

**Regulations on the Survey of the Parties Concerned (Stakeholders)
of Lviv Polytechnic National University**

Table of contents

1. General provisions	3
2. Organisational and methodological principles of the survey	5
3. Respondents, objectives and peculiarities of the survey procedures	
3.1. Applicants for higher education	6
3.2. Alumni / associations of alumni.....	8
3.3. Employers / associations of employers.....	8
3.4. Research and teaching staff.....	8
3.5. University workers who occupy administrative positions and employees of structural departments	
3.6. Academic community	9
3.7. Other respondents	9
4. Making decisions according to the survey results	10
APPENDIX. The description of the sampling formation process of respondents for different kinds of survey (examples)	11

GENERAL REGULATIONS

1.1. The Regulations on the survey of the parties concerned (stakeholders) of Lviv Polytechnic National University (hereinafter - the Regulations) establishes the procedure and procedures of the survey of the parties concerned (stakeholders) on the quality of higher education and educational activities of Lviv Polytechnic National University (hereinafter - the University).

1.2. The purpose of the stakeholders survey is to obtain information on expectations and the level of their needs satisfaction for:

- the timely identification of weaknesses and threats in the educational activities of the University, positive practices and their promotion;
- taking into account the needs of stakeholders and society in the development and periodic review of educational programmes as well as the organisation of educational process;
- the implementation of educational activities on the basis of a student-centred approach;
- ensuring the compliance of the programme competencies in educational programmes with higher education standards, professional standards, international standards (if any) and current labour market requirements;
- ensuring the proper higher education quality to guarantee employability in the speciality;
- the development of proposals with a view to improving the quality of higher education and educational activities of the University with informing the parties concerned;
- the implementation of procedures for both internal and external quality assurance of higher education and the educational activities of the University.

1.3. The objectives to achieve the aim are:

- timely reception of objective information by conducting stakeholders surveys, involving them in the questionnaires formation;
- the verification and analysis of the received information, the generalisation of results;
- preparing reports on the surveys results, the release of results and information dissemination in order to provide the participants with feedback;
- the discussion of surveys results at departments meetings, the meetings of scientific and methodological commissions of the speciality, Academic boards of the scientific and educational institutes, scientific and methodological board of the University, Academic board of the University and others;
- monitoring the survey results consideration in the internal quality assurance system.

1.4. The provision is designed taking into account:

- Law of Ukraine "On Education" of 05.09.2017 № 2145-VIII (with amendments and additions).

- Law of Ukraine "On Higher Education" of 01.07.2014 № 1556-VII (with amendments and additions).
- University Statute, internal University provisions, including Standards for assuring the quality of educational activities and higher education, standards of higher education in specialities.
- DSTU 180 9001: 2015 Quality management systems. Requirements.
- Standards and guidelines for quality assurance in the European Higher Education Area (ESG, 2015).
- Code of the University Corporate Culture.
- Provisions "On accreditation of educational programmes for the training of applicants for higher education" of 11.07. 2019 № 977 (approved by the Ministry of Education and Science of Ukraine).
- Advisor on the self-assessment of the educational programme (for higher educational institutions) information filling of September 29, 2019 № 9 (approved by the decision of the National Agency for Quality Assurance in Higher Education).

1.5. The scope of the Provision extends to assessing the quality of educational activities and higher education by interviewing stakeholders, both external (alumni / associations of alumni, employers / associations of employers, potential entrants and their parents, University partners, state and local authorities and administrations) and internal (applicants for higher education, their initiative groups and associations, administrative staff of the University, research and teaching staff).

Information users on surveys results are the University management, heads of educational and other University departments, guarantors of educational programmes, applicants for higher education, Ministry of Science and Education of Ukraine, the bodies empowered to implement the state policy in higher education quality assurance area, other stakeholders. The university ensures the anonymity of surveys and proper storage of the information received.

