

As amended by 21.06.2021.

Amendments: UL Ordinance No. 1/8 of 13.01.2017.

UL Ordinance No. 1/302 of 17.07.2020.

UL Ordinance No. 1-4/158 of 31.03.2021.

UL Ordinance No. 1-4/312 of 21.06.2021.

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 study 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 to improve the study process, considering 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. survey on the beginning of studies;

2.2.2. survey of the first study year' students on the study experience;

2.2.3. survey on study courses and the work of the teaching staff, including a survey on study internship, a survey on course papers and a survey on final papers/theses (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 an "Attrition Survey";
- 2.2.6. graduates survey;
- 2.2.7. employers survey;
- 2.2.8. survey on "testing" of another study programme;
- 2.2.9. survey on doctoral study programme.

/UL Ordinance No. Rev. 1-4/312 of 21.06.2021./

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 opened;
- 2.4.2. on the approaching deadline set for survey completion – three days before the deadline expires (receive target groups of the surveys this message referred to in subparagraph 2.2.1. and 2.2.2. as well as 2.2.3. (except for the survey on final paper/theses).

/UL Ordinance No. Rev. 1-4/312 of 21.06.2021./

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. 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. Survey on the beginning of studies

3.1. The aim of the survey on the beginning of studies (Annex 1, Annex 22) is to obtain information for the improvement of student attraction measures. The tasks of the survey are: (1) to find out the motivation of students in choosing a university and study program, (2) to find out the sources of information about studies at the University of Latvia, (3) to get an assessment of

the application and registration process and (4) to find out the socio-demographic portrait of respondents.

3.2. The survey is organised in LUIS for the first study year students of both bachelor study programmes and master study programmes every year from the moment when students are enrolled for studies in the 1st semester by the end of week 2 of the next study semester.

3.3. LUIS prepares a summary of the survey results (Annex 18, Annex 23) and provides access to:

3.3.1. directors of study programmes – on the opinion of students of the study programmes supervised by them;

3.3.2. deans – on the opinion of all students of the study programmes of the faculty;

3.3.3. UL DS – on the opinion of all students of the study programmes of the UL.

3.4. To enhance students attraction, the results of survey (including - answers to open questions) are available to faculty deans, programme directors, UL DS, Student Service Department and Communication and Innovation Department.

/UL Ordinance No. Rev. 1-4/312 of 21.06.2021./

4. Survey of the first study year' students on study experience

4.1. The aim of the survey of students of the first study year on study experience (Annex 2) is to obtain information for the improvement of the study environment and promotion of student adaptation. The tasks of the survey are: (1) to find out the students' opinion about various aspects of studies and (2) to find out the students' opinion about what support is needed when starting studies.

4.2. The survey is organised in LUIS for the first study year' students of both bachelor study programmes, and master study programmes every year from week 11 of the spring semester to the end of week 2 of the autumn semester.

4.3. LUIS prepares a summary of the survey results (Annex 19) and provides access to:

4.3.1. directors of study programmes – on the opinion of students of the study programmes supervised by them;

4.3.2. deans – on the opinion of all students of the study programmes of the faculty;

4.3.3. UL DS – on the opinion of all students of the study programmes of the UL.

4.4. 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.

/UL Ordinance No. Rev. 1-4/312 of 21.06.2021./

5. Study Course Evaluation Survey

5.1. The aim of the survey on study courses (Annex 3), including the questionnaires on course papers (Annex 4) and on final papers (Annex 20), 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. */as amended by UL Ordinance No 1-4/158 of 31.03.2021./*

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 submission. The LUIS student profile activates access to surveys on study courses for which the student has registered for in each semester.

5.3. */Deleted by UL Ordinance No 1/302 of 17.07.2020./*

5.4. LUIS prepares a summary of the survey results (Annexes 7, 8, 9 and 20) at week 5 of the next semester and provides access to:

- 5.4.1. teaching staff – about the study courses they taught, including supervised internship, course papers and thesis, diploma papers;
- 5.4.2. directors of study programmes – on the study courses included in the study programme, including on internships, course papers and thesis, diploma papers;
- 5.4.3. deans – for study courses taught by all faculty members, including supervised internships, course papers and thesis, diploma papers;
- 5.4.4. UL DS – for all UL study courses, including internships, course papers and thesis, diploma papers;
- 5.4.5. UL SC Chairperson (on request) - for all UL study courses.

