FULL TEXT OF DIRECTIVE No. 218

elaborated on 5 May 2022

On the Collection, Processing, Analysis, and Evaluation of Information to Support the Management of Study Programmes

Discussed by: UNIZA Academic Senate on 25 April 2022

Approved by: UNIZA Scientific Board on 5 May 2022

Effective from: 5 May 2022

Article 1

Introductory Provisions

1. This Directive lays down rules, procedures, and responsibilities concerning the systematic collection, processing, analysis, and evaluation of information to the extent and structure necessary for the management of educational activities and for the management of creative activities, and other related activities of the University of Žilina (hereinafter referred to as 'UNIZA'). It establishes the information need for the management of the identified areas and the means of its coverage, i.e. the resources and responsibilities for information gathering, the management of reference information and also regulates the approach to the analysis of information according to the requirements of the users.
2. For the purposes of this Directive it means:
   a) **Information need** – the set of information necessary for the consumer of information.
   b) **Information consumer** – a person requiring information necessary to manage the process of planning, carrying out educational and creative activities.
   c) **Information seeker** – the person to whom the information is disclosed in order to demonstrate transparency or to raise interest.
   d) **Information provider** – the person or department responsible for collecting information, its provision, including the analysis of the information obtained.
   e) **Information gathering** – is the process of obtaining and collecting information defined by the information need.
   f) **Information analysis** – the process of processing information into a form suitable and appropriate for use by the recipient of the information for decision-making or demonstrating the achievement of an objective.
   g) **Relevance and adequacy of information** – the information provided, considering the specificities of UNIZA/ units (appropriateness), is sufficient in terms of scope and timing of disclosure (adequacy) to make a decision addressing the quality of education.
3. The Directive also addresses the application of the responsibility for the disclosure of objective and complete information for study applicants and for UNIZA students during all phases of the student lifecycle and outlines the rules of information for students with special needs.

Article 2

Policies and Processes of the Internal Quality System of Education at the University of Žilina

1. Quality assurance policies are precisely defined in **Directive No. 213 „Quality Assurance Policies at the University of Žilina" (hereinafter referred to as "Directive No. 213").**
2. The defined policies set out the principles that are applied at UNIZA through strategies, objectives, procedures, rules, and indicators. The application of the policies is set up in such a way that it is reviewable whether they have been correctly applied in the relevant UNIZA objectives, procedures, rules, and indicators.
3. The processes of the internal system ensure the fulfilment of policies and at the same time the awareness of students and UNIZA employees in terms of fulfilling the indicators defined in the UNIZA Long-term Plan. At the same time, they are also provided to the professional public in the defined scope and form.
4. Indicators for quality assurance of education and creative activities are:

a) the number of open accredited study programmes at the relevant degree and form of study,
b) the number of upgraded study programmes in the offer of accredited SPs,
c) the number of open accredited cross-sector and interdisciplinary study programmes,
d) the number of applications to study,
e) the proportion of applicants admitted to study out of the number of applicants enrolled in the relevant degree and form of study,
f) the proportion of applicants enrolled in the first year of study out of the number of admitted applicants in the relevant level and form of study,
g) the proportion of first-year students who dropped out in the structure according to reason (expulsion for subject failure, dropping out, change of study programme) – drop-off rate in the 1st year of study,
h) the proportion of students in later years of study who drop out,
i) the proportion of students exceeding the standard length of study at the relevant level and form of study,
j) the proportion of graduates of the relevant degree and form of study out of the number of students enrolled in a given degree and form of study,
k) the proportion of unemployed graduates,
l) the number of staff focusing on student support (curricular, psychological, social, and career counselling),
m) the student-teacher ratio,
n) the number of theses supervised by the thesis supervisor (average number),
o) the proportion of HE (higher education) teachers with up to three years of experience who have completed adaptation training,
p) the proportion of HE teachers receiving further training,
q) the proportion of key groups of UNIZA employyes receiving further training,
r) the number of accredited and non-accredited training programmes and courses within further professional training for the needs of practice,
s) the number of external participants in further training,
t) the number of participants aged 45+ engaged in further education within the University of Third Age at UNIZA.

