

## WP6: QUALITY CONTROL QUESTIONNAIRE

### PRELIMINARY EVALUATION

#### RESUME

All figures and numbers below are not definitive since 10 out of the initial 17 partners have answered. The questions are placed in brackets.

**Staff involved** (Q1). 10 respondents have declared in total 127 participants.

**Agreement and payments** (Q2-Q5). All partners have signed a Partnership agreement, some did not include instalment issues. For 4 partners there has been a delay in receiving the installments.

**Progress of the project** (Q6, Q7, Q13). The partners evaluate the progress of the project as happening according to the plan “to a high extent”. The questionnaire is administered after the approved prolongation with 6 months when the delay in some issues has been rescheduled.

**Organizational** (Q8-Q12). The evaluation of communication issues is “to a high extent” for both partners and coordinator, slightly higher is the partners’ responsiveness. The coordinator provides timely information to be consulted with the senior management and there are no problems with one exception.

**Progress of work packages** (Q14-Q17). Only work packages leaders have answered. The majority of deliverables, 15 out of 21, have been finalized. In progress are 3 deliverables from WP4. WP6 is also in progress but it is finalized at end of the project.

**Cooperation between Serbian partners** (Q18-20). The cooperation between Serbian universities is evaluated as high by all of them.

**Work packages.** Each WP is evaluated with 5 identical questions - WP1 (Q21-Q25), WP2 (Q26-Q30), WP3 (Q31-Q35), WP4 (Q36-Q40), WP5 (Q41-Q46). In *Figure 1* we can see the assessment of the satisfaction with the results of the WPs. In *Figure 2* we can see of the extent to which the deliverables of the WPs are achieved, an average received by summing up all average evaluations of each deliverable. All numbers on both figures vary between 3,83 and 4,38 (“to a high extent” or “satisfied”).

The highest marks (4,29 and 4,38) are given to **WP5 “Student pilot programme”**. The partners assess highest both the results of the deliverables and their satisfaction with these results. This WP activities and outcomes should be supported in the future since they are achievable and valued highly.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

The lowest mark (3,83 and 3,89) are given to **WP3 “Legislative framework and institutional regulation regarding access to HE”**. This may result from insufficient long lasting legislative results on national level as planned.

In the evaluation of the separate deliverables there is no average assessment below 3.50. There are however three deliverables with assessment of 4.50 or higher. They could be considered as the deliverables with highest success of the project:

- **D.2.2 Set of indicators for the student statistics:**
- **D.2.5. Methodology on student statistics adopted by SORS:**
- **D.5.3. Subsidized scholarships, tuition fees, accommodation**

The organizational questions includes on communication between coordinator and each partner. The average evaluations per package are given in *Figure 3*. All the assessments are “to a high extent”.

**Staff re-training** (Q46-Q48): The study visits to Maribor and Veliko Tarnovo are not re-training events, this is why they were not included in Q47 and only one partner has added them. The implications of these visits are to be found in the documents of the work packages.

**Equipment** (Q49-Q54). Only some universities have received installments and started procedure for purchasing equipment. Not all planned equipment has been purchased. Not all purchased equipment has been installed. There are some problems with the procurement procedure which has hindered the process. This activity remains to be finalized and this question should be asked again at the end of the project.

**Dissemination** (Q55, Q56 and Q57). The question concerns the respective institution/organization but half of the partners have not answered. A more precise list of the dissemination activities should be prepared for the final report.

**Project website** (Q58, Q59 and Q60): All partners have answered which means that they are familiar with the website and they have used it. Only one partners shows concern that it should be more up to date (“moderately satisfied”). Half of the partners provide an opinion that they are “most satisfied”.

**Sustainability** (Q61 and Q62): The answers need to be provided again in more detail at the end of the project.

## QUESTIONNAIRE: RESULTS

### SECTION I: GENERAL QUESTIONS

#### Part 1: General management and coordination

#### NUMBERS OF STAFF INVOLVED

Q1. In your institution/organization, how many persons have been included in Project activities:

**Results:** 10 respondents have declared in total **129** participants:

**23** leadership and management personnel

**29** administrative staff

**58** teaching/academic/research staff

**9** students

**10** other persons from outside the institution

#### AGREEMENT AND PAYMENTS

Four questions give information to this issue – Q2-Q5:

Q2-Q3 Has your institution/organization signed a Partnership Agreement including installment issues provided by the Grantholder? And (Q3) have they agreed with the terms of Partnership Agreement?

**Results:** All have confirmed with “yes” answer.

Q4-Q5 Has the part of the grant allocated to your institution/organisation been transferred to or available for your institution/organisation (Q4) in accordance to agreed budget tables and (Q5) in appropriate time after your institution/organisation provided valid Payment instructions?

**Results:** Two partners have answered negative to Q4 and five – to Q5.

*In case of no, please provide reasons why*

**Belgrade university:** *I don't know the reasons, but in the second instalment money for equipment and indirect costs were held by the Grantholder. The second instalment was 2 months late (after the transfer from Bruxelles)*

**University of Novi Sad:** *There has been significant delay from the coordinator to transfer the funds.*

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Commissioner for Protection of Equality:** *The project does not provide grant for our institution. Payment is not applicable*

### **PROGRESS OF THE PROJECT**

Three questions answer to this issue – Q6, Q7 and Q13:

Q7 Have you encountered any deviations/changes in the implementation of the agreed plan in your institution/organisation?

**Results:** For 10 respondents the average answer is ‘to a low extent’ –average 1.89. For 5 partners the answer is 1 “to a very low extent”. Some changes (3 “medium”) in the initial plan declare Belgrade university and the Association of Students with disabilities and 2 “to a low extent” – University of Novi Pazar. Only for Novi Sad University it is 4 (“to a high extent”).

One partner disagrees with the consistency of the question. **Center for Education policies:** *The question is ambiguous. Is it referring to internal organisation within partner institution (which should not be the subject of this questionnaire) or is referring to presumed changes on the Project level that may have affected partner institutions. If the later, it should be stated which changes are implied (content, financial etc.).*

*In case of ‘to a very high extent extent’, please provide reasons why*

*Novi Sad: There has been change in the terms of workpackage leaders due to the change of contact person within the University of Novi Sad team. University of Belgrade and University of Novi Sad have agreed to switch workpackages 5 and 6 between the institutions. The budgets remained the same.*

Q6 Up to this moment, the project has been advancing according to the plan agreed by the Consortium?

**Results:** For 10 respondents the answer is ‘to a high extent’ –average 3.9. For 9 partners the assessment 4 (“to a high extent”) and for one partner 3 (“medium”).

Q13 According to your perception, does the Project advance well?

**Results:** For 10 respondents the average answer is ‘to a high extent’ 3.9. For 4 partners the assessment is 4 (“to a high extent”) , for 3 partners 3 (“medium”) and for 2 it is 5 (“to a very high extent”).

### **ORGANIZATIONAL COMMUNICATION**

Four questions give information to this issue Q8-Q12:

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

Q8 According to your knowledge, has the coordinator been responding on time and adequate to the enquiries, proposals and suggestion which came from your institution/organisation?

**Results:** For 10 respondents the average answer is 3,78 (to a high extent)

*If you need/wish to provide a more elaborate answer please use this comment space*

**Novi Sad University:** *The coordinator has been responding slightly with a delay and sometimes organising meetings in the last minute. Overall communication with the coordinator has been satisfactory.*

Q9 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the coordinator?

**Results:** For 10 respondents the average answer is 4.4 (“to a high extent”)

Q10 According to your knowledge, has your institution/organisation had any problem in communication with coordinator?

**Results:** For 10 respondents the average answer is 1,6 (“to a low extent”). One partner communicates 3 (“medium”) and one 2 (to a low extent) communication problems.

Q11 Concerning the decision making process does your institution/organisation receive proposals in written form, including necessary supporting documents in advance and have appropriate time to consult with senior management, if necessary?

**Results:** For 10 respondents all have answered “yes”

Q12 Has coordinator responded timely and accordingly to the comments, proposals or request for clarification in the course of decision making?

**Results:** For 10 respondents the average answer is 3,80 (“to a high extent”)

### **PROGRESS OF WORK PACKAGES**

Four questions only for the WP leaders only give information to this issue – Q14-Q17:

Q14 As the lead partner, how would you describe the current status in the advancement of the respective work package

**Results:** The WP leaders have provided information on all of the planned deliverables

**University of Belgrade**

- For WP2 all 6 deliverables have been fulfilled

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

- For WP4 only 4 deliverables have been fulfilled. D4.3 (Guidelines on the NFP-SSS in Serbia), D4.6 (Functional assistive technologies on Universities ) and D4.7 (Disseminated knowledge on SSS to faculties staff ) are still in progress while their deadline was in July/September 2013.
- For WP5 all 5 deliverables have been fulfilled  
**University of Novi Sad**
- For WP6 all 3 deliverables are in progress

Q15-16 Have you noticed any problems or difficulty in the course of implementing activities of the respective work package (communication with other partners, deadlines, the quality of work etc.)? If yes, (Q16) how have you addressed these issues to improve the situation? If yes (Q17) have you informed coordinator on the encountered problems, if any?

**Results:**

**University of Belgrade:** leader for WP2, 4 and 5 has encountered problems without specifying what. They have addressed the problems by improving communication, and calling for more active participation of University management. The project coordinator was informed.

**University of Novi sad:** Due to the changes of the contact person there was a delay of implementing the Quality Control Plan. After completing the questionnaire to assess the overall project implementation there was difficulty in communication with partners in regard with the proposed deadlines. University of Novi Sad and the University of Veliko Trnovo have arranged Quality Control Meeting in order to summarize results from the questionnaire and find a solution to motivate other partners to fill in the questionnaire in order to have a finalized assessment of results.

**COOPERATION BETWEEN SERBIAN PARTNERS**

This issue has been evaluated with three questions – Q18-20:

Q18 The collaboration with the other partners has been correct and productive

Q19 In case the answer is *to a very low extent* to the previous question please explain why?

Q20 Have you informed the coordinator and consortium members on the encountered problems within your country, if any?

**Results:**

The collaboration is estimated with an average of 4 “to a high extent”. Only one partner gives a “medium” (3) answer, while one answers “to a very high extent” (5). One Serbian partner has not answered (University of Novi Pazar). Nobody gives poor mark and so nobody has answered Q19. Two partners, the University of Novi Sad and the Association for students with disabilities, have informed the coordinator of encountered problems.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

## SECTION II: WORK PACKAGES

Each WP is evaluated with identical 5 questions with a possibility to add further comments

### WORK PACKAGE1: Policy Framework: equitable access to HE in Serbia

Q21 Please outline the contribution of your institution within WP1:

**University of Belgrade** An expert working on baseline study, team members participating in study visits.

**University Arts:** Overview, analysis and giving opinion on Baseline study

**University of Novi Sad:** contribution to the Baseline study by University of Novi Sad working group, participation in study visit to the University of Roehampton, gathering information about student services, assistive technology, regulations in regard with student support

**State University of Novi Pazar:** does not participate in this work package

**Centre for Education Policies** Fully completed tasks foreseen in the project application with eventual additional adjustments agreed on the consortium level

**Commissioner for Protection of Equality:** We have contributed to the following deliverables: D.1.1, D.1.2, D.1.3, D.1.4, D1.5.

**Association for students with disabilities:** Formulation of policies, comparative policy analysis through transfer of knowledge on international practices; Preparing final version of policy framework for diversifying and enlarging the student body;

**University of Roehampton:** We organized and ran (including the teaching) a one week intensive workshop at the University of Roehampton in May 2012 for 30 members of the EquiEd project in order to explain and show policies on widening access to universities and to discuss and consider related issues around such policies and their implementation. We provided a range of speakers as well as contributing in-put ourselves. We wrote a chapter for the EquiEd book on widening access, detailing an analysis of the development of Widening Participation and Access policies in Britain. We presented a version of this chapter and policy recommendations at the conference in Belgrade in December 2013.

**University of Veliko Turnovo:** Study of good practices in Bulgaria on student support services and students' life standard. Organization of a study visit in Veliko Tarnovo of the partner universities.

**University of Maribor:** -

Q22 Indicate how satisfied are you with the results achieved in WP1:

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Results:** The respondents evaluate their satisfaction with the results of WP1 on average with 4.13 (“to a high extent”), 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Q23 To what extent have the planned deliverables been achieved in WP1?

D.1.1. Baseline study on social dimension of HE:

**Results:** The average evaluation mark is 4.44 (“to a high extent”). 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

D.1.2 Key findings presented to project stakeholders:

**Results:** The average evaluation mark is 4.22 (“to a high extent”). 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

D.1.3. Policy recommendations developed:

**Results:** The average evaluation mark is 3.75 (“to a high extent”). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

D.1.4. Consensus on proposed policy recommendations:

**Results:** The average evaluation mark is 4.0 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

D.1.5. Policy framework ensuring equitable access:

**Results:** The average evaluation mark is 4.0 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Please comment what can be improved/could have been done better in WP1:

**Results: Association for students with disabilities:** Increased communication with stakeholders who weren't in project, for example Ministry of Education, Student's centers etc.

Q24 According to your knowledge, has the lead partner of the working group been responding on time and adequate to the enquiries, proposals and suggestions which came from your institution/organisation?

**Results:** The average evaluation mark is 3.67 (“to a high extent”). 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

Q25 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the lead partner of the working group?

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Results:** The average evaluation mark is 4.56 (“to a very high extent”). 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

Further comments:

**Results:** No further comments are provided

## WP2: System of collection, analysis and dissemination of data on HE (26-30)

Q26 Please outline the contribution of your institution within WP2:

**University of Belgrade** Managing WP, doing analysis, producing new methodologies, improving statistical procedures, participating in study visits and trainings

**University Arts** Participation in outlining the form for students. Collecting data – especially social dimension

**University of Novi Sad:** gathering information from faculties from the University of Novi Sad in regard with system of data collection, improving statistical procedures, participating in study visits and training

**State University of Novi Pazar:** does not participate in this work package

**Centre for Education Policies** Fully completed tasks foreseen in the project application with eventual additional adjustments agreed on the consortium level.

**Commissioner for Protection of Equality:** -

**Association for students with disabilities:** We contributed in developing of recommendations and improving of policies for collection and monitoring statistic data about students

**University of Roehampton:** -

**University of Veliko Turnovo:** We participated in the discussion on WP2 with Serbian partners during their visit to our institution

**University of Maribor:** We have presented the respective Slovenian solutions and situation.

Q27 Indicate how satisfied are you with the results achieved in WP2:

**Results:** The respondents evaluate their satisfaction with the results of WP2 on average with 4.17 (“to a high extent”), 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Q28 To what extent have the planned deliverables been achieved in WP2?

D.2.1. Study on current status of students statistics:

**Results:** The average evaluation mark is 4.29 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

D.2.2 Set of indicators for the student statistics:

**Results:** The average evaluation mark is 4.57 (“to a very high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

D.2.3. Manuals of working procedures:

**Results:** The average evaluation mark is 3.83 (“to a high extent”), 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.2.4. Twenty-five student statistics professionals trained:

**Results:** The average evaluation mark is 4.20 (“to a high extent”). 5 of 10 partners have answered, or 50% of those who have answered and 29,4% from all partners.

D.2.5. Methodology on student statistics adopted by SORS:

**Results:** The average evaluation mark is 4.50 (“to a very high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.2.6. Improved Semi-annual census of student population.

**Results:** The average evaluation mark is 4.33 (“to a very high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Please comment what can be improved/could have been done better in WP2:

**Results:** No further comments

Q29 According to your knowledge, has the lead partner of the working group been responding on time and adequate to the enquiries, proposals and suggestions which came from your institution/organisation?

**Results:** The average evaluation mark is 4.14 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Q30 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the lead partner of the working group?

**Results:** The average evaluation mark is 4.29 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Further comments:

**Results:** No further comments are provided

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

### WP3: Legislative framework and institutional regulation regarding access to HE

Q31 Please outline the contribution of your institution within WP3:

**University of Belgrade:** *Doing analysis of the legislative, doing proposals for improvement of legislative, participating in workshops*

**University of Arts:** *Participation in work groups for change of HE Law and other legislation changes, changes of University legal documents, including Student Support Regulations*

**University of Novi Sad:-**

**State University of Novi Pazar:** *does not participate in this work package*

**Centre for Education Policies:** *Fully completed tasks foreseen in the project application with eventual additional adjustments agreed on the consortium level.*

**Commissioner for Protection of Equality:** *D.3.1. D.3.4.D 3.3. D.3.4.*

**Association for students with disabilities:** *ASD participated in two thematic subgroups. Subgroup who was working within this workpackage, based on the Law Pupil and Student Standards, undertook assessment of the current institutional processes, effectiveness and efficiency of existing measures and compared their feasibility with developed policy recommendations. Other subgroup proposed legal framework who serves as a basis for development of working methodologies of Serbian Universities related to material and social aspects of access to higher education. Working group prepared guidelines and methodology for modification of internal regulations on the level of Universities. Based on these guidelines Universities modified their institutional regulations and ensured their practical implementation.*

**University of Roehampton:** -

**University of Veliko Tarnovo:** *We have provided information on the legislative regulation regarding access to HE in Bulgaria. One staff member from the Faculty of Law was involved in peer review of the legislative outputs of the project (within WP6).*

**University of Maribor:** *We have presented the respective Slovenian solutions and situation.*

Q32 Indicate how satisfied are you with the results achieved in WP3:

**Results:** The respondents evaluate their satisfaction with the results of WP3 on average with 3.83 ("to a high extent"), 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Q33 To what extent have the planned deliverables been achieved in WP3?

D.3.1.Established Working group :

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Results:** The average evaluation mark is 4.00 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

D.3.2. First draft of legislative changes:

**Results:** The average evaluation mark is 4.38 (“to a high extent”). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

D.3.3 Inputs from the incorporated stakeholders:

**Results:** The average evaluation mark is 4.00 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.3.4. Amendments to national and internal regulations:

**Results:** The average evaluation mark is 4.17 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Please comment what can be improved/could have been done better in WP3:

**Results:**

**University of Belgrade** *There was a problem, like in the whole project, to involve Ministry of Education more actively. Student conference of Serbian universities didn't contribute sufficiently*

Q34 According to your knowledge, has the lead partner of the working group been responding on time and adequate to the enquiries, proposals and suggestions which came from your institution/organisation?

**Results:** The average evaluation mark is 4.13 (“to a high extent”). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Q35 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the lead partner of the working group?

**Results:** The average evaluation mark is 4.00 (“to a high extent”). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Further comments:

**Results: University of Veliko Tarnovo:** *Legislative initiatives in Bulgaria have been most successful when they are passed as Acts of the Council of Ministers being initiated by the Ministry of Education. In this sense the project outputs are very good, but apart from those which are University level acts, for national legislative impact the Ministry of Education must*

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

*interfere. Most legislative regulations for better access to education will have financial consequence. If these decisions are taken by the Ministry of education, then the respective financial consequences will also be accounted for in the financially-related state regulations for Education.*

#### **WP4: National Focal Points and Network of Student Support Services**

Q36 Please outline the contribution of your institution within WP4:

**University of Belgrade:** Managing WP, doing analysis and feasibility study, proposing models of student support services, planning procurement of assistive technologies

**University of Arts –**

**University of Novi Sad:** *analysis and feasibility study in regard with student support service and accessibility of premises for students with disabilities (sending of questionnaire to vice-rectors for education at the faculties of University of Novi Sad), proposing a model of student support service to the management of University of Novi Sad*

**State University of Novi Pazar:** *Our University has analyzed the statutes of all state universities in several faculties. The aim of this analysis was to determine whether existing university and college-legal acts allow the establishment of student support services*

**Association for students with disabilities:** ASD contributed on seminars in organization of University in Barselona, and University in Maribor.

**Centre for Education Policies:** *Fully completed tasks foreseen in the project application with eventual additional adjustments agreed on the consortium level.*

**Commissioner for protection of equality:** We have contributed to D.4.5. Legal basis for the function of the NFP-SSS

**University of Roehampton:** *We provided information and advice regarding student support services. This included advice and information on disability issues; social class and ethnicity equalities and issues around discrimination and how to address this.*

**University of Veliko Tarnovo:** *We have done monitoring visits to the student support services centers established in the partner universities in Nis, Novi Sad and Belgrade as a result of the project and/or benefitting from the project.*

**University of Maribor:** *We have presented the respective Slovenian solutions and situation.*

Q37 Indicate how satisfied are you with the results achieved in WP4:

**Results:** The respondents evaluate their satisfaction with the results of WP2 on average with 4.13 ("to a high extent"). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Q38 To what extent have the planned deliverables been achieved in WP4?

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

D.4.1. Scope of work and jurisdiction of NFP-SSS

**Results:** The average evaluation mark is 4.29 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

D.4.2. Exchanged views and experiences on NFP-SSS

**Results:** The average evaluation mark is 4.29 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

D.4.3. Guidelines on the NFP-SSS in Serbia

**Results:** The average evaluation mark is 3.67 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.4.4. NFP-SSS staff trained in line with EU best practice:

**Results:** The average evaluation mark is 4.33 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.4.5. Legal basis for the function of the NFP-SSS

**Results:** The average evaluation mark is 3.67 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.4.6. Functional assistive technologies on Universities

**Results:** The average evaluation mark is 4.0 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.4.7. Disseminated knowledge on SSS to faculties staff

**Results:** The average evaluation mark is 3.50 (“to a high extent”). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Please comment what can be improved/could have been done better in WP4:

**Results:**

**University of Arts:** National Focal Points aren't established, which is in the framework of the project. The representative from Ministry of Education should have been present during the project, on the contrary nobody participated from the Ministry of Education

**University of Belgrade:** Transfer of knowledge and establishment of SSS not completed on all universities.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

Q39 According to your knowledge, has the lead partner of the working group been responding on time and adequate to the enquiries, proposals and suggestions which came from your institution/organisation?

**Results:** The average evaluation mark is 4.13 (“to a high extent”). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Q40 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the lead partner of the working group?

**Results:** The average evaluation mark is 4.11 (“to a high extent”). 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

Further comments:

**Results: University of Veliko Tarnovo:** *Although a national network was not established as an outcome of this project, it was a strong motivator and contributed to the establishment of SSS centers offering psychological support in the universities of Nis and Novi Sad. We are further discussing the possibilities for joint Erasmus+ project with these two centers to develop training materials for their volunteers. Their joint experience serves as an example to be followed. At the same time all SSS services for students with disabilities have benefitted.*

**WP5: Student pilot programme**

Q41 Please outline the contribution of your institution within WP5:

**University of Belgrade:** *Managing the WP, doing initial analysis, making methodologies, exchanging experiences, promoting the results*

**University of Arts:** *From 3 students approved by the project, only 1 student (blind person) has sign up Faculty of Music with governmental coverage of the fee, successfully completed 1. Academic year and is currently at 2. Year of his studies, still with full financial support of the government*

**University of Novi Sad:** *visiting high schools in Novi Sad, motivating students to participate in pilot programme, organising workshops with students who wished to enrol faculties, communication with management of faculties to ensure support for participating students, exchange of experience, promoting results.*

**State University of Novi Pazar:** *Our University is piloting a group of two students from marginalized groups included in the pilot group of 50 students at the level of Serbia. Workshops were organized as a support of their enrollment at the University. We are very pleased with the results that were achieved. The two female students were enrolled desired faculty and are currently in the second year of study.*

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Association for students with disabilities:** ASD contributed in selection of pupils of high schools for pilot program in Belgrade.

**Centre for Education Policies:** Fully completed tasks foreseen in the project application with eventual additional adjustments agreed on the consortium level.

**University of Veliko Tarnovo:** We have not participated in this WP. We have participated in the discussion of the partners on this issue during their visit to Veliko Tarnovo University

**University of Maribor:** not part of.

**University of Roehampton:** -

**Commissioner for protection of equality:** -

Q42 Indicate how satisfied are you with the results achieved in WP5:

**Results:** The respondents evaluate their satisfaction with the results of WP5 on average with 4.29 ("to a high extent"), 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

Q43 To what extent have the planned deliverables been achieved in WP5?

D.5.1. Increased motivation of pilot students to access HE

**Results:** The average evaluation mark is 4.33 ("to a high extent"). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.5.2. Pilot group students enrolled in desired faculties

**Results:** The average evaluation mark is 4.33 ("to a high extent"). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.5.3. Subsidized scholarships, tuition fees, accommodation

**Results:** The average evaluation mark is 4.50 ("to a very high extent"). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.5.4. Raised awareness on equal access to HE

**Results:** The average evaluation mark is 4.33 ("to a high extent"). 6 of 10 partners have answered, or 60% of those who have answered and 35,3% from all partners.

D.5.5. Gained skills and self-confidence of the students

**Results:** The average evaluation mark is 4.40 ("to a high extent"). 5 of 10 partners have answered, or 50% of those who have answered and 29,4% from all partners.

Please comment what can be improved/could have been done better in WP4:

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Results:** No further comments

Q44 According to your knowledge, has the lead partner of the working group been responding on time and adequate to the enquiries, proposals and suggestions which came from your institution/organisation?

**Results:** The average evaluation mark is 4.29 (“to a high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Q45 According to your knowledge, has your institution/organisation been responding on time and adequate to the enquiries, proposals and suggestion which came from the lead partner of the working group?

**Results:** The average evaluation mark is 4.57 (“to a very high extent”). 7 of 10 partners have answered, or 70% of those who have answered and 41,2% from all partners.

Further comments:

**Results:** No further comments are provided

### SECTION III: TRAINING AND EQUIPMENT

#### STAFF RE-TRAINING

Three questions answer to this issue – Q46-Q48:

Q46 How many re-training activities has your institution had within the project up to now:

Event	Days	Number of Persons	Researcher or student
<i>Study visit to University of Roehampton</i>	5-7 per person	15	
<i>Study visit to HESA, UCAS, HEFCE, OFFA</i>	5-7 per person	8	
<i>Study visit to University of Barcelona</i>	5-7 per person	17	

**Results:** All partners who have benefitted have given data – 7 from 10 respondents. They give information for 40 participants for a period between 5 and 7 days each.

Q47 Indicate how satisfied are you with staff re-training activities:

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**Results:** The respondents evaluate their satisfaction with the study visits on average with 4.3 (“to a high extent”).

Q48 Please comment on the implications of staff re-training at your institution (max 400 characters):

**University of Belgrade:** *Experiences and knowledge introduced in documents and procedures in WPs 1, 2, 3, 4 and 5*

## **EQUIPMENT**

Six questions answer to this issue – Q49-Q54:

Q49 Has your institution/organization received instalment for purchasing of equipment?

Q50 Has your institution/organization started the process of purchasing the equipment?

**Results:** To Q49-50 answer positively only the partners who are entitled to receive equipment.

The University of Belgrade’ specifies “yes partially” to Q49.

Q51 Has all planned equipment been purchased up to this date?

**Results:** All the universities answer negatively.

Q52 Indicate how satisfied are you with the procurement procedure:

**Results:** The satisfaction is 3 (“moderately satisfied”). The answer is given only by partners who have installed equipment but also by the Association for Students with Disabilities.

Q53 Has all purchased equipment been installed at your institution/organisation up to this date?

**Results:** Only the University of Belgrade and the University of Novi sad answer positively.

Q54 Please outline where the equipment has been installed, who will benefit from it and have access to it? If unforeseen changes in your original plan occurred, indicate the type of changes and the measures taken to address them.

**Results:**

**University of Belgrade:** *Several faculties, University library, useful for students with disabilities, some to all students*

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

**University of Arts:** *Most of the assistive equipment is placed at the Faculty of Music (for blind people), and inductive loops are placed at all 4 faculties*

**University of Novi Sad:** *Induction loops have been installed at the Central University building, as well as at the following Faculties: Faculty of Philosophy, Faculty of Sciences, Faculty of Law and Academy of Arts. The Braille Index printer is located in the Central University Library. JAWS, TTS Software and Video Magnifier have been installed at the Centre for students with disabilities. JAWS and TTS software have been installed at 8 other faculties.*

## SECTION IV: DISSEMINATION AND SUSTAINABILITY

### DISSEMINATION

Three questions answer to this issue – Q55, Q56 and Q57:

Q55 How many dissemination activities (meeting with stakeholders, visibility events, publications, promotional material and media coverage) has your institution had within the project up to now:

**Results:** In total 33 events declare 5 of 10 partners or 50% of those who have answered the questionnaire.

University	Event	Target audience
University of Novi Sad	Faculty of Technical Sciences Newspaper, dec 2014.	Students
University of Novi Sad	Information to the University Senate, 26.11.2014.	University of Novi Sad Management
University of Novi Sad	Novi Sad Educational Fair, 04.03.2014.	Public
University of Novi Sad	Novi Sad "Dnevnik" newspaper, 19.07.2013.	Public
University of Novi Sad	Information to the University Senate, 23.07.2013.	University of Novi Sad Management
University of Novi Sad	Information to the University Senate, 22.11.2012.	University of Novi Sad Management
University of Novi Sad	Conference Education vision and challenge for future generation, 7.12.2012., Ljubljana, Slovenia	Academic audience
University of Novi Sad	Novi Sad Educational Fair, 25.02.2013.	Public
University of	More than 20. It was all well	

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

Belgrade	coordinated, best to ask WP manager	
University of Roehampton	Kick off meeting	EquiEd project members and collaborators
University of Roehampton	Training/staff development event at Roehampton – details above	EquiEd project members and collaborators
University of Roehampton	Interim dissemination event, paper and recommendations on policy.	EquiEd project members and collaborators, and Serbian minister for Education; the Principal of the University of Nis
University of Maribor	Presentation of Slovenian solution and situation to entire Serbian project audience	
University of Veliko Tarnovo	Information on the website	University staff
University of Veliko Tarnovo	Information in the annual reports of the European Integration and mobility department	Academic council and university staff at University of Veliko Tranovo

Q56 Indicate how satisfied are you with the dissemination activities within the project:

**Results:** The average answer is “satisfied” (4,13). 8 of 10 partners have answered, or 80% of those who have answered and 47,1% from all partners.

Q57 Further comments:

**Results:**

**University of Roehampton:** *We have not yet had a final dissemination event. The Belgrade conference was smaller than I had expected. The Minister for Education did not stay for the whole event but it was an interesting event and I think it was also very productive.*

### PROJECT WEBSITE

Three questions answer to this issue – Q58, Q59 and Q60:

Q58 Indicate how satisfied are you with the project website:

**Results:** The average answer is “satisfied” (4,30). 10 of 10 partners have answered, or 100% of those who have answered and 58,8% from all partners.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

Q59 Indicate how satisfied are you with the project website according to the following:

**Results:** The average answer is “satisfied” for informative (4,44), structure (4,33), and for up to date (4,44) aspects of the website. 5 partners give an evaluation of “most satisfied”. 9 of 10 partners have answered, or 90% of those who have answered and 52,9% from all partners.

Q60 Further comments:

**Results:** no comments

## **SUSTAINABILITY**

Two questions answer to this issue – Q61, and Q62:

Q61 Please outline the measures taken so far to realistically ensure the continuity of activities and results beyond project lifetime at your institution?

**Results:**

**University of Belgrade:** *Changes in laws and university internal legislative, introduction of new methodologies, consensus among important stakeholders, new bodies/services established at Universities.*

**University of Novi Sad:** *Office of Student Support Service will continue to help underrepresented student to have equal access to Higher Education, changes in laws and internal legislative, introduction of new methodologies in regard with data collection, new equipment installed at the Central University building and faculties of University of Novi Sad*

**University of Veliko Tarnovo:** *We have invited the Serbian Universities partners in EQUIED to sign Erasmus+ Bilateral agreements with us, so that we can keep in touch and continue exchange of good practices. As a follow up of EQUIED we are preparing a project proposal for an Erasmus+ K2 strategic partnership for developing study materials and organizing courses for volunteers in student support services at the Centers for psychological support at the Universities of Nis, Novi Sad and Veliko Tarnovo.*

**University of Roehampton:** *I don't think this applies to us at Roehampton.*

Q62 Further comments:

**Results:** no comments

## **QUESTIONNAIRE: ASSESSMENT OF RESULTS**

### NUMBERS OF STAFF INVOLVED

10 respondents have declared in total 129 participants. These figures are not definitive since the final number will be clear at the end of the project and the exact final numbers will be reflected in the final reports. There is a comment that in some cases one and the same person has been involved in the project in two different functions. This is true for at least 2 people, so the total number of involved participants is reduced to 127.

### AGREEMENT AND PAYMENTS

Four questions give information to this issue – Q2-Q5:

One partner has answered affirmative to Q2 that they have signed a Partnership agreement with instalment issues, while commenting in Q4 that the project does not provide grant for them. In this case we consider that agreement was signed with them which did not include instalment issues.

Most partners have declared they have received the instalments in agreement with the budget tables with the exception of the University of Belgrade and the Commissioner for protection of equality. 5 partners have received the budget on time while for 4 there has been a delay. Maybe delay was felt by partners who have been allocated budgets for equipment or larger budgets in general. The University of Belgrade specify a delay of 2 months, while Novi Sad describe it as “significant”.

### PROGRESS OF THE PROJECT

Three questions answer to this issue – Q6, Q7 and Q13:

The general conclusion from this section is that the partners evaluate the progress of the project as happening according to the plan. The questionnaire is administered after the approved prolongation with 6 months. So the delay in the progress of some issues has been rescheduled and this delay only slightly affects the answer.

The implementation of the agreed plan proceeds with little changes in half of the partners. More changes are felt only in the University of Novi Sad with explanations concerning organizational aspects mostly from the initial phase of the project.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

### ORGANIZATIONAL COMMUNICATION

Four questions give information to this issue Q8-Q12:

The institutions assess their own communicative responsiveness Q9 (4.4) higher than the coordinator's Q8 (3.78) and Q12 (3.78) but still all these answers correspond to an average evaluation of "to a high extent". All respondents confirm that the coordinator provides timely information in written form to be consulted with the senior management (Q11). They do not report problems in the communication with the coordinator (Q10) with the exception of one partner (answer "medium") but no additional explanation was required or given.

### PROGRESS OF WORK PACKAGES

Four questions only for the WP leaders only give information to this issue – Q14-Q17:

This section Q14-Q18 has been addressed only to work packages leaders, this is why only two organizations have answered. The majority of deliverables, 15 out of 21, have been finalized. In progress are 3 from WP4 and 3 from WP6. WP6 deliverable are not delayed since they expected to be finalized at end of the project.

### COOPERATION BETWEEN SERBIAN PARTNERS

This issue has been evaluated with three questions – Q18-20:

The cooperation between Serbian universities is evaluated as high by the Serbian partners.

### SECTION II: WORK PACKAGES

The following work packages are evaluated with identical 5 questions with a possibility to add further comments:

- WP1: Policy Framework: equitable access to HE in Serbia: (Q21-Q25)
- WP2: System of collection, analysis and dissemination of data on HE: (Q26-Q30)
- WP3: Legislative framework and institutional regulation regarding access to HE: (Q31-Q35)
- WP4: National Focal Points and Network of Student Support Services: (Q36-Q40)
- WP5: Student pilot programme: (Q41-Q46)

In this section there are three types of questions: general satisfaction of the respective WP, evaluation of the separate deliverables of the WP and an organizational

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

aspect: assessment of the partners' communication.

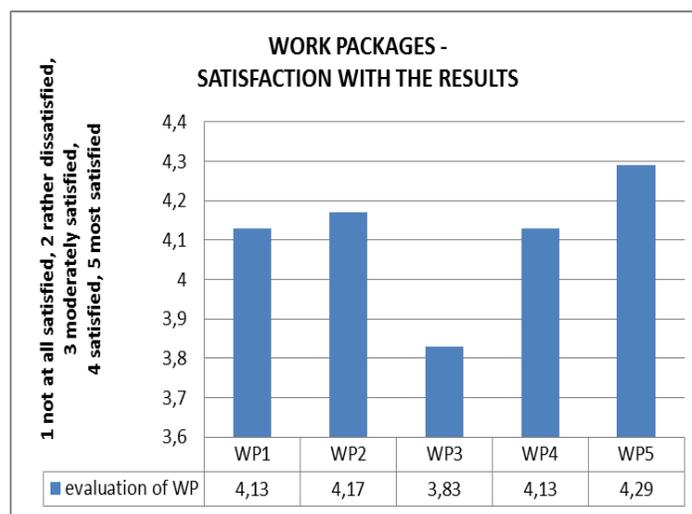
In Figure 1 we can see the assessment of the satisfaction with the results of the work packages. In Figure 2 we can see of the extent to which the deliverables are achieved, an average received by summing up all average evaluations of each deliverable. All numbers on both figures vary between 3,83 and 4,38. Verbally this is the same, expressed as "high" or "satisfied". Yet we can see that consistently the highest marks (4,29 and 4,38) are given to WP5 "Student pilot programme" both as evaluation of results of the deliverables and as satisfaction with these results. The lowest mark (3,83 and 3,89) go to WP3 "Legislative framework and institutional regulation regarding access to HE" maybe in terms of achieving long lasting legislative results despite the efforts in the right direction. This analysis is based on 10 partners answering the questionnaire and cannot be complete without the answers to this questionnaire from all partners.

