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METHODOLOGY FOR ORGANISATION AND IMPLEMENTATION OF STUDY SURVEYS, AND ANALYSIS OF RESULTS

PREPARED BY
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STRATEGY MONITORING AND PROCESSES OFFICE
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METHODOLOGY FOR ORGANISATION AND IMPLEMENTATION OF THE SURVEYS OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS, AND ANALYSIS OF RESULTS

OBJECTIVES OF THE SURVEY OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS

Collection of voluntary, anonymous feedback on the quality of study modules, to learn the students' opinion on the quality of individual study module of the study programme and teacher's work.

Implementation of relevant changes based on the received feedback to improve the quality of studies.

TIME FOR IMPLEMENTATION OF THE SURVEY OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS

Survey is carried out twice per year – at the end of autumn and spring semesters. Dates of the survey are provided in the University's yearly academic calendar before each academic year.

Faculties individually organise round tables in the middle of each semester.

GROUP OF THE QUESTIONED PERSONS

A group of the students who complete a module is selected automatically, if possible, using the data from the students' individual study plans, timetables of classes and teachers' pedagogical work plans collected in the Academic Information System.

RESPONSIBILITIES OF ORGANISATION AND IMPLEMENTATION OF THE SURVEY OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS

Survey is organised and carried out by the Study Quality Assurance and Development (hereinafter – SQAD) department in cooperation with the Strategy Monitoring and Processes Office (hereinafter – SMPO).

SQAD is responsible for preparation of the survey's content that is coordinated with the University's experts on survey methodology. The process consists of the following stages:

- Formulation of the objective and tasks;
- Preparation / updating of the questionnaire;
- Provision of the need for cross-section of the analysis results (provided in coordination with faculties);
- Preparation of the reports;
- Provision of the survey results (reports) to the interested parties (faculties, KTU SA, etc.);
- Preparation of the recommendations / action plans for improvement of quality;
- Improvement of the questionnaire.

SMPO is responsible for technical organisation and performance of survey. These processes include:

- Programming of the questionnaire and collection of data (in the platform "Qualtrics");
- Preparation of the summary of the survey data / results and its provision to SKPD.

While performing these processes, SQAD and SMPO consult methodologists, survey experts, as well as administrative and academic representatives and students of the faculties.

QUESTIONNAIRE OF THE SURVEY OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS

Questionnaire consists of several groups of questions:

- Object of the group of general questions is the module's content. Thesis works and internship modules are not provided for assessment in this survey.
- Object of the group of questions about a specific teacher relates to the teacher who provided classes or consulted students.

Questionnaire's statements are assessed in 5 point Likert scale:

- Strongly disagree (-2 points)
- Disagree (-1 point)
- Neither agree nor disagree (0 points)
- Agree (1 point)
- Strongly agree (2 points)
- Cannot answer (-)

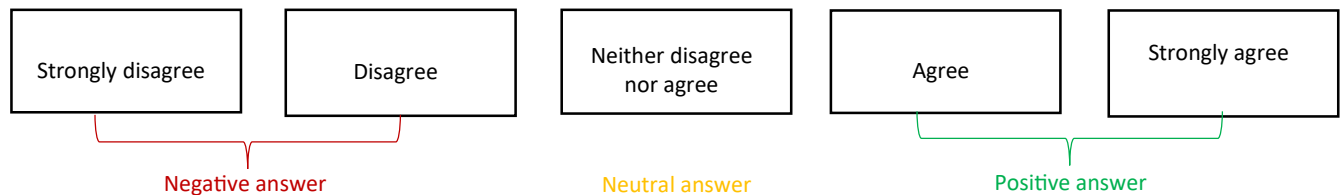


FIG. 1 SCALE USED IN THE SURVEYS

At the end of the questionnaire, a student is provided a possibility to answer open questions, i.e., to provide additional proposals.

The response "Cannot answer" is not included in the analysis of results.

All quantitative questions are mandatory.

