

Feedback collection and analysis; Qualitative indicators

EQAVET Peer review in Romania
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Why qualitative indicators?



Assessing the satisfaction of direct beneficiaries and stakeholders of vocational training and their proposals for improvement are important in the quality cycle.



Vocational training must be focused on the needs of the learner and the labour market. Their opinion is important

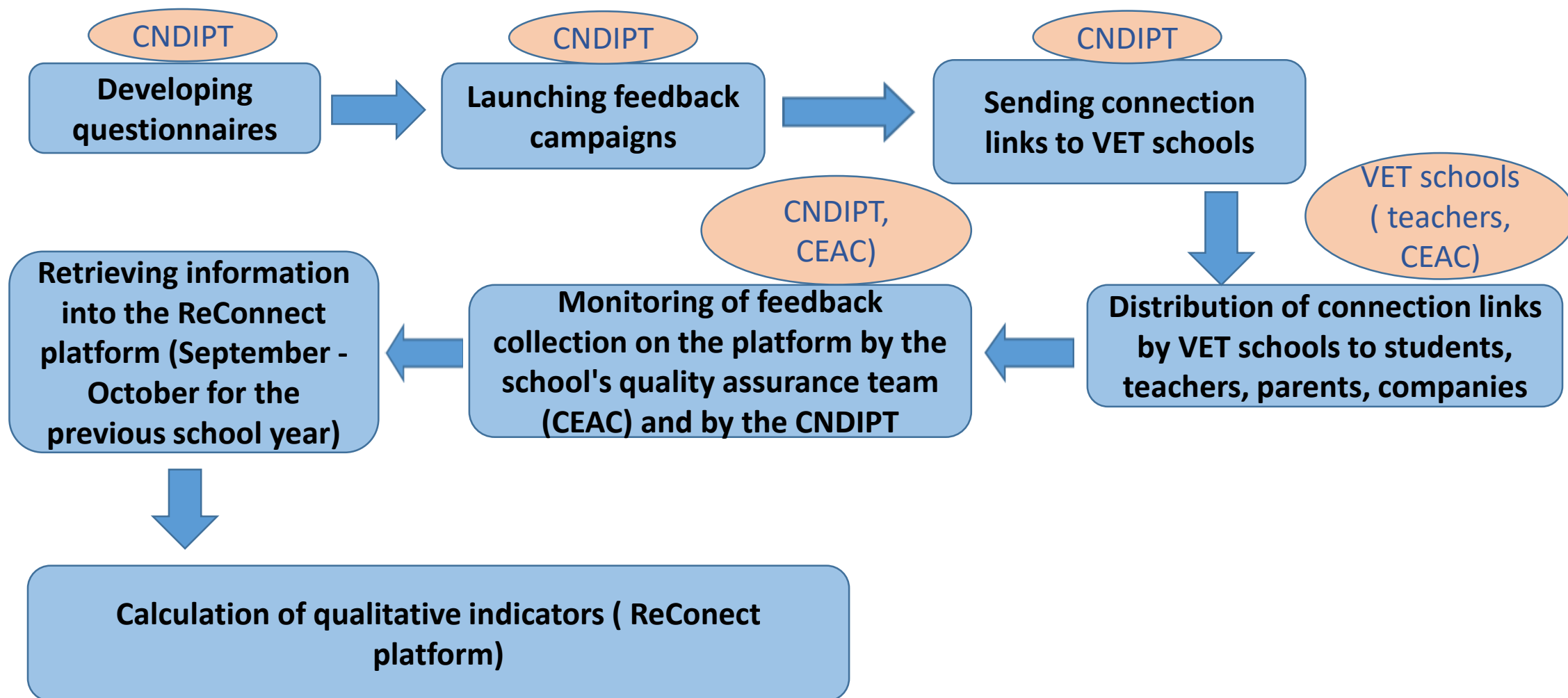


European directives integrated into the national context

Nr. Crt.	Policy area	Qualitative indicators
1	Capacity to provide vocational training programs	IPT 59. Teachers' degree of satisfaction with the current education system and with the opportunities and support offered by the school unit
2		IPT 60. Adequacy of the continuous professional training programs of TVET teachers to their needs
3		IPT 61. Degree of satisfaction with the current continuous professional training system for teaching staff in vocational and technical education
4	Process management Access to vocational training programs	IPT 62. Attractiveness of IVET for admitted students.
5		IPT 63. Attractiveness of VET for parents of students admitted
6		IPT 64. Degree of information of students regarding the options for continuing their studies after graduating from the 8th grade
7		IPT 65. Degree of information of parents regarding the options of the student after graduating from the 8th grade
8	Process management Provision of vocational training programs	IPT 66. Degree of interest of economic operators for the psycho-pedagogical training of tutors
9		IPT 67. Collaboration of economic operators with educational units
10		IPT 68. Degree of satisfaction of students regarding the quality of practical training
11		IPT 69. Frequency of communication of students with the school teacher/counselor
12		IPT 70. Frequency of communication of parents with the school teacher/counselor
		IPT 71. Degree of satisfaction of students regarding the opportunities offered by the school regarding entrepreneurial education

Nr. Crt.	Policy area	Qualitative indicators
14	Results / Impact / Efficiency / Subjective effect	IPT 72. Adequacy of the professional skills specific to the training program with those needed on the labor market
15		IPT 73. Degree of information of students regarding the options they have after graduating from the training program
16		IPT 74. Degree of information of parents regarding the student's options after graduating from the training program
17		IPT 75. Willingness of students in VET to recommend to other people to follow an VET program in the same professional qualification and educational unit
18		IPT 76. Motivation of the availability/unavailability of students in VET to recommend to other people to follow an VET program in the same professional qualification and educational unit
19		IPT 77. Willingness of parents of students in VET to recommend to other people to follow an VET program in the same professional qualification and educational unit
20		IPT 78. Motivation of the availability/unavailability of parents of students in VET to recommend to other people to follow an VET program in the same professional qualification and educational institution

