EDUCATIONAL QUALITY ASSESSMENT

**Nursing School University of Gjirokastra**

An evaluation of the quality of the Nursing Education at the Nursing school of the University of Gjirokastra

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**Part I**

**General**

1. **Introduction**

In accordance with its mission, the assessment panel presents its findings and its evaluation of the **Nursing School University of Gjirokastra** in this report.

This report can serve as a basis for the accreditation of the program. This report is in accordance with the ESABIH guidelines, the panel assessed 6 criteria. The marks can be adapted at the grading scale of the HEA.

1. **The Assessment Panel**
	1. **Composition**

The assessment panel is composed in accordance with agreement of the consortium

The panel assigned to evaluate the **Nursing Education at the Nursing School of the University of Mostar** includes the following members.

Chairman: **Bokonjic Dejan PhD, ,**

**Expert 1 Belinda Drieghe**

Expert 2: **Mirza Oruc,** **Mrsc**

Administrative member: **Willem vanden Berg**

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* 1. **Task Description**

Based on the the interviews that were conducted during the assessment visit, the assessment panel will provide the following in its report:

* An evaluation of the criteria and the indicators as defined in our framework;
* An all-encompassing evaluation of the program;
* A formulation of recommendations to bring about quality improvement in the program.
	1. **Working Method**

The assessment of the **Nursing School of the University of Gjirokastra** is conducted in conformity with the guidelines.

The panel’s procedure is characterized by four identifiable phases:

* Phase 1 Preparation
* Phase 2 Visit to the institution of higher education
* Phase 3 Reporting

Phase 1 Preparation

Every panel member prepares themselves for the visit despite the fact that they did not get SER in advance. The panel members also provide an individual checklist that lists all their questions, their temporary evaluation and their argumentation. Members of the commission created a synthesis out of these lists. Following that, the synthesis is thoroughly discussed and provided with arguments.

Based on the discussion and the panel members’ questions team finally made an inventory of the key points and priorities that should be kept in mind during the interviews and the inspection of materials.

Phase 2 Visit to the higher education institution

CCNURCA consortium group provides a visit schedule template that can be adjusted to the specific situation of a certain program if necessary. The visit schedule is included as appendix.

During the assessment, the panel interviews a representative group of all relevant groups, it studies additional information and it visits the institution to be able to assess available facilities. The panel uses the checklists’ and questionnaires’ synthesis for further interviews.

The visit schedule contains a few consultation meetings that allow the panel members to exchange their findings with each other and to come to mutual, more definitive evaluations.

At the end of the assessment visit, the panel’s chairperson gave final conclusion on the panel’s experiences and findings, without uttering any explicit value judgments with regard to its contents.

Phase 3 Creation of the assessment report

After finishing interview,, the checklists, representative of the group draws up a draft of the assessment report, in dialogue with the chairperson and the other panel members.

This draft assessment report describes the panel’s evaluation and the motivation per criterium and per indicator. In addition to that, points of attention and possible recommendations for improvement are formulated if found necessary or desirable by the panel members.

**Part II**

**Assessment Report**

General information

The Faculty of Natural and Human Sciences, was created as a result of the division of the Faculty of Education in two other Faculties:

 • The Faculty of Natural and Human Sciences

 • The Faculty of Education and Philology

The studies in this Faculty are organized in two study levels: Full time and part time.

The first level” Bachelor” and the second level ”Master of Science”, based on The Declaration of Bologna.

In the academic year 2015 - 2016, the Faculty of Natural and Human Sciences, prepares specialists in these Bachelor study programs:

 • Philosophy - Sociology

 • Mathematics - Physics

 • Mathematics - Informatics

 • Biology - Chemistry

 • Information technology

 • General Nurse

 • Nurse - midwife

In the Faculty of Natural and Human Sciences continue the study programs for “ Professional Master” in Education , after whose termination, diplomas will be delivered:” Professional Master “ in Teaching for the high level of Basic Education in these subjects:

 Mathematics - Physics

and “Professional Master” in Education for Middle Education in :

“Social Sciences”

School for Health studies prepared site visit. SER and all necessary material were not sent on time.

