

ROMANIA
ROMANIAN INTELLIGENCE SERVICE
“MIHAI VITEAZUL” NATIONAL INTELLIGENCE ACADEMY

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OPERATIONAL PROCEDURE
FOR
COLLECTING AND EVALUATING FEEDBACK WITHIN
“MIHAI VITEAZUL” NATIONAL INTELLIGENCE ACADEMY

The procedure has been approved in “Mihai Viteazul” National Intelligence Academy Senate meeting of 27.02.2020

Bucharest, 2020

Elements regarding operation conductors	Rank, surname, first name	Position	Date	Signature
APPROVED				
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Status of editions and revisions within the operational procedure

Edition number and date	Revision number and date	Page number where the change has been made	Change description	Head of the department notice where the procedure has been elaborated
			Initial draft	

List of persons to whom the operational procedure is distributed

No.	Name of the department which receives the procedure	Rank, surname, first name

1. REFERENCE DOCUMENTS AND REGULATIONS

The procedure for collecting and evaluating feedback within “Mihai Viteazul” National Intelligence Academy (ANIMV) is based on the following normative acts:

1. *The Law of National Education no. 1 of 2011, with subsequent amendments and additions;*
2. *Government Emergency Ordinance no. 75 of 2005 on education quality assurance, with subsequent amendments and additions;*
3. *ANIMV Charter;*
4. *Government Decision no. 1418 of 2006 for the approval of the Methodology for external evaluation, standards, reference standards, and the list of performance indicators of Romanian Agency for Quality Assurance in Higher Education, modified by Decision no. 1512 of 19.11.2008 and Decision no. 915 of 14.12.2017.*

2. PURPOSE OF PROCEDURE

Art. 1 The purpose of this procedure is to describe the method of organizing and collecting the three types of feedback within ANIMV:

- a) regarding quality of teaching activities (following the teachers' evaluation by the students/trainees) – Annex no.1;
- b) regarding the study program – Annex no.2;
- c) regarding “Mihai Viteazul” National Intelligence Academy services – Annex no.3.

3. FIELD OF APPLICATION

Art. 2 (1) Based on feedback collection from students and trainees, the following types of evaluation are conducted within ANIMV:

- a) evaluation of each teacher in order to determine teaching performances as they are being observed by students and trainees who participate in teaching activities such as lecture, seminar, laboratory, project etc. – Annex no.1;
- b) evaluation of the study program in order to analyze the way in which knowledge is transmitted and assimilated by students/ trainees and to analyze the changes that occur in the activity profiles and their impact on the organization of the study program – Annex no. 2;
- c) evaluation of students and trainees' satisfaction level regarding the Academy's services – Annex no. 3.

(2) By the information collected in the evaluation process of the teaching staff by students and trainees, the aspects of professional deontology and those regarding the continuous increase of teaching quality of the evaluated person are being targeted.

(3) By the information collected in the evaluation process of the study programs, their review and improvement are being targeted.

(4) By the information collected in the evaluation process of students and trainees' satisfaction level regarding the received services, the assurance of a quality academic life

by diversifying and permanent improvement of the quality of these services are being targeted.

4. PRINCIPLES

Art. 3 Evaluations are based on the presumption of honesty and mutual respect between all participants in the evaluation process.

Art. 4 Evaluations are being conducted anonymously.

Art. 5 Any actions that could manipulate, condition or influence students and trainees, directly or indirectly, in the free expression of their opinion are forbidden.

5. EVALUATION DESCRIPTION

Art. 6 Within ANIMV, the evaluation processes based on feedback collection from trainees are mandatory, the centralization of the evaluation results is being conducted at the level of the department within the Faculties, under the coordination of the head of department and with the approval of the faculty dean and the president of the Commission for Evaluation and Quality Assurance (CEAC).

Art. 7 The frequency of collecting and evaluating the three types of feedback stipulated in art. 1 is the following:

- a) Bi-annual – feedback collection and evaluation on the quality of teaching activities;
- b) At the end of the studying program - feedback collection and evaluation on the study program;
- c) Annual - feedback collection and evaluation on the received services.

Art. 8 (1) The transparent character of the evaluation process comes from the fact that teachers have access to the evaluation results and know the implications of these results on the quality of teaching activity.

(2) The commandant (rector), the vice-chancellor, the deans, heads of department, and the person appointed by CEAC have access to the results of teaching process within the Academy, based on the “need to know” principle.

Art. 9 (1) Feedback collection is made online by accessing the link to the feedback collection form.

