National Evaluation and Accreditation Agency

Follow-up report on the implementation of the recommendations in the areas for development, made by ENQA in April 2015, regarding the full membership of NEAA in ENQA

Sofia, **2016**

NEAA

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List of Abbreviations

AC	Accreditation Council
HEI	Higher Education Institution (also plural)
EG	Expert Group (also plural)
ENQA	European Association for Quality Assurance in Higher Education
ESG	European Standards and Guidelines
HEA	Higher Education Act
MES	Ministry of Education and Science
NEAA	National Evaluation and Accreditation Agency
SNEAA	Statute of the NEAA
SC	Standing Committee
SCAHE	Standing Committee by Area of Higher Education
SCPAMC	Standing Committee on Post-Accreditation Monitoring and Control
PAMC	Post - Accreditation Monitoring and Control

EXECUTIVE SUMMARY

1. INTRODUCTION

This report is a statement of NEAA's work in the period from April 2015 to April 2016 on the implementation of ENQA's recommendations in the areas for development, made in April 2015, regarding the full membership of NEAA in ENQA. An appendix contains the necessary and sufficient evidence of the activities reported.

For NEAA, the implementation of the five recommendations for development is not a goal that is pursued in its own right and a singular act but a recognized responsibility and planned activity centered on the creation of quality culture. The Agency is certain that, with its internationalization and full membership in ENQA, it will contribute to the common understanding of quality assurance of education in the European Higher Education Area.

2. ACTIVITIES

2.1 Area for development 1 (Recommendation 1)

The practice of including an introductory statement (executive summary) in each report published by the Agency has been put into operation. It summarizes the chronology of the procedure, the decisions as a motivating assessment of the evidence presented on the basis of the criteria system of NEAA and the recommendations for future development of the higher school. Based on the reports published on the Agency's website, the most important information on the passed procedure in Bulgarian and English is presented.

This recommendation has been fulfilled.

2.2 Area for development 2 (Recommendation 2)

The scope of system-wide analyses and reporting has been extended. Thus, more information on wider trends and developments in the sector of higher education at national level is provided.

This recommendation has been fulfilled.

2.3 Area for development 3 (Recommendation 3)

The Agency has introduced the practice of making students' representatives full members of Standing Committees when the reconstruction of these committees takes place. This is put into operation of a constant basis.

This recommendation has been fulfilled.

2.4 Area for development 4 (Recommendation 4)

The practice of producing a briefer and more straightforward statement on its internal quality assurance procedures has been put into operation. It is published as hard copy and on the Agency's website. Thus, greater accessibility for the general public and the stakeholders to NEAA's work is conferred.

This recommendation has been fulfilled.

2.5 Area for development 5 (Recommendation 5)

The Accreditation Council continues to give its fullest support to the work of the Quality Assurance Committee in the development and application of its revised feedback procedures. A typical example of feedback is the survey, carried out in December 2015-January 2016, whose results are summarized in a specialized report (with a summary in English) published on the Agency's website.

This recommendation has been fulfilled.

3. CONCLUSION

NEAA has implemented ENQA's recommendations as a requisite of the creation of quality culture across the Bulgarian higher education sector. Committed to the objec-

tiveness of the recommendations and their importance as areas for development, the Agency has fulfilled them fully in terms of purpose and contents in the expected period of time (April 2015 – April 2016). For the Agency, this is a good example of positive impact of ENQA on its concrete activities of implementing the ESGs in parallel to the national legislation.

NEAA's policy of employing international experts in different accreditation proce-

dures, the use of the mechanisms of bilateral and multilateral agreements with European partner organizations, concrete participation in international projects determine its place and role in the common difficult and dynamic process of quality assurance of higher education.

