National Agency for Quality Assurance in Education and Research

15-17.01.2020

Status of stakeholder involvement in external quality assurance at ANACEC
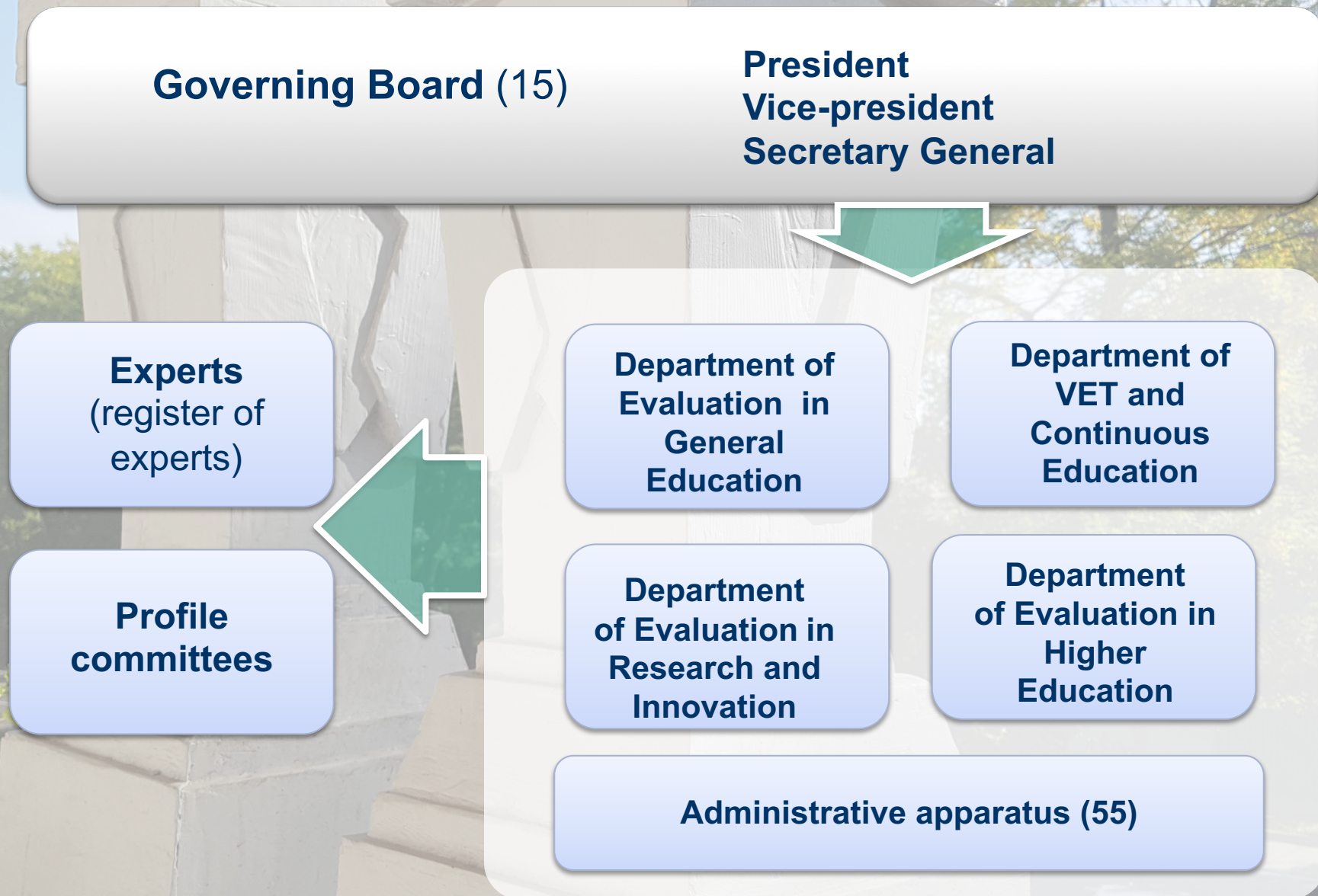
AFFILIATE OF
ENQA

EENQA | CENTRAL AND EASTERN EUROPEAN NETWORK
OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION

Andrei CHICIUC
President of ANACEC

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ANACEC - The organizational structure

Governing Board (15)

President
Vice-president
Secretary General

Experts
(register of experts)

Profile committees

Department of Evaluation in General Education

Department of VET and Continuous Education

Department of Evaluation in Research and Innovation

Department of Evaluation in Higher Education

Administrative apparatus (55)

Involvement of stakeholders in external evaluation process

Business representatives
04

Students
03

National HE authority (MECR)
05

Teaching staff
02

Others (National Council of Rectors)
06

HE institutions
01

Others (Civil society)
07

Involvement of stakeholders in external evaluation process

Teaching staff

➢ institutional evaluation

➢ study program evaluation

➢ Governing Board of the Agency

➢ development and revision of external QA standards and procedures

➢ interviews during and after site visits,

➢ members in the external assessment panels, dissemination of results of external assessments.

