

UNIVERSITY OF BANJA LUKA
SENATE OF THE UNIVERSITY

**RULEBOOK ON
SURVEYING STUDENTS
ON THE QUALITY OF TEACHING PROCESS**

Banja Luka, 27 April 2023

In accordance with Article 54, paragraph (1), item (4) and Article 70, paragraph (1), item (1) of the Law on Higher Education ('Official Gazette of the Republic of Srpska', no. 67/20), with Article 119, paragraph (1), item (3) of the Statute of the University of Banja Luka, and with Article 38 of the Rules of Study at I and II cycles of academic studies, ref. no. 02/04-3.2179-1/22 of 27 October 2022, the Senate of the University of Banja Luka, at its 92nd session, held on 27 April 2023, adopted the

RULEBOOK **on surveying students on the quality of teaching process**

GENERAL PROVISIONS

Article 1

This Rulebook defines, as a specific aspect of students' assessment of the teaching process at the University of Banja Luka (hereinafter: the University), the areas surveyed, the goals, principles, and responsibility of surveying students and the conditions for conducting a survey, the scope of respondents, questionnaires, methods of assessment, the processing of survey results and reporting on a survey, a survey analysis, corrective measures, and keeping records of survey documentation.

AREAS SURVEYED

Article 2

Surveying students encompasses:

- 1) assessment of the performance of academic staff in the teaching process, for each course unit separately, and
- 2) assessment of the performance of management (deans and vice-deans) and administrative services of the faculty/ Academy of Arts (secretary and employees of the registrar's office and the library)

SURVEY GOAL

Article 3

The goal of a survey is the acquisition of information on the performance of the academic staff, as well as the management and administrative services of the faculty/ Academy of Arts, which creates a basis for undertaking measures for the improvement of the teaching process.

SURVEY PRINCIPLES

Article 4

Surveying students on the assessment of the performance of the academic staff and on the assessment of the performance of management and administrative services of the faculty/ Academy of Arts is based on the following principles:

- 1) free will;
- 2) anonymity;
- 3) neutrality, and
- 4) protection of dignity of the person assessed.

The survey principles impose an obligation on all the managing bodies, on professional bodies, and on the bodies of the University and of the faculty/ Academy of Arts, as well as all students and the academic and non-academic staff.

CONDITIONS FOR CONDUCTING A SURVEY

Article 5

The updated and verified data within the integrated information system of the University (hereinafter: IIS) for the current academic year is a prerequisite for conducting a survey, and especially:

- 1) records of the academic staff engaged in the teaching process, and
- 2) records of the students enrolled on all years of studies, study programmes, and courses of study.

RESPONSIBILITY FOR CONDUCTING A SURVEY

Article 6

Responsible for conducting a survey are:

- 1) Board for Quality Assurance and Improvement of the faculty/ Academy of Arts (hereinafter: the Board);
- 2) Students' Organisation of the faculty/ Academy of Arts, and
- 3) Students' Parliament of the University.

SCOPE OF RESPONDENTS

Article 7

The survey encompasses all students of the I and II cycles of academic studies, who, by the moment of surveying, have attended at least 70% of lecture and practicals classes in the current semester.

QUESTIONNAIRES

Article 8

The questionnaire for the assessment of the teaching process consists of the assessment of the performance of the academic staff and remarks and suggestions as regards the course unit.

The form of the questionnaire for the assessment of the teaching process is attached in the Appendix 2 of this Rulebook and it makes its integral part.

The form of the questionnaire for the assessment of the management and administrative services is attached in the Appendix 2 of this Rulebook and it makes its integral part.

SURVEY PREPARATIONS

Article 9

At the initiative of Vice-Rector for Teaching and Students' Affairs, the Board, in Week 11 of the winter, that is, summer semester, informs students and the academic staff on the planned survey.

The notice of conducting a survey is announced on the webpage of the faculty/ Academy of Arts.

The academic staff should, in Week 12 of the winter, that is, summer semester, update lists of students signed up for their course units by means of the 'e-zaposleni' web application of the IIS.

CONDUCTING A SURVEY

Article 10

As a rule, surveying is conducted online, by means of the 'e-zaposleni' web application of the IIS.

Exceptionally, with prior consent of the Senate of the University obtained, surveying can be conducted in a different manner.

The proposal from paragraph 2 of this Article is forwarded to the Committee for Quality Assurance and Improvement (hereinafter: Committee)

Surveying students on the performance of the academic staff starts on the first day of Week 13 of the winter, that is, summer semester, and it ends prior to the beginning of the January-February exam term, that is, prior to the beginning of the June-July exam term.

Surveying students on the performance of management and administrative services of the faculty/ Academy of Arts is done once in the current academic year, and it starts on the first day of Week 13 in the summer semester and ends prior to the beginning of the June-July exam term.

