



## QUESTIONNAIRE FOR ASSESSING EXTERNAL EVALUATORS NEEDS FOR TRAININGS

### DESCRIPTION

*The questionnaire for assessing external evaluators needs for trainings was developed based on the Regional standard of competences for external evaluators developed within the Enhancements in the quality of education and training in SEE – EQET SEE project.*

## I Introductory text

The questionnaire was developed within the Enhancements in the quality of education and training in SEE - [EQET SEE project](#). Its main objective is to evaluate the trainings needs of external evaluators in seven EQET SEE economies: Albania, Bosnia and Herzegovina, Kosovo\*, Moldova, Montenegro, Republic of North Macedonia and Serbia.

The questionnaire was developed by the EQET SEE analytical team consisting of the representatives of the EQET SEE lead partner, [ERI SEE Secretariat](#), and implementing partners, quality assurance agencies from seven economies. The contacts of people involved in the process of developing questionnaire are available here: <https://eqet.erisee.org/eqet-see-partners/>.

If you have any comments on the questionnaire or would like to get in touch with us feel free to use contact published on the EQET SEE [website](#).

\* This designation is without prejudice to positions on status and is in line with UNCSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

## Introduction

0 Please let us know in which economy you work as an external expert\*.

- |   |                        |   |                             |
|---|------------------------|---|-----------------------------|
| 1 | Albania                | 5 | Montenegro                  |
| 2 | Bosnia and Herzegovina | 6 | Republic of North Macedonia |
| 3 | Kosovo*                | 7 | Serbia                      |
| 4 | Moldova                |   |                             |

## Legal and institutional background and quality assurance

In order to increase your performance as an external evaluator to what extent would you like to receive additional training on the:

I legal and strategic framework:

Please tick one answer per item. As one question can refer to one or more documents, try averaging your answer to the best of your ability.

		Not at all										To a very high extent	Not applicable
		1	2	3	4	5	6	7	8	9	10	0	
1.1	Official state and lower-level strategies for the development of general education	1	2	3	4	5	6	7	8	9	10	0	
1.2	Official state and lower-level strategies for the development of VET education	1	2	3	4	5	6	7	8	9	10	0	
1.3	Legislation regulating the general education	1	2	3	4	5	6	7	8	9	10	0	
1.4	Legislation regulating the VET education	1	2	3	4	5	6	7	8	9	10	0	
1.5	Legislation regulating the adult education	1	2	3	4	5	6	7	8	9	10	0	
1.6	Legislation regulating the work-based learning	1	2	3	4	5	6	7	8	9	10	0	
1.7	Legislation regulating quality assurance	1	2	3	4	5	6	7	8	9	10	0	
1.8	Legislation regulating the recognition of prior learning	1	2	3	4	5	6	7	8	9	10	0	
1.9	Legislation regulating external evaluation	1	2	3	4	5	6	7	8	9	10	0	
1.10	Legislation regulating equal treatment for everyone regardless of cultural and social background, gender, sexual orientation in education	1	2	3	4	5	6	7	8	9	10	0	
1.11	Legislation/rulebooks regulating code of ethics	1	2	3	4	5	6	7	8	9	10	0	
1.12	Legislation regulation data protection	1	2	3	4	5	6	7	8	9	10	0	
1.13	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	0	

**II background of the external evaluation:***Please tick one answer per item.*

		Not at all								To a very high extent		Not applicable
		1	2	3	4	5	6	7	8	9	10	0
2.1	European quality assurance framework	1	2	3	4	5	6	7	8	9	10	0
2.2	National quality assurance framework	1	2	3	4	5	6	7	8	9	10	0
2.3	The implementation of work-based learning	1	2	3	4	5	6	7	8	9	10	0
2.4	The implementation of practical learning at schools	1	2	3	4	5	6	7	8	9	10	0
2.5	Teaching and learning methods	1	2	3	4	5	6	7	8	9	10	0
2.6	Assessment methods	1	2	3	4	5	6	7	8	9	10	0
2.7	The effects of school factors on the provision of education	1	2	3	4	5	6	7	8	9	10	0
2.9	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	

