

APPROVED

Scientific Council of the Educational  
Complex of the Police of the RA on  
11.07.2018 at the Meeting N4

Chairman of the Scientific Council of the  
Educational Complex of the Police of the  
RA, lieutenant general of the police

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## PROCEDURE

ON CONDUCTING SURVEYS TO IMPROVE EDUCATIONAL PROCESSES AT THE  
EDUCATIONAL COMPLEX OF THE POLICE OF THE RA

## I. GENERAL PROVISIONS

- 1.1. The current procedure defines the subject of surveys, survey requirements, aims, the provisions and periods of doing the surveys by students, lecturers and employers (officers) of the Educational Complex of the Police of the RA (hereinafter Educational Complex).
- 1.2. Based on the priorities, surveys are divided into 3 main groups:
  - 1) Surveys to improve the education quality of the departments of the Educational Complex that are conducted in the frames of quality assurance system and aim at comprehensive study of the educational process and the satisfaction of stakeholders and consumers.
  - 2) Surveys of scientific purposes that are arranged by the academic staff of the chair of the educational complex, heads of research groups, and representatives of other organizations (if any) that are doing research.
  - 3) Surveys conducted by students in the frames of their assignments, master's thesis and internships.
- 1.3. The provisions of this procedure are applicable to all surveys initiated by structural departments, research staff and students of the Educational Complex.
- 1.4. The objective of the surveys is to monitor students' satisfaction with academic and educational processes of the Educational Complex.
- 1.5. The primary requirements of the surveys are the following:
  - 1) The relevance of the content of the survey to the primary goals and objectives of the Educational Complex
  - 2) Protecting the confidentiality of participation
  - 3) Systematic process and periodicity of the survey
  - 4) Following the defined survey format
  - 5) Continuity
  - 6) Abundance of data.
- 1.6. Survey data can be published upon approval of the management of the Educational Complex by the time protecting the confidentiality of the survey participants.

## II. SURVEYS AMONG STUDENTS IN THE FRAMES F QUALITY ASSURANCE SYSTEM

- 2.1. This group includes surveys aimed at education quality assurance in the Educational Complex, revealing the quality of education and the degree of satisfaction of the immediate consumers of the educational process.

2.2. The initiator of these surveys may be the Head of the Educational Complex, the Deputy Heads, Education Quality Assurance and other interested departments of the Educational Complex.

2.3. The organization and analysis of these surveys is carried out by the Education Quality Assurance Department in cooperation with other departments. Surveys are conducted with the involvement of interested representatives of concerned departments (head of faculty, head of chairs, etc.), as well as a representative of the student council.

2.4. Surveys of the Education Quality Assurance system are conducted annually according to annual planning, as a matter of urgency and necessity.

2.5. At the beginning of the academic year, the Education Quality Assurance Department compiles a survey schedule for students, faculty, and administrative staff. It includes annual surveys conducted by the Education Quality Assurance Department, as well as research (surveys) initiated by the departments on annual basis to examine the quality of the educational process. In order to include the planned surveys in the plan-schedule, the departments must submit the respective questionnaire to the Education Quality Assurance Department in advance, at the beginning of the academic year (during September).

2.6. Two weeks before each survey, the Education Quality Assurance Department provides the surveyed department with a survey questionnaire to review. Within a week, the head of the department can apply to the Education Quality Assurance Department for his / her suggestions, corrections or additional questions.

2.7. The plan-schedule for the surveys is approved by the decree of the Head of the Educational Complex, which is discussed in advance by the Strategic Planning and Quality Assurance Committee.

2.8. The Education Quality Assurance Department coordinates conducting surveys according to the approved plan-schedule.

2.9. One week before the survey, the structural departments appoint representatives who work with the groups of students to be surveyed. They are responsible for informing students about the place, time and format of the survey in advance.

2.10. The students participating in the survey by filling in the questionnaire on their own, maintaining confidentiality. The answers are given according to the guide for filling in the questionnaire. The purpose of the survey is presented.

- 2.11. The survey is developed with the participation of specialists from the Education Quality Assurance Department, the departments involved in the survey process, and representatives of the Student Council. Surveys initiated by other departments are processed by their working groups, submitting the data to the Education Quality Assurance Department.
- 2.12. The Education Quality Assurance Department prepares an analytical report (reference) on the survey results.
- 2.13. The Head of the Education Quality Assurance Department reports on the results of the survey during the meeting of the Strategic Planning and Quality Assurance Committee of the Educational Complex.
- 2.14. The survey data is taken into account when making decisions related to the quality of education in the Educational Complex.
- 2.15. The use of the information of the survey results outside the Educational Complex is defined by the Deputy Head of the Educational Complex coordinating the given department, and is agreed with the Head of the Educational Complex.
- 2.16. Questionnaires should be kept in the Education Quality Assurance Department; in paper form within one year, electronically within 3 years, unless otherwise specified.

