



DIRECTIVE  
**Monitoring the satisfaction of  
interested parties**  
Number: SM 09\_v2\_2.5.2022\_z0

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## Monitoring the satisfaction of interested parties

	He elaborated	He checked	Approved	Number printout:
<b>Function</b>	1. Vice-rector	Representative for IQS	Rector	
<b>Name</b>	Peter Losonczy, Dr.h.c. Ing. PhD., MSc.,MBA.	Imrich Dufinec, Dr.h.c. prof. Ing. CSc., MBA.	Marián Mesároš Dr.h.c. prof. Ing. DrSc. MBA LL.M.	
<b>A date</b>	27/04/2022	29/04/2022	02.05.2022	
<b>Signature</b>				



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## 1. Guidelines for using the directive

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### ➤ *Acquaintance*

- the directive is an internal documented procedure that is made available to employees on the website of IQS in the Moodle system ( <https://moodle.vsbm.sk/> )
- every worker affected by the given process is obliged to familiarize himself with the content of the directive and to familiarize his subordinates with it.
- as long as training is carried out for the given directive, the Representative for IQS keeps records of this training (record as evidence).

### ➤ *Storage and manipulation*

- the original of the directive in printed form with the signatures of the responsible persons is stored with the Representative for IQS, who is responsible for its preservation and controlled changes.
- in addition to the printed original, an electronic original of the current version is also prepared, which is stored at the Authorized Representative for IQS and its backup on a stored portable disk.
- the fact that only the valid version of the directive is available on the USM website is the responsibility of the IQS Plenipotentiary and Vice-Rector for Informatics, who places the documentation there.
- the printed directive without a signature (pdf\_format from the page) is a working version that is not subject to changes and in this sense is an informative document for a third party that can only be accessed with the written consent of the rector.
- the head of the workplace is responsible for the existence of the printed version and for handling it.

### ➤ *Control*

- senior employees are obliged to consistently require and control compliance with this directive and, upon detection of defects, to remove these defects within their authority.
- in the event that the need to change the directive or its appendices becomes apparent, the executive together with the creator of the directive initiates the change, which is carried out in a controlled manner by the Representative for IQS in printed and electronic form.

### ➤ *Changes*

- every employee who discovers the need to change the directive or part of it is obliged to submit an initiative for its revision to the Representative for IQS as stated above.
- if the directive as a whole, or part of it, does not fulfill its mission, the executive will submit, through the creator of the directive, a proposal for its addition, change, or cancellation, which will be carried out by the Representative for IQS in a controlled manner.

## 2. Purpose

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The purpose of this directive is to describe a binding procedure for planning, conducting, and documenting satisfaction surveys of defined stakeholders of the USM in KE.

This directive (hereafter SM) defines the rights and obligations in management, as a tool of organization and management within the USM in the KE and the mentioned related documents of the USM in the KE.



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The SM stipulates:

- responsibilities and powers in the field of management of relevant processes.
- the form and basic structure of the content of the respective processes.
- uniform procedure for approval, review, identification, updating, changes, ensuring availability and readability, download, archiving and shredding of documentation.

### 3. Scope of validity

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This SM is valid on the day it is signed by the rector, which is also the day it is issued and applies to all employees of the USM in KE, because as bearers or implementers of processes directly or indirectly affecting education at the USM in KE, they are subject to the relevant evaluation of the satisfaction of interested parties.