5. The outputs of the processing of this important information are used for quality management purposes for the education and creative activity.

Article 3
Sources of Information and Their Accessibility

1. Sources of information necessary for effective management of education at UNIZA are located in the University's information systems. The Education Department, in cooperation with the relevant study departments and the Information and Communication Technology Centre (hereinafter referred to as "CeIKT"), collects data on applicants, the course of study of students up to the completion of their studies in the information systems. In addition, they also collect information on the passporting of available premises and on the inventory of technology used in the study programmes. Facilities that are accessible to students and staff with disabilities are also marked in the system.

2. Study resources are collected in the **University Library Information System**, which keeps records of all available UNIZA publication resources. For the above resources, the University maintains in this information system:

a) static character information – lists of resources, records of their dislocation, parameters,

b) information dynamic in nature – resource status, availability.

3. Study resources are also available to students and staff in **EDIS – UNIZA Publishing House.**

4. The source of information for applicants and students is information on study programmes, which are study programmes provided by faculties or university-wide study programmes provided by UNIZA institutes, while the university offers study programmes for all degrees of higher education**.**

5. The areas of education are categorised by field of study as follows:
   a) Transportation.
   b) Economics and Management.
   c) Mechanical Engineering.
   d) Electrical Engineering.
   e) Informatics.
   f) Cybernetics.
   g) Civil Engineering.
   h) Security Sciences.
   i) Media and Communication Studies.
   j) Teaching and Educational Sciences.
   k) Geodesy and Cartography.
   l) Ecological and Environmental Sciences.

6. The study options are as follows:
   a) Bachelor's degree.
   b) Engineering or Master's degree.
   c) PhD studies.
   d) Erasmus study.
   e) Qualification education.
   f) Lifelong learning.

7. The forms of education are:
   a) Full-time study.
   b) Part-time study.

Article 4
Accessibility of necessary and relevant information

1. All information on studies, from study programmes to instructions on the admission procedure and its conduct, is part of the internal regulations of the University or its units and is published on the websites of the University, faculties, and units..

2. Access to these documents is available on the University of Žilina website at **https://www.uniza.sk/#.** Detailed information on study programmes is available on the faculties' websites with the possibility to use the links on the main page:
   a) **Bachelor's degree programmes.**
   b) **Engineering or Master's degree programmes.**
   c) **PhD studies.**
   d) **Lifelong learning.**
   e) **Information on learning mobility opportunities – Erasmus**.

3. Information on the currently offered full-time study programmes in the respective academic year is always placed on the university's website, but also on the websites of the faculties and institutes.

4. Information on currently offered study programmes in the part-time form in the relevant academic year is always placed in a document on the webpage **Part-time Studies**.

5. In addition, information is available on the website **https://www.uniza.sk/#**:
   a) Why to study at our university.
   b) On the open door days.
   c) On the admission procedure.
   d) On tuition and related fees.
   e) On scholarships.
   f) On study abroad opportunities.
   g) On the recognition of documents.
   h) On Advisory Services.
6. Other important information related to student life and leisure activities are available on the website:
   a) On the course of study.
   b) On accommodation options.
   c) On food options.
   d) On transport options.
   e) On student organizations.
   f) On leisure activities.
   g) On job opportunities, internships, and the use of the Incubator.

Article 5
Collecting Information for Effective Quality Management of Education and Creative Activities

1. Effective management of the quality of education and creative activities is ensured by collecting information from the internal and external environment. This information integrates knowledge of labour market needs and opportunities, legislative constraints, university capacity and the latest developments in the fields of study.
2. The collection of information is ensured by assigning responsibilities and allocating appropriate resources. The functionality and effectiveness of the information gathering system shall be reviewed regularly at least every two years for adequacy and suitability, while the system may be flexibly adapted and supplemented according to the requirements of UNIZA's management staff.

