

QUESTIONNAIRES FOR INTERNAL QUALITY ASSESSMENT

Questionnaires for internal assessment provide a quick and useful strength-weakness analysis and determine, what aspects need to be addressed as a priority in order to achieve good and better results. The results of these questionnaires indicate where opportunities for improvement can be found.

They are addressed to different user groups and on that way to describe on better, more precise way the real situation at Medical faculty.

These questionnaires cover all important fields and levels of power at Faculty.

For getting objective results, it should be offered to all employers and students or to by chance selected representatives of staff and students.

Questionnaires will give us final estimate or mark of every investigated aspect of Medical faculty. This estimate should point to weak or strength aspects of faculty, so we can concentrate our efforts on improving strength aspects or in changing weak points.

Fields, which will be checked by questionnaires are: management of university, strategic policy, personal policy, facilities and equipment, teaching process and methods, student satisfaction, personal satisfaction, financial issues, team work and cooperation.

Each question will have six possible combinations of answers. Answers will mark off level of importance and achieved results on the following way:

LEVEL OF IMPORTANCE

ACHIEVED RESULTS	NOT IMPORTANT	VERY IMPORTANT
1) INSUFFICIENT	2	1
2) SUFFICIENT	4	3
3) VERY GOOD	5	6

Average mark of examine field from one to three are not satisfactory and show us that things must be completely changed

Average mark of examine field from 4-6 show that things are going well, and that we should maintain present quality of work. Of course, there is always place for improvement.

Management of the Institution

- 1) The Heads have an explicit vision on education
- 2) The heads have an explicit vision on quality control
- 3) The heads include their staff when formulating long term objectives in the area of education and quality control
- 4) Heads provide a consequent evaluation and follow up the elaboration of long term objectives
- 5) Staff members know relatively precisely for what they are assessed by the executives
- 6) Executives provide facilities for innovating initiatives by staff members.
- 7) There is a regular evaluation of the executives by the staff and bodies responsible for this activity
- 8) Heads take training in management regularly.
- 9) Executives contribute timely and actively to new influences, new government policies or legislation
- 10) Heads generally work in methodical manner.
- 11) Heads always consider opportunities and threats in new developments.
- 12) Heads spontaneously provide links to all necessary people and means in order to solve a particular problem
- 13) Executives consider the pros and cons of different scenarios when making important decisions
- 14) Do executives work enough on image and public relate to Institution.
- 15) Heads consider the work atmosphere as an indicator of their personal functioning

Strategic policy

- 16) Is there a clear vision of Institution about level of qualifications and knowledge obtained by graduates.
- 17) Staff members are encouraged to take active part in making the strategic plan operational
- 18) The presence of the strategic plan is positively perceptible in the daily activities
- 19) The needs and wishes of the interested groups are taken into consideration.
- 20) Weaknesses are addressed systematically and daily.
- 21) The realisation of the quality objectives is evaluated regularly
- 22) The quality policy is adapted through measurable indicators
- 23) Staff members fit their improvement or innovation projects into the strategic plan

- 24) The strategic policy is tested regularly and systematically for relevance and efficiency.
- 25) The objectives of the strategic plan are geared to the mission.
- 26) Strategic objectives are elaborated into clear action plans

Personal policy:

- 27) Desirable outputs are clearly defined for most functions
- 28) There is a systematic consultation on matters of tasks and responsibilities
- 29) Training needs of the staff members are analysed systematically
- 30) The staff evaluation is integrated into the personnel policy of institution
- 31) There is an active communication with the staff members on important themes.
- 32) Most aspects of the personnel policy are described in a policy document.
- 33) Regulations and procedures are known by a majority of the staff members
- 34) The personnel policy is based systematically on index and steering numbers.
- 35) The professional policy is developed and improved in consultation with the relevant groups and individuals.
- 36) Responsibility and liability for activities are delegated systematically to the lowest possible level.
- 37) Knowledge and skills are only criteria for getting job
- 38) Knowledge of foreign languages and computers are very important for Institution

Facilities and equipment:

- 39) Relevant information is gathered, processed and made available in an efficient manner
- 40) Buildings, offices and classrooms are kept in good repair
- 41) Offices and classrooms are furnished with sufficient, reliable and functional equipment
- 42) The institution is provided with a well-equipped library, multimedia centre and/or study environment
- 43) The institution is well insured against the most important risks
- 44) Quality of maintaining and servicing of equipment are done regular
- 45) How do you estimate financial investments in existing and new facilities
- 46) Telecommunication network is strong enough to support all institutional needs.
- 47) Internet is provided 24 hours for most teaching and administrative staff.
- 48) Staff is well educated for using of new equipment
- 49) Training activities for using of existing and new equipment are provided through continues education process

