

APPROVED
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University
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DESCRIPTION OF PROCEDURE FOR MONITORING STUDY PROCESS AND PROVIDING ASSISTANCE TO STUDENTS AT VYTAUTAS MAGNUS UNIVERSITY

I. GENERAL PROVISIONS

1. The Description of Procedure for Monitoring Study Process and Providing Assistance to Students (hereinafter referred to as the “Description”) at Vytautas Magnus University (hereinafter referred to as the “University”) shall govern the organisation and implementation of monitoring study process (hereinafter referred to as the “study process”) and providing assistance to students of first cycle, second cycle, integrated, and vocational studies, and shall provide for the improvements of the organisation of studies.

2. The Description was prepared in accordance with the following main documents of the European Higher Education Area, national and institutional documents regulating studies: 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 University Statute, the University Strategy, the University Study Regulations, and other legal acts regulating studies.

3. The aim of monitoring the study process and providing assistance to students is to ensure equal opportunities to all University students to actively participate in the study process, to create favourable conditions for successful studies by developing a student-oriented study culture, thereby increasing students’ academic and social engagement, and to provide for the provision of financial, psychological, social, and academic support.

4. At the University, the study process of all students shall be monitored. Based on monitoring results, students shall be provided with study and study process-related assistance, which is regulated by this Description, and study quality shall be improved.

5. Monitoring of study process and providing assistance to students shall be based on the principles of cooperation, equality, responsibility of each member of the University community for the decisions made, and efficiency of the University performance.

II. STAGES AND PARTICIPANTS OF MONITORING STUDY PROCESS AND PROVIDING ASSISTANCE TO STUDENTS, FUNCTIONS OF PARTICIPANTS

6. Monitoring of study process shall be carried out in the following ways and stages:

6.1. Annually analysing first-year student preparedness for studies, both at the University level and academic unit level;

6.2. analysing the situation related to students’ registration to study courses;

6.3. analysing reasons for students' non-participation in intermediate assessment tests and final examinations;

6.4. analysing students' evaluation marks of intermediate assessment tests and examinations:

6.4.1. identifying students who received negative evaluation marks;

6.4.2. determining the level of students' poor academic performance in study courses;

6.5. analysing data from surveys periodically carried out at the University;

6.6. monitoring student study process, social integration, and study experiences;

6.7. monitoring student payments for studies, dormitories and other services.

7. Using data collected during the monitoring of the study process to improve the organisation and quality of studies, to promote academic engagement, to ensure social integration, and to implement preventive measures to manage students' poor academic performance. Providing academic, social integration, financial, and psychological assistance.

8. Monitoring of study process and providing assistance to students at the University shall be performed at three levels: the individual level, the academic unit level, and the University level.

9. At the individual level, students and teachers shall take the following actions:

9.1. students shall be responsible for monitoring of their registration to study courses, monitoring of their learning achievements based on evaluation marks of intermediate assessment tests and final examinations, and also for their engagement in order to receive study-related assistance;

9.2. teachers shall be responsible for monitoring of student achievements, informing students and providing assistance to students based on evaluation marks of intermediate assessment tests and final examinations as well as tools used in the distance learning environment, and also for improving teaching quality;

10. At the academic unit level, monitoring of study process and providing assistance to students shall be ensured by the faculty or an academic unit equivalent to the faculty (hereinafter referred to as the "Faculty"), which shall be responsible for monitoring the faculty students' registration to study courses, informing students for the purposes of the prevention of study termination, organising consultations provided by the University teachers, monitoring and analysing the study process, improving activities of the University, and appointing and coordinating the activities of academic mentors. A responsible person (or responsible persons, hereinafter referred to as the "responsible person") shall be assigned in the faculty to perform the above-mentioned activities.

11. At the University level, monitoring of study process and providing assistance to students shall be ensured by the University non-academic units in accordance with their respective responsibilities:

11.2. The Student Affairs Department shall be responsible for informing students who intend to terminate their studies and who have lost their student status in accordance with the procedure established by the Study Regulations about the settlement with the University and the possibilities for further studies and also for conducting a survey in order to identify problematic areas related to the organisation and administration of studies. Together with the academic units and the Study Department, it shall coordinate a system whereby students volunteer to assist other students facing difficulties during their studies. Together with the Marketing and Communication Department, International Cooperation Department, and Study Department, it shall be responsible for organising, assessing, and improving first-year students' integration into the study process, and, together with the Study Department, it shall be responsible for ensuring the involvement of students with disabilities in the study process;

11.3. The Study Department shall be responsible for the analysis of the monitoring of study

process performed at the University level, the analysis of the links between the results of the above-mentioned analysis and the results of the periodic assessment of teaching quality at the University, the analysis of the survey of students who terminate their studies, the analysis of the feedback of study experiences, the analysis of the survey of first-year students, the assessment of the impact of psychosocial factors on study outcomes, and also for the provision of recommendations for the improvement of study quality

