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# External evaluation process Best practices - UET

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# External evaluation process for quality assurance UET

- Institutional and programme accreditation
- External experts
- Institutional Review Process

# Institutional and Programme Accreditation

- By Ministry of Education & Sports and ASCAL
- A periodic process (Re-accreditation)
- Mandatory for all HEIs

# External experts - UET

- **The involvement of external Experts** in the process of internal evaluation is considered an important experience to provide more objectivity and impartiality in trials and evaluation results, as well as to get feedback by the experts who can bring different points of view and perspectives, to further improve the implemented practises.
- The Establishment of counselling bodies like The Trust Board and Labour Market Board also answer the institution need to consult with external stakeholders.
- Institution publishes annual report, submits it to the Ministry of Education and Sport, academic staff and students (helps the institution to identify the directions in which the university should work for needed improvements, and serves the internal and external evaluation).
- One external expert is member of Internal Quality Assurance Commission
- Voluntary external evaluations implemented are focused in:
  - Teaching
  - Research
  - Curricula's
  - Literature

# External evaluation process - UET

- The overall aim of Institutional Review is to assess the extent to which each HEI meets the Albanian State Quality Standards, which came into force in 2011.
- Institutional Review is a peer review process with each review team composed of a mix of UK reviewers appointed by QAA and Albanian reviewers appointed by Albanian Public Accreditation Agency for Higher Education (APAAL).
- The resulting reports serve not only for institutional accreditation based on the extent to which the HEI meets the standards, but also inform the HEIs, Albanian government, the public and students of how each HEI meets the standards.
- The report produced by Review Team also helps the HEI to identify priorities for enhancement.

# External evaluation process - UET

- The Albanian State Quality Standards are grouped under five Evaluation Areas:
  1. The Organisation and its Management;
  2. Resourcing;
  3. The Curriculum;
  4. Teaching, Learning, Assessment and Research;
  5. Students and their Support.

The report produced by Review Team identifies features of good practice, recommendations, affirmations of action in progress and weaknesses for each Evaluation Area, together with a judgement as to how well the HEI meets the standards.

The Judgements that the reviewers may assign are: standards are fully met; standards are substantially met; standards are partly met; or standards are not met.

# External evaluation process - UET

- UET – part of the first group, together with:
  - Universiteti Marin Barleti
  - Universiteti Politeknik i Tiranës
  - Universiteti "Aleksandër Moisiu", Durrës
  - Universiteti i Elbasanit, "Aleksandër Xhuvani«
- Activities conducted:
  - Preparation of the Self Evaluation Report (SER) 30/05/2016 – 22/07/2016
  - Institutional Evaluation from Review Team based on SER: 25/07/2016 – 13/09/2016
  - Visit in the institution by Review Team: 22 – 23/09/2016
  - November 2016 – Final Draft-Report of the Institutional Review of The European University of Tirana
  - Summary judgement
    - **The review team recommends to the Accreditation Council that at the European University of Tirana the State Quality Standards are fully met.**

# Self-evaluation Report for Institutional Review (SER)

- The report has been prepared by a team of internal experts, appointed by the Rector of the European University of Tirana.
- The selection of team members was based on several criteria including professional competence, teaching experience, analytical skills, the capacity and possibility to collect and elaborate information in order to provide objective and unbiased evaluations, the time and extent of knowledge of the institution activities, and previous experience in similar evaluation processes.
- The self-evaluation team consists of 6 members, including one student, proposed by the Students' Council.
- Drafts were circulated to a wider audience within the University before being finalised and approved by the Rector and the self-evaluation writing team.



# Self-evaluation Report for Institutional Review (SER)

- The duties and responsibilities of each team member have been clearly stated from the beginning of the process.
- The team members in their analysis have highlighted the main achievements through all academic processes, including scientific research of the academic staff in the last five years.
- The evaluation of the main achievements of the university has been organized in 5 main areas.
- The self-evaluation team has consulted the internal documentation of the university, including the Statute, Regulations, Strategies and other internal Regulation Acts.
- The team has also consulted and used in a rational manner all statistical data, reports and documental evidence of academic and administrative structures of the institution; such evidence has been included in this report in the form of supportive documents.

# Review Team visit agenda

Activity	Participants
Lead Reviewer meets with Institutional Coordinator	Review Team & Institutional Coordinator + SER Writing Team Members
Meeting with the Rector to consider the Strategic Direction of the University	Rector and Review Team
Meeting with First , Second and Third Cycle Students	Review Team & Students
Meeting with Senior Staff responsible for the Organisation & Management of the University and Resourcing	<ul style="list-style-type: none"> <li>• Deans</li> <li>• Heads of Department</li> <li>• Pro Rector</li> <li>• Director of Doctoral School</li> <li>• QA Unit</li> </ul>
Tour of Campus Facilities	
Meeting with Teaching and Research Staff	<ul style="list-style-type: none"> <li>• Teaching staff from all programmes</li> <li>• Personal tutors</li> <li>• Admissions tutors</li> <li>• Programme Directors</li> <li>• Research staff</li> </ul>
Meeting with Support Staff	<ul style="list-style-type: none"> <li>• Marketing Manager</li> <li>• Admissions Officer</li> <li>• IT support</li> <li>• Student Care Office/Student Support coordinator</li> <li>• Careers Counsellor</li> </ul>
Final Clarification Meeting with Key Staff	

## UET 'reflections' on Institutional Review Process

- Stage 1: Pre-visit activities
  - The information provided in the Handbook was fit for purpose.
  - Communications with PAAHE in relation to the pre-visit activities were fit for purpose.
  - Discussions with the Review Manager about the visit agenda were productive.
- Stage 2: Review visit activities
  - There were sufficient opportunities to present evidence.
  - There were sufficient opportunities for appropriate discussion between the review team and the HEI's staff

**Thank You For Your Attention!**