Univerza v Mariboru

INSTRUCTIONS ON IMPLEMENTING
A SURVEY OF THE SATISFACTION WITH STUDIES,
EMPLOYABILITY, AND EMPLOYMENT AMONG GRADUATES OF UNIVERSITY OF MARIBOR

Št. XY/2013

I. AIMS AND OBJECTIVES

Article 1
(aim of the survey)

University of Maribor (hereinafter referred to as »UM«) positions the students in the center of its organisation and educational process. Within its system of monitoring and quality assurance, UM regularly collects and analyses information about education and competence of its students and graduates, and their employability, and employment.

We are uniformly defining ways and mechanisms for collecting information at the university level, by involving students and graduates. This assures us the basis for efficient management and implementation of study programmes and also makes us adaptive to the needs of relevant economic, social and cultural environment. All mentioned is the basis for improvement and updates of study programmes and their implementation.

UM is collecting information mentioned above, with:
1.   Survey of the satisfaction with studies (Supplement 1),
2.   Survey of employability and employment among graduates of UM (Supplement 2).

Basic aim of the Survey of the satisfaction with studies is to get a complete assessment of the content quality and implementation of each study programme, based on the opinion of students at the end of their studies, in each academic year. The survey will allow us to monitor study outcomes and acquired competences, important for:
- transition to the labour market, and employability of graduates,
- further education,
- monitoring satisfaction with the study,
- comparative analysis of competences – planned (study programme), achieved (at graduation), and expected or required (employer or current employment).

Basic aim of the Survey of employability and employment of graduates of UM is to collect data about their employability and employment in a year and a half, and in 5 years, for each study programme in each academic year, based on the opinion of graduates, about their acquired and required competences, which are important for:
- employability of graduates,
- competitiveness at the labour market,
- planning lifelong learning of graduates.

Both surveys are connected through some of the questions and represent a uniform monitoring of students while studying, till employability, and employment, and their career paths as graduates of UM.

Article 2
(basic objectives)

Basic objectives of the Survey of the satisfaction with studies are to collect opinion of new graduates about:
- quality of study programme, and the organization and implementation of study process,
- supporting staff at the faculty (office for student affairs, library, etc.) and the management of the faculty,
- facilities and its equipment (library, computer and software equipment, accessibility),
- factors of satisfaction with study (average grade, willingness and quantity of work load, extracurricular activities, student exchange, internships abroad or in the field of study, the knowledge transfer),
- level of competences, gained by students (their own assessment) while studying, and competences they wished to acquire in a greater extent,
- factors of acquired competences while studying (average grade, willingness and quantity of work load, extracurricular activities, student exchange, internships abroad or in the field of studies, the knowledge transfer).

Basic objectives of the Survey of employability and employment of graduates of UM are to assure systematic monitoring of graduates of UM and collect information and their opinion about:
- time needed to find the first employment,
- type and suitability of employment, compared to the field of study and the academic degree,
- level of acquired and needed or necessary competences,
- possible reasons for being unable to find an employment.

Article 3

For the purpose of simplification, only the male form is used in these Instructions.

II. IMPLEMENTATION OF THE SURVEYS

Article 4
(time of implementation and informing)

The survey of the satisfaction with studies is going to be implemented after the graduation or end of study at any level of studies. After the end of study is being entered in the program AIPS, it automatically summons the student to complete the survey.

A completed survey represents an obligation before the certificate of graduation/master's degree at second level of study/doctorate can be issued. When the survey is finished and verified the graduate gets an invitation to the alumni club of his faculty and to the alumni club of UM. Invitation is signed by the dean and includes an entry form, and a link to a home page of the alumni club.

Members of alumni club will receive an invitation to complete the survey of employability and employment of graduates of UM via e-mail, and in e-forms, year and a half and 5 years after graduation at a certain level of study.

Faculty is informing students and members of faculty staff with aims and objectives of both surveys with constant announcement on their web page.

Article 5
(obligation to fulfilment of the survey, examiners)

Fulfilment of the survey of the satisfaction with studies is obligatory and anonymous for students.