Example of converting the [-2; 2] scale into ten point and five point scales, used in the surveys:

-2:2	1:10	1:5
-2	1	1
-1	3.25	2
0	5.5	3
1	7.75	4
2	10	5

TABLE 1. QUESTIONS OF THE PART OF THE ASSESSMENT OF THE QUALITY OF A STUDY MODULE

QUESTION	Mandatory/ Optional	Type of response	Scale
What part of the module's classes you attended? (Student indicates a percentage of the attended classes. Report provides a possibility to filter the data according to the students' attendance)	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	
Provide a brief explanation of your absence at the classes. (Mandatory if the student attended less than 50% of lectures)	Optional	<input type="text" value="Abc"/>	
I am satisfied with this study module.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Module's material and learning resources are interesting, helpful in achieving the goals set out in this module and acquisition of the intended competences.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Advanced teaching/learning methods are applied in the module (at least one of the following examples: problem-based learning, case method approach, project activities, creative tasks, team work, etc.).	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Evaluation criteria and procedure were clear from the beginning.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Moodle or other virtual learning environment is used for achievement of the learning objectives (for uploading of learning material, sources, tasks, etc.).	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
What did you like most in this module?	Optional	<input type="text" value="Abc"/>	
What improvements could you suggest for this module?	Optional	<input type="text" value="Abc"/>	
Other	Optional	<input type="text" value="Abc"/>	

TABLE 2 QUESTIONS OF THE PART OF ASSESSING THE QUALITY OF A TEACHER

QUESTION	Mandatory/ Optional	Type of response	Scale
What part of the classes of this teacher you attended? (Student indicates a percentage of the attended classes. Report provides a possibility to filter the data according to the students' attendance)	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	
I am satisfied with the teacher's work in this module.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
A teacher (-s) teaches / explains / talks suggestively and understandably.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Collegial (respectful) relationship is maintained between the teacher (-s) and the students.	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Students are provided with feedback on their work (discussion of the assessment results, individual works, etc.).	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
Academic dishonesty (cheating, plagiarism, etc.) is not tolerated by the teacher (-s).	Mandatory	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	-2;2
What did you like most in the teacher's work?	Optional	<input type="text" value="A b c"/>	
What improvements could you suggest for the teacher's work?	Optional	<input type="text" value="A b c"/>	

FILLING IN OF THE SURVEY OF QUALITY ASSESSMENT OF STUDY MODULES AND TEACHERS

Survey participants (students) receive unique links to the survey by the email provided by the University. Survey participants can access the survey by logging into the Academic Information System.

Individual link is generated for each study module, i.e., if a student has 5 study modules in one semester, he/she receives five different links to the survey of the corresponding module.

After answering the questions about the study module, student selects the teachers who taught him/her from the list of the module's teachers (i.e., selects the teachers who taught that module from the list and assesses only them).

Individual link is generated for each teacher, i.e., if student indicates that several teachers will be assessed, he/she is provided several different links for assessment of the corresponding teacher.

Survey is anonymous and voluntary.

Students can refuse to fill in the survey. Students receive an information notice notifying that they can select the time for filling in the survey, and informed about the deadline for publication of the results of students' assessments, if they refuse to participate in the survey.

Students do not need to fill in the survey at once, i.e. they can return to the questionnaire later, and continue from the question they have answered. The same unique link is used for repeated login. Questionnaire can be filled in using the University's computer network, as well as via mobile devices.

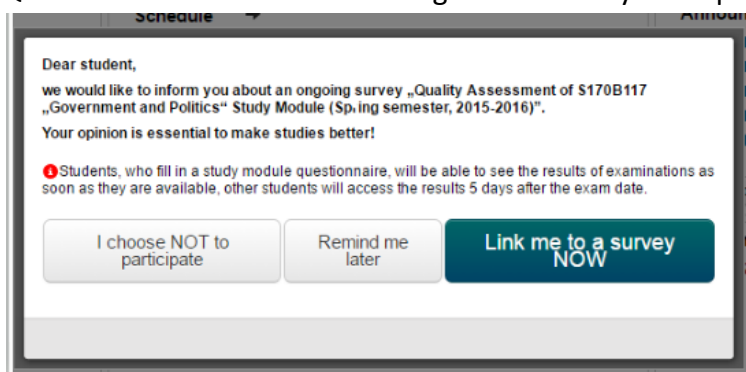


FIG. 2. EXAMPLE OF THE INFORMATION NOTICE

ANALYSIS OF THE SURVEY RESULTS AND PROVISION OF THE REPORTS

The results of this survey are relevant for the teacher teaching the study module, for constant improvement of his/her pedagogical system, didactic competence, taking into considerations the needs of students and their expectations with regards to the taught subject. Long-term results of this feedback are used for decision making in performance improvement by the committees of study programmes of the study fields, directors of study programmes of the study fields, attestation commission, administrations of the divisions and central University's administration.

Results of the feedback on modules and teachers are analysed separately. Reports are prepared for the module's highest level division and committee of study programmes of the study fields according to the student's cycle of studies, title of the student's study programme, student's year of studies, student's study module, and teacher. Average assessment of each question is calculated and number of assessments is provided.

