

**CONFIRMED**

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Rector's Order No.20/1.1-11/112

## **SURVEYING PROCEDURE**

### **UNIVERSITY OF BUSINESS, ARTS AND TECHNOLOGY RISEBA**

#### **1. General Terms and Conditions**

- 1.1. This document describes the procedure and form of quality control of the study process at RISEBA University of Business, Arts and Technology, its primary tool being several questionnaires.
- 1.2. Questionnaires aim to collect feedback about the completed study process. These results allow for flexibility and ability to rectify any deficiencies in university's processes.
- 1.3. RISEBA students and graduates, as well as employers are survey.
- 1.4. The frequency of questionnaires depends on their type. The following questionnaires exist:
  - Assessment questionnaire for a study course
  - Assessment questionnaire for a study programme
  - Annual survey of students
  - Alumni survey
  - Employer survey
  - Survey for internship organisations
  - Assessment questionnaire for the thesis writing process
- 1.5. Student and alumni surveys are sent electronically and are anonymous. Surveys of employers and internship organisations are not anonymous to determine the quality of cooperation.
- 1.6. The head of the Study Quality Centre is responsible for the organization, registration and processing of surveys.

#### **2. Organisation of surveys by type**

##### **2.1. Assessment questionnaire for a study course: procedure**

- 2.1.1. Assessment questionnaires for study courses are a mandatory quality assessment tool to provide information to the academic staff and programme management about the achieved results and student satisfaction with teaching methods. Questionnaires ensure engagement of all students and academic staff in the improvement of a course.
- 2.1.2. All students of RISEBA complete questionnaires.
- 2.1.3. Questionnaires consist of open and closed questions reviewed by the Methodological Council and approved by a Rector's order (see Annex 1).

- 2.1.4. Questionnaires are distributed at the end of each study course, but can be also circulated in the middle of the course if there is a need to promptly respond to a complaint about the teaching quality.
- 2.1.5. IT Engineer of the IT Department monitors exam schedules and prepares a questionnaire concerning each member of the faculty in the teaching language of the respective course in the portal for electronic surveys (webropolsurveys.com). Within three days after the examination date, the IT Engineer is to forward the prepared link to e-mail addresses of students.
- 2.1.6. A student should complete the questionnaire within five business days after its receipt.
- 2.1.7. The information system engineer of the IT department compiles the questionnaires and submits the prepared results to the Study Quality Centre.
- 2.1.8. Faculty of each course receive surveying results only about the course they have taught. The Head of the Study Quality Centre sends the questionnaires electronically to the lecturer's e-mail address and to the director of the study program. The faculty have an opportunity to express their views about these results to the Head of Quality Assurance, the Programme director and students

## **2.2. Assessment questionnaire for a study programme: procedure**

- 2.2.1. Assessment questionnaires for study programmes aim to assess the quality of organisation and implementation of study programmes. An assessment questionnaire for a study programme is recommended for each programme.
- 2.2.2. 2.2.2. All students in the study program who are studying in the last study year participate in filling in the questionnaire.
- 2.2.3. They consist of open and closed questions, which are reviewed by the Programme director on annual basis. See Annex 2 for a form with recommended questions. Programmes of various academic directions may have different questions.
- 2.2.4. Questionnaires are distributed once per year, at the end of academic year and at the discretion of the Programme director.
- 2.2.5. Students should fill in the questionnaires by the deadline indicated by the Programme director.
- 2.2.6. The director of the study program summarizes the results of the survey and submits the prepared results to the Head of RISEBA Quality Assurance, the Study Quality Centre and the Vice Rector of Academic Affairs.

## **2.3. Procedure for annual survey of students**

- 2.3.1. The goal of the annual student survey is to determine the opinion of students about the organization of academic processes at the university, availability of material and technical resources, quality of activities of the student self-governance body and other issues related to the studies and the academic environment.
- 2.3.2. The questionnaire is reviewed annually by the Study Quality Centre in coordination with the Vice Rector of Academic Affairs and the Student Council. See sample questions in Annex 3.
- 2.3.3. Questionnaires are completed electronically (webropolsurveys.com) at the end of each academic year.
- 2.3.4. Students should complete the survey within 14 days.

**2.4. Alumni survey procedure**

- 2.4.1. Alumni surveys are a mandatory quality assessment tool to gather information about the quality of organisation and implementation of completed study programmes, as well as about the successes of graduates after graduation.
- 2.4.2. Alumni survey is filled in by all RISEBA graduates who have agreed to the processing of personal data after graduation and have graduated from the RISEBA study program not more than three years ago.
- 2.4.3. The questionnaire is attached to this procedure (see Annex 4). The content of the questionnaire is subject to change.
- 2.4.4. Questionnaires are completed electronically (webpolsurveys.com) once per three years.
- 2.4.5. The graduates should complete the survey within 14 days.
- 2.4.6. The survey of graduates is organized by the Study Quality Centre on the initiative of the Vice-Rector for Development.

