

On the basis of Articles 110 and 253 of the Statute of the University of Maribor (Official Gazette of the Republic of Slovenia, No. ), the Senate of the University of Maribor has adopted, at its \_\_\_\_\_ meeting of \_\_\_\_\_, the following

## **RULES ON CONDUCTING STUDENT SURVEYS AT THE UNIVERSITY OF MARIBOR**

**No. XY/2009-41AG**

### **1. NATURE AND PURPOSE OF THE SURVEY**

#### Article 1 (Nature and Purpose)

The Rules on Conducting Student Surveys at the University of Maribor (hereinafter referred to as "Rules") regulate the manner in which student surveys on the teaching performance of academic staff are conducted.

The student survey is an opinion survey aimed at gathering feedback on the teaching performance of academic staff involved in the educational process. In addition, student councils use it as the basis for formulating a recommendation concerning the promotion of academic staff.

Student surveys are conducted for the purpose of:

- obtaining opinions of students (users) on both teaching performance and attitude of academic staff, deans, chairs of departments or directors of institutes
- obtaining opinions of students on the teaching performance of academic staff for faculty bodies
- identifying and overcoming deficiencies in teaching performance
- formulating a recommendation concerning the promotion of academic staff
- creating healthy competition among employees

With regard to these Rules, faculties may determine the surveying of students in greater detail. They may also mandate additional surveys. In order to improve quality, it is recommended that special (additional) student surveys on study programmes and organizational arrangements are conducted.

#### Article 2 (Use of the Generic "He")

In these Rules, the masculine pronoun *he* and its possessive form *his* are used in the generic sense.

## I. CONDUCTING THE STUDENT SURVEY

### Article 3 (Administration and Notification)

The student survey is administered each year (usually upon advancement to the next year) at all faculties of the University of Maribor for both winter and summer courses of the current/previous academic year. Graduating students shall complete the questionnaire no later than upon their defence of the undergraduate thesis or before receiving their diploma, if the undergraduate thesis is not required.

At least once a year, deans shall inform academic staff and students of the survey and its purpose in an appropriate manner (e.g. with a note, on the blackboard, per e-mail or on the faculty's website).

### Article 4 (Obligations and Survey Participants)

The survey is anonymous and obligatory.

Students (survey participants) shall only assess the teaching performance of those academic staff members whose classes they have passed in the current/previous academic year.

All full-time and part-time students of the undergraduate or postgraduate study programme, as well as persons without student status, repeating a year or advancing to the next year, including graduating students, must complete the questionnaire. It should be noted that the option "I do not wish to answer/I cannot form an opinion" is provided for each question.

### Article 5 (Survey Method)

Surveys on the teaching performance of academic staff, defined in Article 8 of these Rules, are conducted in electronic form, usually upon advancement to the next year. Academic staff members shall neither be present at the time of administering the survey nor otherwise influence students completing the questionnaire.

The Computer Centre of the University of Maribor (CCUM) shall enable access to the questionnaire by 1 August of the current year.

### Article 6 (Responsibility and Reporting)

Deans are responsible for both conducting the survey and using the results.

By the end of the calendar year, deans shall report details regarding the survey, which has been conducted in the previous academic year, to the rector. The report shall include 1) a separate report on the results for each faculty, compiled by CCUM; 2) a detailed description of measures introduced due to below average scores of individuals, and 3) a description of problems or obstacles when conducting the survey.

#### Article 7 (Questionnaire)

In terms of its scope and content, the student survey is the same for all faculties of the University of Maribor. The questionnaire is available on the website of the academic information system AIPS, and it can only be completed online. When logging onto the website, the following appears next to the heading "Student Survey":

- rector's speech about the importance of the survey
- statement on the announcement of results on the faculties' websites in late November, and the assurance that they will be used 1) by student councils of faculties in the appointment process, 2) by deans in discussions with individuals that received below average scores; and 3) by deans in yearly discussions with all employees
- assurance of anonymity and a technical description of the application guaranteeing anonymity (separation of the questionnaire from other applications, use of the code key, functioning of both the questionnaire and AIPS on various servers)
- link to the Rules on Conducting Student Surveys at the University of Maribor

Survey questions refer to the manner in which a particular course was conducted – opinions regarding course coordinators, instructors and examinations. However, the first question refers to the frequency of attendance at classes.