The procedure for obtaining data for qualitative indicators



Difficulties encountered in applying the feedback collection procedure

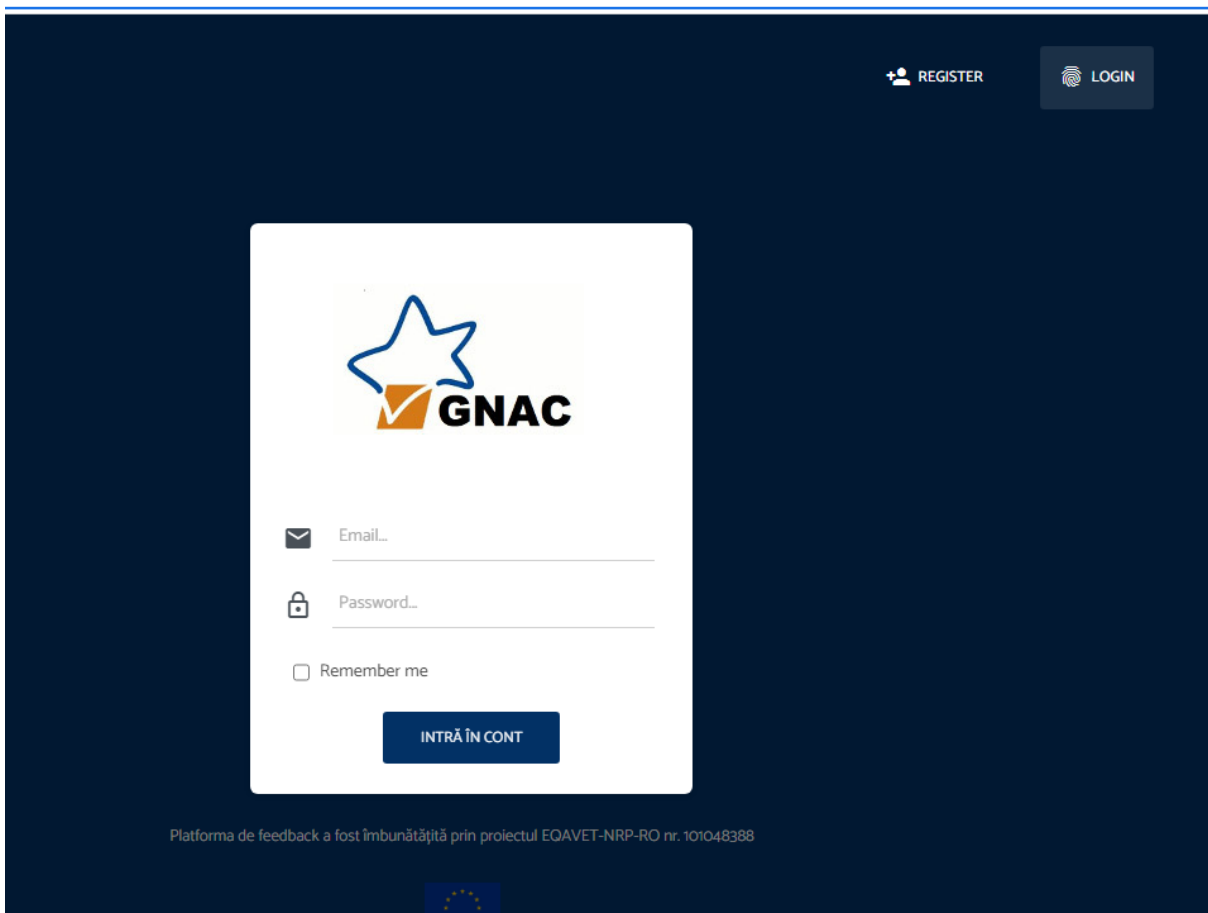
Stage	Difficulty	Possible remedial actions
Questionnaire development	- Questionnaires are developed by CNDIPT experts who do not have adequate training - Questionnaires applied to various direct or indirect beneficiaries do not always have the same common thread (the same problem seen from different angles!)	Collaboration with the Institute of Educational Sciences in developing questionnaires
Sending connection links to VET schools	Sending the link is subject to GDPR. It cannot be sent to all VET schools at the same time (approximately 1000 schools)	Developments of the feedback collection platform so that when the campaign is launched, it is automatically sent to the school
Distribution of connection links by VET schools to students, teachers, parents, companies	- Not all of the respondents' email addresses are known or they are incorrect - The school does not organize information activities for students, parents, teachers, companies (lack of staff, too many tasks, lack of interest)	- database with beneficiaries' contacts, permanently updated - motivation of the organizers - reducing the tasks of people in the CEAC - Promotional campaigns

<https://chestionare.gnac.ro/auth/login>

3 levels of access to the platform:

- ☐ Local – VET schools
- ☐ Regional – school inspectorates, regional structures
- ☐ National – structures at the national level

The questionnaires for the mechanism for monitoring and evaluating public VET policies are developed at the national level. The application of the feedback collection questionnaires is done by the school unit upon request from the Ministry of Education / CNDIPT.



