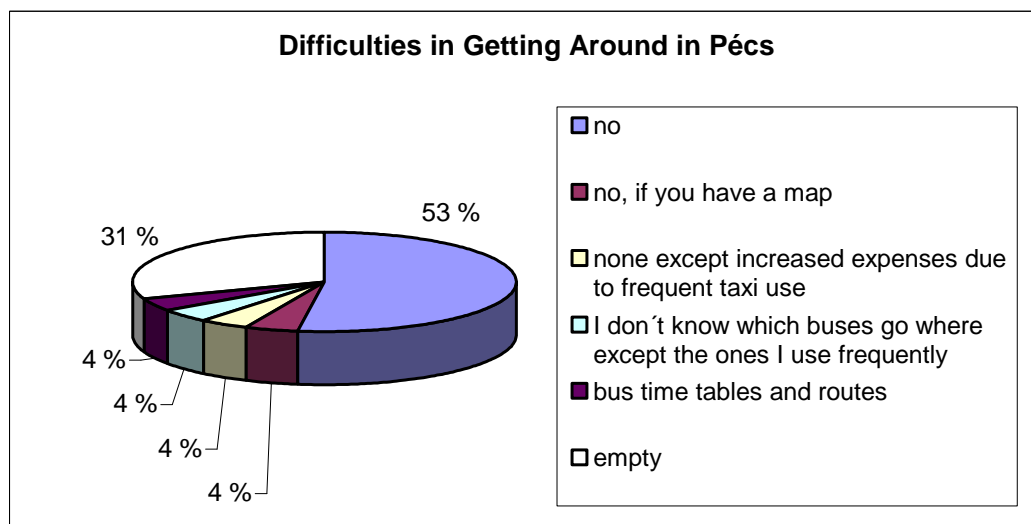


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5. How do you usually get around in Pécs? (multiple answers)



