



WP 3 progress presentation

Quality Assurance

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Overview over Workpackage 3

- Drafting the Quality Control and Monitoring Manual
- Internal quality assurance on bachelor program
- Internal quality assurance on professional master program
- External evaluation of study programs by experts

Quality Control and Monitoring Manual

- The Quality Control and Monitoring Manual is drafted upon recommendation from NTO Preventive Monitoring Visit, even though was not planned with project
- The document outlines the main rules to be followed by the partners of DIMTV project to ensure the highest possible quality of project activities, outputs and outcomes and project management.
- The Manual defines also the quality expectations regarding the project deliverables, i.e. reports and documents, organization of events/workshops/trainings/meetings as well as procedures for internal and external quality monitoring
- The Manual sets the minimum principles, requirements and processes needed to implement an effective internal and external quality assurance and control of DIMTV Project. It also provides project document's templates, as Annexes

Quality Control and Monitoring Manual

- Manual is being implemented successfully and can be downloaded from project web site <http://dimtv-project.al/deliverables/>



WP3_DIMTV Quality Control and Monitoring Manual

- To be discussed:

Functioning and more active role of Project Quality Control Board?!

Internal quality assurance on bachelor program

- Course evaluation questionnaires for bachelor level courses for academic year 2019/20
 - *Distribution of the course evaluation questionnaires to bachelor students
 - *Processing of the student's feedback
 - *Analysis of filled questionnaires
 - *Preparation of detailed report for quality of bachelor study program
- To be discussed:
 1. UAMD questionnaire distributed and processed by university, evaluation results to consortium or
 2. In parallel, course evaluations with project developed questionnaires?

Internal quality assurance on professional master program

- Course Evaluation Questionnaire is developed after consulting few universities Quality Assurance Offices and collecting best practices
- The Course Evaluation Questionnaire consists of 2 parts, the first one with 10 questions aiming to collect student's feedback on quality of teaching and overall course quality, and the second part consisting of open-ended question asking student's feedback for any additional suggestions, remarks and/or comments related to the specific course
- The project proposed questionnaire is accepted by UAMD to be used as course evaluation tool for the project sponsored master programme

Internal quality assurance on professional master program

- The course evaluation questionnaire was distributed to all enrolled master students
- The form was distributed to the students by the administrative staff of university and appropriate time was offered to them to fill the questionnaires
- All the questionnaires were filled by the students without the presence of teaching staff that was evaluated
- A separate questionnaire was distributed for each course
- After the questionnaire data post processing, the descriptive and statistical results are derived

Internal quality assurance on professional master program

Deliverables:

1. COURSE EVALUATION REPORT for the fall semester of academic year 2018/2019
2. COURSE EVALUATION REPORT for the spring semester of academic year 2018/2019

To be discussed:

Should we/UAMD publish these deliverables or only keep/circulate internally?

Internal quality assurance on professional master program

The Course Evaluation Reports consists of:

1. General information on master study programme
2. Methodology used for developing the course evaluation questionnaire
3. Course evaluation questionnaire distribution and data processing
4. Results of evaluations/Student's feedback
5. Summary of results and Recommendations for further Quality Improvement

The Course Evaluation results for the fall semester of academic year 2018-2019

- The course syllabuses were presented to the students at the beginning of the semester. This quality indicator makes the institution more responsible towards students since it emphasizes to the students that the document creates an agreement on how they will reach their successful exit from the course not only in terms of the grade but also in terms of their acquisition of knowledge and skills;
- The lectures were organized in a regular basis, according to the university published schedule and also professors arrived in time for their lectures;
- The academic staff from the Faculty of Information Technology, that are engaged in teaching in 'Multimedia and Digital TV' Professional Master program, are evaluated as well prepared from students for the courses they teach;
- Professors from Faculty of Information Technology motivate students to become active learners by encouraging discussions and class activities during teaching hours and beyond;
- Students are satisfied with the time the professors devoted to organize teaching consultations hours with students;