4. ANNEX: Evidence of execution of recommendations

1. INTRODUCTION

The National Evaluation and Accreditation Agency (NEAA) mobilized its capabilities and implemented the recommendations, made by ENQA after its partial review of the compliance of the Agency activities with the European Standards and Guidelines (ESG). The new recommendations, which are five in number and are referred to as areas for development are an addition to the recommendations, outlined in the Report of the Board of ENQA in 2014, most of which were met by the date of the 2015 partial review. This was explicitly stated in the letter of ENQA Board of Directors of May 2015 to NEAA President, which determines this report as a "follow-up".

The five implemented recommendations as areas for development are not a goal that is pursued in its own right and a singular act but a recognized responsibility and planned activity centered on the creation of quality culture. The Agency is certain that, with its internationalization and full membership in ENQA, it will contribute to the common understanding of quality assurance of education in the European Higher Education Area. **For the Agency the implementation of the areas for development is a dynamic process which is open in nature. This process is directly linked to the "Programme" (1) and the "Action Plan" (2) for the implementation of the standards and guidelines for quality assurance in the European higher education area (May 2015), adopted by NEAA, to the "Strategy for the development of NEAA" (3) as a factor in raising the prestige of Bulgarian higher education. The report on the implementation of the recommendations reveals the activities in their entirety as a dynamic value, in their updating and adapting during the continuous cycle of assuring and enhancing the quality of higher education. The analysis in this respect shows NEAA's work to enrich its activities for an objective, transpa**rent, reliable, consistently implemented accreditation process. By its means, the Agency aims to assist higher education institutions to carry out their primary mission to improve the quality of education in accordance with the needs of students and users from different sectors of the social and economic life in the country. This determines the implementation of the recommendations as a deeply conscious necessity for realizing the connection between accountability and support which determine credibility and improve NEAA's public image.

2. ACTIVITIES

This section describes the implementation of the five areas for development, stating the relevant evidence in the Annex. **The text is presented as a follow-up report, as required by ENQA Board of Directors in its letter (May 2015) to the NEAA President.**

2.1. Area for development (Recommendation 1)

"As to provide even more accessible information for stakeholders, it will be helpful in the medium term to consider whether an introductory statement might be included for each report published by the Agency, giving an executive summary of the judgements, recommendations, and the most significant evaluative information. In the interest of wider communication and transparency, it would be desirable in future, should resources permit, to publish such a summary in English."

In accordance with implementing the recommendation on the application of ESG Standard 2.5 – Reporting, outlined by ENQA Board, NEAA **continues its activities in terms of the purpose and contents of the area for development 1.** On February 5, 2015 and February 19, 2015

NEAA Accreditation Council (AC) adopted **new models of the structure of the reports of expert groups and Standing committees by areas of higher education (SCAHE) for the relevant procedures (4)**. The revision of the structure of the documentation as a synthesis of national legislation and the requirements for the implementation of European quality assurance standards includes: **an introductory section, which briefly summarizes the chronology of the procedure, the decision as a reasoned assessment of the provided evidence, made on the basis of NEAA criteria system and the recommendations for the future activities of the higher school. In assessing the criteria measures in the controlled areas of activity, the use of ENQA evaluation grading scale ("full compliance", "substantial compliance", "partial compliance" and "non-compliance"), which supports objective evaluations as of Art. 79 of the Higher Education Act, has been introduced. In order to provide more accessible information to participants in the training process, the most important information (executive summary) of the completed procedure is presented in Bulgarian and English on the basis of reports, published on the Agency website.** The implementation of the new models of reports improves the dialogue with higher education institutions and scientific organizations, ensures transparency and objectiveness of the accreditation process, which is in the interest of all stakeholders in the education system and society as a whole.

