

**REGULATION ON THE PROCEDURE OF REGULAR SURVEYS  
FOR THE EVALUATION OF STUDIES AT THE UNIVERSITY OF LATVIA**

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*As amended by 06.03.2024.*

*Amendments: UL Ordinance No. 1-4/104 of 06.03.2024.*

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**I. General Conditions**

1. The regulation determines the course of regular surveys organized for the evaluation of studies, the procedure for analyzing and using their results at the University of Latvia (hereinafter – UL), as well as describes the types of surveys, their purposes, and target groups.
2. The following terms are used in the regulation:
  - 2.1. regular surveys – centrally organized surveys of the Academic Department of the UL (hereinafter – AcD), which take place for the target groups during a certain period of time every academic year or, in some cases, less often;
  - 2.2. mandatory surveys – surveys that are conducted in the UL Information System (hereinafter – LUIS) and in which student participation is mandatory;
  - 2.3. student surveys – surveys whose target group is the UL students;
  - 2.4. questionnaire – a specially developed list of questions for obtaining information;
  - 2.5. respondent – a person who fills in the survey questionnaire;
  - 2.6. undergraduate students – those studying at college and bachelor's level studies.
3. The purpose of conducting regular surveys is to find out the opinions of respondents (students, graduates, and employers) about the study process implemented by the UL and to use them to improve the quality of studies. These surveys are an integral part of the study quality management system.
4. The procedure of regular surveys is managed by the AcD, their operation, and development technically ensured by the Department of Information Technology.
5. The answers provided by the respondents in the survey questionnaires are confidential and are used only in a summarized form. The results of regular surveys can only be used for the implementation of the purpose specified in paragraph 3 of this regulation.
6. The coordination of conducting surveys at UL, utilizing LUIS for sending messages, is overseen by the AcD. In the submission, which is sent to the e-mail aptauja@lu.lv, one indicates the purpose

of the survey, the target group, and the potential duration of the survey. The questionnaire is attached to the submission. The AcD will assess the submission and provide a response within 5 working days.

## **II. Student surveys and their procedure**

### **7. The following student surveys are regularly conducted at the UL:**

- 7.1. survey on study courses and the work of the teaching staff;
- 7.2. survey at the beginning of the studies;
- 7.3. survey of the first study year's students on their study experience;
- 7.4. survey on testing out another study program;
- 7.5. survey of the final study year's students on their study experience;
- 7.6. survey for doctoral students and residency students;
- 7.7. survey for exchange students;
- 7.8. survey on termination of studies.

### **8. Survey on study courses and the work of the teaching staff**

- 8.1. The purpose of the survey is to obtain information for improving the study process and improving the quality of studies. The task of the survey is to find out the students' opinions about the content of the current study courses in the given semester and to receive an evaluation of the work of the teaching staff.
- 8.2. The target group of the survey is undergraduate, master's, and doctoral students, as well as visiting students.
- 8.3. The survey takes place at LUIS every semester starting from the 14<sup>th</sup> week until the end of the next semester's registration week.
- 8.4. In the survey, students evaluate both study courses (questionnaire – Annex 1) and study internship courses (questionnaire – Annex 2).
- 8.5. Survey questionnaires are available to students for the study courses they have registered for in the given semester. If one study course is implemented by several teaching staff, then the student receives a questionnaire for each of the teaching staff. Students should fill in questionnaires only for those teaching staff with whom they have studied the study course.

### **9. Survey at the beginning of the studies**

- 9.1. The purpose of the survey is to obtain information for the improvement of student recruitment measures. The tasks of the survey are to find out the students' motivation in

choosing a university and study program; to find out the sources of obtaining information about studies at the UL; to get an assessment of the application and registration process; to find out the socio-demographic portrait of the respondents who started their studies.

9.2. The target group of the survey is students in the first year of undergraduate studies and master's studies (questionnaire – Annex 3, questionnaire for foreign students – Annex 4).

9.3. The survey takes place at LUIS every academic year from the moment students are registered for studies in the 1<sup>st</sup> semester until the end of the registration week of the next semester.

#### **10. Survey of the first study year's students on their study experience**

10.1. The purpose of the survey is to obtain information for the improvement of the study environment and the promotion of student adaptation. The tasks of the survey are to find out the students' opinion about the study environment, the process, and various aspects of studies, as well as to find out the students' opinion about what kind of support is needed starting their studies.

10.2. The target group of the survey is first-year undergraduate and master's students (questionnaire – Annex 5, questionnaire for foreign students – Annex 6).

10.3. The survey takes place at LUIS every academic year from the 9<sup>th</sup> week of the 2<sup>nd</sup> semester until the end of the registration week of the following semester.