**Criterion 1. Educational Objectives**

**Indicator 1.1 Level and Orientation**

Assessment criteria:

The educational objectives are focussed on getting the student to possess general and specific competences mentioned by the study program. Graduates should have basic knowledge, skills and attitudes that are defined and planned by educational objectives. Students must have an understanding of the scientific-disciplinary basic knowledge that is specific for a certain domain of science, a systematic knowledge of the core elements of a discipline, including the acquisition of a coherent, detailed knowledge partly inspired by the latest developments of the discipline, and knowledge of the structure of the field of study and the connection with other fields of study.

The educational objectives are focussed on getting the student to master general competences such as:

* Obtaining and processing information;
* Ability to reflect critically and to be creative;
* Ability to perform leadership tasks;
* Ability to communicate information, ideas, problems and solutions;
* An attitude of life-long learning.

The educational objectives are also focused on getting the student to master general scientific or (academic) competences such as:

* A research attitude;
* Knowledge of research methods and techniques;
* Ability to collect relevant data that can influence the judgment of social, scientific and ethical questions;
* Ability to appreciate uncertainty and ambiguity;
* The limits of knowledge and the ability to problem guided initiating of research.

The educational objectives are focused on getting the student to master the specific competences of the domain and the scientific field of the study program.

**The opinion of the assessment panel and recommendations for improvement:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following**:**

*General objectives are well defined inside new curriculum. Objectives are defined by management team of the faculty. LO are also defined during CCNURCA project. So as final output of the program we can see in new curriculum that for each course on paper it can be seen what knowledge, skills and attitudes graduate students should poses in the end of the studies. Professors from different departments got LO defined by management team and they defined some aims of the courses where they are teaching. Management team of the faculty look all syllabi and try to correct some things and see what is not introduce inside curriculum. We noticed that LO are fully defined on the course level and that they are in accordance with programme outcomes. Matrix of competences is used in future for final version of the curriculum. Bologna recommendation and EU directives for specially regulated professions are taken into account Students know in advance what is the minimum knowledge, skills and competences they should know or poses to pass exam. More attention needed for academic and research competences as basis for second and third cycle. Core group from nursing school was trained for using modern teaching and examination approach but still dissemination of techniques is not done. Involvement of external partners and teachers in creation of new curricula is recommended.*

**Indicator 1.2 Domain Specific Demands**

Assessment criteria:

The educational objectives (mentioned as the end qualifications of the student) join the demands that are set by (foreign) colleagues and the relevant work field for an education within the domain (field of study/discipline and / or professional practice). They are in line with the regulations. The end qualifications for bachelor’s degrees and master’s degrees are derived from the scientific disciplines, the internationally performed research and the courses that are considered to put research into practice in the relevant professional field.

* General study program objectives (desired final qualifications of the graduates at study program level) and their genesis;
* Alignment of the objectives with the bachelor’s/ master’s competences in the Bologna declaration and European Qualification framework;
* Attention for the international dimension in the study program”s objectives;
* Attention for academic/professional/artistic skills in the objectives;
* Familiarity with the objectives among students and staff involved in the study program;
* Profiling the study program with regards to domestic and/or foreign study programs in order to determine the study program objectives and (including recent and imminent developments) to make the comparison with the own vision on the vocation/discipline;
* Alignment of the objectives with the professional regulations/legislation;
* Alignment of the objectives with the needs and wants of the intended work field;
* Genesis of the discipline-specific objectives.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Based on the results of CCNURCA projects and another initiatives, Gjirokastra school of nursing is working on harmonization of curricula with EU directives and CCNURCA propositions. It is very important to emphasize that teaching core on Nursing school of Gjirokastar is very dedicated to the improvement of curricula. By help of EU experts especially Dutch team objectives are aligned in some extent to international dimension. New developed curricula is accepted by schools bodies and University. Involvement of main stakeholders in creation of LO and* curricula is needed**.**  *There is official internship existing in school and it is led by nurses, what is very good, while Order of Nurses share information and try to improve skills of mentors for internship. There is no problem in legislation comparing situation in BH. Position of nurses who are finishing nursing schools is well defined. Ministry and State are pushing changes of the curriculum towards Directive and needs of the professional field. National qualification framework is not existing in Albania and LO is just partly due to the project in accordance with EQF.*

**Opinion on Criterion 1, Educational Objectives:**

Based on the opinions of:

Indicator 1.1, level and orientation:

Indicator 1.2, domain specific demands:

the assessment panel holds the opinion that generic quality, concerning criterion 1, is partly presented in the study program.