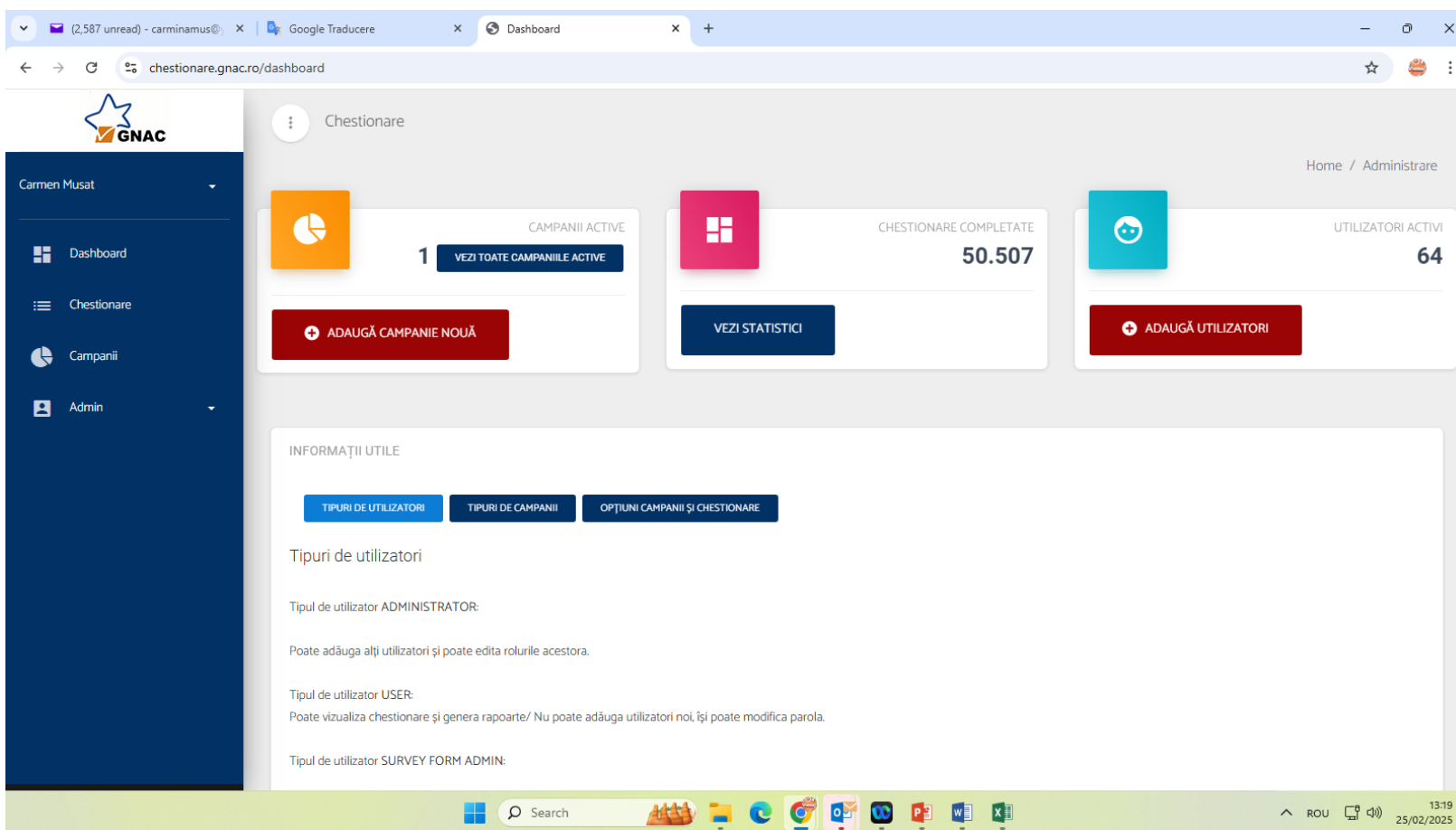
The screenshot shows the login interface of the GNAC platform. At the top right, there are buttons for 'REGISTER' and 'LOGIN'. The main area features the GNAC logo, which consists of a blue star with an orange checkmark inside, followed by the text 'GNAC'. Below the logo are input fields for 'Email...' and 'Password...', each with a corresponding icon (an envelope for email and a padlock for password). There is also a 'Remember me' checkbox. A blue button labeled 'INTRĂ ÎN CONT' is positioned below the input fields. At the bottom of the page, a small text line reads: 'Platforma de feedback a fost îmbunătățită prin proiectul EQAVET-NRP-RO nr. 101048388'. A small European Union flag is visible in the bottom left corner.