Teaching process and methods

- 50) Potential students are well-informed about conditions for studying
- 51) There is a systematic approach for informing and communicating with student
- 52) Lecturers make time to listen to and consult with students
- 53) Students are stimulated to make an active contribution to the organisation
- 54) The regulations and arrangement of the exams are communicated to the students in a timely manner
- 55) All interested parties are involved systematically in the development and adaptation of the curricula
- 56) Learning objectives, materials and tasks are oriented towards reality and professional practice.
- 57) Flexible learning paths are built into the curriculum.
- 58) Various educational methods are used throughout the training course.
- 59) Interactive teaching approach is in use
- 60) The chosen learning activities are adapted to the desired objectives
- 61) Educational and learning objectives are adjusted continuously
- 62) Staff members are responsible for the organisation of the practical learning exercises
- 63) During their training, students come in contact with realistic situations in the work field like bed side teaching
- 64) Does the ECTS system exist in teaching process
- 65) Evaluation criteria is accessible to students
- 66) Quality of teaching process is measure continuously
- 67) Curriculum is adapted according to innovations in medicine
- 68) Curriculum is adapted according to optimal student needs
- 69) There is a strong link between research and education
- 70) The scientific research is led through projects
- 71) Post graduate studies are well organized

Personal satisfaction:

- 72) Lecturers are given the opportunity to gain experience abroad.
- 73) There are measures to protect or enhance the objectivity during evaluations
- 74) Evaluation forms and methods are adjusted systematically.

- 75) Content and form of workshops and post-initial courses are adapted to the wishes of target group and to the objectives.
- 76) For the majority of staff members it is clear what is expected from them.
- 77) Staff members find that their job responsibilities are adapted optimally to their personal motivation, competence and interests
- 78) Staff members feel that they do meaningful work
- 79) For the majority of staff members it is clear what is expected from them.
- 80) Staff members experience a sufficient amount of autonomy in the execution of their job responsibilities
- 81) Staff members experience the working atmosphere as stimulating and motivating.
- 82) Staff members usually feel encouraged to develop professionally and personally.
- 83) Staff members find that their executives stimulate their creativity.
- 84) Financial policy leads to a good balance between the salaries and the total means of activity adequately
- 85) Staff members frequently formulate suggestions for improvement for their job responsibilities, function profile or career development
- 86) Staff members feel that they are consulted sufficiently by the executives
- 87) Staff members find that the information flow proceeds bottom-up and top-down in an equivalent manner

Student satisfaction:

- 88) Students are given the opportunity to gain experience abroad.
- 89) Students have influence on changing and improving existing curriculum
- 90) Students experience the time that is spent together with the lecturers during training activities as meaningful
- 91) Students find that most lecturers use work methods that facilitate active learning
- 92) Students find that the lecturers work in a strongly student-oriented manner.
- 93) Students are satisfied with the instructions on how to process the learning contents.
- 94) The evaluation criteria are sufficiently clear to the students prior to the evaluation.
- 95) Students find that they have sufficient opportunity to demonstrate their knowledge and skill at the exam.
- 96) Students find that the study material is a solid base for their studies
- 97) Students find the training programme relevant for their later professional careers
- 98) Students find that complaints are followed up quickly.
- 99) Students find that there is enough feedback between the students and the student representatives
- 100) Students are satisfied with the social services
- 101) Students have access to legal, psychosocial and medical counselling.
- 102) Students are encouraged to participate in cultural and sports activities
- 103) Accommodation of students is well organized

Financial issues:

- 104) The institution/department/course has a growing student population that is larger than what can be supplied by its regional recruitment area.
- 105) Financial policy leads to a good balance between the salaries and the total means of activity
- 106) The investment policy of the institution or department creates a third flow of money, which enhances its independence from subsidies.
- 107) Financial issues and grow are presented in existing strategic policy documents
- 108) How do you estimate ability of faculty administration to solve financial problems and issues
- 109) How do you estimate financial situation of institution in the last five years.
- 110) Rate between total money and money used for financial investments to the institution is well balanced.
- 111) Do you think that price of studying is enough to cover all Institution expenses related to student costs
- 112) Does Institution use own material resources for improving of its financial situation
- 113) Amount of money which is provided from Budget is enough for regular students
- 114) Amount of money provided out of state resources, like through different projects, is sufficient
- 115) Making of projects is very important source of earning money for faculty.
- 116) Financial indicators are used for estimation of the Institution's policy