**2.5. Employer surveying procedure**

- 2.5.1. Employer surveys are a mandatory quality assessment tool to receive information from employers about the knowledge, skills and competences of graduates.
- 2.5.2. The questionnaire is attached to this procedure (see Annex 5). The content of the questionnaire is subject to change.
- 2.5.3. Questionnaires are completed electronically (webpolsurveys.com) once per three years.
- 2.5.4. The survey is conducted by the Study Quality Centre in cooperation with the Alumni Association using a unified database of RISEBA alumni employers.
- 2.5.5. The employers should complete the survey within 14 days.

**2.6. Procedure for surveying internship organisations**

- 2.6.1. The goal of questionnaires for internship organisations is to receive information about the knowledge, skills and competences of interns.
- 2.6.2. The questionnaire is prepared in accordance with the questionnaire approved by the Rector (see Appendix 6). The content of the questionnaire is subject to change.
- 2.6.3. The surveys are paper based, and are submitted to the respective Programme director along the assessment signed by the internship organisation.
- 2.6.4. The respective bodies fill in these surveys on the last day of internship.
- 2.6.5. The survey is organized, the results of the survey are compiled and stored by the programme director.

**2.7. Assessment questionnaire for the thesis writing process: procedure**

- 2.7.1. The goal of assessment surveys concerning preparation of the thesis is to determine students' opinions about the writing of thesis and cooperation of the scientific or creative supervisor with the student to improve the quality of the above processes.

- 2.7.2. 2.7.2. The questionnaire is designed in accordance with the Regulations on Study Paper Development (see Annex 7). The content of the questionnaire is subject to change.
- 2.7.3. The survey is anonymous. A student should submit the completed survey to RISEBA Study Department along a printed copy of his/her thesis.
- 2.7.4. The survey is organized, the results of the survey are compiled and stored by the program director.

### **3. Collection and analysis of results of questionnaires and surveys**

#### **3.1. Results of assessment questionnaires for study courses: collection and analysis**

- 3.1.1. Questionnaires for study courses are collected by the Head of the Study Quality Center and stored in the internal electronic system. Surveying results are confidential, and access to all results is granted only to the Rector, Vice Rector for Studies and Head of Quality Assurance. Access to surveying results concerning academic staff of specific study programmes is made available only to the Programme Director of the respective programme, the Head of the Department and the Dean of the faculty.
- 3.1.2. After getting acquainted with the results of the study course evaluation surveys, the Head of the Study Quality Center evaluates the opinion of the students expressed in the questionnaire and the average evaluation of the study course. At the end of an academic year, the Head of Quality Assurance prepares a rating of study courses, ranging them according to their average score. Survey comments concerning specific courses are marked with indicators that allow to focus on study courses that need improvements. If only positive opinions have been indicated in the questionnaire comments, the course is colour-coded green, if negative and positive comments - yellow, and if only negative comments - red.
- 3.1.3. Only surveys where the share of respondents was at least 25% of the total number of students in a specific group are taken into account.
- 3.1.4. If the assessment of a specific member of the faculty is lower than the average assessment of all study courses or if negative comments have been received (yellow or red colour-code), the respective Programme director should discuss this situation with the member of the faculty, involving the head of the department, if needed, and with students. The Head of the Study Quality Centre is informed about the results of the negotiations.
- 3.1.5. Questionnaire results concerning RISEBA faculty are taken into account during their annual performance reviews and interviews with the head of the department, when decisions are made about their qualification category that affects wages.
- 3.1.6. The Programme director should review the performance of external faculty and decide about a repeat invitation to teach a study course.

#### **3.2. Results of assessment questionnaires for study programmes: collection and analysis**

- 3.2.1. The Programme director is responsible for collection of survey results and introduction of the necessary changes or improvements in the programme, as well as notification of results to lecturers and students. Aggregated results are forwarded the head of respective department, the dean, the Vice Rector for Studies and the Head of Quality Assurance, who have a right to propose

improvements in the content or organisation of the programme. The Programme director should incorporate the compiled results in programme records.

### **3.3. Results of annual survey of students: collection and analysis**

- 3.3.1. The Student Council compiles questionnaire results, and forwards them the Vice Rector for Studies and the Head of Quality Assurance. The Head of Quality Assurance analyses questionnaire results, informs about them the management group of RISEBA, and keeps them in quality management records.

