

FEEDBACK AND EVALUATION SYSTEM OF XAMK						
FEEDBACK/SURVEY/EVALUATION	TARGET GROUP	MODE OF DATA COLLECTION	TIME	RESPONSIBILITY FOR DATA COLLECTION	RESPONSIBILITY FOR ANALYSIS	RESPONSIBILITY FOR LAUNCHING DEVELOPMENT ACTIVITIES
Course feedback, mid-course feedback	All students	Electronic form, face-to-face, Learn, paper etc.	In the middle stage of every course	Teacher	Teacher	Teacher
Course feedback, final course feedback	All students	Electronic form	In the final stage of every course	Teacher	Teacher	Teacher and Director of Education
Arrival survey	1st year students	Webropol	November-December and March-April	Director of Education, Studies Coordinator	Director of Education at department and Quality Specialist at Xamk level	Director of Education at department and Pedagogical Management Team at Xamk level
AVOP Graduand feedback questionnaire	Graduates	National questionnaire avop.fi	When applying for a degree	CSC – IT Center for Science	Director of Education at department and Quality Specialist at Xamk level	Director of Education at department and Pedagogical Management Team at Xamk level
Career monitoring survey	Graduates (graduation 5 years ago)	National survey	October–November	CSC – IT Center for Science	Director of Education at department and person in charge of alumni activities and Quality Specialist at Xamk level	Director of Education at department and person in charge of alumni activities and Pedagogical Management Team at Xamk level
Alumni feedback	Alumni members	Webropol	Every three years	Person in charge of alumni activities, Alumni Team	Person in charge of alumni activities	Person in charge of alumni activities, Alumni Team and Pedagogical Management Team
Customer service surveys of support services	Staff and /or students	Webropol	Each support service every three years	Manager / Head of each support service	Manager / Head of each support service	Manager / Head of each support service
Work community development survey	Staff	Webropol	January-February	Director / Manager / Head of each department or unit	Director / Manager / Head of each department or unit, Quality Specialist at Xamk level	Director / Manager / Head of each department or unit, Management Team at Xamk level
Equality survey	Staff and students	Webropol	Every second year in connection with Work community development survey for staff and in every second October for students	HR manager, Director of Education Services	HR manager, Director of Education Services	Work Community Advisory Board, Health and Safety Committee, Pedagogical Management Team
Job orientation survey	New employees	Webropol	About 3 months after starting	Supervisor	Staff Development Coordinator	Staff Development Coordinator
Exit survey	Employees at the end of their employment relationship	Webropol	At the end of employment relationship	Supervisor	Staff Development Coordinator	Staff Development Coordinator
Stakeholder feedback	Stakeholders	Flexible methods	Every year/continuously	Xentre/Stakeholder Manager	Xentre/Stakeholder Manager, Quality Services	RDI Board, Pedagogical Management Team, Management Team
Customer service survey of Open UAS and continuing education	Students of Open UAS and continuing education	Webropol	Every two years	Head of Continuing Education	Head of Continuing Education	Head of Continuing Education
Final course feedback of continuing education	Students of continuing education	Webropol or paper form	at final stage of courses / programmes	Teacher / person in charge of continuing education	Teacher / person in charge of continuing education	Teacher / person in charge of continuing education
Reviews of degree programmes (ESG)	Teaching and education staff	Flexible methods	According to separate schedule	Development Manager of Education	Director of Education, Development Manager of Education	Director of Education, Development Manager of Education and Pedagogical Management Team at Xamk level
Self-evaluation (organisation level)	Directors and Managers	Webropol	Every three years	Quality Manager	Quality Manager	President/CEO, Management Team
Self-evaluation of the quality system	Quality Team or other target group	Flexible methods	According to separate schedule	Quality Manager	Quality Manager	Quality Team
Project stakeholder feedback / External evaluation	Project steering group / project workers / project partners / project target group	Flexible methods	According to project schedule	Project Manager	Project Manager	Project Manager, Research Director, RDI Board
Project preparation, intermediate and closing self-evaluation	Project Manager, project workers etc.	HanSa	According to project schedule	Project Manager	Project Manager	Project Manager, Research Director, RDI Board