Team work and cooperation

- 117) The institution or department has developed useful partnerships that are in keeping with its strategic policy, within and outside of the educational sector.
- 118) Services are well-adapted to the needs of the user groups and the educational frame of reference
- 119) Staff members with an information function act helpfully when dealing with internal and external clients
- 120) All important decisions are brought in common agreement of all interested sides
- 121) Staff members notice an evolution from working together to working in a close-knit team
- 122) There is systematic co-operation for assignments

- 123) In the context of cooperation there is a considerable transfer of knowledge and know-how between the partners
- 124) The institution or department has developed useful partnerships that are in keeping with its strategic policy, within and outside of the educational sector
- 125) Cooperation between Medical faculties in the region is organized very well.
- 126) International contacts with faculties and different organizations are performed daily.

	MANAGEMENT OF INSTITUTION	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
1	The Heads have an explicit vision on education						
2	The heads have an explicit vision on quality control						
3	The heads include their staff when formulating long term objectives in the area of education and quality control						
4	Heads provide a consequent evaluation and follow up the elaboration of long term objectives						
5	Staff members know relatively precisely for what they are assessed by the executives						
6	Executives provide facilities for innovating initiatives by staff members.						
7	There is a regular evaluation of the executives by the staff and bodies responsible for this activity						
8	Heads take training in management regularly.						
9	Executives contribute timely and actively to new influences, new government policies or legislation						
10	Heads generally work in methodical manner.						
11	Heads always consider opportunities and threats in new developments.						
12	Heads spontaneously provide links to all necessary people and means in order to solve a particular problem						
13	Executives consider the pros and cons of different scenarios when making important decisions						
14	Do executives work enough on image and public						

	relate to Institution.						
15	Heads consider the work atmosphere as an indicator of their personal functioning						

	STRATEGIC POLICY	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
16	Is there a clear vision of Institution about level of qualifications and knowledge obtained by graduates.						
17	Staff members are encouraged to take active part in making the strategic plan operational						
18	The presence of the strategic plan is positively perceptible in the daily activities						
19	The needs and wishes of the interested groups are taken into consideration.						
20	Weaknesses are addressed systematically and daily.						
21	The realisation of the quality objectives is evaluated regularly						
22	The quality policy is adapted through measurable indicators						
23	Staff members fit their improvement or innovation projects into the strategic plan						
24	The strategic policy is tested regularly and systematically for relevance and efficiency.						
25	The objectives of the strategic plan are geared to the mission.						
26	Strategic objectives are elaborated into clear action plans						

	PERSONAL POLICY	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
27	Desirable outputs are clearly defined for most functions						
28	There is a systematic consultation on matters of tasks and responsibilities						
29	Training needs of the staff members are analysed systematically						
30	The staff evaluation is integrated into the personnel policy of institution						
31	There is an active communication with the staff members on important themes.						
32	Most aspects of the personnel policy are described in a policy document.						
33	Regulations and procedures are known by a majority of the staff members						
34	The personnel policy is based systematically on index and steering numbers.						
35	The professional policy is developed and improved in consultation with the relevant groups and individuals.						
36	Responsibility and liability for activities are delegated systematically to the lowest possible level.						
37	Knowledge and skills are only criteria for getting job						
38	Knowledge of foreign languages and computers are very important for Institution						

	FACILITIES AND EQUIPMENT	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
39	Relevant information is gathered, processed and made available in an efficient manner						
40	Buildings, offices and classrooms are kept in good repair						
41	Offices and classrooms are furnished with sufficient, reliable and functional equipment						
42	The institution is provided with a well-equipped library, multimedia centre and/or study environment						
43	The institution is well insured against the most important risks						
44	Quality of maintaining and servicing of equipment are done regular						
45	How do you estimate financial investments in existing and new facilities						
46	Telecommunication network is strong enough to support all institutional needs.						
47	Internet is provided 24 hours for most teaching and administrative staff.						
48	Staff is well educated for using of new equipment						
49	Training activities for using of existing and new equipment are provided through continues education process						

	TEACHING PROCESS AND METHODS	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
50	Potential students are well-informed about conditions for studying						
51	There is a systematic approach for informing and communicating with student						
52	Lecturers make time to listen to and consult with students						
53	Students are stimulated to make an active contribution to the organisation						
54	The regulations and arrangement of the exams are communicated to the students in a timely manner						
55	All interested parties are involved systematically in the development and adaptation of the curricula						
56	Learning objectives, materials and tasks are oriented towards reality and professional practice.						
57	Flexible learning paths are built into the curriculum.						
58	Various educational methods are used throughout the training course.						
59	Interactive teaching approach is in use						
60	The chosen learning activities are adapted to the desired objectives						
61	Educational and learning objectives are adjusted continuously						
62	Staff members are responsible for the organisation of the practical learning exercises						
63	During their training, students come in contact with realistic situations in the work field like bed side teaching						
64	Does the ECTS system exist in teaching process						
65	Evaluation criteria is accessible to students						
66	Quality of teaching process is measure continuously						
67	Curriculum is adapted according to innovations in medicine						
68	Curriculum is adapted according to optimal student needs						