### 4. Terms and abbreviations

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#### Concepts

- ❑ **Quality management system** – a management system for guiding and managing the organization with regard to quality.
- ❑ **Form** – a form for recording important data that is processed and evaluated.
- ❑ **Audit** – a systematic, independent and documented process of obtaining audit evidence and objectively evaluating it to determine the extent to which audit criteria are met.
- ❑ **Auditor** – a person with the competence to perform an audit.
- ❑ **Audit team** – one or more auditors performing the audit.
- ❑ **Audit evidence** – records, findings of fact or other information related to the audit criteria that are verifiable.
- ❑ **Audit criteria** - a reference set of policies, procedures or requirements.
- ❑ **Audit program** – one or more audits planned for a specific period of time and aimed at a specific goal.
- ❑ **Audit conclusion** – the audit output received by the audit team after considering the audit objectives and all audit findings.
- ❑ **Audit findings** – the results of evaluating the collected audit evidence against the audit criteria.
- ❑ **Non-conformance** - failure to meet the requirement.
- ❑ **Compliance** - fulfillment of the requirement.
- ❑ **Competence** – demonstrated ability to apply knowledge and skills
- ❑ **Subject guarantor** - teaching staff responsible for the subject.
- ❑ **Stakeholders** – persons, institutions and state bodies that have the competence to influence the processes of the University of Safety Management
- ❑ **Tutor** - is the primary contact person between the institution and the student.
- ❑ **SSPA** – student research professional activity
- ❑ **SGA** – project of the Scientific Grant Agency of the Ministry of Education, Science, Research and Sports of the Slovak Republic;



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- ❑ **CEGA** – project of the Cultural and Educational Grant Agency of the Ministry of Education, Science, Research and Sports of the Slovak Republic;
- ❑ **ASFEU** – project of the Agency of the Ministry of Education, Science, Research and Sport of the Slovak Republic for structural funds;
- ❑ **SAAIC** - Slovak Academic Association for International Cooperation project);
- ❑ **COSTR** – European Cooperation in the field of Scientific and Technical Research project;
- ❑ **ERDF** - European Regional Development Fund project;
- ❑ **MEYS CZ** - Ministry of Education, Youth and Sports of the Czech Republic;

### Abbreviations

<b>QMS</b> - Quality management system	<b>R</b> – Rector
<b>QM</b> - Quality manual	<b>DD</b> - Director of Department
<b>D</b> – Directive	<b>QR</b> – Quality Representative
<b>STN</b> – Slovak technical standard	<b>IA</b> - Internal audit
<b>USM</b> – University of Security Management in Košice	<b>CA</b> – Corrective action
<b>F</b> – Form (VŠBM in KE)	<b>PM</b> – Preventive measure
<b>ED</b> – External documentation	

## 5. Responsibility and authority

### Matrix of Responsibilities

Z – corresponds S – cooperates I – is informed	R	QR	BR	Auditor	Questionnaire specialist
Preparation and planning of the questionnaire event	I	S	I	S	Z
Approval of the plan	Z	S	I	S	I
Preparation of the questionnaire and its	-	S	-	S	Z
Collection and statistical evaluation of questionnaire	-	S	S	Z	Z
Conducting a summative evaluation	-	S	S	Z	Z
Elaboration of the report	-	S	S	Z	S
Management evaluation	Z	S	I	S	S
Rector's measures based on evaluation	Z	S	I	S	S



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## 6. Description of the principles and procedure for monitoring and evaluating satisfaction

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### Art. 1

#### Approval, monitoring and regular evaluation of study programs and academic degrees

##### The purpose of approval, monitoring and regular evaluation of study programs and academic degrees is:

Create formal and mechanisms for approval, regular revisions and control of study programs and awarding of academic degrees at the USM in KE.

##### The goal is :

Ensure properly designed the USM programs in KE, which will be regularly monitored and controlled in conjunction with their topicality and importance and in accordance with applicable legislation.

Implementation consists of the following tasks:

1. The USM in KE currently creates and publishes explicitly set study results;
  - a) through the school department
  - b) through the USM information system in KE
2. In accordance with the focus of the school, it pays attention to the creation of curricula and study programs and their content;
  - a) through the Scientific Council of the USM in KE
  - b) by creating professional study committees
  - c) by guaranteeing study fields in individual study programs
3. As necessary, creates conditions for the needs of various forms of education - full-time, external and individual study;
  - a) through the management of the USM in KE
4. Regularly monitors the availability of appropriate learning resources at the USM in KE;
  - a) institutes and departments of the USM in KE
5. It evaluates its own study programs and cooperates in approving study programs in cooperation with other entities
  - a) control hospice activity
  - b) by revising the pedagogical documentation of the study program
  - c) by comparison with concepts of analogous study programs at renowned foreign universities of the same type
  - d) a survey of the opinions of accepted foreign students, teachers and employees on the quality of international mobility in the conditions of the USM in KE, especially in the ERASMUS program