6. Have you had any difficulties getting around in Pécs? Please specify.

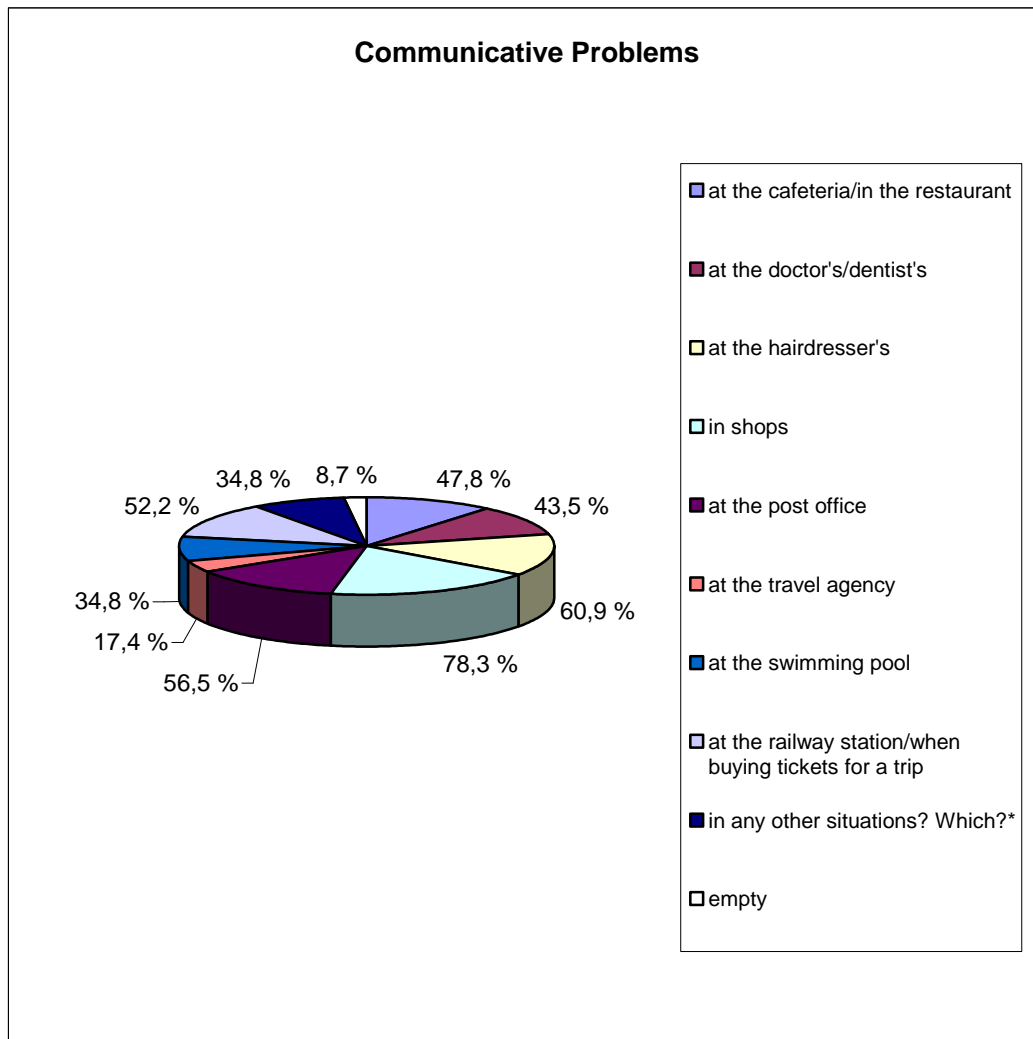




GENERAL

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7. In which situations have you had communicative problems? (multiple answers)

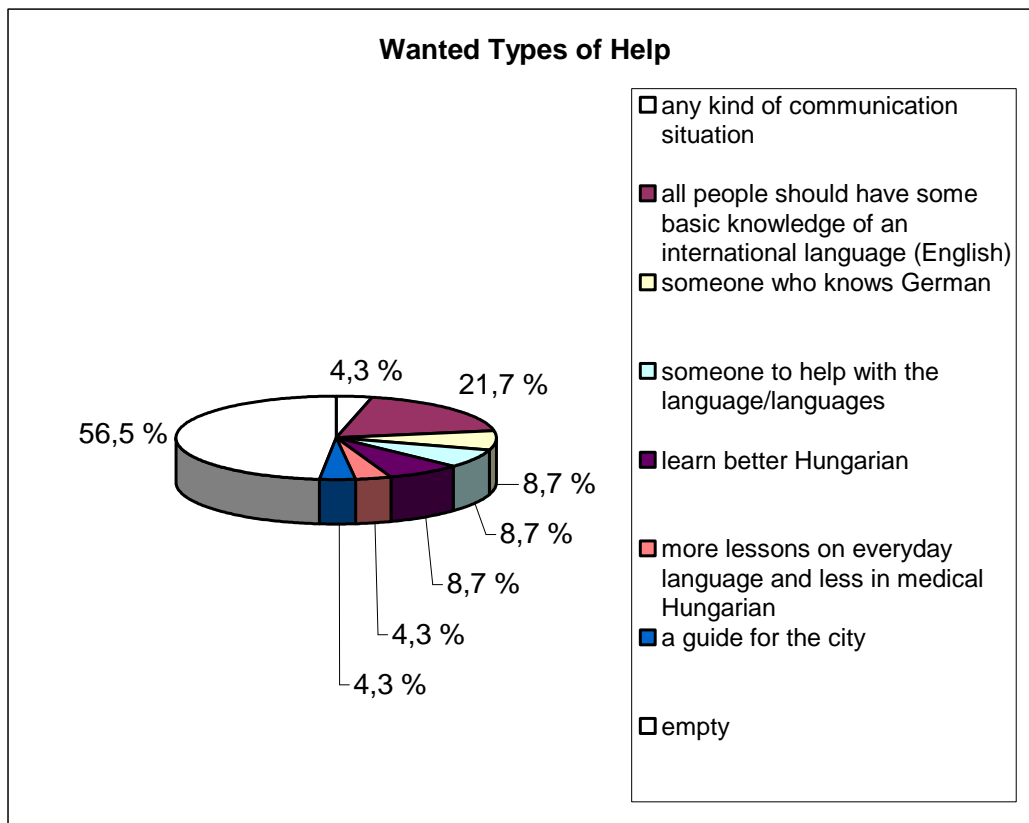


*If you get lost, when phoning to enquire about some service, mostly everywhere where Hungarian is needed, during certain seminars, in the bank, at the police station, with landlords.



