

FEEDBACK ORGANIZATION PROCEDURE FOR IMPROVING THE QUALITY OF STUDIES AT THE LITHUANIAN UNIVERSITY OF HEALTH SCIENCES

I. GENERAL PROVISIONS

1. Feedback Organization Procedure (hereinafter the Procedure) for Improving the Quality of Studies at the Lithuanian University of Health Sciences (hereinafter LSMU or the University) regulates procedures for organizing, carrying out, analyzing, evaluating and publicizing feedback of social stakeholders (students, faculty, graduates, academic and administrative staff, employers, student parents, non-governmental organizations and other stakeholders).
2. The purpose of feedback organization so as to improve the quality of studies is to collect relevant information for assessing the quality of studies in order to improve the study process, update and/or create new study programs, ensure the improvement of faculty qualifications.
3. Collecting feedback from social stakeholders, analyzing, evaluating and publicizing the results is a part of the University's internal study quality assurance system.
4. The Study Quality Monitoring and Assurance Commission (hereinafter SQMAC or the Commission) coordinates monitoring, assessment and improvement of the study quality at the University.
5. The procedure has been prepared in accordance with (EU) Regulation 2016/679 of 27 April 2016 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation), the Law on Electronic Communication of the Republic of Lithuania, as well as the European Higher Education Area, national and institutional documents regulating studies: European Higher Education Quality Assurance Regulations and Guidelines, Law on Research and Studies of the Republic of Lithuania, Description of the Procedure for External Assessment and Accreditation of Studies, LSMU Statute, LSMU Strategic Development Guidelines, LSMU Study Regulations, LSMU Study Quality Assurance Regulations and other legal acts regulating the quality of studies.

II. ORGANIZATION AND MANAGEMENT OF FEEDBACK

6. At the University, feedback information is collected from social stakeholders employing various means (questionnaires, discussions, interviews, roundtable discussions, wish and feedback boxes, forums, etc.).

7. Feedback shall be provided by individuals on a voluntary basis and by agreement anonymously or non-anonymously.
8. The following feedback surveys are regularly conducted at the University:
 - 8.1. *student surveys*, which aim to collect the opinion of students (first, second cycle, integrated studies, doctoral studies and residency) on the quality of studies, assessing different indicators determining the quality of studies;
 - 8.2. *surveys of graduates*, which aim to find out how graduates of the respective program manage to establish themselves in the labor market, whether they are satisfied with the completed studies, their work, career;
 - 8.3. *faculty surveys*, which aim to find out the opinion of faculty on student preparation for studies, organization of the study process, support provided to faculty and to identify educational and professional development needs;
 - 8.4. *staff surveys*, which aim to find out the satisfaction of academic and administrative staff with the working environment and conditions;
 - 8.5. *surveys of employers*, which aim to find out the compliance of graduate competencies acquired during studies with professional requirements and the need to update programs (and competencies developed by them) in accordance with the changing business and activity demands.
9. A detailed list of regular questionnaires, indicating the purpose of the survey, the target group of respondents, the time of the survey, executors, the recipients of the survey results and the deadlines for submitting a proposal, is provided in Appendix 1, which is approved and reviewed by the Commission in June of each year.
10. If necessary, study quality surveys, which are carried out by means of questionnaires, may be organized at any time by other persons, departments, yet their execution shall be coordinated with the Commission:
 - 10.1. one month prior to the organization of the planned survey, the person/department wishing to conduct the survey or update the available instrument (questionnaire) shall prepare the proposed instrument and submit it for review by the Study Center;
 - 10.2. within seven working days after receiving the instrument (questionnaire), the Study Center shall provide comments and recommendations for the improvement of the instrument. The final instrument will be developed through cooperation;
 - 10.3. two weeks before the organization of the survey, the Commission shall approve the instrument (questionnaire) received from the Study Center.
11. Surveys shall be conducted electronically or on paper:
 - 11.1. electronic survey tools (questionnaires) shall be created, and surveys shall be conducted in the University LSMUSIS and/or Office 365 Forms program or in other environments agreed upon with the Commission;
 - 11.2. questionnaires may be conducted on paper, justifying the need for such a survey and after an assessment of the resources required and the time and financial cost;
 - 11.3. non-depersonalized (according to the collected data, it is possible to directly or indirectly identify a person) survey questionnaires or survey questionnaires with nicknames given to individuals are stored for two years after the end of the survey in