/as amended by UL Ordinance No 1-4/158 of 31.03.2021./

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. */Deleted by UL Ordinance No 1/302 of 17.07.2020./*

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 to facilitate the reduction of dropouts.

7.2. The attrition survey is conducted during 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 (Annex 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./

11. Survey on doctoral study programme

11.1. The aim of the questionnaire on the doctoral study programme (Annex 17) is to find out the students' assessment of the doctoral study program to improve the doctoral study process and study environment.

11.2. The questionnaire is organized by the director of the doctoral study programme (involving the secretary) for 2nd to 4th year doctoral students or applicants for a scientific degree by inviting them to fill in the questionnaire in LUIS or by using a printed questionnaire (Annex 17).

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

/as amended by UL Ordinance No 1/302 of 17.07.2020./

Procedure for the organisation of regular surveys
for the evaluation of the study process at the University of Latvia

SURVEY OF THE FIRST STUDY YEAR' STUDENTS ON STUDY EXPERIENCE

The UL invites you to participate in a survey about the experience gained in the first year of studies at the University of Latvia. The aim of the survey is to find out the students' opinion about various aspects of studies and what kind of support is needed when starting studies. Your answers will be anonymous and will only be used in a summarized form.

Your opinion is important to us! Thank you for your response!

A: GAINED STUDY EXPERIENCE

1. Please rate how satisfied you are with the following aspects of the study environment!

	Satisfied	Rather satisfied	Rather dissatisfied	Dissatisfied	Do not know, hard to say
1) Arrangement of lecture-rooms	4	3	2	1	0
2) Possibility to conveniently use a laptop in the lecture-rooms (access the Internet and charge the laptop without leaving the seat)	4	3	2	1	0
3) Arrangement of laboratories (premises and equipment) *	4	3	2	1	0
4) Availability of independent work premises / places	4	3	2	1	0
5) Opportunity to obtain the necessary information about studies (for example, in the Info Center, at the study clerk/methodologist)	4	3	2	1	0
6) Possibilities to use my LUIS standard (computer) version (layout, possibilities to find the necessary information)	4	3	2	1	0
7) Possibilities to use my LUIS mobile version	4	3	2	1	0
8) Possibility to print out study materials	4	3	2	1	0
9) Information on opportunities to study within international exchange programs	4	3	2	1	0
10) Contentive leisure opportunities at the university	4	3	2	1	0
11) Canteen / cafe	4	3	2	1	0

* If the answer is not applicable, please mark the answer "I do not know, it's hard to say"

2. Please rate how satisfied you are with the following aspects of your studies!

	Satisfied	Rather satisfied	Rather dissatisfied	Dissatisfied	Do not know, hard to say
1) Lecture timetable	4	3	2	1	0
2) Timely availability of the information about the study process	4	3	2	1	0
3) Offered study courses	4	3	2	1	0
4) Use of e-learning environment in studies	4	3	2	1	0
5) Professionalism of the teaching staff	4	3	2	1	0
6) Evaluation of my study work					
7) Attitude of the faculty administration towards students	4	3	2	1	0
8) Operation of the UL libraries, opportunity to obtain the necessary literature	4	3	2	1	0
9) Availability of databases	4	3	2	1	0
10) Relations with course members	4	3	2	1	0

3. Please indicate to what extent you agree with these statements about the resources available to you!

	Agree	Rather agree	Rather disagree	Disagree	Do not know, hard to say
1) The technological equipment available to me (computer, other smart devices) is sufficient for studies	4	3	2	1	0
2) I have access to the Internet at my place of residence	4	3	2	1	0
3) I have a stable internet connection at my place of residence	4	3	2	1	0
4) If necessary, I can study remotely	4	3	2	1	0

4. How high or low do you think is...?

	High	Rather high	Appropriate	Rather low	Low
1) degree of study difficulty	5	4	3	2	1
2) workload required for studies	5	4	3	2	1

5. In general, how satisfied are you with your chosen study program?

Satisfied

5	4	3	2	1

 Dissatisfied

Ja uz 5. jautājumu sniegta atbilde 2 vai 1

6. Please indicate what you are dissatisfied with in your study program?

Atvērtais jautājums

B: ASSESSMENT OF SKILLS AND WELL-BEING

7. Based on your first year' study experience, how would you rate your knowledge and skills? To what extent do you agree with the statements?