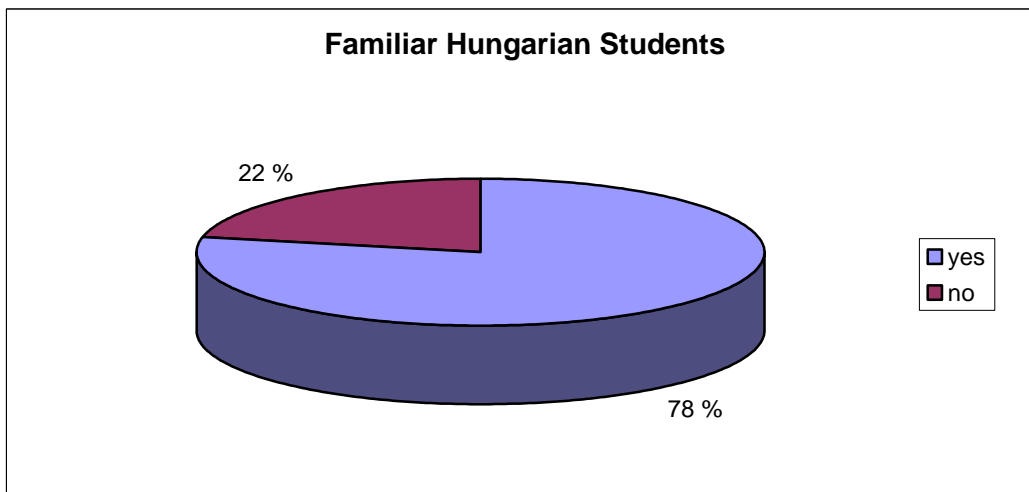
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8. What type of help would you have liked to have?



E. Social life and leisure

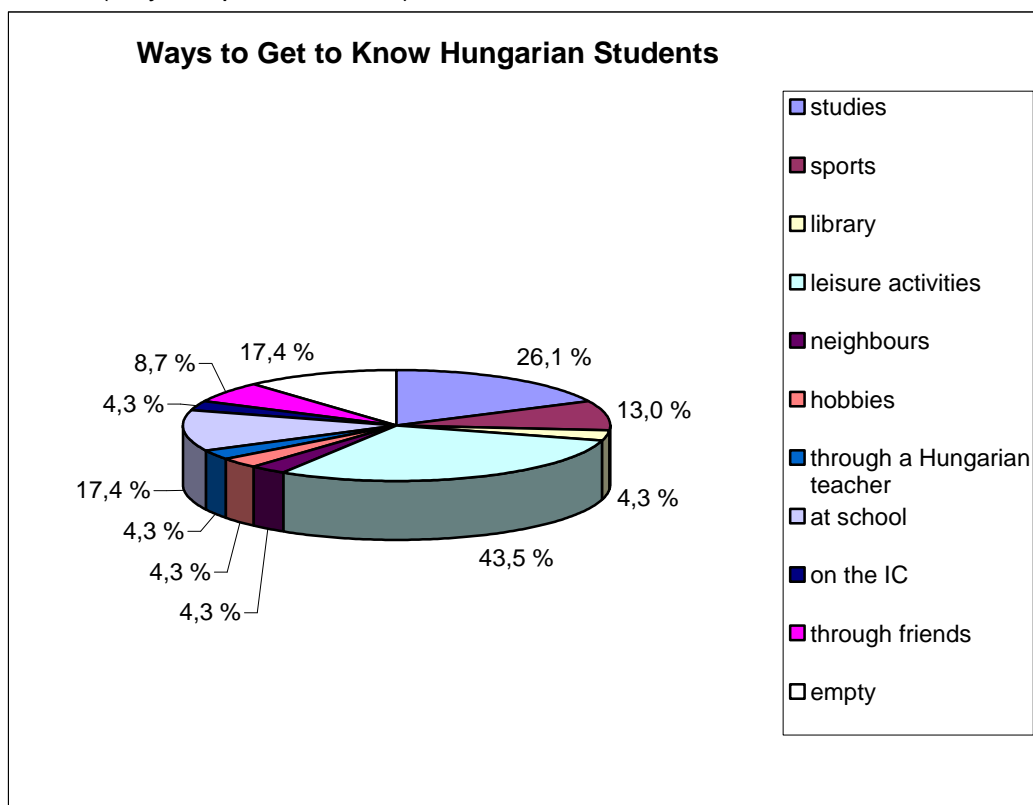
1. Have you got to know any Hungarian students? (only 23 questionnaires)



