



КИЇВСЬКИЙ МЕДИЧНИЙ УНІВЕРСИТЕТ  
KYIV MEDICAL UNIVERSITY  
EST.1992

**PRIVATE HIGHER EDUCATIONAL ESTABLISHMENT**

**"KYIV MEDICAL UNIVERSITY"**

**APPROVED**

**Rector**

\_\_\_\_\_ **Borys IVNEV**

\_\_\_\_\_ **2024**

**PROVISION  
ON THE ORGANIZATION OF SURVEYS  
PARTICIPANTS IN THE EDUCATIONAL PROCESS  
IN A PRIVATE HIGHER EDUCATIONAL ESTABLISHMENT  
"KYIV MEDICAL UNIVERSITY"**

Approved by the Academic Council  
Kyiv Medical University  
(minutes N \_\_ dated \_\_.\_\_.2024)

Implemented by:  
order dated \_\_ .\_\_. 2024 N \_\_\_\_

**Kyiv 2024**

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## **1. General provisions**

1.1. These Regulations define the basic principles and procedures for conducting surveys of participants in the educational process at the Kyiv Medical University (hereinafter referred to as the University). Participants in the educational process are: students, interns, scientific and pedagogical workers, employees, graduates, employers and other interested persons (stakeholders).

1.2. The main purpose of conducting surveys is to obtain feedback from participants in the educational process regarding the quality of educational services, the content and implementation of the educational program, adherence to the principles of academic integrity, the exercise of the right to choose academic disciplines and the possibility of forming an individual educational trajectory and undergoing practice, the level of professional training of graduates, working conditions of employees and other aspects of the functioning of the University in order to improve the quality of educational services, increase the efficiency of work and compliance of educational programs with the requirements of the labor market. The survey is a form of participation of higher education applicants in the system of ensuring the quality of education and implementing the principle of "student-centered learning".

1.3. The Regulations have been developed in accordance with the current legislation of Ukraine, including the Law of Ukraine "On Higher Education", "On Education", as well as internal documents of the University, such as the "Regulations on the System of Internal Quality Assurance of Education". In addition, the Regulations take into account modern international practices of assessing the quality of education and providing feedback to students, which are used in leading foreign universities.

1.4. The University conducts regular surveys of students and staff to monitor satisfaction with educational services, training levels and infrastructure. All survey participants must be informed of the voluntary nature of participation in the survey, its anonymity and confidentiality, as well as how the collected data will be used.

1.5. All surveys should be conducted in accordance with international quality standards, such as ensuring the validity and reliability of data, as well as protecting personal data in accordance with applicable privacy legislation .

1.6. Conducting any survey at the University must be agreed with the head of the education quality monitoring department and determined/introduced by order of the University.

## 2. Types of surveys

2.1. Surveys at the University are divided into:

**Core surveys** are surveys conducted on a regular basis to assess overall satisfaction with the educational process, curricula, administrative support, and infrastructure. Core surveys include:

- Survey of first-year students regarding the admission and adaptation process;
- Survey on OPP (educational and professional programs);
- Survey on the teaching of individual educational components and the quality of work of scientific and pedagogical staff;
- Survey of interns regarding training and internship conditions;
- Survey of scientific and pedagogical staff regarding working conditions, opportunities for professional development, and educational and methodological support;
- Employee survey regarding working conditions and professional development opportunities;
- Survey of graduates on acquired skills and their compliance with labor market requirements;
- Survey of employers regarding the level of training of graduates and the compliance of their competencies with the requirements of the labor market.

**Additional surveys** – surveys that may be conducted at the request of deans of faculties, heads of departments, heads of other structural divisions of the University, and the student council in order to solve certain organizational, educational, or research tasks. Such surveys must be additionally coordinated with the education quality monitoring department and meet the requirements of these Regulations.

### 3. Survey methodology

3.1. Surveys at the University are conducted in electronic format through the “Google Forms” service, or similar services for conducting surveys.

3.2. Before the survey begins, respondents are provided with detailed information about the purpose of the survey, the conditions of anonymity or confidentiality, as well as an explanation of how the survey results will be used. When sending out the survey, the deadline by which respondents must complete it should be clearly indicated.