- the survey coordination department, unless a different term for storing survey results were set;
- 11.4. depersonalized survey data and other depersonalized analysis results are stored in electronic systems or archives for seven years or as long as necessary to achieve the survey objectives.
 12. The main data protection requirements are set for the organization of the survey process:
 - 12.1. if the questionnaire is sent by e-mail, the written consent of the person to whom the questionnaire is sent shall be obtained before sending the survey link, except in cases when LSMU staff is interviewed, and the survey link is sent to LSMU work e-mail boxes;
 - 12.2. if there is a need to send the survey link by e-mail to the legal entity, this can be done only with the prior consent of the head of the legal entity or his/her authorized person;
 - 12.3. if the questionnaire is published on the LSMU website, LSMUSIS or another website, or it is proposed to fill in a paper survey, and the survey link is not sent by e-mail or traditional mail, then it is not necessary to collect separate consents;
 - 12.4. the e-mail with the survey link shall specify (Appendix 2):
 - 12.4.1. LSMU contact details of the person/department conducting the survey;
 - 12.4.2. contact details of the LSMU Data Protection Officer;
 - 12.4.3. information that the survey link was sent to the person, and that the person has given his/her consent to participate in surveys;
 - 12.4.4. information that the person may withdraw his or her consent at any time and how the consent may be withdrawn;
 - 12.4.5. information on whether the survey is anonymous or not. If non-anonymous, information on what specific personal data will be collected, how long non-personal data will be stored or transferred to third parties (if so, specific third parties or categories thereof shall be specified), as well as information on the exercise of rights of data subjects.
 13. Data from surveys are collected for a maximum of four weeks, except for the survey on modules/subjects and teaching quality and the survey on the identification of the reasons for termination of studies.
 14. The Information Technology Center is responsible for the implementation of technical solutions for electronic surveys, constant supervision and provision of support and consultations by organizing surveys.
 15. The Study Center is responsible for providing methodological assistance in creating questionnaires, and the LSMU Data Protection Officer (duomenu.sauga@lsmu.lt) is responsible for consultations on data protection issues.
 16. Surveys shall be conducted in accordance with the principles of confidentiality, transparency and publicity of results.

III. ANALYSIS OF FEEDBACK DATA, PUBLICATION AND CHANGES

17. Feedback data are analyzed, summarized, the results are stored and made public by the University departments that organize the collection of specific feedback from social stakeholders.
18. When preparing the conclusions of the feedback data analysis and providing suggestions for improving the quality of studies, reliability and validity of the obtained results are assessed.
19. Within four months after the implementation of the questionnaire survey (Appendix 1), reports summarizing the results of questionnaire surveys (except for the survey of modules/subjects and teaching quality, survey on identification of reasons for termination of studies) with identified changes and possible suggestions shall be submitted.
20. If the ongoing survey is not included in Appendix 1, but its implementation has been agreed upon with the Commission; the deadline for submission of the report shall be set by the Commission.
21. The summarized results of the surveys shall be provided to students, faculty, graduates or other social stakeholders participating in the survey within six months from the completion of the survey, ensuring the confidentiality of personal data.
22. The summarized results of the surveys are published on the University website, intranet, LSMU information systems, via e-mail and other publicity channels.
23. Based on the results of the feedback data analysis, the following study quality improvement activities have been planned and are being implemented:
 - 23.1. the Commission analyzes the summarized results of the surveys and submits possible solutions/proposals to the responsible departments and/or the Rectorate for execution;
 - 23.2. study program committees perform a detailed analysis of the feedback data and use the results to analyze the program quality criteria, initiate changes, organize discussions with the community and prepare the Committee annual activity plan;
 - 23.3. heads of departments conducting the studies use the feedback information during the annual interviews with the faculty;
 - 23.4. faculty use the results of the module/subject and teaching quality survey and other feedback information to improve the quality of teaching.

