

Pursuant to Article 41, paragraph 8 of the Law on Higher Education (Official Gazette of Montenegro, No. 44/14, 52/14, 47/15, 40/16, 42/17, 71/17, 55/18, 3/19, 17/19, 47/19, 72/19, 74/20, 104/21, and 86/22) and Article 18 of the Statute of the Agency for Quality Assurance and Accreditation in Higher Education, the Agency for Quality Assurance and Accreditation in Higher Education hereby adopts the following:

## **RULES ON THE CONTENT OF STUDENT SURVEYS AND GENERAL PROVISIONS**

### **Subject matter**

#### **Article 1**

These rules shall provide further regulations regarding the content of student surveys (hereinafter referred to as "surveys") and other matters of significance for the implementation of surveys.

### **The use of gender-sensitive language**

#### **Article 2**

The terms used in these rules for individuals in the masculine gender shall also mean the same terms in the feminine gender.

### **Personal data protection**

#### **Article 3**

Data obtained from the survey are processed in accordance with the law governing the protection of personal data.

## **II THE SURVEY**

### **Content**

#### **Article 4**

The survey is conducted at higher education institutions once or multiple times during the academic year.

For Bachelor's and Master's degree programs, the survey shall consist of three or four parts if the study program includes mandatory internships.

The first part, conducted after at least 70% of the teaching has been completed but before the final exam, shall focus on the teaching and teachers for individual subjects.

The second part, conducted after passing the first exam or completing the last part of the first exam if the exam consists of multiple parts, shall pertain to the assessment methods used in the final exam for individual subjects. This part of the survey is conducted no later than the end of the academic year in which the student takes the exam.

The third part, conducted after the first examination session, shall deal with general aspects of the study process:

- Opinion on general aspects of studying (study program, its quality, course delivery, and assessment methods)
- Evaluation of a specific set of statements regarding mentoring and teaching organization
- Facilities, equipment, and schedule
- Library
- International mobility
- Student counseling and student affairs office
- Student parliament and extracurricular activities

The fourth part, conducted after the student has completed the mandatory internship, shall focus on the internship experience.

The third and fourth parts of the survey can be conducted independently or together with other parts of the survey, no later than the end of the academic year in which the student takes the exam.

For third-cycle study programs, the survey shall consist of two parts: the first part is conducted in the first year, no later than the end of the academic year, and the second part is conducted no later than the end of the academic year.

## **Conducting**

### **Article 5**

The survey is conducted electronically or in written form.

The survey is encrypted and anonymous.

Participation in the survey is mandatory for students, except for study programs with three or fewer students who meet the study criteria.

Institutions shall decide on the method of conducting the survey and the types of questions.

## **Survey participants**

### **Article 6**

Students enrolled in the first, second, and third cycles of study (hereinafter referred to as "survey participants") have the right to participate in the survey.

Survey participants shall evaluate the work of those teachers with whom they have met the study criteria during the period covered by the survey.

The criteria specified in paragraph 2 of this article are determined by the institution.

## **Responses**

### **Article 7**

In the survey, a closed-type question scale is used to assess the first, second, and third cycles of study, with the following responses:

- 1 means "Strongly Disagree" or "Very Dissatisfied" or "Not at All" or "Never";
- 2 means "Mostly Disagree" or "Mostly Dissatisfied" or "A Little" or "Rarely";
- 3 means "Neither Agree nor Disagree" or "Neither Satisfied nor Dissatisfied" or "Moderate" or "Sometimes";
- 4 means "Mostly Agree" or "Mostly Satisfied" or "A Lot" or "Often";
- 5 means "Strongly Agree" or "Very Satisfied" or "Completely" or "Always."

In addition to the scale mentioned in paragraph 1 of this article, two more responses are included: "I don't have enough information" or "I choose not to answer." The responses "yes," "no," and "I don't know" are used for third-cycle surveys depending on the type of question.

## **Processing responses**

### **Article 8**

The processing of survey responses is carried out in an information system after the survey is completed.

Responses to open-ended questions are not processed in the information system but are collected and can be used for improving study programs, their delivery methods, and teaching effectiveness.

Responses are processed when at least four survey participants have completed the same section of the survey.

When assessing results for individual subjects, the percentage of survey participants in relation to the number of students who have chosen the specific subject or were required to attend it as part of their studies is mentioned.

A relevant sample is considered to be 30% of the total number of students who meet the study criteria.

The results of the survey about teachers can be used as one of the criteria for appointing university lecturers, researchers, or associates of the institution and are part of the lecturer/associate's dossier.

The institution specifies the method of processing, percentage ranking of evaluated teachers based on individual questions, the use of processed and evaluated responses for teachers, external lecturers, and other external experts, individual subjects, mandatory internships, open-ended questions, as well as the method of storing processed and evaluated responses.

Survey results are published on the institution's website.

## **Responsibility**

### **Article 9**

For the conduct of surveys, the assessment of responses, and the use of survey responses in accordance with these rules, the responsibility shall lie with the dean of the organizational unit or faculty, or the head of doctoral studies.

The dean or head as mentioned in paragraph 1 of this article shall issue regulations for conducting surveys, evaluating responses, and using survey responses, as well as other matters of importance for survey implementation, in accordance with these rules.

## **III FINAL PROVISION**

### **Entry into force**

### **Article 10**

These rules come into effect on the day of their adoption.

Acting Director of the Agency  
Goran Danilović