Students

➢ institutional evaluation

➢ study program evaluation

➢ Governing Board of the Agency

➢ development and revision of external QA standards,

➢ interviews during and after site visits

➢ members in the external assessment panels.

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Involvement of stakeholders in external evaluation process

Business representatives

- institutional evaluation
- study program evaluation
- Governing Board of the Agency
- development and revision of external QA standards and procedures
- interviews during and after site visits
- members in the external assessment panels

Higher education institutions

- development and revision of external QA standards
- revision of QA tools: methodologies guidelines, procedures
- interviews after assessments
- organization of seminars
- dissemination of results of external assessments

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Involvement of experts in external evaluation process

National HE authority (Ministry of Education, Culture and Research)

➢ Study program evaluation,
➢ development and revision of external QA standards and procedures,
➢ National regulatory framework,
➢ approval of Governing board decisions

Others (National Council of Rectors)

➢ Development and revision of external QA standards, procedures
➢ dissemination of results of external assessments.

Others (Civil society)

➢ dissemination of results of external assessments,
➢ public discussion of QA tools: methodologies guidelines, procedures etc. (by publishing on agency's website, social networking sites, national public consultation website www.particip.gov.md).

Recruitment of Stakeholders (experts)

Agency's expert evaluators are recruited under open competition in a transparent manner through an electronic (online) platform, based on the methodology approved by the Governing Board.

The external assessment panel consists of a minimum of 3 members, selected from the Register of expert evaluators of the Agency and includes:

➢ representatives of the academic environment;

➢ representatives of employers;

➢ student representatives;

➢ International experts.

1-2 Teaching/ Managerial staff

1 Student

1-2 Business representatives

International expert (optional)

I am THE Expert

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Responsibilities of experts

be independent, not to represent the interests of the organization they belong to or of other third parties

confirm the lack of conflicts of interest

to examine carefully the information and data provided by the institution under review

keep the information confidential

to be trained on the external quality evaluation methodology and procedures

to know the education system and the legislation in force of the Republic of Moldova in the field

to have managerial and teaching experience in the assessed field

to know the trends of education in the European Union

be oriented towards improving the activity of the institution and not to its criticism

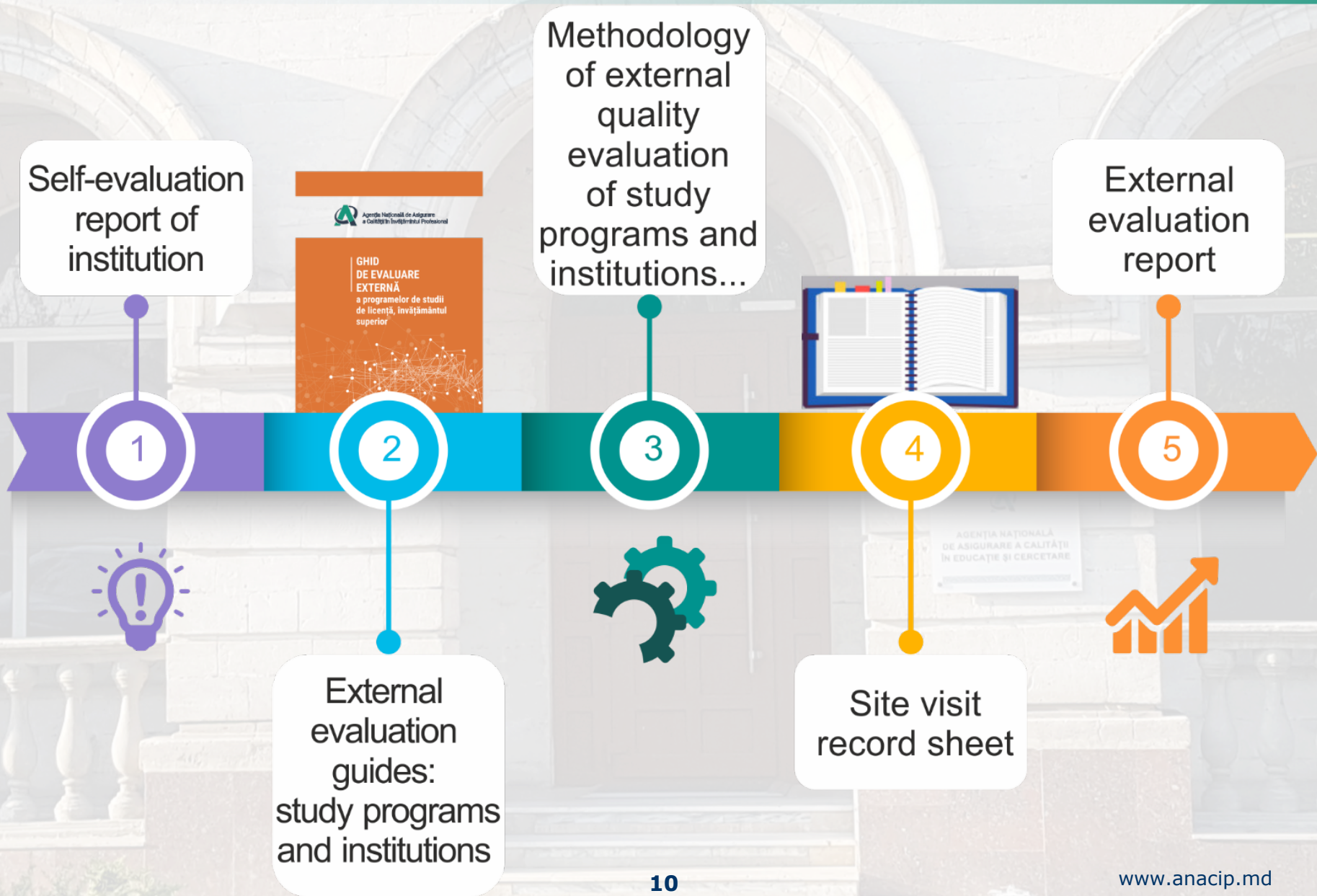to know the working language in the evaluation process

