

# REGULATIONS

## on the Survey of Students, Academic Staff, Graduates and Customers at the National Defence University of Ukraine

### 1. General provisions

1.1. The Regulations on the Survey of Students, Academic Staff, Graduates and Customers (hereinafter referred to as the Regulations) concerning various issues related to the development of the unique internal culture of the academic community, the educational process, business processes, and others, are a part of the internal quality assurance system of the National Defence University of Ukraine (hereinafter referred to as the NDUU).

1.2. The Regulations have been developed in accordance with the Laws of Ukraine "On Education", "On Higher Education", "On Scientific and Scientific-Technical Activity", other regulatory legal acts, the Order of the Ministry of Defence of Ukraine "On Approval of the Regulation on the Peculiarities of Organising the Educational Process in Higher Military Educational Institutions of the Ministry of Defence of Ukraine, Military Educational Units of Higher Education Institutions, Institutions of Vocational Pre-Higher Military Education" dated 15 February 2024, No. 120, as well as taking into account the NATO Strategic Commands Joint Directive "Education and Individual Training (E&ITD) 075-007" dated 20 March 2025.

1.3. The Regulations govern the procedure for organising, conducting, analysing and presenting student survey results at various levels, as well as other internal and external stakeholders, within the fourth level of the educational quality management system of the NDUU.

1.4. According to these Regulations, the purpose of surveying students, academic staff, graduates, customers and other stakeholders is to determine the current state of the educational process and other management processes that influence the educational quality assurance at the NDUU, as well as to establish the ways to achieve the appropriate levels of educational quality.

### 2. General Principles of Organising the Assessment of Educational Programmes and the Quality of the Educational Process

#### 2.1. The objectives of student surveys are:

to ascertain students' opinions regarding the quality of the educational process (in particular, the organisation of learning and teaching) at the NDUU, as part of a regular and systematic mechanism for monitoring the internal quality assurance of education;

to prepare analytical information reports based on survey results that reflect both quantitative and qualitative indicators;

- to monitor the dynamics of the quality of the educational process;
- to identify strengths and problematic issues in the organisation of the educational process;
- to obtain information for formulating recommendations on improving the quality of education at the National Defence University of Ukraine.

## 2.2. The survey subjects are:

- students of higher education at the first (Bachelor's), second (Master's) and third (educational–scientific) levels of higher education, as well as Ukrainian citizens enrolled in the Reserve Officers' Training Programme;

- officers (non-commissioned officers) within the non-formal education system (courses of professional military education (training) and qualification improvement courses);

- students of higher education who have experience in international academic mobility;

- students of complete general secondary education at the Kyiv Military Lyceum Ivan Bohun;

- graduates (bachelors, masters, adjuncts), graduates of professional military education (training) courses, graduates of qualification improvement courses;

- academic staff (guarantors, developers and representatives of the educational programme support group);

- administrative staff (senior management of institutes (centres), chiefs of departments, leaders of auxiliary units, etc;)

- customers (direct supervisors of graduates).

## 2.3. General Procedure and Organisation of Surveys at the NDUU

2.3.1 Surveys at the NDUU may be conducted using the questionnaire method, where respondents provide written answers to the questionnaire items.

2.3.2. In some cases, oral surveys may be conducted, for example, during individual interviews, group discussions, or when time is limited.

In such cases, respondents are offered between 5 and 7 questions with simple answer options based on the Likert scale.

2.3.3. The electronic form method is typically used, with the forms hosted in the Central Distance Learning Repository of the Armed Forces of Ukraine (or using MS Office 365 forms). Technical support of the electronic survey process is provided by the NDUU Scientific Distance Learning Centre.

2.3.4 Survey questionnaires are developed by the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities, the Scientific and Methodological Centre for Organization and Coordination of Educational Activity, directors of Professional Higher Education

courses, and representatives of structural units responsible for the organisation and implementation of qualification improvement courses. The questionnaire items cover such aspects as the content of academic subjects, the quality of teaching, the transparency of assessment, the availability of literature and access to instructors, as well as the relevance of the academic subject (module) to the educational programme and future professional activities in general. Certain questionnaire items may address study conditions (such as accommodation, catering, recreation, etc.) and teaching conditions (for academic staff). The questionnaire items may be updated in response to emerging challenges faced by the National Defence University of Ukraine, taking into account the experience gained by the Armed Forces of Ukraine in the context of the Russian-Ukrainian war. Suggestions from internal and external stakeholders may be taken into account when updating the questionnaire.