VI. FINAL PROVISIONS

24. The procedure and its amendments shall be discussed by the Commission and approved by the Senate.
25. All other issues not provided for in the Procedure, related to the organization and implementation of feedback, shall be decided by the Commission.

Approved and reviewed by the Commission in June each year.

LIST OF FEEDBACK SURVEYS, EXECUTORS AND DEADLINES

| Title and purpose of the survey | Target group of respondents | Time of the survey | Surveyor responsible for organizing the survey, analyzing data and disseminating the results to the target group | Recipient(s) of the survey results and time of receipt | Deadline for submission of proposals by the recipients |
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| STUDENT SURVEYS | | | | | |
| <p>Survey of study program choice motives. The aim is to find out why students chose studies, study program, LSMU.</p> | <p>First year students of the first, second cycle and integrated studies.</p> | <p>Every year, in October.</p> | <p>Career Center</p> | <p>The Career Center in two weeks after ending the survey shall transmit the detailed data about each program to the following recipients: <i>the Study Center, the Marketing and Communication Service, the deans.</i></p> | <p>After receiving the results within two months, the recipients shall present to the Career Center suggestions for possible/necessary changes to address the issues identified.</p> |

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| <p>Additional practice evaluation survey.</p> <p>The aim is to evaluate the organization of additional practice, the base of practice, shortcomings.</p> | <p>Students who have completed additional internships.</p> | <p>December.</p> | <p>Career Center</p> | <p>Within two weeks after ending the survey, the Career Center shall transmit the details of each program to the <i>SPC</i>.</p> | <p>Within two months after receiving the results, the <i>SPC</i> shall submit proposals to the Career Center regarding possible/necessary changes to solve the observed problems.</p> |
| <p>Survey of modules/subjects and teaching quality (LSMUSIS “Quality Thermometer”)</p> <p>The aim is to evaluate the completed module/subject, the quality of teaching and one’s own contribution to learning.</p> | <p>Students of the first, second cycle and integrated studies.</p> | <p>Ongoing</p> | <p>Study Program Committees</p> | <p>At the end of each semester, the Study Program Committee shall submit the results of the evaluation of the modules/subjects of its supervised program to the following recipients: <i>departments conducting the studies.</i></p> | <p>Within two weeks after receiving the results, the recipients shall provide information to the SPC on how the observed problems were/were planned to be taken into account, what actions were taken.</p> <p>At the beginning of the new semester, the SPC shall submit to the Study Center information about the changes according to the form specified in Appendix 3.</p> <p>The Study Center within two weeks after receiving the SPC</p> |

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| | | | | | reports, shall submit a summary report to the <i>Study Quality Monitoring and Assurance Commission, deans.</i> |
| <p>Study program quality survey.</p> <p>The aim is to evaluate the strengths and areas for improvement of the study program.</p> | Students of the first, second cycle and integrated studies. | At the end of the final year program, in May. | Study Program Committees | Within two weeks after ending the survey, the SPC shall submit the results of the surveys to the <i>deans.</i> | <p>Within two months after receiving the results, the recipients shall submit to the SPC suggestions for possible/necessary changes to solve the observed problems.</p> <p>Vice-deans of the faculty shall present to the <i>Study Quality Monitoring and Assurance Commission</i> the results of the student opinion and suggestions for the improvement of the programs.</p> |
| <p>Study practice quality survey.</p> <p>The aim is to evaluate the organization, implementation and areas for improvement of the practice.</p> | Students of the first, second cycle and integrated studies. | At the end of the internship | Study Program Committees | Within two weeks after ending the survey, the SPC shall submit the results of the surveys to the <i>deans.</i> | <p>Within two months after receiving the results, the recipients shall submit to the SPC suggestions for possible/necessary changes to solve the observed problems.</p> <p>Vice-deans of the faculty shall present</p> |