#### **11. Survey on testing out another study program**

11.1. The purpose of the survey is to find out the students' opinions about the tryout of the second study program.

11.2. The target group of the survey is students in the first year of undergraduate studies who tried a second study program (questionnaire – Annex 7).

11.3. The survey takes place at LUIS every academic year from the 7<sup>th</sup> week of the 1<sup>st</sup> semester until the end of the registration week of the following semester.

#### **12. Survey of the final study year's students on their study experience**

12.1. The purpose of the survey is to obtain information for the improvement of the study environment and study process, as well as for improving the quality of studies. The tasks of the survey are to obtain students' opinions on the almost completed study program and on various aspects of studies, as well as to obtain information on student employment and future study plans.

12.2. The target group of the survey is undergraduate and master's students who have passed all academic obligations and obtained the status of "Final examinations" (questionnaire – Annex 8).

12.3. The survey takes place at LUIS every academic year from the moment of obtaining the status of "Final examinations" until the submission of the final thesis.

### **13. Survey for doctoral students and residency students**

13.1. The purpose of the survey is to obtain information for the improvement of the study environment and study process, as well as for improving the quality of studies. The tasks of the survey are to obtain students' opinions on the study program and on various aspects of studies, as well as to obtain information on student employment.

13.2. The target group of the survey is doctoral students (questionnaire – Annex 9) and students studying in residency (questionnaire – Annex 15).

13.3. In LUIS, the survey for doctoral students takes place every academic year from the 18<sup>th</sup> week of the 4<sup>th</sup> semester until the end of the registration week of the next semester, for residents - every academic year from the 10<sup>th</sup> week of the penultimate study semester until the end of the next semester's registration week.

*/In redaction of UL Ordinance No. 1-4/104 of 06.03.2024./*

### **14. Survey for exchange students**

14.1. The purpose of the survey is to collect the student experience at the UL and to evaluate the areas in which improvements are needed.

14.2. The target group of the survey is incoming exchange students (visiting students) (questionnaire – Annex 10).

14.3. The survey is organized by the Department of Study Service (hereinafter – SSD) twice in the academic year, at the end of the Autumn and Spring semesters. The survey is conducted using an online survey tool.

### **15. Survey on termination of studies**

15.1. The purpose of the survey is to identify the main reasons for discontinuing studies to facilitate the reduction of attrition.

15.2. The target group of the survey is students who have expressed their desire to terminate their studies (questionnaire – Annex 11).

15.3. The survey is conducted at LUIS throughout the academic year. It is activated by:

- 15.3.1. the study program secretary, making a mark in the student's registration form when the student informs the faculty about the termination of studies – the task of the study program secretary is to encourage the student to fill in the questionnaire;
- 15.3.2. LUIS, when the student's exmatriculation order has been issued.
- 16. Surveys mentioned in paragraphs 8, 9, 10, 11, 12, and 13 are mandatory for students.
- 17. Before registering for the next study semester (or in the final study semester before submitting the final thesis), students must fill in the surveys intended for them. To ensure this, the LUIS functionality available to students may be limited during the registration week (or during the final study semester before submitting the final thesis).
- 18. Three types of messages are automatically sent to students about the survey procedure in LUIS:
  - 18.1. invitation to fill in the survey – when the survey is activated;
  - 18.2. the first reminder to complete surveys – in the 17<sup>th</sup> week of the semester, at the beginning of the final examinations of study courses (the target groups of the surveys mentioned in paragraphs 8, 9, 10, and 11 receive them);
  - 18.3. the second reminder to complete surveys – four days before the registration week (the target groups of the surveys mentioned in paragraphs 8, 9, 10, 11, and 13 receive them).

## **II. Alumni un employer surveys and their procedure**

- 19. The UL regularly conducts alumni surveys and employers surveys.

### **20. Alumni survey**

- 20.1. The purpose of the survey is to find out information about graduates' professional activities and further life courses, as well as to find out the opinion of graduates about the education they received at the UL.
- 20.2. The target group of the survey is graduates who graduated from the UL one year ago (questionnaire – Annex 12). */In redaction of UL Ordinance No. 1-4/104 of 06.03.2024./*
- 20.3. The survey is organized by AcD once per academic year (in the Spring semester, starting in 2023), using an online survey tool.
- 20.4. The invitation to participate in the survey is sent only to those graduates whose LUIS profile settings indicate that after graduation they agree to receive information about events organized for UL alumni.
- 20.5. When the survey ends, the survey data file retrieved from the online survey tool is uploaded to LUIS.