Questions "I am satisfied with this study module" and "I am satisfied with the teacher's work in this module" are used as key questions for study module's and teacher's assessment; other questions are additional, they are used for more detailed analysis.

Report provides assessments after removal of the exceptions. Assessments that distinctly deviate from the entire range of assessments are filtered out during the initial data analysis. Distinct deviation is an assessment that deviates from the average by more than 2 standard deviations.

Filtering of exceptions is carried out in the following stages:

- Assessments of each question that are distinct deviation from the assessments of this specific teacher in the certain module are selected in the part of teacher.

- Assessments of each question that are distinct deviation from the assessments of all questions of this specific module are selected in the part of module.

As a result of the implemented survey faculties are responsible for application of relevant changes and University is responsible for general changes relevant to the University.

PROVISION OF THE STUDENTS' OPINION FOR ATTESTATIONS

Indicator of the students' opinion for the teachers' attestation is calculated from the questions of the part of a teacher in the survey of study modules. Attestation data is calculated after the initial analysis of data, i.e., after filtering of the assessments clearly deviating from the entire range of assessments (see above). From the spring semester of 2016, average indicator of the teacher is calculated from one general key question "I am satisfied with the teacher's work in this module".

Report of the students' opinion provides two values of the indicator: for the entire attestation period (5 years) and from the spring semester of 2014, when data of survey activity is collected.

- **Average of the entire period** – weighted average of all semesters (the weight of the semester's assessment is determined by the number of students). The number of students assessing the teacher in that semester increases the weight of the semester's assessment.
- **Average from the spring semester of 2014** – weighted average of the students' assessment is only calculated from the semesters complying with activity criterion, adding all students' assessments of that semester and dividing them by the number of assessments.

Report also provides an additional column "Activity of students", marking in red the percentage of activity of the semesters in which semester's activity of the teacher, who is attested / participating in the competition, is at least equal to the average of all teachers' assessments of the same semester (see Appendix 2).

PROVISION OF RESULTS IN THE PLATFORM APKLAUSOS.KTU.LT

Each teacher can access the survey results about his/her module via electronic survey system – apklausos.ktu.lt.

It is planned to inform the interested parties about the surveys of modules' assessment via the updated platform:

- *Teacher will be able to see a rolling window of a 5 year period reflecting his/her average. It helps a teacher to monitor changes and make conclusions.*
- *Teacher will be able to see the comments by the students and have a possibility to write comment on his/her module.*

DEVELOPMENT OF FEEDBACK


Feedback is an understandable and complex phenomenon. Student's opinion is only a part of the feedback; therefore a teacher can do the following:

- a) Individually survey students in his/her module;
- b) Constantly provide the information on the modules progress and updates in Moodle.

Faculty's administration can also organise regular round tables and discussion groups.

Before the beginning of the new semester, the teacher, who received assessment in the Moodle system, can provide information on the module's updates with regards to the comments provided by students. In such a way, feedback from teachers to students is developed (see Appendix 1).

Besides the surveys, round tables are organised at the faculties each semester. They include discussions between students and administration on the relevant issues of the module (-s) and teacher (-s).

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METHODOLOGY FOR ORGANISATION AND IMPLEMENTATION OF THE SURVEYS OF QUALITY ASSESSMENT IN STUDY PROGRAMMES, AND ANALYSIS OF RESULTS

OBJECTIVES OF THE SURVEY OF QUALITY ASSESSMENT IN STUDY PROGRAMME

Constantly improve the quality of the programme's content and implementation in accordance with the students' feedback on the quality of their study programme. Survey results are particularly relevant to the directors and committees of study programmes of the study fields.

TIME FOR IMPLEMENTING THE SURVEY OF QUALITY ASSESSMENT IN STUDY PROGRAMME

Survey is carried out twice per year; surveys are carried out at the end of the autumn semester in 1.5 year study programmes, and at the end of the spring semester in 2 year study programmes. Dates of the survey are provided in the University's yearly academic calendar before each academic year.

GROUP OF THE QUESTIONED PERSONS

Students of the study programme – all students of the final semester. This group is selected automatically, using the data from the AIS.

RESPONSIBILITIES OF ORGANISATION AND IMPLEMENTATION OF THE SURVEY OF QUALITY ASSESSMENT IN STUDY PROGRAMME

Survey is organised and carried out by the Study Quality Assurance and Development (hereinafter – SQAD) in cooperation with the Strategy Monitoring and Processes Office (hereinafter – SMPO).