(2) The evaluation and feedback surveys can only be accessed by using the link that has been sent and can be completed only once, for each teacher and subject, respectively for each individual program and for the university’s services.

6. PRESENTATION OF EVALUATION SURVEYS

Art. 10 The online surveys are those presented in Annex no.1, Annex no. 2 and Annex no. 3 of the present procedure.

7. EVALUATION PROGRESS

Art. 11 Students and trainees are informed by tutors/ academic attendings about the procedure and evaluation purpose, on the basis of a plan sent by the dean.

Art. 12 (1) Students and trainees give feedback answering all the items for every survey.

(2) All the questions are compulsory and surveys can not be sent until 100% completion.

Art. 13 As soon as students/ trainees answer all the questions in the online surveys, a person appointed by CEAC collects and analyzes the results.

Art. 14 Results are analyzed by CEAC and provided to the head of department.

Art. 15 Every teacher is informed by the head of department about the evaluation results for each subject, in order to improve performances of every evaluation criteria, targeting a continuous improvement of the teaching act.

8. RESPONSABILITIES

Art. 16 The evaluation results will be used by the management of ANIMV or of the faculties, in order to elaborate decisions regarding the management of the teaching staff performance, the study programs' quality improvement, respectively quality of services.

Art. 17 The amendment of the present procedure falls under the jurisdiction of ANIMV Senate.

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SURVEY
for the evaluation and feedback
of the teaching process

Study program: _____

Subject: _____

Course/seminar tenured teacher: _____

Please check the answer you have chosen for each question:

No.	To what extent, AT THE BEGINNING OF THE SEMINAR (to be filled only for the tenured teacher):	Very high	High	Low	Very low
1.	have the objectives from the subject outline been presented to you?				
2.	have the skills from the subject outline been specified?				
3.	has the topic structure of the seminar been presented to you?				
4.	have you been informed about the resources that are going to be used?				
5.	have you been informed about the evaluation method?				

Please check the answer you have chosen for each question:

No.	To what extent:	Very high	High	Low	Very low
1.	has the teacher reached the objectives from the subject outline?				
2.	has the topic been current?				
3.	has the course/seminar's content developed your knowledge in the subject field?				
4.	have you identified the practical utility of the acquired knowledge?				

5.	have the students been encouraged to participate in the debate?				
6.	have the methods and teaching techniques/ instruments been used in accordance with the course content?				
7.	has the recommended bibliography or the seminar topics been in accordance with the course content?				
8.	has the evaluation been in accordance with the evaluation criteria presented at the beginning of the course?				
9.	has the evaluation been objective?				

Do you have any suggestion for the teaching act's improvement?

SURVEY
for the evaluation and feedback
of the study program's quality

Please check the answer you have chosen for each question:

No.	To what extent the study program:	Very high	High	Low	Very low
1.	is connected to the specific of the activity you develop/intend to develop?				
2.	ensures the transfer of knowledge?				
3.	is attractive?				
4.	is innovative?				
5.	is interactive?				
6.	is focused on the student/trainee?				
7.	presents guiding and counseling activities?				
8.	facilitates communication between teaching staff and students/trainees?				
9.	gives information about the way of acceding it?				
10.	gives information about its administrative organization?				

Do you have any suggestion for the study program's improvement?

Please check the answer you have chosen for each question:

No.	To what extent the education you have received helped you develop/ improve:	Very high	High	Low	Very low
1.	theoretical knowledge?				
2.	practical skills?				
3.	scientific research skills?				
4.	study program related skills?				
5.	oral and written communication skills?				
6.	critical thinking?				
7.	analytical and solving challenging cases (which generates risks) skills?				
8.	interpersonal skills (team work)?				

Do you have any suggestion on the improvement of utility of the teaching process?

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SURVEY
for the evaluation and feedback
on the university's services

Please check, for each question, the answer you have chosen. If the answer is "not applicable" (regarding accommodation, food etc.), please check this answer:

No.	To what extent have you been satisfied by:	Very high	High	Low	Very low	Not applicable
1.	campus access?					
2.	the equipment from the workspaces dedicated to the teaching-learning activities?					
3.	workspaces dedicated to studying activities?					
4.	university library?					
5.	workspaces dedicated to activities initiated by students/ trainees (team projects, individual research actions etc.)?					
6.	workspaces dedicated to sport activities?					
7.	workspaces dedicated to socializing activities?					
8.	ITC services?					
9.	the level of administrative digitalization (applications and templates etc.)?					
10.	accommodation services?					
11.	food services?					

Do you have any suggestion **for the services' improvement**?