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**Art. 2**  
**Evaluation of study programs**

1. The study program is evaluated at least once every three academic years. In the case of serious deficiencies detected by the relevant institutions, it is implemented once per academic year.
2. The evaluation criteria of the study program are mainly compliance with its content focus, compliance of the subjects of the study program with the profile of the graduate of this program, continuity in the classification of subjects, adequacy of the scope of teaching subjects, compliance with the requirements of practice.
3. The revision of the pedagogical documentation of the study program is carried out by the guarantor of the study program and the vice-rector of the USM in the KE for Education once per academic year.
4. The hosting activity takes place at least once per academic year.
5. The survey of students' opinions is carried out in the form of an anonymous questionnaire at least once a year and a questionnaire at the end of the course. Both questionnaires are part of the document (at the end of the document). The report on the results of the student satisfaction survey is discussed by the management of the USM in KE and instructs the individual directors of institutes to discuss the report and take their own corrective measures to improve the processes and conditions of education at the USM in KE, including the improvement of study programs up to the level of permitted modifications of accredited study programs.
6. The vice-rector for education of the USM in KE is responsible for the progress, results and corrective measures in KE conducts regular feedback from employers, representatives of the labor market and other relevant organizations through project activities, survey activities of graduates of the USM in KE, survey activities with employers
7. Measuring educational goals.  
Once a year, the study results of compulsory subjects are regularly verified according to the choice of one of the options based on the choice of the Council for Study Programs. Appendix Measuring educational goals is part of the document (at the end of the document).

**Art. 3**  
**Evaluation of students**

Student evaluation is one of the most important elements of higher education. The results of the assessment have a fundamental impact on the future career of students.

The purpose of the evaluation system of the USM in KE is professional evaluation, information, testing and examination conditions, which will provide information about the effectiveness of teaching and student support.

The evaluation of the USM students in KE is assessed on the basis of published criteria, regulations and procedures so that:



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- a) They enabled the measurement of the intended study results and other goals of the program
  - b) They were fit for purpose, either diagnostic, formative or summative
  - c) They had clear and published marking criteria
  - d) They were in accordance with the study schedule
  - e) They had clear rules regarding student absences
  - f) They ensured evaluation procedures in accordance with the procedures defined at the university
1. The measurement of study results is carried out within the school department in the form of statistical reports. After the end of the semester in the relevant academic year, the actual study results are compared with the intended results of the USM activity plan in KE.
  2. Assessment of students using diagnostic methods is carried out regularly for the relevant academic year within the departments, institutes and subsequently within the school.
  3. Forms and methods of evaluation are uniform within the departments.
  4. Formative assessment is carried out regularly every academic semester according to precisely defined rules and an assessment scale. Forms and methods of assessment are credit and examination in individual subjects of the study program. They are registered in the USM information system in KE.
  5. The summary assessment is in accordance with the Act on Universities. It is implemented through state final exams.
  6. State final exams are conducted at the USM in KE in the 1st degree (B.C.) and in the 2nd degree (Ing.).
  7. The evaluation the USM criteria for students are listed in the study regulations and in the internal regulations of in KE. The subject evaluation criteria are mainly the content focus of the subject, the appropriateness of its inclusion in the study plan, the form and scope of teaching and the importance of the subject for fulfilling the profile of the USM graduate in KE.
  8. The USM marking criteria in KE are clearly established within the study schedule as well as through thematic plans and information sheets.
  9. During the examination period, which is specified in the internal rules of the school, each teacher records the results of the assessment in the USM information system in the KE and at the same time submits the "Examination Report" to the school department.
  10. The guarantor of the subject is responsible for the evaluation of subjects.

**Art. 4**  
**Ensuring the quality of teaching staff**

Teachers are the most important learning resource for students. The university should ensure at least the necessary level of competence of its employees. Pedagogical workers should be given the opportunity to develop and expand their skills and be able to evaluate them.

