

Zachodniopomorski Uniwersytet Technologiczny w Szczecinie	NAZWA PROCEDURY Zasady prowadzenia procesu ankietyzacji		
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SURVEY PROCEDURE

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1. Objective

The aim of the procedure is to define how to proceed in the survey, understood as a process of examining the opinion of recipients of didactic offer of West Pomeranian University of Technology in Szczecin, later referred to as University.

2. Procedure subject and scope

The subject of the procedure is to ask for opinion using anonymous survey questionnaires regarding:

- 1) assessment of didactic performance of University teachers,
- 2) assessment of organization and functioning of University/Doctoral School,
- 3) assessment of organization of course of studies/Doctoral School,
- 4) assessment of didactic process success compared to predefined learning outcomes,
- 5) assessment of University educational offer.

3. Terminology

Survey – a tool used to assess the quality of didactic process.

Cycle of didactic activities – time of completing syllabus of study within the scope of a given class or a group of classes finishing with the last day of session following their completion.

Doctoral student – a participant of doctoral studies and a doctoral student of Doctoral School.

Tally of academic teachers/doctoral students who held classes in a given semester – a timetable of student/doctoral student survey in a given semester.

4. Responsibility and scope of application

According to outlines in Appendix 1- QA-1.1/12/19 to this procedure.

5. Way of proceeding

The way of proceeding according to the procedure.

5.1. Preparation of survey questionnaires

The following templates of survey questionnaires are valid at University:

- 1) Student/doctoral student survey – opinion of students and doctoral students regarding didactic work of academic teachers/doctoral students teaching classes,
- 2) Doctoral School student survey – opinion of doctoral students regarding didactic work of academic teachers,
- 3) University survey – opinion of students and doctoral students regarding organization and functioning of University,
- 4) Doctoral School survey – opinion of doctoral students regarding curriculum, teaching quality and assessment of supervisor mentoring – opinion of doctoral students regarding advisor/supervisor/auxiliary supervisor,
- 5) Survey for Monitoring a Professional Career of a University Graduate/a Doctoral School Graduate (once per year) – opinion of graduates regarding effectiveness of teaching at University/Doctoral School and professional career,
- 6) Employer survey – opinion of employers regarding their employees who are West Pomeranian University of Technology in Szczecin (WPUT) graduates,
- 7) University Applicant/Doctoral School Applicant Survey – opinion of applicants for University courses and Doctoral School (prospective students and doctoral students) regarding the attractiveness of WPUT educational offer.

All surveys are carried out online. Based on the opinion of University and faculty Boards for Quality of Education, Division of the Vice Rector for Education designs templates of surveys, which are the same for the whole University to enable analysis and comparison of results.

Templates of survey questionnaires are verified whether or not they are consistent with current guidelines and requirements of the assessment of didactic process, organization and functioning of University. University Board for Quality of Education presents suggestions of changes. Survey templates are approved by Rector's order.

Dean's Plenipotentiary for Surveying/Director of Doctoral School in cooperation with Division of the Vice Rector for Education are responsible for the smooth process of carrying out the following opinion polls:

- 1) Student/doctoral student survey – twice per academic year,
- 2) Doctoral School student survey – once per academic year,
- 3) University survey – once per academic year,
- 4) Doctoral School survey – including curriculum, teaching quality and assessment of supervisor mentoring – once per academic year,
- 5) Doctoral School Applicant Survey – once per academic year.

Promotion Office is responsible for carrying out:

- 1) Employer survey – once per academic year,
- 2) Survey for Monitoring a Professional Career of a University Graduate/a Doctoral School Graduate – once per academic year.

5.2. Student/Doctoral student survey

5.2.1. Tally of academic teachers/doctoral students teaching classes in a given semester

A tally of academic teachers/doctoral students who have taught classes in a given semester is available in the system Uczelnia.XP – Dziekanat.XP. Dean's Plenipotentiary for Surveying/Director of an Interdepartmental Unit/Director of Doctoral School and Division of the Vice Rector for Education have access to the tally in each faculty. A tally approved by a Dean/Director of Doctoral School should by:

- a) 31 January – winter semester;
- b) 30 May – summer semester;
- c) 30 September – Doctoral School for the whole academic year;

be sent to Vice-Rector for Education meeting deadlines specified in point 12 of this procedure.

