

INTRODUCTION:

Welcome to the COMPASS survey on University Lifelong Learning (ULLL) in Moldova!

Thank you for accepting to collaborate in the collection of data. It will help us to identify the gaps in Moldavian ULLL and to plan useful and practical training for you. We assume that all the users of this survey will be managerial staff from Moldavian universities which have already in place some form of ULLL strategy and structure. In the case your institution is still at the stage of developing the first concept of ULLL strategy and structure, please explain this in section 1.1, under "Other" and we will have it into account. Thank you.

UNIVERSITY LIFELONG LEARNING IN MOLDOVA SURVEY

| User information | |
|----------------------------------|--|
| Institution | Academy of Economic Studies of Moldova |
| Institutional unit | Career Center |
| Name and surname | Bucos Tatiana |
| Position | Director of CC |
| Date of completion of the survey | 05.09.2019 |

1. Strategy/Policy for ULLL:

| 1.1 Does your institution currently have a ULLL policy or strategy? | |
|--|---|
| Yes | |
| No | |
| Not specific strategy/policy, yet it is considered in development directions | V |
| We are currently working on one | |
| Other (please explain): | |

| 1.2 Which level of priority does ULLL currently have in your university? | |
|--|---|
| Highest priority | |
| Important along with other priorities | V |
| Not yet a priority but may become one | |

| 1.3 What is/should be the purpose of your ULLL policy/strategy? | Rate the items according to their level of importance (with 1 represents the highest and 5 the lowest) | | | | |
|---|--|--------------------------|-------------------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| To encourage participation of non-traditional learners, attracting new groups into the university | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| To respond to the employment needs of the labour market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| To meet the needs of citizens in all the aspects of life – cultural, economic, social, professional | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| To stimulate personal development by providing personal development programmes for graduates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| To make certain disciplines (i.e. science) more popular | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To serve society | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To increase the revenues of the institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| To promote our degree programmes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| None of the above. Please specify if other: | | | | | |

| | |
|---|-------------------------------------|
| 1.4 Which are the main target groups of your ULLL strategy/policy? (Top two choices) | |
| Public authorities | <input type="checkbox"/> |
| Public organisations | <input type="checkbox"/> |
| Private companies | <input type="checkbox"/> |
| NGOs | <input type="checkbox"/> |
| Professionals from different types of organisations | <input checked="" type="checkbox"/> |
| Alumni | <input type="checkbox"/> |
| Unemployed people | <input checked="" type="checkbox"/> |
| Special target groups (disadvantaged people, immigrants, etc.) | <input type="checkbox"/> |
| Other (please specify) | |

| | |
|---|-------------------------------------|
| 1.5 Which main benefits does ULLL provide to your institution? (top three choices) | |
| Attract new groups into the university | <input type="checkbox"/> |
| Increased competitiveness of provided teaching and learning | <input type="checkbox"/> |
| Increased cooperation with external stakeholders | <input checked="" type="checkbox"/> |
| Improved academic research and knowledge | <input type="checkbox"/> |
| Increased alignment with European standards | <input type="checkbox"/> |
| Improved image and prestige of the institution | <input checked="" type="checkbox"/> |
| Increased funding and diversified financing | <input checked="" type="checkbox"/> |
| Opportunities to benchmark international performance of the institution | <input type="checkbox"/> |
| Other (please specify) | |

| | |
|--|---|
| 1.6 Does your institution conduct regular assessment of the impact and/or progress of its ULLL strategy/policy? | |
| YES <input type="checkbox"/> | How? Through analysis, discussions, conclusions and improvement decisions |
| NO <input checked="" type="checkbox"/> | Why? |

| | |
|--|-------------------------------------|
| 1.7 Which are the main limits of ULLL in your institution at present? (Top three choices) | |
| Lack of legal framework regulating ULLL | |
| Lack of regulatory framework to assess the quality of programmes | |
| Lack of adequate funding | |
| Lack of institutional support from top-management | |
| Lack of motivation of teaching staff | <input checked="" type="checkbox"/> |
| Lack of expertise of teaching staff | <input checked="" type="checkbox"/> |
| Lack of interest of the potential target groups | |
| Lack of external partnerships and cooperation | <input checked="" type="checkbox"/> |
| Other (please specify) | |

| | |
|---|-------------------------------------|
| 1.8 What are the planned developments in your ULLL strategy/policy and activities in the next 3 years? (Top three choices) | |
| Changes in goals | <input checked="" type="checkbox"/> |
| Changes in curriculum | <input checked="" type="checkbox"/> |
| Changes in target groups | |
| Changes in organisation (structure) | |
| Changes in promotional/marketing strategies | <input checked="" type="checkbox"/> |
| Other (please specify) | |
| Please comment your answer if necessary: | |