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| | | | | | the results of student opinions and suggestions for the improvement of internships to the Study Quality Monitoring and Assurance Commission. |
| <p>Thesis preparation and defense survey.</p> <p>The aim is to evaluate the organization, supervision and defense procedure of the thesis preparation.</p> | Final year students | After defense of the final thesis | Study Program Committees | Within two weeks after ending the survey, the SPC shall submit the results of the surveys to the <i>deans</i> . | <p>Within two months after receiving the results, the recipients shall submit suggestions for possible/necessary changes to solve the observed problems.</p> <p>Vice-deans of the faculty shall present the results of the student opinion and suggestions for the improvement of the process of preparation and defense of the final theses to the Study Quality Monitoring and Assurance Commission.</p> |
| <p>Survey on identification of reasons for termination of studies.</p> <p>The aim is to</p> | Students who have voluntarily terminated their studies | On a regular basis, during settlement with the | Deans | At the end of each academic year, the deans shall present the results of the survey to the following | Within two months after receiving the results, the recipients shall submit to the Deans Offices suggestions for |

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| analyze the reasons for the voluntary termination of studies. | | University. | | recipients: SPC, Study Center. | possible/necessary changes to solve the observed problems. Before the new academic year, the Study Center shall present a summary of the survey results of all faculties to the Study Quality Monitoring and Assurance Commission. |
| Survey of the quality of doctoral studies. The aim is to evaluate the quality of doctoral studies. | Doctorate students | Every year in September | Research Center | Within two weeks after ending the survey, the Research Center shall present the results of the surveys to the following recipients: doctoral research field committees. | Within two months after receiving the results, the recipients shall submit to the Research Center suggestions for possible/necessary changes to solve the observed problems. |
| Survey of adaptation and study satisfaction of international students. The aim is to assess the satisfaction and adaptation of international | Second year international students | Every year in December | International Relations and Study Center | Within two weeks after ending the survey, the International Relations and Study Center shall submit the results of the surveys to the Rectorate. | Within two months after receiving the results, the recipients shall submit to the International Relations and Study Center suggestions for possible/necessary changes to solve the observed problems. |

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| students. | | | | | |
| <p>Residency study quality survey.</p> <p>The aim is to evaluate the quality of residency studies.</p> | Residents | Every year, January – March. | Center for Postgraduate Studies | Within two weeks after ending the survey, the Center for Postgraduate Studies shall present the results of the surveys to the following recipients: <i>residency study coordinators, heads of profile clinics.</i> | Within two months after receiving the results, the recipients shall submit to the SPC suggestions for possible/necessary changes to solve the observed problems. |
| <p>Clinical Medicine Practice Quality Survey.</p> <p>The aim is to evaluate the cycle and base of the Clinical Medicine Practice (internship).</p> | Sixth year students of the study programs Medicine and Medicine (studies in a foreign language) | Twice per year in January and June | Center for Postgraduate Studies | Within two months after ending the survey, the Center for Postgraduate Studies shall present the results of the surveys to the following recipients: <i>the Dean's Office of the Faculty of Medicine, SPC, hospitals – internship bases.</i> | Within 1.5 months after receiving the results, the recipients shall submit to the SPC suggestions for possible/necessary changes to solve the observed problems. |
| <p>Student survey on the quality of studies.</p> <p>The aim is to understand what is important for LSMU students</p> | All student | Once a year, in January. | Marketing and Communication Service | Within four months after ending the survey, the Marketing and Communication Service presents the results of the | Within six weeks after receiving the results, the recipients shall submit to the Marketing and Communication Service |