1.6. Surveys can be permanent, regular or irregular (by terms of conduct), university-wide or local (according to the level of the respondents' engagement). University surveys can be initiated by:

1.6.1. The Rector, the University Academic Board, scientific and methodological board of the University. They initiate surveys at all the University levels, take note of the results and take them into account in the University activities.

1.6.2. Center for the Quality Assurance in Education (CQAE). It initiates universitywide and local surveys, develops appropriate procedures. It is responsible for their organisation and conduct; coordinates the work of the University structural units involved in surveys; disseminates information on surveys among the subjects, releases surveys results; reports to the University Academic Board and the Rectorate (if necessary).

1.6.3. Directors and deans of educational and scientific institutes (hereinafter - ESI), Academic Boards of the ESI. They initiate and may conduct surveys of stakeholders in the relevant specialities (educational programmes), as well as within the given powers and responsibilities.

1.6.4. Heads of other structural units of the University. They initiate and may conduct surveys in accordance with the functions of departments and job responsibilities.

1.6.5. Heads of departments, scientific and methodological commissions of specialities, leaders of project groups, guarantors of educational programmes, curators of academic

groups. They initiate and may conduct stakeholders surveys in relevant specialities (educational programmes).

1.6.6. Initiative groups of applicants for higher education, student self-government bodies, the Scientific Society of students, postgraduates, doctoral students and young researchers, the Primary Trade Union organisation of students and postgraduates, the Primary Trade Union organization of the University employees. They make requests for surveys to the University management. They are responsible for disseminating information about surveys conduct and promoting active participation in them.

1.7. In case of surveys stated in paragraphs 1.6.3-1.6.6, the initiators are responsible for the compliance with the rules of surveys conduct, dissemination of the information collected, release of their results; involvement and activation of surveys subjects; collected information and decisions made. The initiators are obliged to inform the CQAEs about the surveys intentions, the content of questionnaires, the method and timing of surveys and their results, as well as the decisions made, indicating the relevant document.

1.8. The Center for Quality Assurance in Education (CQAE) is responsible for the introduction and implementation of survey procedures in accordance with this Provision.

2. ORGANISATIONAL AND METHODOLOGICAL PRINCIPLES OF THE SURVEY

2.1. Regular surveys are a specific form of obtaining information, which, as a rule, are conducted using software resources available on the official website of the University, the ESI pages, departments and other structural units on the Internet. By their content, they are a form of feedback able to analyse the information received in terms of periods and / or subjects.

2.2. Regular universitywide surveys are conducted using questionnaires approved by the Vice-Rector for research and pedagogical work at the request of the Director of the CQAE.

2.3. Irregular and local surveys at the University are conducted using questionnaires developed by the initiators and agreed with the CQAE.

2.4. The CQAE or the initiators stated in paragraphs 1.6.3-1.6.6, in agreement with the CQAE, organise and conduct surveys, analyse their results, release them in a summary form and provide the parties concerned with access to them, make or initiate decisions on their consideration, ensure the preservation of information.

2.5. The initiators stated in paragraphs 1.6.3-1.6.6, have to provide the necessary additional information at the request of the CQAE in case they conduct independent surveys.

2.6. The major way to conduct surveys at the University is to place questionnaires / links to access questionnaires in the electronic offices of applicants, scientific and pedagogical, and other employees of the University, as well as by the usage of software applications, including those placed in the Virtual Learning Environment, by on-line technologies. At the same time, it is necessary to establish the expediency of identifying the respondents' personal data taking into account the required degree of anonymity and the level of confidentiality of the information received from each respondent.

2.7. It is allowed to conduct local surveys using paper questionnaires. In this case, the initiator is responsible for the compliance with the rules of the survey conduct, specified in the Appendix to the Provision, as well as for the dissemination and preservation of the information.

2.8. A questionnaire should be designed in a way for the respondent not to take longer than 25 minutes to complete it.

2.9. The University allows and encourages stakeholders, together with prospective respondents, to participate in surveys conduct and questionnaires compilation.