	Agree	Rather agree	Rather disagree	Disagree	Do not know, hard to say
1) The knowledge acquired at the previous level of education is sufficient	4	3	2	1	0
2) My knowledge of foreign languages is sufficient	4	3	2	1	0
3) I can study independently	4	3	2	1	0
4) My digital skills are sufficient	4	3	2	1	0
5) I can work with information (search, select, analyze)	4	3	2	1	0
6) I can present orally	4	3	2	1	0
7) I have a comprehension of academic honesty and ethics	4	3	2	1	0
8) I can work in a group / collaborate with others	4	3	2	1	0
9) I can successfully plan my time	4	3	2	1	0

8. Please rate to what extent you agree with the statements about your well-being!

	Agree	Rather agree	Rather disagree	Disagree	Do not know, hard to say
1) I feel good in the academic environment	4	3	2	1	0
2) Studies have a positive effect on my well-being	4	3	2	1	0
3) I can defend myself, my interests, and opinions	4	3	2	1	0
4) The relationship on the course is friendly	4	3	2	1	0
5) I am proud to be a student of my faculty	4	3	2	1	0
6) I feel sense of belonging to the University of Latvia	4	3	2	1	0
7) I know where / who to turn to if I feel difficulties (for example, to a course representative, mentor, curator, study clerk / methodologist, the UL psychologist, etc.)	4	3	2	1	0
8) Student feedback on studies is considered and there is a response	4	3	2	1	0

C: SUPPORT ACTIVITIES AT THE BEGINNING OF STUDIES

9. What activities do you think are useful for students at the beginning of their studies?

	Useful	Rather useful	Rather useless	Useless	Do not know, hard to say
1) Event "Get to know the UL"	4	3	2	1	0
2) Faculty "pre-Aristotle" events	4	3	2	1	0
3) Event "Aristotle"	4	3	2	1	0
4) Events organized by the Students' Councils	4	3	2	1	0

10. What support do you think is useful for students at the beginning of their studies?

	Useful	Rather useful	Rather useless	Useless	Do not know, hard to say
1) Support of a course representative	4	3	2	1	0
2) Support of a mentor	4	3	2	1	0
3) Support of a curator	4	3	2	1	0
4) Support provided by the Department of Student Services	4	3	2	1	0
5) Support of the UL Career Center	4	3	2	1	0
6) Support of a study program director	4	3	2	1	0
7) Support of a study clerk / methodologist	4	3	2	1	0
8) Support of a teaching staff	4	3	2	1	0
9) Support provided by the Students' Councils	4	3	2	1	0

11. Looking back on your first-year student experience, what additional support would you have needed at the beginning of your studies?

Atvērtais jautājums

12. In general, how satisfied are you with the University of Latvia?

Satisfied

5	4	3	2	1
---	---	---	---	---

 Dissatisfied

D: DEMOGRAPHIC INFORMATION

No LUIS aptaujai tiek pievienota šāda informācija:

- dzimšanas gads/vecums
- dzimums
- fakultāte
- studiju programma
- studiju līmenis
- studiju forma/laiks
- statuss – vietējais vai ārvalstu students

ANNEX 3

Procedure for the organisation of regular surveys
for the evaluation of the study process at the University of Latvia

STUDY COURSE EVALUATION SURVEY

Dear student!

The UL administration invites you to participate in a survey on the effectiveness of a course and its instructor. Please respond candidly to the following questions. The results are used to improve both the course and the teaching of the instructor.

Thank You! We appreciate your time and feedback!

The student evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

1. Course content corresponded to the course description.
2. Course content did not duplicate or overlap that of other courses in the programme.
3. The lecturer explained material clearly and understandably.
4. Teaching methods used by the lecturer facilitated the acquisition of the material.
5. Lecturer's recommended reading and other information sources were easily accessible and useful.
6. Study materials at the E-study environment facilitated the acquisition of the course (*if your course did not have the E-study environment solution, please choose the answer "Don't know"*).
7. Content and number of tests during the semester facilitated the acquisition of the material.
8. The lecturer was available for consultations.
9. I have achieved the study results as described in the course description.
10. I would gladly take another course delivered by this lecturer.
11. The lecturer provided effective and efficient feedback on the test results.
12. Comments and suggestions about the course and the lecturer.
13. Average number of hours you spent on studies per week, including participation in lectures, preparatory work, practical tasks:

Procedure for the organisation of regular surveys
for the evaluation of the study process at the University of Latvia

SURVEY ON COURSE PAPER

The UL invites you to participate in a survey about elaboration of your course paper and its supervisor. The aim of the survey is to obtain information to evaluate and improve both the process of the paper elaboration and the work of supervisors. The survey is anonymous, and your answers will be used only in a summarized form.