Article 6
Information Needed for Effective Quality Management of Education and Creative Activities

1. Areas for which UNIZA systematically collects information necessary for management of quality education and creative activities are:
   a) Study programmes.
   b) Admission procedure.
   c) Students.
   d) Teachers.
   e) Study resources.
   f) Creative activities.
   g) Results of monitoring information related to education and creative activities.

2. The identification of information needs for the effective management of the above areas is the responsibility of those responsible for study programmes and creative activities and those in management positions in the university units. In addition to the information

manager, each area of information need has identified sources of information, the frequency of information collection, the form of information processing and the manner in which information is made available. To cover the defined information need, UNIZA identifies the sources of information and involves relevant stakeholders (students, employees, employers) in its collection. In this area, rules and procedures are laid down in **Directive No. 203 Rules for the Creation of Recommended Study Plans for Study Programmes at the University of Žilina** (hereinafter referred to as "Directive No. 203"), for the third level of education, **Directive No. 216 Quality Assurance of the Doctoral Degree Studies at the University of Žilina** (hereinafter referred to as "Directive No. 216") and together for all Directive No. 223 Monitoring and Periodic Review of the Study Programmes (hereinafter referred to as "Directive No. 223") is binding.

3. For the field of study programmes, there is the **Academic Information and Education System AIVS** (hereinafter referred to as "AIVS"), which has the list of accredited study programmes and their affiliation to the field of study and UNIZA unit, the respective number of students in these programmes and other relevant information on the study programmes that are part of the study programme documentation. Structured information on study programmes is collected by the Department for Education (information providers) and is intended for the management of UNIZA and its units. They are updated each time before the beginning of the academic year. They are made available to UNIZA management staff (information consumers) via the **Academic and Education Information System**. This information system allows searching for a specific study programme, graduate profile, his/her subjects up to the level of course information sheets.

Article 7
Information Security and Data Protection

1. The protection of personal data is ensured according to **Directive No. 165 On Personal Data Protection** processed under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and Act No. 18/2018 Coll. on Protection of Personal Data and on Amendments to certain Acts, as amended**.**

Article 8
Information for Applicants for Studies at UNIZA

1. The offer of study opportunities to applicants shall be made by the university or faculty, at its discretion, in locations and media that are most accessible to applicants for study.
2. The offer to applicants contains mainly structured information about the study programmes. UNIZA publishes this information centrally on the website: **https://www.uniza.sk/index.php/uchadzaci/vseobecne-informacie/prijimacie-konania.** Information on accredited study programmes can also be found on the **Portal of Universities**.
3. The minimum scope of information for the study programme is set out in Decree No. 614/2002 Coll. of the Ministry of Education of the Slovak Republic on the credit system of study and includes: identification of the faculty, the level of education attained, professions indicated to the study programme, learning objectives and learning outcomes, a list of profile and optional subjects with course information sheets, possible specialisations (trajectories) learning, tuition and fees associated with the study programme.
4. Additional information on training includes, for example, information on mobility, the

learning methods used, the resources used during training (laboratories, technology, software), opportunities for practical experience (internships), support services provided to students, opportunities for student participation in quality assurance structures for education.

5. The university or faculty may also include information for applicants about the achievements of graduates, sporting, cultural, spiritual, and social opportunities during their studies, student organisations, catering options, opportunities for transport, and leisure opportunities.

6. In addition, a guide for applicants and admitted students is available in the **Freshman Guide.**

7. Information disclosed, that is statistical/historical in nature, shall always be provable and verifiable. When disclosing information that is predictive in nature (a promise to the applicant), they are assured according to the realistic capabilities of the faculty and the university, and they are reviewed annually.