When completing the questionnaire, all courses that the survey participant has passed in the current/previous academic year are displayed. After choosing a course, the names of instructors are displayed. If there are several instructors for a particular course, the student must choose the one whose course he attended. In the part that refers to examinations, the student must also choose the examiner/grader.

Students evaluate the teaching performance of academic staff by choosing one of the answers ranging from -2 (very bad), -1 (bad), 0 (below average), +1 (good), +2 (very good), N (I cannot/do not wish to answer), with the exception of the first question (frequency of attendance at classes) where they may choose between the options 1) rarely (up to 20 %), 2) occasionally (20-50%), 3) frequently (50-80%), and 4) regularly (over 80%).

Students may also express other opinions and provide suggestions.

Article 8  
(Academic Staff)

Students only evaluate the performance of those academic staff members that had a classroom teaching load of at least 10 hours in the previous academic year and that are listed in the electronic database of course instructors for the current academic year.

Article 9  
(Monitoring)

The survey method and the manner of analyzing and using results, as well as the type and content of the questionnaire, are monitored by the Student Council of the University of Maribor and the Committee for Undergraduate Studies of the Senate of the University of Maribor, which discuss survey reports of deans once a year. The Student Council and the Committee may propose modifications and improvements to the Senate.

## **II. STATISTICAL ANALYSIS AND USE OF RESULTS**

Article 10  
(Statistical Analysis)

All questionnaires are analyzed by CCUM, which is obliged to submit the results to faculties within one month after the survey has been conducted.

During the statistical analysis, both the arithmetic mean and the standard deviation (SD) of answers are calculated for each category of students and for all students collectively. In addition, average grades of faculties, study programmes and years, as well as relative frequencies, are calculated and expressed as percentages.

Only grades are used to calculate averages and relative frequencies; "undecided" responses are not included.

At the same time, trends at all levels are identified and displayed.

The survey is representative if the number of answers (excluding "undecided" responses) is greater than half the number of students of a particular year/programme/ study track or greater than half the number of those students that have attended an elective course or passed an exam and meet the requirements for the advancement to the next year.

## Article 11 (Display of Results)

Results appear in a table containing the following:

- information about students (survey participants), including the title of the degree programme, mode of study (full-time or part time student), degree programme (bachelor's, master's, or doctoral), type of degree programme (university or vocational), year, total number of answers, number of "decided" responses, and the number of students of a particular year or study track
- arithmetic mean and standard deviation of answers for each category of students and for all students collectively, as well as average grades of faculties, study programmes, and years, expressed as percentages
- relative frequencies expressed as percentages

In addition, CCUM is also responsible for:

- compiling a special report for faculties and a report for promotions with calculations of averages and standard deviations of overall average grades of course instructors of a particular year, study programme or faculty, including identified trends at all levels
- ranking academic staff of faculties/study programmes according to their representative average grades. If the survey is not representative for certain academic staff members, their names are listed in a footnote.

## Article 12 (Use of Individual Results)

After the analysis, CCUM submits the results to deans, who shall forward them to members of academic staff, heads of departments/directors of institutes, and student councils. Academic staff shall receive results of surveys from those faculties where they have conducted classes. Open-end answers of students shall be brought only to the attention of assessed staff members.

At their discretion, deans may have a discussion with those staff members that have received top grades. However, they are obliged to talk to those that have received a failing grade in the category »overall grade of teaching performance« and to take appropriate measures. If the faculty has departments/institutes, the dean may also contact their heads and presidents.

On the basis of the results, student councils of faculties formulate recommendations for promotions. If the recommendation is not in accordance with survey results, the student council shall provide a rational explanation for its decision. Deans may allow student councils a more detailed insight into the results of individuals only if the individual or the student council submits a written request. The University of Maribor shall forward the candidate's questionnaire for all years of the previous appointment period and from all faculties where he has conducted classes to the student council responsible for formulating recommendations on promotions.