ASSESSMENT MODE

Article 11

For the purpose of surveying students, a numerical scale ranging 1-5 is used.

Grade 1 denotes 'not satisfactory', which means that not even minimum requirements as regards the quality of performance, functioning, or a job classification are fulfilled.

Grade 2 denotes 'satisfying minimum criteria', which means that only minimum requirements as regards the quality of performance are fulfilled.

Grade 3 denotes 'good', which means that the requirements as regards the quality of performance are fulfilled at an extremely low level.

Grade 4 means 'very good', which means that the requirements as regards the quality of performance are fulfilled at an average level.

Grade 5 means 'excellent', which means that the requirements as regards the quality of performance are fulfilled above average.

An average grade of at least 2.50 upon the completion of a survey is considered satisfactory.

PROCESSING OF THE RESULTS AND REPORT ON THE SURVEY CONDUCTED

Article 12

The processing of survey results and generating a report on the survey for the faculty/ Academy of Arts is executed electronically, by means of the 'e-zaposleni' web application of the IIS.

Study programmes/ course of study featuring fewer than five (5) students are not eligible for the processing of the results of a survey.

The quality of performance of academic staff of the faculty/ Academy of Arts is expressed by mean value, separately for each course unit.

The quality of performance of management and administrative services of the faculty/ Academy of Arts is expressed by mean value.

The dean and the vice-dean for teaching of the faculty/ Academy of Arts only have access to their electronic reports on the results of surveying students.

SURVEY ANALYSIS

Article 13

The Board is required to prepare an analysis of surveying students on the quality of teaching process based on the report compiled and to forward it the academic/ artistic council (hereinafter: the council)

The results of the survey conducted on the performance of academic staff for each course unit separately will be considered relevant if the questionnaires have been filled in by the following percentage of the total number of students eligible for survey conducting, in line with Article 7 of this Rulebook:

- 1) 80% students, for a group of 5–10 students;
- 2) 70% students, for a group of 11–20 students;
- 3) 65% students, for a group of 21–30 students;
- 4) 60% students, for a group of 31–50 students;

- 5) 50% students, for a group of 51–100 students, and
- 6) minimum 40% students, for a group of 100 students or more.

The results of the survey conducted on the performance of management and administrative services will be considered relevant if the questionnaires have been filled in by minimum 30% students of the total number of students eligible for survey conducting, in line with Article 7 of this Rulebook

CORRECTIVE MEASURES

Article 14

The council of the faculty/ Academy of Arts may sanction one or more corrective measures for the improvement of quality of the performance of academic staff as follows:

- 1) ordering a member of academic staff to take professional training, with a view for them to improve their teaching performance;
- 2) appointing a competent member of staff to supervise the performance of the member of staff in question in the following academic year;
- 3) appointing a member of academic staff from the list of members of academic staff in charge of a course unit, with the election at the same narrow field, to share responsibility over the course unit;
- 4) appointing another member of staff from the list of members of academic staff in charge of a course unit.

Article 15

The corrective measures from Article 14 of this Rulebook can only be taken if the member of staff in charge of a course unit has achieved an average grade less than 2.50 upon the survey conducted.

Article 16

The Rector of the University may sanction one or more corrective measures for the improvement of the quality of performance of management and administrative services as follows:

- 1) public announcement at a session of the Senate;
- 2) appointing a competent person to supervise the performance of the administrative service;
- 3) new job classification in the administrative service, in line with the law.

Article 17

The dean, the vice-dean for teaching, and the head of the respective department are required to ask for a written report from a member of staff that has scored less than 2.50 on average in a survey on the assessment of their performance.

The dean of the faculty/ Academy of Arts is required to ask for a written report from an employee of the registrar's office who has scored less than 2.50 on average.

The written reports from paragraphs 1 and 2 are forwarded to the Board, which is going to consider all the facts and determine the proposal of a decision on undertaking corrective measures for the improvement of the quality of performance of academic staff, that is, administrative service.

The council will, on the basis of the proposal submitted by the Board, make a decision on sanctioning corrective measures for the improvement of the quality of performance of academic staff, that is, administrative services.

Article 18

In case the dean/ vice-dean for teaching of the faculty/ Academy of Arts scores less than 2.50, they are required to deliver a written report to the Committee on the grade scored.

Based on the statement from paragraph 1 of this Article, the Committee will determine the proposal of a decision on sanctioning corrective measures for the improvement of the quality of performance of the dean/ vice-dean.

The Rector of the University will, based on the proposal delivered by the Committee, make a

decision on sanctioning corrective measures for the improvement of the quality of performance of management and administrative services.

