




# **External Evaluation Process. Best Practices.**


**HEI University 'Marin Barleti '  
Tirana-ALBANIA**



# I. The good practices identified by Institutional Review in our university

- MBU's systematic approach in responding to issues raised by quality processes through the construction and execution of **action plans**
- the use of **partnerships** to provide information and Market Research which assists the University in producing graduates with appropriate skills, knowledge and understanding
- the **high standard of equipment** in all teaching areas which provides students with a high quality learning environment
- the **sports facilities** which effectively support sports programmes, extracurricular activities and provide community facilities in the evenings
- the **free provision and support** provided to final year high school students to prepare them for their examinations and progression to higher education

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- MBU's approach to **lifelong learning**, which is promoted through the use of elements of degree programmes including **minor modules**, to **provide continuing professional development**
  - **the management of student internships and placements**, which effectively supports the development of practice-based knowledge
  - the clear and comprehensive systems for the annual **review of programmes** and follow up of key actions
  - MBU's systematic approach to **staff development** which motivates staff to engage with training and external opportunities
  - **the comprehensive support** provided to academic staff to facilitate engagement with **externally funded projects and the inclusion of students in related activities**

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- **the clear orientation programme** supports students to understand the range of guidance and advice available
  - **the consultation with students** to inform annual reviews and enhancements
  - **the range of clubs and activities** available to students including sporting, cultural and academic events enhance the student learning experience
  - the **Alumni Career Office (ACO)** follows up on alumni who may not have found work and **continues to support** them with vacancy notifications, advice and guidance



## **II. The good practices for PROCESS OF EXTERNAL REVIEW**

- **A structured process of external review.**

The whole process of Institutional review based in a clear step by step scheme. (stages, timeframe, activities)


### **Preliminary Phase was well planned to support self-evaluation**


- Scheme provides opportunities that HEI to develop self-evaluation process and has enough time(13 weeks)
- Communication and discussion between review Manager and HEI it's a good help for self-evaluation process.
- 8 weeks before External Evaluation, HEI submit Self-Evaluation Documents (report & evidences). This is a necessary time for review process.



## Visit to the HEI

- 2 days visit
- The well-planned agenda that enabled meetings with all stakeholders and interest groups to HEI ( self-evaluation team, students, support/administrative staff, full time and part-time lecturers, senior staff, rector/ Directors of HEI)
- The visit enabled the observation of complete physical environments within and outside the institution, libraries, laboratories, ICT equipment, secretaries, online communications, and other documentations
- Focus groups with different human resources of HEI provided data for 5 areas of assessment (organization and management, resourcing, curriculum, teaching, learning and research, students and their support.
- 30 minutes meetings with each interest groups were very effective
- Pre-planned questions for each team provide reliable & sufficient data for what happens in the institution


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- Communication of reviewers during evaluation process were very professional, comprehensive, and create a positive/optimism climate for us.
  - Verification of evidence documents in HEI was strong point because clearly prove the authenticity and real functioning of institution (procedures, regulations, operating documents, curriculum documents, etc.)
  - Feedback of external evaluation team with rector at the end of the visit was a valuable reflection on the institution.
  - Delivery on time of the final report of the external evaluation for review by HEI is a good practice that brings a professional reflection and we think that makes more good institution.



### III. The good practices during self-evaluation process in UMB

- **Training** (create of self-evaluation team, training of members team, contacting of AQAHE, writing report, evidences and review, process)
- **Cooperation** (academic staff, support & administrative staff, students, lectures part-time & collaborators)
- **Management** ( involvement of all actors, units and interest groups in this process)



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- **Methodology** (*In this process, there were used methods, techniques and instruments from self-evaluation processes in the institution, but also materials and data from assessment carried by students with regard to the teaching process, to the academic staff and to the infrastructure.*)
  - **Writing of report** (*respecting of quality & quantity criteria for writing report* )
  - **Creating of self-evaluation culture** (*all human resources in UMB are involved & are more informed for importance of this process*)



**Thanks for your attention!**