NEAA optimizes its work organization as a way to provide that external evaluation should be reliable, useful, pre-defined and consistently applied. **The publication of the expert group reports, the decisions / reports of the Standing committees and the relevant executive summaries (information pieces) in Bulgarian and English is the end result of implementation in the area of development, indicated by ENQA (5)**. That result is also determined by a number of other activities, set out in the "NEAA Programme" and its corresponding "Action Plan to Implement the Programme for the Application of Standards and Guidelines for Quality Assurance in the European Higher Education Area". In this case the two interlinked documents, adopted by AC, namely: **"Updated methodological guidelines"(6) and" Updated procedures "(7), which are published in Bulgarian and English, are envisaged. The first document** aims to assist participants in the accreditation process to enhance their professionalism and achieve objectiveness in carrying out accreditation. It contains information about their rights and obligations, about the steps they should walk, and the requirements for writing the relevant documents. **The updated procedures regulate the timing and content of the specific actions and the documentation, required from the applicant (HEI) and from NEAA – the Standing committee by area of higher education (SCAHE) and the expert group (EG), proposed by it and established by the AC to carry out certain tasks. In order to prevent premeditation and spontaneity in this process, the terms of the procedure, including its beginning and end, are disclosed, using the schedules, adopted by the AC during the calendar year.**

For the period February 2015 - March 2016 NEAA has taken decisions on completed accreditation procedures for:

- **Evaluating projects for opening, transformation of higher schools, of basic units, of professional fields and majors from the regulated professions' list- 15;**

- **Institutional accreditation - 1;**

- **Programme accreditation of a professional field - 50;**

- **Programme accreditation of majors from the regulated professions' list - 14;**

- **Program accreditation of doctoral programs - 319;**

- **Post- accreditation monitoring and control - 21.**

The publication of the reports on the decisions taken regarding the accreditation procedures is a continuous process and contains information on NEAA specific organization to achieve the necessary transparency and increase confidence in it.

Conclusion: Area for development 1 (Recommendation 1) has been implemented.

Evidence: See Annex: No 5, 6, 7

2.2. Area for development 2 (Recommendation 2)

"NEAA should aim to extend the scope of its system-wide analysis and reporting so as to provide more information on wider trends and developments across the Bulgarian higher education sector."

NEAA has continued to further apply ESG Standard 2.8. by undertaking activities related to the implementation of the content of area for development 2 (Recommendation 2).

One of the key documents, prepared by NEAA, is the so-called "Summarizing Report "(8). It is the result of the evaluation of the specific professional field in all HEI that offer training programs within it. In essence the summarizing report is a comprehensive sector analysis, empirical study of the accreditation of the respective professional field of HEI, best practices and areas for improvement. In addition to presenting a general description of the state of training in the professional field, the summarizing report formulates visions about the future development of this sector.

With the implementation of the decision to increase the content of the summarizing report from 3 to 4 main components, adopted by the AC on November 28, 2013, its scope, analytical and practice characteristics have been expanded. The fourth component is an analysis of the competitiveness of training in the professional field in each accredited institution. This allows for:

- ranking the quality of training offered in the professional field for the respective educational and qualification degrees;

- outlining the specificity;

- the extent of merging with the regional social and economic life;

- comparisons with similar programs in foreign higher schools;

- introducing the practice of identifying evidence of satisfaction / dissatisfaction of users or the public as a whole with the educational and scientific products, related to the professional field.

Thirty-two summarizing reports were adopted by AC in the period from 2014 to March 2016. They are published in the newsletters and on the Agency website with information in English (8). Except for the narrow circle of specialists, the Ministry of Education and Science (MES) and the direct stakeholders, the data from these analyses serve as a benchmark for prospective students in choosing an institution where to study or continue training, for business representatives – to search for staff, for the media – to reflect the level of teaching and the opportunities for graduates.

A sector report on the state and the emerging trends in the development of the higher education system in the country has been drafted (8). The results of the analysis show that there is a good level of organization and management of the educational process at the HEI. They conduct training in accordance with their education mission, goals and objectives; have developed internal regulations about the content of school documentation and mandatory procedures for its

approval, monitoring and revision. A system for quality control and management has been developed. Academic records are periodically updated in accordance with innovative educational practices, changing conditions, the development of the relevant scientific field, the requirements of the labor market. It was established that an approach to learning and teaching, focused on the students and their needs, is applied in HEI. The aim is to cover all stages of the student "life cycle". The students and employers opinion about the training system is being studied, analyzed and taken into account in updating school documentation.