### **21. Employers survey**

- 21.1. The purpose of the survey is to find out the opinion of employers about the conformity of the knowledge, skills, and competences acquired by the graduates of the UL with the requirements of the labor market, as well as to obtain proposals for improving the quality of studies.
- 21.2. The target group of the survey is employers who employ the UL graduates (questionnaire – Annex 13).
- 21.3. The survey is organized by AcD once every three years (in the Autumn semester, starting in 2023), using an online survey tool.
- 21.4. Study program directors provide personalized e-mail addresses of employers to be included in the AcD survey. */In redaction of UL Ordinance No. 1-4/104 of 06.03.2024./*

### **III. Aggregation and availability of survey results**

22. The AcD determines the way survey results are aggregated.
23. LUIS, utilizing the result aggregation form prepared by the AcD, automatically generates summaries of the survey results mentioned in paragraphs 8, 9, 10, 12, 13, 15, and 20 for each study program separately. Students' survey results are reflected in the summaries as soon as at least three students from a specific study program have completed the survey.
24. The summaries of results generated by LUIS for surveys on study courses and the work of the teaching staff are limited access information available only to:
  - 24.1. to each teaching staff for their implemented study courses and the responsible teaching staff;
  - 24.2. to faculty dean, vice-dean or director of studies and head of the department for teaching staff under their authority;
  - 24.3. to the head of the study field and the study program director regarding the involved teaching staff;
  - 24.4. to the rector, vice-rectors, and the director of the AcD for all teaching staff;
  - 24.5. by signing a declaration of non-disclosure of limited access (confidential) information to the chairman of the UL Student Council (hereinafter – UL SC) and the head of the Academic Direction of the UL SC for all teaching staff, as well as the heads of student self-governments of faculties for teaching staff of the faculty (Annex 14).
25. The summaries of results generated by LUIS for surveys mentioned in paragraphs 9, 10, 12, 13, 15, and 20 are fully available:
  - 25.1. to the study program director for his/her supervised study program;

- 25.2. to the dean, vice-dean, or director of studies of the faculty, and the head of the department for the study programs attached to their positions;
  - 25.3. to the rector, vice-rectors, and the director of the AcD for all study programs;
  - 25.4. by signing a declaration of non-disclosure of limited access (confidential) information to the chairman of the UL SC and the head of the Academic Direction of the UL SC for all study programs, as well as for the heads of student self-governments of the faculties for the study programs of the faculty (Annex 14).
26. The summaries of results generated by LUIS for the surveys mentioned in paragraphs 9, 10, 12, 13, and 20 are also partially available to students for their study program. Summaries do not include answers to open questions.
27. The AcD, upon completion of the surveys mentioned in paragraphs 9, 10, 11, 12, 13, 15, 20, and 21, prepares result summaries for the entire UL and faculties. Meanwhile, the SSD compiles the survey results mentioned in paragraph 14 once per academic year for both semesters combined. The prepared result summaries are published in the "Studijas" section of the "Mans portāls" (*My Portal*). They are accessible to every student and the UL staff member with their assigned LUIS username and password.

#### **IV. Utilization of survey results and provision of feedback**

28. The AcD, upon completion of the survey on study courses, conducts study course and teaching staff assessment monitoring for the previous semester twice during the academic year (in February and September):
- 28.1. the purpose of monitoring is to identify study courses for which students have given a high rating (average 7 on a 7-point scale) and for which they have given a low rating (average  $\leq 5,75$ );
  - 28.2. the AcD submits a report on study courses with a grade of  $\leq 5,75$  to the director of the specific study program, the head of the study field, and the dean. The head of the study field informs the AcD within a month about the planned activities for the improvement of study courses, the deadline, and the person responsible;
  - 28.3. the AcD twice in the academic year (in March and October) informs the Study Program Quality Assessment Commission about the monitoring results.
29. Based on the results of the surveys mentioned in paragraphs 9, 10, 11, 12, 13, 15, 20, and 21, the AcD draws attention to problem situations and prepares proposals for the governance of the UL, the SSD, the Department of Communication, and other UL institutions.

30. Deans of faculties, heads of departments, and/or study program directors organize a meeting with the teaching staff and student self-government at least once per academic year to discuss the results of regular surveys.
31. Deans of faculties and heads of departments use the results of the survey on study courses and teaching staff's work in the process of election and re-election of academic staff, evaluating the applicants' compliance with the requirements of the relevant academic position.
32. Heads of study fields and directors of study programs use survey results when preparing annual reports of study fields, self-assessment reports of study fields for accreditation and re-accreditation of the field, development plans of study fields, and implementation reports of recommendations, as well as reviewing study plans.
33. The results of the surveys are used by teaching staff to evaluate their professional activity and opportunities for improving the study process. The teaching staff can inform the students about the changes made in the study courses, if they were made based on the evaluation received in the survey.
34. The UL SC and student self-governments of faculties can use survey results to prepare proposals for the governance of the UL and UL institutions to improve the study environment and process.