

DESCRIPTION OF PROCEDURE OF FEEDBACK FOR IMPROVEMENT OF QUALITY OF STUDIES AT VYTAUTAS MAGNUS UNIVERSITY

I. GENERAL PROVISIONS

1. Description of Procedure of Feedback for Improvement of Quality of Studies at Vytautas Magnus University (hereinafter – the University or VMU) (hereinafter – the Description) determines the process of the collection of feedback from social stakeholders and the usage of data for the purposes of study quality evaluation and improvement.
2. Social stakeholders are persons, groups of persons, or organisations/institutions that have an interest in the University's activities, are able make an impact on them, and assume responsibility for the activities in the fields they represent. Internal social stakeholders are the University's students, teachers, researchers, artists, management, and other non-academic staff. External social stakeholders are the University's graduates, employers, the students' parents (guardians), and interested organisations and institutions.
3. The collection of feedback and the usage of data shall include the stages of information collection, data analysis, and the usage and dissemination of results, as well as the assurance of the quality of this process, guaranteeing the reliability of the achieved results and, based on them, the justification of performed activities.
4. The collection of feedback and the usage of data shall be based on the University's responsibility for the quality of studies which meets the highest standards and on the involvement of all interested groups in the processes of the improvement of the quality of the University's activities.
5. The description has been prepared in accordance with the following European higher education area, national and institutional documents governing studies: Standards and Guidelines for Quality Assurance in the European Higher Education Area, Law on Science and Studies of the Republic of Lithuania, the Description of Procedure of External Assessment and Accreditation of Studies, VMU Statute, VMU Quality Manual, VMU Study Regulations, VMU Description of Procedure for Study Quality Assurance and other legislation for studies.

II. METHODS, DEADLINES AND IMPLEMENTERS OF FEEDBACK COLLECTION

6. The collection of feedback from social stakeholders shall be implemented at the University via surveys and other methods of information collection, such as questionnaires, interviews, conversations, roundtable discussions, etc.
7. The surveys of the students, graduates, teachers, and employers shall be conducted at the University.

- 7.1. The surveys of students of bachelor and master studies, integrated studies, and professional studies:
 - 7.1.1. *The survey of teaching and learning evaluation* of the study courses shall be conducted at the end of every semester.
 - 7.1.2. *The survey on the quality of the internship of the studies* shall be conducted upon demand taking into account the academic division's needs and in accordance with the plan agreed with the study programme committee.
 - 7.1.3. *The survey on the reasons for the termination of studies* shall be conducted during the procedure of student liabilities with the University.
 - 7.1.4. *The survey on the quality of study programmes* shall be conducted at the frequency chosen by the divisions and/or in accordance with the plan agreed upon by the study programme committee.
 - 7.1.5. *The survey of the graduates of studies (EXIT)* about the studies, final theses, and the preparation for the labour market shall be conducted at the end of the studies during the procedure of student liabilities with the University.
- 7.2. The survey of first-year bachelor students regarding the reasons for the choice of studies and their study expectations as well as opinions about academic support shall be conducted at the beginning of their studies.
- 7.3. The survey of doctoral students on the quality of doctoral studies shall be conducted at the end of the second study year for full-time doctoral students and at the end of the third study year for part-time doctoral students.
- 7.4. The survey of doctoral students on the quality of the organisation and implementation of doctoral research shall be conducted at the end of the fourth study year for full-time doctoral students and at the end of the sixth year for part-time doctoral students.
- 7.5. The survey of alumni on their adaptation in the labour market and career shall be conducted 12 months after graduation.
- 7.6. The surveys of teachers on the quality of studies shall be conducted in spring semester of each academic year.
- 7.7. The surveys of employers shall be conducted at the frequency chosen by the academic divisions to evaluate the preparation for work by alumni and the students who have completed internship as well as alumni adaptation in the labour market, etc.
- 7.8. Other surveys of social stakeholders may also be conducted at the University for improvement of quality of studies.
8. Surveys shall be conducted and the quality of their implementation as well as use of results shall be ensured by the University's academic and non-academic divisions in accordance with their areas of responsibility:
 - 8.1. The Study Quality Unit shall conduct surveys of students of bachelor and master studies, integrated studies, and professional studies about the quality of teaching and learning, the quality of study programmes, and the reasons for the termination of studies, as well as surveys of first-year and graduating students, surveys of teachers on the quality of studies and other surveys related to their area of responsibility.
 - 8.2. The Research and Innovation Department shall conduct surveys of doctoral students regarding the quality of the organisation and implementation of studies and research as well as other surveys related to their area of responsibility.