2.10. For small group respondents, the method of collegial discussion can be applied. Such groups include postgraduates, the representatives of both the SSSD and student self-government, employers and others.

2.11. The initiators / executors of the polls ensure the compliance with the rules of the polls conduct, taking into account the examples given in the Appendix.

3. RESPONDENTS, OBJECTIVES AND PECULIARITIES OF THE SURVEY PROCEDURES

3.1. Applicants for higher education

3.1.1. First year applicants for the first (bachelor's) higher education level.

The purpose of the survey is to obtain information from the first year applicants for higher education on the expectations, awareness of students' choice of the higher education institution, speciality, curriculum, information and organisational support during their admission, as well as their undergoing the adaptation period (conditions and peculiarities of studies at University including information services for distance learning, living in the University dormitories, the work of deans, curators and monitors of academic groups). The survey is conducted by the CQAE annually on a regular basis of the universitywide survey, usually at the end of the third month of study in accordance with the educational process schedule. The obtained results are processed by ESI and specialities.

3.1.2. Applicants for higher education of all the courses and forms of study on the teaching and learning quality in the curriculum.

The purpose of the survey is to obtain information from applicants for higher education on the teaching and learning quality following the curriculum, in particular: the awareness of the content of education, conditions and assessment procedures, opportunities for an individual educational trajectory; uniformity of workload during a semester, coordination of the volume of educational components with the actual workload; the organisation and provision of independent work, the provision of educational and methodical materials; the application of modern teaching methods. The survey is conducted on a regular basis once a semester in the last week of the classroom training (before the assessment period). The obtained results are processed by specialities and / or educational programmes, and can also

be personalised by teachers who conducted classes in the current semester (a questionnaire "A teacher through the eyes of students").

3.1.3. Applicants for higher education of all courses and forms of study on the educational environment quality created by the University.

The purpose of the survey is to obtain information from higher education students on the educational environment quality, in particular: needs and opportunities to use information services and services with a corporate login, libraries, online services to search for the necessary learning resources; international academic mobility, student scientific work, the study of optional disciplines and courses; participation in student self-government, leisure at Lviv Polytechnic (sports sections, clubs, artistic events); living conditions in dormitories, logistical support of studies, Internet access on the University campus; health care conditions, psychological support, availability of educational services for people with special needs; conflict management systems, adherence to the principles of integrity. The survey is conducted by the CQAE annually, on a regular basis of the universitywide survey at the end of the academic year. The results are processed by the ESI and within the University as a whole.

3.1.4. The fourth year Applicants for the first (bachelor's) higher education level, the second year applicants of the second (master's) higher education level, completing their training in the current semester.

The purpose of the survey is to obtain information from higher education applicants on the following: assessing the compliance of the curriculum content and the acquired programme competencies with the declared ones (including soft skills); opportunities for the individual educational trajectory formation; influence on the processes of the educational activities quality improvement; ensuring the quality of educational services following the curriculum in the context of employability; the quality of staff, methodical and logistical support; adherence to the principles of academic integrity; the level of support on the side of the ESI, the graduating department, other structural units of the University; satisfaction with the educational activities of the University. The survey is conducted on a regular basis (at the end of the last semester of the study following the curriculum before receiving documents on higher education). The results are processed according to educational programmes.

3.1.5. Applicants for higher education of the third (postgraduate) higher education level on the quality of educational activities of the University.

The purpose of the survey is to obtain information from applicants on the following: admission, training and teaching; opportunities for the individual educational trajectory formation; support on the side of relevant structural units; quality of scientific supervision and consulting; opportunities for international academic and scientific mobility, participation in projects, grants, etc. The survey is conducted, if necessary, under the initiative of the head of the postgraduate and doctoral studies department, the guarantor of the educational programme or initiative groups of applicants. The results are processed following the educational programmes.

