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Annex 2 Summary of brainstorming session held on September 28, 2016

Identification of the list of documents that each HEI needs to
develop or update

Study visit at the University of Salzburg, Austria
28-30 September, 2016

“Strategic Support on Strengthening the Quality Assurance Structures at the Private
Higher Education Institutions in Albania”

Venue:

University of Salzburg, Austria:
PARIS-LODRON UNIVERSITY SALZBURG
Hellbrunnerstr. 34,
Salzburg, Austria
A-5020

1. European University of Tirana:

Available documents with regard to Internal Quality Assurance processes:

- Statute
- UET Regulation
- Brochure of documents – “On Organization and Function of Commission of Internal Quality Assurance”
- Strategic Plan 2015 – 2020

Existing formats and Procedures:

- Questionnaires on teachers’ performance (online survey filled by the students anonymously)
- Focus Groups
- Annual Action Plan
- Monitoring of exams evaluation

Documents to be improved/compiled during the QAinAL project:

- Job description for Quality Assurance Unit Members
- Action plan for evaluation of research
- Action plan for evaluation of impact of the research
- Action plan for evaluation of the benefits that UET has from student and staff mobility

2. POLIS University:

The existing documentation of the Internal Unit of Quality Assurance (IUQA) of the University Polis, and identified needs for capacity building of the Unit:

Existing documentation:

The composition, function, and competency of IUQA are defined in:

- Statute of the Institution
- Regulation of IUQA (included is the job description- attached)

Quality Policies are also part of:

- Strategy Development of the University Polis

Besides the regulation, IUQA has also this documentation:

- Annual Work Plan (allocation of activities, calendar, and responsible persons)
- 7 forms in total:
 - 3 forms for teaching evaluation:
 - The form for evaluation of students
 - The form for peer review
 - The form of self-evaluation
 - 2 forms for scientific research evaluation:

- Individual form
- Department level form
 - o 1 form for the quality of administration and services
 - o 1 form for ALUMNI feedback
- 4 reports:
 - o 2 reports for teaching evaluation (semester report)
 - o 1 annual report for scientific research evaluation
 - o 1 report of the work of administration (secretary, protocol, finances, library)
- Minutes and list of the Unit taxation
- Statistics and reports in the Ministry of Education
- Internal evaluation reports during various accreditations
- Manual of quality management and documentation according to the standard ISO 9001: 2015

Identified issues for capacity building of the Unit:

- Further improvement of the instruments of scientific research evaluation
- Unification of reports in a few forms and effective administration of the electronic information system
- Dissemination of the culture of quality in all institutions by increasing the involvement of students and staff (not only the full-time academic one, but also the part-time one and the administrative staff)

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3. Presentation of “Marin Barleti University” at the study visit in Salzburg on 28 September 2016.

Quality assurance unit at MB University is composed of two offices:

1. Quality assurance office for Master studies
2. Quality assurance office for Bachelor studies

The Unit has consultancy and coordination role within in the University. Heads of both offices are member of the University Senate, the leading authority in the University.

The responsibilities of the Unit are prescribed in the Academic regulation and the Unit operates according to the main document approved from the Senate: Evaluation policy.

Despite the counseling role in quality assurance in all practices in the university, the offices are mostly engaged in:

1. Program evaluation by the students
2. Opening of new programs
3. Accreditation of new programs and institution

In the framework of this project we aim to:

- Further improve our actual documents and policies incorporating the experience gained from this project and shared experiences among the partners.

- Preparation of the teaching guide/catalogue as demonstrated in the university of Salzburg
- Training with Senior Staff and authorities (to be discussed further in the University)
- Trainings with academic staff (to be discussed further in the University)
- Trainings with administrative staff (to be discussed further in the University)



4. Pjeter Budi College:

Under Article 92 of the Statute of the College "Peter Budi" and the Regulation on the quality assurance procedures, in early 2007 it established the Office for Quality Assurance. This office is responsible for monitoring and evaluating scientific work of the institution, program evaluation, determination of quality assurance procedures and evaluating the quality of the courses/lecturers.

Quality mainly is monitored through questionnaires. CPB uses the following questionnaires:

1. ALUMNI evaluation (every 3 years)
2. Administrative staff performance (once a year)
3. Program Evaluation (every 3 years)
4. Course/lecturer evaluation (each semester/twice per academic year)
5. Self Performance Appraisal-administrative staff, managerial staff and lecturers (once per academic year)

Need for trainings:

1. Trainings on lecturing staff on developing course syllabuses in terms of workload, credits, skill/knowledge.
2. Assistance to Quality Assurance office in terms of program development through labor market cooperation (i.e. assessing market needs) through questionnaires.



5. University of New York in Tirana:

Identification of the list of documents that UNYT presented to develop / update during the presentation in the study visit at the University of Salzburg, Austria, on September 20, 2016

QA Unit – General Regulations

Regarding Teaching

Manual of institutional QA procedures {on institutional level, but including Faculty Development Training}

Methodology of using the QA instruments { student evaluation – template; and Peer evaluation – template; Self-evaluation faculty/administrative performance ; course feedback template }

Methodology of Reporting {Sample of QA reporting ; matric format of QA Indicators in a report}

Regarding Research {any evaluation template that might measure evaluate research on centre/institutional level

Regarding Administrative and management

- Evaluation of Student Services {general evaluation templates }
- Students Bodies/Government {manual and models}
- Evaluation of relevant Units upon graduation of students–regulations and procedures on the management of Alumni and Career Bodies



EPOKA University (to be added when sent):