Upon a written request of a Dean, addressed to Vice-Rector for Education, Dean's Plenipotentiary for Surveying is granted authorisation to use the system. A Director of an interpartmental unit is granted access to the system upon a written request addressed to Vice-Rector for Education. In a Doctoral School, the person authorised to use the system is its Director.

A tally of academic teachers/doctoral students who teach classes in a given semester contains the following data (Appendix 2-QA-1.1/12/19 to this procedure):

- a) first and second name of an academic teachers/ doctoral student who has taught classes/a module of classes (including given forms of study) and the name of faculty and organizational unit/Doctoral School where students were taught classes, including all those filled in by sub teachers that should be up to date in the system,
- b) course of study/discipline,
- c) education level, form of study,

- d) classes/module of classes and form of study,
- e) year/semester of study,
- f) number of students in a group,
- g) form of crediting a course.

5.2.2. How to carry out surveys

Surveys are conducted online using the Ankieta.XP module of Uczelnia.XP. The polling of students and doctoral students is conducted twice a year: in winter and summer semesters and once in Doctoral School. Surveys are active in Uczelnia.XP system:

- a) from February to April (winter semester);
- b) from June to October (summer semester);
- c) from October to December (Doctoral School).

Surveys are completed anonymously. Surveys are enabled in Ankieta.XP module in line with the timetable by Division of the Vice-Rector for Education.

Dean's Plenipotentiary for Surveying/Director of an Interdepartmental Unit/Director of Doctoral School is responsible for:

- a) informing students and doctoral students about the survey;
- b) verification of the degree to which surveys forms have been completed;
- c) updating survey data.

6. University/Doctoral School Survey

A survey questionnaire is available with the Ankieta.XP module of Uczelnia.XP. A student or a doctoral student receives an email with a link to a website containing a survey. The opinion poll of students and doctoral students on the functioning of University is conducted once a year, from March to June of a given academic year. The opinion pool of doctoral students from Doctoral School is conducted once per year, from October to December of a given academic year. Survey questionnaires are completed anonymously.

7. Survey for Monitoring a Professional Career of a University Graduate/ a Doctoral School Graduate

The opinion pool of graduates is conducted using a survey one year after completion of study/Doctoral School. Survey questionnaires are available in Career Bureau module, linked with University graduate database. A WPUT graduate receives an email with a link to a website containing a survey and is asked to online complete the questionnaire within 60 days. After that time the survey is no longer active. Surveys are completed anonymously and voluntarily.

Dean's Office/Director of Doctoral School is responsible for:

- a) informing all those concerned about a survey,
- b) obtaining permission for surveying graduates,
- c) updating data in University electronic system.

8. Employer Survey

Surveys are conducted not more frequently than every two years in a given employer. Surveys cover companies that commercially cooperate with University, accept students to do their work placement and internship and those that employ WPUT/Doctoral School graduates. Career Bureau is responsible

for updating the database of companies cooperating with University. Surveys are sent online to employers **by 30 November of each academic year**. Surveys are completed voluntarily.

9. University Applicant/ Doctoral School Applicant Survey

Online surveys are completed voluntarily by University and Doctoral School applicants in Online Recruitment System. Surveys are conducted during recruitment process.

10. Processing of survey data

Division of the Vice-Rector for Education and Career Bureau are responsible for processing survey results. Division of the Vice-Rector for Education and Career Bureau have access to survey results, which are confidential. Surveys are stored online in a place where they are protected from damage for at least four years.

A survey is invalid if a respondent did not answer any questions in a survey questionnaire. An answer is invalid if a respondent did not mark any answers or marked more answers than available in a survey questionnaire.

10.1. University Applicant/ Doctoral School Applicant Survey results

Division of the Vice-Rector prepares survey results individually for every academic teacher/doctoral student who has taught classes twice a year and once a year for academic teachers who taught classes in Doctoral School, according to a timetable given in point 12 of the paper version of the procedure.