### **3.4. Results of alumni surveys: collection and analysis**

- 3.4.1. The Head of the Study Quality Centre compiles the results of the questionnaire, informs the RISEBA management group, the director of the respective study program, the head of the Alumni program about the results and saves them in the quality management records.

### **3.5. Results of employer surveys: collection and analysis**

- 3.5.1. The director of the program compiles the results of the questionnaire, informs the head of the Study Quality Centre about the result and saves the results of the survey in the records of the program. The Head of the Study Quality Centre analyses the survey and informs the RISEBA management group.

### **3.6. Results of internship organisation surveys: collection and analysis**

- 3.6.1. The Programme director compiles questionnaire results, includes them in the annual description of the study programme, and keeps the results in records of the surveying results programme.

### **3.7. Results of the assessment questionnaire for the thesis writing process: collection and analysis**

- 3.7.1. The Department of Studies submits the set of surveys to the Head of the Study Quality Center for compilation of results within 15 days after the deadline for the survey. The summarized results for the improvement of the final thesis development process and cooperation with the scientific or creative supervisor are sent electronically to the director of the program, the dean of the faculty and the supervisor of the final thesis in a summarized form.

## **4. Notification of survey results**

- 4.1. The results of the study program evaluation surveys are discussed in the program council and published in the annual study program self-evaluation report.
- 4.2. The annual student surveys are available in summary form at the Head of the RISEBA Student Council and the Study Quality Center. Members of the Constitutional Council are informed about surveying results during its annual meeting.
- 4.3. Aggregate results of alumni surveys, employer surveys and internship surveys are available from the respective programme director. Members of the Programme Board, the head of the respective department, and the Faculty Dean are informed about surveying results.
- 4.4. Data and summarized results of all surveys are submitted to the Study Quality Center.

**ASSESSMENT QUESTIONNAIRE FOR A STUDY COURSE**

1. In how many lectures have you been present during this course?

- ☐ 100-75%
- ☐ 75-50%
- ☐ 50-25%
- ☐ Less than 25%

2. Please consider each question and select the most appropriate answer!

*5-completely agree, 4-more agree than disagree, 3-do not know, 2-more disagree than agree, 1-completely disagree*

- a. At the beginning of the study course, students were informed about its aim, tasks, content and learning outcomes, as well as the methods of assessment of results, including compulsory tests, requirements for the course and deadlines;
- b. A calendar schedule of the study course was available with indications in which lesson / date / term each of the study course topics is planned;
- c. The e.riseba.lv platform was used effectively (lecture presentations were available (if any), used literature, other materials, communication (forums), tests);
- d. At least three days in advance, information on the course of the next classes was available on the platform e.riseba.lv;
- e. At least one day in advance, the platform e.riseba.lv had online access (if such was planned), the necessary materials, or instructions on how to access them;
- f. The curriculum was outlined in an understandable way, emphasizing the key;
- g. The lecturer encouraged thinking analytically;
- h. Students had the opportunity to ask questions and participate in a discussion during the lessons;
- i. The beginning and end of the lessons were strictly observed;
- j. It was possible to receive a lecturer's consultation outside the classes;
- k. The lecturer provided timely feedback on the tasks performed independently and prepared assessments;
- l. I have learned a lot in this course;
- m. I would like to recommend a friend this lecturer.

3. Please indicate the things (organization of the study course, teaching methods, examination forms, course materials, etc.) that you liked within the course, that helped you to master the course better and would be useful for you in other courses.
4. Please indicate things (organization of the study course, teaching methods, examination forms, course materials, etc.) that you did not like within the course, hindered the full acquisition of the course and in your opinion should be changed / improved in the future?

**Thank you for participation and your time! Your opinion is very important to us! Your RISEBA**

### STUDY PROGRAMME ASSESSMENT QUESTIONNAIRE

The questionnaire is carried out to determine the level of student satisfaction with study programmes offered by RISEBA.