SQAD is responsible for the part of the survey's content consisting of:

Formulation of the survey objective and tasks;

- Preparation / updating of the questionnaire;
- Provision of the need for cross-section of the analysis results (provided in coordination with faculties);
- Preparation of the reports;
- Provision of the survey results (reports) to the interested parties (faculties, KTU SA, etc.);
- Preparation of the recommendations / action plans for improvement of quality;
- Improvement of the questionnaire.

SQAD is responsible for technical organisation and performance of survey that include:

- Programming of the questionnaire and collection of data (in the platform "Qualtrics");
- Preparation of the summary of the survey data / results and its provision to SQAD.

While performing these processes, SQAD and SMPO consult methodologists, survey experts, as well as administrative and academic representatives and students of the faculties.

QUESTIONNAIRE OF THE SURVEY OF QUALITY ASSESSMENT IN STUDY PROGRAMME

Survey questions:

What is students' opinion on the composition of the study programme?

What is students' opinion on the assessment of results?

What is students' opinion on the conditions of studies?

What is students' opinion on the teachers and administration?

Questionnaire's statements are assessed in 5 point Likert scale:

- Strongly disagree (-2 points)
- Disagree (-1 point)
- Neither agree nor disagree (0 points)
- Agree (1 point)
- Strongly agree (2 points)
- Cannot answer (-)

Respondent is requested to give a general assessment of the study programme's quality in 5 point Likert scale:

- Very dissatisfied (-2 points)
- Dissatisfied (-1 point)
- Neither satisfied not dissatisfied (0 points)
- Satisfied (1 point)
- Very satisfied (2 points)

At the end of the questionnaire, student is provided a possibility to answer open questions, i.e., to give proposals, remarks on quality improvement in the study programme, to share personal experience and emotions.

The response "Cannot answer" is not included in the analysis of results.

All quantitative questions are mandatory.

FILLING IN OF THE SURVEY OF QUALITY ASSESSMENT IN STUDY PROGRAMME

Survey participants receive unique links to the survey by the email provided by the University. Individual link is generated for each study programme; student gets a link to the survey of his study programme in the invitation. Student studying under several study programmes receive several surveys.

Survey participants can access the survey by logging into the Academic Information System.

Survey is anonymous and voluntary. Students are informed about the survey in the guide for student's graduation.


While filling in the questionnaire, student chooses one of the available answers; the answer that is most appropriate for the student's opinion on the entire study programme, not specific teacher or studied subject.

Students do not need to fill in the survey at once, i.e. they can return to the questionnaire later, and continue from the question they have answered. The same unique link is used for repeated login. Questionnaire can be filled in using the University's computer network, as well as via mobile devices.

ANALYSIS OF THE SURVEY RESULTS AND PROVISION OF THE REPORTS

Survey results can be used for quality improvement in specific study programmes and for study programmes' self-analysis.

As a result of the implemented survey faculties are responsible for application of relevant changes and University is responsible for general changes relevant to the University.

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METHODOLOGY FOR ORGANISATION AND IMPLEMENTATION OF THE SURVEYS OF PREPARATION AND DEFENCE OF FINAL DEGREE PROJECTS, AND ANALYSIS OF RESULTS

OBJECTIVES OF THE SURVEY OF PREPARATION AND DEFENCE OF THE FINAL DEGREE PROJECT

Collection of voluntary, anonymous feedback on the procedures of preparation and defence of the final degree project, aiming to identify students' opinion on the quality of the procedures of preparation and defence of the final degree project, and improve the process. Results of this survey are particularly relevant to the directors and committees of study programmes of the study fields.

TIME FOR IMPLEMENTING THE SURVEY OF PREPARATION AND DEFENCE OF THE FINAL DEGREE PROJECT

Survey is carried out twice per year; surveys are carried out at the end of the autumn semester in 1.5 year study programmes, and at the end of the spring semester in 2 year study programmes. Dates of the survey are provided in the University's yearly academic calendar before each academic year.

RESPONSIBILITIES OF ORGANISATION AND IMPLEMENTATION OF THE SURVEY OF PREPARATION AND DEFENCE OF THE FINAL DEGREE PROJECT

Study Quality Assurance and Development (hereinafter – SQAD) is responsible for the part of the survey's content consisting of:

- Formulation of the survey objective and tasks;
- Preparation / updating of the questionnaire;
- Provision of the need for cross-section of the analysis results (provided in coordination with faculties);
- Preparation of the reports;
- Provision of the survey results (reports) to the interested parties (faculties, KTU SA, etc.);
- Preparation of the recommendations / action plans for improvement of quality;
- Improvement of the questionnaire.