8. The University and its units shall annually, normally in preparation for information for the next academic year, review the timeliness and validity of the information published about the programmes and study conditions in accordance with **Directive No. 206 Principles and Rules of the Admission Procedure for the Study at the University of Žilina** (hereinafter referred to as "Directive No. 206").

Article 9
Information on the Admission Procedure

1. In the preparation and management of the admission procedure, the Department for Education of the individual units or UNIZA (information providers) collect the applications of applicants for planning and organizing the admission process and also collect the results of the admission procedure, which are used by the management of the UNIZA unit (information reciever) to decide on the admission/non-admission of the student. The results of the admissions process are used to organise the enrolment of students and, in particular, to plan the capacities for the implementation of specific study programmes of UNIZA units in a given academic year. After the admission procedure has been completed, the information is used historically to analyse trends in the population of applicants for studies (type of secondary school, success rate of applicants, distance of applicant's place of residence).

2. UNIZA has adopted Directive No. 206 for applicants for studies, according to which the admission process at the University is governed in all study programmes. The University has prepared and operates the information system **Admission Procedure** in accordance with this Directive. In this system, all necessary information on the admission procedure at UNIZA is available. In addition to the standard forms of application for studies, the information system **Admission Procedure** registers electronic applications of applicants for higher education studies at all UNIZA units. The electronic application form allows applicants to fill in only the data required by the UNIZA units and also displays the status of the application. The evaluation and results of the admission procedure are published in the system as soon as they are made available by the different UNIZA units.

Article 10
Information for Students in the Progression and Evaluation Phase of Their Studies

1. An accepted applicant becomes a UNIZA student by enrolling for studies, and all related information is collected by the Department for Education (information provider) in the AIVS. It is provided to the Board of the Study Programme (information receiver) for monitoring the progress of the student, also to the representatives of the support services (information receiver – CeIKT, university library, accommodation, catering, ...)

to make services directly related to education available to students. These services are individually tailored to the study programme and subjects of study by means of the student's distinguishing features (information about subjects within the study programmes, information about the student's timetable and important deadlines, various forms of registration for subjects, registration for exam dates, uploading tests and term papers, obtaining an overview of study results (electronic index), schedule of subjects, tools for providing feedback on the teaching process of individual subjects). The creation of study programmes is established by **Directive No. 204 „Rules for the Creation, Modification, Approval, and Cancellation of Study Programmes at the University of Žilina".** At the development of study programmes, **Directive No. 209 "Study Regulations for 1st and 2nd Degree of University Study at the University of Žilina"** together with Directive No. 216 Study Regulation for the 3rd Degree of Study are also followed.

2. The University publishes this information centrally on the website **https://www.uniza.sk/#** under the "Students" section. Up-to-date information on the content of study programmes is made available via the AIVS, where students can find all information on the choices of subjects and their subsequent assessment, including integrated questionnaires related to the assessment of the learning process.

3. AIVS is also a tool for registering all financial claims incurred during studies (payment of tuition fees, accommodation payments, payments of all forms of scholarships) and ensures automated transfer of information to the SAP economic system.

4. Access to the Internet and consequently to all electronic sources of information and information systems are also available to students from their accommodation. All rooms are equipped with a data connection integrated into the UNIZA high-speed optic backbone network. The operation of the infrastructure is provided by the student organisation Internet Club (IK), which is governed by the statute of the Internet Club and the applicable Network Operating Rules. All documents are posted on the IK website.

Article 11
Information for Students with Special Needs and Students from Disadvantaged Circumstances

1. UNIZA creates a generally accessible academic environment and corresponding conditions of study for applicants and students with special needs without reducing the requirements for their study performance and in accordance with the principles of equal treatment.

2. Based on an assessment of their special needs, UNIZA provides appropriate adjustments and support services for applicants and students with special needs, and the extent of support provided during their studies or at the entrance examination.

