



REPUBLIKA E SHQIPËRISË
AGJENCIA E SIGURIMIT TË CILËSISË
NË ARSIMIN E LARTË

Institutional evaluation as a cooperative process with other agencies -Experiences from Albania-

Dhurata Bozo

Quality Assurance Agency for Higher Education for Higher Education
Albania

CEENQA WORKSHOP
FRIDAY, 28 APRIL 2017

Outline

1. *Institutional Review of Higher Education Institutions in Albania; the project*
2. *Joint Review QAA_UK and APAAL_AL*
3. *What's new?*
4. *Results and Outcomes*

Context

- ▶ **Memorandum of Understanding MoES - QAA –UK: December 2014**
- ▶ “To support collaboration in the review of higher education institutions and strengthening of Quality Assurance in Higher Education in Albania”
- ▶ **Overall Project Contract MoES - QAA _UK; February 2016**
- ▶ “For the provision of quality assurance expertise to support the: the creation of external quality review materials; peer reviewer training, and external review of Higher Education Institutions in Albania,
- ▶ **Individual project contracts QAA - APAAL for each HEI under review**

Background to the review programme

- ▶ 35 HEI-s after the Legal Verification Process in 2014 (out of 59 in 2013)
- ▶ Need for a thorough quality verification procedure
- ▶ Public HEI-s never undergone any institutional review and accreditation
- ▶ Trust and reliability of the national EQA Institutions very low

Process based on:

- ▶ APAAL and QAA working in partnership
- ▶ Review against Albanian standards
- ▶ Use of European Standards and Guidelines
- ▶ Drawing on QAA experience

Institutional Review QAA-APAAL

- ▶ 35 Higher Education Institutions grouped in 7 Batches
- ▶ Duration: 19 months
- ▶ 3 type of Activities
 - ▶ Activity 1: Methodology and Handbook- march-may 2016
 - ▶ Activity 2: selection and training of reviewers: march-june 2016
 - ▶ Activity 3; Institutional Review of 35 HEIs; June 2016-October 2017
- ▶ **Joint review process:** QAA_UK and APAAL-KA
- ▶ **Reviewers:** 25 QAA- 15 APAAL

Review Methodology

▶ Reference Standards:

- ▶ State Quality Standards 2011
- ▶ ESG 2015

▶ Institutional Review Areas:

- ▶ The organisation and its management
- ▶ Resourcing
- ▶ The curriculum
- ▶ Teaching, learning, assessment and research
- ▶ Students and their support

Players

▶ Institutions

- ▶ QAA_UK
- ▶ APAAL_AL
- ▶ Accreditation Council/Board_AL
- ▶ Higher Education Institutions, staff and students

▶ Individuals

- ▶ Institutional Coordinator - HEI
- ▶ Review Manager(s)- APAAL
- ▶ Team Leader- QAA_UK

▶ Reviewers

- ▶ Review Team; mixed QAA - APAAL, QAA reviewers in majority (Number of reviewers depends on size of HEI:QAA reviewers always in the majority; Lead reviewer from QAA reviewers)
- ▶ Review support experts- QAA_UK

Phases of the process

▶ Activity 1:

Methodology and Handbook- march-may 2016

▶ Activity 2:

Selection and training of reviewers: march-june 2016

▶ Activity 3:

Institutional Review of 35 HEIs; June 2016-
October 2017

Activity 1:

The creation of External Quality Review Documents

- ▶ Restructuring of Institutional Standards under 5 Institutional Review Areas
- ▶ Reformatting of SE and ER Report templates
- ▶ Development and adapting of the AMS system for the IR purposes and format and user's manual for HEIs and reviewers
- ▶ Student and staff survey questionnaires
- ▶ Methodology
- ▶ **INSTITUTIONAL REVIEW OF HIGHER EDUCATION INSTITUTIONS IN ALBANIA: THE HANDBOOK 2016 - 2017**

Activity 2;

The training of peer reviewers by QAA experts

Training issues/topics

- ▶ Understanding the Albanian QA context, approach and HE system
- ▶ Role of reviewers in the process and coordination
- ▶ Work methods and approach in all review stages and procedures
- ▶ Coordination and tasks assignment between RT members
- ▶ Organization, behavior and questioning methodology/technique
- ▶ Report writing; structure, content and summary
- ▶ Better understanding on judgment and findings
- ▶ Issuing final judgement
- ▶ Follow up and enhancement approach component
- ▶ From review judgement to accreditation decision
- ▶ Many others;

Activity 3; Institutional Review

▶ Activity 3a;

Review of Batch 1: 6 HEI-s, representatives of the Albanian HEIs type and typology; June-December 2016

- ▶ Already over & decisions taken in April 2017
- ▶ Feedback and joint evaluation of the first phase: additional comments, guidelines for improvement

▶ Activity 3b;

Review of Batches 2-7, 29 HEI-s: January-October 2017

- ▶ Batch 2; review visit over; July Review reports
- ▶ Batch 3 and 4: under the review visit; reporting in August
- ▶ Batch 5: review visit in May, reports early September
- ▶ Batch 6: reviews visit June 2017; report end September
- ▶ Batch 7: review visit July; report mid October

Main stages of the Institutional Review

1. Self-evaluation
2. Desk-based analysis
3. Face-to-face reviewers' meeting
4. Visit to the HEI
5. Judgements and reporting

State Quality Standards

Institutional Review Areas:

1. The Organisation and its management
2. Resourcing
3. The Curriculum
4. Teaching, Learning, Assessment and Research
5. Students and their Support

Self-evaluation stage

Key players:

- ▶ Self-evaluation team
- ▶ Institutional Coordinator
- ▶ Students
- ▶ Review Manager
- ▶ Lead reviewer
- ▶ Review team

The self-evaluation folder

- ▶ Institutional profile
- ▶ Results of staff questionnaire
- ▶ Results of student questionnaire
- ▶ HEI's self-evaluation documents:
 - ▶ GID: general institution data
 - ▶ Self-evaluation report,
 - ▶ Supporting documents

Desk-based analysis stage

- ▶ PAAHE's electronic folders
- ▶ Virtual meeting between lead reviewer and Review Manager
- ▶ Virtual team meeting
- ▶ Summaries of evidence

First face-to-face reviewers' meeting

- ▶ Off site and Supported by QAA_ Business Skype
- ▶ Chaired by lead reviewer
- ▶ Share summaries of evidence
- ▶ Plan HEI site visit

Reviewers' visit to HEI

- ▶ Duration depends on size and complexity
- ▶ At least two reviewers for all activities face to face with HEI staff or students
- ▶ Assembling and triangulating evidence
- ▶ Meetings with staff and students, analysing documents, direct observation, for example, of physical resources
- ▶ Drafting summaries of evidence
- ▶ Review team meetings

Outcomes from review

- ▶ Findings
- ▶ Judgement for each Evaluation Area
- ▶ Summary judgement
- ▶ Accreditation Council decision
- ▶ Published report

Findings

- ▶ Features of good practice
- ▶ Weaknesses
- ▶ Recommendations for action by the HEI
- ▶ Affirmations of courses of action that the HEI has already taken

Judgment

- ▶ **Judgement for each of the Review Area:**

4-level scale, expressed as one of :

- ▶ The Standards for [*area name*] are fully met
- ▶ The Standards for [*area name*] are substantially met
- ▶ The Standards for [*area name*] are partly met
- ▶ The Standards for [*area name*] are not met

- ▶ **Identify findings for each of the Evaluation Areas**

- ▶ **Methodology for reasoning and issuing the judgement**

Overall Judgement

▶ Summary/Overall Judgement for the Institutional Review,

expressed as one of :

- ▶ The State Quality Standards are fully met
- ▶ The State Quality Standards are substantially met
- ▶ The State Quality Standards are partly met
- ▶ The State Quality Standards are not met

▶ Summary of findings

- ▶ Good practice
- ▶ Weaknesses
- ▶ Recommendations
- ▶ Affirmation of action being taken

▶ Methodology for issuing the overall judgement

Accreditation Decision

- ▶ Accreditation Board; final decision body
- ▶ No conditional accreditation
- ▶ Quality translated into years of accreditation validity
- ▶ Accreditation Board Decision: recommends to the Ministry of Education and Sport one of the following:
 - ▶ Accreditation valid for 6 years in case of a “fully met” area and summary judgement
 - ▶ non-accreditation in the case of a “not met” summary judgement
 - ▶ Postpone decision: Conditions for accreditation in case of a “partly met” for all areas and summary judgement
 - ▶ Accreditation valid for 2-5 years all intermediate cases

Concerns, Complaints and Appeals

► Concerns

An issue raised, in the context of quality assurance in higher education, as posing a possible risk to standards or quality and therefore requiring evidence-based investigation

► Complaints

The right for the HEI to present any complaint related to stages of the review process, on the grounds that they have not been given the opportunity to provide comments or feedback.

► Appeals

The right for the HEI to present a request for revision of the decision according to the Albanian Administration Code.

Administration of the Institutional Review AMS system

- ▶ Fully administered and managed through APAAL Management System
- ▶ Communication triangle:
 - ▶ Review Manager -APAAL
 - ▶ Institutional Coordinator - HEI
 - ▶ Review Leader - Review Team

Management through AMS

- ▶ Application for Review
- ▶ Self-evaluation Documents and Folders
- ▶ Institutional Profile and General Institutional Data
- ▶ Staff and Student Survey
- ▶ Communication among coordinators and team members
- ▶ Discussion Forum
- ▶ Exchange of documents
- ▶ Providing reports
- ▶ Desk-based evaluation
- ▶ Management of all Review Documents
- ▶ AMS User's Manual



Kreu Menuja kryesore

+ Gjenero profilin e IAL

Takim Informues Mbi Fillimin e Procesit të Vlerësimit Institucional dhe Manualin e Vlerësimit për Institucionet e Arsimit të Lartë në Shqipëri [Data fillimit: 2016-05-20 09:00:51 | Afati i Fundit: 2016-05-20 12:00:19]

+

Njoftim per stafet akademike te institucioneve te arsimit te larte per aplikim per eksperte te vleresimit te jashtem ne kuader te akreditimit institucional [Data fillimit: 2016-04-14 13:42:38 | Afati i Fundit: 2016-04-18 13:42:41]

+

Deklarim te numrit te studenteve [Data fillimit: 2016-04-13 10:04:13 | Afati i Fundit: 2016-04-14 10:04:15]

+

Perditesimi i te dhenave te studenteve per vitin akadmeik 2015 - 2016 (UAL) [Data fillimit: 2016-02-09 09:42:59 | Afati i Fundit: 2016-02-11 09:43:02]

+

Welcome, N [redacted]

Logout

HOME

CONTACT

Home Main Page

#	Procedure	Actions
1	Project ACTIVITY 1 - THE PROVISION OF QUALITY ASSURANCE EXPERTISE TO SUPPORT THE: THE CREATION OF EXTERNAL QUALITY REVIEW MATERIALS; PEER REVIEWER TRAINING, AND EXTERNAL REVIEW OF HIGHER EDUCATION INSTITUTIONS IN ALBANIA	Details
2	Project ACTIVITY 2 - THE PROVISION OF QUALITY ASSURANCE EXPERTISE TO SUPPORT THE: THE CREATION OF EXTERNAL QUALITY REVIEW MATERIALS; PEER REVIEWER TRAINING, AND EXTERNAL REVIEW OF HIGHER EDUCATION INSTITUTIONS IN ALBANIA	Details
3	Institutional accreditation Activity 3 A - Institutional accreditation for University of Elbasan	Details
4	Institutional accreditation Activity 3A - Institutional accreditation for Polytechnic University of Tirana	Details
5	Institutional accreditation Activity 3 A - Institutional accreditation for HEI "Marin Barleti University"	Details
6	Institutional accreditation Activity 3 A - Institutional accreditation for European University of Tirana	Details
7	Institutional accreditation Activity 3 A- Institutional accreditation for Agricultural University of Tirana (AUT)	Details
8	Institutional accreditation Activity 3 A - Institutional accreditation for University of Durrës (UD)	Details



PUBLIC ACCREDITATION AGENCY FOR HIGHER EDUCATION

Data collection form for Higher Education Institutions under the Institutional Review process

This form will be completed partially by HEI coordinator and partially from APAAL Management System, using the HEI's information/data.

Note: All the requested information with red color will be provided by HEI coordinator!

A. Information about the Institution

Paragrafet me ngjyre te kuqe plotesohen nga koordinatori institucional

1. Name of the institution

[Redacted text]

2. What is the profile of your institution?

- Public HEI
- Non public & non profit HEI
- Non public & profit HEI
- Other

Comments

[Empty comment box]

3. Please provide the historical background of your institution

Normal text ▼ Bold Italic Underline [List icon] [Table icon] [Link icon] [Image icon] [Refresh icon] [Image icon]

Please the material does not contain more than 500 characters in English

4. Describe the profile of your institution (orientation of HEI, types of programs, cycles of study etc.)

Normal text ▼ Bold Italic Underline [List icon] [Table icon] [Link icon] [Image icon] [Refresh icon] [Image icon]

Please material not keep more than 500 characters in English

Results from Batch 1- 6 HEIs

	HEI	Review Outcome and Judgement						Accreditation	
		Review Area 1	Review Area 2	Review Area 3	Review Area 4	Review Area 5	Summary	YES/NO	years
1	“M. Barleti”	FM	FM	FM	FM	FM	FM	YES	6
2	“European University”	FM	FM	FM	FM	SM	FM	YES	5
3	Durres University	SM	FM	FM	FM	FM	FM	YES	4
4	Agricultural University	FM	SM	FM	SM	FM	SM	YES	4
5	Polytechnic University	SM	SM	FM	SM	SM	SM	YES	3
6	Elbasan University	SM	SM	FM	SM	SM	SM	YES	3

Problems and Difficulties

Legal

Understanding the process; all actors

QAA vs APAAL approach

Vocabulary and terminology

Language

Task sharing among agencies and reviewers



REPUBLIKA E SHQIPËRISË
AGJENCIA E SIGURIMIT TË CILËSISË
NË ARSIMIN E LARTË

Thank you

Quality Assurance Agency for Higher
Education - ALBANIA

www.aaal.edu.al

