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Achievements in the project

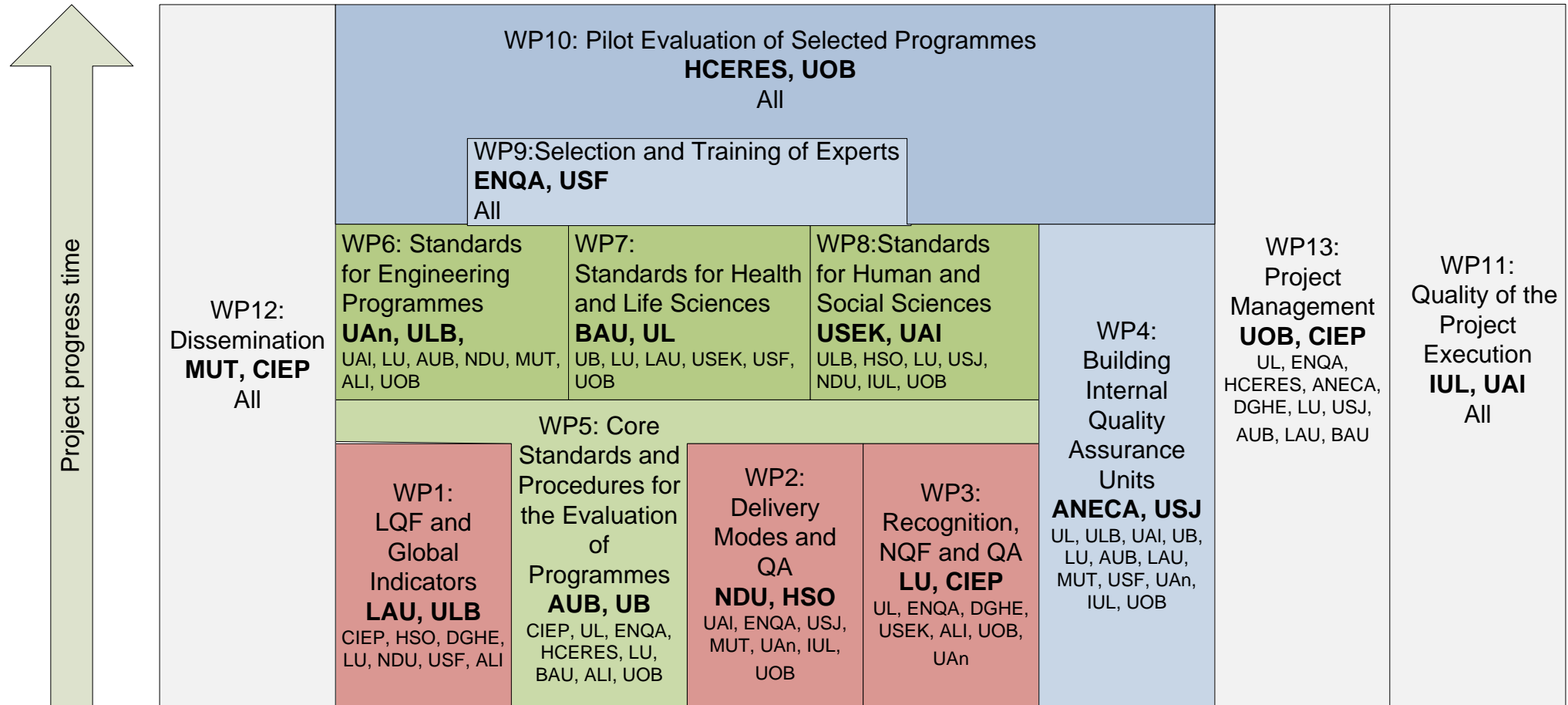
Seminar TLQAA+
Université Libre de Bruxelles
Bozar
3 Septembre 2019

