

**Procedure
for conducting surveys of participants in the educational process (students, academic staff),
graduates and employers to ensure the quality of higher education at International
European University**

1. General provisions

1.1. The Procedure for conducting surveys of participants in the educational process (students, academic staff), graduates and employers to ensure the quality of higher education at International European University (hereinafter referred to as the Procedure) is based on the requirements of the Laws of Ukraine On Education, On Higher Education, state standards of higher education, the Regulations on Accreditation of Educational Programs for Training Students approved by the Order of the Ministry of Education and Science of Ukraine dated July 11, 2019, No. 977, Recommendations for the Application of the Criteria for Assessing the Quality of an Educational Program dated November 17, 2020 with the Annex, Standards and Recommendations for Quality Assurance in the European Higher Education Area, internal regulations governing the educational process.

1.2. The Procedure defines the procedure, types, forms of assessment through a voluntary survey of students, academic staff, employers and graduates on the quality of educational services and educational activities at International European University.

1.3. The information obtained in the course of monitoring should meet the following requirements:

- objectivity (reflection of the real state of the situation)
- accuracy (minimum measurement errors);
- completeness (optimality of information sources);
- sufficiency (making reasonable decisions);
- promptness (timeliness of information);
- availability (reality of problems to be solved).

1.4. The survey is aimed at:

studying the opinion of students, academic staff, graduates, employers and other stakeholders on the quality of educational services at the University, optimal provision and efficiency of the organization of the educational process and educational activities;

using the obtained information for continuous improvement of educational programs, stimulating professional development and advanced training of academic, teaching and research staff; harmonizing the results of University's activities with the Standards of Higher Education in Ukraine; taking into account the interests and suggestions of participants in the educational process and other stakeholders when setting goals and program learning outcomes, etc.;

determining the level of satisfaction of students and their parents with educational, organizational, informational, advisory and social support of the educational process at the University.

2. Participants and subject of the survey

- 2.1. The survey of **students** provides information on:
- satisfaction with the provision of educational activities;
 - the work of the official website;
 - implementation of the educational program;
 - assessment system in the study of the discipline;
 - workload during the educational process;

participation in scientific conferences;
involvement in the revision of educational programs;
organization of distance learning, its technical, methodical and programmatic support;
student self-government activities;
teaching foreign languages at the University;
ensuring academic integrity, implementation of its principles and fundamental values;
safety and comfort of the educational environment.

2.2. The survey of **academic staff** is aimed at obtaining information on:

organization of University's activities;
factors contributing to the quality of educational activities/educational process;
organization of the educational process;
participation in the development/review of educational programs;
attitude to the formation of educational and methodical support of educational activities;
system of control and assessment of students' learning outcomes;
taking into account suggestions when developing educational programs and teaching disciplines at the Department;

the work with students to ensure academic integrity in the process of educational activities;
scientific work and international academic mobility of the academic staff;
organization of work in a blended/distance mode;
atmosphere of the educational environment.

2.3 The survey of **graduates** provides information on:

motivation for choosing IEU;
criteria for choosing a higher education institution;
self-assessment of the level of knowledge, skills and abilities acquired at IEU;
satisfaction with the professional training within the educational program they studied;
involvement in the revision of educational programs.

2.4. The survey of **employers** provides information on:

the number of employed workers who have obtained qualifications at IEU;
quality of training according to certain criteria;
satisfaction with the level of professional training of graduates;
interest in hiring IEU graduates;
compliance of the level of training with modern labor market requirements;
involvement in the development and revision of educational programs.

3. Survey procedure

3.1. The survey is carried out in the form of a questionnaire using Google forms and is provided by sending a hyperlink to messengers of monitoring participants (for the survey of students, the sending of hyperlinks to Google forms is based on the principle of one questionnaire for academic groups studying in a particular educational program).

3.2. Questionnaires for the survey are developed by the Department of Knowledge Monitoring and Compliance with the Principles of Academic Integrity of the Department of Education Quality Assurance and discussed with student self-government bodies; submitted for approval to the Vice-Rector for Scientific and Educational Work and approved by the Rector's Order.

3.3 Surveys by questioning participants in the educational process, are conducted once or twice a year.

3.4 The deadlines of surveys are regulated by the Order of the Vice-Rector for Scientific and Educational Work.

3.5. Surveys are conducted on a voluntary basis, participation is anonymous.

3.6. The language of the questionnaires is Ukrainian and English.

3.7. Survey questionnaires should include:

definition of the purpose of the survey;

instructional information;
questionnaires.

3.8. Questionnaires, which are the main tool for diagnosing a particular educational phenomenon, are subject to revision and can be changed.

3.9. Changes/additions to the approved questionnaires are submitted by their developer to the Director of the Department of Education Quality Assurance for approval and approved by the Vice-Rector for Scientific and Educational Work.

3.10. The processed results of the surveys are drawn up in reports and submitted to the University administration for consideration with further publication on the University website.

3.11. The analysis of the generalized results is the basis for making changes to the statutory documents of the University, the formation of recommendations; the basis for conducting popularization, consulting, methodical and other types of work, other measures to improve the organization of the educational process, improve the educational environment.

4. Final provisions

4.1 Suggestions of initiators of the monitoring to improve the survey system, expand the range of its forms, methods of collecting and processing information, types and content of questionnaires, etc. are approved.

4.2 Initiatives and suggestions on conducting a new survey are considered by the Department of Knowledge Monitoring and Compliance with the Principles of Academic Integrity, agreed upon by the Director of the Department and approved by the Vice-Rector for Scientific and Educational Work.

4.3. New types of approved questionnaires are published as Annexes to this Procedure.

Annexes to the Procedure:

Annex 1. Questionnaire: Assessment of educational activities at International European University

Annex 2. Questionnaire: Quality of the educational process at International European University

Annex 3. Questionnaire: Ensuring academic integrity at International European University

Annex 4. Questionnaire: Atmosphere in the educational environment at International European University

Annex 5. Questionnaire for the survey of the academic staff on the quality of the educational process at International European University

Annex 6. Questionnaire for the survey of graduates who received a Bachelor's/Master's degree at IEU

Annex 7. Questionnaire for employers on the quality of educational services provided by IEU