As far as separate deliverables are concerned this in no deliverable with evaluation below 3.50. There are however three deliverables with assessment of 4.50 or higher:

- D.2.2 Set of indicators for the student statistics:
- D.2.5. Methodology on student statistics adopted by SORS:
- D.5.3. Subsidized scholarships, tuition fees, accommodation

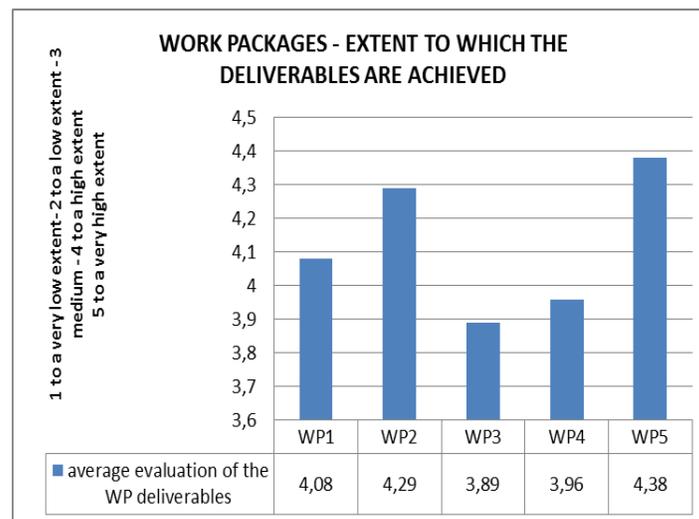
These could be considered as fields with highest success of the project. Again for the final evaluation all partners should complete the questionnaire

Figure 1



Preliminary evaluation of the Quality Control Questionnaire: results and assessment

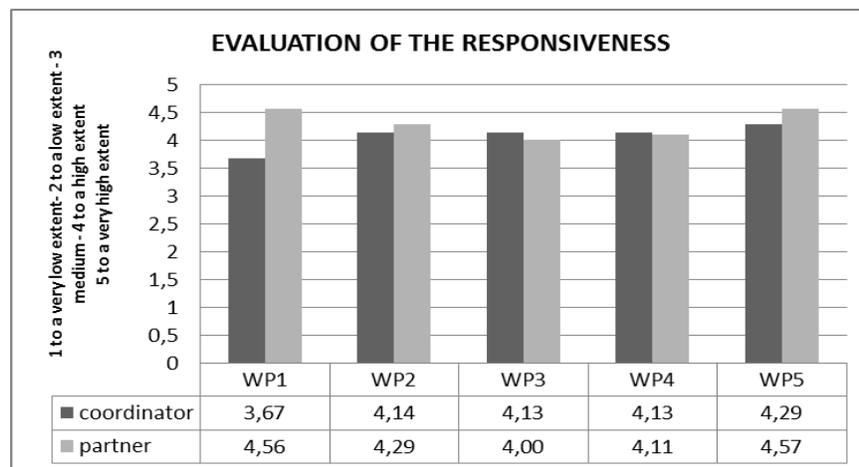
Figure 2



The organizational questions on communication investigate the responsiveness of the coordinator (Q24,Q29,Q34,Q39,Q44) and of each partner (Q25,Q30,Q35,Q40,Q45). The comparison between the average evaluations per package are given in Figure 3. All the assessments are “to a high extent”. In WP3 and WP4 the responsiveness of the coordinator is slightly higher. In WP1, WP2, and WP3 the responsiveness of the partner is slightly higher. The WP with greater difference between the two is WP1. For a definitive analysis all partners should submit their questionnaire.

Figure 3

Preliminary evaluation of the Quality Control Questionnaire: results and assessment



### SECTION III: TRAINING AND EQUIPMENT

#### STAFF RE-TRAINING

Three questions answer to this issue – Q46-Q48:

The study visits to Maribor and Veliko Tarnovo are not re-training events, this is why they were not included in Q47 and only one partner has added them. The final data can be found in the final financial reports. The comments in Q48 are missing because the implications of these visits are to be found in the documents of the work packages.

#### EQUIPMENT

Six questions answer to this issue – Q49-Q54:

Out of 10 respondents this section applies to the University of Belgrade, University of Arts, University of Novi Sad and State University of Novi Pazar. They have received instalments (partially as of December) and started procedure for purchasing equipment. Not all planned equipment has been purchased. Not all purchased equipment has been installed. There are some problems with the procurement procedure which has hindered the process. This question should be asked again at the end of the project.

Preliminary evaluation of the Quality Control Questionnaire: results and assessment

## SECTION IV: DISSEMINATION AND SUSTAINABILITY

### DISSEMINATION

Three questions answer to this issue – Q55, Q56 and Q57:

Although the question concerns the respective institutions/organizations half of the partners have not answered this question. A more precise list of the dissemination activities should be prepared for the final report.

### PROJECT WEBSITE

Three questions answer to this issue – Q58, Q59 and Q60:

All partners have answered the questions on the website which means that they are familiar with it and they have used it. Only one partners shows concern that it should be more up to date (“moderately satisfied”). Half of the partners provide an opinion that they are “most satisfied”.

### SUSTAINABILITY

Two questions answer to this issue – Q61, and Q62:

The answers to this section could be asked again at the end of the project to be considered in more detail.