In implementation of the area for development 2 to provide more information about the development of Bulgarian higher education system, **a Report on post-accreditation monitoring and control (PAMC) on the implementation of the Internal quality assessment and maintenance system of training and academic staff in the higher education institutions (9) was adopted by AC**. According to the "Statute of the NEAA", the control on applying the internal quality assurance system in HEI is linked to the procedure for implementing the institutional accreditation recommendations and to extending and improving the criteria system, which complies with the ESG for quality education. The latest version of the criteria dates from December 3, 2015. **It is consistent with the ESG of May 2015. The "Revised criteria "(10), adopted by the AC, focus on the student life cycle, the financial provision for training, the way of surveying students' opinion and the manner of publication of results, the surveys, carried out among employers to identify their requirements to students' preparation, the demand for and realization of graduates.**

PAMC review on the implementation of the internal quality assurance system in HEI has shown the following:

Strengths

A functioning internal quality assessment and maintenance system of training and academic staff has been introduced; the academic records are properly maintained and periodically updated; internal audits at the HEI are held twice a year; anonymous surveys with students about their satisfaction with the learning process are conducted; teachers are being appraised in terms of teaching and research activities. Attempts are being made to maintain close contacts between HEI and employers. The aim is for employers of personnel to be involved in the preparation of study documentation for different specialties and practical training as well as to ensure the feasibility of graduates' realization in their companies and enterprises. There is a tendency to expand student and teacher outgoing mobility as a certain number of HEI sign bilateral international treaties with various universities from countries in and out of the European Union. The participation of Bulgarian universities in the "Erasmus+" and other programmes is growing.

Identified weaknesses

There are difficulties in introducing incentives, connected to the contribution of teachers to improving the quality of training. There is lack of initiative on the part of employers to support student training. Difficulties in renovating facilities are encountered.

Problems hindering Bulgarian higher education

For the last two years the impact of the demographic decline has been clearly seen. This year secondary school graduates in Bulgaria are less than during the previous one. This is not a sine wave but a clear plunge of the curve without prospects for recent changes. At the same time the trend to demand increased capacity, characteristic of all HEI, creates a lot of empty volumes. The system of financing higher education works on the principle - money follows the student. This means that a serious financial meltdown can be expected in the near future.

In this respect the need for adjusting HEI funding increases. It is definitely necessary that the quality of training and the scientific potential of each HEI should participate equally in the formation of the subsidies for state HEI and in determining the capacities of private HEI.

The statutory regulation that one teacher can participate in the accreditation of two HEI has a crisis effect. This is hidden inflation of the intellectual potential. NEAA periodically proposes to the Council of Ministers that this regulation should be changed. This year the Council of Ministers has decided to propose to the National Assembly that one teacher should take part in the accreditation of only one higher school. At the moment a procedure on the proposed topic is under way with a tendency for the proposal to be put on the agenda for voting during subsequent amendments of the Higher Education Act.

There is an obvious disproportion between highly demanded and unattractive specialties, which contributes to "overproduction" in one profile and impoverishment of the "range" in another.

The oversaturation of the labour market with potential personnel suggests growth of intellectual unemployment. And this is not the greatest problem. More important, the multiplication of a specialty in several HEI under the conditions of a limited number of teachers visibly reduces the quality of training, does not stimulate the competition for the best training but the demand for an easily-obtained diploma.

The extension of the scope of the summarizing reports as sector analyses for one or another professional field as well as the development of reports, connected with the trends in the development of the Bulgarian higher education system, are evidence of finding the right approach to providing the information, necessary to the public. The implementation in area for development 2 (Recommendation 2) contributes to the establishment of NEAA as a factor in providing quality education and in further asserting its autonomy and independence.

Conclusion: Area for development 2 (Recommendation 2) has been implemented.