Methodology for collection of data and analysis of the survey results is prepared by SQAD in cooperation with Strategy Monitoring and Processes Office (hereinafter – SMPO) and a team of the University's methodologist.

SMPO is responsible for technical organisation and performance of survey that include:

- Programming of the questionnaire and collection of data (in the platform "Qualtrics");
- Preparation of the summary of the survey data / results and its provision to SQAD.

While performing these processes, SQAD and SMPO consult methodologists, survey experts, as well as administrative and academic representatives and students of the faculties.

QUESTIONNAIRE OF THE SURVEY OF PREPARATION AND DEFENCE OF THE FINAL DEGREE PROJECT

Survey questionnaire consists of the questions related to the processes and procedures of preparation and defence of the final degree project. There are two sections of questions in the questionnaire's structure: students assess the aspects of preparation, supervision and defence procedures of the final defence project, and their motivation while preparing the final degree project.

Survey question:

What is students' opinion on the requirements for the final degree project?

What is students' opinion on the quality of supervision of their project?

What is students' opinion on the qualification commission of their final degree project and quality of its work?

Questionnaire's statements are assessed in 5 point Likert scale:

- Strongly disagree (-2 points)
- Disagree (-1 point)
- Neither agree nor disagree (0 points)
- Agree (1 point)
- Strongly agree (2 points)
- Cannot answer (-)

Respondent is requested to give a general assessment of the study programme's quality in 5 point Likert scale:

- Very dissatisfied (-2 points)
- Dissatisfied (-1 point)
- Neither satisfied not dissatisfied (0 points)
- Satisfied (1 point)
- Very satisfied (2 points)

At the end of the questionnaire, student is provided a possibility to answer open questions, i.e., to give proposals, remarks on quality improvement in the study programme, to share personal experience and emotions.

The response "Cannot answer" is not included in the analysis of results.

All quantitative questions are mandatory.

FILLING IN THE PREPARATION AND DEFENCE OF THE FINAL DEGREE PROJECT SURVEY

Survey participants receive unique links to the survey by the email. Link is generated for the Bachelor's and Master's final degree project and provided to the student in the invitation letter.

Survey participants can access the survey by logging into the Academic Information System.

Survey is anonymous and voluntary.

While filling in the questionnaire, student chooses one of the available answers; the answer that is most appropriate for the student's opinion.

Students do not need to fill in the survey at once, i.e. they can return to the questionnaire later, and continue from the question they have answered. The same unique link is used for repeated login. Questionnaire can be filled in using the University's computer network, as well as via mobile devices.

ANALYSIS OF THE SURVEY RESULTS AND PROVISION OF THE REPORTS

Survey results can be used both, for quality improvement in specific procedure of preparation and defence of the final degree project, and for study programmes' self-analysis.

As a result of the implemented survey faculties are responsible for application of relevant changes and University is responsible for general changes relevant to the University.

APPENDIX 1

HOW TO RECORD THE MODULE'S LATEST CHANGES IN MOODLE ENVIRONMENT?

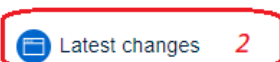
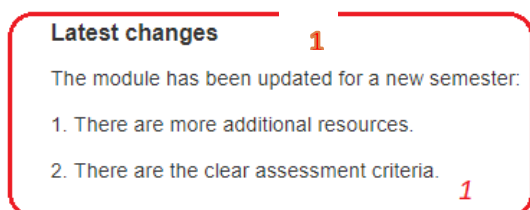
PURPOSE

To insure timely sharing of information on changes, updates and improvement of the module after annual student surveys, KTU Moodle environment provides a possibility for a teacher to constantly inform students about the module's progress and changes. It allows the students to see the changes made in their module.

Information on didactic and/or content changes made after the last provision of the module and after annual student surveys (including the round tables organised at the faculties) has to be clearly visible at the beginning of MOODLE course (e-module). Students and directors of study programmes of the study fields can see the updates and improvements provided by the teacher, what new activities (for example, tasks, application of new methods, updates of literature, tests, seminars, etc.) is initiated in MOODLE environment, what kind of new didactic solutions are applied in the module, etc.

IMPLEMENTATION

Teacher provides students with the information on the latest changes and module's improvements in MOODLE environment using the tools "Tag" ("Žyma") (information is displayed directly on the main page of e-module (2)) or "Page" ("Puslapis") (information is displayed on another page by selecting a link (1)).