All full-time and part-time students at first and second level of studies have the obligation to fulfil the survey's questionnaire, as well as students without student status, who wish to complete their study at University of Maribor.

Fulfilment of the questionnaire about employability and employment of graduates of UM, who become members of alumni club of their faculty, which also makes them members of alumni club UM, is not binding, but it is preffered.

Article 6
(the way of surveying)

Both surveys are being implemented in e-forms, available on web pages of UM and in the program AIPs.

Computer centre of UM (hereinafter referred to as »RCUM«) is enabling an access to e-questionnaires.
RCUM enables automatic summoning of students to fulfil the questionnaire in program AIPS. RCUM in cooperation with Career centre of UM summons the members of alumni club at faculties, who are also members of Alumni club UM, to fulfil the survey, while considering the terms for survey imlementation.

Article 7
(responsibility for implementation)

The dean of each faculty is responsible for implementation of the Survey of satisfaction with studies, and Career centre or Alumni club UM are responsible for the Survey of employability and employment of graduates of UM.

Article 8
(the questionnaire)

Both surveys are the same to the defined extent and content, except in part, which is applied to competences. Faculty can add competences specific for various subjects, which are also listed in accredited study programmes to those listed as general competences.

When a student logs on the web page of the survey, he sees:
- Rector's foreword about the importance of the survey,
- the questionnaire,
- acknowledgment for cooperation, and when the questionnaire is completed also invitation from the Rector of UM to join Alumni club UM, and with that to alumni club of the faculty.

Article 9
(monitoring the implementation of the surveys)

The implementation of surveys, the processing and the use of results and its content are being monitored by Student council of UM and Committee for Post-graduate Studies of the Senate of UM. If needed, they can propose the changes or adaptations of these instructions and both questionnaires,

III. PROCESSING AND USE OF RESULTS

Article 10
(processing)

RCUM is in charge of processing both surveys for all the faculties. They perform the basic statistical processing, which is enabled by information support system of UM, and sends the results to the faculties after the end of surveying for a specific academic year, in one month time at the latest.

While processing the arithmetic middles and standard deviation for each question, and relative frequencies in % for each study programme, are being calculated. Responses to open questions are collected for each study programme. Collected responses of graduates of each faculty are forwarded in an electronic table to each faculty for their own analysis and planning.

Article 11
(use of results)

Results of both surveys are accessible to each faculty, to management of UM, to Quality Assessment Committee, to Career centre of UM, and to Centre for quality assurance of UM, and are used for evaluation processes, accreditation processes, reaccreditation processes and other activities whose purpose is to improve quality of educational activity at UM.

Career Centre of UM and Centre of quality assurance of UM are involved in processing, interpretation and use of results, and they propose changes and supplementations of these instructions.

IV. STORAGE OF RESULTS

Article 12
(storage of results)

All results are stored electronically in RCUM's database.

V. TRANSITIONAL AND FINAL PROVISIONS

Article 13
(supplement)

Questionnaires of both surveys are components of these instructions.

Article 14
(different possibilities of own monitoring employability and employment of graduates)

Faculties can implement their own surveys, parallel to the surveys defined with these instructions, and gather additional information, if needed.

Faculties can also maintain the existing ways of obtaining members for their alumni clubs or associations and still be entitled to gaining information of members form Alumni club UM.

Article 15
(entry into force)

These instructions shall enter into force on the day following the Senate of the University of Maribor adopts them.
Surveys can start being experimentally implemented after the electronic access is establish on the web page of UM, and are obligatory for all faculties to implement in the academic year 2013/2014 or when they get their first graduates.