**Criterion 2. Curriculum**

**Indicator 2.1 Correspondence Between Objectives and the Content of the Program**

Assessment criteria:

The program is an adequate realization of the end qualifications of the education, as to level, orientation and demands specific for the domain. The end qualifications are adequately translated towards the learning objectives in (parts) of the program. The content of the program offers students the possibility to achieve the end qualifications.

* Translation of the objectives in the curriculum;
* Level (bachelor, master) and content of the study program components;
* Presence of inter-disciplinary elements;
* International dimension in the study program/internationalisation of the curriculum (policy, participation rate, cooperation forms, international contacts, etc.);
* Degree to which recent advancements in education at home and abroad have found expression in the curriculum;
* Procedures for curriculum revision and innovation;
* Participation of relevant stakeholders in curriculum development, revision and innovation.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Learning objectives are incorporated in curriculum, for the undergraduate level of education. International dimension has been also partially achieved through projects but there is still place for improvement. . Acquired modern teaching methodology is partly integrated in new curriculum but not accepted by most of the teaching staff. There is still a resistance for using new teaching methodologies especially from older staff members. Nursing school of Gjirokastar created curricula with numerous courses, still students should be more involved in creation of new curricula trough legal bodies of school (QA Board). New curricula should be more coherent with new teaching methods and all staff should be trained, because there is still neglecting some of the old staff toward the new teaching methods.*

**Indicator 2.2 Demands Professional and Academic Alignment**

Assessment criteria:

The development of knowledge by students when there is an interaction between the education and the scientific research within relevant disciplines. The program matches with the developments in the relevant scientific discipline(s) by demonstrable connections with topical scientific theories. The program guarantees the development of scientific research skills. With certain courses, there are demonstrable connections with the topical practice of the relevant professions.

* Attention in the curriculum for knowledge development;
* Attention in the curriculum for skills that support professional functioning;
* Attention in the curriculum for work field experience: interaction with professional practice, attitude, content, level and guidance of practical training final projects, etc.;
* Alignment with recent (international) developments in the field/discipline and professional practice (among other things, as researcher);
* Research alignment of the study program; among other things: feedback of (own) research to the study program, active involvement of students in research within the study program;
* Attention in the curriculum for development of research skills – conveying the research attitude – research skills. Interaction between study program and academic services.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Weakness in this field especially concerning the lack of the feedback from the institutions about quality of the students.* *Internal organization of professional and academic alignment should be pointed as one of the main strategic points in the future institution development. Inside curriculum on the bachelor level should be introduced scientific research subjects, students can gain some basics about research methodology and research methods. In the end of nursing education it should be organized evaluation of students knowledge. Each year teachers can improve their curricula in an 20% ratio so continuous improvement is evident.*

**Indicator 2.3 Coherence Program**

Assessment criteria:

Students take a coherent course program with regard to content.

* Sequential structure and coherence of the curriculum in terms of the standard process;
* Harmony of the curriculum in the cooperation with other university departments and institutions;
* Relation between the curriculum and flexible learning process.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of end on the consideration of the following:

*Standard coherence in nursing education, preclinical and some basic nursing subjects followed by clinical subject could be seen inside curriculum. Nursing students are introduced with clinical practice from second year, there is also internship organised after the second and third year. Using equipment for training skills is evident in teaching process. . Still big problem in Korca nursing schools is too big influence of medical doctors. In many aspects old curriculum is medically oriented, nurses are involved in practical part but should be more involved in theoretical part and in creation of the curricula.*

*Practical education is good but it can be improved with support of stakeholders, obtaining new space for nursing school and new equipment for practical training. .*

*Matrix of competences is partly developed and should be improved, but not existing of NQF it is very hard to develop one to be in coherence with EQF.*

**Indicator 2.4 Workload**

Assessment criteria:

The actual amount of study hours per academic year is being checked and reaches the standard of 60 credits.

