PROCEDURE FOR ASKING AND TAKING INTO ACCOUNT FEEDBACK IN DEGREE STUDY

Based on clauses 34 (2), 34 (18) and 82 of the Statutes of the University of Tartu and clauses 2.7 and 166 of the Study Regulations approved by the Senate of the University of Tartu Regulation no. 5 of 26 April 2013, I establish the procedure for asking and taking into account feedback in degree study. [effective as of 01.01.2015]

I. General provisions

1. This procedure regulates the organisation of university-wide feedback surveys in degree study at the University of Tartu (‘the university’), and the analysis, publication and use of survey results.

2. The university organises the following regular feedback surveys:
   2.1. feedback survey of first-year students;
   2.2. feedback survey on teaching and courses;
   2.3. feedback survey of doctoral students;
   2.4. feedback survey of applicants for the recognition of prior learning and professional experience;
   2.5. feedback survey of final-year students;
   2.6. feedback survey of alumni.

3. Feedback surveys and the analysis and publication of survey results is organised by the Office of Academic Affairs.

4. The details of the respondents are confidential.

4¹. For the purposes of this procedure, a ‘college’ refers to a non-faculty college. [effective as of 01.01.2015]

II. Feedback survey of first-year students

5. The purpose of the feedback survey of first-year students is to:
   5.1. identify the students’ reasons for choosing the curriculum and the students’ awareness of the curriculum;
   5.2. ensure the optimum admission procedure;
5.3. ensure that information needed for orientation in the university’s study regulation is available to first-year students;
5.4. plan the marketing activities (incl. the marketing budget) of the university and the curricula more effectively.

6. The feedback survey of first-year students is carried out among the first-year students of bachelor’s, professional higher education, master’s and integrated bachelor’s and master’s curricula in the Study Information System (‘SIS’) during March. The questionnaires are drawn up and analysed based on the specifics of each level and form of study.

7. The results of the feedback surveys of first-year students are taken into account by:
7.1. academic structural units when introducing curricula to the target groups and when advising and supporting first-year students in their first semester;
7.2. the Marketing and Communication Office when planning and organising the marketing (incl. the marketing budget) of the university and curricula;
7.3. the Office of Academic Affairs when organising admission of students and when planning and providing support services.

8. The results of the feedback of first-year students are made available to the members of the university via the general data page of curricula in the Study Information System and as a summary in the university’s intranet.

III. Feedback survey on teaching and courses

9. The purpose of asking feedback on teaching and courses is to:
9.1. develop the self-analysis skills of students;
9.2. give feedback to the teaching staff for developing the course;
9.3. identify shortcomings in teaching and plan development activities related to the curriculum and studies more effectively;
9.4. direct and shape the understanding of good teaching among teaching staff and students;
9.5. receive information for management decisions concerning studies and human resources.

10. The survey is carried out among all students in each semester regarding the courses that end in the semester and have classes fixed in the Study Information System, except for practical training, graduation theses and graduation exams.

11. Students of bachelor’s, professional higher education, master’s and integrated bachelor’s and master’s curricula must give feedback to at least four courses in a semester and doctoral students to at least one course in a semester that they have registered for in the given semester. If a student has registered for fewer courses during the semester, the student must evaluate all the courses for which they have registered and which meet the requirement specified in clause 10.

12. If a student chooses to evaluate a course that is taught by two or more members of teaching staff, the student must evaluate at least one of them.

13. Students fill in the feedback questionnaire on teaching and courses in the Study Information System after the final assessment of the learning outcomes of the respective course, but not later than by the end of the given semester. If a student has not given feedback to courses to the extent specified in clause 11 by the end of the given semester, the student’s user rights in the Study Information System will be limited until the student has done it. [effective as of 31.05.2013]
14. The results of multiple-choice questions and the question about the recommendations to future participants are made available to the university’s members in the Study Information System on the page of the course syllabus within one month after the start of the next semester. The results of open questions can be accessed by the member of teaching staff who taught the course, the member of teaching staff responsible for the course, the programme director, the head of the structural unit, the vice dean of the faculty or the director of academic affairs of the college, the dean of the faculty or the director of the college, the vice rector for academic affairs and persons authorised by them. Open questions can also be accessed by the members of the council of the faculty or college.

15. The results of the teaching and courses feedback survey are taken into account by:
15.1. the member of teaching staff in improving the quality of teaching of the course;
15.2. the programme director and the programme council in internal evaluation and development of the curriculum;
15.3. the head of the academic structural unit when evaluating the effectiveness of the work of the member of teaching staff, incl. when evaluating the suitability of the member of teaching or research staff for the position, in performance reviews, when planning the in-service training of teaching staff and when giving recognition to teaching staff;
15.4. the Office of Academic Affairs when nominating the recipients of the Best Teaching Staff Award.

16. To carry out the activities specified in clauses 15.1–15.3, the dean or the college director discusses the results of the feedback survey on teaching and courses in the faculty or college council after the Office of Academic Affairs has sent a notice that the results of the feedback survey on teaching and courses of the previous semester or academic year are available in the SIS. Within two months after the receiving the notice, the dean or college director submits to the vice rector for academic affairs a report that contains:
16.1. an evaluation of the feedback of students;
16.2. an action plan for eliminating the deficiencies revealed by the feedback survey.