<https://chestionare.gnac.ro/auth/login>

MODULES:

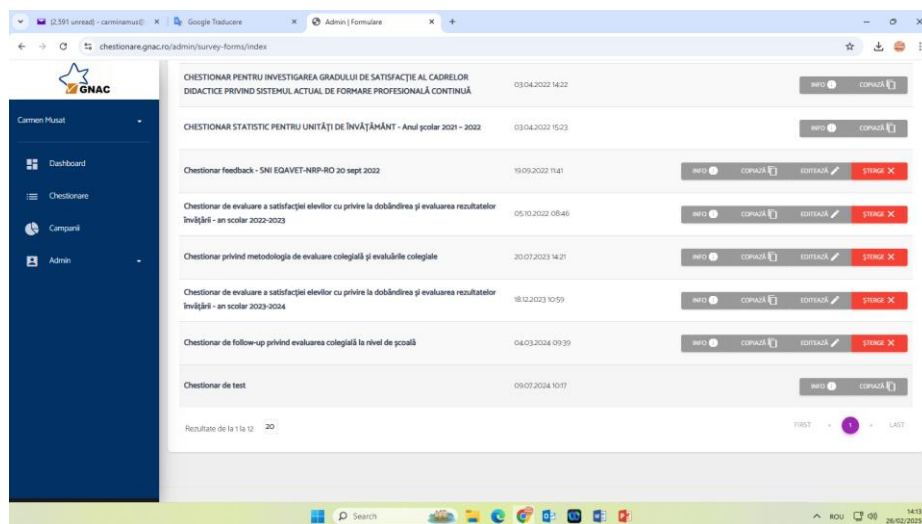
- Questionnaires
- Feedback Campaigns
- Statistics
- Users

A campaign can be assigned to a specific school, county, or national (all counties). Reports can be generated by school, county, national or other criteria established by the questionnaire (domain, types of education, etc.)

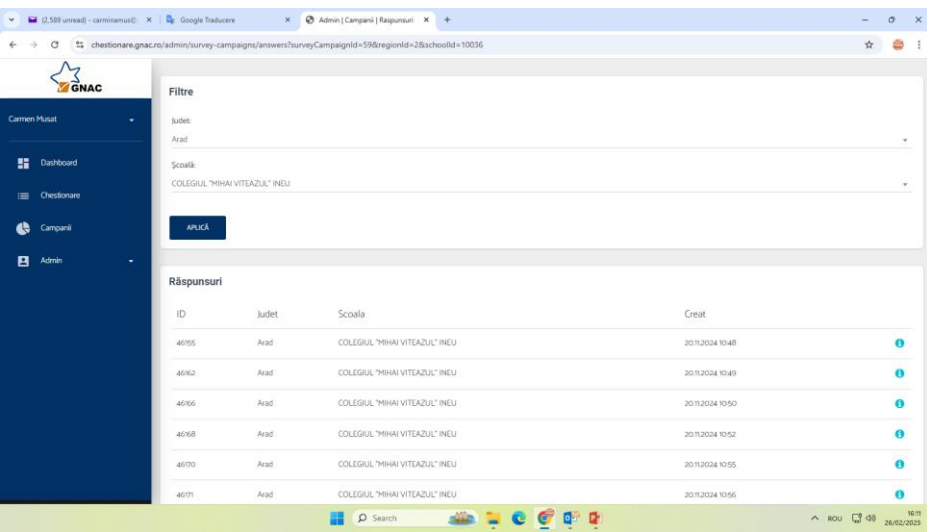


The screenshot shows the dashboard of the GNAC Feedback Collection Platform. The interface is in Romanian. On the left is a dark blue sidebar with the GNAC logo and a user profile for Carmen Musat. The main content area has a light gray background with a breadcrumb trail 'Home / Administrare'. It features three large white cards with colored icons: an orange card for 'CAMPANII ACTIVE' (1 active campaign, button 'VEZI TOATE CAMPANIILE ACTIVE'), a pink card for 'CHESTIONARE COMPLETATE' (50.507 completed questionnaires, button 'VEZI STATISTICI'), and a teal card for 'UTILIZATORI ACTIVI' (64 active users, button 'ADAUGĂ UTILIZATORI'). Below these is a section titled 'INFORMAȚII UTILE' with three tabs: 'TIPURI DE UTILIZATORI', 'TIPURI DE CAMPANII', and 'OPȚIUNI CAMPANII ȘI CHESTIONARE'. The 'TIPURI DE UTILIZATORI' tab is selected, showing details for 'Tipul de utilizator ADMINISTRATOR' (can add/edit users), 'Tipul de utilizator USER' (can view reports/generate reports, cannot add new users or change passwords), and 'Tipul de utilizator SURVEY FORM ADMIN'.

