

## 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	
<b>User information</b>	
Institution	Chisinau State University
Institutional unit	Centre of Continuing Education
Name and surname	Barba Maria
Position	Director
Date of completion of the survey	23.09.19

## 1. Strategy/Policy for ULLL:

1.1 Does your institution currently have a ULLL policy or strategy?	
Yes	
No	X
Not specific strategy/policy, yet it is considered in development directions	
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	X
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

To respond to the employment needs of the labour market					
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 type="checkbox"/>	<input checked="" type="checkbox"/>
To stimulate personal development by providing personal development programmes for graduates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To make certain disciplines (i.e. science) more popular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To serve society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To increase the revenues of the institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
To promote our degree programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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	
Public organisations	<input checked="" type="checkbox"/>
Private companies	<input checked="" type="checkbox"/>
NGOs	
Professionals from different types of organisations	
Alumni	
Unemployed people	
Special target groups (disadvantaged people, immigrants, etc.)	
Other (please specify)	

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

1.6 Does your institution conduct regular assessment of the impact and/or progress of

<b>its ULLL strategy/policy?</b>	
YES <input type="checkbox"/>	How?
NO <input checked="" type="checkbox"/>	Why? It will be elaborated throughout the year

<b>1.7 Which are the main limits of ULLL in your institution at present? (Top three choices)</b>	
Lack of legal framework regulating ULLL	X
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	
Lack of expertise of teaching staff	
Lack of interest of the potential target groups	X
Lack of external partnerships and cooperation	X
Other (please specify)	

<b>1.8 What are the planned developments in your ULLL strategy/policy and activities in the next 3 years? (Top three choices)</b>	
Changes in goals	X
Changes in curriculum	
Changes in target groups	X
Changes in organisation (structure)	
Changes in promotional/marketing strategies	X
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 <sup>1</sup> ) or with special services	
Mainstream Master programmes but delivered differently (e.g. part-time, by ODL) or with special services	
Modules of BMD <sup>2</sup> programmes – with credits awarded	X
Modules of BMD programmes – with no credits awarded	
Tailor-made programmes	
Other courses with credits	X
E-learning courses	
Non-accredited long courses (e.g. CPD <sup>3</sup> ) – at least 15 days	
Non-accredited short courses (e.g. CPD) - less than 15 days	
Requalification courses	
Open lectures/seminars	
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Course programmes are delivered to mixed groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courses are delivered by professionals as well as academics	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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"/>

<sup>1</sup> Open Distance Learning.

<sup>2</sup> Bachelor, Master, Doctorate.

<sup>3</sup> 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support courses – languages	<input type="checkbox"/>	<input checked="" 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 <sup>4</sup> – for entry to a course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
VPL – as part of a diploma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Academic advice and guidance at entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Career/professional development advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mentoring/tutoring during the courses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E-learning services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Services for staff</b>					
Admin for LLL – financial management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admin for LLL - marketing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
<b>Other</b>					
Regional collaboration with employers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional collaboration with public authorities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology transfer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>4</sup> 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	-	
2011-2012	-	
2012-2013	-	
2013-2014	146	10%
2014-2015	325	27%
2015-2016	276	21%
2016-2017	146	11%
2017-2018	86	4%

2.5 Are you currently making changes in ULLL provision?	
YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>
If yes, please list three changes that you are undertaking:	
Change 1:	
Change 2:	
Change 3:	
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	
International/foundation provided funding	
Funding from business and enterprises	
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:	



### 3. 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		
2011-2012		
2012-2013		
2013-2014		
2014-2015		
2015-2016		
2016-2017		
2017-2018		

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		
Institutional recognition		
Collection of badges or credits towards progress of own career		
Financial incentives		X
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		X
ULLL staff development is part of the University staff development programmes		
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of courses and programmes to suit new demands	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Execution of courses and programmes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisation of job placements for learners	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of target group and promotion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation of courses and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input 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?**

Authorities on Education  
Ministry of Education

**5.3 What is the main objective of your external collaborations?**

Broaden the potential market for the courses/services developed	
Identify the needs of the region	X

Participation in regional economic development	
Share resources	
Address specific issues	

<b>5.4 On which level is your partnership and collaboration?</b>	
Partnership /collaboration mainly on <b>national level</b>	
Partnership/collaboration mainly on <b>regional level</b>	X
Partnership/collaboration mainly on <b>local level</b>	X
If you have several levels of partnership, please briefly describe the characteristics of the different level of partnership:	

<b>5.5 Do you involve your partners in the design of courses? How?</b>	
Yes, by expertisation the curricula	

<b>5.6 What are the main success factors of external collaborations?</b>	
Key success factor 1:	communication
Key success factor 2:	
Key success factor 3:	

<b>5.7 What are the main obstacles to successful external collaborations?</b>	
Obstacle 1:	disinterest
Obstacle 2:	
Obstacle 3:	

<b>5.8. Which other forms of cooperation would you like to establish and why?</b>	

## 6. Marketing and promotion of ULLL:

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

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

Please explain:

Autonomy in organising of LLL

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

Please comment:

Number of trained persons by LLL

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](mailto:compass.project2018@gmail.com) and the EUCEN Secretariat  
[office@eucen.eu](mailto:office@eucen.eu)