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PROCEDURE FOR THE MANAGEMENT OF STAKEHOLDER FEEDBACK AT KAUNAS UNIVERSITY OF APPLIED SCIENCES

CHAPTER I GENERAL PROVISIONS

1. *The Procedure for the Management of Stakeholder Feedback at Kaunas University of Applied Sciences* (hereinafter referred to as the Procedure) establishes the procedure for receiving feedback from stakeholders, as well as the analysis, use and dissemination of obtained data at Kaunas University of Applied Sciences (hereinafter referred to as KUAS).

2. The Procedure has been developed in accordance with *the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the Law on Science and Studies of the Republic of Lithuania, the Methodology of External Evaluation of Study Fields, the Statute of KUAS, and Quality Manual of KUAS*.

3. Stakeholders are individuals, groups of persons or organizations that have an interest in the activities implemented at KUAS, are able to influence them and take responsibility for them in their field of activity. Stakeholders can be internal (students, lecturers, administration and other staff) and external (graduates, employers and other stakeholders, professional associations and other interested organizations).

CHAPTER II METHODS, AIMS, TERMS AND RESPONSIBILITIES OF FEEDBACK COLLECTION

4. Various data collection methods are used for obtaining feedback: written surveys (e.g. questionnaires), oral surveys (e.g. interviews, roundtable discussions), document analysis, etc. Surveys can be carried out electronically, by telephone, mail, etc.

5. In order to ensure feedback at KUAS, data collection from stakeholders is conducted periodically and / or as needed. Surveys of students, employees, graduates and employers are carried out periodically. Targeted feedback is conducted as needed, when the opinion of relevant stakeholders is necessary for the analysis of a specific situation and decision-making.

6. Surveys are voluntary and anonymous. Upon reasonable necessity and with the consent of the respondents, surveys may be carried out in a non-anonymous way.

7. The aims, methods, forms and responsibilities of collecting feedback from students are as follows:

7.1. Questionnaire survey of the first-year students at the end of the first semester. The aim of this survey is to find out the peculiarities of the choice of the study programme and adaptation at KUAS, as well as students' further expectations and motivation. This survey is conducted and the results are generalised by the Quality Management Unit. The results are disseminated by the Quality Management Unit and faculty.

7.2. Questionnaire survey of all KUAS students on the quality of the studied course (module) and its teaching. The aim of this survey is to find out students' opinion about the content of individual study courses (modules) and the quality of their teaching. This survey is conducted via the *Study Management System* at the end of each semester and (or) at the end of the module studies. The Quality Management Unit coordinates the conduct of the survey on the quality of study course

(module) and its teaching, as well generalises and disseminates its quantitative results. Quantitative and qualitative results at the level of the academic division / unit are analysed and disseminated by the faculty and the department / academy / centre. The academic staff can also independently and by ensuring anonymity conduct a student survey on their study course (module). The faculty may also hold roundtable discussions to discuss the quality of the study course (module) and its teaching.

7.3. Questionnaire survey of all students (except first and final year students) on study satisfaction in the spring semester of each year. The aim of this survey is to find out students' opinion about the provided study conditions and to assess overall satisfaction with the studies. These surveys are conducted and the results are generalised by the Quality Management Unit. The results are disseminated by the Quality Management Unit and the faculty.

7.4. Questionnaire survey of students upon their return from professional activity internship and after the assessment of their learning achievements. The aim of this survey is to find out students' opinion about usefulness and organisation of professional activity internship, the suitability of the place. These surveys are conducted, the results are generalised and disseminated by the faculty.

7.5. Questionnaire survey of final year students at the end of studies. The aim of this survey is to find out the fulfilment of students' expectations during the whole study period, students' opinion about their readiness for the labour market. These surveys are conducted by the Quality Management Unit, which also generalises and disseminates the results. For academic divisions / units it is recommended to conduct their own surveys of final year students' opinion on the quality of the study programme, the quality of the procedure for the preparation and defence of the final thesis, etc.

7.6. The research on the reasons for students' (unclassified students') termination of studies by applying the method of document analysis (students' requests for the termination of studies). This research is carried out, the results are generalised and disseminated by the faculty together with the Unit for Studies.

7.7. Questionnaire survey of incoming students under international exchange programmes. The aim of this survey is to find out the quality of studies and the quality of the procedure for organisation of studies. This survey is conducted at the end of studies at KUAS. These surveys are conducted, the results are generalised and disseminated by the Unit for International Relations.

7.8. Questionnaire survey of outgoing students upon their return from international exchange programmes via *Mobility tool* system administered by the European Commission. The aim of this survey is to find out students' opinion about the quality of the procedure for the organisation of mobility, funding, the quality of studies / internships under mobility programmes and to assess students' satisfaction with the provided conditions for international studies. The results of these surveys are analysed, generalised in an *Erasmus+* report and disseminated by the Unit for International Relations.