III. ORGANISATION OF MONITORING STUDY PROCESS

12. Monitoring of study process shall begin every semester upon students' registration to study courses.

13. In the course of monitoring their learning achievements, students:

13.1. shall register independently for study courses using the student self-service portal of the University and, if necessary, make corrections in their individual study plans according to the procedure stipulated by the Study Regulations and rules governing the registration to study courses;

13.2. shall follow the course of their studies in the student self-service portal of the University, which provides information on students' status (admission to studies, suspension of studies, termination of studies), tuition fees, benefits, awarding of scholarships, registration to study courses, their final evaluation marks, surveys on monitoring of study quality and career, and other relevant information;

13.3. shall monitor their progress in the study course according to the conditions for completing the study course provided by the teacher in the distance learning environment.

13.4. shall participate in surveys related to monitoring the study process and identifying the need for assistance;

13.5. shall seek academic, social integration, psychological, or financial assistance.

14. In the course of monitoring student achievements, the University teachers:

14.1. who use a traditional form, mixed distance form and distance form of teaching shall record evaluation marks of intermediate assessment tests into the information system of the assessment of student achievements within 14 (fourteen) days after the intermediate assessment test, but not later than before the date of the beginning of the examination session;

14.2. shall inform a responsible person of the faculty or academy administration about students who did not participate in intermediate assessment tests;

14.3. who use a mixed distance form and distance form of teaching shall, at the beginning of studies, provide students with the information on the conditions for completing the study course in the distance learning environment by using tools for monitoring study progress.

14.4. shall inform the unit staff member(s) responsible for coordinating the monitoring of the study process of any identified need for additional assistance or support for students.

15. A responsible person of the faculty or academy administration:

15.1. shall, upon the receipt of information from the University teacher about students who did not participate in intermediate assessment tests, contact these students within 14 (fourteen) days, but not later than before the date of the beginning of the examination session, find out reasons for non-participation in intermediate assessment tests, and suggest possible solutions;

15.2. shall, upon the receipt of information from the University teacher about students who received negative evaluation marks for intermediate assessment tests, contact these students within 10 (ten) days, but not later than 14 (fourteen) days before the date of the beginning of the examination session, and suggest individual or group consultations for the study course;

15.3. shall, at the end of each semester, perform the analysis of monitoring study process,

assess the relationship between and tendencies in results of this analysis and teaching quality assessment periodically conducted at the University, results of the analysis of feedback on study experiences, and results of the analysis of the survey of first-year students. The summarised results and planned activities for the improvement of study process shall be presented at the faculty or academy and the Rector's Council.

16. In the faculty or academy, each study programme or group of programmes shall be appointed an academic mentor or mentors, who shall coordinate the prevention of poor academic performance and academic engagement at the study programme level and consult students on academic matters, such as designing a study plan, choosing a study course, and other study-related issues. Names and surnames of these academic mentors as well as the time and place of the consultations shall be announced in advance. The academic mentor shall contribute to the implementation of the first-year students' introductory programme.

17. A responsible person of the Institute of Foreign Languages shall, in the eighth week of the semester (but no later than 7 [seven] days after the date of intermediate assessment tests), collect information about students studying foreign languages who missed more than 30 (thirty) percent of lectures, who did not participate in intermediate assessment tests, and/or received negative evaluation marks. This information shall be sent to responsible persons of the faculty or academy administration, who shall contact these students within 10 (ten) days, find out reasons for non-participation and/or poor academic performance, and discuss possible solutions. If students need additional consultations, a representative of the faculty shall contact a responsible person of the administration of the Institute of Foreign Languages and agree on consultation methods, place, and time. Information on students' participation in consultations and results of accomplished assignments shall be sent to a responsible person of the faculty or academy administration.

18. A responsible person of the faculty or academy administration shall, no later than 7 (seven) days after the date of intermediate assessment tests, collect information about students taking *Artes liberales* (group A) study courses provided by the faculty or academy who did not participate in intermediate assessment tests and/or received negative evaluation marks. This information shall be sent to responsible persons of the faculty or academy administration, who shall contact these students within 10 (ten) days, find out reasons for non-participation and/or poor academic performance, and discuss possible solutions.

19. The Study Department shall perform the following functions:

19.1. perform periodic analysis of monitoring the study process at the University level, carry out monitoring of the recording of student achievements into the information system, monitoring of study experiences, and analysis of the results of the survey of first-year students, and initiate measures for the improvement of study administration and study quality. Within 14 (fourteen) days of entering evaluation marks of intermediate assessment tests and final examinations into the information system, the Study Department shall submit to the University faculties and the Rector's Office lists of study courses with the highest poor academic performance rate and other reports.

