



Guarantor: Rector's Office

Košice 12th May .2021  
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**Rector's Decision no. 13 /2021,  
issuing the Principles for obtaining feedback for the purposes of  
evaluating the quality of educational activities, creative activities  
and support activities at Pavol Jozef Šafárik University**

The principles for obtaining feedback for the purposes of evaluating the quality of educational activities, creative activities and support activities at Pavol Jozef Šafárik University in Košice (hereinafter "ZSV Principles") are issued in accordance with § 15 par. 1 letter b) of Act no. 131/2002 Coll. on Higher Education Institutions and on Amendments to Certain Acts as Amended (hereinafter referred to as the "Higher Education Institutions Act" or "ZVŠ") and are an internal regulation of Pavol Jozef Šafárik University in Košice (hereinafter "the University" or "UPJŠ") issued pursuant to regulations governing the internal system of quality assurance and verification of education, quality of research, development, artistic or other creative activity (hereinafter "creative activity") and support activities at Pavol Jozef Šafárik University in Košice (hereinafter "internal quality system" or "IQS").

**Art. 1  
Introductory provisions**

These principles set out the rules for obtaining feedback on the quality of educational activities, creative activities and support activities from students, staff and university graduates, applicants, employers and other stakeholders who interact with students and university graduates.

**Art. 2  
Feedback objectives**

1. The objectives of obtaining feedback are in particular:
  - a) continuous improvement of the quality of preparation, organization, content, course and continuity of studies in individual study programs,
  - b) improving the quality of support activities for university management, educational activities and creative activities,
  - c) improving the conditions for the employment of graduates,
  - d) improving the academic environment and improving the image of the university in public,
  - e) obtaining documents for quality verification within the IQS and the creation of strategic and operational materials.

**Art. 3  
Types of surveys**

1. In order to achieve the objectives set out in Article 2 of this Decision, the University shall in particular carry out the following periodic surveys:
  - a) evaluation of the quality of teaching at the 1st, 2nd level and combined 1st and 2nd level of higher education according to § 70 paragraph 1 letter h) ZVŠ,
  - b) evaluation of the quality of education at the 3rd level of higher education,
  - c) evaluation of the quality of education and possibilities of application in practice by graduates,
  - (d) employee satisfaction assessment.
2. In addition to the surveys referred to in paragraph 1, the University and its parts may organize other surveys aimed at obtaining feedback.

#### **Art. 4**

#### **Evaluation of teaching at the 1st, 2nd level and combined 1st and 2nd level of higher education**

1. Assessment of teaching at the 1st level, 2nd level and combined 1st and 2nd level of higher education is carried out after each semester.
2. The evaluation is carried out with a guarantee of the anonymity of the respondents.
3. In carrying out the assessment, measures shall be taken to enable each of the respondents to assess only those subjects which s/he has demonstrably enrolled and those who have provided the relevant instruction.
4. The subject of evaluation of the completed course is usually:
  - a) quality and comprehensibility of goals and requirements for successful completion of the course,
  - b) quality of organizational support,
  - c) motivation to work independently and improve,
  - d) development of team cooperation,
  - e) creating a space for discussion and critical evaluation of knowledge,
  - f) interconnection of topics within the subject and study program,
  - g) linking the content of the subject to practice,
  - h) correspondence of credit evaluation and difficulty in completing the course,
  - i) quality of material equipment for the implementation of the subject,
  - j) the availability of study materials for the relevant form of education.
5. The subject of teacher evaluation is usually:
  - a) the ability to engage and motivate students,
  - b) organizational skills and adherence to a set schedule and conditions,
  - c) adequate student guidance and mutual respect,
  - d) guiding students to adhere to academic and professional ethics
  - e) creating a space for discussion,
  - f) quality of defining the content of the subject,
  - g) clarity and comprehensibility of the interpretation,
  - h) communication skills,
  - (i) the objectivity of the evaluation.
6. The content preparation of questionnaire surveys is guaranteed by the Internal Quality Verification Board at UPJŠ. In the preparation of the survey, it cooperates mainly with persons responsible for the implementation of study programmes, professional didactics, experts in the field of pedagogy and psychology, and student representatives.
7. The organization of questionnaire surveys and their evaluation is coordinated by the UPJŠ Internal Quality Verification Board and the administrative and technical support of the Office for the Management of the Internal Quality System. If necessary, the necessary cooperation is provided by academic officials and other staff and students of the university.
8. The interpretation of the results of the evaluation and the implementation of measures aimed at improving the quality of education are mainly involved in the study programme councils, authorized student representatives and the relevant vice-deans of the faculties and vice-rectors of the university.

9. The representativeness of the sample shall be taken into account in the selection of appropriate methods for the qualitative and quantitative processing of the results of the questionnaire survey. The number and relative number of respondents is also stated in the presentation of results.

10. The statements of the study programme councils shall be published together with the results of the survey. Student representatives may attach their own comments to the results of the survey. Teachers are guaranteed the right to publish their own opinion.

