

## **PROCEDURE FOR COLLECTING AND USING FEEDBACK FROM ALUMNI AND STUDENTS**

### **I General provisions**

1. This procedure regulates the collection, analysis, disclosure and use of feedback from students and alumni of the Estonian Academy of Music and Theatre (hereinafter the Academy).
2. Collecting feedback from students and alumni is part of the Academy's quality assurance system, and its overall goal is to monitor and continuously improve the quality of teaching.
3. Regular feedback surveys are as follows:
  - 3.1. feedback survey of new students;
  - 3.2. subject-based feedback survey;
  - 3.3. graduate feedback survey;
  - 3.4. doctoral student feedback survey;
  - 3.5. alumni feedback survey.
4. Feedback is collected using the approved questionnaires and forms, which are enclosed as annexes to this procedure.
5. The Registry and Student Affairs Department organises the collection, analysis and publication of feedback.
6. The quality manager monitors the implementation of improvement proposals made on the basis of the feedback.
7. Other surveys may be conducted among students and alumni, which are not regulated by this procedure. The organiser is responsible for conducting such surveys and analysing and publishing the results.

### **II Feedback survey of new students**

8. The purpose of the feedback survey for new students is:
  - 8.1. to explore ways of promoting the Academy and the main subjects taught at the Academy among the entrants;

- 8.2. to identify the expectations and assessments of the entrants regarding the dissemination of admission information;
  - 8.3. to ensure seamless and transparent admission arrangements;
  - 8.4. to ensure that new students are inducted quickly and studies begin smoothly.
9. The feedback survey for new students is conducted among all first-year bachelor students during the autumn semester.
10. The survey is conducted as part of the subject ÜAX400, University Studies and the Professional World.
11. The survey is anonymous.
12. A summary of the survey, along with a brief analysis and improvement suggestions, will be emailed to all first-year bachelor students, the student council and admissions staff.
13. Feedback from new students is taken into account:
- 13.1. in planning the Academy's external communication and marketing activities towards entrants;
  - 13.2. by the Registry and Student Affairs Department in the distribution of admission information and in the technical arrangements for admission;
  - 13.3. by academic departments in organising entrance examinations;
  - 13.4. by the Registry and Student Affairs Department and academic departments in organising counselling of new students and the opening events of the new academic year.

### **III Subject-based feedback survey**

14. The purpose of the subject-based feedback survey is:
- 14.1. to give feedback to the faculty members for developing their subjects and teaching;
  - 14.2. to encourage students and faculty members to reflect on their studies and to value good teaching;
  - 14.3. to provide input to management for assessing the effectiveness of teaching and for planning training needs.
15. The subject-based feedback survey is conducted at the end of each semester in the study information system (ÕIS) during a period determined by the Registry and Student Affairs Department. Feedback can be given by all bachelor and master students on the subjects in which they are enrolled in the respective semester.
16. The survey is voluntary for students, while faculty members have a duty to invite students to give feedback on their subject and teaching and to explain the need for it.
17. The survey is anonymous.

18. The results of the survey are made available in ÖIS as follows:

18.1. The faculty member that taught the subject has access to the feedback given about them.

18.2 The leading professor or academic head of a main subject has access to the feedback given on the faculty members teaching the relevant main subject.

18.3. The chief coordinator of a department has access to the feedback given on the subjects and faculty members of the department.

18.4. The Head of the Registry and Student Affairs Department has access to all the feedback given on the subjects and faculty members of the Academy.

19. Once every academic year, each faculty member prepares a formal summary of student feedback together with a self-analysis and submits these to the evaluation committee upon evaluation. Faculty members may share feedback results with their students or publish the results on the Academy's website.

20. The chief coordinator of the department and the Vice-Rector for Academic Affairs and Research use the feedback results in development interviews with faculty members.

#### **IV Graduate feedback survey**

21. The purpose of the graduate feedback survey is:

21.1. to develop curricula based on the students' overall study experience;

21.2. to ensure transparency in student assessment;

21.3. to develop the organisation of studies, teaching support services and the learning environment based on students' expectations and needs.

