

AGREED
By resolution of the Senate of EHU
(Minutes of the meeting
No. 30-03 of 26.04.2017)

APPROVED
by the EHU University Council
(Minutes of the Meeting
No. 123-20, 16.05.2017)

PROCEDURE APPLICABLE TO ORGANIZING FEEDBACK ON STUDIES AT EUROPEAN HUMANITIES UNIVERSITY

I. GENERAL PROVISIONS

1. Procedure Applicable to Organizing Feedback on Studies (hereinafter referred to as the Procedure) at European Humanities University (hereinafter referred to as the University) establishes the procedure applicable to organizing surveys of the University students, unclassified students, graduates and social partners (stakeholders); data analysis, accessibility, use and publication of its outcomes at the University. Surveys may be devoted to the quality of particular courses, the quality of study programmes, the quality of teaching, organization of study process, assessment of students' competences and other issues depending on University needs.

2. Social partners (stakeholders) are natural and legal entities or groups of entities concerned about the quality of studies and research at the University and assuming part of the liability for it taking into account the areas represented by them or based on the authorizations granted to them. The internal social stakeholders are University students, unclassified students, University faculty, and administrative staff. The external social stakeholders are parents or guardians of the University students (unclassified students), graduates, employers, state authorities, and non-governmental organizations.

II. SURVEYS OF THE STUDENTS, UNCLASSIFIED STUDENTS, GRADUATES AND SOCIAL PARTNERS

3. The Surveys of the students and unclassified students consist of:

3.1. Questionnaire on the quality of teaching and organization of the study process for particular course.

3.2. Questionnaire on the quality of selected study programme.

3.3. Questionnaire on the quality of teaching and organization of the study process for students arriving under Erasmus or other student mobility programmes.

3.4. Questionnaire on the quality and organization of preparation of the final thesis.

3.5. Questionnaire on the quality of the internships during the studies.

3.6. Questionnaire on the reasons for suspension/termination of the studies.

4. The Surveys of the graduates consist of a questionnaire on the studied programme and acquired competences.

5. The Surveys of the social partners consist of a questionnaire for the members of qualification committees of European Humanities University.

III. ORGANIZATION OF SURVEYS

6. Questionnaires are prepared by responsible units and approved by the senate committee on Academic Planning and Quality which may involve other committees if necessary.

7. The Surveys are organized electronically or by submitting a paper questionnaire. Questionnaires for the University students (unclassified students) are usually submitted via the University study information system (IS) survey module or in personal. Questionnaires for the

University graduates are sent via e-mail to the addresses specified in the IS of the University.

8. The Surveys are voluntary and anonymous.

9. Academic Process Support Centre and Academic Development Unit are responsible for content and organization of surveys on the quality of teaching and organization of the study process; the quality of selected study programme; on the quality of the internships during the studies; on the quality and organization of preparation of the final thesis; on the quality of teaching and organization of the study process for students arriving under Erasmus or other student mobility programme. The questionnaires are submitted as follows:

9.1. Questionnaires on the quality of selected study programme for students attending their final course – upon completion of the studies, before the defence of the final thesis (before taking the final examinations).

9.2. Questionnaires on the quality of teaching and organization of the study process and on the quality of the internships during the studies for students (unclassified students) – by the time of assessment of the study results.

9.3. Questionnaires on the quality and organization of preparation of the final thesis for students attending their final course – upon completion of the studies, before defence of the final thesis.

9.4. Questionnaire on the quality of teaching and organization of the study process for students arriving under Erasmus or other student mobility programmes - at the end of semester.

10. Academic Process Support Centre is responsible for content and organization of surveys of the students (unclassified students) on the reasons for terminating and (or) suspending of studies. Questionnaires on the reasons for suspension/termination of the studies are submitted to a student (unclassified student) who has expressed a wish to terminate or suspend the studies. A student (unclassified student) having no opportunities to fill in the questionnaire online is supplied with a paper questionnaire.

11. Academic Departments are responsible for content and organization of surveys of the social partners on the procedure applicable to defence of the final theses and the competences of the students. The questionnaires are submitted to the social partners electronically after the sessions of the qualification committees for the final examinations and defence of the final theses end.

12. Academic Departments (or Academic Programmes Committees after they are established) and Rector's office are responsible for content and organization of surveys of the graduates on the programme studied and competencies acquired. Questionnaires are e-mailed to the University graduates of all cycles no sooner than 6 months since granting of the qualification.

IV. ACCESSIBILITY, DISSEMINATION AND USE OF THE DATA OF THE SURVEYS

13. Information Technology Unit is in charge for technical possibilities for the students (unclassified students) and graduates to use an online questionnaire, for data processing and technical accessibility of the results.

14. All responsible units report results of surveys to Senate. Senate is responsible for valuation of results and preparation of recommendations on improvement of the quality of studies and content of questionnaires.

15. Academic Departments (or—Academic Programmes Committees after they are established) and University teachers discuss the results of the surveys and plan respective measures for improvement of the quality of studies from this at least once per semester. Academic Departments, the Academic Process Support Centre, Academic Development Unit, the Rector's Office and other units of the University analyse the results of the Surveys as needed. When the survey system and IS system are in place the results of the Survey on the quality of teaching and organization of the study process for particular course are automatically e-mailed to the teacher who had taught that course at the end of the examination session.

16. Summarized results of the Surveys are provided to the students, unclassified students, graduates, or other social stakeholders who took part in the Surveys ensuring confidentiality of

the personal data of the persons who participated in the Survey.

17. The results of the Surveys are accessible to the community of the University and other social stakeholders. The opinion of the students and graduates on the quality of studies is published on the website of the University under the procedure established by legislations.

18. The results of the Surveys are stored in the IS of the University and are used for improving the quality of the studies, marketing, strategic planning, and other purposes.

V. FINAL PROVISIONS

19. All the questionnaires, depending on the study programme or the language used within the course of teaching, are provided in Russian and (or) English language.

20. This Procedure and content of all questionnaires are continuously subject to improvement on the initiative of the students, unclassified students, graduates, University teachers, and other social stakeholders. The Academic Development Unit is in charge for periodic review and updating of the Procedure.

21. University teachers are also entitled to organize other surveys of the students (unclassified students) who attend their subject on the curriculum of that subject or organization of studies without violating the principles of voluntarism and anonymity. The Academic Development Unit provides methodological assistance to such surveys, as needed.
