

DESCRIPTION OF THE PROCEDURE FOR ORGANISING FEEDBACK FROM SOCIAL STAKEHOLDERS ON IMPROVING STUDY QUALITY AT VILNIUS UNIVERSITY

SECTION I GENERAL PROVISIONS

1. The Description of the Procedure for Organising Feedback from Social Stakeholders on Improving Study Quality at Vilnius University (hereinafter – the Description) regulates the collection, analysis, dissemination and use of the feedback from the social participants of Vilnius University for the purpose of ensuring and improving the study quality.

2. Terms used in the description:

2.1. **Social stakeholders** – persons, groups of persons or organisations with interest in the training of specialists, who can influence the University and assume social responsibility for it: academic and non-academic staff of the University, students, their parents, graduates, employers, representatives of professional associations, state institutions, trade union representatives, etc.

2.2. **Feedback** – feedback and evaluations from the University’s social stakeholders on the University’s studies and related activities to improve study quality.

3. Feedback collection is based on the aim to validly, reliably and systematically collect the views of social stakeholders on study matters at the University, thus involving them in quality improvement activities and enabling the implementation of feedback-based quality assurance and improvement activities.

4. The Description has been prepared in accordance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the Law on Higher Education and Research of the Republic of Lithuania, the Procedure for the External Review and Accreditation of Higher Education Institution, approved by the Order No. V-835 as of 17 June 2019 of the Minister of Education, Science and Sport of the Republic of Lithuania “On the Approval of the Procedure for the External Review and Accreditation of Studies, Evaluation Areas and Indicators” (with following amendments), the Description of the Procedure for External Evaluation and Accreditation of Residential Studies, approved by the Order No. V-1269 as of 24 August 2020 of the Minister of Education, Science and Sports of the Republic of Lithuania “On the Approval of the Procedure for the External Review and Accreditation of Residency Studies, Evaluation Areas and Indicators”, the Regulations of Doctoral Studies, approved by the Order No. V-739 as of 18 May 2020 of the Minister of Education, Science and Sports of the Republic of Lithuania “On the Approval of the Regulations of Doctoral Studies”, the Statute of Vilnius University, and other legal acts of the Republic of Lithuania and the University.

5. The compliance and updating of the Description with the current legislation shall be ensured by the Department of Study Quality and Development of the Central Administration of the University (hereinafter – Department of Study Quality and Development).

SECTION II FEEDBACK COLLECTION

6. Feedback is collected periodically or on demand.

7. Feedback from social actors can be gathered through surveys, interviews, discussion groups and other ways of collecting information. Feedback-gathering tools (questionnaires, discussion group guidelines, etc.) should be developed in cooperation with the social stakeholders where possible.

8. Feedback collection shall take into account the objectives of the feedback and the effectiveness of the chosen collection method, the general methodological guidelines for the implementation of the chosen collection method, and the principles of transparency, confidentiality and publicity.

9. Periodic feedback is collected at the University from students, residents, doctoral students and alumni through surveys. These surveys are carried out and quality assured by the academic and non-academic core units and its' branch units of the University (hereinafter – the Units) in accordance with their respective activity fields:

9.1. Surveys of the first cycle (bachelor's degree), second cycle (master's degree), integrated studies, minor field studies, pedagogical professional studies and bridging studies students:

9.1.1. a survey on the quality of the course unit (module), including the survey on general university study course units (modules) modules, shall be carried out by the Department of Study Quality and Development during the course of each semester and (or) at the end of each semester, after the course unit (module) has been implemented;

9.1.2. a semester survey on the quality of semester studies is conducted at the end of each semester by the Department of Study Quality and Development;

9.1.3. a survey of first-year students about the admission process, reasons for choosing selected study programme and expectations is conducted during the first semester of studies by the Department of Students Services and Career of the Central Administration of the University (hereafter – Department of Students Services and Career);

9.1.4. a survey of final-year students on the study programme, its quality and study conditions is conducted at the end of each semester by the Department of Students Services and Career;

9.1.5. a survey on the study internship is carried out at the end of each semester by the Department of Students Services and Career;

9.1.6. a survey of incoming exchange students on the implementation of exchange programmes is carried out at the end of each study semester by the Department of International Relations of the Central Administration of the University (hereinafter – Department of International Relations);

9.1.7. a survey of exchange students on the implementation of exchange programmes is carried out at the end of the Spring semester by the Department of International Relations;

9.1.8. a survey on the quality of internships is carried out at the end of each semester by the Department of Students Services and Career;

9.1.9. a survey of students who have terminated their studies about the reasons for terminating is carried out at the time of the student's settlement with the University by the Department of Students Services and Career;

9.2. A survey of University graduates on the competencies acquired during their studies and their placement in the labour market is carried out 12, 36 and 60 months after graduation by the Department of Students Services and Career;

9.3. A survey of doctoral students on the implementation of doctoral studies is carried out periodically by the Department of Doctoral and Postdoctoral Studies of the Central Administration of the University and (or) the doctoral committees;

9.4. A survey of residents on the implementation of the study cycles is carried out every academic year, after the implementation of the cycle, by the Faculty of Medicine of the University.