Original individual results in a paper form with return receipt and acknowledgement of procedures signed by an academic teacher/ doctoral student who has taught classes is kept by a Dean/Director of Interdepartmental Unit under terms of confidentiality for 4 years. A copy is sent to Vice-Rector for Education within 30 days of reception. An academic teacher is entitled to ask his/her immediate superior for access to a copy of their survey results for personal use. If an academic teacher/doctoral student who has taught classes received a negative grade, i.e. one below 3.0, he/she should have their lessons observed (procedure QA-1.1/12/19).

A Dean's Plenipotentiary for Surveying receives from the Dean summary statistics of survey results of all academic teachers who have taught classes, without personal data that could identify them. A Dean's Plenipotentiary for Surveying can also be given access to Ankieta.XP system, which can be used to generate summary statistics of survey data, upon a written request of a Dean addressed to Vice-Rector for Education.

10.1.1. Results of Student and Doctoral Student Surveys

Once results have been approved by Vice-Rector for Education, they are transferred to deans/directors of interdepartmental units in two paper copies (an original plus a copy), in closed envelopes with Division of the Vice-Rector for Education stamp, accompanied by hand-over reports.

When the Dean of a faculty which is surveyed receives results in a paper form, he/she is obliged to pass them on to the head of an organizational unit of the faculty/director of interdepartmental unit of an academic teacher/doctoral student who has taught classes.

When the academic teacher is employed by a different faculty, results are sent over by the dean of that faculty.

Once the head of an organizational unit of a faculty/director of interdepartmental unit has seen survey results, he/she makes them available to be seen by the assessed academic teacher/doctoral student who has taught classes.

10.1.2. Survey results in Doctoral School

Once results have been approved by the Vice-Rector for Education, they are sent to the director of Doctoral School in two paper copies (an original plus a copy) in closed envelopes with Division of the Vice-Rector for Education stamp, accompanied by hand-over reports.

Once the director of Doctoral School has seen survey results, he/she sends them to the dean of home faculty of the assessed academic teacher/head of interdepartmental unit. Once the head of an organizational unit of a faculty/director of interdepartmental unit has seen survey results, he/she makes them available to be seen by the assessed academic teacher.

The director of Doctoral School has access to summary statistics of survey results in Ankieta.XP system.

10.1.3. Appeal lodged against Student/Doctoral student Survey results

An academic teacher/doctoral student who has taught classes is entitled to lodge an appeal against survey results within 14 days starting from the day of seeing them.

An academic teacher/doctoral student who has taught classes can lodge an appeal following the relevant line of authority to the dean of a faculty where the classes were taught. The appeal should contain opinions of the head of an organizational unit of a faculty and the dean of home faculty.

In Doctoral School, an academic teacher lodges an appeal following the relevant line of authority to the dean of home faculty. The appeal should contain opinions of the director of Doctoral School and head of an organizational unit of the faculty.

An academic teacher of an interdepartmental unit lodges an appeal to a dean, through the head of the organizational unit where he/she is employed.

The legal basis for an appeal could be the number of respondents or formal defects of surveying process. The dean/head of an interdepartmental unit makes a decision about the appeal within 14 days since it was lodged. When the appeal in its entirety is accepted, the dean/head of an interdepartmental unit can nullify results questioned by an academic teacher/doctoral student who has taught classes.

The dean/head of an interdepartmental unit sends the Vice-Rector for Education a copy of invalidated survey results within 7 days since the appeal has been accepted.

10.2 University survey/ Doctoral School survey results

Once a year, Registrar's Office is held responsible for processing and publishing the results of the University/ Doctoral School surveys, in accordance with the schedule discussed under point 12 of the procedure.

10.3 The results of the survey for monitoring a professional career of a University graduate/ a Doctoral School graduate

Once a year Career Bureau is held responsible for processing the results of the survey for monitoring a professional career of a University graduate/ a Doctoral School graduate, in accordance with the schedule discussed under point 12 of the procedure. Such results are later made available by the Dean to Departmental Boards for Quality of Education and to Programme Boards for the courses run in a specific faculty. The results of the survey for monitoring a professional

career of a Doctoral School graduate are analyzed by the directors of such schools. Thus, teaching programmes, methods, aids and educational approaches can all be improved.

10.4 The results of Employer survey

Career Bureau is held responsible for processing the results of Employer survey in accordance with the schedule discussed under point 12 of the procedure.