17. The reports of the faculties and colleges are available to the members of the university in the Study Information System. By the start of each academic year, the Office of Academic Affairs draws up a summary based on the results of the feedback given in the last academic year as well as of the reports submitted by deans and college directors, and publishes it on the university’s website.

IV. Feedback survey of doctoral students

18. The purpose of the feedback survey of doctoral students is to:
18.1. develop the self-analysis skills of doctoral students;
18.2. develop the professional supervision of doctoral students;
18.3. identify shortcomings related to the supervision of doctoral theses and plan the in-service training of supervisors;
18.4. receive information for making management decisions concerning human resources.

19. Doctoral students fill in the feedback questionnaire annually in the Study Information System at least five working days before the meeting of the progress review committee and after their doctoral thesis has been allowed for defence. If a doctoral student has several supervisors, the doctoral student evaluates all of them.
20. The supervisor, programme director, vice dean, dean, members of the faculty council, members of the progress review committee and the vice rector for academic affairs can access the results of the survey.

21. The results of the feedback survey of doctoral students are taken into account by:
21.1. the supervisors of doctoral theses when planning and improving supervision and participating in supervision training;
21.2. the progress review committee when evaluating the progress of and feedforwarding doctoral students;
21.3. the programme director in internal evaluation of the curriculum;
21.4. the head of the academic unit in performance reviews and when evaluating the training capacity;
21.5. the faculty council when approving and re-electing supervisors.

22. To implement the activities specified in clause 21, the dean discusses the results of the feedback survey of doctoral students at least once a year in the faculty council and submits to the vice rector for academic affairs a report that contains:
22.1. an evaluation of the feedback of doctoral students;
22.2. an action plan for eliminating the deficiencies revealed by the feedback survey.

23. By the start of each academic year, the Office of Academic Affairs draws up a summary based on the results of the feedback given in the last academic year as well as on the reports submitted by deans and college directors, and publishes it on the university’s intranet.

V. Feedback survey of applicants for the recognition of prior learning and professional experience (RPL)

24. The purpose of feedback survey of RPL applicants is to:
24.1. identify the shortcomings of RPL and plan development activities more effectively;
24.2. ensure the transparency and reliability of RPL.

25. RPL applicants fill in the feedback questionnaire in the Study Information System after being informed of the decision of the RPL committee.

26. The results of the survey are available to the members of the RPL committee, RPL advisers, the head of the structural unit and the programme director in the Study Information System. The Office of Academic Affairs publishes the results of the survey in the university’s intranet and public website once a year.

27. The results of the RPL feedback are taken into account by:
27.1. the RPL committee when evaluating RPL applications and giving feedback;
27.2. the RPL adviser when advising RPL applicants;
27.3. the programme director in internal evaluation and development of the curriculum.

VI. Feedback survey of final-year students

28. The purpose of the feedback survey of final-year students is to:
28.1. develop curricula, the study process and the organisation of studies;
28.2. develop support services and the teaching and learning environment based on students’ expectations and needs;
28.3. receive information on the further study and work plans of the graduates.
29. The survey of final-year students is organised in the Study Information System in May at the end of each academic year. When surveying students, the specifics of each level and form of study are taken into account.

30. The results of multiple-choice questions are made available in the Study Information System to all members of the university via the general data page of the curriculum. The results of open questions can be accessed by the head of the structural unit, the dean of the faculty or college director, the programme director, the vice dean of the faculty, the director of academic affairs of the college, the vice rector for academic affairs and the persons authorised by them.

31. The results of the feedback surveys of final-year students are taken into account by:
31.1. the programme director, the programme council and the head of the academic structural unit in internal evaluation of curricula, development of the curriculum and teaching and learning activities and, if necessary, when improving the organisation of work;
31.2. the Office of Academic Affairs when developing central support services;
31.3. the Lifelong Learning Centre when developing career and psychological counselling services.

32. The Office of Academic Affairs annually draws up a summary of the results of feedback of final-year students and publishes it on the university’s website.

VII. Feedback survey of alumni

33. The purpose of the feedback survey of alumni is to:
33.1. plan efficient development of the curriculum and studies;
33.2. receive information about the activities and coping of the alumni after graduating from the university;
33.3. plan in-service training on the basis of the needs of the alumni.

34. The feedback survey of alumni is carried out once every three years and the graduates of the last three years are surveyed.

35. The Office of Academic Affairs publishes a summary of the results of the survey on the university’s website.

36. The results of the feedback survey of alumni are taken into account by:
36.1. the programme director in internal evaluation and development of the curriculum.
36.2. the head of the academic structural unit in developing studies, budgeting and planning student places;
36.3. the structural unit when planning in-service training;
36.4. the Marketing and Communication Office when developing alumni, marketing and other activities;
36.5. the council and senate of the university when budgeting, planning student places, etc.

VIII. Implementing provisions

37. The first feedback survey on teaching and courses will be organised about the courses of the autumn semester of the academic year 2011/2012.

38. The feedback surveys of doctoral students and RPL applicants will be organised as of the academic year 2013/2014.
[effective as of 31.05.2013]
39. The first feedback survey of alumni will be carried out in 2011.

40. Rector’s Decree no. 25 of 29 September 2005 “Procedure for Evaluation of Teaching and Courses” (as amended by Rector’s Decree no. 4 of 11 February 2009 and Decree no. 2 of 4 February 2011) is repealed.