

Internal assessment: Feedback plan of Tallinn Health Care College

Feedback	Objective	Target group	Timing of carrying out	Method of carrying out	A person responsible for carrying out and publishing the results	Publishing the results	A person responsible for compiling and implementing an action plan for areas of improvement
Library user satisfaction survey	To find out satisfaction with the service provided by the library and to find options for improvement	Staff and learners	Spring 2020 (carrying out in even-numbered years)	Online questionnaire	Manager of the Library	Web page; feedback day in August, meetings of structural units	Manager of the Library
Feedback survey of marketing strategy target group	To find out satisfaction with the admission process and to find options for improvement; collecting data about the profile of a possible target group	Applicants	All admissions	Online questionnaire /paper form	Marketing and Communications Specialist	Web page; feedback day in August, meetings of structural units; communication events	Communication Specialist/ managers of structural units
Employee satisfaction survey	To find out satisfaction of the employees with the working environment and working conditions and to find options for improvement	Staff of the College	March 2019 (carrying out in odd-numbered years)	Online questionnaire	Human Resources Specialist	Web page, feedback day in August, meetings of the Rectorate, Council of the College, canteen-related questions separately them in a written form.	Manager of the Quality Working Group
Organisation of studies and learning environment satisfaction survey	To find out satisfaction of the learners with organisation of studies and learning environment and to find options for improvement	Learners starting from the second semester, learners of a one-year-curriculum are questioned in the second semester	Once every year in November	Online questionnaire	Head of Quality of Studies	Web page; feedback day in August, communication events	Vice Rector of Academic Affairs/ managers of structural units
Subject satisfaction survey (Subject monitoring)	To find out satisfaction of the learners with the contents and instructing of the subject, to find options for improvement	Learners	Regularly throughout the academic year after completing each subject	Web-based	Head of curriculum	Meetings of structural units, development conversations, attestations, SIS, meetings of the Council once a year (in August)	Managers of structural units/ heads of curriculum
Final examination/vocational examination/organisation of graduation thesis satisfaction survey	To find out satisfaction with final examinations/ vocational examinations/ coordination process of graduation theses and to find options for improvement	Learners after defending their graduation thesis, completion of final examination/ vocational examination	At the end of each semester, immediately after graduation theses/ final examinations	Web-based	Head of Quality of Studies	Meetings of centres/chairs/ departments	Managers of structural units/ heads of curriculum
Alumni satisfaction survey	To find out satisfaction of the alumni with preparation acquired from the College, to find options for improvement of the study process and curricula	Alumni (graduates of previous two years)	Spring 2019. In every even-numbered years (alumni of 2017–2018) <i>The College carries out in case there is no national one.</i>	Online questionnaire	Head of Quality of Studies, Marketing and Communications Specialist (administers the list of the alumni)	Web page; feedback day in August, meetings of structural units, various media channels	Heads of curriculum

Employers' satisfaction survey	To find out satisfaction of the employers with preparation of learners of the College, to find options for improvement of the study process and curricula	Employers; professional associations, vocational associations, advisory committee	April 2021 (once in five years)	Online questionnaire	Head of the Department of Studies, Marketing and Communications Specialist, students; Heads of curriculum	Web page; feedback day in August, meetings of chairs and units, various media channels	Manager of the Quality Working Group
Traineeship institutions satisfaction survey	To find out satisfaction of the traineeship institutions with preparation of learners of the College and with the process of organising practical trainings, to find options for improvement of the study process and curricula	Practice supervisors	Second half of spring semester 2020 (over a year, in every even-numbered year)	Online questionnaire	Head of Quality of Studies	Web page; feedback day in August, meetings of centres/ chairs and units	Managers of structural units
Continuing education satisfaction survey	To find out satisfaction of the participants of the training and of adult educators with given and acquired knowledge/ skills from the training, study process and to find options for improvement of the study process and the curricula	Learners that have completed the training and the adult educators	Regularly throughout the year (after completing each training)	Online questionnaire, paper form	Specialist of Additional Training; Human Resources Specialist	Web page; feedback day in August. Best examples on a web page, a summary about the results twice a year	Head of Lifelong-Learning Centre
Student home residents satisfaction survey	To find out satisfaction of the student home residents (incl. international visiting learners) with accommodation conditions and to find options for improvement	Student home residents	April 2019 (carrying out in odd-numbered years)	Online questionnaire	Manager of the Student Hostel	Web page, display boards of a student home feedback day in August, meeting of a student home	Manager of the Student Hostel
Organisation of studies abroad and travels on official duty satisfaction survey	To find out satisfaction of the participants of studies abroad or travels on official duty with coordination process and options offered, to find development options	Learners been to studies abroad (arrived and gone abroad) and the employees been to travels on official duty.	Regularly after the travel on official duty	Online questionnaire	International Project Manager, Human Resources Specialist	Web page (incl. in a foreign language), international week, feedback day in August	International Project Manager
Actions towards the public satisfaction survey	To find out satisfaction of partners, service receivers and the College with actions towards the public; to find development options	Staff of the College, learners and cooperating partners/ target group	Regularly after the performed actions	Online questionnaire/ paper form/ round table for the learners	Pia Pedanik	Web page, meetings of structural units/ Q working groups, feedback from the organisations related to the actions	Managers of structural units
Feedback from supervisors of the institutions of on-the-job training	Satisfaction of the supervisors with the organisation from the College, speed of information spread and support from the coordinators of the College	Supervisors of the institutions of on-the-job training	Regularly after the completion of on-the-job-training	Online questionnaire	Coordinators of the curriculum	Meeting of a team, press coverage, round tables of the employers	Head of the Department of Vocational Education