The Course Evaluation results for the fall semester of academic year 2018-2019

- Professors from Faculty of Information Technology motivate students to become active learners by encouraging discussions and class activities during teaching hours and beyond;
- Students are satisfied with the time the professors devoted to organize teaching consultations hours with students; The professors apply in continuous student assessment during semester, in line with the Bologna Recommendations for Higher Education. Thus, the final mark is not the result of only the final exam;
- Average quality rate for professors from Faculty of Information Technology, teaching to 'Multimedia and Digital TV' Professional Master program, is > 90 %;
- Students find useful the courses they attended, re-confirming that this project-sponsored study program is considered useful by DIMTV professionals in Albania and beyond;
- Overall quality of professional courses were evaluated with an average of 90 %;

Recommendations for further Quality Improvement

- The Faculty should publish online the course syllabuses to enable students to have them even before they enroll to courses
- The literature of courses should be updated with recent published books and materials
- To have a complete study program evaluation, the course evaluation should be organized for the spring semester courses as well. The course evaluation questionnaires should be distributed at the end of semester, but before the final exam of each course
- Due to delays in completing the Multimedia Laboratory and Audio-Video Studio, this academic year only 4 courses were organized in the first semester. In the next academic years the courses should be organized as declared in the curriculum, 5 courses per semester, in order to balance the students load per semester
- The student's practical work/multimedia products should be promoted to country and regional level to attract more students in this field of study

The Course Evaluation results for the spring semester of academic year 2018-2019

- Students find 88% useful courses they attended, re-confirming that project sponsored study programs is considered useful by DIMTV professionals in Albania and beyond
- Overall quality of professional courses are evaluated with average 89.72 %
- Average quality rate for professors from Faculty of Information Technology, teaching to 'Multimedia and Digital TV' Professional Master program, is > 90 %
- Students find useful the courses they attended, re-confirming that this project-sponsored study program is considered useful by DIMTV professionals in Albania and beyond
- Overall quality of professional courses were evaluated with an average of 90 %

Recommendations for further Quality Improvement

- The Head of Department or Head of study program should inform the students with the results of course evaluation so they know their feedback is appreciated
- The Institution should develop mechanisms for developing an alumni database for this program and keep in contact with graduates even after they finish the studies
- Student's practical work/multimedia products should be promoted to country and regional level to attract more students in this field of study
- The special Quality mechanisms should be developed to get student's feedback for final exam/final project
- Since this study program is innovative and unique with three modules/specializations, the stakeholders should work intensively to find possibilities to activate all modules

External evaluation of study programs by experts

The evaluation process consists of the main following stages:

- 1) Selection of external experts by project Steering committee
- 2) Sending the study program related documents to the external experts;
- 3) Production of the evaluation report by the experts and its dissemination to the institution and project consortium;
- 4) Follow-up activities for quality improvement.

External evaluation of study programs by experts

1) Selection of external experts by project Steering committee

The Steering Committee on its 3rd meeting held in Ljubljana, in January 2019, after productive discussions has decided to nominate two external experts, professors from 2 universities out of project consortium, to conduct the external evaluation of the bachelor and master study program in the multimedia field, offered by Aleksander Moisiu University

2) Sending the study program related documents to the external experts;

To the external evaluators were sent the following documents:

- General information for the University, Faculty and Department in charge for offering the study programs under the evaluation
- List of staff, infrastructure, number of students and other relevant data
- Curricula of bachelor study program together with in detail syllabuses for each course
- Curricula of master study program together with in detail syllabuses for each course
- Course evaluation report for courses offered at academic year 2018/2019

3) Production of the evaluation report by the experts and its dissemination to the institution and project consortium; in process.....

4) Follow-up activities for quality improvement.

Conclusions

- The activities of WP3 are going as planned with project
- Few challenges are to be discussed and addressed...

Thank you for your attention!