10.5 The results of University applicant/ Doctoral School applicant surveys

Twice a year Registrar's Office is held responsible for processing the results of University applicant survey, in accordance with the schedule discussed under point 12 of the procedure.

Once a year Registrar's Office is also held responsible for processing the results of Doctoral School applicant survey, in accordance with the schedule discussed under point 12 of the procedure.

11. Result analysis, report preparation and publishing necessary information

Director of an interdepartmental unit/ director of a Doctoral School are responsible for analyzing the results and preparing a report on them, upon receiving such results of their teaching staff in a paper version which includes a confirmation of the receipt and of reading these results.

Based on an overall tally, Dean's Plenipotentiary for Surveying, director of a Doctoral School make an analysis of the results of the survey for improving education in a faculty/ a Doctoral School. The results of an overall survey are part of annual reports of the Departmental Boards and University Boards for Quality of Education.

Twice in an academic year, after the winter semester and during the summer semester, a Dean/a director of an interdepartmental unit make a report. Once in an academic year, shortly after the completion of a surveying process, a director of a Doctoral School makes such a report and forwards it the Vice-Rector for Education as well as, in the case of Student survey, to Departmental Board for Quality of Education within three months since the moment they received the results of academic teachers/ graduate students who conduct classes, from Registrar's Office, after the winter semester and during the summer semester.

Based on the reports, the Board prepares an analysis of the results and a plan for pro-quality actions in a faculty in the form of an annual report which must later be presented to Dean, Vice-Rector for Education and Departmental Board for Quality of Education by January 15th.

Based on the reports, director of a Doctoral School prepares an analysis of the results and a plan for pro-quality actions which must later be presented to Vice-Rector for Education and University Board for Quality of Education by January 15th.

University Board for Quality of Education prepares an analysis of the results of the following surveys: University survey, Doctoral School survey, Employer survey, University applicant survey, Doctoral School applicant survey, as well as of all the reports of Departmental Boards for Quality of Education. Based on their conclusions, University Board for Quality of Education draws up a plan for improving quality of education at university. Conclusions from the surveying process and a plan for improving quality of education at university are later approved by Vice-Rector for Education, who forwards them to Deans/ Doctoral School directors.

Vice-Rector for Education introduces University Rector to all the conclusions from the annual report on the surveying process. University Board for Quality of Education introduce the University Senate to all the conclusions from the annual report on the surveying process.

Both Registrar's Office and Career Bureau are responsible for publishing overall information on the surveying process on the university website. Deans publish information on the surveying process on

the faculty websites. Director of a Doctoral School is held responsible for publishing any information on the surveying process in a Doctoral School.

12. Schedule of the surveying process

	Duties	Units in charge	Schedule
1	Tally of academic teachers/graduate students conducting classes in a given semester	Deans' Plenipotentiaries for Surveying/Director of an Interdepartmental Unit/Director of Doctoral School	January 31st – the winter semester 30th May – the summer semester 30th September – Doctoral School
2	Submitting a tally of academic teachers/ graduate students conducting classes in a given semester to Vice-Rector for Education		Not later than 7 days after the approval from Dean/Director of an Interdepartmental Unit/Director of Doctoral School
3	Startup of the student/graduate student surveys	Registrar's Office	February to April, winter semester
			June to October, summer semester
			From October for overall academic year, Doctoral School
4	Processing the results of the student/ graduate student surveys	Registrar's Office	Until 30th June, winter semester
			Until 28th February of the next calendar year, summer semester
			Until 28th February of the next calendar year, Doctoral School
5	Conducting survey on monitoring a professional career of a university graduate/Doctoral School graduate	Career Bureau	One year after the graduation
6	Processing the results of the survey for monitoring a professional career of a university graduate/Doctoral School graduate		Within 1 month since the closure of the system

