

FEEDBACK PLAN¹

I ENDC – general

	Form of Feedback	Target group	Goal	Time	Method and environment	Organiser and implementer	Discussion and publication of results	In charge of the development activities
1.	Employee satisfaction survey	Employees, (excl students)	<ul style="list-style-type: none"> To have an overview of employee satisfaction with the factors of work environment and work; To assess results in comparison with previous years To assess conducted development activities To plan development activities. 	Once a year (in March)	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> Organiser and implementer: quality specialist 	<ul style="list-style-type: none"> Chiefs of units; General assembly; Report on the ENDC network space 	<ul style="list-style-type: none"> Commandant of the ENDC (Generally responsible); Chiefs of units (own unit)
2.	New employee adjustment survey	New employees	<ul style="list-style-type: none"> To have an overview of satisfaction with work environment, mentoring system, general support received and adjustment; To plan development activities to support new employee adjustment. 	Once a year	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> Organiser and implementer: quality specialist 	<ul style="list-style-type: none"> Personnel officer; Chief of a corresponding unit; mentor General assembly; ENDC network space 	<ul style="list-style-type: none"> Immediate supervisor
3.	Needs-based surveys							

II ENDC Officer School

	Form of Feedback	Target group	Goal	Time	Organiser and implementer	Method and environment	Discussion and publication of results	In charge of the development activities
1.	Survey of student candidates	Student candidates	<ul style="list-style-type: none"> To map the statistics concerning student candidates; To map the general profile of student candidates, reasons of coming to the ENDC and student candidate satisfaction with the availability of information; To assess the influence of recruitment and public relations activities; To plan improvements. 	Once a year (June-August)	<ul style="list-style-type: none"> Organiser: Media and Marketing Group Implementer: marketing specialist * *until 2015 Organiser and implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire. 	<ul style="list-style-type: none"> Media and Marketing Group, Chief of the Planning section; Quality group; General assembly; Report on the ENDC network space 	<ul style="list-style-type: none"> Chief of Media and Marketing Group (generally responsible); Chief of the Planning section
2.	Feedback on subjects	Students	<ul style="list-style-type: none"> To map student satisfaction with the subjects taught; To assess the influence of changes concerning studies and curricula; To plan new development activities. 	Within 3 weeks after the subject ends	<ul style="list-style-type: none"> Organiser: Planning section Implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire (SIS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> Chiefs/Heads of Chairs, Chief of the Planning section; Study council; Report on the ENDC network space 	<ul style="list-style-type: none"> Head of the Education department (generally responsible) Chiefs of Chairs (in own chair)
3.	Feedback on practical placement	Students	<ul style="list-style-type: none"> To map student satisfaction with the content and organization of practical placement; To improve the process of practical placement. 	At the end of practical placement	<ul style="list-style-type: none"> Organiser and implementer: Vocational Education Group, Chair of Tactics 	<ul style="list-style-type: none"> Portfolio of practical placement; 	<ul style="list-style-type: none"> Chair of Tactics (in cooperation with units) 	<ul style="list-style-type: none"> Chief of the Chair of Tactics (generally responsible); Teacher/supervisor of practical placement.
4.	Feedback survey on final papers and master theses	Graduates of the Officer School, supervisors of final papers and master theses, other parties when necessary (reviewers,	<ul style="list-style-type: none"> To map assessments of the processes of writing, supervising and defending final papers and master theses; To assess the influence of implemented changes; 	Within 3 weeks after defending final papers or master theses	<ul style="list-style-type: none"> Organiser: Head of the Education department Implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire (LIAS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> Chairs Study council; Report on the ENDC network space 	<ul style="list-style-type: none"> Head of the Education department (generally responsible) Commander of the Officer School; Academic staff.

		members of the members of the defending board)	<ul style="list-style-type: none"> To plan new development activities. 						
5.	Student satisfaction survey	students	<ul style="list-style-type: none"> To map student satisfaction with the factors connected with studies and learning environment; To compare results with those of previous years To assess organized development activities; To plan new development activities. 	Once a year (March)	<ul style="list-style-type: none"> Organiser and implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> Head of the Education department, Chiefs of Chairs, Chief of the Planning section, Commander of the Officer School; Course commanders; Study council; General assembly; Report on the ENDC network space 	<ul style="list-style-type: none"> Commandant of the ENDC (generally responsible); Chief/Head of a corresponding field. 	
6.	Graduate survey	Graduates (2-4 years in service)	<ul style="list-style-type: none"> To map the assessments of the graduates of the Officer School concerning coping and the applicability of obtained education; To plan development activities connected with the curriculum, study activities and public relations. 	Once in every 3 years (November)	<ul style="list-style-type: none"> Organiser: Commander of the Officer School; Implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); 	<ul style="list-style-type: none"> Commander of the Officer School, Head of the Education department Chiefs of Chairs; Media and marketing group, General assembly; Report accessible for the graduates and on the ENDC network space 	<ul style="list-style-type: none"> Commandant of the ENDC (generally responsible); Chief/Head of a corresponding field. 	
7.	Employer satisfaction survey	Employer (Estonian Defence Forces)	<ul style="list-style-type: none"> To map employer assessment of how well the graduates of the Officer School cope in service; To plan development activities connected with the curriculum, study activities and public relations. 	Once in every 3 years (November)	<ul style="list-style-type: none"> Organiser: Commandant of the ENDC; Implementer: quality specialist 	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); 	<ul style="list-style-type: none"> Commander of the Officer School; Head of the Education department, Chiefs of Chairs; Media and marketing group; General assembly; Report to the employer list and on the ENDC network space 	<ul style="list-style-type: none"> Commandant of the ENDC (generally responsible); Chief/Head of a corresponding field. 	
8.	Needs-based surveys								

