

Survey on requirements and needs of stakeholders for a VET Quality Assurance system

Fields marked with * are mandatory.

A team of educational and research institutes of five countries is developing open source online tools, for supporting Quality Assurance work of school leaders and their Quality Management team. We kindly ask you to help us by filling out the following questionnaire. In the questionnaire, neither the school nor any personal data are identifiable, and only aggregated data from all questionnaires will be made public.

Respondents data

* Country

- ☐ Austria
- ☐ Belgium
- ☐ Bulgaria
- ☐ Cyprus
- ☐ Czech Republic
- ☐ Denmark
- ☐ Finland
- ☐ France
- ☐ Germany
- ☐ Greece
- ☐ Hungary
- ☐ Ireland
- ☐ Italy
- ☐ Latvia
- ☐ Lithuania
- ☐ Luxembourg
- ☐ Malta
- ☐ Netherlands
- ☐ Poland
- ☐ Portugal
- ☐ Romania
- ☐ Slovakia
- ☐ Slovenia
- ☐ Spain
- ☐ Sweden
- ☐ United Kingdom
- ☐ Turkey

* Age

- ☐ 22-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-40
- ☐ 41-45
- ☐ 46-50
- ☐ 51-55
- ☐ 56-60
- ☐ 60-65
- ☐ 65-70

* Gender

- ☐ Male
- ☐ Female

* Teaching experience

- ☐ Student teacher
- ☐ Teacher
- ☐ Principal
- ☐ Manager

* Total years of teaching experience

between 0 and 50

* What do you teach? *(separate subjects by commas)*

* Do you use a computer in your everyday work?

- ☐ No
- ☐ I am able to use office-like applications
- ☐ I am able to communicate via e-mail, chat, social network, and so on
- ☐ I am able to use a Learning Management System (e.g. Moodle; Ilias; Blackboard; WebCT)
- ☐ I am able to write a simple programme for computer

* Are you involved into the schools' Quality Assurance activities?

- ☐ Yes, as a member of the Quality Management Team.
- ☐ Yes, as a member of the school's Management Team.
- ☐ Only as far as all teachers are involved.
- ☐ Not at all.

Working environment

* In what type of school do you teach?

- ☐ Initial education and training (IVET, Secondary schools)
- ☐ Further education and training (CVET)
- ☐ In a private training enterprise (IVET, CVET)
- ☐ Higher education
- ☐ Other

* Total number of students

* Total number of teachers

IT Infrastructure and IT Skills

* 1 - Internet access

- ☐ In every classroom
- ☐ In most classrooms
- ☐ In computer labs
- ☐ In the library
- ☐ In the staff room
- ☐ In the administration/headmaster's office
- ☐ Other

* 2 - Other Internet services in your school

- ☐ E-mail
- ☐ School Website
- ☐ Learning Management System (e.g. Moodle; Ilias; Blackboard; WebCT)
- ☐ Other

* 3 - Number of computers for students only:

This detail is important. If you are unsure, please ask the relevant person most able to answer this.

computer(s)

* 4 - Number of computers for teachers only:

computer(s)

* 5 - Technical support in school

- ☐ Basic protocols and guidelines for ICT use (no support staff)
- ☐ System administrator (not a teacher)
- ☐ ICT coordinator/system administrator (a teacher)

6 - Do you connect to the Internet

	Never	Rarely	Sometimes	Several times a week	Everyday
*From home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*From your place of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7 - Do you communicate through Internet services with students

	Never	Rarely	Sometimes	Several times a week	Everyday
*E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Via the school's network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8 - Do you communicate through Internet services with students' parents

	Never	Rarely	Sometimes	Several times a week	Everyday
*E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Via the school's network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9 - Do you communicate through Internet services with friends

	Never	Rarely	Sometimes	Several times a week	Everyday
*E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Via the school's network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10 - Do you communicate through Internet services with colleagues

	Never	Rarely	Sometimes	Several times a week	Everyday
*E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Via the school's network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11 - Do you use any of the following tools to promote your pedagogical work?

	Never	Rarely	Sometimes	Several times a week	Everyday
*Presentation software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Software to create graphs and tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Internet browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wikipedia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*E-portfolio tools (e.g. Mahara, Folio-ePortaro, RCampus, and so on)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Learning Management System (e.g. Moodle; Ilias; Blackboard; WebCT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Online presentation tools (e.g. Prezi,)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Online questionnaire editors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Online shared content repositories (e.g. Dropbox)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Online collaborative editing tools (e.g. Google Drive)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of these quality approaches do you do in your school and why?

	I do it because is useful for the school	I do it only because is compulsory	Not applicable
*Self-assessment of quality: the school assesses processes and indicators to inspire further improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Oriented to possible external audits by a third-party	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* What kind of Quality Assurance System is used in your school?

- ☐ No special Quality Assurance System
- ☐ The school has developed its own Quality Assurance System
- ☐ We use a standard Quality Assurance System recommended by the Ministry responsible for VET/Education
- ☐ I do not know

Do you participate in any of the following activities in your school?

	No such activity in my school	Yes I do	No I do not
*Self-assessment questionnaire compilation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Filling of <u>paper based</u> self-assessment questionnaires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Filling of <u>online</u> self-assessment questionnaires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Determining school performance indicators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Compiling satisfaction questionnaires for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Evaluation of aggregated results from student questionnaires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Compiling satisfaction questionnaire for parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Evaluation the results of satisfaction questionnaires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Discussion on the school's self-evaluation report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Study of student feedback on the school's interactive website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you participate in any of the following Quality Management activities in your school?