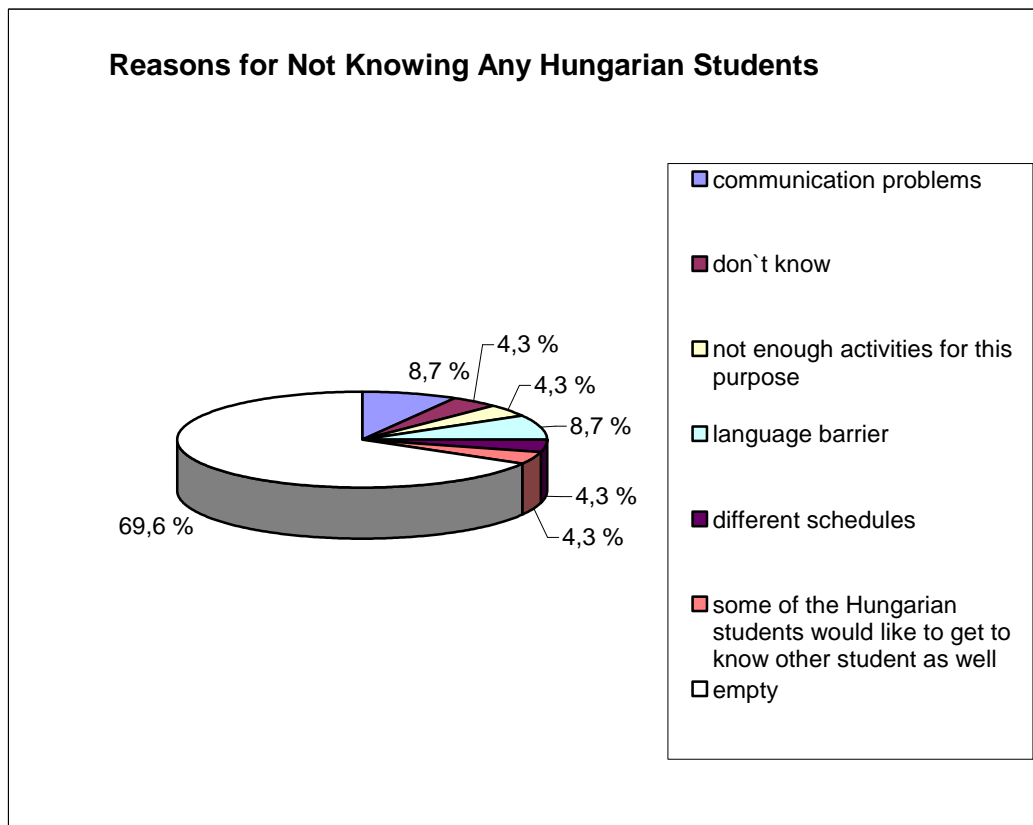


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2. If you have, where and how (through studies, leisure activities, hobbies etc.) Did you get to know them? (only 23 questionnaires)