## 2.4. Procedure and Organisation of Student Surveys

2.4.1 Surveys of higher education students regarding the quality of the educational process at the NDUU (in particular, the organisation of learning and teaching) are conducted by the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity. The surveys are conducted online twice during the academic year before the credit and examination sessions, for each academic subject.

2.4.2 Student surveys of Professional Military Education courses (hereinafter referred to as PME) (qualification improvement courses) are conducted by course directors (academic staff of the structural units responsible for course delivery). The surveys of PME course students are also carried out based on the results of individual module study during the training period.

2.4.3 Academic staff encourage students to participate in the surveys, in particular by allocating time for this purpose during the final class before the examination (assessment) period.

2.4.4. The survey results for students at the first (bachelor's) and second (master's) levels of higher education are considered invalid if fewer than one-third of students participate; at the third (educational-scientific) level of higher education, if fewer than half of the students participate; and for Professional Military Education courses and qualification improvement courses, if fewer than half of the students participate.

2.4.5. Access to the online survey form is provided through the student's personal account on the NDUU distance learning platform (or via their corporate MS Office 365 email).

2.4.6. The questionnaires for surveying students are developed by the Scientific and Methodological Laboratory of Internal Quality Assurance of Educational

Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity, course directors of Professional Military Education (PME) courses, and representatives of structural units responsible for the organisation and implementation of qualification improvement courses. The questionnaire items cover such aspects as the content of academic subjects, quality of teaching, transparency of assessment, accessibility of literature and the instructor, as well as the relevance of the subject (module) to the educational programme and the students' future professional activities in general. Certain questionnaire items may also address study conditions (accommodation, meals, recreation, etc.). The questions may be updated in response to new challenges faced by the NDUU, taking into account the experience of the Armed Forces of Ukraine in the Russian-Ukrainian war. When updating the questionnaire, suggestions from internal and external stakeholders may also be taken into consideration.

2.4.7. Access to the results of the student survey is provided within one month after the completion of the examination session (assessment activities).

2.4.8. The results of the student survey are available to the instructor of the academic subject, the head of the relevant department, the management of the respective institute, the staff of the Scientific and Methodological Laboratory of Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity, course directors, the Commandant of the University, and his/her deputies.

2.4.9. The survey is anonymous and does not include any personal data of the respondents. The Scientific and Methodological Laboratory of Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity prepares a report (analytical summary) based on the survey results in an anonymised form for each department/educational programme within one month after the end of the previous semester. Course directors of Professional Military Education (PME) courses (those responsible for conducting qualification improvement courses) prepare a report on the completed module (course) within one week after its completion.

## 2.5. Procedure and Organisation of Surveys of Academic Staff of the NDUU

2.5.1. Surveys of academic staff of the NDUU are organised by the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity, in accordance with its approved annual work plan or based on a relevant decision by the NDUU Commandant.

2.5.2. Based on the survey results, the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity prepares a report (analytical summary) with recommendations for improving the educational or managerial processes at the NDUU and submits it for consideration to the Commandant of the University, who, in turn, refers the matter to the Academic Council of the NDUU.

## 2.6 Procedure and Organisation of Graduate Surveys

2.6.1. Surveys of graduates from all levels of higher education at the University are conducted once a year (May–June). Surveys of graduates of Professional Military Education courses and students of qualification improvement courses are conducted during the last two weeks of the study period (for courses lasting less than three weeks - during the last two days).

2.6.2. Based on the survey results, the organisers prepare a report (analytical summary) with recommendations for improving the educational or managerial processes at the NDUU and submit it for consideration to the Commandant of the University or the deputies according to the chain of command.

2.7. Procedure and Organisation of Surveys of Graduates of Previous Years, Direct Supervisors of Graduates, and Customers.

2.7.1. The survey of the specified category is organised by the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity, in accordance with its approved annual work plan or by the relevant decision of the Commandant of the University. Surveys of direct supervisors of graduates and customers are conducted no earlier than six months after the graduates have completed their studies. The survey is carried out by completing an online form hosted in the Central Distance Learning Repository of the Armed Forces of Ukraine (or via MS Office 365). Respondents access the survey via a link distributed by the survey organisers.

2.7.2. Based on the survey results, the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity prepares a report (analytical summary) with recommendations for improving the educational or managerial processes at the NDUU and submits it to the Commandant of the University, who then submits the matter for consideration to the Academic Council of the NDUU

## 3. Use of Survey Results

3.1. Generalised survey results in an anonymised form, without identifying any specific academic staff member or academic discipline, shall be considered as separate agenda items at meetings of departments, Academic Councils of institutes, and the Academic Council of the NDUU. Review of the results at department meetings is mandatory, followed by the submission of relevant extracts from the department meeting minutes to the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity for analytical summarization. Key findings and decisions made based on the survey results regarding the improvement of the educational process shall be communicated to students through student self-governance bodies and via the official information resources of the NDUU.

