

REGULATIONS

**on conducting surveys at the University of Applied Sciences Velika
Gorica**

Based on Article 31 of the Statute of the University of Applied Sciences Velika Gorica (hereinafter: the University) dated 17 March 2023, at its 3rd session in the 2023/2024 academic year held on 21 December 2023, the University Council adopted the following

REGULATIONS ON CONDUCTING SURVEYS AT THE UNIVERSITY OF APPLIED SCIENCES VELIKA GORICA

1. GENERAL PROVISIONS

Article 1.

These Regulations govern the organization, objectives, purpose, rules for conducting surveys, procedures for administering surveys, data processing, data availability, and methods for presenting survey results and reports at the University of Applied Sciences Velika Gorica:

- Student surveys for evaluating the quality of work of lecturers, assistants, and teaching associates, and the quality of course delivery (hereinafter: Student Survey)
- Surveys on satisfaction with technical and administrative staff and support
- Surveys on the quality of library services
- Self-evaluations of lecturers, assistants, and teaching associates
- Employer and prospective employer surveys regarding graduates
- Employer surveys on satisfaction with student interns
- Alumni surveys.

Article 2.

Terms used in these Regulations that have gender-specific forms shall apply equally to all genders.

2. SURVEY OBJECTIVES

Article 3.

(1) The objective of the Student Survey is to evaluate the quality of work of lecturers, assistants, and teaching associates for each course, as well as the quality of the overall course delivery during the academic year, based on student assessments.

(2) The objective of the survey on satisfaction with technical and administrative staff and support is to improve study conditions at the University.

(3) The objective of the survey on the quality of library services is to improve library operations and study conditions.

(4) The objective of the self-evaluation for lecturers, assistants, and teaching associates is to improve the teaching process at the University.

(5) The objectives of the employer surveys (on satisfaction with interns and on graduates) are to improve cooperation between the University and employers and enhance student education.

(6) The objective of the Alumni Survey is to improve the education of students at the University.

3. SURVEY ORGANIZATION

Article 4.

- (1) The Quality Assurance Unit is responsible for organizing and conducting surveys.
- (2) In coordination with the Dean and the Vice Dean for Teaching, the Quality Assurance Unit decides on the method and timing of surveys, carries out preparatory activities, and ensures data processing.
- (3) All students, staff, and external associates of the University are required to comply with survey procedures.

Article 5.

- (1) The detailed content of surveys is proposed by the Quality Assurance Unit.
- (2) Changes to survey content are proposed based on results from previous surveys and reports on their implementation.
- (3) The Committee for Quality Assurance and Improvement confirms the proposed survey content, which is then approved by the Dean.

Article 6.

- (1) The Quality Assurance Unit must provide students with all relevant information about the survey, its content, purpose, and method of administration via the University's website, and inform the Heads of Studies about survey implementation.
- (2) Heads of Studies are required to forward the notice from paragraph (1) of this Article to the lecturers.

Article 7.

The Office for Teaching Activities and Student Affairs prepares a list of courses, lecturers, assistants, and teaching associates for whom the Student Survey will be conducted in the current academic year (for both the winter and summer semesters), and submits the list to the Quality Assurance Unit no later than one month before the survey begins.

4. SURVEY ADMINISTRATION

Article 8.

- (1) The Student Survey is conducted once per semester, at the end of each semester and before the regular exam period.
- (2) The Student Survey is conducted electronically.
- (3) Each lecturer, assistant, and teaching associate (hereinafter: lecturer) who delivered any form of teaching during the current semester is evaluated via the Student Survey.
- (4) If a lecturer taught more than one course in the current semester, they are evaluated separately for each course.
- (5) The Student Survey must include information about the purpose of the survey, instructions for completion, questions regarding the sociodemographic characteristics of students,

questions assessing the quality of work of lecturers, assistants, and associates, and questions assessing the quality of course delivery. The survey also provides space for students to comment on the teaching and the course, and to make suggestions for improving the teaching process.

Article 9.

- (1) The survey on satisfaction with technical and administrative staff and support is conducted once a year.
- (2) Completed surveys are placed by students in a designated survey collection box located in front of the Student Office.
- (3) All information about the survey, as well as the survey form, are available on the University's website.

Article 10.

- (1) The Library Service Quality Survey is conducted once a year.
- (2) Students submit the completed survey by placing it in a designated collection box located in front of the Library.
- (3) All relevant information about the survey, as well as the survey form, is available on the University's website.

Article 11.