- 8.3. The Student Affairs Department shall conduct surveys of students of bachelor and master studies, integrated studies, and professional studies about preparation for the labour market, alumni surveys about their adaptation in the labour market and career, as well as other surveys related to their area of responsibility.
- 8.4. Academic divisions and study programme committees shall conduct surveys of students of bachelor and master studies, integrated studies, and professional studies about the quality of internship, surveys of employers about the students' preparation for internship and about alumni preparation for work, as well as other surveys related to their area of responsibility.
9. The measures used for the collection of feedback shall be approved by the heads of the divisions of the University responsible for the surveys.
10. Whenever necessary, the departments, the study programme committees and other academic and non-academic divisions of the University shall initiate and conduct collection of feedback from social stakeholders using the methods that comply with the objectives of the feedback: a survey, observation, conversation and other methods.

III. FEEDBACK QUALITY ASSURANCE, DATA USAGE AND DISSEMINATION

11. The collection of feedback shall be planned and coordinated, the data shall be analysed and summarised, and the results shall be stored and disseminated by the University's divisions that manage the collection of specific feedback. Whenever necessary, they shall cooperate with other academic and non-academic divisions of the University.
12. The University's divisions that organize the collection of feedback from social stakeholders regarding the matters of studies shall be provided methodical support by the Study Quality Unit. The measures of feedback collection (questionnaires, observation forms, conversation plans, etc.) shall be tested and discussed before use with representatives of social stakeholders from whom the feedback is to be collected.
13. The feedback shall be provided by social stakeholders voluntarily and either anonymously or non-anonymously in accordance with the arrangement.
14. The feedback measures shall be provided to social stakeholders in Lithuanian and/or English. Methodological support regarding the translation of the measures into English shall be provided by the University's Institute of Foreign Languages.
15. Questionnaire surveys shall be conducted at the University using online methods or paper:
 - 15.1. Online surveys shall be conducted in the University's intranet.
 - 15.2. Online surveys shall be conducted by e-mailing the respondents a link to the survey.
 - 15.3. Surveys can be conducted using paper, after providing justification for the necessity of such a survey and evaluating the required resources and costs.
16. The tasks of online survey programming and technical servicing shall be performed by the University's IT Centre and the divisions that are conducting the surveys.
17. When formulating the conclusions based on the analysis of the collected feedback data and making recommendations, the reliability of the results shall be taken into account.
18. The subdivisions that organize the feedback shall give the structured results of the analysis to the University's divisions that perform tasks related to these results (the departments, study programme committee members, representatives of other academic and non-academic

divisions) and to student representatives. If required, the results of the feedback data analysis shall be presented to the Rector's Office.

19. No later than 3 months after the feedback collection, summarized results of the feedback data analysis shall be presented to social stakeholders who have provided feedback as well as other representatives of the University's social stakeholders.
20. Summarized results of the feedback data analysis shall be published on the websites of the University or its divisions, they shall also be publicized through other appropriate means of communication.
21. Based on the results of the feedback data analysis, activities of the improvement of the quality of studies shall be planned and implemented:
 - 21.1. The study programme committees shall perform a detailed analysis of the feedback data and shall rely on its results when conducting the annual study programme analysis and preparing the plan of the programme improvement (regulating by VMU Description of Procedure for Study Quality Assurance).
 - 21.2. The heads of divisions (departments, institutes, study groups, etc.) shall use the feedback results in the annual conversations with teachers.
 - 21.3. Teachers shall use the results of the survey on teaching and learning as well as other surveys for the improvement of the quality of their teaching.
 - 21.4. Students are invited to consider the results of the surveys when planning the improvement of their learning achievements.
 - 21.5. Other academic and non-academic divisions of the University shall perform a detailed analysis of the feedback data and integrate its results into the plans for the improvement of activities.
22. The feedback data and the analysis results shall be stored for 10 years in the online systems or archives of the University's divisions that have collected the feedback.

IV. FINAL PROVISIONS

23. The systematic collection and usage of the feedback from social stakeholders shall ensure a purposeful involvement of social stakeholders in the assessment of the quality of the University's studies and its improvement based on the feedback results. Aiming to assure the University's feedback is in conformance with study priorities, regulations and the needs of social stakeholders, the Description shall be reviewed at least every 2 years and updated if necessary.