**III institutional policies governing the following aspects of the external evaluation:***Please tick one answer per item.*

		Not at all								To a very high extent		Not applicable
		1	2	3	4	5	6	7	8	9	10	0
3.1	The purpose of the external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.2	The value of the external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.3	The impact of the external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.4	Institutional procedures guiding the preparation of external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.5	Institutional procedures guiding the implementation of external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.6	Institutional procedures guiding the reporting on external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.7	Institutional procedures guiding the appeal process	1	2	3	4	5	6	7	8	9	10	0
3.8	Guiding the enhancement of the quality of external evaluation	1	2	3	4	5	6	7	8	9	10	0
3.9	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	

**IV the quality assurance of:***Please tick one answer per item.*

		Not at all								To a very high extent		Not applicable
		1	2	3	4	5	6	7	8	9	10	0
4.1	Curriculum	1	2	3	4	5	6	7	8	9	10	0
4.2	Teaching and learning	1	2	3	4	5	6	7	8	9	10	0
4.3	School climate/ethos	1	2	3	4	5	6	7	8	9	10	0
4.4	Management	1	2	3	4	5	6	7	8	9	10	0
4.5	Student support	1	2	3	4	5	6	7	8	9	10	0
4.6	Achievements	1	2	3	4	5	6	7	8	9	10	0
4.7	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	

## Quality assurance method

### V In order to increase the reliability of your external evaluation practice, to what extent would you need to increase your KNOWLEDGE on:

Please tick one answer per item.

		Not at all								To a very high extent		Not applicable
		1	2	3	4	5	6	7	8	9	10	0
5.1	The evaluation of the curriculum implementation	1	2	3	4	5	6	7	8	9	10	0
5.2	Contemporary pedagogical approaches that support the development of learners	1	2	3	4	5	6	7	8	9	10	0
5.3	Effective teaching and learning processes	1	2	3	4	5	6	7	8	9	10	0
5.4	Theories behind contemporary research methods	1	2	3	4	5	6	7	8	9	10	0
5.5	Quantitative sampling	1	2	3	4	5	6	7	8	9	10	0
5.6	Qualitative sampling	1	2	3	4	5	6	7	8	9	10	0
5.7	Indicator development	1	2	3	4	5	6	7	8	9	10	0
5.8	Questionnaire development	1	2	3	4	5	6	7	8	9	10	0
5.9	Interview guide development	1	2	3	4	5	6	7	8	9	10	0
5.10	Interview implementation	1	2	3	4	5	6	7	8	9	10	0
5.11	Quantitative data analysis	1	2	3	4	5	6	7	8	9	10	0
5.12	Qualitative data analysis	1	2	3	4	5	6	7	8	9	10	0
5.13	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	0

### VI When it comes to your evaluation practice, to what extent do you think you need to improve your:

Please tick one answer per item.

		Not at all								To a very high extent		Not applicable
		1	2	3	4	5	6	7	8	9	10	0
6.1	Understanding of thematic areas and indicators used in external evaluation	1	2	3	4	5	6	7	8	9	10	0
6.2	Ability to connect indicators used in external evaluation with the school reality.	1	2	3	4	5	6	7	8	9	10	0
6.3	Ability to gather relevant data	1	2	3	4	5	6	7	8	9	10	0
6.4	Ability to choose the appropriate data collection method	1	2	3	4	5	6	7	8	9	10	0
6.5	Ability to assess the quality of evidence used for developing reports	1	2	3	4	5	6	7	8	9	10	0
6.6	Ability to deal with contradictory evidence in order to make fair and objective judgement	1	2	3	4	5	6	7	8	9	10	0
6.8	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	0

**VII Looking at the indicators used in external evaluation, please list all of those that are:**

*When listing the indicators feel free to either list the full name of an indicator (if a specific indicator can be identified) or list a topic/a group of indicators that are challenging, for example indicators related to student support.*

**7.1a The most difficult to understand?**

0 Not applicable

1 None

2 The following indicators are the most difficult to understand:

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**Filter IF** 7.1b Why do you think that is?