- (1) The Self-evaluation of lecturers, assistants, and teaching associates is conducted once a year.
- (2) The survey is conducted by distributing the defined survey form to all lecturers either via email or in printed form.
- (3) The deadline for completing the survey, as well as the method of submitting the completed survey to the Quality Assurance Unit, must be clearly defined.

Article 12.

- (1) Employer surveys on satisfaction with student interns and surveys for employers and prospective employers about graduates of the University are conducted once a year.
- (2) Surveys are delivered electronically along with instructions on how and by when they should be completed.

Article 13.

- (1) The Alumni Survey and the Employer and Potential Employer Survey on graduates of the University shall be conducted every three years.
- (2) Surveys are distributed electronically along with instructions on how to complete them and the deadlines.
- (3) The surveys referred to in paragraph (1) of this Article are conducted by the Quality Assurance Unit in cooperation with the Alumni of the University of Applied Sciences Velika Gorica.

Article 14.

- (1) Participation in the survey is a student's obligation.
- (2) The University guarantees student anonymity during the completion and processing of the surveys.

Article 15.

By decision of the Dean, each survey may be conducted either in written or electronic form.

5. DATA PROCESSING AND PRESENTATION OF STUDENT SURVEY RESULTS

Article 16.

- (1) Survey data is processed separately for each study program using appropriate software.
- (2) Personnel handling the survey data must sign a Confidentiality Agreement to ensure data protection.
- (3) A report on the processed survey results is submitted to the Quality Assurance Unit.

Article 17.

- (1) The report on processed Student Survey questionnaires, including aggregate data and data for each individual instructor, is delivered electronically by the Quality Assurance Unit to the Dean, Vice Dean for Teaching, and the Teaching and Student Affairs Office.
- (2) The Teaching and Student Affairs Office sends, electronically:
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 - To Heads of Study Programs: *a report on aggregate results for their study program and individual results for each instructor, assistant, and teaching associate, along with a relative ranking of instructors within the University included in the Student Survey,*
 - To each individual instructor, assistant, and teaching associate covered by the Student Survey: *personal statistical results, relative ranking within the program and the University,*
 - To the Human Resources, Personnel, and Legal Affairs Office: *results concerning individual instructors, assistants, and teaching associates for inclusion in their personnel files.*
- (3) The Quality Assurance Unit electronically submits a report to the Dean on all other processed surveys.
- (4) All individuals granted access to survey results are required to maintain confidentiality.
- (5) A summary of the survey results is published on the University's website.

6. MEASURES FOR QUALITY IMPROVEMENT

Article 18.

- (1) All instructors, assistants, and teaching associates must, within eight days of receiving their Student Survey results, submit a written response to the Head of their study program if they:
 - belong to the bottom 10% of lowest-rated instructors in the program,
 - are course leaders of courses ranked in the bottom 10%,
 - received an average numerical score below 2.50 on any question,

- based on survey comments, may have seriously violated the Code of Ethics for Faculty and Associates of the University.
- (2) Within 15 days of delivering the survey results to the employee referred to in paragraph (1), the Head of the study program shall send the employee's written response and their own report to the Vice Dean for Teaching and the Dean.
- (3) Based on Student Survey results and with the aim of improving the quality of teaching and course delivery at undergraduate and graduate levels, the Dean shall decide on appropriate measures in accordance with the University's general regulations.

Article 19.

- (1) Heads of study programs are obliged, within 15 days of receiving the survey results, to inform instructors who fall within the top 10% of highest-rated instructors in their program.
- (2) Only surveys that were completed by more than:
33% of students enrolled in a specific course, and
at least 5 students,
are considered for this recognition.

Article 20.

- (1) Vice Deans, Heads of Study Programs, the Teaching Affairs Office, the Quality Assurance Unit, and the Quality Assurance and Enhancement Committee shall analyze the survey results and propose specific measures to the Dean and University Council to improve course delivery across programs and raise the overall quality of teaching.
- (2) The results of the surveys are used in the University's continuous quality improvement process.
- (3) Access to data and information exchange among all stakeholders is ensured.

Article 21.

A survey is considered valid if more than 20% of students enrolled in a course completed it.

7. TRANSITIONAL AND FINAL PROVISIONS

Article 22.

- (1) These Regulations shall enter into force on the date of publication on the official notice board and the University's website.
- (2) Upon the entry into force of these Regulations, the Regulations on Survey Implementation for the Evaluation of the Quality of Teaching Staff and Course Delivery dated 25 June 2021, and the Regulations for the Implementation of Surveys at the University of Applied Sciences Velika Gorica dated 18 June 2012 shall cease to be valid.

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Velika Gorica, 21 December 2023.

Dean

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