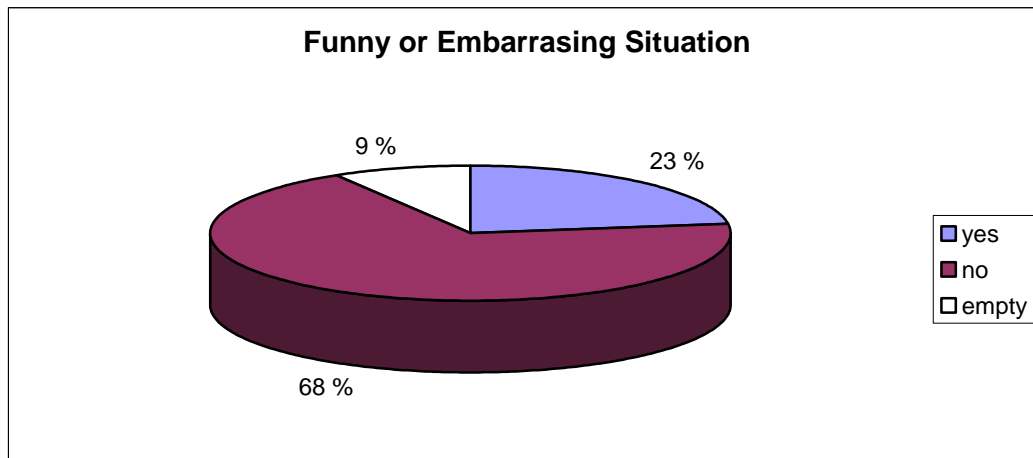
3. If you have not get to know any, why do you think that is? (only 23 questionnaires)





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4. Have you ever found yourself in a situation in Hungary that was funny or embarrassing because you broke a Hungarian cultural convention? (only 35 questionnaires)



5. If so, please describe the situation. (only 12 answers)

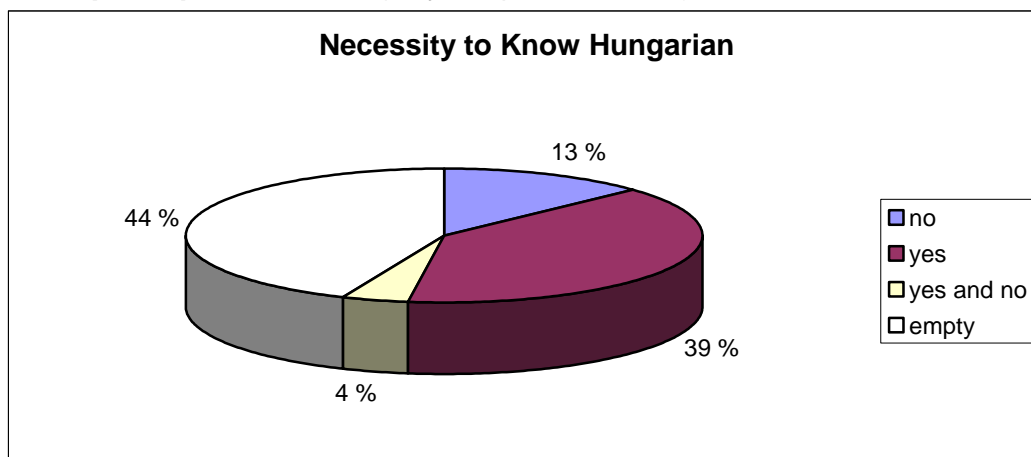
- There is a tradition of not hitting beer glasses together when wishing „egészségedre” (= 'cheers') at a table but this is hardly embarrassing for foreigners. (M25, Greece– answered „no” to the previous question)
- Once I had to cross the room of a restaurant that was full of people dancing in a funny way (for me!) at a wedding party. I had to dance through them! (M21, Greece)
- In shops after paying you just have to get lost and pack your things on the other table. (M26, Finland – previous question left empty)
- I consider no significant differences between Hungary and other European countries. Every country has its own specific cultural behaviour but I don't think that there are „big” conventions that can be broken fundamentally. I believe that, as a foreign student, you should adapt to the social manners of the country you are staying in. A big difference with Belgium, e. g., is that the average income in Hungary is much lower – considered as a 'convention' here. But I don't think that I should therefore live as a wealthy person. My amount of money is more or less as big as the amount for a Hungarian student, and I don't want to spend more than I need to spend. So, for me, there are no real conventions in general (at least not at a first notable view after a two-months-stay here). (F20, Belgium – answered „no” to the previous question)
- The only instances such things have occurred in one due to the language barriers. When I first arrived here I didn't really know how the bus system worked and the rules of it. Mostly though, there have only been funny or embarrassing situations because of my lack of knowledge of the language. (M19, Canada)
- Sometimes the Hungarian people make fun of my „poor Hungarian”. (F23, Israel)
- I'm not used to let girls go first into shops, buses or through doors in public places. (M19, Norway)
- Only the different holidays (M21, USA - previous question left empty)