7	Conducting university survey/Doctoral School survey	Registrar's Office	From March 1st to June 30th, university survey
			From October 1st to December 31st, Doctoral School survey
8	Conducting university applicant/Doctoral School applicant surveys	Registrar's Office	Recruitment (in accordance with the specific announcement from the Rector)
9	Forwarding surveys to employers	Career Bureau	Until November 30th
10	Preparing a report on the University applicant survey, Doctoral School survey and Employer survey	Registrar's Office/Career Bureau	Within 2 months after the recruitment process
11	Processing the results of the University/Doctoral School surveys	Registrar's Office	Until August 31st, University survey Until March 31st, Doctoral School survey
12	Preparing and publishing a report on University survey/Doctoral School survey		Until November, University survey Until June, Doctoral School survey
13	Preparing and publishing a report on the surveys for monitoring a professional career of a university graduate/Doctoral School graduate	Career Bureau	Within 3 months after the results from a specific academic year were processed
14	Preparing and publishing a report on Student/Graduate Student surveys	Dean/Director of an Interdepartmental Unit/ Director of a Doctoral School	Three months after the results of academic teachers have been sent from Registrar's Office
15	Drawing up a report and a pro-quality plan in a faculty/Doctoral School	Departmental Boards for Quality of Education/ Director of Doctoral School	Until January 15th, for the previous academic year
16	Drawing up a report and a pro-quality plan for University and forwarding them to University Rector	University Board for Quality of Education	Until January 31, for the previous academic year
17	Presenting the annual report and the plan for improving quality in a meeting of the University Senate	Vice-Rector for Education	Until February 15th, for the previous academic year

13. Procedure-related documents

- Act of Tertiary Education and Science, July 20th, 2018 (Journal of Laws, position 1669, 2018)
- Act of Personal Data Protection, August 29th, 1997 (Journal of Laws, position 922, 2016)
- University Senate Resolution no 59 of Internal System for Ensuring Quality of Education, June 29th, 2009, introduced with the resolution no 109, September 24th, 2012, with further amendments
- University Rector's Decree no 33 of the Introduction of Samples of Survey Questionnaires for Evaluation of the Quality of Education, in Accordance with the Procedure "Rules for the Surveying Process" at West Pomeranian University of Technology

14. History of changes

	Change	Date of change
1	Introduction of an electronic form for the survey results	2014
2	Drawing up a surveying plan for academic teachers from interdepartmental units by directors of such units	2014
3	Introduction of two manners in which the Student/ Graduate Student survey is to be conducted	2014
4	Cancellation of the research into monitoring professional careers of University graduates five years after their graduation	2014
5	Reporting on the Student/ Graduate Student to be carried out by their departments	2014
6	Change of the date on which the University survey is to be conducted	2017
7	Change of the manner in which the Student/ Graduate Student surveys are to be conducted	2017
8	Change of the manner in which the survey on Professional Career of University Graduates is to be conducted	2017
9	Introduction of a tally of teachers giving classes in a given semester, instead of surveying plan	2017
10	Doctoral School joins in the surveying process	2019

15. Appendices

Appendix no 1 – QA-1.1/12/19 Outlines of responsibilities (A-E)

Appendix no 2 – QA-1.1/12/19 Tally of teachers who run classes

Appendix no 1 – QA-1.1/12/19

A. Student/ Graduate Student Survey

OUTLINE OF RESPONSIBILITIES

Units in charge	Duties
Registrar's Office	Layout and design of the survey questionnaire
Boards for Quality of Education	Evaluation of the survey questionnaire
Rector	Approval of the questionnaire
Rector's Plenipotentiary for Surveying/Director of an Interdepartmental Unit/Director of a Doctoral School	Making a tally of academic teachers/ graduate students who give classes in a specific semester
Dean/Director of an Interdepartmental Unit/Director of a Doctoral School	Approval of the tally of academic teachers/ graduate students who give classes in a specific semester
Registrar's Office	Startup of the survey in the system AnkietaXP
Registrar's Office/Doctoral School	Processing the results
Dean/Dean's Plenipotentiary for Surveying/Directors of Interdepartmental Units/university teacher under evaluation/Director of a Doctoral School/Vice-Rector for Education	Analyzing the survey results
Dean/Director of an Interdepartmental Unit/Director of a Doctoral School	Submitting and examining appeals
Dean/Director of an Interdepartmental Unit/Director of a Doctoral School	Preparing a report
Vice-Rector for Education/Dean's Plenipotentiary for Quality of Education	Approving the report
Dean/Director of an Interdepartmental Unit	Submitting reports from Departmental Board for Quality of Education
Departmental Board for Quality of Education/Director of a Doctoral School	Analyzing and drawing up a plan for improving specific areas of Internal System for Ensuring Quality of Education
University Board for Quality of Education	Analyzing and drawing up a plan for improving specific areas of Internal System for Ensuring Quality of Education