3.3. In the process of developing a survey, it is important to adhere to the principles of clarity, conciseness and neutrality of question wording. Each question should be aimed at obtaining specific information and should not cause double interpretations or lead respondents to certain answers. The main principles of question wording are:

- Clarity: questions should be worded in such a way that respondents can easily understand what is required of them;
- Clarity: each question should address only one aspect or topic;
- Neutrality: you should avoid questions that may impose a certain answer or assessment of the situation.

Preference is given to closed-ended questions with given answer options in the form of a rating scale with five possible answer options, allowing respondents to express their degree of agreement or disagreement with a certain statement. At the same time, open-ended questions can be used to collect additional comments or suggestions from respondents.

Example of a scale:

- “1” – "Strongly disagree"
- “2” – "Do not agree"
- “3” – “Neutral”
- “4” – "Agree"
- “5” – "Strongly agree"

For questions related to the assessment of specific aspects (e.g., teaching quality, infrastructure), it is appropriate to use, for example, the following statements:

- "The teacher explains the material clearly."
- "The learning material meets the expectations and objectives of the course."
- "I have access to all the necessary learning resources."
- "The living conditions in the dormitory meet my needs."

Respondents rate their agreement on a scale of 1 to 5, which allows for quantitative data for further analysis.

### 3.4. Survey structure

Each survey should be logically structured and contain the following sections:

- Introductory part: a brief explanation of the purpose of the survey, its confidentiality, and the importance of participation;
- Main part: a list of questions related to various aspects of the educational process, teaching, organization of learning, etc.;
- Final part: gratitude for participation and the opportunity to leave additional comments or suggestions.

### 3.5. Time and frequency of surveys

The timing and frequency of surveys depend on the specific type of survey and may be conducted annually, semiannually, or at other intervals.

All surveys are conducted according to a schedule approved by a separate order of the university, usually a month before the start of the new academic year.

### 3.6. Testing and pilot survey

Before launching each new survey, it is recommended to “test” the survey among a small group of respondents to check its clarity, the presence of logical errors, and to estimate the time required to complete it. This allows you to make adjustments before launching the survey on a large scale.

### 3.7. Analysis and use of results

The survey results are analyzed using quantitative methods for closed questions and qualitative methods for open questions. Based on the results, recommendations are

developed to improve educational and other processes, which are implemented by the relevant departments of the University.

Depending on the nature and purpose of the survey, the results of some may be used exclusively for internal university purposes (for example, for consideration at meetings of the Rectorate or Academic Council). The results of individual surveys may also be published on the official university website by decision of the University President.

#### **4. Confidentiality and protection of personal data**

4.1. The University complies with the requirements of Ukrainian legislation and international standards regarding the protection of respondents' personal data. The collected data is processed in a generalized form to protect the anonymity of survey participants.

4.2. Personal data, such as names or contact details, are not collected during surveys unless respondents provide written consent to do so.

4.3. The University undertakes to store survey data in accordance with legislative requirements, in particular the Law of Ukraine "On Personal Data Protection", as well as internal policies regarding the storage and processing of confidential information.

#### **5. Responsibility for conducting surveys and analyzing survey results**

5.1. The Education Quality Monitoring Department is responsible for:

- creating and conducting surveys;
- informing students and teachers about the timing of surveys;
- analysis of the results of all main and additional surveys;
- preparation of reports and recommendations based on the data received;
- control over the implementation of regulatory documents issued based on the analysis of survey results.

5.2. The survey is carried out using questionnaires that are created according to the following algorithm:

- The Education Quality Monitoring Department creates a questionnaire for surveying participants in the educational process;
- The content of the questionnaire is discussed at a meeting of the administration, where additions and changes are made (if necessary);
- The questionnaire is submitted to the President of the University for approval;
- The questionnaire is approved by order of the University for use in the survey.

5.3. After completion of each survey, the results are analyzed and presented in a final report. Final reports are prepared by the Education Quality Monitoring Department, after which they are submitted for consideration by the Academic Council or relevant governing bodies of the University.

5.4. Based on the final reports, the University administration is obliged to make management decisions aimed at eliminating the identified problems or implementing improvements. The results of the surveys are discussed at the meetings of the administration, as well as at meetings of the relevant departments to make specific decisions and determine the deadlines for their implementation.

5.5. The University undertakes to inform participants in the educational process about changes implemented based on the results of surveys through publications on official websites and other means of communication.