* The study program fulfills the formal requirements with regard to the size of the curriculum for bachelor :
* It is possible to follow the program adequately since factors that hinder the learning process are being eliminated as much as possible;
* Study time measurements and follow-up;
* Agreement between estimated and actual study time;
* Spread of the study time in the study program;
* Presence of factors obstructing or promoting study and any steps.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*The study is integrated and contains 3 academic years of 60 credits each. This means that, in total, a study program of 180 credits is organized. This study program is in line with the formal requirements with regard to the minimal duration of an international accepted nursing education. Ratio between practical and theoretical part is 45:55. Problem is with the number of contact hours and ration between practical and theoretical hours. It should be 4600 hours but not including study at home. According to the description of the curriculum the student workload fulfills the requirements. Prescribed by actual national law there should be an internal quality control mechanism to assess the reality of workload in comparison to the accepted form of the curriculum this should be part of QA board and process in annual evaluation of teaching process. Credits should be used not only for labeling but also should be used for final touch to the curriculum on the way that courses which are bringing more competences should be graded with more ECTS points.*

**Indicator 2.5 Coherence of the Organisation of the Learning Process and Contents**

Assessment criteria:

The structure and the content of the curriculum are coherent and it is in line with modern didactic approaches (new teaching methodologies, innovations in teaching, etc.). The quality of the educational resources is high and there is an alignment of the learning resources with the didactic concept and the objectives (at study program level).

* The didactic concept is in line with the objectives;
* The work forms are aligned with the didactic concept. Work forms used (lectures, working groups, project work, practical work, self-study, workshops, etc.);
* Alignment of the didactic work forms with the objectives, the didactic concept and the characteristics of the student intake;
* Attention for recent educational developments at home and abroad in the didactic concept and its elaboration;
* Variation of educational forms;
* Educational resources used and quality (syllabi, guides, courses, teaching and learning aids, etc.): Alignment of the learning resources with the didactic concept, the objectives (at study program level and study program component level) and the characteristics of the student intake.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *In general there is a good intention for introducing new teaching methodologies and alignment of the didactic method with the objectives what is proved by younger staff that involve these procedures in teaching process. Due to the CCNURCA project some nurses are trained for introducing new modern didactic approaches like PBL, mind mapping, clinical skills labs, Payton 4 steps and etc…). Methodologies are disseminated among staff especially among clinical staff and also there is willing to make cooperation with Order of Nurses to create curriculum or programme for continuous teaching programme. . Still too many doctors are involved in the training of nurses and in the future this should be changed. . New skill lab is established, equipment is purchased and it is used, but still there is lack of space for this purpose. Examination methods like OSCE stations are partially used in teaching process. New methodologies are very good accepted by students and young staff that uses them in teaching process. In this connection it should be discussed to use modern methods of examinations beside written and oral examination. Practical examination should be used. Support from Ministry and University is needed for obtaining new space for practical skills laboratories. Especially the practical clinical teaching should be improved. Training of teachers for new approaches should be implemented.*

**Indicator 2.6 Final Thesis**

Assessment criteria:

Before obtaining the master’s degree students have to make a final project, by which the student has to prove his/her analytic and synthetic capability or independent problem solving capability on academic level or his/her artistic capability. The final project reflects the general critical reflection of the student’s intentions to do research.

* Place/relative weight of the thesis in the study program;
* Content and concept of the thesis;
* Preparation for the master’s thesis;
* Guidance of the thesis;
* Cooperation between students and researchers;

Cooperation between students and the professional field;

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*There is final thesis organized at the end of bachelor studies. It is an organized research work that nursing students are doing during their studies where research is applicable but research process is not obligatory for every student. They have to show that they understand basic principles of research and show during development that they understand methodology, that they can define research problem, that they know to define hypothesis and study aims, that they know how to present results and etc. Final thesis is organized on the proper way. Each candidate has a mentor. Thesis is defended in front of the commission.*

**Opinion on Criterion 2, Curriculum:**

Based on the opinions of:

Indicator 2.1, correspondence between objectives and the content of the program:

Indicator 2.2, demands professional and academic alignment:

Indicator 2.3, coherence programme:

Indicator 2.4, workload:

Indicator 2.5, coherence of the organization of the learning process and contents:

Indicator 2.6, final thesis:

the assessment panel holds the opinion that generic quality, concerning criterion 2, is present partly in the study program.