22. The graduate feedback survey is conducted as a focus group interview with bachelor and master students during the last semester of their studies. The feedback survey can also be completed in writing in ÖIS.

23. All graduates of the same curriculum are invited for the interview. In the case of larger curricula, interviews are conducted by main subject groups. Graduates of each curriculum / main subject group are interviewed at least once every three years.

24. The interviews are organised by the Registry and Student Affairs Department. The interviewers must have received appropriate training. The interviewer must not be the faculty member teaching in the curriculum of the graduates.

25. The interview is conducted orally in one room according to a set format and transcribed. Student responses and comments are recorded without reference to the students' names.

26. A written summary of the interview is sent by email to the students who participated in the interview, as well as the student council, the head of the respective curriculum / main subject group and the chief coordinator of the relevant academic department.

27. Feedback from graduates is taken into account:

27.1. in curriculum development and internal evaluation;

27.2. in organising the work of the support units of the Academy;

27.3. in developing the Academy's infrastructure and learning environment;

27.4. in discussions on student assessment.

## **V Doctoral student feedback survey**

28. The purpose of the doctoral student feedback survey is:

28.1. to develop doctoral curricula based on the expectations and needs of doctoral students;

28.2. to improve the organisation of doctoral studies;

28.3. to develop doctoral students' self-analysis skills;

28.4. to identify bottlenecks in the supervision of doctoral students.

29. The feedback survey of doctoral students is conducted once a year among all doctoral students of the Academy.

30. The survey consists of two parts: written and oral. The written part of the survey is conducted by the Secretary of Doctoral Studies.

31. The written part is followed by an oral part – the doctoral students' round table – which deals in more detail with the general issues identified from the written feedback. The discussion is chaired by the Head of the Centre for Doctoral Studies.

32. A written summary of the doctoral students' round table together with suggestions for improvement is sent by email to all doctoral students, doctoral students' supervisors and members of the Doctoral Council.

33. The results of doctoral students' feedback are taken into account:

33.1. in preparing the action plans of the Centre for Doctoral Studies;

33.2. in developing doctoral curricula;

33.3. in assessing the effectiveness of the work of doctoral students' supervisors and planning the training needs.

## **VI Alumni feedback survey**

34. The purpose of the alumni feedback survey is:

34.1. to receive information about the fields of activity and choices of the alumni of the Academy;

34.2. to assess the competitiveness of the alumni in the labour market;

34.3. to monitor changes in the labour market;

34.4. to assess how the education provided by the Academy meets the needs of the labour market.

35. The alumni feedback survey is conducted at the end of each calendar year. The survey covers all graduates of the same year.

36. The survey is personal, but the names of the alumni are not used in the summary of the survey.

37. The results of the survey are published in the Academy yearbook.

## **VII Processing of feedback data**

38. The data collected through feedback surveys are personalised in ÕIS to ensure the functioning of the system.

39. The results of the surveys are encoded and the personal data are not visible to the users of the system, nor are the personal data linkable to a specific respondent without the use of additional information.

40. The results are displayed to Academy members in a generalised form and the codes are not disclosed.

41. Technically, only persons having the right of access can link a feedback response to a specific person in the course of their work, if there is a legal basis for doing so. Data can be linked only when there is a justified need.

42. The Academy has the right to identify respondents if:

42.1. there is a legal obligation to release the data (e.g. to a court, a prosecutor's office, the police);

42.2. an Academy member considers the feedback offensive to their dignity and/or honour, threatening and/or defamatory, and in accordance with the EAMT's equal treatment measures and complaints procedure, their request is considered justified.