10. The University may conduct other periodic surveys of social stakeholders.

11. Periodic surveys are conducted electronically.

12. The core academic units of the University shall cooperate with the Units conducting the periodic surveys referred to in Paragraph 9 of the Description: they shall provide suggestions for collecting feedback, and they shall publicise information on the conduct of the surveys by encouraging the active participation of their Unit's social stakeholders in the surveys.

13. The collection of information on the feedback collected periodically or on demand to improve the quality of studies and the results obtained shall be coordinated by the Department of Study Quality and Development and the summarised information shall be published on the Intranet of the University.

14. Academic and non-academic units collecting feedback on demand:

14.1. ensure that the objectives, content and timeframe of the feedback collection do not overlap with the surveys referred to in Paragraph 9 of the Description, assessing opportunities for cooperation with other units;

14.2. if comprehensive feedback is collected, covering a broad range of issues related to the quality improvement of first cycle (bachelor's degree), second cycle (master's degree) studies, integrated studies, minor field studies, pedagogical professional studies and bridging studies, with at least one of the targeted students groups, the Unit shall inform the Department of Study Quality and Development on the Intranet by filling in the table in the Annex to the Description at least 15 working days before the start of the feedback collection.

15. To Units planning to collect feedback on the first cycle (bachelor's degree), second cycle (master's degree), integrated studies, minor field studies, pedagogical professional studies and bridging studies, the Department of Study Quality and Development shall provide methodological support and assistance in the use of electronic survey tools, where available.

16. The instruments for collecting feedback from social stakeholders on the first cycle (bachelor's degree), second cycle (master's degree), integrated studies, minor field studies, pedagogical professional studies and bridging studies are developed by the Department of Study Quality and Development and published on the Intranet of the University.

SECTION III ANALYSING FEEDBACK DATA, DISSEMINATING THE RESULTS AND USING THEM TO IMPROVE STUDY QUALITY

17. Feedback data shall be analysed, summarised, stored and disseminated by the Units through periodic and on-demand feedback collection.

18. The results of the feedback are published in the University's Study Information System, Intranet, and on the websites of the University and its' Units.

19. The feedback data and the results of its analysis are collected and stored for 5 years.

20. Academic and non-academic units collecting periodic and on-demand feedback:

20.1. when presenting aggregated feedback data, provide information to assess the quality of the data and the validity of the conclusions drawn from it;

20.2. provide the aggregated feedback data no later than 2 months after it has been collected to academic and non-academic units and staff involved in activities related to the survey results and (or) quality assurance monitoring in the relevant field (University teachers, supervisors of residency and doctoral study programmes students, residency coordinators, chairpersons of study programme committees, chairpersons of doctoral committees, deputy heads and heads of core academic units, heads of non-academic core units, and departments of the central administration of the University, members of the rectorate of University, etc.), and present the results to the social stakeholders who provided feedback;

21. In accordance with Paragraph 14.2 of the Description, the Department of Study Quality and Development, in coordination with the Unit that collected feedback as required, shall publish the aggregated feedback data on the Intranet.

22. The core academic units shall disseminate the results of the surveys referred to in Paragraph 9 of the Description within their Unit and shall publish the changes made as a result of the feedback.

23. Feedback from social stakeholders is used for the study quality, quality assurance and improvement of academic and non-academic services, staff management and promotion, strategic planning, marketing and other purposes:

23.1. University teachers of course units (modules) use the results of student surveys on the course unit (module) to improve the course unit (module) they teach. During the first classes of the new semester of the course unit (module), the University teacher shall discuss with the students the major changes and innovations in the course unit (module) by presenting the content of the course unit (module).

23.2. The study programme committees of the core academic units and the study collegium of the core academic units shall use the results of the feedback to prepare and implement the curriculum improvement plans, to review and approve the descriptions of the course units (modules) and study cycles included in the curriculum, to evaluate the achievement of the curriculum objectives and the study outcomes and to adjust them accordingly in accordance with the procedures established by the legal acts of the University;

23.3. Academic course units (modules) use the feedback results to formulate unit strategic objectives, develop annual action plans, improve the quality of study delivery, formulate objectives for the management and promotion of academic staff, and prepare annual performance reports;

23.4. Non-academic core units of the University use the feedback to improve their activities, prepare annual action plans and annual activity reports;

23.5. The results of the feedback are used by the University's management in the planning of strategic directions and in the preparation of strategic action plans and annual reports;

23.6. The Central Admissions Committee of the University, the Re/Appointment Commission of the core academic units and the Commission on Recognising the Best University Teachers of the University shall use the representative results of student surveys on the course unit (module) studied as one of the criteria for evaluating the pedagogical performance of University teachers and for rewarding good teaching in accordance with the procedures laid down by the legislation of the University.

Annex to the Description of the
Procedure for Organising
Feedback from Social
Stakeholders on Improving Study
Quality at Vilnius University

**INFORMATION ON FEEDBACK COLLECTION, USERS AND HOSTING /
PUBLICISING THE RESULTS**

Title of the survey	
Purpose of collecting feedback	
Target group of the survey	
Period of survey execution	
Survey / methodology of survey executing	
Users using the results of the survey	
Results or links to sources of publicity	
Unit(s) conducting the results collection, responsible staff members	