2. ULLL offer:

| 2.1 Which courses are offered as part of ULLL in your university? (Top three choices) | |
|---|-------------------------------------|
| Special Bachelors programmes for specific groups | |
| Special Masters programmes for specific groups | |
| Mainstream Bachelors programmes but delivered differently (e.g. part-time, by ODL ¹) or with special services | |
| Mainstream Master programmes but delivered differently (e.g. part-time, by ODL) or with special services | |
| Modules of BMD ² programmes – with credits awarded | |
| Modules of BMD programmes – with no credits awarded | |
| Tailor-made programmes | |
| Other courses with credits | |
| E-learning courses | |
| Non-accredited long courses (e.g. CPD ³) – at least 15 days | <input checked="" type="checkbox"/> |
| Non-accredited short courses (e.g. CPD) - less than 15 days | <input checked="" type="checkbox"/> |
| Requalification courses | <input checked="" type="checkbox"/> |
| Open lectures/seminars | <input checked="" type="checkbox"/> |
| Other (please specify) | |

| 2.2 In which way do you offer your courses to support ULLL? (tick one box per row) | All | Most | Some | None |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Distant courses are available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Blended learning: mixed of on-site and distant courses are available | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Courses are delivered on different locations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Courses are delivered at suitable time for workers | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Course programmes are delivered to mixed groups | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Courses are delivered by professionals as well as academics | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Courses are tailored to individual and organisational needs | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

¹ Open Distance Learning.

² Bachelor, Master, Doctorate.

³ Continuing Professional Development.

| 2.3 What other LLL services and activities are offered in your university? How are they organised? (Tick all the appropriate boxes in the table below) | | | | | |
|---|--|-------------------------------------|--|---|--|
| | Offered by a separate LLL Unit (Service, Department Faculty, Foundation) | Offered in faculties | Offered in a central unit but not a LLL Unit | Not offered but planned in next 2 years | Not offered and not planned in near future |
| Support courses – study skills | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support courses – languages | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courses for special target groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| VPL ⁴ – for entry to a course | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VPL – as part of a diploma | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Academic advice and guidance at entry | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Career/professional development advice | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mentoring/tutoring during the courses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E-learning services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Services for staff | | | | | |
| Admin for LLL – financial management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Admin for LLL - marketing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Admin for LLL – organisation of courses | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff development for academic staff across the university | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | | | | | |
| Regional collaboration with employers | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Regional collaboration with public authorities | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Technology transfer | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

⁴ Validation of Prior Learning.

| 2.4 What is the number of students enrolled in ULLL courses? | | |
|---|---|---|
| | TOTAL number of students involved in ULLL courses | Relative to total number of students (in %) |
| 2010-2011 | | 15745 |
| 2011-2012 | 976 | 15646 5,9% |
| 2012-2013 | 919 | 14983 6,1% |
| 2013-2014 | 978 | 14034 7,0% |
| 2014-2015 | 674 | 12768 5,3% |
| 2015-2016 | 868 | 11960 7,3% |
| 2016-2017 | 1195 | 10516 11,4% |
| 2017-2018 | 926 | 9251 10,0% |

| 2.5 Are you currently making changes in ULLL provision? | |
|--|--|
| YES | <input checked="" type="checkbox"/> |
| NO | <input type="checkbox"/> |
| If yes, please list three changes that you are undertaking: | |
| Change 1: | Elaborarea strategiei de formare continua/ Development of the continuous training strategy |
| Change 2: | Diversificarea ofertei / Diversification of the offer |
| Change 3: | creșterea numărului de parteneri pentru colaborare/ increasing the number of partners for collaboration |
| Either if you are or you are not making changes, please explain why? | |

| 3.3 What are the funding sources the institution use to finance ULLL activities (multiple answers are allowed)? | |
|--|-------------------------------------|
| Institutional budget | |
| Students fees | <input checked="" type="checkbox"/> |
| State funding | <input checked="" type="checkbox"/> |
| EU funding | <input checked="" type="checkbox"/> |
| International/foundation provided funding | |
| Funding from business and enterprises | <input checked="" type="checkbox"/> |
| Other (please specify) | |

| 3.4 Are there any changes taking place now or in the near future in the sources of funding for university lifelong learning? | |
|---|-------------------------------------|
| YES | <input type="checkbox"/> |
| NO | <input checked="" type="checkbox"/> |
| If yes, please specify: | |
| | |