Evidence: See Annex: No 8, 9, 10

2.3. Area for development 3 (Recommendation 3)

"NEAA should ensure that when the reconstruction of its Standing Committees takes place, student representatives are made full members of all those committees, on a constant basis."

NEAA activities to comply with the recommendation, relating to ESG Standard 3.7, are being conducted through the implementation of area for development 3.

Making students full members of standing committees has been put into operation on a constant basis. Evidence of this policy is the new composition of the Committees, selected by an AC decision on July 23, 2015, which guarantees student participation in the evaluation, accreditation and quality control of the activities of HEI. The list of SC is published on the NEAA website, which reflects the Agency approach to implementation in this area of development (11.1).

The principle of making students full members of SC has also been applied during the formation of expert groups (EG), which are temporary and whose composition and tasks are approved by AC in accordance with the specific accreditation procedure. This is a conscious policy of NEAA in the choice of the EG, which necessarily involves a student or a doctoral student (11.2). NEAA aims to expand the presence of international experts as an essential resource for the accreditation process, thus intensifying the internationalization of its activities (11.3). The decision to include representatives of trade unions, professional organizations and employers in the work of the SC is in line with the ESG and the "Programme" for the application of these standards, adopted by the

Agency. Their choice by AC is a fact and their list is on the Agency website (11.4). The participation of these practitioners is particularly important for the openness of the work of the SC and to achieve publicity in society.

All participants, listed for the accreditation process, are acquainted with and apply "The Updated Methodological Guidelines", adopted to implement the "Programme" for the application of the ESG.

Conclusion: Area for development 3 (Recommendation 3) has been implemented.

Evidence: See Annex: No 11.1, 11.2, 11.3, 11.4

2.4. Area for development 4 (Recommendation 4)

"In the interest of accessibility for the general public and its stakeholders, NEAA should consider producing a briefer and more straightforward statement on its internal quality assurance procedures, for publication on its website."

In accordance with what was achieved, regarding ESG standard 3.8, in 2015 NEAA Quality Assurance Committee has continued to operate as an advisory body to the AC with functions, defined according to the "Statute of the NEAA". Implementing the recommendations, contained in the decision of the ENQA Board and "The Programme for Implementation of the ESG", in December 2015 the updated 'Rules' for the work of the Quality Assurance Committee (12) were adopted by the AC.

The Committee held three meetings in 2015 (5 February, 14 May and 1 October) on the issue of the Agency operating model - rules, procedures, criteria systems. HEI representatives, who highlighted the need for streamlining procedures and reducing the administrative burden, showed a great interest in the topics discussed. The computerization of the Agency services was an issue systematically raised. Positive assessments were made about the greater participation of students and representatives of employers, included in the expert panels for conducting accreditation. The specificity of that information makes it necessary to outline the following circumstances:

- At the meeting of February 5, 2015 the updated version of "The Quality Assurance System of NEAA" was adopted. Three types of maintaining procedures of the system, "Correction and prevention actions", "Internal audits" and "Surveys" were discussed. The procedure "Surveys" was adopted by the AC, together with the questionnaire forms necessary to account for feedback.

- At the meeting on May 14, 2015 the report "Comparative analysis of the institutional accreditation results of HEI 2012-2015" was discussed and recommendations for optimizing the accreditation process were formulated. On the suggestion of the Quality Assurance Committee, AC adopted a decision (18/06/2015) to introduce a session for change of HEI capacity, of professional fields and majors from the regulated professions' list and in cases of obtained accreditation evaluation grades from 7.00 to 10.00, to perform the procedure on the basis of documents (13).

- At the meeting on October 1, 2015 the other two procedures, namely: "Correction and prevention actions" and "Internal audits", were approved. Fundamental issues about the prospects of simplifying the documentation related to institutional and program accreditation, including accreditation of doctoral programs, were discussed.

