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Towards European University  
Lifelong Learning in Moldova

## ERASMUS+ PROGRAMME, KEY ACTION 2

### CAPACITY BUILDING IN HIGHER EDUCATION

#### Towards European University Lifelong Learning model in Moldova (COMPASS)

Ref. No. 597889-EPP-1-2018-1-MD-EPPKA2-CBHE-SP

WP1. Methodology for data collection & analysis developed

Act.1.1. Development of methodology, design of data collection tool

# Questioner for Universities

## 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                      |  |
| Institutional unit               |  |
| Name and surname                 |  |
| Position                         |  |
| Date of completion of the survey |  |

## 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 |  |
| We are currently working on one  |  |
| Other (please explain):  |  |

### 1.2 Which level of priority does ULLL currently have in your university?

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[www.compass-project.md](http://www.compass-project.md)

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|                                       |  |
|---------------------------------------|--|
| Highest priority                      |  |
| Important along with other priorities |  |
| 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 type="checkbox"/> |
| To respond to the employment needs of the labour market   | <input type="checkbox"/>   | <input 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 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To make certain disciplines (i.e. science) more popular   | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To serve society  | <input type="checkbox"/>   | <input type="checkbox"/> | <input 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 type="checkbox"/> | <input type="checkbox"/> |
| To promote our degree programmes  | <input type="checkbox"/>   | <input 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   |  |
| Public organisations   |  |
| Private companies  |  |
| 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                                  |  |
| Increased competitiveness of provided teaching and learning             |  |
| Increased cooperation with external stakeholders                        |  |
| Improved academic research and knowledge                                |  |
| Increased alignment with European standards                             |  |
| Improved image and prestige of the institution                          |  |
| Increased funding and diversified financing                             |  |
| 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 type="checkbox"/>  | Why? |
| <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  |      |
| 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  |      |
| 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  |  |
| Changes in curriculum   |  |
| Changes in target groups  |  |
| Changes in organisation (structure)   |  |
| Changes in promotional/marketing strategies   |  |
| Other (please specify)  |  |
| Please comment your answer if necessary:  |  |



## 2. ULLL offer:

| <b>2.1 Which courses are offered as part of ULLL in your university? (Top three choices)</b>                              |  |
|---|--|
| 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  |  |
| 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)  |  |

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



| <b>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)</b> |   |                          |  |   |  |
|---|---|--------------------------|--|---|--|
|   | 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 type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |
| Support courses – languages   | <input 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 type="checkbox"/>                   |
| VPL <sup>4</sup> – 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 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 type="checkbox"/>                | <input type="checkbox"/>                   |
| Career/professional development advice  | <input 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 type="checkbox"/>                   |
| E-learning services   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |
| <b>Services for staff</b>   |   |                          |  |   |  |
| Admin for LLL – financial management  | <input 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 type="checkbox"/>                   |
| Admin for LLL – organisation of courses   | <input 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 type="checkbox"/> | <input type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |
| <b>Other</b>  |   |                          |  |   |  |
| Regional collaboration with employers   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |
| Regional collaboration with public authorities  | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |
| Technology transfer   | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/>                     | <input type="checkbox"/>                | <input type="checkbox"/>                   |

<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   |   |   |
| 2011-2012   |   |   |
| 2012-2013   |   |   |
| 2013-2014   |   |   |
| 2014-2015   |   |   |
| 2015-2016   |   |   |
| 2016-2017   |   |   |
| 2017-2018   |   |   |

| <b>2.5 Are you currently making changes in ULLL provision?</b>       |                              |
|--|------------------------------|
|  | YES <input type="checkbox"/> |
|  | NO <input 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. Management and organisation of ULLL:

| 3.1 Who is responsible for ULLL in your institution (multiple answers are allowed)? |  |
|---|--|
| Rector  |  |
| Member of the Rectorate   |  |
| 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<br>by an<br>internal LLL<br>unit | organised<br>by an<br>internal<br>unit – not<br>LLL | organised<br>at<br>departme<br>nt/ faculty<br>level | organised<br>by an<br>external<br>Unit | In<br>collaboration-<br>Including<br>some of<br>previous<br>items | Not<br>offered           |
|--|--|---|---|--|---|--------------------------|
| <b>The organisation of ULLL courses</b>            |  |   |   |  |   |                          |
| Selection of courses                               | <input type="checkbox"/>                   | <input type="checkbox"/>                            | <input type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Selection of methodologies                         | <input 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 type="checkbox"/>                            | <input type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Management of human resources                      | <input type="checkbox"/>                   | <input type="checkbox"/>                            | <input type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Registration of learners                           | <input 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 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 type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Academic advice and guidance                       | <input type="checkbox"/>                   | <input type="checkbox"/>                            | <input type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Professional/career advice and guidance            | <input type="checkbox"/>                   | <input type="checkbox"/>                            | <input type="checkbox"/>                            | <input type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |
| Mentoring and coaching                             | <input type="checkbox"/>                   | <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"/>  | <input type="checkbox"/> |
| The marketing of ULLL                              | <input 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 type="checkbox"/>               | <input type="checkbox"/>  | <input type="checkbox"/> |



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|        |                          |                          |                          |                          |                          |                          |
|--------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Other: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

|  |  |
|--|--|
| <b>3.3 What are the funding sources the institution use to finance ULLL activities (multiple answers are allowed)?</b> |  |
| Institutional budget   |  |
| Students fees  |  |
| State funding  |  |
| EU funding   |  |
| International/foundation provided funding  |  |
| Funding from business and enterprises  |  |
| 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 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   |   |   |
| 2011-2012   |   |   |
| 2012-2013   |   |   |
| 2013-2014   |   |   |
| 2014-2015   |   |   |
| 2015-2016   |   |   |
| 2016-2017   |   |   |
| 2017-2018   |   |   |

| <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                          |  |
| Financial incentives  |  |
| Information provision   |  |
| 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   |  |
| Specific ULLL staff development programmes are organised  |  |
| Other, please indicate:   |  |



## 5. External collaborations

| <b>5.1. What type of collaboration is your university engaged in and with whom? (You can tick several boxes per row)</b> |                          |                          |                             |                            |                                 |
|--|--------------------------|--------------------------|-----------------------------|----------------------------|---------------------------------|
|  | <b>Employers</b>         | <b>Social partners</b>   | <b>Regional authorities</b> | <b>Professional bodies</b> | <b>Other training providers</b> |
| Analysis/forecast of training and development needs  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>   | <input type="checkbox"/>        |
| Development of courses and programmes to suit new demands  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>   | <input type="checkbox"/>        |
| Execution of courses and programmes  | <input type="checkbox"/> | <input 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 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 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"/>        |

| <b>5.2. Can you describe in a few lines who are your key partners?</b> |
|--|
|  |



| <b>5.3 What is the main objective of your external collaborations?</b> |  |
|--|--|
| Broaden the potential market for the courses/services developed        |  |
| Identify the needs of the region                                       |  |
| 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>   |  |
| 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>5.6 What are the main success factors of external collaborations?</b> |  |
|--|--|
| Key success factor 1:  |  |
| Key success factor 2:  |  |
| Key success factor 3:  |  |

| <b>5.7 What are the main obstacles to successful external collaborations?</b> |  |
|---|--|
| Obstacle 1:   |  |
| 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 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        |
|  | Institution website    |
|  | Open info days         |
|  | Newspapers/media       |
|  | Social media           |
|  | Other, please specify: |
| To promote ULLL (if applicable)  |                        |
|  | Leaflet/posters        |
|  | Institution website    |
|  | Open info days         |
|  | Newspapers/media       |
|  | Social media           |
|  | Other, please specify: |



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## 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:

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

Please comment:

**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)**

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