1. The USM in KE ensures the growth of the quality of the level of teaching staff in the form of:



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- a) of the "Lifelong Education" program by teacher mobility within the ERASMUS program in the vast majority at foreign universities;
  - b) enabling the acquisition of the academic titles doctor honoris causa, professor, associate professor, Doctor of Philosophy, and the titles of postgraduate studies DBA, MBA, MSc., LL.M, MPH.
  - c) through EU projects and institutional projects of the USM in KE, which include the development of pedagogical and scientific skills;
  - d) publication activity and active participation in domestic and foreign scientific and other conferences;
  - e) the possibility of active publication activity at the "International Scientific Conference of the USM in KE", which is held annually on domestic soil;
  - f) publication activity in the "Scientific Proceedings of USM in KE", which the school publishes annually;
  - g) review activity of pedagogical workers;
  - h) supervisors and opponents of final theses;
  - i) leading students in the framework of student scientific professional activity;
  - j) the possibility of education and professional growth within the library fund of the USM academic library in KE.
2. The USM in KE ensures the procedures and recruitment of teaching staff through the management of the USM in KE.
  3. From the range of solved scientific and research projects, the USM in KE considers projects in the category of basic research at home and abroad as priority. They are scientific research projects funded by:
    - SGA (Scientific Grant Agency of the Ministry of Education, Science, Research and Sports of the Slovak Republic);
    - CEGA (Cultural and Educational Grant Agency of the Ministry of Education, Science, Research and Sports of the Slovak Republic);
    - ASFEU (Agency of the Ministry of Education, Science, Research and Sport of the Slovak Republic for Structural Funds);
    - SAAIC (Slovak Academic Association for International Cooperation);
    - COST (European Cooperation in the field of Scientific and Technical Research);
    - ERDF (European Regional Development Fund);
    - MEYS CZ Ministry of Education, Youth and Sports of the Czech Republic (Ministry of Education, Youth and Sports of the Czech Republic);
    - The USM in KE (for IP – institutional projects).
  4. The USM in KE has the means to exclude such teachers from the teaching process who are demonstrably ineffective.

## **Art. 5**

### **Study resources and student support resources**

#### **Support for students at universities**

Universities should ensure that the resources available to support education are adequate and suitable for the study program offered.





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**The aim of the college is:**

Securing funds to support education. These resources consist of teaching aids and other support mechanisms. Teaching aids to support education should be easily accessible for students, proposed should be in accordance with the needs of students, and feedback from students and teachers should be taken into account when compiling them. The college should regularly monitor, review and improve the effectiveness of the support services available to students.

1. The USM in KE currently provides, in accordance with the study program, scripts and textbooks for individual subjects of study for each student, which are available in the academic library and in digital form in the information system of the USM in KE. In addition to teaching literature, it provides professional books, magazines and other literature for students and teachers in accordance with their lifelong education.
2. In each semester of the relevant academic year, students have at their disposal a "Study Program", which is binding. The content is information that includes:
  - a) The organization and course of study of full-time, external and individual forms of study at the USM in KE;
  - b) Information about academic officials of the USM in KE;
  - c) Composition of the Academic Senate of the USM in KE;
  - d) Composition of the College of the Rector of the USM in KE;
  - e) Composition of the Scientific Council of the USM in KE;
  - f) Individual departments, their composition and operation;
  - g) Organizational structure of institutes and departments of the USM institutes in KE, with contact addresses and phone numbers of their pedagogical representatives;
  - h) Academic year schedule for bachelor's and engineering studies;
  - i) Admission procedure conditions for the academic year;
  - j) Other activities and actions of the USM in KE;
  - k) Class schedule for each group of full-time and external forms of bachelor's and engineering studies, list of teachers for individual subjects of the study program and number of class hours with venue.
3. Each group of the USM students in KE has a designated tutor who is the primary contact person between the student and the institution. The goal of introducing the tutor institute is to maintain direct contact with the student and eliminate the anonymity of the individual in study groups. The tutor of the study group ensures:
  - a) Students' awareness of study and assessment conditions;
  - b) Continuous and summary control of the student's participation in the teaching process and his study results;
  - c) He is the first point of contact for solving study-related problems.
4. As part of the state final bachelor's and engineering theses, each student has a supervisor who guides him throughout the entire process, he has the opportunity to choose a consultant for the creation of his final thesis, both internal and external.
5. The USM in KE provides students with the possibility of access to information technologies through a computer classroom and an Internet study room even in the evening hours.
6. In order to improve the quality of the study program, the USM in KE provides activities that offer the possibility of expanding education and which it provides beyond the scope of