Programme \_\_\_\_\_

Study course \_\_\_\_\_

Learning language \_\_\_\_\_

Teaching form (full-time, evening, distance learning) \_\_\_\_\_

1. Please rate each factor related to studies in your programme.

No	Factors	Completely agree	Agree	More disagree than agree	Completely disagree	Comments
1.	I am satisfied with the quality of studies	4	3	2	1	
2.	The programme meets my expectations	4	3	2	1	
3.	I am satisfied with the quality of academic personnel	4	3	2	1	
4.	Library resources are adequate	4	3	2	1	
5.	I am always informed about changes in the study schedule on time	4	3	2	1	
6.	I am satisfied with the weekly schedule of classes	4	3	2	1	
7.	The study load is even	4	3	2	1	
8.	The total study load is intensive	4	3	2	1	
9.	I am satisfied with the performance of programme administrators	4	3	2	1	
10.	I am satisfied with the performance of Programme director	4	3	2	1	
11.	I am satisfied with the support provided by the tutor	4	3	2	1	
12.	e.riseba (moodle) helps me during the learning process	4	3	2	1	
13.	I am satisfied with the technical means and facilities (rooms, equipment, etc.) used for the studies	4	3	2	1	
14.	I am satisfied with methodological and informative tools and resources	4	3	2	1	



	used for the studies					
15.	I am satisfied with the range of available electives	4	3	2	1	
16.	I am satisfied with extra-curricular activities and open lectures	4	3	2	1	
17.	Knowledge learnt during the programme can also be used in the real life	4	3	2	1	
18.	I am satisfied with the offered internship/job opportunities	4	3	2	1	
19.	I am satisfied with exchange programme opportunities	4	3	2	1	
20.	Studies in the programme allow me to find new contacts	4	3	2	1	
21.	In general, I am satisfied with the content of the programme	4	3	2	1	
22.	I am given an opportunity to participate in the improvement of programme quality	4	3	2	1	

## 2. In your opinion, what are the strengths of the programme?

### Comments:

## 3. In your opinion, what are the weaknesses of the programme?

### Comments:

## 4. What would you recommend to improve in the programme?

**5. I would recommend the others to study in this programme:**

Completely agree	Agree	More disagree than agree	Completely disagree	Comments
4	3	2	1	

*Thank you for participation!*

## Questions of RISEBA annual survey of students

1. Please indicate information about yourself:

Study level

Study programme

Year

Study form

Learning language

2. Please indicate which social media accounts of the Student Council you follow

3. Did you know that you could approach the Student Council at 3 Meža Street, Room 303, with your problem or proposal?

4. What sports trainings organised by RISEBA Student Council have you heard about?

5. Are you interested in any athletic activities? If yes, please indicate!

6. In general, the study load (intensity) is: (if too high or low, please provide reasons for change and what you would like to change)

7. Requirements for exams and other tests are too high/ correspond to the level of studies / too low? (please tell why and what you would like to change)

8. Do you think that the tuition fees are commensurate with the quality of studies?

9. Are you offered an adequate number of extra-curricular activities (open lectures, business incubator, trips, etc.)?

10. Is the choice of Part C courses (or electives) extensive enough to match your interests?

11. I would like to make the following improvements in how the faculty performs:

12. Will you participate in the annual scientific conference of RISEBA Students' scientific research and artistic creation?  
(Yes / No) If not, why not?

13. Are you interested in activities that are related to science and research or artistic creation and that you would like to participate in at the university?

14. What would motivate you to engage in individual scientific, research or creative projects during entire studies?

15. Please check those activities offered by the university, as well as institutions that you are informed of:

16. Do you complete university questionnaires about lecturers? If not, what would motivate you to do that?

17. Would you be interested in using the opportunities offered by the university's business incubator? (for information: in RISEBA Creative Business Incubator you can receive support to start or run your business)

18. Which topics would you like guest lectures to cover?

19. Did you know that RISEBA offers international opportunities (ERASMUS+ experience exchange, double degrees)?

20. Do you feel that you have received enough information about international opportunities and that the scope of available information meets your needs?

21. Do you know how to apply for ERASMUS+ exchange programme and how it takes place?

22. Are you notified about changes in the lecture schedule promptly and on timely basis?

23. Do you receive information about open lectures and other extra-curricular activities on timely basis?

24. Which distribution channel would be the most suitable for general information?

25. Do you receive information from your group leader about the latest developments and opportunities?

26. Do you know your group tutor?

27. Are you aware that any problems related to the university, unpleasant situations and recommendations can be communicated via RISEBA homepage contact form or by writing to my\_opinion@riseba.lv?