Outline

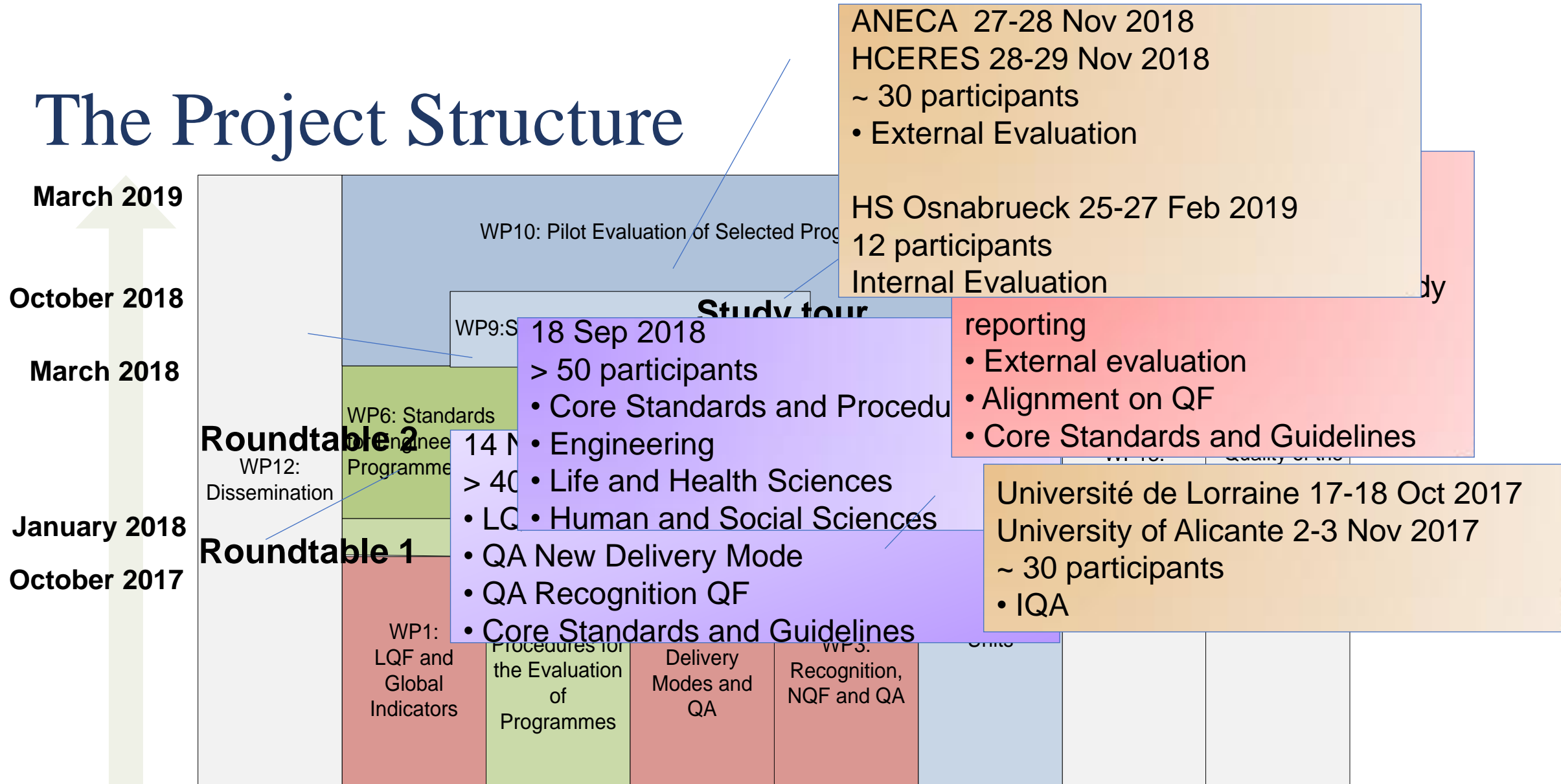
- The project structure
- Capacity Building
- Feedback on pilot evaluation
- Outcomes



The Project Structure



The Project Structure



Capacity Building

- Capacity has been built
 - Knowledge
 - Balance between QA and relevance
 - Needed dialogue and awareness to better profit from QF
 - Interfaces between QA, QF and recognition
 - QA of new delivery modes
 - Tools
 - Standards
 - Procedures
 - Relevance
 - Guidelines (IQA, Experts selection, SSR, Reviewer)
 - Training materials
 - Hierarchical levels
 - Skills
 - Internal evaluation
 - Self study reporting
 - External evaluation
 - Alignment on QF



Capacity Building

- In numbers
 - Training 78 Lebanese experts
 - 4 sets of standards
 - 1 set of procedures
 - 3 guides
 - Online tool
 - LQF and several sectoral ones
 - 12 self study reports written about 12 programmes
 - 6 external evaluation performed involving 24 Lebanese experts and 6 European observers



Capacity Building

- 1 survey about LQF
- 2 national roundtables
- 1 training
- 5 study visits
- More than 50 presentations

