

## ZEM QUESTIONNAIRE FEBRUARY – MARCH 2021

### Results

After yielding useful results from previous questionnaires on national accreditation procedures, AQAS decided to conduct a pilot project concerning our international procedures through the Centre for Evaluation and Methods (ZEM) at the University of Bonn. The questionnaires were held from February until March, 2021 with accreditation experts and university representatives taking part. Due to the small number of procedures carried out by AQAS, the results are not representative but give interesting insides. The response rate for accreditation experts was 85,71 %, while the response rate for university representatives was 60 %.

The **questionnaire for accreditation experts** focuses on the following topics: the organisation of the online site visit by the AQAS Head Office, the cooperation with consultants, the sequence of online site visits, as well as suggestions and criticism regarding the sequence of online site visits and the cooperation with AQAS.

The results are very satisfactory for AQAS since 91,7 % of experts would be willing to make themselves available again as experts for AQAS and the remaining 8,3 % would not only based on their age and/or imminent retirement. Especially the cooperation with consultants yielded an enormously positive rating: the documents provided by AQAS were deemed to be helpful by 100 % of experts and 91,7 % found that the consultant efficiently steered the preparation of the report and gave adequate support in doing so: "The cooperation was perfect."

Regarding the preparation of the panel of experts by the consultant, 75 % of the experts assessed it positively and helpful. With a rate of 83,3 %, the experts also positively mentioned that the preparation by AQAS in terms of the organisation of the online site visit was good. Especially the atmosphere during the online site visits was found to be respectful, with discussions being conducted in a constructive manner (100 % of experts agreed with this). The work of the consultants was once again mentioned positively in terms of carrying out the online site visit in an appropriate manner (91,7 %). A more critical opinion of the experts refers to the documents provided by the university and its information content as well as transparency, because the majority of experts (58,3 %) only partially agrees with this statement.

The overall cooperation with AQAS was rated "very good" by 75 %, with the remaining 25 % of experts rating it as "good": "The guidelines, the discussions and the conclusions are well-designed."

The **questionnaire for university representatives** focuses on the following topics: information sources about/from AQAS, the support provided by AQAS' consultants, various aspects of the online site visit, aspects of the experts' report, the cooperation with AQAS, and the conclusion of the accreditation procedure.

The results proved very satisfactory as well, with 100 % of university representatives agreeing that the website contains the most important information, which is easily accessible, as well as agreeing upon the provided information and documents being helpful. 66,7 % of university representatives rated the availability of consultants, the advice and feedback given and the support in preparing the online site visit to be "good", with the remaining rating it as "fairly good". The same amount of university representatives found the sequence of the online site visit well and clearly structured as well as agreed on the expert group being well prepared and aware of key documents. Especially the approval rating concerning the discussion of central topics, the support through consultants during the online site visit as well as the atmosphere was highly rated (each at 100 % approval rating). University representatives praised the experts' report clear structure (100 %) and 66,7 % found it to adequately reflect the discussions during the online site visit. There is also a high consensus amongst university representatives regarding the contribution of the accreditation procedure to the further development of the study programme(s) (100 %), with 66,7 % agreeing that the decision of the Accreditation Commission was appropriate as well as transparent: "All the advises were done in a very respectful manner and were all acceptable." AQAS is especially delighted with the rating concerning the overall cooperation, as 100 % of university representatives rated it as "very good". For future improvement, the implementation of webinars about new developments in the field of higher education institutions was mentioned.

AQAS will conduct such surveys regularly in international accreditation procedures in the future.