7.1a=  
2

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**7.2a The most difficult to assess?**

0 Not applicable

1 None

2 The following indicators are the most difficult to assess:

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**Filter IF** 7.2b Why do you think that is?

7.2a=  
2

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**7.3a The most difficult to agree upon within the evaluation team?**

0 Not applicable

1 None

2 The following indicators are the most difficult to agree upon:

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**Filter IF** 7.3b Why do you think that is?

7.3a=  
2

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## Communication

### VIII Having in mind your role as an external evaluator, to what extent do you think you need to improve your:

*Please tick one answer per item.*

	Not at all										To a very high extent		Not applicable
	1	2	3	4	5	6	7	8	9	10	9	10	0
8.1 Knowledge on different communication techniques	1	2	3	4	5	6	7	8	9	10	9	10	0
8.2 Oral communication skills	1	2	3	4	5	6	7	8	9	10	9	10	0
8.3 Ability to adjust your communication to a person you are talking to	1	2	3	4	5	6	7	8	9	10	9	10	0
8.4 Ability to adjust your communication to changing circumstances	1	2	3	4	5	6	7	8	9	10	9	10	0
8.5 Ability to negotiate	1	2	3	4	5	6	7	8	9	10	9	10	0
8.6 Ability to apply principles of assertive and flexible communication	1	2	3	4	5	6	7	8	9	10	9	10	0
8.7 Ability to use non-verbal communication to your advantage	1	2	3	4	5	6	7	8	9	10	9	10	0
8.8 Ability to resolve conflict situations	1	2	3	4	5	6	7	8	9	10	9	10	0
8.9 Teamwork and team communication	1	2	3	4	5	6	7	8	9	10	9	10	0
8.10 Leadership and decision making	1	2	3	4	5	6	7	8	9	10	9	10	0
8.11 Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	9	10	0

### IX In your role of an external evaluator, do you think you need additional training that will focus on:

*Please tick one answer per item.*

	Not at all										To a very high extent		Not applicable
	1	2	3	4	5	6	7	8	9	10	9	10	0
9.1 Increasing written communication skills	1	2	3	4	5	6	7	8	9	10	9	10	0
9.2 Increasing the quality of written evaluation reports	1	2	3	4	5	6	7	8	9	10	9	10	0
9.3 Formulating high-quality recommendations in evaluation reports	1	2	3	4	5	6	7	8	9	10	9	10	0
9.4 Developing feedback that has a positive impact on school development	1	2	3	4	5	6	7	8	9	10	9	10	0
9.5 Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10	9	10	0

**X Thinking about the process of external evaluation, what are the most challenging aspects of communication with following stakeholders:**

*Please focus on the attitudes exhibited during the external evaluation process, whether the climate was inviting to the exchange of views; obstacles faced towards establishing open communication*

**10.1 With school management?**

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**10.2 With teachers?**

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**10.3 With learners?**

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**10.4 With parents/guardians?**

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**10.5 With employers?**

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## Social context

### XI As an external evaluator, to what extent do you need to improve your knowledge the following topics:

Please tick one answer per item.

		Not at all										To a very high extent	Not applicable
		1	2	3	4	5	6	7	8	9	10		0
11.1	Integration of social equity principles in school context and teaching	1	2	3	4	5	6	7	8	9	10		0
11.2	Poverty reduction measures available to education institutions/providers (measures that aim at supporting students in the risk of poverty such are free books, meals, financial support for travel, guidance etc.)	1	2	3	4	5	6	7	8	9	10		0
11.3	Integration of environmental sustainability principles in school context and teaching	1	2	3	4	5	6	7	8	9	10		0
11.4	Integration of gender equity principles in school context and teaching	1	2	3	4	5	6	7	8	9	10		0
11.5	Inclusive education	1	2	3	4	5	6	7	8	9	10		0
11.6	School practices regarding the cases of peer violence, cyber bullying, and begging	1	2	3	4	5	6	7	8	9	10		0
11.7	Drop-out prevention measures available to schools	1	2	3	4	5	6	7	8	9	10		0
11.8	Students/pupils participation in the education process	1	2	3	4	5	6	7	8	9	10		0
11.9	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10		0

### XII In order to increase your expertise as an external evaluation, to what extent would you like to receive additional training on the following topics?