EXAMPLE

For convenience of the participants of MOODLE e-module, information is provided at the top, in the general section. After login, module's participants see the information on the latest changes made in the module after its last provision.


INCLUSION OF A TAG IN MOODLE MODULE:

- 1) Open editing;
- 2) Select the link “Include activities or resources” >> Tag in the general topic

☒  Label

and click the button  ;
- 3) Write the tag’s text and save changes:

Label text



Latest changes


The module has been updated for a new semester:


1. There are more additional resources.
2. There are the clear assessment criteria.

- 4) If needed, move the tag to the beginning of the course (e-module).

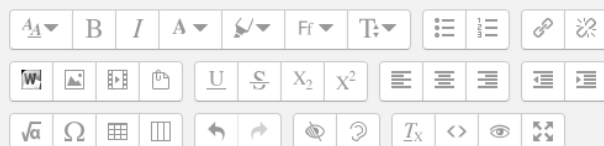
INCLUSION OF A PAGE IN MOODLE MODULE:

- 1) Open editing;
- 2) Select the link “Include activities or resources” (“Įtraukti veiklą arba išteklių”) >> Page (Puslapis) in the general topic

☒  Page

and click the button  ;
- 3) Write the title of the page, for example, “Latest changes” and save changes:

Page content *



Latest changes

The module has been updated for a new semester:

1. There are more additional resources.
2. There are the clear assessment criteria.

- 4) If needed, move the page’s link to the beginning of the course (e-module).

APPENDIX 2



KAUNO TECHNOLOGIJOS UNIVERSITETO STRATEGIJOS STEBĖSENOS IR PROCESŲ SKYRIUS

Report on the students' opinion

Prepared according to the results of the surveys for evaluation of the quality of modules of the study programmes

Lecturer, who is attested / participating in the competition:

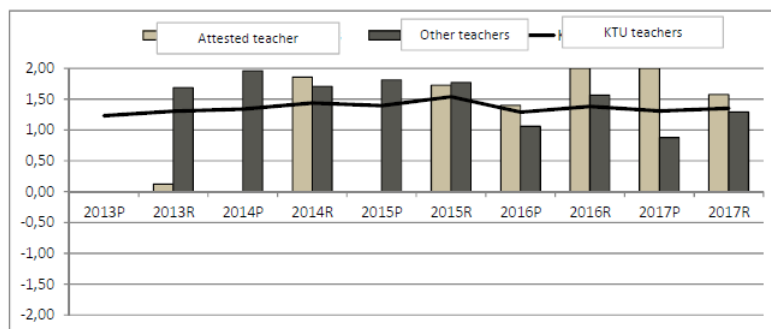
Overall assessment (study modules:)

Semester	Average assessment of the attested lecturer	Number of students assessing the attested lecturer	Activity of students	Average assessment of the lecturers who taught the same modules	Number of students assessing the lecturers who taught the same modules	Average assessment of the University's lecturers
2013P			No data			1,23
2013R	0,13	2,00		1,69	2,00	1,31
2014P				1,96	3,00	1,34
2014R	1,86	4,00	3,45%	1,71	9,00	1,44
2015P				1,81	10,00	1,40
2015R	1,73	5,00	21,74%	1,77	10,00	1,54
2016P	1,40	15,00	53,85%	1,06	34,00	1,29
2016R	2,00	14,00	45,16%	1,56	16,00	1,38
2017P	2,00	7,00	70,00%	0,88	8,00	1,31
2017R	1,58	34,00	39,08%	1,29	172,00	1,35

For the entire period: 1,64 Students' opinion on the lecturer very good

From 2014P**: 1,62 Students' opinion on the lecturer very good

** Assessment includes only the semesters in which activity of the assessment of the lecturer who is attested / participates in the competition is at least equal to the average activity of the assessment of all lecturers of the same semester



*Average assessment of the lecturer in the surveys for evaluation of the quality of modules	Students' opinion on the lecturer
from 1,56 to 2 (in 10 point scale: from 9 to 10)	very good
from 1,12 to 1,55 (in 10 point scale: from 8 to 8,99)	good
from 0,67 to 1,11 (in 10 point scale: from 7 to 7,99)	average
from 0,23 to 0,66 (in 10 point scale: from 6 to 6,99)	satisfactory
from -0,22 to 0,22 (in 10 point scale: from 5 to 5,99)	unsatisfactory