III ENDC NCO School

No	Form of Feedback	Target group	Goal	Time	Method and environment	Results	Organiser and implementer	In charge of the development activities
1.	Survey of student candidates							
2.		Students	<ul style="list-style-type: none"> To describe student satisfaction with the subjects being taught; To assess the influence of changes implemented in studies and curricula; To plan new development activities. 	Within 3 weeks after every subject ends	x	<ul style="list-style-type: none"> Semi-structured questionnaire (SIS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> x study council; report. 	<ul style="list-style-type: none"> Commander of the NCO School of the ENDC (generally responsible);
5.	Student satisfaction survey	Students	<ul style="list-style-type: none"> To have an overview of student satisfaction with the factors concerning studies and learning environment; To assess conducted development activities; To plan new development activities. 	Once a year (beginning of March)	<ul style="list-style-type: none"> Organiser and implementer: quality manager * <p>*the first survey was conducted in the spring of 2016</p>	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); Interviews with focus groups (when necessary). 	<ul style="list-style-type: none"> x study council; general assembly; Report on the ENDC network space 	<ul style="list-style-type: none"> Commander of the NCO School of the ENDC (generally responsible); Chief/Head of a corresponding field.
5.	Graduate survey	Graduates (at least 1 year)	<ul style="list-style-type: none"> To map the assessments of the graduates of the NCO School concerning coping in service; To plan development activities connected with the curriculum, study activities and public relations. 	Once in every 2 years (November)	<ul style="list-style-type: none"> Organiser: Commander of the NCO School of the ENDC Implementer: quality manager * <p>*the first survey was conducted in the autumn of 2015</p>	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); 	<ul style="list-style-type: none"> Commander of the NCO School of the ENDC, Head of the Education department, Chiefs of Chairs; Media and marketing group; general assembly; 	<ul style="list-style-type: none"> Commandant of the ENDC (generally responsible); Commander of the NCO School of the ENDC; Chief/Head of a corresponding field.
6.	Employer satisfaction survey	Employer (Estonian Defence Forces)	<ul style="list-style-type: none"> To map employer assessment of how well the graduates of the NCO School cope in service; To plan development activities connected with the curriculum, study activities and public relations. 	Once in every 2 years (November)	<ul style="list-style-type: none"> Organiser: Commander of the NCO School of the ENDC Implementer: quality manager <p>*the first survey was conducted in the autumn of 2015</p>	<ul style="list-style-type: none"> Semi-structured questionnaire (ILIAS); 	<ul style="list-style-type: none"> x; general assembly; Report to the employer list. 	<ul style="list-style-type: none"> Commander of the NCO School of the ENDC (generally responsible)
7.	Needs-based surveys							

IV ENDC Center for Continuing Education – system under development

No	Form of Feedback	Target group	Goal	Time	Method and environment	Results	Organiser and implementer	In charge of the development activities
1.	Feedback on subjects	Course participants (Junior Staff Officer Course, Brigade Staff Officer Course, Battalion Staff Officer Course),	<ul style="list-style-type: none"> To map course participants' satisfaction with the subjects taught; To compare results with those from previous courses; To assess the influence of changes implemented in the study process and curriculum; To plan new development activities. 	Immediately after subjects finish	<ul style="list-style-type: none"> Organiser: Chief of the Centre for Continuing Education; Implementer: Sergeant First Class of the Centre for Continuing Education; (distribution), quality manager (coordinating the questionnaire and summarizing results) 	<ul style="list-style-type: none"> Semi-structured questionnaire (LIAS); 	<ul style="list-style-type: none"> Chief of the Centre for Continuing Education, Report available on the ENDC network space 	<ul style="list-style-type: none"> Chief of the Centre for Continuing Education, (generally responsible)
2.	Needs-based surveys							