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teaching in its purpose-built workplace - the Training Center for Survival in Difficult Conditions in Kysak, as well as at other school and after-school centers. These are the following activities:

- a) Survival training in difficult conditions;
  - b) Ski training;
  - c) Obtaining an PSS worker's license;
  - d) Sports activities (swimming, self-defense course, football, calanetics).
7. The USM in KE conducts for students as part of lifelong education:
- a) student mobility within the ERASMUS program, especially at foreign universities,
  - b) participation in the scientific professional activity of students (hereinafter SSPA), under the professional guidance of the school's pedagogical staff,
  - c) representation of the USM students in KE within SSPA at the international level,
  - d) professional seminars and presentations of specialized workplaces of the USM in KE (fire technology, integrated rescue system, etc.)
  - e) participation in scientific conferences of the USM in KE
  - f) the possibility of direct contact with special techniques and materials within the scientific and research laboratories of the USM in KE. Each institute has its own research laboratory.

## **Art. 6 Information systems**

### **The purpose of the issue is:**

Ensure the collection, analysis and use of relevant information for the effective management of its study programs and other activities.

Effective quality assurance is primarily **the goal and starting point** . It is important that the higher education institution has the means to collect and analyze information about its own activities in order to understand the information, what is working and what needs to be paid more attention to. At the same time, it is important to know and implement innovative procedures, to compare quality with other universities and to improve your performance.

1. Information systems for collecting quality data depend to some extent on local conditions.
2. Information systems cover:
  - a) The degree of study progress and success of students;
  - b) Employability of graduates;
  - c) Student satisfaction with their programs;
  - d) Effectiveness of teachers;
  - e) Profile of the student population
  - f) Available learning resources and their costs;
  - g) Key performance indicators of the higher education institution.
3. The USM in KE has information systems for data collection and all areas are included in the annual report of the USM in KE.



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## 7. Exchange service

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Only the rector is authorized to approve changes in this directive, based on the approval of the quality representative (QC). The change itself is carried out by PRI. The record of the change is kept by the IQS representative.

## 8. Attachments

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Student satisfaction questionnaire  
Measuring educational goals

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Dr. h.c. prof.. Ing. **Marián Mesároš** , DrSc. DBA MSc. MBA LL.M.  
Rector

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**attachment**

## **Student satisfaction questionnaire**

**The attachment contains 3 questionnaires:**

**1st questionnaire - for all students (28 questions)**

**2nd questionnaire - only for students of the 1st year of the Bachelor's degree (5 questions)**

**3. questionnaire – questionnaire at the end of the course (23 questions)**

### **QUESTIONNAIRE**

Dear student Name Surname

Questionnaires for students for the year were launched today at the University of Security Management in Košice. XXXX through the course in MOODLE called "Questionnaire". They will be available until XX.XX.XXXX.

The 1st questionnaire is for all students (28 questions)

The 2nd questionnaire is only for students of the 1st year of the Bachelor's degree (5 questions)

Students, help improve the quality of teaching at the USM in KE.

- The more you participate in the questionnaire, the more relevant your evaluations will be for the school management and individual teachers.
- The goal of the questionnaire is to improve the quality of teaching at the USM in KE, and we are interested in your opinion on everything related to your studies.
- The questionnaire is anonymous, we are not interested in your name, but in your answers. You are only logging in to vote once.
- We look forward to your answers.

#### **1st questionnaire - for all students (28 questions)**

Please indicate the level of study and year.

B.Sc. study 1st year

B.Sc. study 2nd year

B.Sc. study 3rd year

Ing. study 1st year



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Ing. study 2nd year  
PhD. the study

Please indicate the form of study.

Daily  
Combined  
External

Was the quality of this school a decisive factor for you in choosing your university studies?