19.2. annually submit to the Rector's Council the results of the analysis of student drop-out rates and the results of surveys conducted at the University level, and proposals for the improvement of the study process and/or the quality of studies;

19.3. annually, after the publication of the results of autumn semester examination session, provide analysis and insights into the results of monitoring study process and identify problem areas;

19.4. organise the monitoring of students' study experiences, formulate proposals for improving them, collect good practices, and make proposals to the academic community regarding the monitoring and improvement of the study process.

IV. ORGANISATION OF THE PROVISION OF ASSISTANCE TO STUDENTS

20. By taking into account the analysis of students' evaluation marks of intermediate assessment tests, a responsible person of the faculty or academy administration shall draw up schedules of consultations provided by the University teachers with the specified place and time and shall announce them in advance. Students who received negative evaluation marks shall be personally informed about consultations provided by the University teachers. Students who intend to participate in consultations provided by the University teachers shall register in advance whereas the University teachers shall mark students' attendance. The academic unit shall be responsible for the announcement of teacher consultations and for student registration.

21. If a student encounters psychosocial difficulties, assistance shall be provided by the Psychology Clinic and by mentors. Students shall apply in person or on the recommendation of an academic unit.

22. Academic assistance for students with individual needs shall be provided by the academic unit in accordance with the University's internal legal documents. The Student Affairs Department consults academic units, teachers, and students on the application of individual need measures.

23. Upon identification of the impact of financial factors on the study process, the student may be provided with financial and social assistance according to their needs. The Student Affairs Department shall be responsible for coordinating the provision of financial and social assistance.

24. If a student applies to withdraw from studies voluntarily, the responsible person of the faculty or academy administration shall contact the student personally, learn about the reasons for the given situation either orally or in writing, and propose possible solutions. The content of the consultation shall be recorded in the University's information system. The student shall be offered all academic, social, psychological, and financial assistance possibilities available at the University. The head of the unit shall be informed of the progress of the interview and the decisions taken. If the reasons given by the student for the termination of studies are not the responsibility of the academic unit, all information shall be forwarded to the Student Affairs Department using the study administration information system.

25. A responsible person of the faculty or academy administration and/or a member of the Student Affairs Department staff shall record information in the University's study administration information system about the decisions made in the course of providing consultations to students regarding further studies.

V. PREVENTION OF POOR ACADEMIC PERFORMANCE

26. In the course of prevention of poor academic performance at the individual level:

26.1. each University teacher shall, at the end of the semester, assess student poor academic performance rate, results of teaching quality assessment, and their relation to student poor academic performance and shall take measures to improve student academic performance by improving teaching quality.

26.2. the University teachers who use a mixed distance form and distance form of teaching shall monitor student academic performance during the semester in the distance study environment by using tools for monitoring study progress and, by taking into account emerging threats, they shall take measures to increase student academic performance.

27. If the poor academic performance rate of students in a study course is higher than 20%, additional consultations provided by the University teachers of these courses as a preventive measure for possible poor academic performance and assistance to students shall be offered upon the recommendation of the Dean of the faculty or the Head of an academic unit equivalent to the

faculty. The schedule of student consultations shall be drawn up and announced in advance.

28. If the poor academic performance rate of students who have been taking a study course for no less than 2 semesters is higher than 20%, the study programme committee shall, at the initiative of the Faculty Dean or the head of the academic unit, analyse the reasons for the poor academic performance and submit proposals to the head of the unit. The Vice-Rector for Studies shall be informed of the decisions taken.

29. Taking into account different levels of students' preparation for studies at the University, students may be allowed, under the decision of the Faculty Dean/ Academy Chancellor, to study additional study courses or participate in additional consultations provided by teachers in order to prepare for studies of a particular study course.

30. Prevention of poor academic performance shall be carried out through student cooperation based on principles of volunteerism. A responsible person of the faculty or academy administration, in collaboration with the Student Affairs Department, can organise activities for the faculty students who can assist students with learning problems, thus contributing to the activities of the University's student mentors.

31. At the end of each semester, the Faculty Dean/ Academy Chancellor shall take into account the results of the analysis of the relationship between the results of the monitoring of the faculty student achievements and teaching quality assessment provided by the Study Department and other study data and shall make decisions on the improvement of study quality.

VI. FINAL PROVISIONS

32. Depending on the specifics of studies conducted at the faculty or academy, monitoring of study process may be carried out in accordance with the procedure stipulated by the order of the Faculty Dean/ Academy Chancellor that is not in conflict with this Description.

33. Monitoring of study process and providing assistance to students shall be an integral part of the internal study quality assurance system. Results of systematic monitoring of study process, providing assistance to students, and preventing poor academic performance contribute to the quality of the University's studies and its improvement.