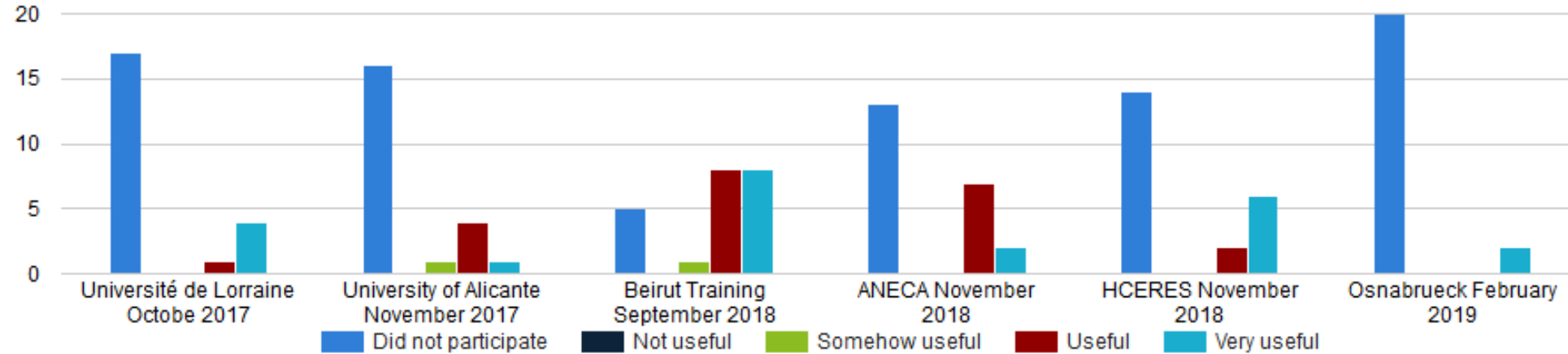


Feedback on the pilot evaluation

- Questionnaire:
 - 3 sections
 - Identification (5 questions)
 - Self study reporting (10 questions)
 - External evaluation (17 questions)
 - End (2 questions)
 - 22 answers



Participation to study visit and training

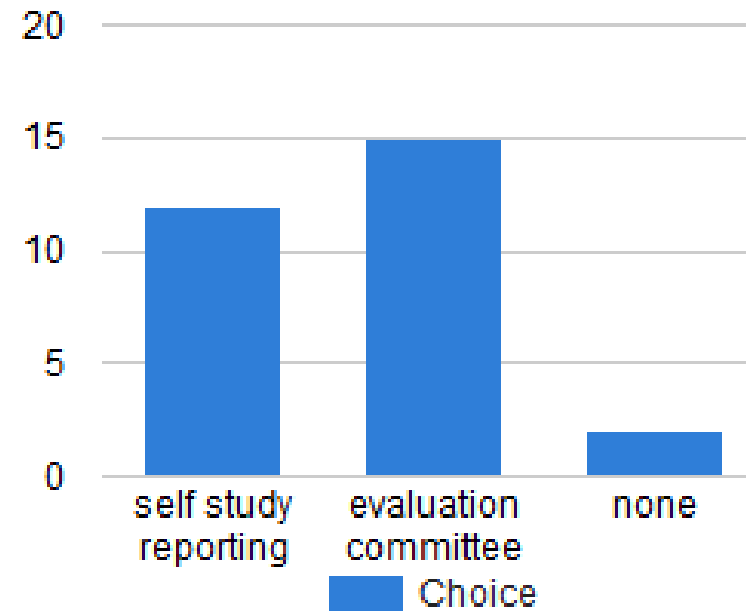


	DID NOT PARTICIPATE	NOT USEFUL	SOMEHOW USEFUL	USEFUL	VERY USEFUL
Université de Lorraine Octobre 2017	17	0	0	1	4
University of Alicante November 2017	16	0	1	4	1
Beirut Training September 2018	5	0	1	8	8
ANECA November 2018	13	0	0	7	2
HCERES November 2018	14	0	0	2	6
Osnabrueck February 2019	20	0	0	0	2



Participation to the pilot evaluation

Chart options »

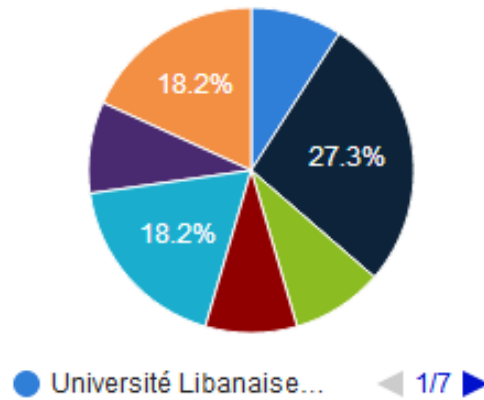


self study reporting	12
evaluation committee	15
none	2



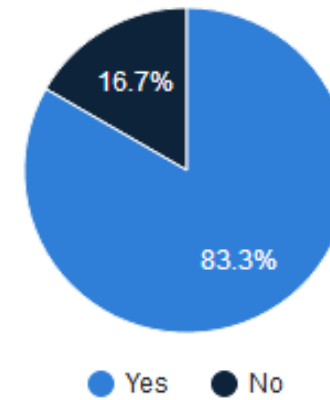
Self study programme

Chart options »