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- In the States, if you go into a clothing store and don't buy anything, it's okay. Apparently here it's not because I went in a clothing store here, and tried on a jacket, and didn't buy it, and the lady got mad. I guess I learned that you should only go into a store and try things on, if you plan on buying something. (F18, USA)
- I used to always go outside in winter with wet hair and my Hungarian friends parents would drag me back and blow dry my hair! (F19, USA)
- We ordered -ség (= suffix '-ness') instead of sör (= 'beer') at the restaurant. (F25, Norway)
- Instead of saying „zarva” which means 'closed' ” for four years I have said „szarva” which means 'shitty'. (F24, Norway/Afghanistan)
- empty (23)

6. a) Is it necessary to know Hungarian in order to obtain information about leisure activities or to participate in them? (only 23 questionnaires)



6. b) Why?

- The only communication needed between me and Hungarians is to pay for the activity, although it would have been a major plus to know Hungarian in some situations.
- Not necessary because you can ask in the English programme office.
- Yes, because all Hungarians speak Hungarian.
- It's better if you know.
- A lot of people speak English.
- Because information about activities that are not in the English programme is only in Hungarian.
- It's written always in Hungarian.
- Because all information is in Hungarian. (2)
- Because mainly Hungarians participate in activities. (3)



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F. Important/essential vocabulary

1. Which Hungarian phrases would be useful to know before coming to Hungary?

- **greetings** **31**
 - Jó reggelt kívánok! *Good morning!* (9)
 - Jó napot kívánok! *Hello!* (10)
 - Jó estét kívánok! *Good evening!* (3)
 - Viszontlátásra! *Good bye!* (3)
 - Szia!/Hello! *Hello!* (6)
- **introducing oneself** **9**
 - ...vagyok. ... *I am.* (4)
 - Külföldi vagyok. *I'm a foreigner.* (2)
 - Mi a neve(d)? *What's your name?* (2)
 - (Német, Németországból) ... vagyok. *I am from... (Germany)* (1)
- **asking for information** **45**
 - Hol van a...? *Where is ...?* (24)
 - Hány óra van? *What is the time?* (6)
 - Hány órakor? *What time?* (1)
 - Mikor? *When?* (1)
 - Segítene?/Segítenél? *Can you help me?* (3)
 - Le tudná/d írni ezt nekem? *Can you write it down, please?* (1)
 - Meg tudná/d mondani azt, hogy .../Tudna/Tudnál adni felvilágosítást adni arról, hogy ... *Can you please give me some information about...?* (1)
 - Hol tudnék kapni/venni ...? *Where can I buy...?* (1)
 - Hány forint? *How much is it in forint?* (2)
 - Mit csinálsz? *What are you doing?* (1)
 - Hova mész? *Where do you go?* (1)
 - Mi történt? *What happened?* (1)
 - Mi a baj? *What's wrong?* (1)
 - Mit?/Miért? *What?/Why?* (1)
- **in shop** **20**
 - Mennyibe kerül? *How much does it cost?* (19)
 - Mikor nyit/zár az üzlet? *What time does the shop open/close?* (1)
- **needed with authorities** **1**
 - Információ-kérés hivatalos papírok kitöltéséhez az idegenrendészeti hivatalban (Tudna / tudnál segíteni? Mit írok ide?) *information on documents for the foreign affairs police (Could you help me, please? What should I write down here?)* (1)
- **travelling** **26**
 - Városterkép. *Map.* (2)
 - Ez a busz ... -hoz megy? Hogy jutok el a ...-hoz? *Does this bus go to/How can I get to ...?* (9)
 - Kérek egy taxit/Kérek egy jegyet a ... *I'd like a taxi/a ticket ...* (13)
 - Első osztályra kérek egy jegyet! *I'd like a first class ticket, please!* (1)
 - Meg tudná/d mutatni az utat? *Can you show me the way?* (1)
- **in the restaurant** **18**
 - Kérem a számlát. *Could I have the bill, please.* (7)