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Rector
University of Maribor
Danijel Rebolj, PhD

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Maribor, 9. 5. 2013

Supplement 1: Survey of satisfaction with studies

QUESTIONNAIRRE

First window: dean's foreword
- motivation for the questionnaire: suitability of the chosen study programme, quality of its implementation, competences gained, satisfaction with studies
- motivation for fulfilment: feedback to the management, the senate and professors to apply suitable modifications to the study programme and study process

PARTS OF QUESTIONNAIRRES

A. COMPLETED STUDY PROGRAMME (data from AIPS program):
   – faculty,
B. study programme, level

C. ABOUT THE GRADUATE (data from AIPS program):
   - sex, birth year, citizenship
   - enrolment year, month and year of graduation
   - average grade
   - student status in last year of study (full-time/part-time)
   - for post-graduate programmes: information about pre-existing degree (university, faculty, study programme, level, year of graduation)

   B1. Did you work as a tutor or demonstrator while gaining your higher education? Or worked on research project at your faculty, or conference, etc.?
   (Working on a research project or a conference is only evaluated if they cooperated with their own contribution, research, survey, articles, etc. and not if they were involved as administrative support which is not connected with the content, like for example preparing conference rooms, distribution of flyers, light physical work, etc.)

   ☐ Yes, approximately _ _ months ☐ No

   B2. Were you involved in extracurricular activities while gaining your higher education (student associations, organising workshops and seminars, charities, sports, cultural activities, etc.)?

   ☐ Yes, approximately _ _ months ☐ No

   B3. Were you involved in student exchange programmes or internships abroad while gaining your higher education (Erasmus, Ceepus, AISEC, IAESTE, etc.)?

   ☐ Yes, approximately _ _ months ☐ No

   B4. Were you a student representative in any decision making bodies or commissions (for example as a leader or member of the committee, member of student council or senate of a faculty or university, member of Academic Affairs Committee, member of management board or other decision making bodies)?

   ☐ Yes, approximately _ _ months ☐ No

B5. To which extent are these descriptions true for your behaviour while studying?

	Not at all 1	2	3	4	Very much 5
I worked more than was required to pass the exam	☐	☐	☐	☐	☐
I strived to achieve the best grades	☐	☐	☐	☐	☐
I attended lectures, seminar courses, and lab courses prepared	☐	☐	☐	☐	☐

B6. How many hours a week did you use on average for all of your study activities?
(Please, bear in mind a typical week in any semester of your last few years of study programme. Include also activities like lectures, seminar courses and lab courses, individual studies and internships, etc.)

_ _ hours a week

D. ADDITIONAL EDUCATION AND WORK EXPERIENCE

C1. Have you gained any working experience connected to your study programme while studying?
(Either full time, part time or contract work. Don't include internships, but include work done through student services.)

Before higher education   ☐ Yes, approximately _ _ months ☐ No

During higher education   ☐ Yes, approximately _ _ months ☐ No

C2. Have you gained any working experiences not connected to your study programme while studying?
(Either full time, part time or contract work. Don't include internships, but include work done through student services.)

Before higher education   ☐ Yes, approximately _ _ months ☐ No

During higher education   ☐ Yes, approximately _ _ months ☐ No

E. OPINION ABOUT STUDY PROGRAMME

D1. To what extent was your study programme a good base for:

	Not at all 1	2	3	4	Very much 5
gaining employment?	☐	☐	☐	☐	☐
the start of work?	☐	☐	☐	☐	☐
further career?	☐	☐	☐	☐	☐
development of entrepreneurial competences?	☐	☐	☐	☐	☐
your personal growth?	☐	☐	☐	☐	☐

D2. When you look back, would you choose the same study programme, at the same high education institution, if you could choose freely?

☐   Yes
☐   No, I would choose different study programme at the same institution

☐ No, I would choose the same study programme at different institution
☐ No, I would choose different study programme at different institution
☐ No, I would not study at all

D3. To what extent were these statements true for your study programme?

	Not at all				Very much
	1	2	3	4	5
The programme was demanding	☐	☐	☐	☐	☐
I was able to choose my syllabus freely	☐	☐	☐	☐	☐
Programme was set widely	☐	☐	☐	☐	☐
Programme was focused to a profession	☐	☐	☐	☐	☐
Programme had a high academic reputation	☐	☐	☐	☐	☐
Programme fulfilled my expectations	☐	☐	☐	☐	☐

D4. To what extent was the emphasis on the next ways of teaching and studying at your study programme?