The Quality Assurance Committee works in direct relationship with the Internal audit group, which was established by the AC. According to the Programme, adopted by the AC, in June 2015

and February 2016 the Internal audit group examined the documentation and the compliance with the regulatory deadlines for accreditation procedures of SCAHE. Both reviews ended with statement-of-fact protocols, adopted by the AC, and with recommendations for improvement of the work of Standing committees.

Taking into account the need to implement ESG, related to NEAA independence and the autonomous exercise of its responsibility for improving the quality of training, for the integrity of its actions and their results, the Quality Assurance Committee has continued to work with the Ethics Committee. It has also updated its rules, contained in the Code of Ethics of NEAA (14). It should be noted that the Quality Assurance Committee provides for it to interact with the Committee on Students' Complaints and Appeals of Accreditation Procedures, newly formed by a decision of the AC (15). The basis of this interaction is that both committees are advisory bodies to the Accreditation Council of NEAA and preventively support its work.

Special attention was paid to the necessity of conducting training seminars for members of the Standing committees and expert groups. For this purpose two seminars, whose programs were approved by the AC, were conducted. The first seminar (10 March 2016) was dedicated to the practical application of the updated methodological guidelines and procedures for assessment and accreditation. The second seminar (21 - 22 March 2016) was about the current state, problems and prospects for the development and enhancement of pedagogical specialties in the focus of accreditation procedures. Meetings of NEAA management with the chairpersons of Standing Committees, concerning work organization, SCAHE interaction with SC on PAMC, exchange of expertise in implementing the criteria system during accreditation procedures are held periodically.

The information on current activities of NEAA Quality Assurance Committee is provided using statements in Bulgarian and English and is available on the Agency website. (16)

Conclusion: Area for development 4 (Recommendation 4) has been implemented.

Evidence: See Annex: No 12, 13, 14, 15, 16

2.5. Area for development 5 (Recommendation 5)

"The Accreditation Council should continue to give its fullest support to the work of the Committee for Quality Assurance, as it develops and implements its revised feedback procedures."

With responsibility and attention AC gives its support to the Quality Assurance Committee's work. Evidence for its support is the adoption of the revised rules of the Committee to implement the "Programme" for the application of the ESG, of its proposals for the establishment of the Internal audit group, for simplifying the procedure to change the capacity, for conducting seminars. The Agency works closely in the international project EIQAS http://www.eiqas.com/ (17), aimed at introducing the Standards of Part 1 of ESG – Internal Quality Assurance in HEIs. Besides the project participants NEAA sent 10 stakeholders - 5 students to Ljubljana (Slovenia) and 5 experts to Lisbon (Portugal), to undergo training.

A survey among rectors, students and HEI representatives (1079 respondents) was carried out between December 2015 and January 2016 in order to realize feedback. It showed the respondents' positive attitude to NEAA's work. The survey results have been summarized in a specialized report, which is published on the Agency website with a summary in English (18).

Conclusion: Area for development 5 (Recommendation 5) has been implemented.

Evidence: See Annex: No 17, 18

3. CONCLUSION

NEAA has implemented the five areas for development (recommendations), specified by ENQA, as a requisite of the creation of a quality culture across the Bulgarian higher education sector. Committed to the objectiveness of the recommendations and their importance as areas for development, NEAA has fulfilled them fully in terms of purpose and contents in the expected period of time (April 2015 – April 2016). For the Agency, this is a good example of positive impact of ENQA on its concrete activities of implementing the ESGs in parallel to the national legislation. The report on the compliance of NEAA criteria system with ESG (19), adopted by the AC, reveals the capabilities of the Bulgarian specialized accreditation authority to develop as a reliable and independent ENQA partner. NEAA's policy of employing international experts in different accreditation procedures, the use of the mechanisms of bilateral and multilateral agreements with European partner organizations, concrete participation in international projects determine its place and role in the common difficult and dynamic process of quality assurance of higher education.