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B. University/ Doctoral School Survey

OUTLINE OF RESPONSIBILITIES

Units in charge	Duties
Registrar's Office	Layout and design of the survey questionnaire
Boards for Quality of Education	Evaluation of the survey questionnaire
Rector	Approval of the questionnaire
Registrar's Office	Startup of the survey in the system AnkietaXP
Registrar's Office/Doctoral School	Distribution of information on the surveying process
Registrar's Office/Doctoral School	Processing the results
Departmental Boards for Quality of Education/Doctoral School	Formulating an opinion and laying out a plan for improving quality of education in a faculty
University Board for Quality of Education	Formulating an opinion and laying out a plan for improving quality of education at university
Vice-Rector for Education/Rector's Plenipotentiary for Quality of Education	Approval of the plan for improving quality of education at university
Rector/Deans	Reading the plan for improving specific areas of Internal System for Ensuring Quality of Education at university

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C. Survey for Monitoring a Professional Career of a University Graduate/ a Doctoral School Graduate

OUTLINE OF RESPONSIBILITIES

Units in charge	Duties
Registrar's Office	Layout and design of the survey questionnaire
Boards for Quality of Education	Evaluation of the survey questionnaire
Rector/Director of a Doctoral School	Approval of the questionnaire
Deans' Offices/Doctoral School	Distributing the information on the surveying process and updating the database
Career Bureau	Submitting the survey questionnaires to university graduates by way of a computer programme
Career Bureau	Processing the results and conclusions from the survey
Dean/Boards for Quality of Education/Boards/Programme Boards/Director of a Doctoral School	Distribution and analysis of the results
Departmental Boards for Quality of Education	Preparing an annual report and laying out the plan for improving quality of education in a faculty
University Board for Quality of Education	Drawing up a plan for improving quality of education at university
Vice-Rector for Education/Rector's Plenipotentiary for Quality of Education	Approval of the plan for improving quality of education at university and in its faculties
Rector/Deans/Director of a Doctoral School	Reading the plan for improving specific areas of Internal System for Ensuring Quality of Education at university

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D. Employer Survey

OUTLINE OF RESPONSIBILITIES

Units in charge	Duties
Registrar's Office	Layout and design of the survey questionnaire
Boards for Quality of Education	Evaluation of the survey questionnaire
Rector	Approval of the questionnaire
Career Bureau	Updating the Employer database
Career Bureau	Sending the questionnaire to the prospective employers
Career Bureau	Processing the results
Dean/Boards for Quality of Education/Director of a Doctoral School	Distribution and evaluation of the opinion and conclusions from the questionnaire results
Departmental Boards for Quality of Education/Director of a Doctoral School	Preparing a report and laying out the plan for improving quality of education in faculty
University Board for Quality of Education	Preparing a report and laying out the plan for improving quality of education at university
Vice-Rector for Education/Rector's Plenipotentiary for Quality of Education	Approval of the report and of the plan for improving quality of education at university and its faculties
Rector/Deans/Director of a Doctoral School	Reading the report and the plan for improving specific areas of Internal System for Ensuring Quality of Education at university

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E. University Applicant/ Doctoral School Applicant Survey

OUTLINE OF RESPONSIBILITIES

Units in charge	Duties
Registrar's Office	Layout and design of the survey questionnaire
Boards for Quality of Education	Evaluation of the survey questionnaire
Rector/Director of a Doctoral School	Approval of the questionnaire
Registrar's Office	Posting the questionnaire in the online recruitment system
Registrar's Office/Doctoral School	Processing the results – a report
Deans/Departmental Boards for Quality of Education/Director of a Doctoral School	Evaluation of the opinion and conclusions from the results – laying out a plan for improving quality of education in a faculty
Registrar's Office/Director of a Doctoral School	Drawing up a plan for improving quality of education at university
Vice-Rector for Education/Rector's Plenipotentiary for Quality of Education	Approval of the report and of the plan for improving quality of education
Rector/Deans/Director of a Doctoral School	Reading the report and the plan for improving specific areas of Internal System for Ensuring Quality of Education at university