3. For applicants and students with special needs, there is a subpage on **www.uniza.sk** in the Students and Applicants section, where up-to-date information on the current regulations, measures taken and guidance on how to deal with " special study situations" is published.

4. UNIZA creates conditions for students living in an environment in which they do not have sufficient conditions for their further development and studies.

5. The specific aim of supporting students from disadvantaged circumstances is through the elimination of handicaps resulting from social disadvantage to achieve adequate development of their abilities and the required academic performance.

6. For students from disadvantaged circumstances, there is a website **www.uniza.sk** and under the Students sub-page, there is up-to-date information on current arrangements and support services.

7. In this area, UNIZA is guided by Directive No. 198 Support for Applicants for Study and Students with Special Needs at the University of Žilina.

Article 12
Information for Students in the Study Recognition and Study Completion Phase

1. The university or faculty shall provide information on its website on the method of completion of studies.
2. The following information is provided:
   a) Guidelines for the processing and submission of final theses.
   b) Information on state examination subjects and topics.
   c) Instructions and deadlines related to the conduct of state examinations.

3. The university or faculty provides information on its website for students completing their studies.
4. The following information is provided:
   a) Information on the form of delivery of diplomas and graduation documents.
   b) Information on how diplomas and graduation documents are to be handed over.

Article 13
Information for Teachers Providing Education

1. University teachers are in a position:
   a) receivers of the information (entered by the information provider – the Department for Education) about their schedule and workload, about the students registered for the subject, and when students with special needs requiring special educational arrangements shall communicate this information to the teacher,
   b) information providers when they enter into the AIVS information on student assessment dates, student assessment results (both mid-term and final).
   c) Teachers also fill in course information sheets forms in **AIVS** and the form of Scientific, Artistic, and Pedagogical Characteristics on the **Employee Portal**, and on the Final Thesis Portal they give information on the final theses. **Directive No. 205** sets out the rules for assigning teachers to study programmes at UNIZA. Allocation of teachers shall be carried out in accordance with **Directive No. 212 Rules for the Definition of the Workload of Creative Employees of the University of Žilina.**
2. Information on teachers is used by the Board of the Study Programme (the purchaser of the information) to assign teachers to subjects and by the management of the UNIZA unit (the purchaser of the information) to plan the development of teacher competence.

Article 14
Structures of the Internal Quality Assurance System of Higher Education

1. The study programme in the relevant field is prepared by the university or its units, which, according to the rules, must comply with all the requirements under **Directive No. 214 On the Internal Quality Assurance System Structure for the Establishment, Modification, Approval and Cancellation of Study Programmes**. Policies and Procedures **Directive No. 209**.
2. The study programme is prepared by the person responsible for the study programme (guarantor), who submits it to the dean and, in the case of a university-wide study programme, to the rector, who, after studying it, shall request the UNIZA Accreditation Board for the commencement of the process of its accreditation.
3. The Accreditation Board of the University will review the draft study programme and once approved, it will be published and made available for study in accordance with the established time schedule.

Article 15
Information Gathering

1. The information defined in the individual articles of this Directive shall be systematically collected and centrally processed at the level of study programmes and individual subjects in the AIVS.
2. In the educational process, information is automatically collected and evaluated in an **objectively** collected quantitative and qualitative manner so that it is possible to evaluate the indicators defined by the University's Long-Term Plan, of which the Board of Guarantors and the University Board of Guarantors is a receiver.
3. Gathering and evaluating information on subjectively derived quantitative and qualitative indicators is obtained by the organisers by gathering feedback through planned surveys.

Article 16
Stakeholders' Involvement in Information Gathering

1. Students, teachers, graduates, and employers are actively involved in the collection of information related to the quality of education.
2. The student uses AIVS to register for compulsory optional and optional subjects, registration for exams, inserting teacher evaluations, etc.
3. University teachers complete student evaluations on examination reports (enter assessments into AIVS), publish subject materials, and assess the educational process from their position, and also, when preparing for teaching, take into account the results of the questionnaire surveys related to education, as well as any information they have obtained in accordance with Directive No. 224.

