



LEGAL BULLETIN

NICOLAUS COPERNICUS UNIVERSITY IN TORUŃ

Year 2023; item 380

ORDER No. 211

of the Rector of Nicolaus Copernicus University in Toruń

of 24 October 2023

on the procedure of evaluating satisfaction of students at Nicolaus Copernicus University in Toruń

Pursuant to art. 127.3 of resolution No. 37 of the Senate of Nicolaus Copernicus University in Toruń of 16 April 2019 - Statutes of Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2019, item 120 as amended) and art.3.2 and art. 4.6 of resolution No. 45 of the Senate of Nicolaus Copernicus University in Toruń of 24 October 2023 on the Internal Quality Assurance and Work Organisation System at Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2023, item 378)

it is ordered as follows:

Article 1

The purpose of the student satisfaction survey procedure (BSS) at Nicolaus Copernicus University in Toruń, hereinafter referred to as the "University", is to introduce regulations regarding the implementation of the process of assessing the level of student satisfaction with the quality of the University's functioning, understood as the level of satisfaction with the infrastructure, administration, internal communication, study programme, didactic classes and general satisfaction, and then using the results of this assessment to improve the functioning of the University in the context of the quality of education and work organization.

Article 2

1. The subject of the student satisfaction survey procedure is collecting data on the level of student satisfaction relating to the functioning of the University.
2. Aspects of the University's work organization that are important from the students' point of view shall be assessed, divided into groups such as:
 - 1) infrastructure elements of the unit providing education;
 - 2) administration of the unit providing education;
 - 3) internal communication;
 - 4) study program and didactic classes;
 - 5) common infrastructure of the University;
 - 6) general satisfaction with the quality of the offer of the unit providing education.
3. Student satisfaction surveys shall be carried out at least once every two years.

Article 3

1. All students may participate in the survey.
2. The survey shall be anonymous and no data identifying students shall be collected.
3. Participation in the survey means completing the survey questionnaire, access to which is provided electronically.
4. Each research participant may formulate their own comments on any aspect referred to in art.2.2.
5. The results of measuring student satisfaction shall be prepared according to a uniform formula.

Article 4

Based on the statistical analysis of the obtained data, a specialist performing the tasks of an analyst, hereinafter referred to as an analyst, shall create preliminary reports in the form of collective tables and charts and shall make them available to the competent vice-rector for education, the chairman of the University Council for Quality Assurance, deans of faculties and faculty coordinators for quality assurance.

Article 5

1. The competent vice-rector for education shall supervise the process of measuring the level of student satisfaction and shall support the implementation of the tasks arising from this order.
2. The dean shall supervise the process of measuring student satisfaction at the faculty level and shall support the implementation of the tasks arising from this order.

Article 6

Faculty coordinators for quality assurance shall support deans in the process of measuring student satisfaction, among others, the coordinators shall prepare a preliminary report and, together with faculty councils for quality assurance, shall create final versions of the report containing recommendations for improving the elements assessed in the survey and then submit them to the deans.

Article 7

The student satisfaction survey procedure shall be carried out in accordance with the process map and instructions available on the website www.jakosc.umk.pl according to the following schedule:

Entity in charge	Tasks	Completion date and provider
Competent vice-rector for education	Application to the Department of Education (Toruń) activating BSS	first week of May
Department of Education (Toruń)	Message to UCI instructing BSS to be started	first week of May

University Centre for IT Services	Opening the survey	first week of May
Department of Promotion and Communication	Posting information about starting BSS in appropriate communication channels and sending messages to students and student governments	second week of May
Department of Promotion and Communication	Posting information reminding about BSS in appropriate communication channels and sending messages to students and student governments	last week of June and twice in September
University Centre for IT Services	Closing the survey and transferring the data to the analyst in the Department of Education (Toruń)	30 September
Analyst in the Department of Education (Toruń)	Preparation of BSS results for faculties on the portal	until 25 October
Department of Education (Toruń)	Message to Faculty Coordinators for Quality Assurance with a request to prepare reports	until 25 October
Faculty Coordinator for Quality Assurance	Preparation of the preliminary report	until 20 November
Faculty Council for Quality Assurance	Developing recommendations at the meeting of the Faculty Council for Quality Assurance	until 20 December
Dean	Developing improvement activities and a schedule for their implementation together with the Faculty Coordinator for Quality Assurance	until 20 December
Dean's Council	Giving opinions on improvement activities and their implementation schedule	until 20 December
Dean	Signing the schedule of improvement activities implementation	until 20 December
Faculty Coordinator for Quality Assurance	Sending the final report and schedule of improvement activities implementation (in the form of one document) to the Department of Education (Toruń)	until 20 December
Faculty Coordinator for Quality Assurance	Posting a report containing a schedule of improvement activities on the faculty website and sending a link to the report to students and employees by e-mail	until 22 December

Department of Education (Toruń)	Posting reports with schedules of improvement activities implementation in the report zone on the website jakosc.umk.pl	until 22 December
University Council for Quality Assurance (URdsJK)	Analysis of reports and development of recommendations	until 15 January
Dean of the Faculty together with the Faculty Coordinator for Quality Assurance	Organizing a meeting on BSS for student representatives and interested students	until the end of January
University Council for Quality Assurance	Submitting recommendations to the rector and the Department of Education (Toruń)	until the end of January
Rector	Preparation of a message for the academic community in connection with the recommendations of the URdsJK	until the end of February
Department of Education (Toruń)	Posting the rector's announcement for the academic community along with the recommendations of URdsJK on the website jakosc.umk.pl	until the end of February
Department of Promotion and Communication	Posting the rector's announcement along with the recommendations of URdsJK on the NCU website and Facebook channel and sending them to the academic community in the newsletter	until the end of February

Article 8

1. Assessments made by students shall support the relevant bodies of the University or faculty in deciding on improvement activities. The rector shall incorporate the recommendations of the University Council for Quality Assurance for improvement activities into the University management process.
2. Improvement activities may be assigned to the University, faculties or other units.
3. The rector shall respond to the recommendations of the University Council for Quality Assurance in the forum of the Senate and the Rector's Council of the University.

Article 9

The University Council for Quality Assurance shall review the validity of the student satisfaction survey procedure once a year.

Article 10

Templates of forms for the implementation and documentation of the student satisfaction measurement process are established, constituting annexes to this order:

- 1) map of the student satisfaction survey process - Annex No. 1;
- 2) student satisfaction survey questionnaire – Annex No. 2;
- 3) template of the student satisfaction survey report - Annex No. 3.

Article 11

Order No. 254 of the NCU Rector of 18 November 2020 on the procedure of evaluating satisfaction of students at Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2020, item 412) shall be repealed.

Article 12

The order becomes effective as of 24 October 2023.

R E C T O R

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