	Not at all				Very much
	1	2	3	4	5
Lectures	☐	☐	☐	☐	☐
Group assignments	☐	☐	☐	☐	☐
Cooperation in research projects	☐	☐	☐	☐	☐
Practical training in professional environment	☐	☐	☐	☐	☐
Acquaintance of facts and practical knowledge	☐	☐	☐	☐	☐
Acquaintance of theories and paradigms	☐	☐	☐	☐	☐
Written assignments	☐	☐	☐	☐	☐
Oral presentations by students	☐	☐	☐	☐	☐
Regular knowledge assessment	☐	☐	☐	☐	☐

D5. General satisfaction with the study programme

	Not at all				Very much
	1	2	3	4	5
I was satisfied with my study	☐	☐	☐	☐	☐

F. ADMINISTRATIVE STAFF AND MENAGEMENT

How satisfied were you with the following administrative staff and faculty management?

	Very unsatisfied				very satisfied
	1	2	3	4	5
Office for student affairs	☐	☐	☐	☐	☐
Library	☐	☐	☐	☐	☐
Faculty management	☐	☐	☐	☐	☐
Administrative staff	☐	☐	☐	☐	☐

G. FACULTY EQUIPTMENT

	Not at all				Very much
	1	2	3	4	5
Faculty facilities are suitable	☐	☐	☐	☐	☐
All study materials were available in the library or on the web	☐	☐	☐	☐	☐

Lecture rooms, computer rooms and laboratories had suitable technical equipment	☐	☐	☐	☐	☐
All required software was available	☐	☐	☐	☐	☐

H. GENERAL AND SPECIFIC COMPETENCES

G1. Competences are listed below
Assess your level of obtaining a certain competence?

	Very low				Very high
a. Proficiency in your field	1	2	3	4	5
b. Training in your field	1	2	3	4	5
c. Knowledge from other fields	1	2	3	4	5
d. Analytical thinking	1	2	3	4	5
e. Ability to find new ideas and solutions	1	2	3	4	5
f. Ability to quickly acquire knowledge	1	2	3	4	5
g. Ability to work under pressure	1	2	3	4	5
h. Ability to use time efficiently	1	2	3	4	5
i. Ability to coordinate activities	1	2	3	4	5
j. Ability to be productive when cooperating with others	1	2	3	4	5
k. Ability to establish own authority	1	2	3	4	5
l. Ability to express yourself clearly	1	2	3	4	5
m. Ability to work with a computer and internet	1	2	3	4	5
n. Ability to write reports, notes and documents	1	2	3	4	5
o. Ability to write and read in your first foreign language	1	2	3	4	5
p. Ability to write and read in second foreign language	1	2	3	4	5
r. Ability to work with people with various backgrounds	1	2	3	4	5
s. Subject specific competences …					

I. Suggest changes of study programmes or anything else you wish to let the faculty know.

_____
_____
_____

Thank you very much for your response!

Feedback about results:
Results of the survey will be accessible on the web page of each faculty in December each year.

Supplement 2: Survey of employment and employability of graduates of UM

QUESTIONNAIRRE

PARTS OF QUESTIONNAIRRES

1. General information (the last completed education):
   a. Sex (M, F)
   b. Age (dropdown list of possible birth years)
   c. Faculty od completed study programme at UM (dropdown list of faculties)
   d. The level of completed study programme (1., 2. and 3. level of study programmes, "old" study programmes - dropdown list)
   e. Completed study programme (entry by faculties depending on the level, o "old" study programme – dropdown list)
   f. Study track (optional – field for entry)
   g. The way of study (full-time, part-time)
   h. The year of first enrolment (last) to the completed study programme at UM (dropdown list of years)
   i. Month and year of graduation/end of study (dropdown list of years)

2. Do you plan to continue with your studies?
   a. yes
   b. no
   c. I'm already studying as a part-time student (he continues with a question about the study, and the status of employment and ends after that)
   d. I'm already studying as a full-time student (he continues to part 3 and ends after that)