#### **Art. 5**

#### **Evaluation of teaching at the 3rd level of higher education**

1. The evaluation of teaching at the 3rd level is carried out once a year within the preparation of the Annual Report on Doctoral Studies.

2. The conclusions from the individual annual reports shall be prepared by the person responsible for the study programme and submitted to the doctoral study programme department for discussion.

#### **Art. 6**

#### **Evaluation of Lifelong Learning**

1. Questionnaire surveys in the evaluation of lifelong learning are aimed in particular at obtaining the views of course graduates on:

- a) organizational security,
- b) content and method of course implementation.

2. In the case of certified education within the framework of national or international schemes, the rules valid for the given scheme take precedence over the internal rules of UPJŠ.

3. The implementation of the questionnaire survey usually takes place after the end of the course.

4. In the case of education coordinated by the Center for Lifelong Learning and Support of UPJŠ Projects (hereinafter referred to as "CCVaPP"), the implementation of the questionnaire is ensured by CCVaPP. In the case of education at a faculty or other part of a university, the questionnaire survey is carried out by the relevant part of the university or CCVaPP in agreement with it.

5. The results of the questionnaire survey are discussed with the guarantor of the course and possibly with the workplace that ensures the implementation of the course. If appropriate, the course participants are informed in an appropriate manner about the conclusions of the discussion.

#### **Art. 7**

#### **Evaluation of the quality of support activities**

1. The quality assessment of support activities shall be carried out:

- (a) in the framework of questionnaires on the quality of education (Articles 4 and 5 of this Decision) in relation to training support activities,
- b) in the framework of employee satisfaction assessment,
- c) in the framework of a specialized evaluation focused on a specific area of operation of the university.

2. Employee satisfaction assessments shall be carried out at least once a year.

#### **Art. 8**

#### **Evaluation of studies and application in practice by graduates**

1. Graduate assessment of the quality of studies shall be carried out as qualitative or quantitative research at least every four years.

2. Graduates are contacted on the basis of contact data registered in the UPJŠ Academic Information System and its separate subsystem Club alumni - Alumni Space.
3. The survey shall be conducted in an anonymous form.
4. Proportional representation of individual parts of the university, fields of study, study programmes and degrees is taken into account when addressing graduates.

## **Art. 9 Method of conducting surveys**

1. The following shall be used to carry out questionnaire surveys:
  - a) Academic information system of UPJŠ,
  - b) specialized tools integrated within social networks,
  - c) forms within office packages,
  - d) paper questionnaire forms,
  - e) other specialized software tools aimed at obtaining feedback.
2. Questionnaire surveys shall be conducted in accordance with the academic year resp. in accordance with the university's internal regulations or the decisions of the senior staff.
3. If required by the nature of the questionnaire survey, the survey shall be conducted with the anonymity of the respondents guaranteed.
4. When conducting a survey, it is not possible to collect information that is in conflict with the principles of the GDPR (EU Regulation 2016/679) and related regulations.
5. Questionnaire surveys are organized by the relevant departments of the university or its parts. The questionnaire survey can also be organized by a selected group of students, which is authorized by the Rector of UPJŠ or the Dean of the relevant faculty.
6. The results of the questionnaire surveys are, after processing, published together with the evaluation of the conclusions and any measures resulting from them in a suitable form via the UPJŠ Intranet or the public part of the university's website.
7. None of the respondents may be penalized in any way for their feedback, unless the survey is conducted in a non-anonymous manner and the views expressed are in conflict with academic ethics, good morals or applicable law.

## **Art. 10 Use of evaluation results**

1. The results of the questionnaire surveys shall serve in particular to:
  - a) preparation of annual evaluation reports,
  - b) preparation of evaluation reports of study programs,
  - c) preparation of comprehensive evaluation reports,
  - d) periodic evaluation of education within the study programme by the Council of the study programme,
  - e) periodic evaluation of education within the field of study of the Departmental Board of the field of study,
  - f) updating tactical and strategic materials for the management of all areas of university life,
  - g) evaluation of quality, efficiency, addressability of selected university activities,
  - h) finding out the attitudes of selected groups of respondents to selected areas of university life.
2. The results of the questionnaire surveys shall be discussed in their boards by the relevant senior staff at the level at which the survey was conducted.
3. In the case of surveys on the quality of education at the 1st, 2nd, combined 1st and 2nd level (Article 4 of this Decision) and 3rd level of higher education (Article 5 of this Decision), their results and measures shall be reflected in the relevant evaluation reports at university and faculty level.

**Art. 10**  
**Final provisions**

1. In obtaining feedback and organizing surveys at individual organizational units of the University or in other areas and for purposes other than those set forth in this Policy, the individual provisions of the ZSV Principles shall apply *mutatis mutandis*.
2. This internal regulation shall enter into force and effect on the day of its signing by the Rector of UPJŠ.

This is the English language translation of the original Slovak language version of internal regulation and is not an authorized translation. In the event of inconsistency or discrepancy between the Slovak language version and the English translation of this internal regulation, the original Slovak language version prevails.

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Rector UPJŠ