

As amended by 31.03.2021.

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.

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

2.2.2. first-year students survey on the 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 an "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. 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 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. LUIS prepares a summary of the survey results (Annex 18) at week 3 of the spring semester 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.

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

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 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. LUIS prepares a summary of the survey results (Annex 19) at week 3 of the spring semester 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.

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

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. */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 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./

THE FIRST-YEAR STUDENTS' QUESTIONNAIRE ABOUT THEIR FIRST STUDY EXPERIENCE

UL invites you to participate in a survey about your first study experience in the University. Your opinion matters and helps us improve the study environment and adaptation of students. Your answers will be used only in a summarized form.

Thanks in advance for your response!

A: THE FIRST STUDY EXPERIENCE

1. Please evaluate study environment in your faculty!

(Scale: 7-Strongly Agree, 6-Strongly Agree, 5-Rather Agree, 4-Neutral, 3-Rather Disagree, 2-Strongly Disagree, 1-Strongly Disagree, 0-Don't Know, Can't Say)

- *Premises are well-arranged*
- *It is easy to access the Internet*
- *Lecturers/professors are responsive and understanding*
- *Overall impression about the content of lectures is positive*
- *Assistance of the faculty administrators facilitates the study process*
- *Assistance of the faculty administrators facilitates the study process*
- *Information available in e-studies is sufficient*
- *Information system of the UL (LUIS) is understandable*
- *Resources available in the UL libraries are sufficient*
- *Information about extra-curricular activities in the UL are sufficient (sports, choirs, theater, orchestras, radio NABA)*
- *I have been informed about where to turn if necessary (for example, where to get a note, where to submit an application or where to go if there are problems)*

2. Please evaluate your feeling at the studies!

(Scale: 7-Strongly Agree, 6-Strongly Agree, 5-Rather Agree, 4-Neutral, 3-Rather Disagree, 2-Strongly Disagree, 1-Strongly Disagree, 0-Don't Know, Can't Say)

- *I feel fine in the study environment*
- *In my course (peer-students) there is a friendly environment*
- *At the beginning of studies I got the support from my family members with university*
- *Impression of the first lectures is good*
- *I believe I have chosen the right study programme*
- *Knowledge acquired in the high school (secondary education, pre-university education) is sufficient to begin the studies*
- *I can study independently*
- *I know how to find necessary information for the studies*
- *I have good communication skills (the ability to start a conversation, listen, ask and object)*
- *I know how to plan my time for the study tasks*
- *I can stand for myself, my interests*
- *I'm proud I study in University of Latvia and this faculty*

3. How do you assess the overall difficulty level of the studies?

- *Very difficult*
- *Difficult*
- *Appropriate*
- *Easy*
- *Very easy*
- *I can't assess yet*

4. Your comments about the first study experience

B: SUPPORT ACTIVITIES AT THE BEGINNING OF STUDIES

5. Please evaluate the effectiveness of the following support activities:

(Scale: 7-should be mandatory, 6-useful, 5-rather useful, 4-partially useful, 3-rather useless, 2-mostly useless, 1-completely unnecessary, 0-not used / no opinion)

- *Event "Get to know the UL"*
- *Faculty "pre-Aristotle" events*
- *Event "Aristotle"*
- *The UL website section "For International Students"*
- *Information about the use of library resources*
- *Activities of the course representative (elected student who represents the course?)*
- *Events organized by the Students' Council of the faculty*
- *Activities of the mentor (support person - senior student)*
- *Support of Student Services (consultations, different kind of documents)*
- *Support of Career Center (consultations, seminars, both practice and job search)*
- *Activities of the curator (support person - preformed employee of the UL)*

6. What kind of support do you think would be necessary at the beginning of studies?

(Scale: 1-necessary, 2-not necessary, 0-don't know if it would be necessary)

- *Introductory lecture about studies in the UL*
- *More support from the faculty administration*
- *Courses of high school (secondary education) knowledge revision*
- *A lecture for developing the ability to work with information*
- *A lecture for improving the ability to formulate an opinion and argue*
- *A lecture for acquiring the skills to prepare presentations and to present*
- *A lecture on mine as student's rights and obligations*
- *Support from the faculty Students' Council*
- *Advice on career advancement*
- *Support of a psychologist*
- *Lecture on the rights and obligations of lecturers/professors*