Thanks in advance for your response!

The student evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

1. I understood the requirements on how to elaborate the paper.
2. The supervisor of the paper was accessible.
3. The supervisor responded to my emails in time (*within 3 working days*).
4. The supervisor gave recommendations for the selection of literature and its search.
5. The supervisor understood the difficulties I faced during the process of the paper elaboration.
6. Comments and corrections of the supervisor during the process of the paper elaboration were useful.
7. During the writing process I learned to formulate my ideas.
8. During the writing process I developed my critical thinking (*ability to assess, analyze and systematize information*).
9. During the writing process I developed my academic writing skills.
10. The paper elaboration process gave me the opportunity to improve the ability to plan my work.
11. I understood the assessment process of the paper.
12. I was able to read the review of my paper timely (*no later than 24 hours before the defense*).
If the review for the course paper is not prepared, choose the answer "don't know, it's hard to say".
13. Evaluation of my paper was objective.
14. Your comments and recommendations on the process of the paper elaboration, on co-operation with/assistance of the supervisor and on defense the paper:
15. Please write the name and surname of your course paper supervisor!

SURVEY ON STUDY INTERNSHIP

Dear student!

The UL invites you to participate in a survey on the study internship and its supervisors – both the internship supervisor of the University of Latvia and the supervisor of internship place. The aim of the survey is to find out the students' experience at the internship place and to obtain the assessment of the internship supervisors to improve the internship organization. The survey is anonymous, and your answers will be used only in a summarized form.

Thanks in advance for your response!

The student evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

1. When I started the internship, I understood the tasks of the internship.
2. At the beginning of the internship, the internship supervisor introduced me to the internship place.
3. In the internship, I used the knowledge acquired in studies.
4. The knowledge acquired in the studies was sufficient for the performance of internship tasks.
5. The supervisor of the internship place managed my work well.
6. I gained useful experience in the internship place.
7. I was able to consult with the internship supervisor of the UL.
8. The internship supervisor of the UL gave valuable advice.
9. I am satisfied with my workload at the internship place.
10. I understood how to prepare a report of the internship.
11. I had no difficulty in defence of the internship.
12. The internship supervisor of the UL objectively evaluated my internship report.
13. I would gladly recommend this internship place to others.
14. Your comments and suggestions on the experience gained during the internship, on the internship place and on both the internship supervisor of the UL and the supervisor of internship place.

LAST YEAR' STUDENTS SURVEY ON STUDY PROGRAMME

Dear student!

The UL administration invites you to participate in a survey on the experience of your studies at the University of Latvia.

All survey data is reported and used a summarized form only. The aim of the survey is to monitor student satisfaction and to improve the quality of studies.

The student evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

STUDY ENVIRONMENT, STAFF AND LIBRARY

1. Lecture room capacities were appropriate for the studies
2. Appropriate technical equipment was installed in the lecture rooms
3. Internet and computer work-stations were freely accessible at the faculty
4. The teaching staff was competent and well trained
5. The attitude of teaching staff was positive
6. The teaching staff was showing interest in student learning outcomes
7. The attitude of the programme administrators was positive
8. The programme administrators were competent and well trained
9. Study materials were accessible at the UL libraries
10. Electronic information sources (international databases) were accessible
11. I am satisfied with the extracurricular activities (sports, cultural activities, events organized by the Career Centre) offered at the UL
12. During the studies there was opportunity to join in the Faculty Student Council work
13. Opportunities and support during studies offered by the Faculty Student Council were useful
14. Opportunities and support during studies offered by the UL Student Council were useful
15. Additional comments regarding the study environment (lecture rooms, staff, library etc.)

