Internal regulation
University of Ss. Cyril and Methodius in Trnava
18/2021

# Obtaining Relevant Feedback from Stakeholders

## § 1
## Introductory provisions

1) Internal regulation Obtaining relevant feedback from stakeholders (hereinafter referred to as the "Internal regulation") is part of the internal quality assurance system for higher education at the University of Ss. Cyril and Methodius according to § 15 par. 1 letter b) of the Act on Higher Education Institutions[1].
2) The internal regulation is issued according to § 15 par. 1 letter c) of Organizational Rules of the UCM.
3) Part of the monitoring and evaluation of each study programme is the collection of relevant feedback from stakeholders, who are also involved in the development of the methodology for its evaluation. The results of the evaluation of the feedback and the actions taken and any planned or follow-up actions resulting from the evaluation of the study programme must be communicated to the stakeholders and made public (website, minutes).
4) The main objective of this Internal regulation is to inform all those interested in achieving a quality shift from teaching and control to continuous learning and personal development about the basic reasons and implications of the implementation of perception measurement (satisfaction measurement) of selected target groups (stakeholders) and to inform about the methods of implementation of satisfaction monitoring.

## § 2
## Basic concepts

1) Stakeholders are persons, communities, or organisations that can influence or be influenced by the process of education, creative, and other related activities.
2) Internal stakeholders are UCM students and staff involved in the implementation of the study programme.
3) External stakeholders are employers and other representatives of relevant sectors of the economy and social practice, UCM alumni, domestic and foreign partners of UCM, etc.

## § 3
## Getting feedback from internal stakeholders

1) The Study Programme Board (hereafter referred to as the “RSP”) will be responsible for obtaining feedback on the quality of the study programme from the strongest internal stakeholder - the students, with the aim of obtaining a feedback success rate of at least 30%.
2) The success of obtaining student feedback will be evaluated by the RSP at least annually. A report on the results of the success of feedback gathering will be forwarded to the Faculty Quality Board. The report will then be forwarded to the Vice-Rector for

[1] 131/2002 Coll. on Higher Education Institutions and on amendments and additions to certain acts, as amended (hereinafter also referred to as the "Act on Higher Education Institutions")

Education, who will monitor the success of feedback at the university level for at least 10 consecutive years, preparing a comprehensive report every two years, no later than 30 May of the relevant calendar year, with the exact results of the success of obtaining relevant feedback from students on all study programmes and submitting it to the UCM Internal Quality Evaluation Board.

3) In the event that the success rate in obtaining feedback is not in line with the set threshold of 30% at the time of submission of the RSP, the report will include suggestions for increasing the intrinsic motivation of students to participate in improving the quality of study programmes or a proposal to change the set target.
4) After obtaining relevant feedback and its subsequent analysis, at least once a year, the RSP will ensure that students are informed about the results of the inquiry, but especially about the acceptance or non-acceptance of suggestions for improving the quality of the study programme in the form of indirect written (written report published), direct group interviews (published date and time of the event). A final report on the actions taken on the basis of the feedback, after ensuring that students are informed, will be published on the faculty website.
5) The RSP is responsible for obtaining feedback from internal stakeholders - UCM staff involved in the implementation of the study programme (teachers). At least once a year, the RSP shall ensure that feedback is obtained from internal stakeholders - UCM staff involved in the implementation of the study programme (teachers), by means of a questionnaire, informal interviews, and group meetings. After a thorough analysis of the suggestions, the RSP will prepare a report on the feedback received from the staff providing the study programme. The RSP will ensure that respondents are informed of the acceptance and non-acceptance of suggestions for improving the quality of the study programme by indirect written (written report published), and direct group interviews (date and time published). The report will then be submitted to the Faculty Quality Board and a final report on the actions taken will be included in the final report of the Faculty Quality Board.
6) For obtaining feedback from internal stakeholders - UCM employees involved in the implementation of the study programme indirectly (study clerks, AIS system administrator, employees of the organizational department, technical staff, etc. ) is the responsibility of the RSP. At least once every three years, the RSP shall ensure that feedback is obtained from internal stakeholders - UCM staff involved in the delivery of the study programme indirectly (study clerks, AIS system administrator, organisational department staff, technical staff, etc.), by addressing - questionnaire, informal conversations, group meeting. After a thorough analysis of the suggestions, the RSP will draw up a report on the feedback received from staff delivering the study programme indirectly. The PSC will ensure that the respondents are informed about the acceptance and non-acceptance of the suggestions aimed at improving the quality of the study programme in the form of indirect written (written report published), and direct group interviews (published date and time of the meeting). The report will then be submitted to the Faculty Quality Board and a final report on the actions taken will be included in the final report of the Faculty Quality Board.