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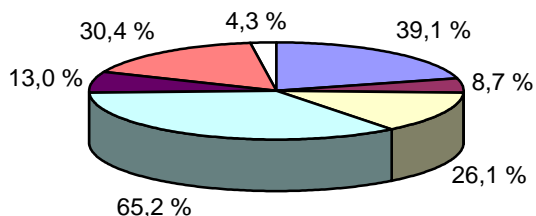
- Szénsavmentes ásványvizet kérek. *I'd like a still water, please.* (1)
- Kérem az étlapot. *Could I have the menu, please.* (1)
- Egy étlapot, legyen szíves. *The menu, please.* (1)
- Kérek egy pizzát/Enni szeretnék/Inni szeretnék valamit.
I'd like a pizza/I'd like something to eat/to drink. (8)
- **in the hotel** **5**
 - Én Erasmus-hallgató vagyok, és kérem a szobakulcsot.
I'm an Erasmus student and I'd like to have the keys of my room. (1)
 - Meg tudná/d mondani, hogy hol van az Erasmus iroda?
I would like to know where the Erasmus coordinator's room is. (1)
 - Bútorozott a lakás? Van fűtés és melegvíz? Hány szobás a lakás?
Does the flat have furniture/heating/hot water/how many rooms? (1)
 - Kít keressek, ha megérkeztem a hotelbe?
Who should I contact when we arrive at the hotel? (1)
 - emelet, ablak, szoba, mikor *floor, window, room, when* (1)
- **language skills** **25**
 - Beszélsz angolul? *Do you speak English?* (8)
 - Ki beszél angolul? *Who speaks English?* (1)
 - Beszél/beszész ídegen nyelven? *Do you speak any other language?* (4)
 - Nem beszélek magyarul. *I don't speak Hungarian.* (3)
 - Nem beszélek angolul. *I don't speak English.* (2)
 - Nem értem. *I don't understand.* (5)
 - Hogy mondják ezt magyarul? *How do you say that in Hungarian?* (1)
 - Hogy ejtik ki ezt a szót? *How do you pronounce this word?* (1)
- **express one's will/emotion** **11**
 - Kérek/Kérem... *I'd like ...* (7)
 - Szeretlek. *I love you.* (1)
 - Ez tetszik. *I like this.* (1)
 - Kérem beszéljen lassan. *Speak slowly, please.* (1)
 - Fázom! *I'm cold.* (1)
- **politeness** **38**
 - Köszönöm (szépen)! *Thank you (very much)!* (24)
 - Bocsanat. *I'm sorry.* (5)
 - Hogy vagy? *How are you?* (4)
 - Szívesen. *My pleasure.* (2)
 - Elnézést. *Excuse me.* (1)
 - Szeretnék/Szeretnék kérni egy... *I'd like/I'd like to ask for a ...* (2)
- **other** **17**
 - igen/nem *yes/no* (8)
 - Tényleg? *Really?* (1)
 - a hét napjainak nevei *the names of the days* (1)
 - számok *numbers* (1)
 - Egy pillanat. *One moment, please.* (1)
 - kell/lehet *must/may* (1)
 - Nagyon köszönöm. *I appreciate.* (1)
 - Ez drága. *It is expensive.* (1)
 - az egyetem neve *the name of the University* (1)
 - ülőhely, edző *seat, coach* (1)
- **empty** **7**



