

*As amended by 13.01.2017*

*Amendments: UL Ordinance No. 1.8 of 13.01.2017*

Annex

APPROVED

by UL Ordinance No. 1/334

of 22.08.2016.

## **PROCEDURE FOR THE ORGANISATION OF REGULAR SURVEYS FOR THE EVALUATION OF THE STUDY PROCESS AT THE UNIVERSITY OF LATVIA**

### **1. Definitions**

1.1. Regular surveys - centralised surveys organized by the Department of Studies at the University of Latvia (hereinafter - UL DS) among students, graduates and employers during a period specified for each academic year.

1.2. Student surveys - surveys aimed at students of the University of Latvia (hereinafter - UL).

1.3. Compulsory surveys - surveys where student participation is mandatory (first year students survey on the commencement studies and first study experience, students survey on courses, last year students survey on study programme and survey on the second study programme 'testing').

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*

### **2. General Conditions**

2.1. The UL DS organizes regular surveys centrally in order to improve the study process, taking into account the information obtained from students, graduates and employers. These surveys are an integral part of the study quality management system.

2.2. The following surveys are organized regularly:

2.2.1. first year students survey on the commencement of studies;

2.2.2. first year students survey on first study experience;

2.2.3. survey on study courses and the work of the teaching staff, including a survey on study internship and a survey on course papers and final papers (hereinafter - Study Course Evaluation Survey);

2.2.4. last year students survey on study programme content and learning outcomes;

2.2.5. survey for students who have decided to discontinue their studies at their own discretion or for those who have already stopped their studies, hereinafter referred to as a "Attrition Survey";

2.2.6. graduates survey;

2.2.7. employers survey;

2.2.8. survey on "testing" of another study programme / *UL Ordinance No. Rev. 1/8 of 13.01.2017. /*

2.3. Students' participation in the surveys referred to in 2.2.1, 2.2.2, 2.2.3, 2.2.4. and 2.2.8. is mandatory. Before registering for the next semester or before submitting the final thesis, the student must fill in assigned questionnaires.

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*

2.4. Two types of messages are automatically sent out in the University of Latvia's Information System (hereinafter - LUIS):

2.4.1. on launching a survey - on the first day when the survey is updated;

2.4.2. on the approaching deadline set for survey completion - two days before the deadline expires (only target groups of mandatory surveys receive this message).

2.5. The results of regular surveys are restricted access information and can only be used for the implementation of the purpose specified in Sub-paragraph 2.1 of this Procedure.

2.6. In order to ensure the anonymity of the provided answers, the summary of the students' survey results is available in LUIS only if at least three students have completed the questionnaire.

2.7. Based on the results of regular surveys, the UL DS prepares proposals for the authorities of the University of Latvia, UL Student Council (hereinafter - UL SC) and other departments upon request.

2.8. Other surveys at the University of Latvia are electronically coordinated with the UL DS, indicating the purpose of the survey, the target group and the time of the potential survey, as well as adding a questionnaire. The UL DS responds within 5 working days.

### **3. First year students survey on the commencement of studies**

3.1. The aim of the first year students survey on the commencement of studies (Annex 1) is to assess the motivation of the study field and programme choice and information acquisition sources, as well as to get a feedback of the application and registration process in order to improve student attraction measures.

3.2. The survey is organised in LUIS in the first year of studies for the students of undergraduate programmes, every year from the moment when students are enrolled for studies in the 1st semester by the end of week 2 of the spring semester.

3.3. The UL DS prepares a summary of the survey results by the end of week 6 of the spring study semester and ensures its availability in the "My Portal" section "Survey results".

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*

3.4. To enhance students attraction, the results of the first year students survey on the commencement of studies (including - answers to open questions) are available to faculty deans,

programme directors, UL DS, Student Service Department and Communication and Innovation Department. /amended UL Ordinance No. 1/8 of 13.01.2017. /

#### **4. First study year students survey on first study experience**

4.1. The aim of the first study year students survey on first study experience (Annex 2) is to obtain an assessment of the first study experience at the UL and study support measures in order to improve the study environment and promote student adaptation.

4.2. The survey is organised in LUIS in the first year of studies for the students of graduate programmes, every year from week 10 of the autumn semester to the end of week 2 of the spring semester.

4.3. The UL DS prepares a summary of the survey results by the end of week 6 of the spring study semester and ensures its availability in the "My Portal" section "Survey results".

4.4. In order to improve the adaptation of the students of the first study year at the University of Latvia, the results of the survey (including - answers to open questions) are available to the study programme directors, faculty deans, UL DS and Student Service Department.

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*

#### **5. Study Course Evaluation Survey**

5.1. The aim of the survey on study courses (Annex 3), including the questionnaire on course papers / final papers (Annex 4), is to discover the students' opinion on the content of the study courses and to get assessment of the teaching staff to improve the study process. The aim of the internship survey (Annex 5) is to discover the students' experience at the internship site and to obtain assessment of the UL and internship supervisors to improve the internship organization.

5.2. The survey on study courses is organised in LUIS for all students every semester from week 12 by the end of week 4 of the next semester or the last semester by the thesis defence. The LUIS student profile activates access to surveys on courses for which the student has registered for in a given semester.