### III. STUDENT SURVEYS FOR SCIENTIFIC PURPOSES

- 3.1. Student surveys for scientific purposes can be conducted by departments, faculties as well as other departments of the Educational Complex.
- 3.2. In order to conduct student surveys for scientific purposes, it is necessary to have an agreement with the Department of Scientific Activities of the Educational Complex. In order to obtain the appropriate consent, the researchers submit an application to the scientific coordinator of the Educational Complex, stating the subject of the survey, the rationale (significance, relevance), as well as guarantees on the provision of research results. The main provisions of the survey and the questionnaire are attached to the application.
- 3.3. The survey plans and the questionnaire should be agreed with the Education Quality Assurance Department of the Educational Complex, if the topic of the survey refers to the students' satisfaction analysis the analysis of the quality of the educational process.
- 3.4. The use, application in dissemination of the received information within the educational complex is decided by the scientific coordinator with the head of the department where the survey was conducted.

3.5. The results of the students' survey must be submitted to the Education Quality Assurance Department of the educational complex in the form of a report or working document within 10 days after the survey.

3.6. The organizers of the survey may publish the obtained results outside the educational complex with the written permission of the scientific coordinator and the head of the educational complex, if it does not harm the reputation of the educational complex.

#### IV. SURVEYS CONDUCTED BY STUDENTS DURING THEIR STUDIES

4.1. During the study, the students of the educational complex can conduct surveys in the frames of scientific research, pedagogical-educational practice, course work, master's thesis and in other fields.

4.2. To conduct the survey, students must develop a questionnaire that is reviewed and approved by the lecturer who supervises the student's work.

4.3. The learner coordinates the survey with the head of the relevant department and / or lecturers / in whose field of activity the survey is going to be conducted. At the request of the head of the relevant department, the student, conducting the survey, presents the survey program, the questionnaire and the results of the survey.

4.4. The student's immediate supervisor is responsible for conducting the surveys and their results.

4.5. The results of the surveys conducted by the students must be submitted to the education quality assurance department of the educational complex.

4.6. Students have the right to include the results in their work with the consent of the immediate supervisor of the research, as well as to speak at conferences and in the press by maintaining the ethics, if it does not harm the reputation of the educational complex.

#### V. SURVEYS AS A MECHANISM TO MONITOR, ANALYSE, AND ASSESS THE QUALITY

5.1. Surveys aim at evaluating and improving the examined process, feedback from stakeholders, developing new projects, etc.

5.2. Conducting surveys as a quality monitoring and assessment tool includes the following levels:

- 1) Inspections of the components of the educational process (detection of discrepancies).
- 2) Elaboration of results, presentation and analysis, preparation of reports and recommendations.
- 3) Informing stakeholders and decision-makers (also regarding identified discrepancies).

- 4) Planning actions to eliminate discrepancies and development of managing interactions to improve the quality through their implementation.
- 5) Data collection is carried out by means of surveys listed in sections 2, 3, 4 of the procedure. The survey can be done on paper, electronically within the HEI or outside the HEI, as well as through focus groups.

5.3. The subject of measurement and monitoring in the educational complex can be:

- 1) Quality (level) of students' knowledge,
- 2) Quality and skills of teaching staff;
- 3) The quality and provision of resources;
- 4) Quality of educational services;
- 5) Quality of operation of the management system;
- 6) Other areas, as evaluated as significant by the management.

5.4. Data collection should be done according to a pre-designed plan and format. According to it, a plan-schedule is made on eliminating inconsistencies. A general description of the process is provided via a map (appendix) in sequence of steps.

## VI. DEVELOPING A QUESTIONNAIRE

When developing the questionnaire, attention is paid to the content and sequence of the questions.

The process requires the following:

1. Clarity. Utmost clear and understandable presentation of the questions,
2. Avoid including multiple answers;
3. Development of open questions to get the opinion of stakeholders on the quality of education at the HEI;
4. Inclusion of all key questions to ensure the reliability of the collected data;
5. Exclude questions that would hinder with revealing the real situation.

The questions of the questionnaires should be divided into groups:

- 1) Satisfaction with the educational process;
- 2) Satisfaction with the research processes conducted at the HEI;
- 3) Satisfaction with available resources.

The questionnaire should have the following structure:

- 1) the essence and aim of the survey;

- 2) who conducts it;
  - 3) presentation of questions in a "simple-complex" structure;
  - 4) open questions;
  - 5) data on the participant (gender, age, etc.);
  - 6) The answers to the questions should be developed in the increasing or decreasing order of assessment to ensure the effectiveness of the analysis of the results of the questionnaires.
6. Elaboration and analysis of survey results

In order to solve this problem, it is first necessary to make a statistical analysis of the completed questionnaire questions for separate groups of questions (using Excel or SPSS, Google forms, PSPP programs). Then the elaborated data is analyzed based on different types of diagrams. Based on the analysis and according to the weakest points, decisions are made on the improvement of education quality.

## VII. SURVEY ALGORITHM

The format of the algorithm of doing research is presented below:

