



Item 17

RESOLUTION No. 17
OF THE UNIVERSITY COUNCIL FOR TEACHING AND LEARNING

of 5 March 2021

on the guidelines regarding the mode and standards of the periodic evaluation process performed by the students on the work of the administrative units providing services for the course of studies

Pursuant to the provisions of § 58, section 5 of the Statute of the University of Warsaw (UW Monitor of 2019, item 190) and pursuant to § 4, section 3, point 11 of the Rules and Regulations of Studies at the University of Warsaw (Monitor UW of 2019, item 186), the University Council for Teaching and Learning orders as follows:

§ 1

1. Guidelines shall be formulated regarding the mode and standards of the periodic evaluation process performed by the students on the work of the administrative units providing services for the course of studies, hereinafter referred to as the "guidelines".
2. The guidelines constitute an appendix to the resolutions.
3. The guidelines shall apply from the academic year 2021/2022.

§ 2

The resolution shall enter into force on the date of its adoption.

The Chairperson of the URK: *S. Żółtek*

Appendix

to Resolution No. 17 of the University Council for Teaching and Learning of 5 March 2021
on the guidelines regarding the mode and standards of the periodic evaluation process
performed by the students evaluating the work of the administrative units providing services for
the course of studies

THE GUIDELINES REGARDING THE MODE AND STANDARDS OF THE PERIODIC EVALUATION PROCESS PERFORMED BY THE STUDENTS ON THE WORK OF THE ADMINISTRATIVE UNITS PROVIDING SERVICES FOR THE COURSE OF STUDIES

§ 1 Definitions

The terms used in the guidelines shall have the following meaning:

- 1) evaluation shall mean the process of evaluation performed by the students on the work of the administrative units providing services for the course of studies;
- 2) administrative unit shall mean an administrative unit providing services for the course of studies;
- 3) KJD - the head of the teaching unit.

§ 2 Evaluation process

1. The evaluating in a particular teaching and learning unit shall be conducted at least once per academic year.

2. The scope and detailed procedure of the evaluation shall be determined by the KJD in consultation with the relevant students' self-government body.

3. The KJD shall inform the relevant head of the organisational unit on the scope and procedure of the evaluation.

4. The mode in which the evaluation is conducted shall ensure anonymity for the participating students.

5. If the teaching and learning unit provides studies in English, the evaluation shall be conducted both in Polish and in English.

6. It is recommended that the evaluation specifically addresses the following criteria:

- 1) opening hours of the office of the administrative unit;
- 2) the way the employees of the administrative unit relate to the students;
- 3) the ability of the employees of the administrative unit to communicate in foreign languages;
- 4) the quality of telephone and e-mail contact with the administrative unit;
- 5) the quality and scope of the information provided by the employees of the administrative unit;
- 6) the quality and scope of the information provided on the web page of the administrative unit.

§ 3
Evaluation results

1. The collective results of the evaluation are reported by the KJD to:
 - 1) the relevant students' self-government body;
 - 2) the relevant head of the organisational unit;
 - 3) the relevant teaching and learning council.
2. The KJD, in consultation with the relevant students' self-government body, may decide to make the results of the evaluation more widely available.