	No such activity in my school	Yes I do	No I do not
* Preparation of school quality strategy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Definition of school quality goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Setting of targets, aligned to the quality indicators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Elaborating of quality assurance manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Establishing quality assurance team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Meetings on quality assurance issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Using quality assurance indicators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Participation in internal further training on school quality assurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Participation in external further training on school quality assurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree
*Quality Assurance System involves extensive paper work, without any guarantee of improved learning outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Running a Quality Assurance System requires additional work that is not necessarily recognised by the school management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Teachers are reluctant to take part in running a Quality Assurance System, due to work overload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Teachers are not convinced of the value of implementing Quality Assurance Systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Schools must prepare for external assessment, but such evaluations are often onerous and overly formal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree that a well managed Quality Assurance System?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree
*Has a positive effect on the quality of teaching/learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Increases student satisfaction with teaching/learning and services/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improves the reputation of the school and its attractiveness for prospective students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improves internal communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Promotes further professional development of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Facilitates adaptation and individualisation of training programmes to students' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you use the following tools/methods?

	I do not know it	I know, but do not use it	Rarely	Sometimes	Regularly
*Brainstorming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Flow charts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cause/effect diagrams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*SWOT-analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*PDCA (Plan-Do-Check-Act)-cycles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Force field analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Using idea cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you know of/use:

	I do not know it	I know it but do not use it	I use it
*Integrated process management software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Quality control software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Process analysis and process modelling software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your answer was 'I use it', please specify the use:

Requirements

* Which of these quality approaches is considered most suitable for your school?

- ☐ Self-assesment of quality: the school assesses processes and indicators to inspire further improvement
- ☐ Oriented to possible external audits by a third-party
- ☐ Both

Do you consider it important that the Quality Assurance System supports uploading evidence (documents, reports, etc.) to justify each assessment item?

- ☐ Yes
- ☐ No

Which activities could be supported by a IT-based Quality Assurance System?

Below there is a list of activities and processes related to Quality Assurance in a school. For each activity and process, you should indicate how important would be to have a IT-based system to support it: 1 Low priority (IT support would not be helpful) - 5 High priority (IT support would be extremely effective)

	1	2	3	4	5
*Planning of learning activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Reception/welcoming of students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Learning activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Attainment of learning objectives, exam results, individual student progress relative to their baseline standard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Student certification and transfer to further education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Teachers' reflection on progress and the effectiveness of their approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Admission and enrolment of students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Induction of new staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Appointment of managers or other relevant positions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Professional development and motivation of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Strategic direction, leadership and planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Setting and reviewing quality policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Determining policy and quality objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Documentation of the quality management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Risk identification and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Control of quality records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Internal audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Maintenance of facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Other activities related to school organization (Timetable, tutoring, managing spaces and resources, internal committees, internal communication, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Measurement of teachers satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Measurement of students satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Measurement of parents satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Measurement of other stakeholders satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Please indicate also the top 7 activities/processes that you consider to be most important to implement a Quality Assurance process in a school.

between 7 and 7 choices

- ☐ Planning of learning activities
- ☐ Reception/welcoming of students
- ☐ Learning activity
- ☐ Attainment of learning objectives, exam results, individual student progress relative to their baseline standard.
- ☐ Student certification and transfer to further education
- ☐ Teachers' reflection on progress and the effectiveness of their approach
- ☐ Admission and enrolment of students
- ☐ Induction of new staff
- ☐ Appointment of managers or other relevant positions
- ☐ Professional development and motivation of staff
- ☐ Strategic direction, leadership and planning
- ☐ Setting and reviewing quality policy
- ☐ Determining policy and quality objectives
- ☐ Documentation of the quality management system
- ☐ Risk identification and management
- ☐ Control of quality records
- ☐ Internal audits
- ☐ Maintenance of facilities and services
- ☐ Other activities related to school organization (Timetable, tutoring, managing spaces and resources, internal committees, internal communication, etc.)
- ☐ Measurement of teachers satisfaction
- ☐ Measurement of students satisfaction
- ☐ Measurement of parents satisfaction
- ☐ Measurement of other stakeholders satisfaction

Do you use any other IT tool for Quality Assurance System? Please specify which tool

If you use any other IT tool for Quality Assurance System, can you specify for which activity?

* What would help you in your Quality Assurance work?

★ Have you heard of the European quality assurance initiative, called EQAVET?

“EU member countries should establish quality assurance frameworks in accordance with the EQAVET Recommendation. In this respect participating countries should – by the end of 2015 – establish at national level a common quality assurance framework for VET providers.” (Bruges Communiqué, 2010).

- ☐ No, I have not heard about it
- ☐ Yes, I heard about it, but I do not have detailed information on this system
- ☐ Yes, I am aware of the EQAVET principles, defining quality criteria and indicators for vocational education
- ☐ I am fully aware of EQAVET, and implement the quality criteria and indicators it defines.

IQAM course

★ As part of the OpenQAsS project, a 20 hours online training program will be developed for teachers. On successful completion of the course and passing the assessment, participants will be awarded the “Institutional Quality Assurance Manager” certificate accredited by the Consortium of five European countries: Hungary, Italy, Ireland, Spain and the United Kingdom.

Would you be interested in participating in this course at your school or local venue, and obtaining the international IQAM qualification?

- ☐ Yes
- ☐ No

Enter your e-mail if you are interested in IQAM