Université Libanaise – Mechanical Engineering	1
Islamic University of Lebanon – Computer and Communication Engineering	3
Université Libanaise – Nursing	1
Université Saint Esprit Kaslik – Psychology	1
Lebanese American University – Nutrition	2
City University – Business administration	1
Université Antonine – Physical Therapy	2

Self assessment team

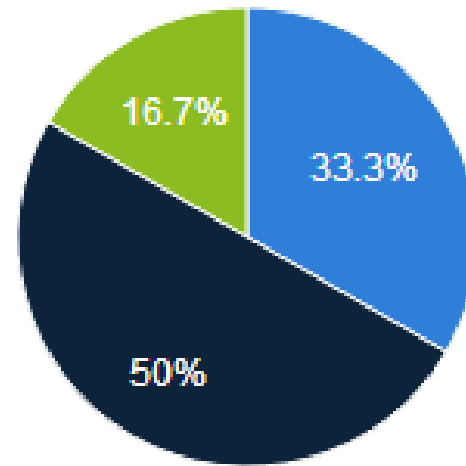


Yes	10
No	2



Involvement of faculty members

Chart options »

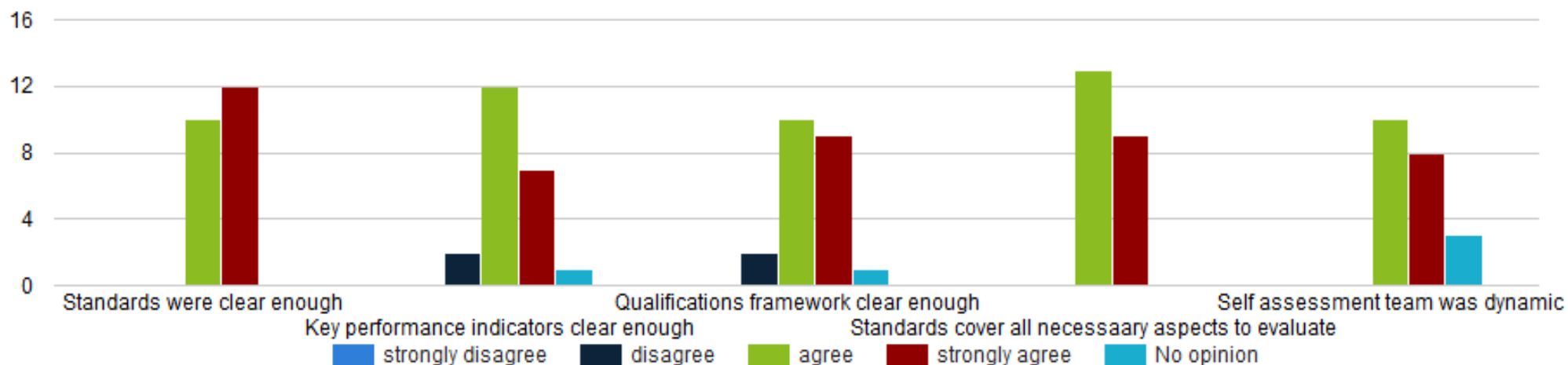


● Slightly involved ◀ 1/3 ▶

Slightly involved	4
Quite involved	6
Largely involved	2



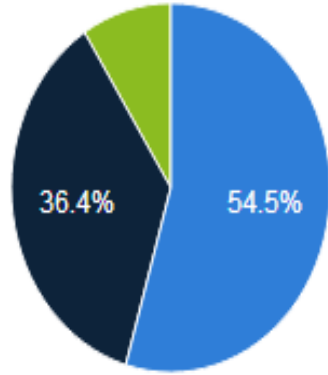
Standards and Qualifications Framework



	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO OPINION
Standards were clear enough	0	0	10	12	0
Key performance indicators clear enough	0	2	12	7	1
Qualifications framework clear enough	0	2	10	9	1
Standards cover all necessary aspects to evaluate	0	0	13	9	0
Self assessment team was dynamic	0	0	10	8	3



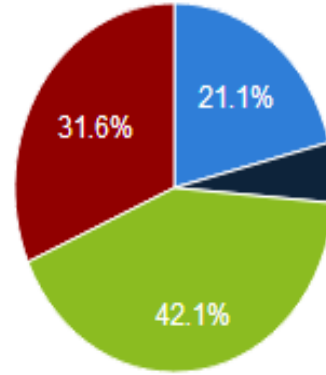
Guide to self assessment



● agree ● strongly... ◀ 1/2 ▶

agree	12
strongly agree	8
No opinion	2

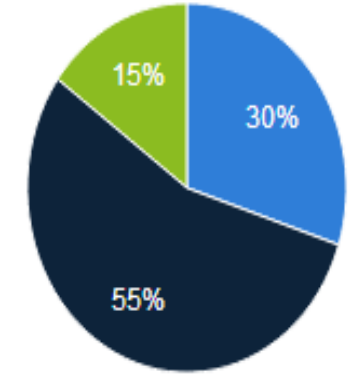
Usefulness of evaluation report



● Not received ◀ 1/3 ▶

Not received	4
Not useful	1
Useful	8
Very useful	6

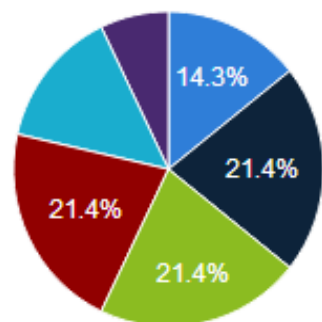
Official external evaluation



● No we... ● Yes an... ● Yes

No we already did	6
Yes and the efforts done can be used	11
Yes	3

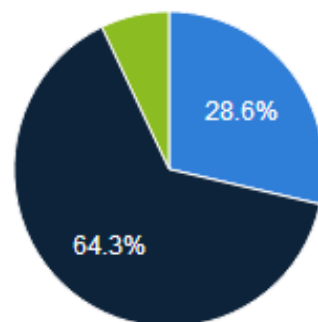
Programme



● Université Libanaise... ◀ 1/6 ▶

Université Libanaise – Mechanical Engineering	2
Islamic University in Lebanon – Computer and Communication Engineering	3
Université Libanaise – Nursing	3
Université Sainte Famille – Nursing	3
Notre Dame University – Translation and Interpretation	2
Université Saint Esprit Kaslik – Psychology	1