Please tick one answer per item. Please note that the term **disadvantaged background** in this questionnaire refers to all of those who have unequal access to resources due to their culture, handicap, religion, gender, sexual orientation, economic or social status, etc.

		Not at all										To a very high extent	Not applicable
		1	2	3	4	5	6	7	8	9	10		0
12.1	How to identify and address negative institutional practices towards students with disadvantaged background	1	2	3	4	5	6	7	8	9	10		0
12.2	How to identify and address discrimination practices	1	2	3	4	5	6	7	8	9	10		0
12.3	How to communicate with students with disadvantaged background	1	2	3	4	5	6	7	8	9	10		0
12.4	How to communicate with parents/guardians of students with disadvantaged background	1	2	3	4	5	6	7	8	9	10		0
12.5	How to communicate to teachers regarding the identified discriminatory practices towards students with disadvantaged background	1	2	3	4	5	6	7	8	9	10		0
12.6	How to communicate to school directors regarding the identified discriminatory practices towards students with disadvantaged background	1	2	3	4	5	6	7	8	9	10		0
12.7	Other _____ (Please specify)	1	2	3	4	5	6	7	8	9	10		0

### 13 Do you have any additional training needs that are not covered by this questionnaire?

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## Socio-demographic background

We kindly ask you to answer two additional questions about you so that we can assess training needs in relation to education background and experience and develop more targeted and better tailored trainings. Data from these two questions will be published exclusively in relation to other questions and will not be analysed nor published separately to the rest of the questionnaire.

### XIV Withing which field you acquired the highest level of education?

- 1 **Education**  
(Including: education science, training for pre-school teachers, teacher training)
- 2 **Arts and humanities**  
(Including: audio-visual techniques and media production, fashion, interior and industrial design, fine arts, handicrafts, music and performing arts, religion and theology, history, archaeology, philosophy and ethics, languages)
- 3 **Social sciences, journalism and information**  
(Including: social and behavioural studies, economics, political sciences and civics, psychology, sociology and cultural studies, journalism and reporting, library, information and archival studies)
- 4 **Business, administration and law**  
(Including: accounting and taxation, finance, banking and insurance, management and administration, marketing and advertising, secretarial and office work, wholesale and retail sales, work skills, business and administration not elsewhere classified, law)
- 5 **Natural sciences, mathematics and statistics**  
(Including: biology biochemistry, environmental sciences, natural environments and wildlife, chemistry, earth sciences, physics mathematics, statistics)
- 6 **Information and Communication Technologies**  
(Including: computer use, database and network design and administration, software and applications development and analysis)
- 7 **Engineering, manufacturing and construction**  
(Including: chemical engineering and processes, environmental protection technology, electricity and energy, electronics and automation, mechanics and metal trades, motor vehicles, ships and aircraft, food processing, materials (glass, paper, plastic and wood) 0723 Textiles (clothes, footwear and leather), mining and extraction, architecture and town planning, building and civil engineering)
- 8 **Agriculture, forestry, fisheries and veterinary**  
(Including: crop and livestock production, horticulture, forestry, fisheries, veterinary)
- 9 **Health and welfare**  
(Including: dental studies, medicine, nursing and midwifery, medical diagnostic and treatment technology, therapy and rehabilitation, pharmacy, traditional and complementary medicine and therapy, care of elderly and of disabled adults, childcare and youth services, social work and counselling)
- 10 **Services**  
(Including: domestic services, hair and beauty services, hotel, restaurants and catering, sports, travel, tourism and leisure, community sanitation, occupational health and safety, military and defence, protection of persons, property transport services)

### XV How many years of experience you have as an external evaluator?

Please enter the duration between the date when you first started working as an external evaluator and the date you are completing the questionnaire.

\_\_\_\_\_ Years          \_\_\_\_\_ Months