Questionnaires/ Campaigns

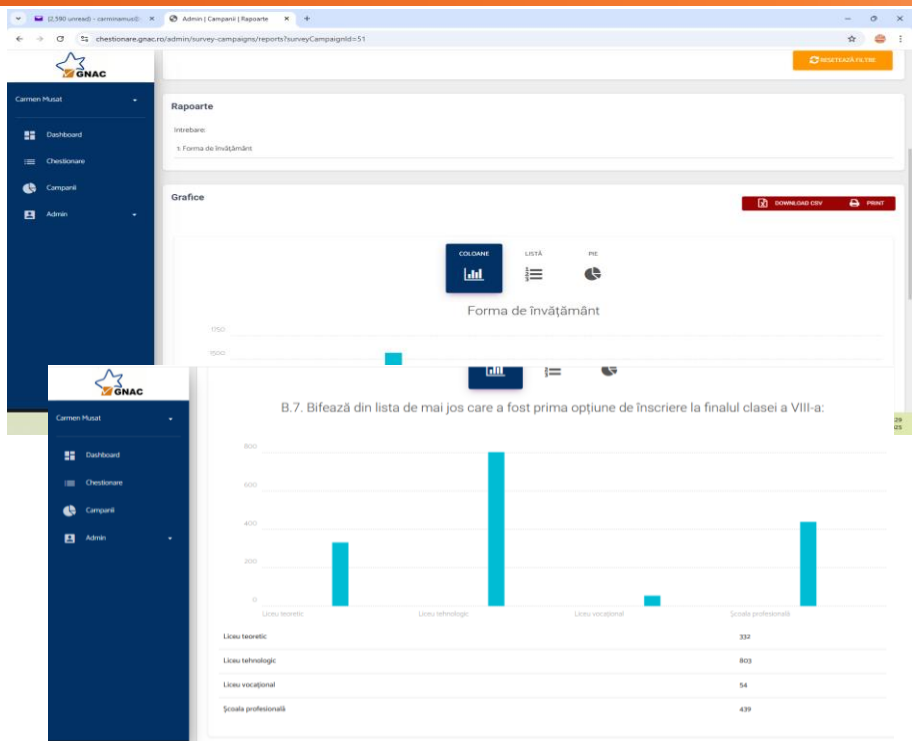


Questionnaires can only be modified, copied, or deleted by the person who edited them.



Campaigns can be selected by: Title - county – school. Only one county or all counties can be selected. All questionnaires in the selection can be viewed.

Reports / Users



Reports can be downloaded in CSV format or graphically represented. In graphical format there are three representation modes:

- columns
- list
- pie

For each item in the questionnaire there is also a tabular representation

Users: The platform administrator can add users and establish the user role (local/regional/national, generation and use of reports/ generation and use of reports+ development and campaign launch)



Response rate

966 VET schools

Category of respondents	Number of respondents 2021-2022	Numbe of respondents20 23-2024	Total 2023-2024	Response rate
Students of 9th and 12th grade	8.711	1.628+12.897	155.039	9,37 %
Parents of 9th grade students	2.376	628+5.310	90.258	6,58 %
Companies	132	31+284		
Teachers	863	123+1.393	13,622	11,13 %

Possible causes:

- the email went to spam
- the message was lost in the multitude of messages
- lack of interest from the management team

- lack of interest on the part of respondents
- incorrect or missing email addresses
- many tasks
- lack of time



THANK YOU !

<https://chestionare.gnac.ro/auth/login>

<http://gnac.montivagant.ro>