Certainly yes  
Rather yes  
Rather not  
Definitely not

Does your studies at the USM in KE play an important role in your further application in the work process?

Certainly yes  
Rather yes  
Rather not  
Definitely not

If you could decide again whether to start studying at the USM in KE, would you choose the USM in KE again?

Certainly yes  
Rather yes  
Rather not  
Definitely not

If you had to evaluate your experiences so far, would you change your original opinion about the USM in KE?

Certainly yes  
Rather yes  
Rather not  
Definitely not

How would you rate the professional competence of teachers?

At a very good level  
At a good level  
At an average level  
At a low level  
I don't answer

How do you evaluate the social relations between teachers and students in the framework of professional assistance?

I am very satisfied  
I am quite satisfied  
Sometimes I am satisfied, sometimes not



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I am not satisfied  
I don't answer

Do you implement your own activities in the teaching process (seminars, presentations, tests)?

Yes often  
Sometimes  
Rather not  
Not

Part of your studies is also a special course on survival in difficult conditions under the supervision of professional workers with the awarding of a specialist certificate for survival in a difficult environment. Do you consider this course an important part of your studies?

Certainly yes  
Rather yes  
Rather not  
Definitely not

Try to estimate your participation in classes.

0-25%  
26-50%  
51-75%  
76 - 100%

How do you rate the availability of study materials for your preparation for the teaching process?

They are always available  
I'm having trouble getting them  
They are hard to come by  
It takes me a lot of time to get them

How do you evaluate the school's website and the quality of providing information through IT?

I am very satisfied  
I am quite satisfied  
Sometimes I am satisfied, sometimes not  
I am not satisfied

Do you have access to computers with Internet connection at the USM in KE?

Yes  
Not  
I do not know  
I do not use this option

The teaching process at school is carried out in classrooms. What is the technical equipment of the classrooms with regard to the teaching process?

The classrooms are equipped at a very good technical level  
The technical equipment of the classrooms is gradually being added



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Classrooms are not sufficiently equipped with technology  
Technical equipment is at a low level

How would you express the level in terms of the use of the most modern methods and the latest information in the actual teaching process at your school?

- At a very good level
- At a good level
- At an average level
- At a low level

Which of the mentioned areas at the USM in KE do you think is at the best level?

- Hygiene and order
- Equipment with IT equipment
- Premises and environment of the USM in KE
- Advice and help
- Possibilities of connecting studies with practice
- Quality and availability of information on the university's Internet pages

In your opinion, which of the listed areas at the USM in KE is at the worst level?

- Hygiene and order
- Equipment with IT equipment
- Premises and environment of the USM in KE
- Advice and help
- Possibilities of connecting studies with practice
- Quality and availability of information on the university's Internet pages

Which answer best describes how important studying at the USM in KE is to you?

- Studying is a priority for me and I try to achieve the best possible results
- I have to adapt my studies to other activities (e.g. gainful employment or sports)
- I'm studying and that's the basis - it's enough for me to pass

How did you overall evaluate your relationship to studying at the USM in KE

- I am studying what I wanted and I am satisfied at the USM
- I am studying what I wanted, but I am disappointed at the USM
- I originally wanted to study something else, but I started to enjoy studying at the USM
- I originally wanted to study something else and I don't enjoy studying at the USM

What is your experience with the availability of study department staff at the USM in KE?

- I have only positive experience
- Sometimes availability is less accommodating
- Significantly less accommodating
- I don't answer

How satisfied are you overall with the process of providing information and dealing with personal matters (study information, social scholarship, etc.)?

- I am very satisfied
- Overall, I am satisfied
- Sometimes yes, sometimes not



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I am not satisfied

Try to evaluate how the library is equipped with the literature necessary for your studies.

I am very satisfied

The book fund is sufficient

It is requested to supplement the book fund with new literature

I rarely manage to find the necessary literature in the library

Now try to evaluate how satisfied you are with the opening hours of the library.

Very satisfied

Dissatisfied

To what extent, in your opinion, are the subjects taught at your school useful in practice?

Totally usable

Well usable

Partially usable

Hardly usable

Unusable at all

Do you plan to work in the same field in which you graduated after completing your studies?