**Criterion 3. Staff**

**Indicator 3.1 Quality of the Staff**

Assessment criteria:

The staff is qualified for the educational, organizational realization of the program. They are also qualified to take care of the content of the program.

* Human resources policy (including recruitment, determination of tasks, appointments, promotions, evaluation procedure, advice and decision making bodies);
* Impact of substantive, educational and didactic qualities in the recruitment and promotion, evaluation and monitoring of the staff;
* Policy with regard to the staff for educational activities;
* Factors obstructing the pursuit of a good human resources policy;
* Professionalization (life-long learning approach) of the staff;
* Expertise of the teaching/academic staff (substantive, educational and didactic);
* Involvement of the teaching/academic staff;
* Technical, administrative and organisational expertise of the staff;
* Introduction and guidance of staff and equal opportunities policy.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Staff mainly is motivated for teaching but there is still lack of nursing staff. The main problem is the lack of enough full time teaching staff but this problem is recognized and there is important trend to increase number of own human resources. Second problem is a big discrepancy between number of medical doctors and nurses. Staff should be supported to go for international mobilities. Internationalization of this study program must be supported. There is no staff development programs on the faculty and no regular trainings for teachers. Those trainings should be introduced on regular basis.*

*The whole process of passing of teachers from one position to another is regulated by university bylaws. Improvement of criteria and raising level of competences to be teacher should be done. On that way research should be stimulated. There is need of support from the management to give the staff more time and financial support for research processes and publications. LLL courses should be introduced. Mobility opportunities should be involved from the side of University and Ministry.*

**Indicator 3.2 Demands Professional/Academic Alignment**

Assessment criteria:

For some courses it is necessary that a sufficient amount of staff members have knowledge and insight with regard to the profession. The course matches with the following criteria with regards to the effort of staff made within a professional, academic education:

* Professional experience and knowledge of the professional practice among the staff with educational or education-supporting tasks;
* Research expertise and research activity in the practice and the development of the arts;
* Range of specialisations among the staff with research tasks;
* Educational contribution from the professional field and the staff’s international contacts, including feedback with regards to the study program, the participation in international networks and the partnerships with domestic and foreign partner institutions.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Demands for the academic promotion are well defined and if consistently followed it is good basis for assurance of professional experience and expertise. Lack of the research activity, publications in international journals are recognized as the problem and need urgent systematic approach even that law prescribe that publications should be in EU area or global but support is missing from authorities. Research is beside teaching a very important part of the duties of a HE. It is recommended to implement a strategy for research work at the faculty including the support of the teaching personnel. Concentrating research activities with topics which are outstanding for the faculty to reach more power as a requirement for applying for research projects and getting in contact with international partners to enhance the own research activities. This certainly will have the effect of getting more money for research.*
* *Nurses should be able to get there in PhD degree . Good thing is that they can teach with master position. Good thing is that old qualified nurses coming from the nursing secondary schools in the past are re-qualified. There is no secondary nursing schools in Albania.*
* *Support from University and Ministry for mobility of nursing staff is needed and vital for improvement of nursing in future.*

**Indicator 3.3 Quantity of Staff**

Assessment criteria:

A sufficient amount of staff is being appointed to organize the course with the desired quality. Human resource policy is organized in a good and proper way. Recruitment policy is based on good selection of staff.