3.3. Employers / associations of employers

The purpose of the survey is to obtain information on the following: compliance of the competencies acquired by higher education applicants with the modern labour market requirements, expectations and needs of employers; satisfaction with the quality of specialists' training following the University educational programmes, including the level of theoretical knowledge, practical skills, social skills (soft skills); strengths and weaknesses and the level of the University graduates' competitiveness; areas of interaction and involvement of employers in the design as well as modernisation of educational programmes and improvement of the University educational activities quality. The survey is conducted on a regular basis according to the questionnaires (Google-forms) posted on the page of Lviv Polytechnic (<https://lpnu.ua>), as well as under the initiative of the project team leader or guarantor of the educational programme on an irregular basis (if necessary), at least once during the full training cycle.

3.4. Research and teaching staff

The purpose of the survey is to obtain information on the quality of the educational environment created by the University for the comfortable work of the research and teaching staff, including educational programmes guarantors. The aspects of the survey comprise the following areas: the level of awareness of the cultural quality at the University, as well as staff policy and the requirements for the research and teaching staff positions; the adequacy of the University's infrastructure for the quality performance of its duties; the needs and level of information and organisational support of structural units; logistical support; the awareness and assessment of the professional development and pedagogical skills opportunities; international mobility, research work; moral and financial encouragement; academic integrity procedures and the prevention of corruption manifestations. The survey is conducted on an irregular basis depending on the level of initiation, but at least once biennially.

3.5. University employees who hold administrative positions and employees of structural units.

The purpose of the survey is to obtain information on the quality of the University educational environment created to perform the duties of the head of the department and their deputies, director of the ESI and their deputies, deans, heads and employees of other University departments. The aspects of the survey comprise the following areas: the level of awareness of the quality culture at the University, regulatory documents, procedures and processes, the system of documents turnover, information systems, personnel policy; the level of connections with other structural units; logistical quality support, moral and financial incentives; the awareness of the corruption preventing system. The survey is conducted on an irregular basis depending on the level of initiation, but at least once biennially.

3.6. Applicants, their parents and stakeholders

The purpose of the survey is to obtain information on the educational needs of applicants, their parents and other stakeholders, in particular, the accessibility of information on the educational programmes and the University educational activities, accessibility and clarity of the University Admission rules, the criteria for the choice of a higher educational establishment, the competitiveness of the University among higher educational establishments. The survey is conducted on an irregular basis depending on the level of

initiation.

3.7. Academic community

The purpose of the survey is to obtain information on the University infrastructure quality; the standards for assuring the quality of educational activities and higher education; the policies and procedures for internal educational programmes quality assurance; the quality of the applicants' knowledge; the suitability of graduates for employment; ensuring the student-centred learning principle and academic freedom; adherence to the principles of integrity, the prevention of corruption manifestations. The survey is conducted on an irregular basis depending on the level of initiation.

3.8. Other respondents

The University may conduct surveys among other respondents, in particular: international partners, members or employees of public organisations, public authorities and administrations, etc. The survey is conducted on an irregular basis depending on the purpose and level of initiation.

4. RESOLUTIONS ACCORDING TO THE SURVEY RESULTS

The surveys results, communicated to stakeholders, should be the subject of discussion at the appropriate level and end in the adoption of resolutions with their subsequent reflection in specific documents (orders, directives, minutes, etc.).

The description of the sampling formation process of respondents for different kinds of survey (examples)

1. Terms and definitions used:

General totality is the whole set of social objects that are the subject of the study within the limits outlined by the specific and sociological research programme.

Sample totality is a certain number of elements of the general totality, selected following certain rules. The sample totality should be a kind of the general totality micromodel.

Quota sampling is a type of purposeful selection of the quota analysis units following the quota (e.g., sex, age, etc.) and its parameters.

Sampling representativeness is the quality of sampling consisting in its ability to adequately represent the state of things in the general totality; 2) the ability of the sample totality to reproduce the general totality characteristics as accurately as possible.