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| and how the University can improve the quality of studies and the student environment. | | | | surveys to <i>Study Quality Monitoring and Assurance Commission</i> . | suggestions for possible/necessary changes to address the problems identified. |
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SURVEYS OF GRADUATES

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| Graduate surveys. After 6, 12 months, the aim is to find out how graduates succeed in finding employment and adapting to the labor market after graduating from higher education institution. After 3 years, the aim is to find out how graduates succeed in securing their position at the labor market. After 5 years, the goal is to find out how graduates are succeeding in pursuing a career. | Graduates | 6 months, 12 months, 3 years, 5 years after graduation. | Career Center | Within four weeks after ending the survey, the detailed data of each program are transferred to the <i>SPC</i> , the summarized data to the <i>deans</i> . | Within two months after receiving the results, the <i>SPC</i> shall submit to the Deans, the Career Center proposals for possible/necessary changes to solve the observed problems. |
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FACULTY SURVEYS

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| <p>Study process evaluation and competence development survey.</p> <p>The aim is to improve the quality of teaching by ensuring the support provided and opportunities for competence development for faculty.</p> | Faculty | Every year in May | Innovative Education Department of the Study Center | Within two weeks after ending the survey, the Innovative Education Department of the Study Center shall present the results of the surveys to the <i>deans and heads of departments conducting studies.</i> | Within two months after receiving the results, the recipients shall provide to the Study Center suggestions for possible/necessary changes to solve the observed problems. |
| STAFF SURVEYS | | | | | |
| <p>Survey of employee satisfaction with work environment and conditions</p> <p>The aim is to assess employee satisfaction with working conditions and the environment</p> | Staff | Every year in January | Human Resources Service | Within four months after closing the survey, the Human Resources Service presents the results of the surveys to <i>Study Quality Monitoring and Assurance Commission</i> | Within six weeks after receiving the results, the recipients submit to the Human Resources Service suggestions for possible/necessary changes to solve the observed problems. |
| SURVEYS OF SOCIAL PARTNERS (EMPLOYERS) | | | | | |

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| <p>Surveys of social partners (employers).</p> <p>The aim is to determine the need for the improvement of the University study programs, employment opportunities for graduates and satisfaction of employers</p> | Employers | At least every three years. | Career Center | Within four weeks after closing the survey, the detailed data of each program are transferred to the <i>SPC</i> , the summarized data to the <i>deans</i> | Within two months after receiving the results, the <i>SPC</i> submits to the Dean and the Career Center proposals for possible/necessary changes to solve the observed problems. |
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A sample email inviting to complete a survey.

Dear students,

We invite you to participate _____

The purpose of the survey is _____

The questionnaire is *anonymous* and will take about _____ to complete.

We will wait for answers until _____

You will be informed about the summarized results of the survey, planned/implemented changes _____

The survey is carried out by (Department/organizational entity, contacts)

Many thanks!

You have received the invitation to participate in the survey, because you have agreed to receive messages sent by the Lithuanian University of Health Sciences for the purpose of direct marketing. If you wish to withdraw the given consent, you can do so by logging in to LSMUSIS (<https://lsmusis.lsmuni.lt/Vartotojas/Edit>) or by e-mail sutikimoatsaukimas@lsmu.lt. If you have any questions about data protection, you can contact the Data Protection Officer by e-mail duomenu.sauga@lsmu.lt.

Appendix 3

2021 SPC Chairperson's Spring Semester Report on Implemented/Planned Changes in Improving the Quality of the Study Program

PROGRAM

| Top rated modules/ subjects (max. 5 subjects) | Number of responses | Score | Lowest rated modules/ subjects (max. 5 subjects) | Number of responses | Score | At least 1 decision made to improve the module/subject (<i>quality of teaching, organization, assurance of resources, etc.</i>) |
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The report shall be submitted to the Study Center

The report was prepared by