* Size of the workforce;
* Size of the workforce in proportion to the number of students;
* Ratios between the various categories of staff;
* Number and percentage of visiting professors;
* Age structure;
* Share of the various staff categories in education and research.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Number of new employees (assistant) did not drastically increase in last years and this is no good basis for increase of the number of own staff. Amount of the staff is not sufficient according to current needs and number of students and ration between doctors and nurses involved in this process is still not ok. This is specially visible when you compare number of students entering studies and total number of students. It should be think about maybe establishing limits for number of students entering both bachelor programs.*

 *For internationalization purposes and for quality of the program would be very important to have guest teachers and professors. Current project should be used to establish contacts and also to enhance mobility of staff through bilateral contacts with other partners and through K1 Erasmus plus action with EU partners.*

 *Authorities should reconsider employment of new staf.*

**Opinion on Criterion 3, Staff:**

Based on the opinions of:

Indicator 3.1, quality of staff:

Indicator 3.2, demands professional/academic alignment:

Indicator 3.3, quantity of staff:

the assessment panel holds the opinion that generic quality, concerning criterion 3, is just partly presented in the study program.

**Criterion 4. Students**

**Indicator 4.1 Assessment and Testing (Learning Assessment)**

Assessment criteria:

By means of assessments, tests and exams, students have been adequately tested. The learning assessment is in accordance with the proclaimed learning objectives (parts) of the program.

* Student guidance during assessment;
* Organisation of tests and examinations;
* Various assessment standards with regards to the objectives of the study program components and the study program as a whole: concept, orientation of the evaluation to the (integrated) tests of knowledge, insight, skills and attitudes, degree of difficulty;
* Criteria and method of the assessment by the evaluators;
* Criteria and method of the assessment by the examination committee;
* Transparency of the assessment: Familiarity of students with the requirements connected to the evaluation;
* Familiarity of students and staff with the assessment procedures;
* Quality assurance of examination matters.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Weakness of the system of examination are recognized. There are just written or oral exams, practical exams should be introduced. More transparency of evaluation is needed. New assessment methods are partly introduced by younger staff.**The continual assessment of the students during the study process on all courses is regulated in that way that students can collect credits which count for the final exams (30%). Final exam counts for 70 %. Commissions are organized for examining of students what is good for transparency of the process. Passing rates forthe first and second year is around 70% and from second to third year 50-60%.*

**Indicator 4.2 Practical Training**

Assessment criteria:

The practical training enables students to acquire practical experience. Students develop professional skills and attitudes required for the independent practice under guidance and under conditions of increasing independence. The training is the result of an independent study on a problem that is relevant to the study program and the field of action. The results of the training reflect the student’s reasoning capacity, the information processing and critical reflection capacity and the competence in applying solution strategies in problem situations from professional practice.

* Place/relative weight of the practical training/thesis in the study program;
* Contents and concept of the practical training;
* Preparation for the practical training;
* Guidance in the practical training;
* Assessment of the practical training.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Institution has just few training units for practical work with training equipment (skills labs) and this should be improved for qualified practical training. New manikins are installed and used . Faculty should developed or adopted catalogue of the skills developed in the project in education and assessment in practical training and Catalogue for internship. This will be a good precondition for implementing practical work on a proper way. Practical training as basis of nursing education should be integrated into the quality control measures of the faculty and as an important part of examination. More practical work should be introduced. Groups for practical training are very good organized 4-6 students. Internship should be more better control. Students have opportunity to work internship in different hospitals , mentors in these hospitals should be introduced.*

**Indicator 4.3 Conditions of Admission**

Assessment criteria:

Content of the program fits in with the qualifications of the incoming students. Admission procedures are clear and transparent.

* Internal procedures for admission of students;
* Characteristics of the student intake and related policy;
* The curriculum is in line with the preliminary training;
* Specific activities with regard to the alignment between the preliminary training and the study program.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Well defined internal procedures for admission. There is no preparatory program before admission. No entering exam. Students are ranked according to marks gained during previous education.*

**Indicator 4.4 Student Involvement in the Improvement of the Teaching/Learning Processes**

Assessment criteria:

The institution evaluates the curriculum and the teaching processes itself by introducing student enquiries and satisfaction questionnaires. Student representatives are involved in the decision making process and in the managerial structures.

