

SMK
PROCEDURE FOR ORGANIZING FEEDBACK

I. GENERAL PROVISIONS

1. Feedback is that SMK part of the study quality assurance system.
2. The purpose of the feedback system is to effectively and systematically measure the quality of the study process and to constantly improve it, as well as to ensure lifelong learning process monitoring.
3. SMK the procedure for organizing feedback (hereinafter referred to as the Procedure) determines the forms and methods of organizing the College's feedback,returnablethe procedure for the organization of communication research, data analysis and publicity in the College.
4. SMK feedback participants are SMK social partners (SMK administrative and academic staff, students, their parents, graduates, employers, representatives of professional associations, state institutions, representatives of trade unions and othersinterestedcountries).

II. FORMS AND METHODS OF PROVIDING FEEDBACK

5. Feedback surveys are organized to ensure feedback.
6. Feedback studies include:
 - 6.1. Student feedback and evaluations;
 - 6.2. Teachers' feedback and evaluations;
 - 6.3. Feedback and evaluations of graduates.
7. Used to conduct feedback researchdifferent research instruments and other tools that allow to carry out the intended research and obtain valid results.Questionnaires are also qualitative research elementsthe expediency and appropriateness of the questions are reviewed and assessed every year. Forthe Head of Studies is responsible for the timely review of research instruments.
8. Method of carrying out a specific feedback surveymeoptionals,rateuseease of data processing, operational efficiency and the human and financial resources used to process the received data.
9. The principles of anonymity, transparency and publicity are followed when implementing the provided forms and methods of providing feedback.

III. ORGANIZATION OF FEEDBACK RESEARCH, DATA ANALYSIS AND PUBLICATION

10. Taking into account the appropriateness, efficiency and good practice rules of the chosen activity, 11-13 clause of this procedurein them isthe planned feedback research plan, responsible persons, periodicity of execution and order of execution. If necessaryiui he cancan be supplemented by new types of feedback research, in order to effectively measure the

quality of the study process and constantly improve it, as well as to ensure the monitoring of the lifelong learning process.

11. Student feedback is collected:

11.1. Anonymous survey of students. The survey is conducted by questionnaire, twice during the academic year of study, at the end of the semesters (autumn semester - January - February, spring semester - May - June). The survey is sent to students by email. The student survey is organized, conducted and a report prepared by the Head of Studies. Heads of study programs review the report according to the individual departments of the College and the study programs they lead. The overview of the report includes the identification of problems, their solution and the means by which this is achieved. After the head of studies prepares the report, it is presented to the teachers during their meeting. The heads of the College's departments are also introduced separately. The report is stored in the SMK document management system (DVS). Heads of study programs have the right to familiarize students with the results of the survey during meetings.

11.2. Qualitative meetings with elders (or other representatives) of student groups. Meetings are held at least once per academic year - during the fall or spring semester. Meetings can be organized separately according to study courses and study method:

1. One general meeting is organized for seniors of the first year of permanent studies;
2. One joint meeting is organized for the seniors of the 1st year of permanent (sessional) studies;
3. One joint meeting is organized for elders of II permanent and II year permanent (sessional) studies;
4. One joint meeting is organized for elders of third-year permanent and third-year permanent (sessional) studies.

Taking into account the study method and the layout of the courses, separate meetings of group elders are organized and conducted in each department of the College during one academic year. Meetings are organized and recorded by the Heads of Study Processes and/or study administrators of the College's departments. The Director of the college participates in the meetings organized by all departments with the elders of the groups. Meetings can be organized and conducted both face-to-face and remotely. The protocol prepared during each meeting is handed over to the heads of the Study Program for further analysis, identification of problems and their solution. The heads of the study program prepare a separate explanation for the protocol, whether the measures to eliminate the problems were reached, if they were identified during the meetings, or they inform who has been assigned to solve a specific problem according to competence. Protocols are stored in the Document Management System (DMS). The Study Process Managers and/or study administrators of the College's departments are responsible for placing them in DVS.