8. The aims, methods, forms and responsibilities of collecting feedback from graduates are as follows:

8.1. Graduate survey conducted half a year after graduation. The aim of this survey is to determine the level and quality of employment of graduates, assessing the extent to which the work is related to acquired profession and areas of activity for which the study programme has been intended. This survey can be carried out in various forms: by telephone, e-mail, social networking, face to face meetings with graduates, etc. This survey is conducted, the results are generalised and disseminated by the Career Centre in collaboration with the faculty.

8.2. Questionnaire survey of graduates one year after graduation. The aim of this survey is to assess the readiness of graduates for professional activities and integration into the labour market. This survey is conducted and the results are generalised by the Career Centre together with the Quality Management Unit. The results are disseminated by the Career Centre and the faculty.

8.3. Questionnaire survey of graduates 36 months after graduation. The aim of this survey is to reveal how graduates manage to establish themselves in the labour market after graduating from higher education institution. This survey is conducted and the results are generalised by the Career Centre together with the Quality Management Unit. The results are disseminated by the Career Centre and the faculty.

9. The aims, methods, forms and responsibilities of collecting feedback from employers are

as follows:

9.1. Survey of employers' opinion about accomplished students' internships. The aim of this survey is to find out the opinion of employers about the readiness of students for professional activities. The survey can be carried out in various ways: by analysing documents (analysis of employers' feedback on student' internships), carrying out surveys of internship mentors, employers, conducting interviews, etc. These surveys are carried out, the results are generalised and disseminated by the faculty.

9.2. Employer survey at least every two years. The aim of this survey is to assess the opinion of employers about the demand for the study programme, its content, directions of improvement, theoretical and practical training of specialists at KUAS. It is recommended to use a structured interview method for conducting these surveys. These surveys are conducted by the faculty together with the Career Centre in accordance with the structured research instrument and the chosen form of survey. At the institutional level, quantitative results are generalised and disseminated by the Career Centre.

10. Questionnaire surveys of KUAS staff are conducted as needed, but at least once a year. The aim of these surveys is to find out the opinion of KUAS employees about the necessity of competence development, assessment of working conditions, work environment, KUAS activities, etc. These surveys are conducted, the results are generalised and disseminated by the Human Resources Service together with the Quality Management Unit. For academic divisions / units, it is recommended to conduct surveys of the academic staff and / or other employees of the department as needed (surveys of internship mentors, supervisors of final theses, etc.).

11. Taking into account the aspects of KUAS activities which have to be improved and in order to self-assess the activities, other targeted surveys may be conducted.

12. Surveys carried out at the institutional level in order to receive feedback from KUAS stakeholders shall be coordinated with the Quality Management Unit. Surveys carried out in academic divisions / units must be coordinated with the Vice-Dean of the faculty (in case there is no such a position, with the Dean).

13. At the beginning of the year, the Quality Management Unit prepares an annual plan for the collection and management of feedback at KUAS. The plan is approved by the order of the Director of KUAS and published on KUAS website. In case of valid circumstances, the plan may be amended or revised during the year.

14. When surveys are conducted online:

14.1. The Unit for Studies provides contact information of the students to the Quality Management Unit.

14.2. The Human Resources Service provides the contact details of lecturers and other staff to the Quality Management Unit.

14.3. The contact details of the participants for targeted surveys are provided by the survey initiator.

CHAPTER III DATA ANALYSIS, USE AND DISSEMINATION

15. The unit / employee (s) conducting research is responsible for data processing, analysis and preparation of the report. IT Division at KUAS is responsible for ensuring technical availability of the electronic questionnaire to the stakeholders and technical availability of the results.

16. Recommended questionnaires are available in KUAS Documentation Catalogue.

17. When analysing the obtained data and preparing reports, it is necessary to assess the representativeness of these data, to provide only depersonalized data in the reports of survey results or other dissemination documents. The data obtained during the roundtable discussions are processed in accordance with the procedure established by KUAS, only depersonalized results are disseminated.

18. The results of the surveys, generalised by the chosen means of communication, shall be made available to students, unclassified students, graduates or other stakeholders who have taken part

in the survey, ensuring the confidentiality of personal data. Generalised results of the feedback shall be disseminated by the responsible department (s). Generalised survey results of students, graduates and employers are published on the websites of KUAS and faculties. Reports of other surveys (research) are published in KUAS Documentation Catalogue and (or) on the websites of KUAS and faculties.

19. The survey results of students (unclassified students) on the study course (module) and the quality of its teaching are discussed in the department with the lecturer of the study course (module) and the head of the department / head of the academy / centre.

20. The results of periodic surveys and analysis of data collected in other forms are used as follows:

20.1. The results of the survey of first-year students are used for the improvement of the dissemination of study programmes for prospective students, planning of dissemination activities, improvement of information activities for the first-year students (introduction week), external evaluation of the study field, etc. The results of this survey are / can be used for decision-making by the Marketing and Communication Division, faculties, departments / academy / centre, committees of study fields.