Definitely in the same area

Rather in the same area

I haven't thought about it yet

Rather, in another area

Certainly in a different area

Why are you filling out the student survey?

I believe that something will really change

I don't believe anything will change, but I want to express my opinion

Here you can write your comments, suggestions or recommendations

**2nd questionnaire - only for students of the 1st year of the Bachelor's degree (5 questions)**

Please indicate the form of study.

Daily

Combined

External

In the past period (before joining the USM in KE) you have:

Studied in high school

Studied at university

He/she was employed

He worked as a part-time employee

Was/is foreign

He was unemployed





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What reasons led you to decide to study at the USM in KE?

Parents' wishes

Recommendation of secondary school teachers

Recommendation of friends studying at university

Information from television, radio and press

University presentation at my high school

The possibility of submitting an application to the university at the end of August

The proximity of the school to my residence

The possibility of future employment in the vicinity of my place of residence

Interest in the chosen field of study

Possibility to complete a part of the study abroad

Attractiveness of the field

Failure to be admitted to another university

An alternative in case of not being admitted to the university

Difficulty getting a job

From what sources did you learn about the possibilities of studying at the USM in KE?

Pedagogical advisor at secondary school

Internet - website of the USM in KE

Study department of the University

Printed promotional materials of the University

From friends

From teachers at secondary school

A conversation with university staff

From the telecast

From a radio broadcast

From the daily press

When did you decide to study at the USM in KE and submit your application?

I have been thinking for 3 years. year at secondary school

At the end of April in the 4th year - at the last minute

In August at the last minute

In February in the 4th grade of secondary school

July - August after not being accepted to another university in which I was interested

other

### **3. questionnaire – questionnaire at the end of the course (23 questions)**

Dear students, as part of the implementation of the internal quality system at the USM in Košice and obtaining relevant feedback on individual subjects, we would like to ask you as an internal interested party to fill in the following questionnaire for this subject of study. The questions reflect the topics we address and are a monitoring parameter in the assessment of our school. Such questionnaires from individual subjects and their structure should become a standard basis for evaluating and improving the quality of the teaching. Thanks for cooperation.



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1. Do you think that the diversity of students and their learning needs was respected during teaching?
2. Were you stimulated in the subject to take an active role in the learning process?
3. Did the subject strengthen your inner will to improve yourself?
4. Were you involved in the school's creative activities in the subject?
5. Have the rules, criteria and methods of subject evaluation been established and published?
6. Was assessment feedback and counseling introduced in the course?
7. Did several teachers participate in the teaching (e.g. expert from practice, doctoral student...)?
8. Did you feel fair treatment in the subject?
9. Have mechanisms been introduced in the course for evaluation corrections (retest, assignment, credit, exam, etc.)?
10. Did the subject contribute to your informal education?

Note : Informal education is a lifelong process of acquiring knowledge, acquiring skills and attitudes from everyday experiences, the environment and contacts with other people.

11. You obtained the so-called transferable skills?

Note: Transferable skills are skills that are not specifically tied to a specific job or profession, but can be used and further developed in different situations and conditions. It goes, for example o communication skills, mathematical skills, organizational skills, digital skills, analytical skills, interpersonal skills, creativity and the ability to think abstractly, the ability to think critically, mentoring and supervision skills, entrepreneurial skills, motivation and the ability to learn, reasoning in context, metacognitive skills. (Source: SAAHE standards for the internal system of quality assurance of higher education, Article 12)

12. Are you satisfied with the education in the subject?
13. Were sufficient resources available for teaching in this subject?
14. Was the teaching, evaluation and educational results in accordance with current knowledge in the field of the given subject?
15. Was the teaching, evaluation and educational results of the given subject in accordance with the technological possibilities of the school/school partners?
16. Was the teaching, assessment and learning outcomes of the given subject in line with the needs of society?
17. Was the teaching, assessment and learning outcomes of the given subject in line with the students' needs?
18. Has a suitable supportive and effective learning environment been created?
19. Were sufficient spatial, material, technical, infrastructural resources provided for the given subject?
20. Have you experienced academic fraud by the teacher in the subject? Describe him.
21. Have you noticed academic fraud on the part of students in the subject? Describe him.  
+ Check boxes for fraud forms.