5.3. In exceptional cases, in co-ordination with the University of Latvia DS, an in-depth survey on study courses and the work of the teaching staff can be carried out using paper based questionnaires (Annex 6).

5.4. LUIS prepares a summary of the survey results (Annexes 7, 8 and 9) at week 5 of the next semester and provides access to:

- 5.4.1. teaching staff- about the courses they taught;
- 5.4.2. teaching staff responsible for the field and corresponding study courses;
- 5.4.3. study programme directors - about the study courses included in the study programme, including on internship and course papers / thesis, diploma paper;

5.4.4. deans - for courses taught by all faculty members, including their supervised internships and course papers / thesis, diploma paper;

5.4.5. UL DS - for all UL study courses, including internship and course papers / thesis, diploma paper;

5.4.6. UL SC Chairperson (on request) - for all UL study courses.

5.5. The results of the survey on study courses (including - answers to open questions) are available to UL DS, as well as to deans and study programme directors who, based on the results, make proposals for improvement of the study process. The results of the survey are used as an additional criterion in assessing the compliance of all applicants for academic positions with the requirements of the relevant academic position.

## **6. Last year students survey on the study programme**

6.1. The aim of the last year students survey on the study programme (Annex 10) is to obtain students' assessment of the study programme for its further development, improvement of the study process, improvement of the quality and study environment.

6.2. The survey is organised in LUIS among the students of the last study year who have settled all academic obligations and as such is administered once in each study programme. LUIS activates the survey in the student's profile when the student has settled all academic obligations and obtained the status "admitted to final examinations". The student must fill in the questionnaire by the submission of the thesis.

6.3. In exceptional cases, in co-ordination with the University of Latvia DS, students may fill in a single survey of the study programme using a paper based questionnaire (Annex 11).

6.4. LUIS prepares the summary of results (Annex 12) in the 1st semester of the autumn semester for the previous academic year and ensures its availability to:

6.4.1. students studying in this programme;

6.4.2. academic staff working in this study programme;

6.4.3. heads of departments and deans of faculties;

6.4.4. UL DS.

6.5. The results of the survey of students in the last year of studies on study programme content and learning outcomes (including answers to open questions) are available for analysis to the UL DS, as well as to programme directors who, compare the obtained results with the previous reporting period, identify the areas to be developed and prepare proposals to the Study Programmes Council and faculty deans. The results are used for the preparation of annual reports of study directions, self-assessment reports of study fields for accreditation and re-accreditation, as well as in preparation of the study programme development plans.

## **7. Attrition survey**

7.1. The aim of the attrition survey (Annex 13) is to identify the main reasons for discontinuing studies in order to facilitate the reduction of dropouts.

7.2. The attrition survey is conducted during the course of academic year. It is implemented in two ways:

7.2.1. electronically - LUIS activates access to the student's profile when an order for student exmatriculation has been issued;

7.2.2. paper-based - when applying to the study programme secretary at the respective faculty regarding the discontinuation of studies, the student is invited to fill in the questionnaire. The task of the secretary is to encourage students to complete the questionnaire. In case of filling out a paper-based questionnaire, the secretary informs students that it is not necessary to do it again in LUIS.

7.3. The Dean representative submits completed paper-based questionnaire to the UL DS three times a year - by the end of week 6 of the autumn semester, by the end of week 4 of the spring semester and by the end of week 16 of the spring semester.

7.4. The UL DS collects the data received from LUIS and questionnaires submitted by faculty representatives and prepares a report on results by the end of a given semester, ensuring their availability to the deans of the faculties and the Department of Student Services.

7.5. The results of attrition survey (including - answers to open questions) are available to deans and study programme directors who, based on them, make suggestions for improvement of the study process.

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*

## **8. Graduates survey**

8.1. The aim of the Graduates survey (Appendix 14) is to assess graduates' satisfaction with the quality of the acquired programme, the knowledge, skills and competences acquired at the University, the contribution of the study programme to their employment, as well as the plans for continuing studies.

8.2. Study programme directors administer the survey.

8.3. Study programme directors, in coordination with the UL DS, may complement the questionnaire.

8.4. The UL DS provides support upon request to summarize the survey results.

## **9. Employers survey**

9.1. The purpose of the employers survey (Annex 15) is to find out how employers assess the compliance of knowledge, skills and competences acquired by UL graduates with the labour market requirements.

9.2. Study programme directors administer the survey.

9.3. Study programme directors, in coordination with the UL DS, may complement the questionnaire.

9.4. The UL DS provides support upon request to summarize the survey results.

## **10. Survey on "testing" another study programme**

10.1. The aim of the questionnaire on another study programme "Testing" (Annex 16) is to discover students' opinion about the "trial process" of another study programme.

10.2. The survey is organised in LUIS in the first year of studies for the students of undergraduate programmes, every year from week 10 of the autumn semester to the end of week 2 of the spring semester.

10.3. The UL DS prepares a summary of the survey results by the end of week 6 of the spring semester and ensures its availability to the deans of the faculties and Student service department

*(as amended by UL Ordinance No 1/8 of 13.01.2017.)*