KEEPING RECORDS OF SURVEY DOCUMENTATION

Члан 19.

Upon the completion of the process of surveying students, the survey documentation is filed in the archives.

All the data on the survey conducted must be protected against an unauthorised action of a third party and it is permanently kept on the servers of the University Computing Centre.

TRANSITIONAL AND FINAL PROVISIONS

Article 20

Amendments to this Rulebook are adopted in the same manner as it is introduced.

Article 21

By entering into effect of this Rulebook, the Rulebook on surveying students on the quality of teaching no. 02/04-3.327-24/15 of 11 February 2015 will cease to be valid.

Article 22

This Rulebook enters into effect on the eighth day of its announcement on the webpage of the University.

Ref. no. 02/04-3.907-3/23

**CHAIRPERSON OF THE SENATE
RECTOR**

Prof. Radoslav Gajanin, PhD

APPENDIX 1 – QUESTIONNAIRE FOR THE ASSESSMENT OF THE TEACHING PROCESS

ASSESSMENT OF THE ACADEMIC STAFF

Assess the performance of a senior member of academic staff according to the following claims

using the grading scale of 1-5. Grades denote the following meanings: 1 – I disagree completely; 2 – I disagree; 3 – I am indecisive; 4 – I agree; 5 - I agree completely

Claims for the professor/ lecturer	Grade				
	1	2	3	4	5
The professor/ lecturer taught classes according to the timetable and kept attendance sheet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the timetable were reported timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer was well-prepared for classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer taught classes in a clear, understandable, and interesting fashion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer makes connections between theoretical and practical knowledge.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer encourages students to take an active part in class.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer nurtures a correct relationship with students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is exhaustive literature to sustain students through classes, pre-exam duties, and final exam.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/lecturer is available for office hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The professor/ lecturer possesses solid communication skills and creates a pleasant working atmosphere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assess the performance of a junior member of academic staff according to the following claims using the grading scale of 1-5. Grades denote the following meanings: 1 – I disagree completely; 2 – I disagree; 3 – I am indecisive; 4 – I agree; 5 - I agree completely.

Claims for a teaching assistant	Grade				
	1	2	3	4	5
The professor/ lecturer taught classes according to the timetable and kept attendance sheet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the timetable were reported timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The taching assistant was well-prepared for classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant taught classes in a clear, understandable, and interesting fashion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant makes connections between theoretical and practical knowledge.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant encourages students to take an active part in class.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant nurtures a correct relationship with students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant is available for office hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The teaching assistant possesses solid communication skills and creates a pleasant working atmosphere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REMARKS AND SUGGESTIONS AS REGARDS THE COURSE UNIT

1. Dealing with the contents of the course unit is:

Extremely difficult Difficult Adequate Easy Too easy

2. In your opinion, what would facilitate dealing with the contents of the course unit (multiple answers possible)?

- Increased number of lecture and practicals classes.
 - Implementation of new teaching methods and forms.
 - Better equipment and resources (premises, didactic material, laboratory equipment and the like)
 - Smaller groups of students.
 - More frequent pre-exam checks
 - Something else:
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3. If there is an important issue related to the topic of the Questionnaire that we have not raised, you can report about it in the box below:

**APPENDIX 2 – QUESTIONNAIRE FOR THE ASSESSMENT OF THE QUALITY OF
PERFORMANCE OF MANAGEMENT AND ADMINISTRATIVE
SERVICES**

Assess the performance of management according to the following claims using the grading scale of 1-5. Grades denote the following meanings: 1 – I disagree completely; 2 – I disagree; 3 – I am indecisive; 4 – I agree; 5 - I agree completely

Claims for management	Grade				
	1	2	3	4	5
Management provides favourable environment for studying.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hygiene is at a satisfactory level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classrooms are cleverly designed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes are taught using adequate equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information technologies has been enabled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management nurtures friendly atmosphere as regards communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assess the performance of administrative services according to the following claims using the grading scale of 1-5. Grades denote the following meanings: 1 – I disagree completely; 2 – I disagree; 3 – I am indecisive; 4 – I agree; 5 - I agree completely

Claims for the registrar's office	Grade				
	1	2	3	4	5
The registrar's office staff obey working hours..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The registrar's office staff are professional and obliging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students' requests are dealt with within deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assess the performance of the library according to the following claims using the grading scale of 1-5. Grades denote the following meanings: 1 – I disagree completely; 2 – I disagree; 3 – I am indecisive; 4 – I agree; 5 - I agree completely

Claims for the library	Grade				
	1	2	3	4	5
The library staff obey working hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library staff are professional and obliging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library is well-equipped.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there is an important issue related to the topic of the Questionnaire that we have not raised, you can report about it in the box below: