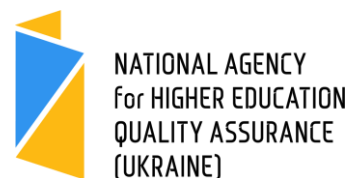


NAQA report on Experts' survey, 2021



During 2021, three waves of regular surveys of experts on the accreditation of study programmes were conducted in order to receive feedback, identify possible suggestions for ways of improvement, system self-analysis, as well as receive feedback from experts regarding the work of their colleagues in expert groups.

During the first wave of the survey, which included the examination period from January to April 2021, 1,299 questionnaires were received and analysed. In the second wave, questionnaires were received and processed from 702 experts who participated in accreditation examinations from May to August 2021. The third survey was conducted from September to November 2021, 925 questionnaires were received for processing.

The obtained information makes it possible to talk about the increase in the assessment of the perception of the accreditation process by experts compared to the results obtained after the surveys of the previous year.

The evaluation of the training offered to experts and this year's innovations: training for heads of expert groups and updated training for experts remains consistently high throughout 2021.

It is worth noting that the percentage of respondents who note the absence of any problematic moments has been steadily increasing since the survey was introduced. From the middle of 2020 to the end of 2021, this indicator increased from 23% to 48%, and therefore, NAQA generally manages to respond quickly and solve most of the actual problematic aspects of the work of experts.

NAQA also continues reviewing the report, first proposed in September 2020. On the part of the experts, we see a sufficiently high positive assessment and recognition of the feedback-review as useful. The new format of the training and the established practice of reviewing expert reports were reflected in the decrease in the relevance of the problem of «writing a report» among the respondents: from 12% at the beginning of the year to 6% as of the end of 2021.

Taking into account the constant cooperation of experts with the departments of the NAQA Secretariat, it is important to understand the assessment of the quality of the support provided. This assessment remained consistently high throughout 2021.

The most common problems experienced by experts during 2020 are «lack of time» and «heavy workload». Therefore, at the beginning of 2021, NAQA increased the time of preparation for the examination (10 working days), which made it possible to more thoroughly process the materials of accreditation cases and prepare the program of the visit in a high-quality way. A new system of deadlines for preparing reports was also introduced. 5 working days are allotted for the submission of the draft expert report, 3 working days for the review by the accreditation department of the proposed draft, and 4 working days for the finalization of the report after receiving the reviews. A clear distribution of time and compliance with the set deadlines made it possible to plan and carry out high-quality preparation for the examination, as well as to systematize, improve and make writing the report of the expert group less stressful. As a result of the work carried out, it was possible to reduce the percentage of respondents who mention «lack of time» and «heavy workload» as a problem, from 31% and 26% to 20% for both criteria, respectively.

	2021		2021		2021	
	I wave		II wave		III wave	
Describe the main problems you encountered during participation in the accreditation	1 299		702	66 %	925	71 %
Openness of HEI	80	6 %	38	5 %	45	5 %
Passive students	134	10 %	43	6 %	130	14 %
Lack of time	222	17 %	101	14 %	182	20 %
Heavy workload	260	20 %	105	15 %	181	20 %
Financial	48	4 %	35	5 %	26	3 %
Unclear process after sending expert report	57	4 %	15	2 %	19	2 %
Communication with NAQA	1	0 %	3	0 %	1	0 %
Unclear criteria	35	3 %	15	2 %	10	1 %
Writing a report	151	12 %	59	8 %	55	6 %
Cooperation with experts	63	5 %	31	4 %	28	3 %
Compilation and adherence to the visit plan	21	2 %	2	0 %	0	0 %
Work in the accreditation system	43	3 %	15	2 %	15	2 %
Unclearness of the decision of the SEC on the case	102	8 %	53	8 %	48	5 %
Unclearness of the NAQA's decision on the case	14	1 %	10	1 %	2	0 %
Incomprehensibility of the review of the draft EG report			46	7 %	39	4 %
Other	75	6 %	38	5 %	47	5 %
No problems	549	42 %	366	52 %	447	48 %