69	There is a strong link between research and education						
70	The scientific research is led through projects						
71	Post graduate studies are well organized						

	PERSONAL SATISFACTION	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
72	Lecturers are given the opportunity to gain experience abroad.						
73	There are measures to protect or enhance the objectivity during evaluations						
74	Evaluation forms and methods are adjusted systematically.						
75	Content and form of workshops and post-initial courses are adapted to the wishes of target group and to the objectives.						
76	For the majority of staff members it is clear what is expected from them.						
77	Staff members find that their job responsibilities are adapted optimally to their personal motivation, competence and interests						
78	Staff members feel that they do meaningful work						
79	For the majority of staff members it is clear what is expected from them.						
80	Staff members experience a sufficient amount of autonomy in the execution of their job responsibilities						
81	Staff members experience the working atmosphere as stimulating and motivating.						
82	Staff members usually feel encouraged to develop professionally and personally.						
83	Staff members find that their executives stimulate their creativity.						
84	Financial policy leads to a good balance between the salaries and the total means of activity adequately						
85	Staff members frequently formulate suggestions for improvement for their job responsibilities, function profile or career development						
86	Staff members feel that they are consulted sufficiently by the executives						

87	Staff members find that the information flow proceeds bottom-up and top-down in an equivalent manner						
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	STUDENT SATISFACTION	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
88	Students are given the opportunity to gain experience abroad.						
89	Students have influence on changing and improving existing curriculum						
90	Students experience the time that is spent together with the lecturers during training activities as meaningful						
91	Students find that most lecturers use work methods that facilitate active learning						
92	Students find that the lecturers work in a strongly student-oriented manner.						
93	Students are satisfied with the instructions on how to process the learning contents.						
94	The evaluation criteria are sufficiently clear to the students prior to the evaluation.						
95	Students find that they have sufficient opportunity to demonstrate their knowledge and skill at the exam.						
96	Students find that the study material is a solid base for their studies						
97	Students find the training programme relevant for their later professional careers						
98	Students find that complaints are followed up quickly.						
99	Students find that there is enough feedback between the students and the student representatives						
100	Students are satisfied with the social services						
101	Students have access to legal, psychosocial and medical counselling.						
102	Students are encouraged to participate in cultural and sports activities						
103	Accommodation of students is well organized						

	FINANCIAL ISSUES	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
104	The institution/department/course has a growing student population that is larger than what can be supplied by its regional recruitment area.						
105	Financial policy leads to a good balance between the salaries and the total means of activity						
106	The investment policy of the institution or department creates a third flow of money, which enhances its independence from subsidies.						
107	Financial issues and grow are presented in existing strategic policy documents						
108	How do you estimate ability of faculty administration to solve financial problems and issues						
109	How do you estimate financial situation of institution in the last five years.						
110	Rate between total money and money used for financial investments to the institution is well balanced.						
111	Do you think that price of studying is enough to cover all Institution expenses related to student costs						
112	Does Institution use own material resources for improving of its financial situation						
113	Amount of money which is provided from Budget is enough for regular students						
114	Amount of money provided out of state resources, like through different projects, is sufficient						
115	Making of projects is very important source of earning money for faculty.						
116	Financial indicators are used for estimation of the Institution's policy						

	TEAM WORK AND COOPERATION	INSUFF.	SUFFIC.	VERY GOOD	IMPORT	NOT IMPORT	TOTAL
117	The institution or department has developed useful partnerships that are in keeping with its strategic policy, within and outside of the educational sector.						
118	Services are well-adapted to the needs of the user groups and the educational frame of reference						
119	Staff members with an information function act helpfully when dealing with internal and external clients						
120	All important decisions are brought in common agreement of all interested sides						
121	Staff members notice an evolution from working together to working in a close-knit team						
122	There is systematic co-operation for assignments						
123	In the context of cooperation there is a considerable transfer of knowledge and know-how between the partners						
124	The institution or department has developed useful partnerships that are in keeping with its strategic policy, within and outside of the educational sector						
125	Cooperation between Medical faculties in the region is organized very well.						
126	International contacts with faculties and different organizations are performed daily.						