**Annex 1. A Questionnaire on Satisfaction with the Studies for the Admitted Students**



**1. Nationality/Country and speciality (optional)**

**2. How do you assess the contents and accessibility of the information (webpage, ads in the newspapers etc.) given to the applicants by the Academy?**

**Contents:**

excellent       very good       good       satisfactory       unsatisfactory

**Accessibility:**

excellent       very good       good       satisfactory       unsatisfactory

**3. How do you assess the technical side of the admission (handing in the required documents, the accessibility of the urgent information etc.)?**

excellent       very good       good       satisfactory       unsatisfactory

**4. How do you assess the organisation of entrance examinations?**

excellent       very good       good       satisfactory       unsatisfactory

**5. Would you like to bring out something very positive in connection with the entrance examinations?**

**6. What would you recommend to change in spreading admission information or in the process of admission?**

**7. Did the beginning of your studies at the Academy go smoothly and with no problems?**

yes, completely     mostly     more or less     rather not     not at all

**8. How do you assess the contents and accessibility of the information necessary for starting the study process?**

**Contents:**

excellent     very good     good     satisfactory     unsatisfactory

**Accessibility:**

excellent     very good     good     satisfactory     unsatisfactory

**9. How do you assess the subject „Introduction to University Studies“?**

excellent     very good     good     satisfactory     unsatisfactory

**10. Which positive experience from your first weeks at the Academy would you like to point out?**

**11. Have you experienced anything negative since the beginning of your studies at the Academy?**

**12. Do you have any suggestions or recommendations?**

*Thank you for giving us feedback!*

## Annex 2 Subject-based feedback survey

### Student feedback on subjects and teachers

Dear student, please fill in the following form. Your candid and thoughtful answers will give the teacher feedback on their work. Please indicate your agreement with the statements on the questionnaire on a 5-point scale (1 – completely disagree; 5 – completely agree) and add your opinion where appropriate.

*This survey can be taken until .....*

*Answers to questions marked with an asterisk are required.*

**1. Was there anything you particularly liked about this teacher / subject? \***

**1.1 NB! In the case of an individual lesson, add the name of the teacher.**

**2. The teacher sufficiently explained the purpose of the subject, the conditions for passing and the assessment criteria.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**3. The subject was too difficult for me.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**4. The teacher worked systematically; their explanations and demands were always clear.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**5. The teacher was engaging and creative and was able to stir interest in the subject.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**6. Students could always express their opinion in the class; the teacher encouraged us in every way to think independently.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**7. I think the teacher is up to date with the developments in their field in Estonia and in the world\*.**

completely disagree   rather disagree   not sure   almost agree   completely agree

**8. The teacher related the subject to other disciplines/subjects and placed it in a broader context.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**9. The teacher was not indifferent to my studies and gave me sufficient feedback (about my independent work, presentations, tests, etc.).\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**10. The teacher was accurate and correct, kept their promises and followed the time schedule.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**11. The teacher treated the students fairly and impartially.\***

completely disagree   rather disagree   not sure   almost agree   completely agree

**12. What would you recommend the teacher to do differently?\***

**13. How many classes/lectures did you attend (75–100%, 50–75%, less than 50%)? What was the reason for your absences, if any?\***

**Focus group interview for graduates**

*Title of curriculum / main subject .....*

<b>PART 1</b>	<b>INTRODUCTION</b>
<i>INFORMATIVE ABOUT THE SURVEY</i>	<ul style="list-style-type: none"> <li>❖ <i>Brief introduction from the interviewer</i></li> <li>❖ <i>Purpose of the interview – to receive feedback and development suggestions for the study organisation system</i></li> <li>❖ <i>Anonymity (how it is guaranteed)</i></li> <li>❖ <i>Presentation of the transcriber and their role</i></li> <li>❖ <i>Guidance:</i> <ul style="list-style-type: none"> <li>– <i>there are no right or wrong answers, everyone gets to speak, speaking in turns;</i></li> <li>– <i>balance: we will talk about both good and bad;</i></li> <li>– <i>constructiveness – realistic suggestions on how to do better.</i></li> </ul> </li> </ul>
<b>PART 2</b>	<i>Getting acquainted: first name, main subject (and year)</i>
<b>PART 3</b>	<b>ASSESSMENT OF THE CURRICULUM AND CONTENT OF THE STUDIES</b>
	<ul style="list-style-type: none"> <li>● <b>How do you assess the content and volume of your main subject or subjects (part A of the curriculum)?</b></li> <li>● <b>How do you assess the content and volume of your other studies?</b></li> <li>● <b>How do you assess the content and volume of your internship (pedagogical or other professional internship)?</b></li> <li>● <b>How do you assess your options (elective, minor subjects) within the curriculum?</b></li> <li>● <b>Is there anything in your studies/curriculum that you consider particularly valuable or unsatisfactory?</b></li> </ul>
<b>PART 4</b>	<b>INFORMATION SOURCES AND FLOW</b>
	<ul style="list-style-type: none"> <li>● <b>How do you assess the content and availability of information about studies?</b></li> </ul>
<b>PART 5</b>	<b>TEACHER contact and communication</b>