In accordance with relevant Rules, CCUM is obliged to forward the results to the university's professional service in charge of the academic promotion procedure.

Article 13  
(Publication of Results)

Academic staff, deans, heads of departments/directors of institutes, student councils and relevant bodies of faculties (Quality Assurance Committee, Student Affairs Committee, etc.) shall receive information on average grades of the university and grades of faculties/departments/institutes that serve as the basis for analyzing the situation at the faculty/department/institute and for introducing measures for improving the quality of the educational process.

In late November, the university's professional services shall publish quantitative results of analyses for the previous academic year on the university's website.

A special report containing averages and standard deviations of overall grades awarded to academic staff of a particular year/study programme/faculty, as well as identified trends, is available on the university's website.

### **III. CONFIDENTIALITY AND ARCHIVING**

Article 14  
(Confidentiality)

Persons handling questionnaires and results are obliged to act in accordance with the provisions of the Personal Data Protection Act.

Survey results are public information available on the university's website. The university's professional services shall publish:

- names and surnames of academic staff
- overall results of individuals
- number of completed questionnaires and number of "decided" answers
- number of assessed courses

Article 15  
(Archiving Questionnaires and Results)

A copy of the printout of individual results is kept in the personal appointment file until the completion of the next appointment or re-appointment process.

Overall results are stored in the electronic database of CCUM.

#### **IV. TRANSITIONAL AND FINAL PROVISIONS**

##### Article 16 (Annex)

The annexed questionnaire is an integral part of these Rules.

##### Article 17 (Entry into Force)

Under these Rules, student surveys on the teaching performance of academic staff for the academic year 2008/2009 are conducted upon advancement to the academic year 2009/2010 for those faculties that, for various reasons, did not conduct them in the academic year 2008/2009 in accordance with the Instructions for Conducting Student Surveys on the Teaching Performance of Academic Staff of the University of Maribor adopted by the Senate of the University of Maribor at its 32rd regular meeting of 21 November 2006.

Upon entry into force of these Rules, the Instructions for Conducting Student Surveys on the Teaching Performance of Academic Staff of the University of Maribor adopted by the Senate of the University of Maribor at its 32rd regular meeting of 21 November 2006 cease to be in effect.

Notwithstanding the exceptions from the first paragraph of this Article, these Rules come into effect for all faculties on 1 October 2009, after their publication in the Notices of the University of Maribor.

Rector  
Prof. Ivan Rozman, PhD

## ANNEX 1

### QUESTIONNAIRE

#### ATTENDANCE

Frequency of attendance at classes

**Scale:** rarely (up to 20%), occasionally (20-50%), frequently (50-80%), regularly (over 80%)

#### CLASSES

**1. CLASSES, CLASSES WITH TERM PAPERS, LAB CLASSES:** Classes are interesting and comprehensible; the professor encourages critical thinking and arouses intellectual curiosity.

**2. COOPERATION WITH STUDENTS:** The professor welcomes and encourages initiatives of students and gives advice on assignments (mid-term papers, reports, etc.)

**3. ACCURACY, AVAILABILITY:** The professor is available at the agreed time (classes, classes with term papers, lab classes, office hours, e-mail, etc.).

**4. MATERIALS AND RESOURCES:** The professor uses adequate, available and comprehensive resources and materials.

**5. OVERALL GRADE:**

**OPINIONS, SUGGESTIONS:** open-ended response

#### EXAMINATIONS

**6. SUITABILITY OF QUESTIONS** (exam questions refer to resources and topics presented in class)

**7. GRADES FAIRLY AND OBJECTIVELY, CLEAR CRITERIA**

**8. OPTION OF EXAMINING PAPERS AND RECEIVING EXPLANATION OF CORRECT ANSWERS**

#### **Rating scale for the answers 1 to 8**

-2 (very bad), -1 (bad), 0 (average), +1 (good), +2 (excellent), N (I cannot/do not wish to answer)