7. Is there a representative in your course?

- *Yes (go to question 8)*
- *No (go to question 9)*
- *I don't know (go to question 9)*

8. Please evaluate the work of course representative!

(Scale: 7-Strongly Agree, 6-Strongly Agree, 5-Rather Agree, 4-Neutral, 3-Rather Disagree, 2-Strongly Disagree, 1-Strongly Disagree, 0-Don't Know, Can't Say)

- *The course representative is responsive*
- *The course representative is well-informed*
- *Electoral process of the course representative was clear and well-organized*
- *The course representative regularly provides information about the study process and current events*
- *Information provided by the course representative was useful*
- *The course representative ensures that all students receive information*
- *The course representative represents our interests in the faculty Students' Council*
- *The course representative urges us to engage in extra-curricular activities of the UL*

9. Did you receive a support from a mentor (support person - senior student) at the beginning of the studies?

- *Yes (go to question 11)*
- *No (go to question 10)*
- *Other answer _____(go to question 12)*

10. Why didn't you have a mentor?

- *I didn't know that there is an opportunity*
- *I have other people who provide me support*
- *There is no need for support, I'm able to adapt to studies independently*

11. Please evaluate the work of the mentor!

(Scale: 7-Strongly Agree, 6-Strongly Agree, 5-Rather Agree, 4-Neutral, 3-Rather Disagree, 2-Strongly Disagree, 1-Strongly Disagree, 0-Don't Know, Can't Say)

- *Information on how to apply for a mentor was available in due time*
- *The application procedure was understandable*
- *The mentor is/was easily accessible*
- *The mentor is/was responsive and congenial/kind*
- *The mentor informed about the use of LUIS*
- *The mentor gave us recommendations for commencement of the studies*
- *The mentor helped us understand the key issues of the organization of the studies in the University*
- *The mentor gave the sense that the UL cares about students*
- *The mentor encouraged to act/engage*
- *The mentor's advice helped me solve the practical issues*
- *The mentor informed about the extra-curricular activities (such as seminars, consulting opportunities, etc.)*
- *With the help of the mentor I felt safer at the initial phase of the studies*
- *I would like to become a mentor myself the next year*

12. Do you have a curator (support person - preformed employee of the UL)?

- *Yes (go to question 13)*
- *No (go to question 14)*
- *Other answer _____(go to question 14)*

13. Please evaluate the work of the curator!

(Scale: 7-Strongly Agree, 6-Strongly Agree, 5-Rather Agree, 4-Neutral, 3-Rather Disagree, 2-Strongly Disagree, 1-Strongly Disagree, 0-Don't Know, Can't Say)

- *The curator is/was easily accessible*
- *The curator is/was responsive*
- *Use of e-study course "My curator" was helpful in cooperation with the curator*
- *The curator told about the importance of independent work in the studies*
- *The curator helped understand the importance of time management for the completion of study assignments*
- *The curator informed about current events in the study process*
- *The curator provided support on use of the UL library and e-resources*
- *The curator provided support so I could adapt to the academic environment of the UL*
- *The curator advised me about career opportunities explaining the importance of knowledge acquired in the study programme and its application in the labour market*
- *The curator gave the sense that the UL cares about students*
- *With the help of the curator I felt safer at the initial phase of the studies*

14. Your comments and suggestions about support activities at the beginning of the studies; your suggestions on the improvement of the work of course representatives, mentors and curators":

15. My notion of the studies in the UL compared to what I expected...

- *has improved*
- *hasn't changed*
- *has worsened*

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 led 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 advices.
9. I am satisfied with my work load at the internship place.
10. I understood how to prepare a report of the internship.
11. I had no difficulty in defense 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. Comments and suggestions on the experience gained in the internship, on the internship place and on both the internship supervisor of the UL and the supervisor of internship place

SURVEY ON STUDY PROGRAMME CONTENT AND LEARNING OUTCOMES

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/or used a summarized form only. The aim of the survey is to monitor student satisfaction and to improve the quality of studies. The survey will take up to 10 minutes of your time.

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 comments.**

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

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: