

## Mobility report

Please provide the following information about the mobility. This document, accompanied by the proof of multiplier presentation that is to be conducted after the mobility period, should be submitted to project coordinator at [goran.dakovic@enqa.eu](mailto:goran.dakovic@enqa.eu) no later than one month after the end of the mobility.

### 1. What were your expectations of the mobility? What did you want to learn or achieve?

The initial goal was to learn more about our agency's weak points. Two main pillars, besides the independence of the institution which will require a more delicate approach, are the appeal procedures and the establishment of an internal quality assurance system in the Agency. ANVUR was working in these two directions as well as it was preparing to apply for full membership in ENQA. However, we also wanted to know the way ANVUR develops accreditation processes, which in one sense had many similarities with our way, but with some specific elements that I think could fit well in the Albanian context. It was very easy to understand how ANVUR functions since there were regulations or instructions (guidelines) for each procedure and everything was very structured. For me, it was very easy to understand the way of work since I had available a lot of materials to study, which makes it very convenient to share with my agency.

### 2. Please provide a detailed description of activities during your mobility

#### **Monday, September 26<sup>th</sup>:**

- Welcome, meeting with people of the Agency
- Presentation of ANVUR activities and mobility programme
- Presentation of the AVA Unit activities
- Presentation of Entela Haloci- University of Medicine, Tirana
- Presentation of Muhamed Prezja- Quality Assurance Agency in Higher Education (ASCAL)
- ENQA and EQAR membership application and introduction to ANVUR internazionalization activities
- Periodic accreditation of HEIs and study programmes according to the AVA3 model

On the first day, a busy day with meetings, I had the opportunity to get to know the Agency in general and what ANVUR's work consisted of. I also got to know the staff, the facilities, the logistics, etc.

#### **Tuesday, September 27<sup>th</sup>:**

- Monitoring indicators (HEIS, study programmes)
- Follow up procedure

On the second day, we got to know the evaluative indicators, where the information received was valuable to us, since ANVUR uses different indicators for arts programs, research and PhD students. Something that should be looked at carefully by us as well. We also learned how the ANVUR staff develops the follow-up procedure, an area where we also need to improve. It was a very fruitful day.

#### **Wednesday, September 28<sup>th</sup>:**

- Accreditation procedure for Medical Schools
- Initial accreditation of new study programmes

On the third day we got acquainted with the initial accreditation procedure, or in any way the licensing of new study programs, which in our case we do not do that ourselves. It was very interesting to hear the evaluation of the medical schools or the programs they offer, since in ANVUR they had a special approach.

**Thursday, September 29<sup>th</sup>:**

- Annual form for study programme (SUA-Scheda Unica Annuale dei corsi di studio)

On this day, we went a little deeper into the system that ANVUR uses to generate documents, the system that experts use to access it, the format that is filled in, etc. It was a day where I got to learn a lot in technical matters.

**Friday, September 30<sup>th</sup>:**

- Wrap up meeting

In this meeting, in addition to a summary of the information we had received all week, as well as the preparation by my ANVUR colleague Emilia Primeri of all the documents that will be sent to me by email, I had the opportunity to ask some questions about the issue that were not touched upon during the visits. Some of them were the appeal procedures and the internal quality control system, where I got the answers I needed.

3. To which topics/objectives of the SEQA-ESG was your need for peer support linked? Please check all that apply.

- legal frameworks in line with ESG compliance;
- alignment of the QA processes to the ESG peer-review method;
- connection of national criteria with the ESG;
- appropriate methods and criteria for the involvement of peer reviewers;
- stakeholder involvement in external QA;
- other.

3.1 Please elaborate on how the mobility increased your knowledge of the topic(s)/objective(s) mentioned above:

1. Regarding the legal frameworks in line with the ESG compliance, one thing that we as an Agency are not in compliance with is independence. In the case of ANVUR, the director and governing body are elected by the parliament, which could be a solution in our case too. Also, they have a relationship with the Ministry of Education that does not affect their independence according to ESG standards. To add, the inclusion of experts in evaluation groups, students, or the way evaluation procedures are developed, there were elements that we can regulate in our legal framework. I also became familiar with the regulatory framework of the appeal procedure and an internal quality control system. These procedures were new to ANVUR too and they had all the necessary steps to achieve them, steps that will also serve us to fix this topic in our agency.

2. Regarding the inclusion of the evaluation group in the accreditation processes, their composition, ASCAL has made the appropriate legal changes to include students and representatives of the labour market. For us, this will be implemented now with the new accreditations, but however, the approach that ANVUR had regarding this topic was to be taken into consideration for us for later changes, after we pilot our new groups. For example, ANVUR was planning to include a financial expert as part of the evaluation groups, in order for them to be as correct as possible in financial matters.

4. How has/will the mobility impact(ed) the implementation of the national action plan/agency review action plan?

Regardless of the fact that my mobility took place very late compared to what was planned, all the points that I sought information about during the mobility are also the points that the Agency is interested in improving in its action plan. To come to the aid of topics like the inclusion of students

and stakeholders in the External Evaluation Groups, implementation of the new Quality Code, internal quality assurance procedures and thematic analysis in reaching ESG compliance, and implementing procedures for appeals against the decisions of Accreditation Board, all part of our action plan, in this mobility I got all the necessary documentation but also comments from ANVUR experts on how they deal with such topics. ANVUR is preparing to reapply for membership in EQAR and ENQA and has done tremendous work in completing all the necessary data for that, and they shared it with me and I will share it with my agency. For us, this was very valuable sharing of information and good practice.

5. What was your overall experience of the quality of the mobility offered? Please select one of the below options.

- excellent;  
good;  
sufficient;  
poor;  
very poor.

5.1 Please elaborate on your answer. What was (excellent, good, sufficient, poor, very poor) about the mobility? Were your expectations on the knowledge shared met?

What made this mobility excellent was the way it was organized. The agenda included meetings with several members of the agency, where each one explained his/her expertise in detail. Some of the employees were senior experts, with a lot of experience in administration and education sector, and they made it even more touchable because of real cases they shared with me while explaining some topics. The second was the topics of the meetings, which served us and were valuable for our national context. They had planned including everything we needed to know benefiting our interest, but nonetheless, they were open to adding any topic for discussion, in cases I might get an interest in. The third was the way the coordinator conducted the meetings, where at the end of each day she took notes of the topics discussed, the questions asked and sent us all the additional documents we needed. Finally, but not less important is communication. Thanks to my close relation to Italy and their language, I can understand and speak Italian. I felt very comfortable and had no problems at any time, but also all the staff were able to speak in English when needed and were very flexible and friendly.

6. How have you disseminated the learning outcomes of the staff mobility within your organisation?

To begin with, I will collect all the documents that my colleague Emilia sent me and all the links that she has defined in a separate document. Then, according to the sectors we have, I will distribute the appropriate documents to each one so that we can then sit down and decide which ones are useful for our national context. Some of the procedures we develop and the focus in our discussions will be how to improve them. For example, I will talk to IT and explain some of the adjustments that can be made to our database and some new functions that we can add to the system we use. ANVUR had an excellent database and very functional. I will stop with the analysis sector to discuss our evaluative indicators and what we can do to make our report as concrete as possible and include as many numbers and figures as possible. Of course, meetings will also be held with the Director and Heads of Sector, in order to discuss the legal changes and the plans for how these will be developed to enable full membership in ENQA.

So in a way, what I thought of doing is having open discussions, after each person responsible in our agency is familiar with the documents that I have at my disposal now. They will prepare questions and we will develop open discussions to decide on their follow-up.

7. How could the mobility and the learning experience have been improved (relevant for possible SEQA-ESG2 project)?

The only thing that, in my opinion, could be valuable and needs change, is the inclusion of two people in these motilities. This would increase the range of information that we would receive, since we could be separated and each of us could focus in different directions. Being only one person, the amount of information is very intense and the meetings become very busy. Besides this point, I am of the idea that meeting in person with the responsible person is the best way to share a good practice and ENQA needs to further push the implementation of such projects.



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