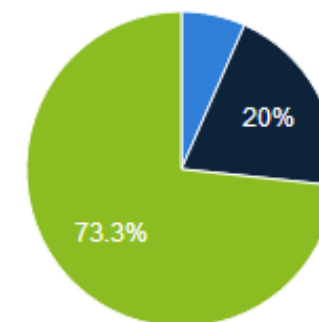
Role



● Chairperson ◀ 1/3 ▶

Chairperson	4
Member	9
Observer	1

Committee group dynamic

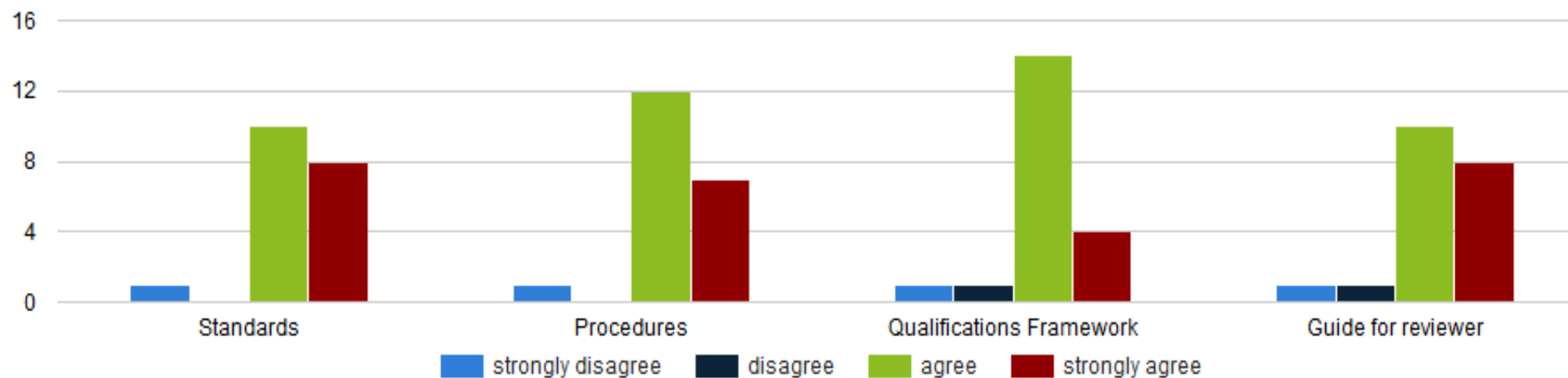


● disagree ● agree ◀ 1/2 ▶

disagree	1
agree	3
strongly agree	11



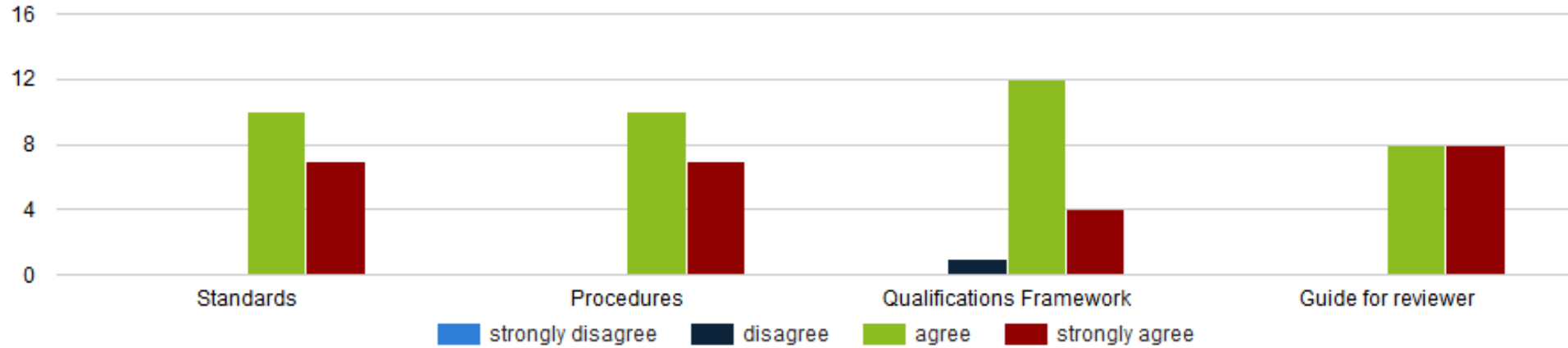
Tools for the preparation of the site visit



	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Standards	1	0	10	8
Procedures	1	0	12	7
Qualifications Framework	1	1	14	4
Guide for reviewer	1	1	10	8



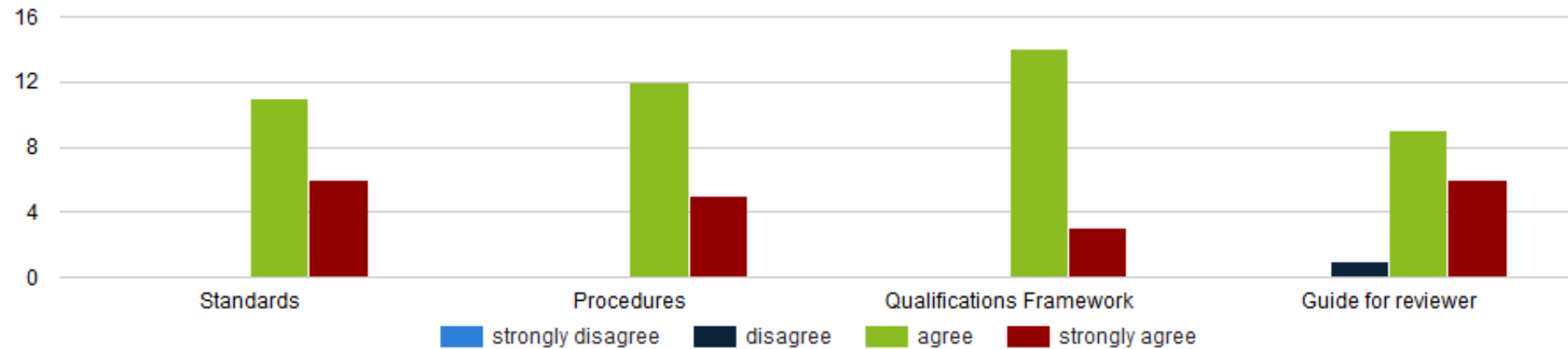
Tools for the site visit



	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Standards	0	0	10	7
Procedures	0	0	10	7
Qualifications Framework	0	1	12	4
Guide for reviewer	0	0	8	8



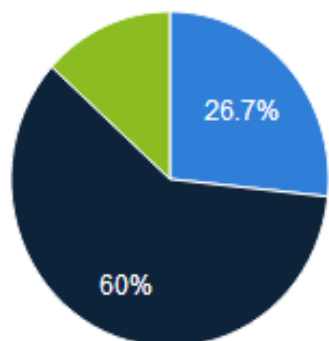
Tools for editing the evaluation report



	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
Standards	0	0	11	6
Procedures	0	0	12	5
Qualifications Framework	0	0	14	3
Guide for reviewer	0	1	9	6



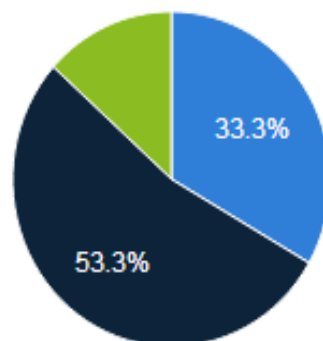
Information provided



● disagree ● agree ◀ 1/2 ▶

disagree	4
agree	9
strongly agree	2

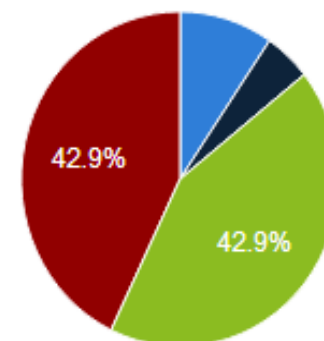
Evidence



● disagree ● agree ◀ 1/2 ▶

disagree	5
agree	8
strongly agree	2

Participation to external evaluation

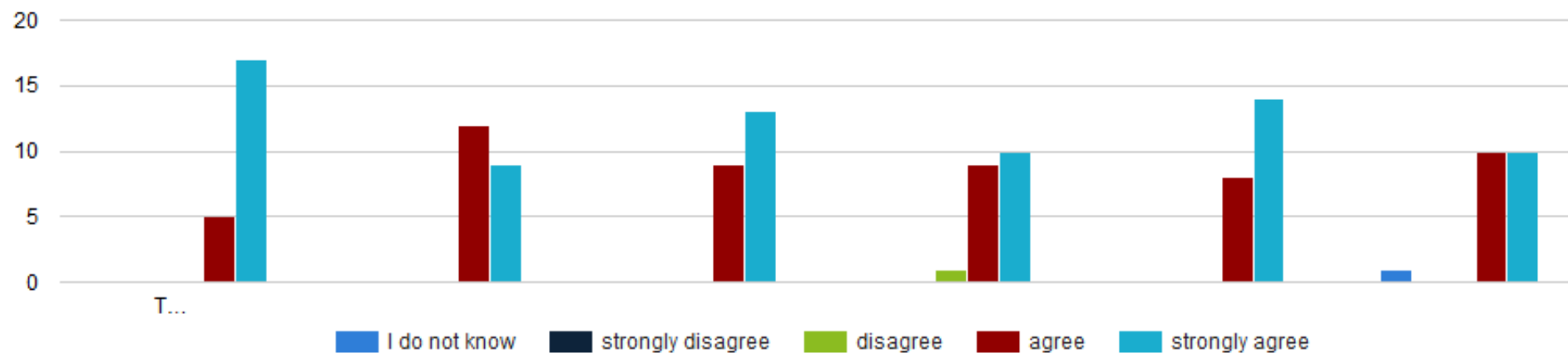


● I do not know ◀ 1/3 ▶

I do not know	2
strongly disagree	1
agree	9
strongly agree	9



Global rating



	I DO NOT KNOW	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE
The experiment was beneficial	0	0	0	5	17
The tools developed form a good basis for external evaluation of higher education programmes in Lebanon	0	0	0	12	9
The process is transparent	0	0	0	9	13
The process is evidence based	0	0	1	9	10
External evaluation helps improving the quality of higher education programmes	0	0	0	8	14
Qualifications frameworks form a good tool to assess and guarantee the relevance of higher education programmes	1	0	0	10	10



Feedback on the pilot evaluation

- Guide to self assessment parts (Most useful parts)
 - The self-assessment guide was a clear map to proceed for a self-study process and product. Nothing was lacking in the guide.
 - The useful part was the Lebanese Qualification
 - Adding some examples for the KPIs may be of a help
 - All parts were useful; research part is not developed enough
 - The guide was almost clear especially concerning the qualifications framework



Feedback on the pilot evaluation

- Evaluation report parts (Most useful parts)
 - The attitude of evaluators and the structure and tone of the report
 - we were not able to identify the difference between the two sections “Analysis” and “Recommendations”. We would have preferred if the report included the recommendations in bullet points with analysis for each recommendation.
 - Meeting the faculty members, graduates, industry partners was a big challenge as a reviewer to conglomerate the curriculum of the computer engineering program with students learning outcomes
 - Same; research part should be better developed
 - The evaluation report highlighted especially the strength and the weakness of the program
 - The fact that there is a strong need to link the learning outcomes to the standards and qualification framework



Feedback on the pilot evaluation

- Final comments about self assessment
 - Conduct of the evaluation: we found that the visit and interviews should have taken place in the campus of the program undergoing the evaluation. We believe that an onsite visit would have allowed the evaluation committee to meet with bigger groups of faculty and students, in addition to meetings with quality assurance representatives, graduates, alumni and professional partners. These meetings would have offered the committee a full and clear view on the different aspects of the program.
 - Clear, well debriefed report and share thought between the committee members was a big advantage to communicate effectively
 - The self assessment helped revisiting existing standards related to external evaluation bodies (WCPT). It helped improving our experience and understanding to the first external evaluation of the WCPT.
 - An additional awareness and training campaign in some Lebanese universities is a must