11.3. Quality meetings with student groups. Meetings are held once during the academic year at the end of the semester (in the fall semester - November - January, and if organized in the spring semester, in April - May, respectively). Meetings can be organized both face-to-face and remotely. Meetings with specific groups of students are organized by the heads of individual departments of the College. Meets with only one specific group of students per meeting, eg Year 1, Marketing and Advertising Development, Continuing Studies. I.e. the meeting cannot take place for two groups of students from different courses, study methods or study programs at the same time. Qualitative meetings with student groups are implemented, administered and protocols are prepared by the study departments of individual departments of

the College - Study process managers and/or study administrators. The protocol prepared during each meeting is forwarded to the head of the respective Study Program for further analysis, identification of problems and their solution. The head of the study program prepares a separate explanation for the protocol, whether the means of eliminating problems were reached, if they were identified during the meetings, or informs who has been assigned to solve a specific problem according to competence. Protocols are stored in the Document Management System (DMS). The study process managers and/or study administrators of the College's departments are responsible for their placement in DVS.

11.4. Monthly meetings with students. Meetings are organized with a specific study program, course and method of study. Meetings are usually organized once a month. The head of the study program is responsible for organizing and conducting the meeting and preparing a separate report or report. During the meeting, the most relevant issues from the study process or other matters important to students in the current period are reviewed. After the meeting, the head of the study program fills out the meeting information protocol.

12. Teachers' feedback is collected:

12.1 Anonymous survey of teachers. The survey is conducted by questionnaire, once during the academic year of study. The survey of teachers is conducted and organized, and the head of Academic Activities is responsible for preparing the report. The prepared report is usually presented to the heads of the College's branches and study program heads. Teachers are also introduced to the report and survey results during the teachers' meeting.

12.2. At the end of the semester, the head of the study program submits a summary of the teacher's performance self-analysis ([For teachers of the Vilnius branch](#),[For teachers of the Kaunas branch](#),[For teachers of the Klaipėda department](#)). The submitted lecturers' reports are summarized by the heads of study programs and the information is submitted to the Committee of Study Programs and the Head of Academic Activities, when preparing the annual report.

12.3. At least once a year, the head of the study program organizes an evaluation interview with the teacher, during which he receives feedback from the teacher about the study process, ongoing activities, and immediate plans. The results of the teacher's activities, subject and pedagogical competence, motivation, self-awareness, ability to solve problems, orientation to results, innovativeness, communication and cooperation are discussed. The procedure for organizing the teacher evaluation interview is described in detail in the Teacher performance evaluation procedure.

13. Graduate feedback:

13.1. Questionnaire survey of graduates. The survey helps to monitor the position of graduates in the labor market and to improve the quality of studies. The survey is sent to graduates by email. The survey is organized, conducted and reports are prepared by the Head of Studies. Heads of study programs in accordance with the individual departments of the College and the study programs they lead conduct an overview of the report, which must be done taking into account the process of improving the quality of studies. The questionnaire survey covers graduates' employability, career aspirations and assessment of their competences in the labor market. Information is also recorded on the abilities, skills and knowledge that graduates have and/or need to be improved, the duration of the employment process, and job search methods. The overviews of the report are introduced to the College community according to target groups. The report and its reviews are stored in the SMK Document Management System (DMS). The questionnaire survey is carried out 6 months and 3 years after the graduation of graduates.

14. The analysis of feedback research results is performed by the employees provided for in points 11-13 of this procedure. A summary of the feedback studies is provided and made public for the college community.

15. The results of feedback surveys are made public in the following forms:

15.1. Feedback survey reports are published in the Collegium E-learning in the system.

15.2. Presentation of feedback research results during meetings, meetings, consultations according to target groups;

15.3. By organizing targeted presentations for social stakeholders (administrative and academic staff of the College, students, graduates, employers, state institutions and others interested countries).

16. When publishing the results of feedback surveys, the confidentiality of the data of the persons who participated in the feedback surveys is ensured.

IV. FINAL PROVISIONS

17. The summarized feedback research results are used for self-analysis of study programs and the quality of studies and studies process for improvement

18. The feedback system is constantly being improved. If necessary, additional tests are performed.

19. The Head of Studies is responsible for the implementation and improvement of the feedback procedure.