28. If you have participated in an Erasmus+ programme or studied for a double degree, were you satisfied with university communication in this regard?
29. Are you satisfied with university Wi-Fi (if not, please indicate in which building and/or room you find it unsatisfactory)?
30. Are you satisfied with availability of software in university computers? In your opinion, are there any additional software that could be useful and valuable for the study process?
31. Are you satisfied with the support provided to students by the IT department?
32. Were library textbooks adequate for your needs?
33. Were library electronic databases (EBSCO, EMERALD, LETA archive and Nozare.lv) adequate for your needs?
34. Do you know how to use electronic library databases?
35. Are you satisfied with RISEBA support to secure student housing?
36. In which rooms do you find the technical equipment and facilities inadequate (please indicate the room number and address)?
37. Do you find the bicycle stand on Meža or Durbes Street satisfactory? If not, please specify.
38. Are you satisfied with cafe Cantine at 3 Meža Street (if not, please specify)?
39. Are you satisfied with the cafe at 4 Durbes Street (if not, please specify)?
40. If you again had to choose a place to study, would you still choose RISEBA?
41. Your recommendations to improve the environment, information exchange, academic process and other aspects at the university.
42. Name at least three study courses that you found most valuable, both in terms of course content and performance!
43. Name at least three lecturers you liked best!
44. Name at least three study subjects that you would like to study in addition within your study program!
45. Name at least one non-lecture activity you would like that RISEBA to implement!
46. Name at least one suggestion how RISEBA can help you start your career successfully!
47. Name at least one proposal that you would like to implement actively in RISEBA by yourself!

**Thank you for participation and your time! Your opinion is very important to us! Your RISEBA**



## Survey of RISEBA University of Business, Arts and Technology alumni

1. At which level did you graduate from one of our programmes? \*

(if you have completed several RISEBA programmes, please select the last one)

- ☐ College level programme
- ☐ Bachelor programme
- ☐ Master programme
- ☐ Doctoral programme

2. Which college programme did you complete?

(check as needed)

- ☐ Occupational safety
- ☐ Business organisation and management
- ☐ Real estate management

3. Which bachelor programme did you complete?

(check as needed)

- ☐ Architecture
- ☐ Audiovisual media arts
- ☐ Business psychology
- ☐ Business management in a digital environment (previous name: electronic commerce, e-business)
- ☐ European business studies (previous name: DEBA)
- ☐ Public relations and advertising management
- ☐ Business management (previous name: business organisation and management)

4. Which master programme did you complete?

(check as needed)

- ☐ Audiovisual media arts
- ☐ Human resources management
- ☐ Project management
- ☐ Public relations management (previous name: integrated public relations communications)
- ☐ International business
- ☐ International finance
- ☐ Business management
- ☐ Health management
- ☐ Management and administration/RISEBA MBA (in cooperation with Salford University)
- ☐ Strategic business management
- ☐ Management psychology and supervision

**5. In which language did you study? \***  
(in the last programme completed)

- ☐ Latvian
- ☐ Russian
- ☐ English

**6. How long ago did you complete the study programme you indicated? \***  
(the last completed RISEBA programme)

- ☐ Less than 1 year ago
- ☐ 1-3 years ago
- ☐ 4-10 years ago
- ☐ More than 10 years ago

**7. Why did you choose this specific study programme? \***  
(several choices possible)

- ☐ I was interested in the chosen academic direction (or content)
- ☐ Good prospects in the labour market
- ☐ Career growth opportunities
- ☐ High quality studies
- ☐ Tuition fees commensurate with the quality of studies
- ☐ Suitable study timetable (studies in the evening, on weekends and via distance learning)
- ☐ Professional and knowledgeable faculty (industry experts)

- ☐ Foreign faculty
- ☐ Standing of the university
- ☐ Opportunity to study in my preferred language
- ☐ Positive feedback from alumni

Other:

☐

**8. Please assess each criterion: \***

	Bad	Satisfactory	Good	Very good
Quality of the study programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administration of the study programme (performance of programme director)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price and quality ratio of the study programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support from the Study Department (performance of administrators, information centre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competence and knowledge of the faculty, its use during the teaching process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance of the group tutor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy of library resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical equipment and facilities (auditorium equipment, hardware, availability of software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude towards students, and the academic environment at the university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compatibility of knowledge acquired during the studies with the current labour market demands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compatibility of skills and competences acquired during the studies with the current labour market demands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contribution of the completed education to finding a job (or starting a business)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness of the received qualification and/or degree for my professional duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content of the completed programme (profession/degree) covers the latest development trends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to continue studies at the next academic level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation of the graduation ceremony	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. In the study process, what was:\***

(please indicate in the space provided)

Positive:

☐

Motivating (kept me going on until graduation):

☐


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Negative:

☐


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**10.** What would you propose to improve in the completed study programme?  
(please list)

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**11.** Would you recommend this study programme to your friends, relatives, and acquaintances? \*  
(check as needed)

Completely disagree   Disagree   Agree   Completely agree

I would recommend this study programme to my  
friends, relatives, and acquaintances