STUDY PROCESS EVALUATION – STUDY COURSES, LECTURE TIMETABLE, E-COURSES, INFORMATION ACCESSIBILITY, INTERNATIONALIZATION

16. Study courses included in the programme complemented each other forming a systematic understanding of the study field
17. Study courses were interesting and useful
18. I was satisfied with the variety of e-courses offered in the programme
19. E-courses were well-designed and developed and facilitated my study process
20. I was satisfied with the planning of lectures and seminars
21. Organization of the study process encouraged my motivation to study
22. I could easily access information on the study process at my faculty
23. I could easily access information on the study process on the UL portal www.lu.lv
24. I could easily find information on studies in LUIS
25. I was satisfied with the LUIS features
26. I was satisfied with the study abroad offers by the UL
27. I was satisfied with the guest lectures offered at the UL
28. There was opportunity to evaluate a study courses included in the study programme
29. There was opportunity to give feedback to the teaching staff involved in the study programme
30. Additional comments regarding the study process (study courses, e-courses, lecture timetable, information accessibility, UL portal, LUIS, international experience etc.)

31. Please indicate the average percentage of lectures you have attended:
 - *Less than 25%*
 - *25-50%*
 - *51-75%*
 - *76-100%*
32. Please indicate the average number of hours per week you have studied independently:
 - *More than 30h*
 - *21-30h*
 - *15-20h*
 - *10-14h*
 - *5-9h*
 - *2-4h*
 - *Less than 2h*

STUDY RESULTS – ASSESSMENT OF THE SKILLS AND KNOWLEDGE GAINED DURING STUDIES

33. During my studies I obtained good theoretical knowledge in the field
34. During my studies I improved research skills
35. During my studies I improved the ability to apply theoretical framework to practice
36. During my studies I improved the skills to process information (to assess, to analyse, and to systematize)
37. During my studies I improved the skills to find creative solutions to problems of varying complexity.
38. During my studies I improved the ability to make decisions based on information analysis
39. During my studies I improved writing skills
40. During my studies I improved presentation skills.
41. During my studies I improved discussion skills
42. During my studies I improved teamwork skills
43. During my studies I acquired corresponding terminology in a foreign language
44. During my studies I improved the skills to deal with industry-specific software
45. During my studies I improved the ability to organize and manage my work
46. Additional comments regarding the skills and knowledge gained during studies

OVERALL EVALUATION OF THE PROGRAMME

47. I am satisfied with the chosen study programme
48. I would suggest this programme to others
49. The study material was presented on an understandable level and the degree of complexity of this study program was not beyond my reach
50. Study programme prepared me for the labour market
51. Overall perception about quality of the study programme are good
52. My notion of the studies in the UL compared to what I expected...
 - *has improved*
 - *hasn't changed*
 - *has worsened*
53. Are you planning to continue studies this year or later?
 - *Yes, at the UL in the same field*
 - *Yes, at the UL in other field*
 - *I will continue studies in other higher education institution*
 - *I will not continue studies*
 - *I have not still made a decision*
54. Specify what you liked the most in the programme. What improvements would contribute to the quality of the study programme?

EMPLOYMENT

55. Your employment status during the last study year:
56. I work in the field of study

57. Work duties and responsibilities are related to the field of study
58. I use the obtained skills and knowledge at my workplace
59. My work does not interfere with my studies
60. I started to plan my professional development and career during studies
61. In the future I plan to work in the field of study
62. Additional comments regarding the first job experience in the context of study experience

ATTRITION SURVEY

*Please answer the following questions on reasons for termination of studies.
Survey results and comments will be used only in a summarized form aimed to improve studies.
Thanks in advance for your response!*

- 1. When was the first time you considered to terminate studies?** (*indicate the semester from 1 to 12*)

- 2. Is this the first programme you're terminating?**
 - *Yes, first time*
 - *No, it's not the first time*