3. If your answer to the previous question was "I'm already studying" please respond to the following questions:

   3a. I'm continuing with my studies at:
      a. the faculty where I finished my previous study
      b. another faculty at UM
      c. another university in RS
      d. other: _____

   3b. I'm continuing with my studies at:
      a. study programme at first level of studies
      b. study programme at second level of studies
      c. study programme at third level of studies

   3c. I decided to continue with my study:
      a. right after the graduation at my previous study
      b. after (dropdown list of years) years

   3d. Reasons for continuing with my studies are: (more the one possible answer)
      a. improvement of social status
      b. a wish for promotion at work
      c. a wish for a personal development, additional knowledge, and competences

d.   employers demand
e.   to gain formal requirements of a work position
f.   not getting an employment
g.   a wish to re-qualify
h.   environmental impact (parents, friends, other relatives, etc.)
i.   Other: _____

4.   Are you involved in any volunteer work?
   a.   Yes, activities are connected to a progress in my career
   b.   Yes, activities are connected to humanitarian motives
   c.   Other:_____

5.   What is your employment status?
   a.   I have a permanent employment
   b.   I have a temporary employment
   c.   I have a part-time job (at least 2 hours per week)
   d.   I'm self-employed
   e.   I was employed, but I'm unemployed at the moment
   f.   I'm unemployed
Those who answer with e or f go directly to part A (unemployed). Others go to part B(employed).

PART A
1.   When did you start to look for employment?
   a.   While studying
   b.   Right after graduation
   c.   _____ months after graduation
   d.   I haven't started with it
        Those who answer with d go directly to 4ᵗʰ question.

2.   How are you searching your employment (more the one possible answer)?
   a.   I have a scholarship in an organization.
   b.   I applied as unemployed to Employment service of Slovenia.
   c.   By working as a volunteer.
   d.   By working on projects.
   e.   By working as a student through student employment services.
   f.   By doing a professional practice.
   g.   By helping professors and assistants at faculties.
   h.   With the help of Career centre UM.
   i.   With the help of relatives, friends and acquaintances (networking)
   j.   By sending applications and offers to employers
   k.   Other: _____

3.   In your opinion, what is the reason you weren't able to find employment (more the one possible answer):
   a.   Labour market is saturated and does not require my educational profile
   b.   I lack in working experiences
   c.   I'm not ready to do any other work, but only the one I was studying for
   d.   I don't have the right competences, knowledge, and skills, etc.
   e.   Other: _____

4. When you look back, would you choose the same study programme, at the same high education institution, if you could choose freely?

     a. Yes
     b. No, I would choose different study programme at the same institution
     c. No, I would choose the same study programme at different institution
     d. No, I would choose different study programme at different institution
     e. No, I would not study at all

5. Competences are listed below
Assess your level of obtaining a certain competence?

	Very low				Very high
	1	2	3	4	5
a. Proficiency in your field	1	2	3	4	5
b. Training in your field	1	2	3	4	5
c. Knowledge from other fields	1	2	3	4	5
d. Analytical thinking	1	2	3	4	5
e. Ability to find new ideas and solutions	1	2	3	4	5
f. Ability to quickly acquire knowledge	1	2	3	4	5
g. Ability to work under pressure	1	2	3	4	5
h. Ability to use time efficiently	1	2	3	4	5
i. Ability to coordinate activities	1	2	3	4	5
j. Ability to be productive when cooperating with others	1	2	3	4	5
k. Ability to establish own authority	1	2	3	4	5
l. Ability to express yourself clearly	1	2	3	4	5
m. Ability to work with a computer and internet	1	2	3	4	5
n. Ability to write reports, notes and documents	1	2	3	4	5
o. Ability to write and read in your first foreign language	1	2	3	4	5
p. Ability to write and read in second foreign language	1	2	3	4	5
r. Ability to work with people with various backgrounds	1	2	3	4	5
s. Subject specific competences ...					

5. How well do you know activities of Career Centre of UM?

I know the activities of Career Centre of UM:	Not at all				Very good
	1	2	3	4	5

I want to add: _____
_____

Thank you very much for your response!

