

Annex A. Template of Experts Questionnaire

The pairwise comparison matrices of criteria composing areas of the study process

D₁ – Quality assurance policy

		continuous improvement	quality culture	accountability	stakeholders
<i>I</i> ₁	continuous improvement	1			
<i>I</i> ₂	quality culture		1		
<i>I</i> ₃	accountability			1	
<i>I</i> ₄	stakeholders				1

D₂ – Study programmes

		learning outcomes	student workload	institutional approval	monitoring and supervision	changes in external expertise
<i>I</i> ₅	learning outcomes	1				
<i>I</i> ₆	student workload		1			
<i>I</i> ₇	institutional approval			1		
<i>I</i> ₈	monitoring and supervision				1	
<i>I</i> ₉	changes in external expertise					1

D₃ – Students

		motivation reflection	flexible learning paths	variety of pedagogical methods	independent learning	procedures for student complaints
<i>I</i> ₁₀	motivation, reflection	1				
<i>I</i> ₁₁	flexible learning paths		1			
<i>I</i> ₁₂	variety of pedagogical methods			1		
<i>I</i> ₁₃	independent learning				1	
<i>I</i> ₁₄	procedures for student complaints					1

D₄ – Conditions for studies

		student admission	introduction to the programme	student progression	mobility	student certification
<i>I</i> ₁₅	student admission	1				
<i>I</i> ₁₆	introduction to the programme		1			
<i>I</i> ₁₇	student progression			1		
<i>I</i> ₁₈	mobility				1	
<i>I</i> ₁₉	student certification					1

D₅ – Teachers

		supportive environment	competent teachers	transparent recruitment
<i>l</i> ₂₀	supportive environment	1		
<i>l</i> ₂₁	competent teachers		1	
<i>l</i> ₂₂	transparent recruitment			1

D₆ – Study resources

		library	IT infrastructure	human support
<i>l</i> ₂₃	library	1		
<i>l</i> ₂₄	IT infrastructure		1	
<i>l</i> ₂₅	human support			1

D₇ – Information

		relevant indicators	timely data	student satisfaction	drop-out rates	career paths
<i>l</i> ₂₆	relevant indicators	1				
<i>l</i> ₂₇	timely data		1			
<i>l</i> ₂₈	student satisfaction			1		
<i>l</i> ₂₉	drop-out rates				1	
<i>l</i> ₃₀	career paths					1