3.2. The survey results shall be taken into account in:

- the development of new educational programmes, as well as revising and improving existing ones;

- the evaluation of academic staff;

- certification and decision-making on the extension of the labour agreement (contracts);

- preparation for accreditation/monitoring of the NDUU's educational programmes;

- decision-making regarding material and moral incentives for academic staff;

- organisational decisions aimed at improving the administrative support of the educational process and/or the material and technical infrastructure.

3.3. Any decision regarding the improvement of the educational or managerial processes, made on the basis of the report (analytical brief), shall be mandatory for implementation and shall ensure the continuous enhancement of educational activities at the NDUU.

## 4. Processing and Use of Survey Results

4.1 The processing and analysis of survey results, as well as the preparation of a report (analytical brief) based on the questionnaires defined for relevant stakeholders, shall be carried out by the Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity of the NDUU.

4.1.1. The Scientific and Methodological Laboratory for Internal Quality Assurance of Educational Activities of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity of

the University conducts regular information campaigns among students regarding the objectives of regular surveys and their impact on improving the quality of the educational process, in order to maximise the response rate.

4.1.2. of the Scientific and Methodological Department for the Analysis and Forecasting of Educational Activities of the Scientific and Methodological Centre for Organization and Coordination of Educational Activity of the University prepares a semester report (analytical brief) for each educational programme of the NDUU, containing anonymised survey results and the outcomes of their consideration during department meetings. These semester reports are taken into account when preparing questionnaires for subsequent surveys.

4.2. Based on the results of surveys of higher education students, best teaching practices are identified for their dissemination within the NDUU, as well as for the development and implementation of educational programmes.

4.3. The analysed survey results are taken into account during the monitoring and revision of higher education programmes and professional military education (PME) courses.

#### 5. Procedure for Processing the Survey Results of Students at Departments (Centres) and Courses of Professional Military Education

5.1. Upon receipt and familiarisation with the results of the semester survey of students, the Chief of the Department (Centre) shall arrange an appropriate discussion at a departmental (centre) meeting. The survey results should be considered as a general trend in how the department organises the educational process within a specific educational programme.

5.2. If there is highly positive (excellent) feedback from students, the Chief of the Department (Centre) is recommended to recognise the respective instructor (academic staff) and facilitate the exchange of best practices. Such instructors may share their experience at departmental (centre) meetings, the Academic Council of the institute, or the Academic Council of the NDUU, present at methodological councils (such as conferences on teaching excellence, etc.), or make a special presentation.

5.3 In the event of serious violations or the presence of predominantly negative feedback from students, the Chief of the Department (Centre), in cooperation with the respective academic staff member, is obliged to take measures to improve the situation by:

- identifying the actual causes of the negative feedback;
- arranging the participation of the academic (teaching or research) staff member in a qualification improvement program at the NDUU or externally, depending on the circumstances;

appointing a mentor from among the experienced academic (research or teaching) staff of the department (centre), conducting mutual and supervisory class visits, etc.

#### 5.4. Serious violations shall be considered as follows:

violation of labour discipline, Ukrainian legislation, or NDUU regulatory documents (including the use of the Russian language, humiliation of dignity, various forms of discrimination, etc.);

non-compliance with the requirements of the detailed academic subject curriculum or syllabus (including denial of access to them, failure to assign ongoing grades, and lack of proper communication with students).

5.5. Upon receipt and familiarisation with the results of surveys of Professional Military Education (PME) course students (qualification improvement courses), the course director (person responsible for the course) shall organise an appropriate discussion with module directors (participants in the educational process within the courses) aimed at improving the educational process and enhancing teaching quality.

### 6. Access to Results and Confidentiality

6.1. Under no circumstances shall the principle of anonymity be violated during the conduct of online surveys at the NDUU.

6.2. The results of student surveys on the quality of courses, learning and teaching serve as the basis for making important managerial decisions aimed at improving the institutional effectiveness of NDUU and ensuring a high standard of education quality.

6.3. The Academic Council of NDUU shall determine access to the results of all online surveys.

### 7. Final provisions

7.1. The Regulations shall enter into force by order of the Commandant of the National Defence University of Ukraine after their approval by the decision of the Academic Council of NDUU.

7.2. Amendments and additions to the Regulations shall be made by the decision of the Academic Council of NDUU and shall enter into force by order of the Commandant of the National Defence University of Ukraine.

Chief of the Scientific and Methodological Centre for Organization and Conduct of Educational Activities  
colonel

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