Evidence: See Annex: No 19

4. ANNEX

Evidence of the execution of the recommendations (according to the number of the in-text citation)

1. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Programa_za_prilagane_na_ESG_2015.pdf

Document in English
Programme For The Implementation Of Standards And Guidelines For Quality Assurance In The European Higher Education Area, Approved By The Conference Of Ministers In Yerevan, Held On 14-15 May 2015
http://www.neaa.government.bg/index.php/en/about-us-3/quality-assurance-in-the-activities-of-the-neaa

2. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Plan_za_deistvie_za_izpalnenie_na_programa_za_prilagane_na_ESG_2015.pdf

Document in English
Action Plan to Implement the Programme for the Application of Standards and Guidelines for Quality Assurance in the European Higher Education Area
http://www.neaa.government.bg/images/files/SUKO/Plan_za_deistvie_za_prilagane_na_ESG_2015_EN.pdf

3. Document in Bulgarian
http://www.neaa.government.bg/images/files/Strategija_2014-2017_extended_ver_BG.pdf

Document in English
Strategy for the development of NEAA in the period 2014-2017
http://www.neaa.government.bg/images/files/SUKO/Strategija_2014-2017_extended_ver_EN.pdf

4. Documents in Bulgarian
http://www.neaa.government.bg/index.php/ocenjavane-i-akreditacija/struktura-na-dokladi

Document in English
Samples of:
   - Report-model of Expert Panel on the Completed Review of the Institutional Accreditation Procedure of Higher School
   - Report-model of Standing Committee on the Completed Review of the Institutional Accreditation Procedure of Higher School
http://www.neaa.government.bg/index.php/en/evaluation-and-accreditation/structure-of-reports

5. Documents in Bulgarian
http://www.neaa.government.bg/index.php/akreditirani-institucii/visshi-uchilischa
http://www.neaa.government.bg/index.php/akreditirani-institucii/nauchni-organizacii

Documents in English
http://www.neaa.government.bg/index.php/en/accredited-higher-education-institutions/higher-

institutions
http://www.neaa.government.bg/index.php/en/accredited-higher-education-institutions/scientific-organizations

Published Reports – Executive Summaries in English
http://www.neaa.government.bg/images/Akreditirani_PN/Anotacii_EN/

6. Updated methodological guidelines
Documents in Bulgarian
http://www.neaa.government.bg/index.php/ocenjavane-i-akreditacija/metodicheski-dokumenti-na-nacionalnata-agencija-za-ocenjavane-i-akreditacija

Documents in English
Methodological documents and procedures of the national evaluation and accreditation agency
http://www.neaa.government.bg/index.php/en/evaluation-and-accreditation/methodological-documents-and-procedures-of-the-national-evaluation-and-accreditation-agency

7. Updated procedures
Documents in Bulgarian
http://www.neaa.government.bg/images/OA-IA/prozeduri_IA_new.pdf
http://www.neaa.government.bg/images/OA-PA-DP/prozeduri_PNiDP_new.pdf
http://www.neaa.government.bg/images/OA-PA-SRP/prozeduri_SRP_new.pdf
http://www.neaa.government.bg/images/OA-OP-VU/prozeduri_Projects_new.pdf

Documents in English
Procedures for institutional accreditation, programme accreditation and documentation for their implementation
http://www.neaa.government.bg/index.php/en/evaluation-and-accreditation/institutional-accreditation
http://www.neaa.government.bg/images/Criteria_EN/prozeduri_PNiDP_EN.pdf
http://www.neaa.government.bg/images/Criteria_EN/prozeduri_SRP_EN.pdf

Procedures for project evaluation and documentation for their implementation
http://www.neaa.government.bg/images/Criteria_EN/prozeduri_Projects_EN.pdf

8. Documents in Bulgarian
http://www.neaa.government.bg/index.php/publikacii/dokladi
(Summarizing reports on the results of the completed programme accreditation of professional fields in higher education institutions)
Report on system-wide analysis of state and tendencies in development of Higher schools in Bulgaria
http://www.neaa.government.bg/images/Reports/Doklad_Sociolozi.pdf
Executive Summary of report on state and tendencies if development of higher schools in Bulgaria
http://www.neaa.government.bg/images/Reports/Obobstavasti%20dokladi/Anotacia_sociolozi.pdf