Feedback on the pilot evaluation

- Tools
 - The tools were very appropriate and effective for an evaluation process and report.
 - The **qualification framework should be better explained**; also add a list of core documents that should be provided
 - Web app or a **platform software** may be used to write the report
- Standards
 - Maybe the most important issue is to **identify how the programme is contributing to the attainment of the Mission of the HEI**
 - The standards are **comprehensive for a higher education program** and cover all features related to student-centered T& L
 - Standards were clear and **had room for differences among programs**
 - **Research part should be better developed**



Feedback on the pilot evaluation

- Qualifications Framework

- The descriptors of the 3 domains of the LQF can be further determined for a better use.
- this is an issue that needs an improvement plan
- there is a need to develop a framework for the current assessment process by creating a link between the assessment of a single evaluation of a specific course and corresponding it to the curriculum
- It is mandatory and urgent to approve and adopt the QF at the national level
- They were straightforward
- Definitely to be more evaluated
- The framework should be explained for all faculty members, I think most of them are not aware of it



Feedback on the pilot evaluation

- Improving the preparation phase
 - We recommend to agree on the draft procedure on how to initiate requests to evaluate future programs with relevant timelines
 - Should be consistent and follow the guidelines form
 - Meeting of the committee immediately after receiving the self-study report to fine tune the group dynamic
 - A preparation meeting, one month before the visit may be important to explore collectively the documents and confirm or reject assumptions based on the self study report..
 - Involvement in the selection of people to be interviewed
 - All documents related to the program should be sent before the visit



Feedback on the pilot evaluation

- Improving the site visit phase
 - Of course it should be done on site
 - Abiding by the language specified for the committee to conduct the evaluation
 - Site visit should be always for verification and validation and not to investigate
 - Involvement in the selection of people to be interviewed as they weren't representative
 - The site visit should be performed on the site and a tour visit for the site should be programmed
 - the site visit should take place in the faculty that hold the programme and the interviewers were not representative of the faculty
 - there was no site visit in our case
 - a real site visit to the campus where the program is provided would be good



Feedback on the pilot evaluation

- Improving the edition of the evaluation report phase
 - we were not able to identify the difference between the two sections “Analysis” and “Recommendations”. We would have preferred if the report included the recommendations in bullet points with analysis for each recommendation.
 - The members should meet in person at least once to discuss the report prior to submission
 - i sent my part of the evaluation but i didnt receive any feedback
- Improving the edition of the alignment on the qualifications framework
 - we did not find a clear LQF for the nursing programme
 - A specific determination of the LQF descriptors for each Program (Nursing, Medicine,...)
 - Yes; this part should be clearer for the institution and the reviewers
 - too much work to do for this point, all program members should be aware of this framework
 - An additional training to all faculty should be provided by the university



Feedback on the pilot evaluation

- Last comments
 - The participation as an evaluator was a valuable experience that helped me reflect on my practices in Teaching and Learning and that would assist me in the writing of the self-study report in the Program I am involved in. The evaluation was also a platform to discuss among participants the good practices in our institutions and what we need to improve to assist students in their learning experience.
 - Evaluation Boundaries: the evaluation committees should respect the scope of the evaluation that is focused on a specific program and should not go further to any institutional aspect. For example, in page 13 of the evaluation report of the psychology program, the committee included a comment on the “quality assurance culture at the different levels of the University” that is not within the scope of the pilot evaluation, noting that the meetings conducted in this evaluation were not intended to assess the culture at the University.
 - Site visit even for pilot is a must.
 - Evaluation helps improving the quality of higher education programmes but in order to be beneficial, it has to be enforced via some kind of government regulations. It should be an on-going process and not a single event.
 - The process was great and very useful, the qualification framework needs more clarification for better alignment
 - It is very important to disseminate the results of this project and refer to the outcomes as a platform for the activities of the National Quality Assurance Agency.
 - A great experience! Meeting colleagues from other universities and sharing similar experiences was very much appreciated.
 - Excellent project!!! Three things: research part to be elaborated, qualifications to be better explained, and a list of minimal documents to be provided by the institution.
 - A follow up on the outcomes of this project after its end and their implementation would be great.



Feedback on the pilot evaluation

- Summary
 - Qualifications Framework (all its facets)
 - Research
 - Site visiting
 - Meeting within committees
 - Better choice of the interviewees
 - Awareness and training (a balance to be found)
- Consistency
- Trust
- Evaluation profile



Outcomes

- Knowledge
- Tools
- Skills

- Trust
- Ethics
- Care



Outcomes

- Network of QA experts
 - Carry and perpetuate a culture
 - Whatever the model to adopt





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THANK YOU

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