20.2. The results of the survey of all students about the studied course (module) and the quality of its teaching are used for the improvement of the content of the study course (module), teaching methods, the need for improving competencies of academic staff, evaluation of the performance of academic staff, certification and competition, etc. The results of this survey are / can be used for decision-making by the lecturers of the study course, module coordinators, faculties, departments / academy / centre, committees of study fields, academic staff certification board, academic staff competition committee.

20.3. The results of the survey on study satisfaction of all students (except first and final year students) are used for the improvement of the organisation of studies, provision of resources, study environment, student support system, services and facilities for students, as well as for the external evaluation of the study field. The results of this survey are / can be used for decision-making by KUAS management, administrative units, faculties, departments / academy / centre, committees of study fields.

20.4. The results of the survey of students upon their return from professional activity internships are used for the improvement of the organisation of professional activity internship (choice of the place, assignments for the internship, monitoring, reporting, etc.), and the study programme, as well as the external evaluation of the study field. The results of this survey are / can be used for decision-making by faculties, departments / academy / centre, committees of study fields.

20.5. The results of the survey of the last year students and the surveys of the last year students conducted in the academic division / unit are used for the internal evaluation of the study programme, improvement of the study programme, improvement of the organisation of studies, improvement of the procedures of final thesis preparation and defence, external evaluation of the study field, etc. The results of this survey are / can be used for decision-making by faculties, departments / academy / centre, committees of study fields.

20.6. The results of the research on the reasons for students' (unclassified students') termination of studies are used for the planning of measures for the prevention of "drop-outs" and for increasing the effectiveness of prevention. The results of this research are / can be used for decision-making by faculties, departments / academy / centre, committees of study fields.

20.7. The results of the survey of incoming international students are used for the improvement of the organisation of studies for foreign students, the quality of studies, support system for foreign students, etc. The results of this survey are / can be used for decision-making by the Unit for International Relations, faculties, departments / academy / centre, committees of study fields.

20.8. The results of the survey of outgoing students upon their return from mobility under the international exchange programmes are used for the assessment of studies / internship delivered by foreign partners, improvement the organisation of mobility process (student selection, study / internship programme coordination, etc.), improvement of funding conditions, assessment and improvement of the procedure for recognising learning outcomes, promoting mobility abroad under international exchange programmes, etc. The results of this survey are / can be used for decision-

making by the Unit for International Relations, faculties, departments / academy / centre, committees of study fields.

20.9. The results of the graduates' surveys are used for the assessment of the demand for the study programme, planning of study places, internal evaluation of the study programme, improvement of the study programme, external evaluation of the study field. The results of this research are / can be used for decision-making by faculties, departments / academy / centre, committees of study fields.

20.10. The results of employers' opinion research (including surveys) are used for the assessment of the demand for the study programme, the internal evaluation of the study programme, the improvement of the study programme, and the external evaluation of the study field. The results of this research are / can be used for decision-making by faculties, departments / academy / centre, committees of study fields.

20.11. The results of the survey of KUAS staff are used for planning the activities of competency improvement, improving working conditions, improving the motivation system, etc. The results of this survey are / can be used for decision making by KUAS management, Human Resources Service, faculties, departments / academy / centre, committees of study fields.

21. Taking into account the results of feedback, further planning and improvement of KUAS activities (studies, applied research, material base, etc.) is envisaged according to the areas of responsibility of each department / employee.

22. Survey organisers provide formalized feedback to stakeholders at least once a year on what has been done in response to the findings of the surveys and the areas for improvement. This information is published in KUAS Documentation Catalogue and on the website of KUAS and faculties.

23. The results of the feedback analysis shall be stored in KUAS internal management system for 7 years.

CHAPTER IV FINAL PROVISIONS

24. KUAS may also conduct other surveys initiated by external institutions, Students' Representative Council at KUAS and other student organizations, faculty Students' Representative Councils, which are not regulated by this Procedure. It is recommended that the persons responsible for the coordination and / or conduct of such surveys provide information to the Quality Management Unit. If such surveys are conducted by the faculty, the Vice-Dean (in case there is no such a position, the Dean) shall be informed. This Procedure shall not apply to research conducted at KUAS for scientific purposes.

25. This Procedure shall be approved, changed and repealed by the resolution of the Academic Council.

26. This Procedure shall enter into force on the day following its publication on internal information system of KUAS.

Related documents:

1. *Procedure for Processing Personal Data at KUAS* approved by order of the Director No. 1-409 of 31 October, 2018 (amended by order No. 1-156 of 29 April, 2020, order no. 1-157 of 30 April, 2020, order No. 1-397 of 22 October, 2020).