- 3. Please give an assessment for arguments that affected your decision to terminate studies!**
(Scale: 7-A major cause of, 6-Very important reason, 5-Important reason, 4-Partly important cause, 3-Not so important reason, 2-Unimportant reason, 1-Not at all important, 0-No effect)
 - *I cannot pass the academic obligations*
 - *Limited financial funds to cover study or living expenditures*
 - *Lost state-financed study place*
 - *Unable to combine studies with job*
 - *Lack of motivation to continue studies*
 - *At the beginning of studies there was no programme in which I was interested*
 - *No interest in the chosen study programme*
 - *Misconception about the content of programme*
 - *Insufficient previous knowledge and background for studies*
 - *Insufficient learning skills*
 - *Unsatisfied with lecturers' attitude towards students*
 - *Conflicts with lecturer(-s)*
 - *Unsatisfied with the overall programme quality*
 - *Personal reasons (family, health or other conditions)*

- 4. What are your further studies? Please indicate the university and/or study programme where you plan to continue studies.**
 - *To continue studies in the same UL study programme*
 - *To enroll in other similar programme at the UL*
 - *To enroll in other different programme at the UL*
 - *To enroll in similar programme at other university in Latvia*
 - *To enroll in different programme at other university in Latvia*
 - *To enroll in similar programme at other university abroad*
 - *To enroll in different programme at other university abroad*
 - *I don't plan to continue studies*
 - *I haven't decided yet*

- 5. What changes in the UL could change your decision to terminate studies? Other coments.**

SURVEY ON DOCTORAL STUDY PROGRAMME

Dear doctoral student / scientific degree applicant / doctoral degree holder!

To take measures to improve the quality of studies, we need to know your assessment of the doctoral programme. The survey is anonymous, and your answers will be used only in a summarized form.

Thanks in advance for your response!

Respondent evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

1. The offer of study courses in the study programme was sufficient.
2. The content of the compulsory study courses corresponded to the doctoral studies.
3. It was possible to choose study courses.
4. The content of the optional study courses was useful.
5. Appropriate lecture planning by semesters.
6. Information about the study process was available.
7. The activities of the faculty staff contributed to the improvement of the study process.
8. Good study material and technical support (premises and laboratory equipment).
9. The required literature and databases were available in the UL branch libraries.
10. There was an opportunity to take courses in the e-study environment.
11. There was an opportunity to listen to lectures by guest lecturers.
12. In the doctoral studies I acquired current scientific theories.
13. In the doctoral studies I mastered research methods and methodology.
14. In the doctoral studies I developed research skills.
15. In the doctoral studies I developed professional skills.
16. In the doctoral studies I developed skills to work with information (evaluate, analyze, and synthesize).
17. In the doctoral studies I developed the skills to publicly discuss and argue an opinion on my field of scientific activity.
18. In the doctoral studies I developed the ability to conduct original research in my field / sub-field.
19. In the doctoral studies I developed the ability to write scientific publications.
20. In the doctoral studies I gained experience in pedagogical work.
21. There was an opportunity to participate in conferences.
22. The supervisor of the dissertation was interested in the results of my work.
23. The supervisor of the dissertation was competent.
24. The teaching staff involved in the programme were competent.
25. The attitude of the teaching staff involved in the programme was supportive.
26. Overall, I am satisfied that I have chosen this doctoral programme.
27. Are you currently employed in sector that corresponds to the chosen doctoral field?
 - *I work according*
 - *Rather according*
 - *Rather unaccording*
 - *I work unaccording*
 - *I don't work at all*
28. Do you plan to work in the future (after the studies) in accordance with the acquired doctoral education?
 - *Yes, I will work*
 - *Rather yes*
 - *Rather not*
 - *No I won't work*
 - *I can't tell*
29. What do you value most about the programme? What improvements would be needed?

SURVEY ON GRADUATION THESIS

The UL invites you to participate in a survey about elaboration of graduation thesis and its supervisor. The aim of the survey is to obtain information to evaluate and improve both the process of the paper elaboration and the work of supervisors. The survey is anonymous, and your answers will be used only in a summarized form.

Thanks in advance for your response!

The student evaluates each statement on a 7-point scale, where 1 is completely disagree, 2-mostly disagree, 3-rather disagree, 4-neutral, 5-rather agree, 6-mostly agree, 7-strongly agree, but 0-do not know, I cannot say. Only one answer is possible for each statement.

