

*APPROVED
with 31.10.2019 Decision of the Senate meeting,
protocol No. 01-7/3
with amendments approved at the Senate meeting on
19.01.2021, protocol no. 01-7/5
with amendments approved at the Senate meeting on
21.12.2021, protocol no. 01-7/4*

REGULATIONS FOR ORGANIZING SURVEYS OF STUDENTS, GRADUATES AND EMPLOYERS

1. General questions

- 1.1. The Regulations determine the procedure for the organization, conduct and processing of results of regular surveys of students, graduates and employers at the Transport and Telecommunication Institute (hereinafter - TSI or University).
- 1.2. The purpose of the surveys is to find out the satisfaction of students, graduates and employers with the educational services provided by the University, for the further use of the information obtained as a result of the surveys for the improvement of study programs, the study process and the achievable study results.
- 1.3. Surveys of students are conducted in the form of questionnaires. In doctoral study programs, surveys can be organized in the form of focus group discussions to obtain independent feedback. Surveys of graduates and employers include questionnaires, direct interviews, organization of round tables, etc. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 1.4. Students' participation in the survey is determined in the Study Agreement at TSI.
- 1.5. The content of the questionnaires is determined by the order of the rector of TSI, following the recommendations of state institutions in the field of higher education.

2. Organization of Surveys

(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)

- 2.1. The rector is responsible for planning, organizing and analyzing survey results of students, graduates and employers. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 2.2. The survey of students, graduates and employers is organized by the Academic Quality Assessment Board. The Student Experience and Retention Department, the Distance Learning Department, the Department of PhD Studies, the Department of Student Attraction and Business Development, and the IT Department participate in the implementation of surveys. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 2.3. Student surveys are organized at least once a year. The specific times of conducting surveys, analyzing results and developing plans for corrective measures are determined in the TSI annual work plan. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 2.4. Student questionnaires are organized in compliance with the conditions of anonymity, using questionnaires on an electronic data carrier and the University's student database.
- 2.5. Surveys of graduates and employers are organized at least once every two years.
- 2.6. Surveys are organized according to the rector's orders. By order of the rector, the terms of student, graduate and employer surveys and the persons responsible for survey preparation, organization, processing and analysis of their results (hereinafter referred to as the Executor) are determined.
- 2.7. Student, graduate and employer surveys and questionnaires, incl. reproduction and delivery of questionnaires to respondents (sending by post, electronic mail or using internal information networks), as well as collection of completed questionnaires, is provided by the Executor. The

Executor's functions include ensuring the availability of the questionnaire text to the respondents, collecting and registering the completed questionnaires.

- 2.8. Processing of survey materials and completed questionnaires is provided by the Executor. The completed questionnaires, subject to the conditions of limited availability of information, are stored with the Executor for the time of processing the questionnaires. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 2.9. The Executor prepares the Report on the survey and questionnaire and the analysis of its results, attaching the completed questionnaires, and submits it to the rector. The Reports on the survey of students, graduates and employers are stored in the Academic Quality Assessment Board. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*

3. Analysis and use of survey results

(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)

- 3.1. The results of the surveys are discussed at the management meetings of the University and its faculties and at the Academic Assembly. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 3.2. To ensure the analysis, survey and questionnaire materials can be issued to TSI structural units and officials, based on the rector's instructions, in a form and volume that corresponds to the goals and tasks of the analysis. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)redakcijā)*
- 3.3. The results of the surveys, as well as the recommendations of the faculties, structural units and collaborators regarding the remarks and proposals expressed in the student questionnaires, are summarized in the Academic Quality Assessment Board as Corrective Action Plan. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 3.4. The project of Corrective Action Plan is coordinated with the Finance Department and the Rector. The plan is approved by the order of the Chairman of the Board. The Chairman of the Board determines the procedure for execution and control of Corrective Action Plan and the responsible executor. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 3.5. The Student Self-Government and, as far as possible, all TSI students are informed about the decisions regarding the student comments and proposals expressed in the questionnaires. *(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)*
- 3.6. Survey results and materials are used in several operating procedures, according to TSI-approved rules, mentioned in the following table:

Procedures	Regulations	Responsible officials
1. Study programme development	Study directions and Study Programmes Management Regulations	Director of the Study Programme
2. Initial and ongoing self-assessment of the study programme	Study directions and Study Programmes Management Regulations	Director of the Study Programme
3. Attestation of academic staff	Academic staff attestation procedure	Dean of the Faculty
4. Analysis of study courses	Study Courses Management Regulations	Dean of the Faculty
5. Analysis of session and final exam results	Regulations of the Faculty	Dean of the Faculty
6. Development of study programmes and planning of	Study directions and Study Programmes Management	Director of the Study Programme;

Procedures	Regulations	Responsible officials
University resources	Regulations	Head of Study Direction
7. Considering of student complaints and proposals	Regulation on the Procedure for Receiving and Considering Complaints and Proposals of Students	Rector
8. Work planning of structural units. Supplement to the plans with measures from the Corrective Action Plan. <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>	Planning procedure <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>	Heads of structural units <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>
9. Correction of the Institute's annual work plan in accordance with the content of the Corrective Action Plan. (if necessary). <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>	Planning procedure <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>	Heads of Structural Units <i>(as amended by Decision No. 01-7/4 of the TSI Senate on 21.12.2021)</i>