



Project name: **Strategic support on strengthening the quality assurance structures at the private higher education institutions in Albania**


Project no: **561510-EPP-1-2015-1-AT-EPPKA2-CBHE-JP**

Project acronym: **QAinAL**

Needs and analysis questionnaire

Please return this questionnaire, by November 27, 2015 to peter.eckl@sbg.ac.at and mjellma.carabregu@wuskosova.org

INTRODUCTION



By definition quality assurance can be understood as all actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements. In particular for higher education institutions this definition implies, that quality assurance is a continuous process of improvement accompanying the development of knowledge and experience in a given discipline, the requirements of the market and the stakeholders and the national and international legislative demands.


In other words, higher education institutions have to provide state-of-the-art education enabling the graduates to be competitive at the national and international labour market. Quality assurance therefore addresses several levels:

- a) Quality of teaching and learning
- b) Quality of research and development
- c) Quality of (student) services
- d) Quality of management

The aim of the questionnaire is to get an overview of the current situation at the private higher education institutions in Albania and Kosova with regard to quality assurance processes and mechanisms. The results will serve as a basis for a better organization of the content of the study visits, trainings, workshops and planning of the overall project activities.

Quality of teaching and learning

- How many curricula does your institution offer?
- Are these curricula structured according to the Bologna Process?
- Are these curricula based on the requirements of the market? If yes, please comment on the procedures of stakeholder involvement!

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- **Teaching personnel:**
 - What are the criteria for recruitment of teaching personnel?
 - Does your institution offer permanent or temporary positions? In case both applies, please comment on the percentage of permanent versus temporary positions!
 - Does your institution require Ph.D. title for professors and/or other categories of teaching personnel?
 - Does your institution publicly advertise teaching appointments?
 - What are the selection criteria?
 - Does your institution negotiate target agreements with the teaching personnel? If yes, please comment on the content of these agreements!
 - By which means does your institution monitor the quality of teaching in relation to the educational objectives? Please specify!
 - Does your institution offer awards for very good and/or innovative teaching?
 - Does your institution enable/support/reinforce/request continuing scientific education of the teaching personnel?
 - Did your institution implement measures for gender mainstreaming?

Students

- What are the requirements for student enrolment?
- Are students actively involved in teaching evaluations? How are they involved?
- Does your institution offer additional qualifications to enhance competitiveness nationally and internationally? If yes, which ones?
- Does your institution offer joint study programmes with international higher education institutions? If yes, please specify!
- What services are provided for the students - IT services, international office, access to scientific literature, career center or others?
- To what extent does your institution offer e-learning courses?
- How many of the initially enrolled students of a given curriculum graduate? How high is the drop-out rate?
- Is the drop-out rate depending on particular curricula?
- Does your institution have a graduate survey system allowing a feed-back for improvement of the curricula based on the success of your graduates at the labour market?
- How does your institution keep contact with the graduates?
- Does your institution provide curricula not accredited by the National Accreditation agencies? If yes, please specify the degree(s) obtained upon graduation!



Quality of research and development


- Is your institution also a research institution?
- How does your institution finance research activities - tuition fees, national science funds, government, private enterprises or other?
- How does your institution provide access to international scientific literature (libraries and scientific databases)?
- Please describe your research infrastructure!
- Is your institution involved in national and/or international research projects/programs?
- Are the research achievements of your institution published - nationally, internationally?
- By which measures does your institution support research? Please describe!
- By which means does your institution evaluate research at a regular basis - Peer review, benchmarking or other?
- Is budget allocation within your institution depending on the evaluation outcome?
- Does your institution adhere to quality standards such as GLP (good laboratory practise), GCP (good clinical practise) or other? If yes, which ones?
- Does your institution adhere to good scientific practice rules, i.e. how do you prevent fraud and/or plagiarism?

Quality of student support services

- Which services are provided by your institution? Please describe!
- By which means does your institution evaluate these services - questionnaires, external review or other?
- Are there process optimization procedures applied?
- Are there measures of continuing training - courses the personnel has to attend for improvement, etc.?

Quality of management

- Is there a permanent management, Rector (or equivalent) and management board (or equivalent) or is it elected for a certain period?
- Does your institution have an external advisory board? If yes, are there international members in the board?
- Does your institution have an external supervisory board? If yes, are there international members in the board?
- From which occupational areas are the members of the boards recruited?
- Is the management subject of evaluation? If yes, describe how!

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- Does the management release a development plan?

Quality Assurance Office

- Did your institution establish a quality assurance office? If yes, specify the number of employees working there and the quality assurance measures the office is responsible for!
- Did the personnel in the quality assurance office receive any training? If yes, please specify!
- Is there a requirement for additional training? If yes, please specify!