1. I understood the requirements on how to elaborate the paper.
2. The supervisor of the paper was accessible.
3. The supervisor responded to my emails in time (*within 3 working days*).
4. The supervisor gave recommendations for the selection of literature and its search.
5. The supervisor understood the difficulties I faced during the process of the paper elaboration.
6. Comments and corrections of the supervisor during the process of the paper elaboration were useful.
7. During the writing process I learned to formulate my ideas.
8. During the writing process I developed my critical thinking (*ability to assess, analyze and systematize information*).
9. During the writing process I developed my academic writing skills.
10. The paper elaboration process gave me the opportunity to improve the ability to plan my work.
11. Your comments and recommendations on the process of the paper elaboration and on co-operation with/assistance of the supervisor:

**SURVEY ON THE BEGINNING OF STUDIES
For foreign students**

Congratulations to you as a full-fledged student of the University of Latvia!

The UL invites you to participate in a survey on the beginning of studies. The aim of the survey is to find out students' motivation when choosing a university and study program, and the main sources of information about studies in the UL. Your answers will be anonymous and will only be used in a summarized form.

Your opinion is important to us! Thank you for your response!

A: CHOICE OF THE UNIVERSITY OF LATVIA AND THE STUDY PROGRAM

1. Please assess to what extent these reasons affected your choice to study at the University of Latvia!

	Affected	Rather affected	Rather unaffected	Unaffected	Do not know, hard to say
1) Recognition of the University of Latvia	4	3	2	1	0
2) Opportunity to obtain quality education	4	3	2	1	0
3) Study programs offered by the University of Latvia	4	3	2	1	0
4) Willingness to acquire new knowledge or deepen existing one	4	3	2	1	0
5) Willingness to obtain a university degree to prove myself and my abilities	4	3	2	1	0
6) The need to obtain a university degree, as required by the labor market	4	3	2	1	0
7) Education costs (tuition fees)	4	3	2	1	0
8) VIAA scholarship	4	3	2	1	0
9) Opportunity to go for international exchange studies and / or practice during studies	4	3	2	1	0
10) Costs of living	4	3	2	1	0
11) Personal safety and security	4	3	2	1	0
12) Proximity to my residence country	4	3	2	1	0
13) Recommendations from friends, acquaintances	4	3	2	1	0

2. Was Latvia the first choice for your international studies?

- 1) Yes, I wanted to study exclusively in Latvia.
- 2) No, I would have liked to study elsewhere.

Ja uz 2. jautājumu sniegta atbilde 2

3. In which country would you like to study?

Atvērtais jautājums

4. Have you applied for studies in more than one higher education institution in Latvia?

- 1) Yes, I applied to more than one higher education institution.
- 2) No, I only applied to the UL.

Ja uz 4. jautājumu sniegta atbilde 1

5. Was the University of Latvia your first choice when applying for studies?

- 1) Yes, the UL was the first choice.
- 2) No, I wanted to study elsewhere.

6. Please assess to what extent the following reasons affected your choice of study program!

	Affected	Rather affected	Rather unaffected	Unaffected	Do not know, hard to say
1) Interest in gaining knowledge in this field	4	3	2	1	0
2) I liked the subjects of this field at school	4	3	2	1	0
3) Future perspective of the industry	4	3	2	1	0
4) Good remuneration in the chosen field	4	3	2	1	0
5) Extensive job opportunities - easy to find a job	4	3	2	1	0
6) Prestigious profession	4	3	2	1	0
7) Knowledge required in my workplace	4	3	2	1	0
8) Opportunity to study in English	4	3	2	1	0
9) City / location of the UL	4	3	2	1	0
10) Full-time job opportunities in Latvia after graduation	4	3	2	1	0

7. Have you previously studied at a higher education institution?

- 1) No, I will study for the first time.
- 2) Yes, I have previously dropped out / left my studies.
- 3) Yes, I have already graduated.

Ja uz 7. jautājumu sniegta atbilde 2 vai 3

8. Have you already studied at the University of Latvia?

- 1) No, I will study for the first time.
- 2) Yes, I have studied at the UL.

B: SOURCES OF INFORMATION ABOUT THE UNIVERSITY OF LATVIA

9. Please rate how useful various sources of information about studies at the University of Latvia were for you!

	Useful	Rather useful	Rather useless	Useless	Do not use it
1) The UL participation in international exhibitions	4	3	2	1	0
2) Consultations with UL staff by e-mail, telephone, or social networks	4	3	2	1	0
3) The UL study booklets / brochures	4	3	2	1	0
4) Educational agent / consultant (student recruitment company)	4	3	2	1	0
5) University ratings	4	3	2	1	0
6) Recommendations from the UL students or graduates known to me	4	3	2	1	0

10. Please evaluate the role of various Internet resources in obtaining information about studies at the University of Latvia!