☐   ☐   ☐   ☐

**12.** Did you work, when you graduated? \*  
(check as needed)

☐ Yes

☐ No

**13.** Did you get a job within 3 months after graduation?  
(check as needed)

☐ Yes

☐ No, I was looking for a job

☐ No, I continued my studies

☐ No (other reason)

**14.** What is the type of your occupation? \*  
(check as needed)

☐ Salaried employee

☐ Employer



- ☐ Self-employed
- ☐ Homekeeper
- ☐ Unemployed

**15.** Do you work in the area you studied?

(check as needed)

- ☐ Yes
- ☐ No

**16.** In which country do you work now?

\_\_\_\_\_

**17.** Please indicate the sector of the company you work for (as a salaried employee or an owner)

(check one of the below sectors)

- ☐ Agriculture, forestry and fisheries
- ☐ Mining and quarry work
- ☐ Processing
- ☐ Power, gas supply, heating and air conditioning
- ☐ Water supply, sewage, waste management and depollution
- ☐ Construction
- ☐ Wholesale and retail, car and motorbike repairs
- ☐ Transport and storage
- ☐ Hospitality and catering
- ☐ Information and communication services
- ☐ Finance and insurance
- ☐ Real estate transactions
- ☐ Professional, scientific and technical services
- ☐ Administrative and service organisations
- ☐ State administration and defence, mandatory social insurance
- ☐ Education
- ☐ Health and social care
- ☐ Art, entertainment and recreation
- ☐ Other services

**18.** Please indicate the level of your current position

- ☐ Senior manager
- ☐ Middle level manager
- ☐ Employee

**19. Please indicate your gross salary**

(pursuant to Sections 5 and 75 of the Law on Higher Education Institutions, the university has to provide information about careers of its students after graduation, incl. employment and the salary range)

- ☐ less than EUR 430
- ☐ from EUR 430 to EUR 850
- ☐ from EUR 851 to EUR 1,000
- ☐ from EUR 1,001 to EUR 1,500
- ☐ from EUR 1,501 to EUR 2,000
- ☐ EUR 2,001 and more

**20. Would you be interested in continued cooperation with the university? \***

- ☐ Yes
- ☐ No

**21. In which of the below ways would you be interested in cooperating with the university? \***

(check all options of interest to you)

- ☐ Be active in the Creative Business Incubator by becoming a mentor/couch
- ☐ Become a partner of the Creative Business Incubator to develop your business idea
- ☐ Continue studies in a master or doctoral programme
- ☐ Conduct research for your company to improve its business indicators
- ☐ Offer internships to students
- ☐ Share your experiences by delivering an open guest lecture
- ☐ Become a cooperation partner of the university by sponsoring various entertainment activities at the university
- ☐ Become a cooperation partner of the university by sponsoring various higher education events
- ☐ Be active in the alumni community by contributing to its development and strengthening
- ☐ I do not wish to have active cooperation with the university
- ☐ Other options (please indicate)

\_\_\_\_\_

**22. Please indicated your gender: \***

- ☐ Male
- ☐ Female

23. Please indicate your age:

\_\_\_\_\_

24. If you are currently employed, please provide information about your employer. (In accordance with Latvian regulatory enactments, higher education institutions must provide information on the further course of work of university graduates and the opinion of employers on the level of preparation of university students and graduates. It is not obligatory to give you an answer to this question, but we will appreciate it if you provide the requested information - it will be used only to conduct a survey of RISEBA employers. The data provided by employers is very important for the further improvement and development of the quality of higher education and student education. The data will be used only in an aggregated way so that RISEBA can create conditions for successful preparation of students / graduates for the labor market.):

- ☐ Name and address of the company where you work;
- ☐ The name, position, e-mail and telephone number of your supervisor, who can provide information about you;
- ☐ If you do not have a direct supervisor (if you are a company manager, self-employed person, etc.), please provide the above information about yourself.

For your information: The employer's questionnaire regarding the graduate includes the following questions:

- What field of education has the RISEBA student / graduate, i.e. Your employee (s)?
- What level of education do RISEBA graduates have?
- Please assess the extent to which the following statements correspond to RISEBA graduates! (On a scale of 1 to 5, the following values must be assessed: Ability to integrate knowledge from different fields; Ability to take responsibility for the results of the staff work in groups; Ability to independently improve their scientific qualifications, etc.)
- In your opinion, what should be improved to increase the professional level of RISEBA graduate (your employee)?
- Do RISEBA graduates work in your company in positions that correspond to their acquired specialty?
- How would you describe the recent RISEBA graduates in general?