EUROMOBIL

2. What, in your opinion, is the most difficult aspect of the Hungarian language (e.g. pronunciation, writing, grammar)? Please give me some examples. (only 23 questionnaires)

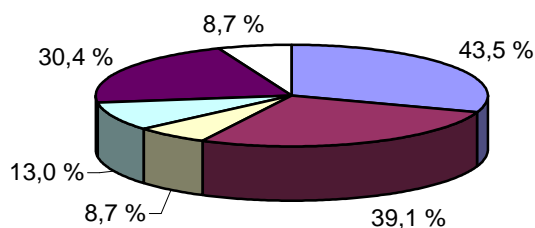
Most Difficult Aspect of the Hungarian Language



- ☐ pronunciation (sz, s, á, a, é, ö, ő, ü, ú etc.)
- ☐ pronunciation, because it must be very accurate.
- ☐ the words, because they are long and hard to remember/different than in Indo-European languages. Some words means the same thing.
- ☐ grammar (prefixes, endings)
- ☐ grammar, because it's not similar to any other Indo-European language.
- ☐ writing/word order
- ☐ empty

3. Have there ever been in situations in which your English was no help and it was necessary to know Hungarian? What were these situations? (only 23 questionnaires)

Situations Where English Was No Help



- ☐ many situations, in general
- ☐ shops
- ☐ restaurants
- ☐ transportation (railway station, taxis, buses)
- ☐ other situations*
- ☐ empty

*single answers for the following areas: bank, doctor, police, in rural areas, TV-services, sports, with older people



4. Comments

- Hungarians seem to be very little interested in giving service or any kind of help for foreigners. (M21 Norway)
- I like Pécs a lot and I came here knowing that I would spend the next 6 years of my life here. Though, I find it really sad that I don't have any contact to Hungarians, except my landlady to pay the bills. It would be a very good opportunity for us to learn your culture, your land and not feel so much "foreigner". What I have thought several times is that maybe a first step should be made by the university and by the department of foreign languages, so that English program students and Hungarian students have the same hours of Hungarian and English respectively. We could teach them English, they could teach us Hungarian, in a not so strict way, with grammar. This would begin a contact between us and maybe learning Hungarian would become more fun and more interesting. Thank you. (F23 Greece)
- More English in this country! More student rights! Otherwise we lose Pécs... it's a great city in a great country! (F24 Norway, originally Afghanistan)
- In general, I nearly enjoy being a foreign student in Pécs. The people are very kind (more than in Budapest). (F23 Israel)
- Hungary has been a wonderful experience and I'm going to come here in my next semester. I recommend this program to anyone who has an open mind and wants a good challenge. (F19 USA)
- I find it irritating how people refuse to speak English and at times they aren't very helpful. For example in my country we do not have to purchase bags at the grocery store. When I wanted to buy a bag here, the lady got really mad and threw a bag at me and yelled at me for buying it after she had closed the register. Also, when I went to get my haircut, the lady got mad when I wanted it shorter than what she had already cut. (F18 USA)
- Many more students could be attracted here by prices, and if they saw pictures of the beautiful cities. (M21 USA)
- So far it has been a great experience to study at the University of Pécs. The ISC office has been extremely welcoming and very helpful, making my stay much comfortable. I only hope that more students will come studying here from abroad and make this program even stronger. I was disappointed because it wasn't possible to enrol in some classes because not enough people had signed up. I think this has the potential to be a strong program. The Hungarian language course is very good and the other courses that I am involved in are quite good too. Hopefully in the future there will be more courses available as more students enrol. (M19 Canada)
- I have started to meet people that do speak English or German in the last year but usually it is very rare. (F25 Norway)
- empty (39)