## § 4
## Getting feedback from external stakeholders

1) The RSP will be responsible for obtaining feedback on the quality of the programme from the strongest external stakeholder - the alumni, with the aim of obtaining a feedback success rate of at least 30%.
2) The success of obtaining feedback from alumni will be evaluated by the RSP once a year. A report on the results of the success of feedback solicitation will be forwarded to the Faculty Quality Board. The report will then be forwarded to the Vice-Rector for Education, who will monitor the success rate of alumni feedback at the university level for at least 10 consecutive years, preparing a comprehensive report every two years, no later than 30 May of the calendar year in question, with the exact results of the success rate of obtaining relevant alumni feedback in all degree programmes in all faculties and institutes, and then submit it to the UCM Rector's Board at its next meeting.
3) In the event that the success rate of obtaining feedback from graduates is not in line with the 30% threshold when submitting the RSP, the report will include suggestions for increasing graduates' motivation to participate in improving the quality of study programmes or a proposal to change the set target.
4) After obtaining relevant feedback from graduates and its subsequent analysis, the RSP will inform graduates once a year about the results of the inquiry, but especially about the acceptance or non-acceptance of suggestions for improving the quality of the study programme in the form of indirect written communication (e-mail, published report). A final report on the actions taken on the basis of the feedback, after ensuring that the graduates are informed, will be published on the faculty's website.
5) The department covering the study programme will be responsible for obtaining feedback on the quality of the study programme from external stakeholders - employers and other representatives of relevant sectors of the economy and social practice.
6) The department providing the study program will reach out at least once every three years to at least 3 potential employers of its graduates according to its own needs and prioritization in relation to the needs of study programme improvement and expectations of graduates' readiness for practice.
7) The department providing the study programme after obtaining relevant feedback from external stakeholders - employers and other representatives of the relevant sectors of the economy and social practice and its subsequent analysis, will ensure that respondents are informed about the results of the inquiry, but especially about the acceptance or non-acceptance of suggestions for improving the quality of the study programme in the form of indirect written (publicly available report, e-mail communication).
8) The success of feedback as well as the measures taken as a result of the feedback from external stakeholders - employers and other representatives of relevant sectors of the economy and social practice, will be presented by the department providing the study programme to the Quality Board of the Faculty at least once every three years. A final report on the actions taken on the basis of the feedback will be published on the

faculty's website.

9) The department providing the study programme will be responsible for obtaining feedback on the quality of the study programme from external stakeholders - domestic and foreign partners of UCM.
10) The department providing the study programme after obtaining relevant feedback from external stakeholders - domestic and foreign partners of UCM and its subsequent analysis, will ensure that respondents are informed about the results of the inquiry, but especially about the acceptance or non-acceptance of suggestions for improving the quality of the study programme in the indirect written form (publicly available report, e-mail communication).
11) The success of feedback as well as the measures taken as a result of the feedback from external stakeholders - domestic and foreign partners of UCM, will be presented by the department covering the study programme to the Quality Board of the Faculty at least once every two years. A final report on the actions taken based on the feedback will be published on the faculty's website.
12) In the case of I and II level study programme, it is advisable to obtain feedback from both domestic and foreign partners. In the case of the III level study programme it is necessary to obtain feedback, especially from foreign partners of UCM.
13) Once the results have been analysed, the competent body (the RSP/department providing the study programme) must produce a concise and clear report. If a more detailed output from the inquiry has been produced, it is advisable to draw attention to this and to include in the report a contact at which more detailed information could be obtained.

## § 5
## Final provisions

1) This Internal regulation was discussed in t h e UCM Rector's Board on 13 April 2021.
2) This Internal regulation shall enter into force on the date of signing by the Rector of the UCM and shall take effect on 1 May 2021.

In the university town of Trnava, on 13 April 2021

prof. Ing. Roman Boča, DrSc.
rector of UCM

*Obtaining Relevant Feedback from Stakeholders, including amendments and supplements, is published in the Slovak language and in other languages in which the UCM conducts its programmes, with the Slovak language text being considered the authentic text.*