

## 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	Trade Co-operative University of Moldova (TCUM)
Institutional unit	
Name and surname	DANDARA Liliana
Position	Vice rector for didactic activity and educational technologies
Date of completion of the survey	01.09.2019

## 1. Strategy/Policy for ULLL:

1.1 Does your institution currently have a ULLL policy or strategy?	
Yes	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>
Not specific strategy/policy, yet it is considered in development directions	<input type="checkbox"/>
We are currently working on one	<input type="checkbox"/>
Other (please explain):	

1.2 Which level of priority does ULLL currently have in your university?	
Highest priority	<input type="checkbox"/>
Important along with other priorities	<input checked="" type="checkbox"/>
Not yet a priority but may become one	<input type="checkbox"/>

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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

groups into the university					
To respond to the employment needs of the labour market	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To meet the needs of citizens in all the aspects of life – cultural, economic, social, professional	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To stimulate personal development by providing personal development programmes for graduates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To increase the revenues of the institution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To promote our degree programmes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of the above. Please specify if other:					

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

<b>1.5 Which main benefits does ULLL provide to your institution? (top three choices)</b>	
Attract new groups into the university	<input checked="" type="checkbox"/>
Increased competitiveness of provided teaching and learning	<input checked="" type="checkbox"/>
Increased cooperation with external stakeholders	
Improved academic research and knowledge	<input checked="" type="checkbox"/>

Increased alignment with European standards	<input checked="" type="checkbox"/>
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)	

<b>1.6 Does your institution conduct regular assessment of the impact and/or progress of its ULLL strategy/policy?</b>	
YES <input type="checkbox"/>	How?
NO <input checked="" type="checkbox"/>	Why? Because we do not have the LLL strategy in the university

<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	<input checked="" type="checkbox"/>
Lack of regulatory framework to assess the quality of programmes	
Lack of adequate funding	<input checked="" type="checkbox"/>
Lack of institutional support from top-management	
Lack of motivation of teaching staff	<input checked="" type="checkbox"/>
Lack of expertise of teaching staff	
Lack of interest of the potential target groups	
Lack of external partnerships and cooperation	
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	<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 <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	
Modules of BMD programmes – with no credits awarded	
Tailor-made programmes	
Other courses with credits	
E-learning courses	<input checked="" type="checkbox"/>
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	<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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courses are delivered by professionals as well as academics	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courses are tailored to individual and organisational needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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)

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

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

<sup>3</sup> Continuing Professional Development.

	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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support courses – languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Courses for special target groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VPL <sup>4</sup> – for entry to a course	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Career/professional development advice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mentoring/tutoring during the courses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>					
Regional collaboration with employers	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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<sup>4</sup> Validation of Prior Learning.

<b>2.4 What is the number of students enrolled in ULLL courses?</b>		
	TOTAL number of students involved in ULLL courses	Relative to total number of students (in %)
2010-2011	134	33,92
2011-2012	99	49,75
2012-2013	65	72,22
2013-2014	115	100,0
2014-2015	72	41,14
2015-2016	70	35,9
2016-2017	73	41,6
2017-2018	32	56,14

<b>2.5 Are you currently making changes in ULLL provision?</b>	
	YES <input checked="" type="checkbox"/>
	NO <input type="checkbox"/>
If yes, please list three changes that you are undertaking:	
	Change 1: Modification of the LLL structure
	Change 2: Development of the LLL strategy
	Change 3: Elaboration of the continuous training regulation
Either if you are or you are not making changes, please explain why?	

### 3. Management and organisation of ULLL:

3.1 Who is responsible for ULLL in your institution (multiple answers are allowed)?	
Rector	
Member of the Rectorate	Vice rector
Head of LLL Centre/Department	
Dean	
Other (please specify):	

### 3.2 How is ULLL organised in your institution? (Tick one box for each point)

	organised by an internal LLL unit	organised by an internal unit – not LLL	organised at department/faculty level	organised by an external Unit	In collaboration- Including some of previous items	Not offered
<b>The organisation of ULLL courses</b>						
Selection of courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of methodologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation of course quality	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management of human resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration of learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The organisation of ULLL services:</b>						
VPL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support courses to help students with difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic advice and guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional/career advice and guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mentoring and coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	<input checked="" type="checkbox"/>
The marketing of ULLL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The financial management of ULLL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

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



## 4. Staff development programmes

<b>4.1 What is the number of teachers involved in ULLL courses?</b>		
	TOTAL number of teachers involved in ULLL courses	Relative to total number of teaching staff units (in %)
2010-2011	40	31,01
2011-2012	34	26,77
2012-2013	29	24,57
2013-2014	15	16,13
2014-2015	32	45,71
2015-2016	14	19,17
2016-2017	26	35,61
2017-2018	13	18,05

<b>4.2 Which mechanisms are in place to stimulate teachers to get involved in ULLL?</b>	
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	<input checked="" type="checkbox"/>
Financial incentives	<input checked="" type="checkbox"/>
Information provision	<input checked="" type="checkbox"/>
Other, please indicate:	

<b>4.3 Does your institution currently have staff development programme to support ULLL services and activities? (tick one box)</b>	
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of courses and programmes to suit new demands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Execution of courses and programmes	<input 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 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 checked="" type="checkbox"/>
Development of professional skills of teaching staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing or information about courses and programs	<input checked="" 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?

The Central Union of Consumer Co-operatives of Moldova (MOLDCOOP)  
Enterprises and cooperative organizations

### 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 checked="" type="checkbox"/>

Participation in regional economic development	
Share resources	
Address specific issues	<input checked="" type="checkbox"/>

<b>5.4 On which level is your partnership and collaboration?</b>	
Partnership /collaboration mainly on <b>national level</b>	<input checked="" type="checkbox"/>
Partnership/collaboration mainly on <b>regional level</b>	
Partnership/collaboration mainly on <b>local level</b>	
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>
<b>Yes, through joint discussions</b>
<b>Elaboration together of education programs</b>

<b>5.6 What are the main success factors of external collaborations?</b>	
Key success factor 1:	Lack of interest from economic agents
Key success factor 2:	
Key success factor 3:	

<b>5.7 What are the main obstacles to successful external collaborations?</b>	
Obstacle 1:	Lack of time for collaboration
Obstacle 2:	
Obstacle 3:	

<b>5.8. Which other forms of cooperation would you like to establish and why?</b>	
Initiation of mutual visits for an intensive communication.	

## 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	<input checked="" type="checkbox"/>
	Institution website	<input checked="" type="checkbox"/>
	Open info days	<input checked="" type="checkbox"/>
	Newspapers/media	
	Social media	
	Other, please specify:	
To promote ULLL (if applicable)		
	Leaflet/posters	<input checked="" type="checkbox"/>
	Institution website	<input checked="" type="checkbox"/>
	Open info days	
	Newspapers/media	<input checked="" type="checkbox"/>
	Social media	
	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: Economic evolution of our country.

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

Please comment: The number of persons that ended courses.

**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 life wide; 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:  
I agree partially.

**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)**