**Thank you for your participation!**  
**Your university RISEBA**

## Annex 5

### EMPLOYER SURVEY

Pursuant to the law of Latvia, universities have to provide information about professional development of their graduates and views of employers about the level of professional preparedness of their students and graduates. Thus, as you are a valued cooperation partner, RISEBA University of Business, Arts and Technologies would like to find out your opinion about our students/graduates.

Your answers will be very important for further improvement and development of the university and the quality of education of our students. The data will be used only in an aggregate form for RISEBA to create the right conditions for successful preparation of students/graduates for the labour market. It will not take more than 20 minutes of your time to complete the survey.

RISEBA confirms that the questionnaire data are confidential and the anonymity of the company will be ensured. The data will be used for research and non-commercial purposes only.

1. **How many RISEBA graduates that were awarded a diploma during the last 5 years work in your company** *(please indicate approximate number)?*
  - ☐ 0 *(if 0, please do not answer other questions)*
  - ☐ 1 to 2
  - ☐ 3 to 5
  - ☐ 6 to 10
  - ☐ More than 10
2. **What type of education RISEBA student/graduate, i.e. your employee(s) has?** *(several options possible, if you have several such employees):*
  - ☐ In business/management
  - ☐ In economics (finance)
  - ☐ In arts (audiovisual media arts)
  - ☐ In communication (PR, advertising)
  - ☐ In architecture
  - ☐ I don't know
3. **What level of education do RISEBA graduates have** *(several options possible)?*
  - ☐ Bachelor education *(if yes, please move on to Question 4)*
  - ☐ Master education *(if yes, please move on to Question 4)*
  - ☐ Doctoral education *(if yes, please move on to Question 5)*

**4. Please indicate to what extent the below statements apply to RISEBA graduates:**

	disagree	more disagree than agree	more agree than disagree	agree	does not apply to my company
Able to demonstrate basic and specific knowledge typical for the profession					
Able to understand typical professional concepts and rules					
Has knowledge and understanding of					

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the latest sectorial and professional discoveries					
Able to integrate knowledge from various areas					
Able to independently perform professional functions					
Able to solve problems independently					
Able to discuss sectorial or professional issues with specialists					
Able to explain sectorial or professional aspects to involved parties					
Continuously improves competences and specialisation					
Able to take responsibility for the performance of a team					
Able to analyse personnel performance					
Able to acquire, select, analyse and use information					
Able to make decisions					
Able to create innovations in the respective branch of science or profession					
Understands professional ethics and impact of his/her professional activity on the environment and society					
Contributes to development of the respective professional area					

**5. Please indicate to what extent the below statements apply to RISEBA graduates:**

Learning outcome	disagree	more disagree than agree	more agree than disagree agree	agree	does not apply to my company
Able to demonstrate knowledge of the latest scientific theories and ideas, has good knowledge of research methodology and contemporary research methods in the respective branch of science or professional area, if these areas are linked					
Able to independently review and select most suitable methods for scientific research, has contributed to expanding knowledge or new understanding of the current knowledge and its practical application by implementing a substantial and original research project, part of which is of the quality of internationally cited					

02

publications.					
Able to communicate in writing and orally about his/her branch of science (area) with a larger scientific community and the public.					
Able to independently improve his/her scientific qualification, and implement scientific projects by securing achievements that meet international criteria in the respective sector.					
Able to manage research and development activities in companies, institutions and organisations, where extensive research knowledge and skills are required.					
Able to perform significant research and innovation tasks by means of continuous and critical analyses, syntheses and evaluation, able to come up with research ideas independently, plan, structure and manage large scientific projects, incl. in the international context.					

**6. In general, how would you describe RISEBA graduates that completed their studies during the last few years (*several options possible*):**

- ☐ good theoretical knowledge, able to start performing their professional duties immediately and independently
- ☐ good practical basis, able to start performing their professional duties immediately and independently
- ☐ after a short training / introduction to the workplace, is able to perform his / her job duties
- ☐ graduates were well prepared but insufficiently trained in practical skills
- ☐ graduates had good practical skills but poor theoretical knowledge
- ☐ difficult to provide a general assessment, as graduates differ
- ☐ other: \_\_\_\_\_

**7. What, in your opinion, should be improved to increase the professional level of a graduate of RISEBA (your employee) (please list):** \_\_\_\_\_

**7. Information about company:**

**8. Company name:** \_\_\_\_\_

**9. Sector in which the company operates:**

- ☐ Agriculture, forestry and fisheries
- ☐ Mining and quarry works
- ☐ Processing