Respondent - a person who is a source and communicator of social information during the survey; 2) a participant in a specific sociological study which is a source of oral or written information.

Sampling degrees as an algorithm for dividing the object of the study into components in accordance with the purpose and objectives of the research.

2. Sampling of respondents

The study uses a multi-stage sampling with the selection of respondents by quotas at the last stage of selection. The sample totality is calculated separately for each of the research objects.

2.1. The sampling¹ student respondents (freshmen, 3rd year students of the first (bachelor's) higher education level and graduates)

To ensure the reliability of the research results (permissible error within 5%), a multi-stage sampling of respondents (freshmen, students, graduates) is used.

I. The first stage of the sampling units selection entails the determination of the sample totality size. The general totality is defined as the total number of research objects, separately for each of them.

The sample totality size (n) is calculated by the formula which takes into account the confidence probability value $p = 0,954$ and the maximum level of variance (the proportion of the desired characteristic at which the sample totality is maximum):

$$n = (\Delta^2 + 1/N)^{-1}, \quad (1)$$

where Δ is the value of the permissible error (in fractions), N denotes the general totality volume.

An example of calculation for the general totality $N = 4000$ people. The permissible error to calculate the sample totality size is accepted at the level of 0.5% ($\Delta = 0.05$). Then the sample totality n equals 364 people.

¹ The sampling will be calculated annually, according to the change in the number of respondents.

II. The second stage of the sampling units selection involves the distribution of quotas in each ESI. This distribution is done according to the statistics of the number of students in each institute.

According to the statistics of the number of students (N_j) in the ESI, the proportion of the number of students in the ESI (P_j) is calculated according to the formula:

$$P_j = N_j / N, \quad (2)$$

where j is the ordinal number of the ESI.

Then the number of the sample totality for each ESI is calculated taking into account the received quotas, according to the formula:

$$n_j = n * P_j \quad (3)$$

The distribution of the number of students in each ESI

N n / a	ESI	The number of students in each ESI	The proportion of number of students in each ESI	Sample totality in each ESI
1.		N_j	P_j	n_j
2.				
3.				
...				
...				
Total		N	1	n

III. The third stage of the sampling units selection involves the formation of a specialities list (departments in each ESI) where the survey will take place. The list of specialities (departments) is formed from the available list of specialities (databases of the names of graduating departments) for each ESI, using a simple probabilistic sampling. We assume that to select 3 specialities (graduating departments) in each ESI is enough for the survey.

IV. The fourth stage of the sampling units selection involves the formulation of rules for the observation units selection.

Respondents should be selected according to the lists of students of the selected departments. The survey begins with the first department and a randomly selected student. If the interview is positive, a 5-respondent step is taken.

Respondents should be finally selected in accordance with the quantitative quotas formed from the sample of institutions.

2.2. Students sampling for the survey "A teacher through the eyes of students".

The object of the survey is the students of each academic group in which the teacher conducted classes in the previous, at the time of the survey, semester (continuous survey).

2.3. The sampling of employers as respondents.

I. The first stage of the sampling units selection involves the determination of the sample totality size. The object of the study is the employers who cooperate with the University, that is why we take them as a general totality. The sample totality volume (n) is

calculated by formula (1).

II. The second stage of the sampling units selection involves the formation of a list of employers who will be offered to participate in the survey. The list is formed from the database of the employers' names using a simple probabilistic sample.

III. The third stage of the sampling units selection involves the formulation of rules for the observation units selection.

Respondents should be selected according to the lists of employers. The survey starts with a randomly selected company. If the interview is positive, a 3-respondent step is taken.

2.4. The peculiarities of the survey conduct for a small group of respondents

For a small group of respondents, the survey is one of the possible information gathering methods. If it is necessary and there are appropriate conditions in compliance with the procedures, the application of other methods of obtaining information (peer discussions, focus groups, etc.) is allowed.