Article 17
Analytical Evaluation of Information

1. UNZA, with the participation of all stakeholders, partners, systematically collects and evaluates information gathered:
   a) from the evaluation of the implementation of the indicators within the set deadlines,
   b) from the evaluation of data from the data storage, from which, with the support of analytical applications, information is provided for management decision-making and for operational management on the basis of trends in the development of important indicators in specified periods,
   c) feedback from stakeholders on statistics related to the evaluation of the results achieved,
   d) feedback from stakeholders from evaluated questionnaires on the quality of teaching of individual subjects,
   e) from suggestions and complaints from students, teachers, and external stakeholders (partners).
2. The analytical evaluation of information shall take into account the possibility of comparing results with targets, the continuous assessment of trends in key indicators of the quality of education, the possibility of identifying the causes of positive or negative shifts in trends.
3. Detailed analytical information is provided to the management of the faculty or unit providing the relevant study programme and is used in the strategic, tactical, and operational management of the implementation and development of study programmes and creative activities, as well as in the evaluation of the course of education and creative activities, forms, and ways of addressing ideas and suggestions arising from the evaluation process.

Article 18
Disclosure, Publication, and Communication of Information

1. UNIZA and its units publish for applicants, students, employees, graduates, employers and the public on their official boards on the websites:

a) internal rules,
b) annual reports,
c) the results of the evaluation of the quality of the educational process,
d) the results of the evaluation of the internal quality assurance system of UNIZA,
e) information on study opportunities and
f) other documents in accordance with the standards of the Slovak Accreditation Agency for Higher Education and Act No. 131/2002 Coll. on Higher Education and on Changes and Supplements to Some Laws, as amended (hereinafter referred to as "Higher Education Act").

Article 19
Monitoring and Storage of Study-related Information

1. The University and its units shall, after the beginning of the academic year, publish, within a specified time period, information on the study programmes to be opened and the expected number of students to be admitted to individual study programmes for the next academic year.
2. The University or its units regularly monitor all processes related to the study in accordance with Directive No. 224, at least once a year:
   - As a rule, before the beginning of the academic year, the university or its units:
   a) prepare the offer of available subjects for the following academic year on the basis of the approved modifications of the study programme by the UNIZA Accreditation Board,
   b) if necessary, add new subjects to the study programme offer,
   c) ensure the update of course information sheets.
   - As a rule, after the end of the academic year is monitored:
   a) Evaluation of the admission procedure.
   b) Statistical indicators according to the indicators defined in the UNIZA Long-Term Plan.
   c) Evaluation of the quality of teaching in the previous academic year.

3. The University or its units shall maintain, and archive in information systems all information necessary to record the course of study and related documents for a specified period of time determined by the Higher Education Act or the internal quality system of UNIZA so that it is possible to verify the results of studies, and the award of academic titles and qualifications retrospectively.
4. CeIKT continuously backs up data from study-related information systems.

Article 20
Final Provisions

1. Resources to support educational, creative, and other related activities are defined in a separate **Directive No. 217 Resources to Support Educational, Creative, and Other Related Activities of the University of Žilina**.
2. This Directive was discussed by the UNIZA Academic Senate on 4 October 2021 and was approved by the UNIZA Scientific Board on 14 October 2021.
3. This Directive shall enter into force and effect on the date of its approval by the UNIZA Scientific Board.
4. Amendment No. 1 to Directive No. 218 was discussed by the UNIZA Academic Senate on 25 April 2022 and was approved by the UNIZA Scientific Board on 5 May 2022.
5. Appendix No. 1 shall enter into force and effect on the date of its approval by the UNIZA Scientific Board, i.e. on 5 May 2022.

In Žilina on 5 May 2022

....
prof. Ing. Jozef Jandačka, PhD
Rector