1. When did you start to look for employment?
   a. While studying
   b. Right after graduation
   c. _____ months after graduation
   d. I got an opportunity to start working without actively looking for an employment

2. How did you find your employment (more the one possible answer)?
   a. I had a scholarship in an organization.
   b. I applied as unemployed to Employment service of Slovenia.
   c. By working as a volunteer.
   d. By working on projects.
   e. By working as a student through student employment services.
   f. By doing a professional practice.
   g. By helping professors and assistants at faculties.
   h. With the help of Career centre UM.
   i. With the help of relatives, friends and acquaintances (networking)
   j. By sending applications and offers to employers
   k. Other: _____

3. I got my first employment:
   a. Right after graduation
   b. While studying
   a) (____) months after studying (dropdown list; with possibilities: 0–3, 4–6, 7–9, 10–12)
   b) (____) years after graduation (dropdown list with numbers)

4. Did you have any additional training at your first employment?
   a. No
   b. Yes, with internship
   c. Yes, with my own additional studies
   d. Yes, with additional education at home our outside workplace
   e. Yes, with additional education abroad
   f. Yes, with practical training at workplace (trial period)
   g. Yes, other: _____

5. I'm currently employed:
   a. In Slovenia
   b. abroad

6. Are you currently employed in the field you graduated in?
   a. Yes
   b. No

7. I'm employed:
   a. In my own business
   b. In the public sector

c. In the private sector

8. I'm employed at the level which:
   a. Is consisted with my degree
   b. Is higher than my degree
   c. Is lower than my degree

9. To which extent is you study programme a good basis for:

	not at all				very much
a. getting employed	1	2	3	4	5
b. at your current employment	1	2	3	4	5
c. further career	1	2	3	4	5
d. your personal development	1	2	3	4	5

10. When you look back, would you choose the same study program, at the same high education institution, if you could choose freely?

   f. Yes
   g. No, I would choose different study program at the same institution
   h. No, I would choose the same study program at different institution
   i. No, I would choose different study program at different institution
   j. No, I would not study at all

11. Competences are listed below.
    Assess your level of obtaining a certain competence.
    What is the expected level of a certain competence at your current employment?

	Your level					Expected level at your current employment				
	Very low				Very high	Very low				Very high
	1	2	3	4	5	1	2	3	4	5
a. Proficiency in your field	1	2	3	4	5	1	2	3	4	5
b. Training in your field	1	2	3	4	5	1	2	3	4	5
c. Knowledge from other fields	1	2	3	4	5	1	2	3	4	5
d. Analytical thinking	1	2	3	4	5	1	2	3	4	5
e. Ability to find new ideas and solutions	1	2	3	4	5	1	2	3	4	5
f. Ability to quickly acquire knowledge	1	2	3	4	5	1	2	3	4	5
g. Ability to work under pressure	1	2	3	4	5	1	2	3	4	5
h. Ability to use time efficiently	1	2	3	4	5	1	2	3	4	5
i. Ability to coordinate activities	1	2	3	4	5	1	2	3	4	5
j. Ability to be productive when cooperating with others	1	2	3	4	5	1	2	3	4	5
k. Ability to establish own authority	1	2	3	4	5	1	2	3	4	5
l. Ability to express yourself clearly	1	2	3	4	5	1	2	3	4	5
m. Ability to work with a computer and internet	1	2	3	4	5	1	2	3	4	5
n. Ability to write reports, notes	1	2	3	4	5	1	2	3	4	5

and documents										
o. Ability to write and read in your first foreign language	1	2	3	4	5	1	2	3	4	5
p. Ability to write and read in second foreign language	1	2	3	4	5	1	2	3	4	5
r. Ability to work with people with various backgrounds	1	2	3	4	5	1	2	3	4	5
s. Subject specific competences ...										

12. How well do you know activities of Career Centre of UM?

I know the activities of Career Centre of UM:	Not at all			Very good	
	1	2	3	4	5

I want to add: _____
_____

Thank you very much for your response!