Note : Academic fraud is a dishonest and dishonest practice that is the opposite of research integrity and contrary to moral standards. This mainly concerns plagiarism, cheating and writing off during exams, fabrication of research results, recording of fictional data, omission of inappropriate facts and data, falsification of research, dishonest practices in the publication of results, failure to declare a conflict of interest, misuse of information obtained during assessment, fictitious authorship, superficial and low-quality assessment, systematic and conscious publication in journals and publishers that are suspected of unfair practices (journals and publishers that are referred to as predatory in the academic community).



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(Source: SAAHE standards for the internal system of quality assurance of higher education, Article 12)

22. Did the teachers have sufficient "competence" for the given subject?

Note : Competence is the professional ability of a person to perform a given activity, which is the result of a complex of knowledge, skills and attitudes that a person has acquired through formal and informal education and informal learning in the course of gaining his own practical experience. Competencies together with knowledge and skills serve as structural characteristics of educational outcomes. (Source: SAAHE standards for the internal system of quality assurance of higher education, Article 12)

23. Have you acquired skills in the given subject?

Note : A skill is the ability or instrumental art to apply knowledge and easily and accurately perform a certain cognitive, psychomotor or social activity. Skills together with knowledge and competences serve as structural characteristics of educational outcomes. (Source: SAAHE standards for the internal system of quality assurance of higher education, Article 12)



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## Measuring educational goals

Method no. 1:

<b>School:</b> University of Security Management in Košice			
<b>Study program:</b> Management of security systems			
<b>Form of study:</b> full-time			
<b>Learning objective:</b> effective communication			
<b>Learning outcome:</b> students will prepare and present a professional-quality paper on a business and management topic			
Performance criterion	Exceeds expectations (2 points)	It fulfills expectations (1 point)	Does not meet expectations (0 points)
1. Introductory word stating the goal	A clear introduction, presentation of the goal and content of the presentation. Arousing the interest of listeners.	Introduction – presentation of the goal and content of the performance	Missing introduction, or introduction without stating the goal and content of the presentation
2. Organization	Clear organization using media. Sticks to the theme.	Mostly clear organization, but 1-2 times digression from the topic.	3 or more digressions from the topic.
3. Content: correctness and relevance	... etc ...	... etc ...	... etc ...
4. Image quality			
5. Quality of conclusions			
6. Voice: quality, speed			
7. Non-verbal elements			
8. Professionalism			
9. Use of media			
10 Ability to answer questions	Relevant answers to all questions, correct information.	Answers to at least 80% of the questions, but too briefly	Failure to respond, or answering at least 25% of the questions incorrectly
<b>Evaluation:</b>			
16 – 20	Overall, it more than meets expectations		
10 – 15	Overall meets expectations		
0 - 9	Overall does not meet expectations		



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**Method no. 2:**

<b>School:</b> University of Security Management in Košice			
<b>Study program:</b> Management of security systems			
<b>Form of study:</b> full-time			
<b>Learning objective:</b> effective communication			
<b>Learning outcome:</b> students will prepare and present a professional-quality paper on a business and management topic			
Criterion, or performance subcriterion	Exceeds expectations (2 points)	It fulfills expectations (1 point)	Does not meet expectations (0 points)
<b>Organization of the presentation</b>			
1. Clear introduction, relevant to the topic			
2. Good organization			
3. Not digressing from the topic			
4. Sufficient time for speech, good time management			
5. Audience involvement			
6. Smooth transition between individual sections / topics			
<b>Contents</b>			
7. The topic of the presentation corresponds to the assignment			
8. Actuality			
9. Objectivity			
10. Use of appropriate analysis			
11. Use of appropriate resources			
<b>Image quality</b>			
12. Images are legible			
13. The pictures are professional			
14. The pictures are imaginative			
15. Adequate number of frames			
16. The images are not distracting and are not crowded			
<b>Evaluation:</b>			
25 – 32	Overall, it more than meets expectations		
13 – 24	Overall meets expectations		
0 – 12	Overall does not meet expectations		