

# WP6: QUALITY CONTROL

## QUESTIONNAIRE

For the evaluation of the quality of implementation of the EQUI-ED Tempus project

# WP6: QUALITY CONTROL QUESTIONNAIRE

## ○ SECTION I: GENERAL QUESTIONS

# STAFF. AGREEMENT. PAYMENTS

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

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?

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?

**15** partners have declared in total **146** participants:

**31** leadership and management personnel

**34** administrative staff

**60** teaching/academic/research staff

**11** students

**10** other persons from outside the institution

## ***Comments:***

The figures for staff are not definitive since not all partners have answered.

*The partners have signed a Partnership agreement. Most partners have declared they have received the instalments in agreement with the budget tables. 5 partners have received the budget with a delay.*

# ORGANIZATION. COMMUNICATION

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

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

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

Q10 Has your institution/organisation had any problem in communication with coordinator?

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?

## Comments

*15 partners have answered these questions. The institutions assess their own communicative responsiveness Q9 (4.3) higher than the coordinator's Q8 (4) and Q12 (3.93) 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 but no additional explanation was required or given*

# PROGRESS OF THE PROJECT

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

- **Answer:** ‘to a low extent’ –average 1.9.

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

- **Answer:** ‘to a high extent’ –average 3.9.

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

- **Answer:** ‘to a high extent’ 4.

## **Comments:**

*15 partners have answered. 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.*

# PROGRESS OF WORK PACKAGES

## ONLY FOR WP LEADERS

Q14 How would you describe the current status in the advancement of the respective WP?

Q15 Have you noticed any problems in the course of implementing activities of the WP?

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?

WP2 and WP5 - all have been fulfilled

WP4 in progress in December:

D4.3 (Guidelines on the NFP-SSS in Serbia),

D4.6 (Functional assistive technologies on Universities)

D4.7 (Disseminated knowledge on SSS to faculties staff)

WP6 all in progress

***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.*

***University of Novi sad:** Due to the changes of the contact person there was a delay of implementing the Quality Control Plan.*

# COOPERATION BETWEEN SERBIAN PARTNERS

- 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?

## ***Comment:***

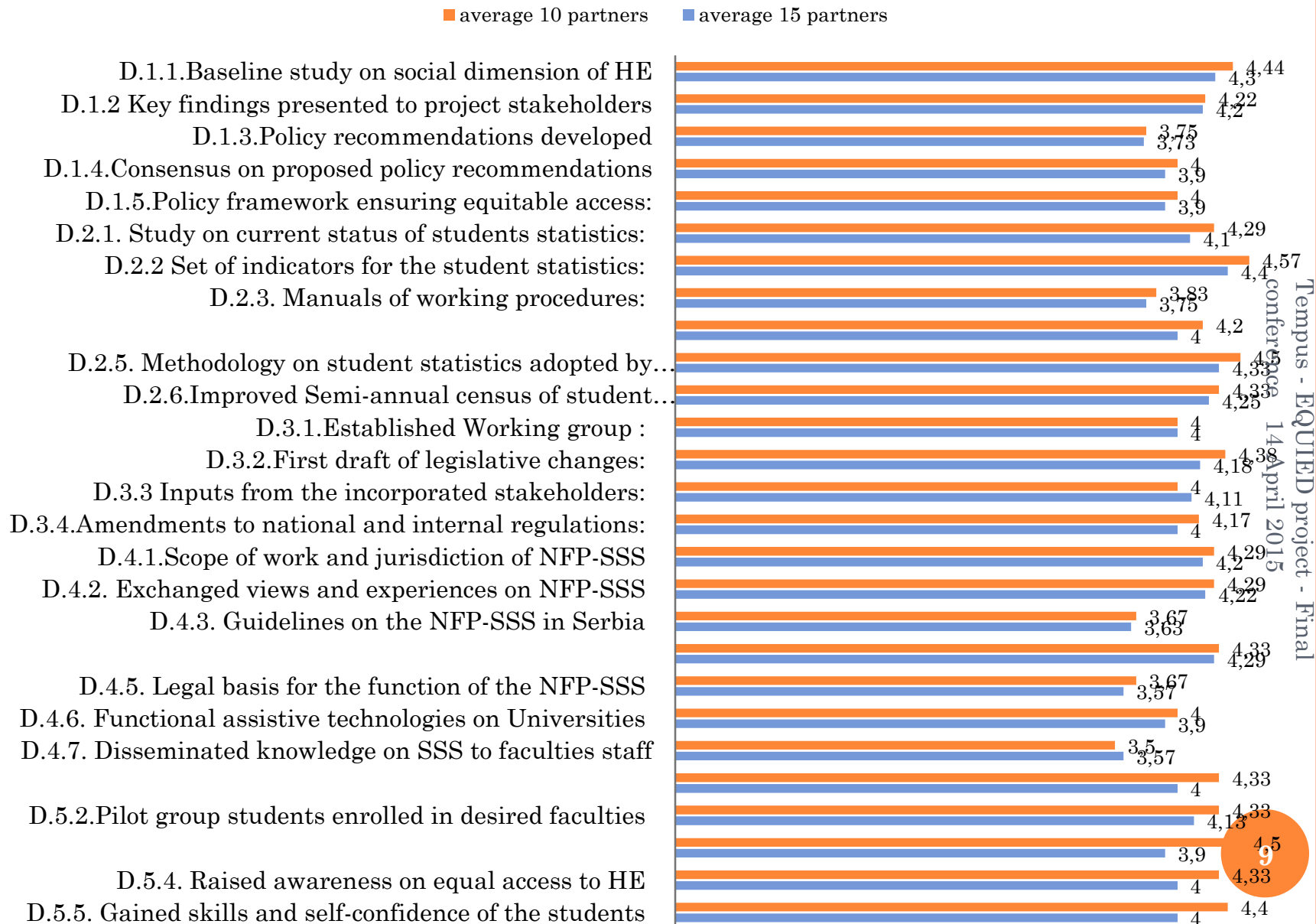
- *The cooperation between Serbian partners is evaluated with an average of 4,1 “to a high extent”.*

# WP6: QUALITY CONTROL QUESTIONNAIRE

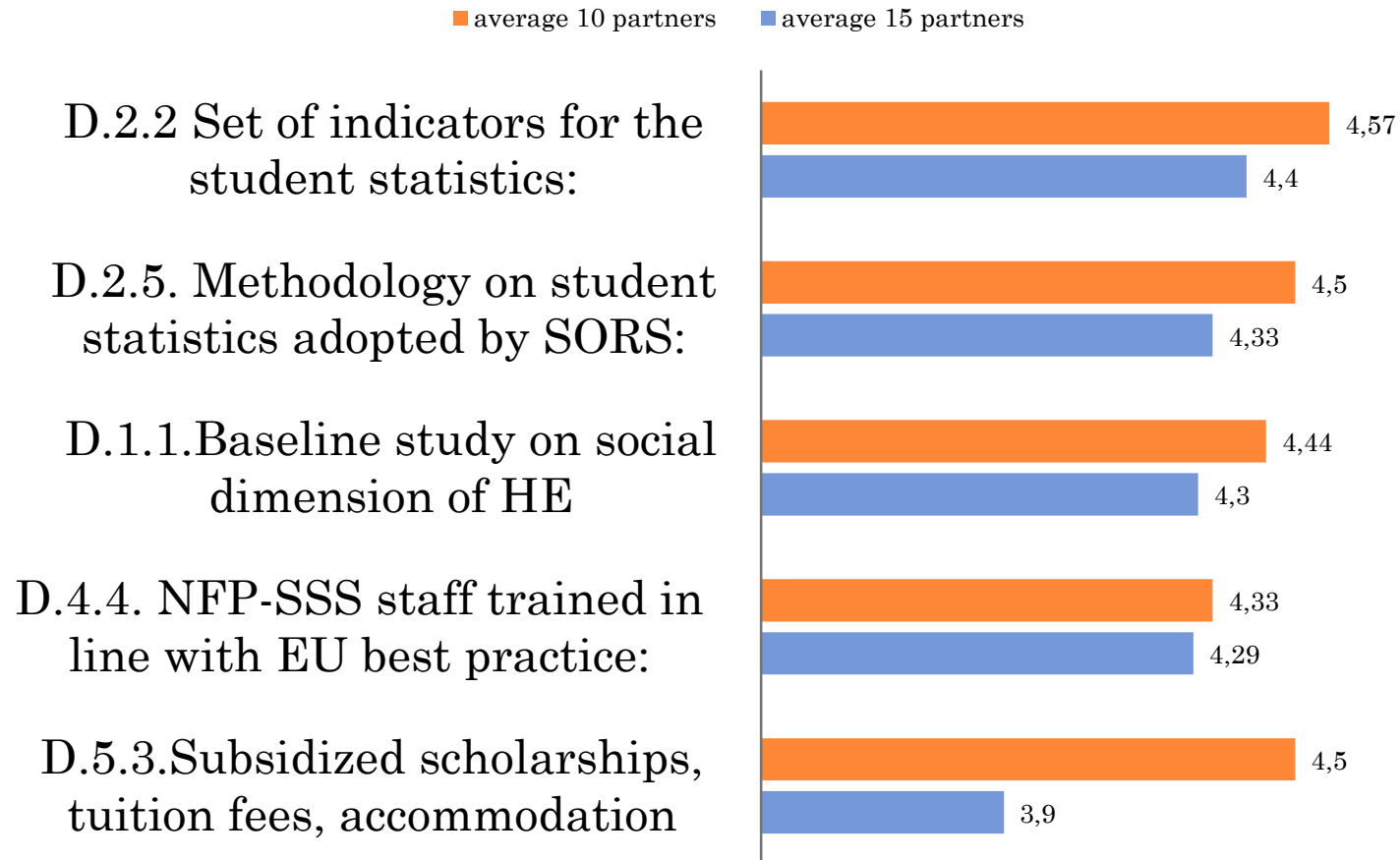
- **SECTION II: WORK  
PACKAGES**



# Extent to which the deliverables were achieved

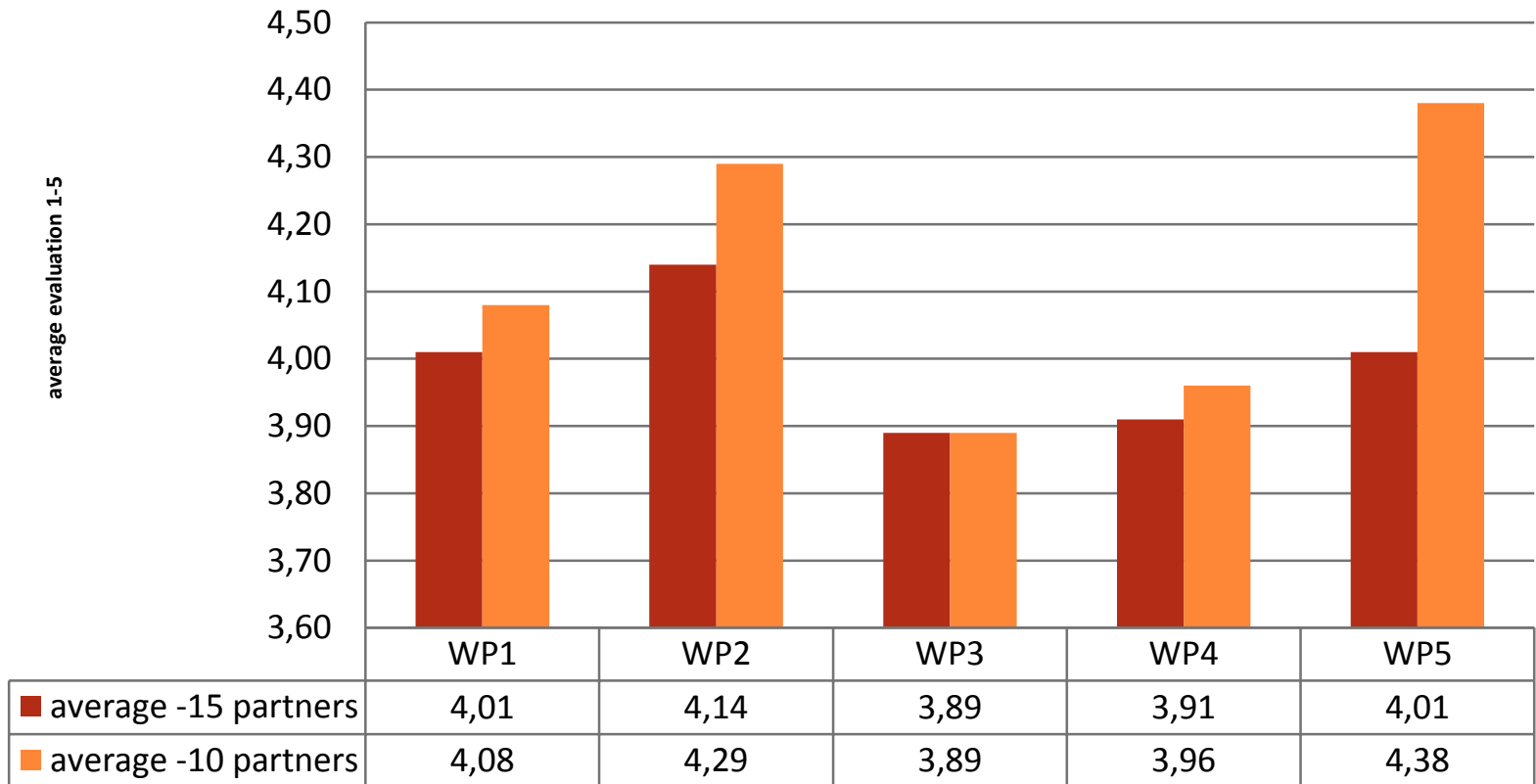


## Deliverables with best scores



- No deliverable scores below 3.57. All are evaluated on the average to have been achieved "to a high extent".
- Four deliverables score highest – where the project has succeeded best.
- Deliverables of WP5 score significantly higher in the first assessment – 10 partners, mostly universities. This WP is especially valued and valuable to the Universities

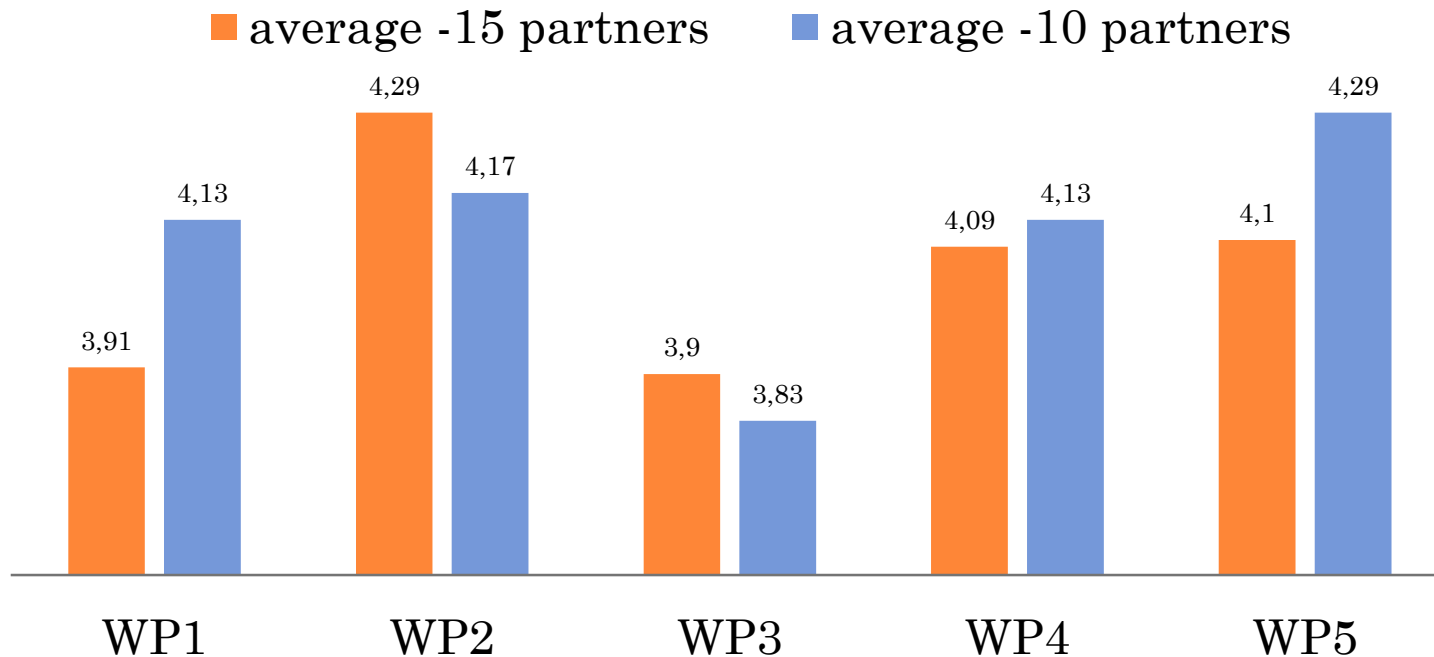
## WORK PACKAGES - EXTENT TO WHICH THE DELIVERABLES ARE ACHIEVED



Tempus - EQUIED project - Final conference 14 April 2015

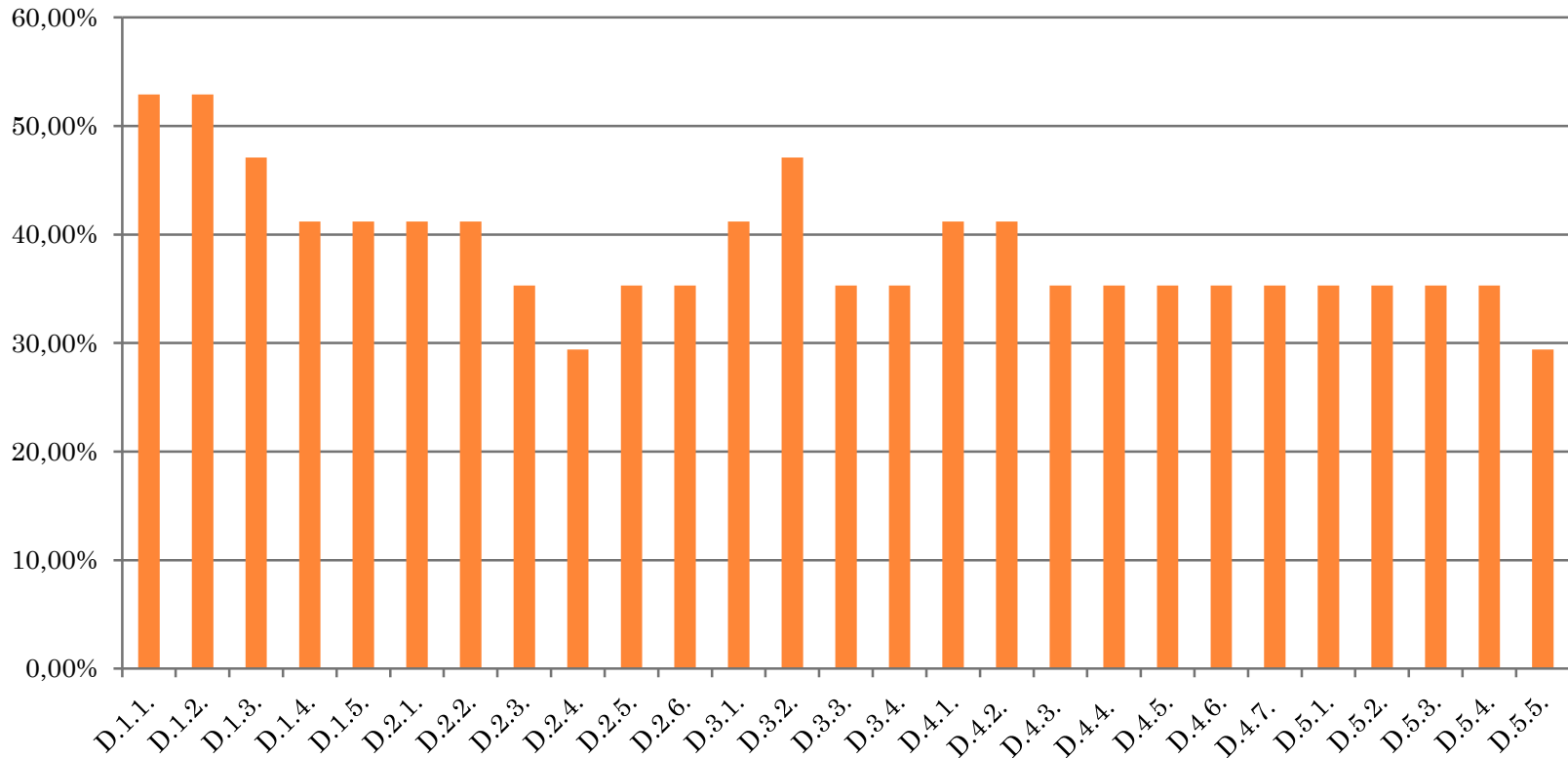
- WP1: Policy Framework: equitable access to HE in Serbia
- WP2: System of collection, analysis and dissemination of data on HE
- WP3: Legislative framework and institutional regulation regarding access to HE
- WP4: National Focal Points and Network of Student Support Services
- WP5: Student pilot programme

## WORK PACKAGES - SATISFACTION WITH THE RESULTS (1-5)



- There is correspondence between the satisfaction with results of a WP and the evaluation to what extent the deliverables of that WP are achieved.
- The opposite can be seen in WP2 – higher satisfaction but lower score for achievement. The reason is that several partners have not answered the question on satisfaction, while at the same time they have evaluated achievement of deliverables.

## DELIVERABLES – Partners who have answered for the first assessment

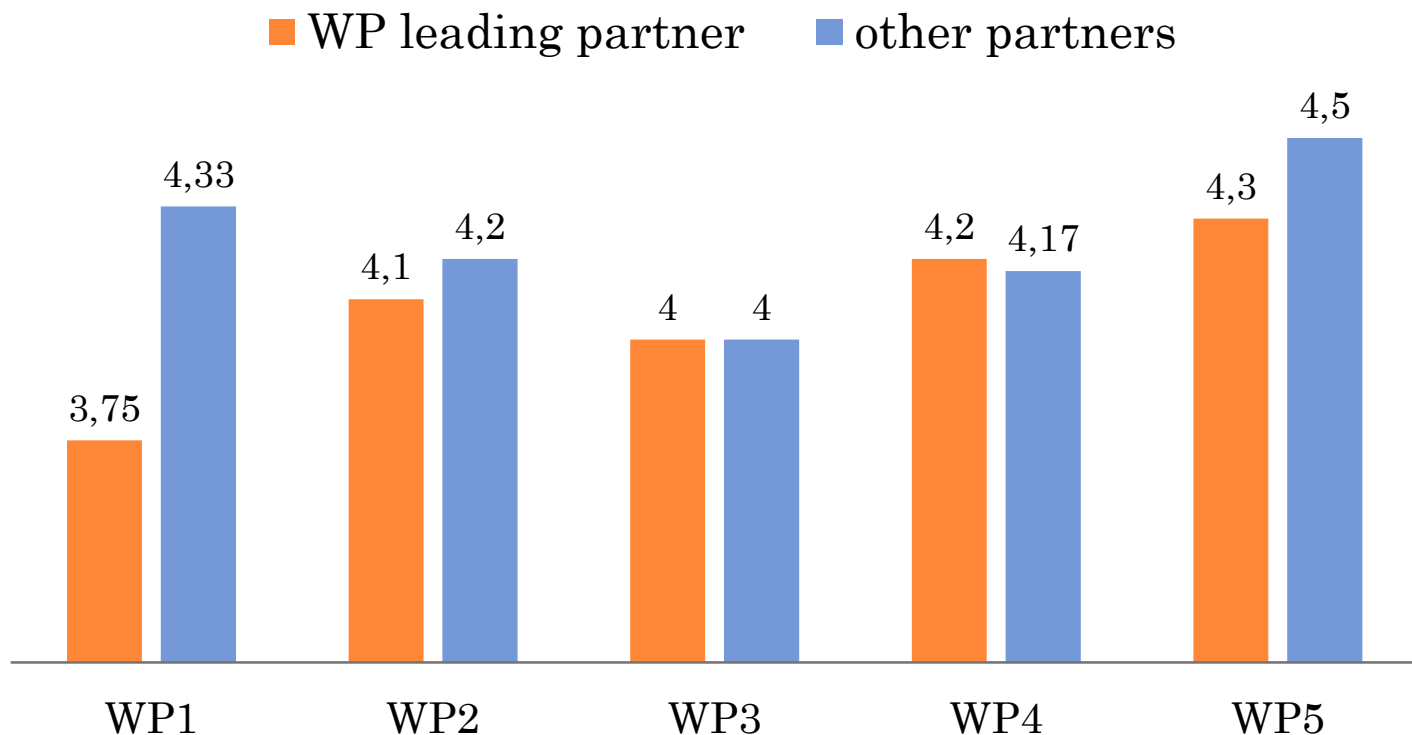


NOT ALL QUESTIONNAIRES SUBMITTED (10 OF 17)

NOT ALL PARTNERS PARTICIPATING IN OR INFORMED/INTERESTED IN ALL DELIVERABLES

THE PARTNERS HAVE BEEN MOSTLY INVOLVED/INFORMED IN WP1 AS A WHOLE AND IN SEPARATE ITEMS FROM WP3 AND WP4

# Assessment of the responsiveness



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?

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?

## Comments

*All the assessments are "to a high extent". In WP1 the responsiveness of the partners is higher.*

# WHAT COULD BE IMPROVED IN THE WPs

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

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

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

- **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
- **Association of Roma students:** Wider participation of all partners in the process and better advocacy to decision maker for legislative changes to be made

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

- **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.
- **Association of Roma students:** As result of the cooperation with University of Nis office of Association of Roma Students on University of Nis have been opened on Medical faculty of Nis. Office Is provided free of charge for rental, communal costs and internet

Please comment what can be improved/could have been done better in WP5:

- **Association of Roma students:** Universities need to show more readiness to ensure tuition fees free of charge for underrepresented students. Access to HE is better as there is more psycho-social support to underrepresented students, but costs of studies still remain obstacle for poor students to enter HE

# WP6: QUALITY CONTROL QUESTIONNAIRE

- **SECTION III: TRAINING AND  
EQUIPMENT**



# STAFF RE-TRAINING

- Q46 How many re-training activities has your institution had within the project up to now:
  - Study visit to University of Roehampton - participants 20
  - Study visit to HESA, UCAS, HEFCE, OFFA - participants 14
  - Study visit to University of Barcelona - participants 48
- Q47 Indicate how satisfied are you with staff re-training activities:
  - 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):
  - *Experiences and knowledge introduced in documents and procedures in WPs 1, 2, 3, 4 and 5*
- Comments: 15 respondents

# EQUIPMENT

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

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

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

Q52 Indicate how satisfied are you with the procurement procedure:

- **Answer:** The satisfaction is 3 (“moderately satisfied”).

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

- **Answer:** the University of Belgrade and the University of Novi sad answer positively (December 2014).

# EQUIPMENT

- Q54 Please outline where the equipment has been installed, who will benefit from it and have access to it?
- **University of Belgrade:** *Several faculties, University library, useful for students with disabilities, some to all students*
- **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.*

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- **SECTION IV: DISSEMINATION  
AND SUSTAINABILITY**

# DISSEMINATION

- 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:
  - **Answer:** In total 37 events declare 7 of 17 partners.
- Q56 Indicate how satisfied are you with the dissemination activities within the project:
  - **Answer:** The average answer is “satisfied” (4,3).

## **Comments:**

- *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

Q58 Indicate how satisfied are you with the project website:

- **Answer:** The average answer is “satisfied” (4,36).

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

- **Answer:** The average answer is “satisfied” for informative (4,46), structure (4,46), and for up to date (4,38) aspects of the website.

## **Comments:**

- *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

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

- 
- *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.*

○ THANK YOU!