	<ul style="list-style-type: none"> <li>● How do you evaluate the feedback received from teachers during your studies?</li> <li>● Did the teacher explain the purpose of the subject and the conditions for passing it?</li> </ul>
<b>PART 7</b>	<b>ASSESSMENT</b>
	<ul style="list-style-type: none"> <li>● Were the assessment methods and criteria understandable?</li> <li>● How do you rate the feedback received during assessment?</li> </ul>
<b>PART 8</b>	<b>ORGANISATION OF STUDIES AND SUPPORT SERVICES</b>
	<ul style="list-style-type: none"> <li>● How do you rate the general organisation of studies and the learning environment? Including: <ul style="list-style-type: none"> <li>Timetable, exam schedule</li> <li>The situation with musical instruments</li> <li>Classrooms, practice opportunities</li> </ul> </li> <li>● How do you rate the availability and quality of student counselling services? Including: <ul style="list-style-type: none"> <li>Academic counselling</li> <li>Psychological counselling</li> <li>Career counselling</li> </ul> </li> <li>● How do you rate the Academy's IT support for studies?</li> </ul>
<b>PART 9</b>	<b>EXTRACURRICULAR ACTIVITIES</b>
	<ul style="list-style-type: none"> <li>● How do you rate the opportunities offered by the Academy for performing or presenting your creative work?</li> <li>● How do you rate the preparation received from the Academy for later professional work?</li> </ul>
<b>PART 10</b>	<b>CONCLUSION</b>
	<ul style="list-style-type: none"> <li>● Is there anything else you would like to highlight? Both positive and negative experiences.</li> </ul>

#### Annex 4. Doctoral student feedback survey

- 1) What positive aspects would you highlight in the organisation and content of doctoral studies at EAMT?
- 2) What problems and shortcomings did you experience in the organisation or content of doctoral studies at EAMT?
- 3) What specific proposals would you like to make for the better organisation of doctoral studies? What should be changed in the curriculum?
- 4) How satisfied are you with the information concerning doctoral studies on the EAMT website?
- 5) How do you assess your general satisfaction with the organisation of doctoral studies, the subjects taken and your doctoral thesis supervision on a 5-point scale?

5 – very satisfied

4 – rather satisfied

3 – hard to say

2 – rather dissatisfied

1 – dissatisfied

Annex 5 Alumni feedback survey.

### **Alumni employment**

Dear EAMT alumnus,

EAMT conducts a survey of alumni at the end of each calendar year. The survey includes all graduates of the current year and covers their activities after graduation, their situation on the labour market and, indirectly, an assessment of the quality of the education received from the EAMT.

**\* Required**

### **Email address \***

### **Level of study (completed): \***

- Bachelor degree
- Master's degree

### **Main subject \***

- Keyboards (piano, harpsichord, organ, accordion)
- Strings
- Brass / percussion
- Voice
- Conducting (choral, orchestral, wind orchestra)
- Composition (classical music, electro-acoustic, audiovisual), sound engineering
- Jazz music
- Traditional and folk music
- Musicology
- Instrumental and vocal pedagogy
- Music pedagogy / Music teacher
- Drama / Dramatic art and theatre pedagogy
- Chamber music (chamber music, accompaniment)
- Contemporary improvisation
- Early music
- Cultural management
- Contemporary performance and improvisation
- Contemporary physical performance making

### **Post-graduation activity (please specify your activity under "Other")\***

- I work as a professional in my field of education
- I continue my professional studies
- I work or study in another field
- I am a freelancer

- I do not work or study
- Other: \_\_\_\_\_

**Would you like to add anything about your studies or current activities?**