	Useful	Rather useful	Rather useless	Useless	Do not use it
1) Portal www.lu.lv	4	3	2	1	0
2) Google or other information search platform	4	3	2	1	0
3) Social networks (Facebook, Instagram, YouTube, etc.)	4	3	2	1	0
4) Portal www.studyinlatvia.lv	4	3	2	1	0
5) Home page of the representation / embassy of the Republic of Latvia	4	3	2	1	0
6) Home page of residence country's government advisory service	4	3	2	1	0

C: APPLICATION AND REGISTRATION FOR STUDIES

11. How did you apply to study at the University of Latvia?

- 1) I applied online at www.apply.lu.lv.
- 2) I applied through an education agent.
- 3) I applied in person.

12. Did you have any difficulties in the application and registration process?

- 1) Yes
- 2) No, there were no difficulties.

Ja uz 12. jautājumu sniegta atbilde 1

13. What difficulties did you encounter during the application and registration process?

Atvērtais jautājums

14. Please rate how understandable was the feedback you received on www.apply.lu.lv?

Understandable

5	4	3	2	1

 Was not understandable

Ja uz 14. jautājumu sniegta atbilde no 1 līdz 3

15. Please comment on your answer!

Atvērtais jautājums

16. Please evaluate the procedures for obtaining a visa and a residence permit! What do you think were these procedures?

	Simple	Rather simple	Rather complicated	Complicated	Do not know, hard to say
1) Procedure for obtaining a visa to come to Latvia	4	3	2	1	0
2) Residence permit procedure in Latvia	4	3	2	1	0

D: DEMOGRAPHIC INFORMATION

In the continuation of the survey, please provide a personal information about yourself. It is important for us to obtain such information from students to explain more reliably whether and how different socio-demographic characteristics influence the answers provided by the respondents.

No LUIS aptaujai tiek pievienota šāda informācija:

- dzimšanas gads/vecums
- dzimums
- pilsonība
- fakultāte
- studiju programma
- studiju līmenis
- studiju forma/laiks

17. Your country of residence before starting your studies:

Atvērtais jautājums

18. Has any of your family studied at a higher education institution?

Multiple answers possible

- 1) Yes, grandparents.
- 2) Yes, parents.
- 3) Yes, siblings.
- 4) Yes, any other relative not mentioned above (*Who? Please enter!* _____)
- 5) No, none of the family studied at higher education institution.

19. Did you have a paid job before starting your studies?

- 1) Yes, I regularly work / I am self-employed.
- 2) Yes, I work from time to time.
- 3) No, I am not working now.
- 4) I have never worked.

20. Please rate your language skills in different languages!

	Mother tongue	Excellent	Good	Moderate	Bad	No knowledge
1) Latvian	0	5	4	3	2	1
2) English	0	5	4	3	2	1
3) Russian	0	5	4	3	2	1
4) German	0	5	4	3	2	1
5) Other _____ <i>What? Please enter!</i>	0	5	4	3	2	1

21. Where do you plan to live during your studies?

- 1) At students' hotel
- 2) In another temporary accommodation (e.g., rented room / apartment)
- 3) At my usual place of residence (e.g., my parent's or my apartment / house)
- 4) Elsewhere (*Where? Please enter!* _____)

22. How do you intend to cover study and living expenses during your studies?

Multiple answers possible

- 1) I will be supported by my family / partner.
- 2) I applied for a loan to cover tuition fees (study loan).
- 3) I applied for a loan to cover living expenses (student loan).
- 4) Self-earned income through paid job.
- 5) With income received from the state (e.g., child benefit, pension, etc.).
- 6) In another way (*In what way? Please enter!* _____)

23. Please note if you have a disability, a long-term health problem or a functional disorder!

Multiple answers possible

- 1) Chronic diseases.
- 2) Mental health problems.
- 3) Physical disabilities.
- 4) Sensory disorders (vision or hearing).
- 5) Learning disabilities (attention deficit syndrome, dyslexia).
- 6) Other long-term health problems.
- 7) No, there are no serious health problems.
- 8) I do not want to answer.