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- ☐ Power, gas supply, heating and air conditioning
- ☐ Water supply, sewage, waste management and depollution
- ☐ Construction
- ☐ Wholesale and retail, car and motorbike repairs
- ☐ Transport and storage
- ☐ Hospitality and catering
- ☐ Information and communication services
- ☐ Finance and insurance
- ☐ Real estate transactions
- ☐ Professional, scientific and technical services
- ☐ Administrative and service organisations
- ☐ State administration and defence, mandatory social insurance
- ☐ Education
- ☐ Health and social care
- ☐ Art, entertainment and recreation
- ☐ Other services

**10. Total number of employees:**

- ☐ less than 50 employees
- ☐ 51 to 200 employees
- ☐ more than 200 employees

**11. Do RISEBA graduates work in your company in positions that correspond to their acquired specialty?****12. Please rate the importance of the skills and competencies for the selection of new employees: (3 - Most important; 2 - Important; 1 - Not so important in my company):**

- ☐ Teamwork ability
- ☐ Technical competencies relevant to the industry
- ☐ Problem solving skills
- ☐ Ability to cooperate
- ☐ Adaptability
- ☐ Analytical thinking
- ☐ Time management
- ☐ Ability to use information technology
- ☐ Knowledge of foreign languages

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- ☐ Negotiation skills
- ☐ Patience
- ☐ Project management skills
- ☐ Optimism
- ☐ Creativity
- ☐ Ability to analyze information
- ☐ Other features: \_\_\_\_\_

**13. What kind of specialists does your company lack most often, which amount of specialists should be prepared more in Latvia or which specialists are not prepared in Latvia at all?**

**14. In which competencies development of your employees do you invest the most resources?**

**15. What are the forecasts for your company's industry - employment in the respective field will increase or decrease?** (Increase; difficult to predict; decrease)

**16. How does your company get involved in the preparation of RISEBA students, for example, internships, guest lectures, consulting teachers, etc.?**

**17. Would your company be interested in attracting RISEBA trainees / providing internships in the coming year?** (Yes; No; Hard to say)

**18. Would your company be ready to participate in the development of cooperation** *(eg, to consult on the development of study content, to conduct guest lectures and excursions in the workplace, to consult master's / doctoral students in research work, to offer guaranteed employment opportunities for graduates / final year students, to provide feedback to RISEBA) ?*

- ☐ Yes
- ☐ No
- ☐ Another answer: \_\_\_\_\_

**Thank you for your time!**



Annex 6

**Internship company survey**

RISEBA professional bachelor /master programme's „ \_\_\_\_\_ “  
trainee's \_\_\_\_\_ EVALUATION

1. Trainee's name, surname: \_\_\_\_\_

2. Trainee's performance during the internship in a company / institution \_\_\_\_\_  
shall be evaluated as follows:

No .	Criterion	Very good	Good	Partly sufficient	Insufficient	Unable to assess
1.	Attitude towards internship duties					
2.	Level of knowledge and prof. skills					
3.	Communication skills					
4.	Initiative					
5.	Sense of responsibility					
6.	Being able to develop					
7.	Overall readiness for labour market					
8.	Creativity					

2. Proposals for improvements needed to raise the professional level of RISEBA trainee (please list):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

3. In general assessment of the trainee, could he/she be useful for your company?

- Yes
- No

4. Your recommendations for improving and making the actual organization of internships more efficient and relevant to the needs of the labor market and sectoral development

Internship company: \_\_\_\_\_

**Thank you for your time!**

### ASSESSMENT QUESTIONNAIRE FOR THE BACHELOR/MASTER THESIS WRITING PROCESS

Name of the study programme \_\_\_\_\_

Name of scientific supervisor \_\_\_\_\_

Date \_\_\_\_\_

Dear Student,

**We would like to invite you to assess the process of writing your thesis at RISEBA. The questionnaire aims to determine your opinion about this process to improve its quality. The questionnaire is anonymous, and its results will be used only in an aggregate form.**

To provide your answers, please rely on a 5-point scale, where 1 equals the lowest score and 5 the highest score.

Criterion	1	2	3	4	5
Deadlines for completion of the thesis were provided in due time					
Procedure for selecting a scientific supervisor was understandable					
The scientific supervisor was available, regularly replied to my e-mails, supported requests for meetings					
It was easy to communicate with the scientific supervisor					
The scientific supervisor was competent and knowledgeable					
The scientific supervisor provided valuable advice about the thesis					
The scientific supervisor encouraged creative thinking					
Trial defence of the thesis was useful					
After the trial defence I made corrections/changes/additions to my thesis					
Regulation on writing study papers was easy to understand and useful during writing the thesis					
Research and data processing methods were easy to understand					

Your recommendations for improving the process of thesis writing:

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**Thank you for your time!**