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❑ awarding diplomas of recognition and the quality crystal for the outstanding ones in the respective academic year,

❑ systematic involvement of the expert evaluators in the external evaluation missions, training sessions of experts,

❑ dissemination on social networking sites, e.g. Facebook, Instagram, LinkedIn, the agency's website.

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Tools of stakeholders

Self-evaluation report of institution

External evaluation guides: study programs and institutions

Methodology of external quality evaluation of study programs and institutions...

Site visit record sheet

External evaluation report

1 2 3 4 5

Meetings with stakeholders

Category of the stakeholder	Number of meetings	Activities carried out
Teaching staff Students Business representatives	2-3 sessions per year; Monthly (after the designation by the Agency's Governing Board of the component of the external assessment panels)	Training sessions for expert evaluators; Training sessions with external assessment panels
National higher education authority(MECR)	2 times a year	After making the external evaluation decisions regarding the study programs; Dissemination of evaluation results (dissemination seminars); Amendment of the legal framework.
Others (National Council of Rectors)	1-2 times a year	Dissemination of evaluation results (dissemination seminars)
Others (Civil society)		Dissemination of evaluation results (seminars)
Higher education institutions	2 times a year	Training sessions; Results dissemination sessions; Amendment of the legal framework in force

1. Awareness of the need for external evaluation by all higher education institutions by requesting the external evaluation of a large number of study programs;

2. Recognition and validation of the results of the external evaluation of the assessment panels by the Governing Board of ANACEC and the Ministry of Education, Culture and Research;

3. Involvement of international experts in the evaluation of study programs (field of Education Sciences - ARACIS);

4. The interest of the evaluated institutions in the delegation and involvement of their teaching staff in the external evaluation process;

5. The positive impact of the involvement of the evaluators in the external assessment panels on the programs / institution of origin of the expert.

6. Working tools (external evaluation guidelines, site visit record sheet) - facilitates the process and understanding of the particularities of the study program;

Difficulties

1. The content of the self-evaluation reports for the study programs by the higher education institutions is narrative, without the SWOT analysis of the performance indicators, the information partially meets the evaluation standards;

2. Identification of experts / evaluators (representatives of teaching staff / students) for educational institutions in the fields of Medicine, Military, Arts, Cinematography, etc.;

3. Gaps in the legal framework - the external evaluation methodology revised on 28.12.2018;

4. The over-demanding workload of the employees of the Department of Evaluation in Higher Education as a result of the large number of evaluated study programs, coordinated assessment panels;

5. The lack of student associations;

6. The lack of professional associations.

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Challenges and opportunities

1. Involvement of experts from the private sector;

2. Remuneration of expert evaluators;

3. Improving the content of the external evaluation report;

4. Proposals to improve the legal framework are partially taken into consideration by the decision makers;

5. Involvement of ANACEC experts in evaluating study programs abroad at other Agencies.

6. Random questioning of students / teaching staff during the external evaluation visit to the institution;

7. Identification and involvement of international experts in the external evaluation process;

8. Continuous completion and renewal of the database of evaluators with different categories: employers from different fields, international experts;

9. Participation in international projects with other quality assurance agencies;

10. Ensuring visibility on the media channels of the Agency and in various events of the representatives of the business environment ("free marketing").

National Agency for Quality Assurance in Education and Research

AFFILIATE OF ENQA

Thank you for attention!