4. Staff development programmes

| 4.1 What is the number of teachers involved in ULLL courses? | | |
|---|---|---|
| | TOTAL number of teachers involved in ULLL courses | Relative to total number of teaching staff units (in %) |
| 2010-2011 | | 588 |
| 2011-2012 | 17 | 501 - 3,3% |
| 2012-2013 | 21 | 487 - 4,3% |
| 2013-2014 | 17 | 454 - 3,7% |
| 2014-2015 | 14 | 428 - 3,2% |
| 2015-2016 | 24 | 429 - 5,5% |
| 2016-2017 | 21 | 397 - 5,2% |
| 2017-2018 | 20 | 343 - 5,8% |

| 4.2 Which mechanisms are in place to stimulate teachers to get involved in ULLL? | |
|---|-------------------------------------|
| Reduction of teaching hours in regular courses | |
| Reduction of hours dedicated to administrative tasks | |
| Support in the form of assistance from postgraduate students or similar | <input checked="" type="checkbox"/> |
| Institutional recognition | <input checked="" type="checkbox"/> |
| Collection of badges or credits towards progress of own career | |
| Financial incentives | <input checked="" type="checkbox"/> |
| Information provision | |
| Other, please indicate: | |

| 4.3 Does your institution currently have staff development programme to support ULLL services and activities? (tick one box) | |
|---|-------------------------------------|
| There is no existing ULLL related staff development | |
| ULLL staff development is part of the University staff development programmes | <input checked="" type="checkbox"/> |
| Specific ULLL staff development programmes are organised | |
| Other, please indicate: | |

5. External collaborations

5.1. What type of collaboration is your university engaged in and with whom? (You can tick several boxes per row)

| | Employers | Social partners | Regional authorities | Professional bodies | Other training providers |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Analysis/forecast of training and development needs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Development of courses and programmes to suit new demands | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Execution of courses and programmes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Organisation of job placements for learners | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Validation of Prior Learning (VPL) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Development of professional skills of teaching staff | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identification of target group and promotion | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Evaluation of courses and programs | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Marketing or information about courses and programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5.2. Can you describe in a few lines who are your key partners?

| |
|--|
| |
|--|

5.3 What is the main objective of your external collaborations?

| | |
|---|-------------------------------------|
| Broaden the potential market for the courses/services developed | <input checked="" type="checkbox"/> |
| Identify the needs of the region | <input type="checkbox"/> |
| Participation in regional economic development | <input type="checkbox"/> |

| | |
|-------------------------|--|
| Share resources | |
| Address specific issues | |

| | |
|---|-------------------------------------|
| 5.4 On which level is your partnership and collaboration? | |
| Partnership /collaboration mainly on national level | |
| Partnership/collaboration mainly on regional level | |
| Partnership/collaboration mainly on local level | <input checked="" type="checkbox"/> |
| If you have several levels of partnership, please briefly describe the characteristics of the different level of partnership: | |

| |
|--|
| 5.5 Do you involve your partners in the design of courses? How? |
| |

| | |
|--|--|
| 5.6 What are the main success factors of external collaborations? | |
| Key success factor 1: | |
| Key success factor 2: | |
| Key success factor 3: | |

| | |
|---|--|
| 5.7 What are the main obstacles to successful external collaborations? | |
| Obstacle 1: | |
| Obstacle 2: | |
| Obstacle 3: | |

| |
|---|
| 5.8. Which other forms of cooperation would you like to establish and why? |
| |

6. Marketing and promotion of ULLL:

| | |
|---|--|
| 6.1 Does your institution currently have a marketing/promotion strategy in place for ULLL? | |
| | YES <input type="checkbox"/> |
| | NO <input checked="" type="checkbox"/> |
| If yes, please specify: | |

| | | |
|--|------------------------|-------------------------------------|
| 6.2 What are the main marketing/promotion tools/channels you use? | | |
| In general for your institution activities: | | |
| | Leaflet/posters | |
| | Institution website | <input checked="" type="checkbox"/> |
| | Open info days | |
| | Newspapers/media | |
| | Social media | <input checked="" type="checkbox"/> |
| | Other, please specify: | |
| To promote ULLL (if applicable) | | |
| | Leaflet/posters | |
| | Institution website | <input checked="" type="checkbox"/> |
| | Open info days | |
| | Newspapers/media | |
| | Social media | <input checked="" type="checkbox"/> |
| | Other, please specify: | |

7. Perspectives of development:

7.1 Can you identify the key features of the LLL University that you would like to create for the future?

| |
|--|
| |
|--|

7.2 What indicators would you use to measure progress towards this ideal?

Please comment:

Number of trained persons;

Number of persons trained in relation to the number of students at the university

7.3 What do you think about the following definition of ULLL? Do you think it matches your own institutional view of ULLL? Partially? Totally?

ULLL is the provision by higher education institutions of learning opportunities, services and research for: the personal and professional development of a wide range of individuals - lifelong and lifewide; and the social, cultural and economic development of communities and the region. It is at university level and research-based; it focuses primarily on the needs of the learners; and it is often developed and/or provided in collaboration with stakeholders and external actors

Please comment:

Thank you for your collaboration. Please return this questionnaire to:

Project coordinators (ASEM) compass.project2018@gmail.com and the EUCEN Secretariat office@eucen.eu