Documents in English
Excerpts from summary reports on the results of the completed programme accreditation of professional fields (in English)
http://www.neaa.government.bg/index.php/en/publications/summarizing-reports
Executive summary of the Report on the state and trends in the development of higher education

institutions in Bulgaria
http://www.neaa.government.bg/images/Publications-en/summerizing_reports/NAOA_annn_summ_reports.pdf

9. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Doklad_za_SANK_vurhu_vutr._sistema

Document in English
Report concerning the post-accreditation monitoring and control on the implementation of the Internal quality assessment and maintenance system of training and academic staff in the higher education institutions
http://www.neaa.government.bg/index.php/en/about-us-3/quality-assurance-in-the-activities-of-the-neaa

10. Updated criteria
Document in Bulgarian
http://www.neaa.government.bg/index.php/dejnost-po-sank/kriterii-proceduri-metodicheski-nasoki

Document in English
Criteria on post-accreditation monitoring and control on the implementation of the internal quality assurance system for training and academic staff of higher schools
http://www.neaa.government.bg/index.php/en/pamc/criteria-and-procedures

11. Lists and other documents
11.1
Document in Bulgarian
http://www.neaa.government.bg/index.php/homepage/94-balgarski/about-us/struktura-na-naoa/207-postojanni-komisii

Document in English
Standing Committees by Areas of Higher Education
http://www.neaa.government.bg/index.php/en/home-en/115-english/about-us/structure/284-standing-committees-by-areas-of-higher-education

11.2 Document in Bulgarian
http://www.neaa.government.bg/images/files/Spisak_Nominirani_eksperti-2015.pdf

11.3 Document in Bulgarian
http://www.neaa.government.bg/images/files/Mejdunarodni_eksperti

11.4 Document in Bulgarian
http://www.neaa.government.bg/images/files/Spisak_potrebiteli_kadri_2015.pdf

12. Updated regulations
Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/PravilaZaDeinosttaNaKomissiaVOK_akt2015.pdf

13. Document in Bulgarian
http://www.neaa.government.bg/index.php/homepage/106-balgarski/novini/622-nova-sesija-za-promjana-na-kapaciteta

14. Code of Ethics
Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/et_kodeks_NAOA.pdf

15. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Pravilnik_za_dejnostta_na_Komisiata_po_jalbite1.pdf

Document in English
Rules of Procedure of the Committee on Students' Complaints and Appeals of Accreditation Procedures
http://www.neaa.government.bg/images/files/SUKO/rules_of_procedure.pdf

16. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Izqvleniq_KKachestvo_NAOA.pdf

Document in English
Statements of the Commission for Quality Assurance, concerning its activities for internal quality assurance
http://www.neaa.government.bg/images/files/SUKO/Statements_NAOA-Komisiq%D0%9Aa4estvoto_EN.pdf

17. Project 'Enhancing Internal Quality Assurance Systems' (EIQAS)
http://www.eiqas.com/

18. Documents in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Doklad_Anketi1-21-32-1.pdf
http://www.neaa.government.bg/images/files/SUKO/rezume_anketi_2016.pdf

Document in English
Executive summary of the survey results of the opinion of Rectors, students, doctoral students and representatives of the higher education institutions about the organization and implementation of accreditation procedures and project evaluation.
http://www.neaa.government.bg/images/files/SUKO/NAOA_executive_summary survey.pdf

19. Document in Bulgarian
http://www.neaa.government.bg/images/files/SUKO/Съответствие_между_СтандартитеESGНАОА%20_16%20дек2015

Document in English
Report on the Compliance of NEAA Criteria System with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)
http://www.neaa.government.bg/images/files/SUKO/NAOA-dokladESG_en.compressed.pdf

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