* Handling the results of enquiries;
* Influence of students on curriculum;
* Participation of students in different decision making bodies and influence on managerial structures.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *There are attempts to engage students in the new curriculum. There are needs for strategic engagement and obligations for students through legal documentations. Students should be involved more in the decision making processes, there feedback is important for the development of the curriculum. Generally students are presented by their representatives in all important bodies but they are still rather passive in decision making process. Students should me motivated for this process.*

**Indicator 4.5 Measures for Promoting Mobility, Including the Mutual Recognition of Credits**

Assessment criteria:

The existence of bilateral and multilateral agreements with domestic and foreign institutions for the exchange of students. Participation of institution and students in different exchange programs. Existence of ECTS and/or internal credit system

* Existence of bilateral and multilateral agreements in the country and abroad;
* Existence of student exchange programs;
* Acceptance of credits gain during exchange programs;
* Existence of ECTS or other credit systems.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *ECTS as basis for student exchange exist. Students are not involved in exchange programs and not going abroad to spend part of their studies. More bilateral and multilateral agreements needed as basis for exchange of students and teaching staff. There should be more support for the international mobility of the students (information and mentoring for Erasmus programs etc). University international office and management team from the faculty should put more efforts in organizing this.*

**Indicator 4.6 Coaching of Students**

Assessment criteria:

Coaching system is introduced. The coaching and the providing of information meet the students’ needs.

* Existence of coaching system and regular consultations;
* Way of coaching students.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*The importance of adequate coaching of students is recognized. There is organized mentorship for students on bachelor level on the clinics. Regular training of mentors does not exist. It should be better to introduce mentorship in the future for all studies.*

**Indicator 4.7 Information, Consultation and Complaint System**

Assessment criteria:

* Way of handling students’ complaints;
* Measures for student support;
* Information and advice during the study program by the study program/central services;
* Communication of educational objectives as well as education and examination regulations;
* Organisation and guidance of international student exchange (including guidance for and integration of foreign students).

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *There is a procedure for students who have complaints. Management team deals with the complaints.* More collaboration between management team and students is needed. Also more collaboration is needed between management team and nurses who *are working in the hospital. Regular meetings should be organized. The syllabi and curriculum are given to all students in a written form. Web site is used in an acceptable way. Evaluation with questionnaires is done by the students. The organization of the questionnaire is organized on good way. Results and consequences of the evaluation should be made transparent to all structures on the faculty. Corrective measures after getting results should be introduced.*

**Opinion on Criterion 4, Students:**

Based on the opinions of:

Indicator 4.1, assessment and testing:

Indicator 4.2, practical training:

Indicator 4.3, condition of admission:

Indicator 4.4, student involvement in the improvement of the teaching/learning process:

Indicator 4.5, measures for promoting mobility, including mutual recognition of credits:

Indicator 4.6, coaching of students:

Indicator 4.7 information, consultation and complaining system:

the assessment panel holds the opinion that generic quality, concerning criterion 4, is partially present in the study program.

**Criterion 5. Means and Facilities**

**Indicator 5.1 Material Aspects**

Assessment criteria:

Housing and facilities are adequate to realize the program. Teaching tolls are adequate for introducing new teaching methodologies and for introducing innovations in teaching process.

* Policy on premises and facilities;
* Size and quality (= degree to which they are geared to the objectives of the study program) of lecture halls;
* Practical rooms and laboratories;
* Library facilities; books and periodicals;
* Self-study centers;
* Computer facilities;
* Study program-related research infrastructure;
* Student and teacher facilities;
* Accessibility of the facilities;
* Size of the available financial resources.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

*Study program does not poses own building but program deserve new building supplemented with the modern equipment for teaching and research. Faculty also poses some equipment and computer facilities for regular realization of teaching process.*

*Financial incomes does not ensure the stability and future development and have to be improved. The total financial dependence from the government makes it impossible to the faculty to manage a necessary financial budget. Looking for the possibilities to insure more own funds. Development of library, increasing the number of books are necessary. There is not enough literature for everyday teaching. Management has to find way to provide access to electronic databases what is besides modern equipment precondition for good research. Support from authorities is crucial and needed, new equipment is needed for purchase and new space, especially there is lack of books and paper from field of nursing that can be used for research.*

**Opinion on Criterion 5, Means and Facilities:**

Based on the opinions of:

Indicator 5.1, material aspects

Commission opinion: Partially satisfied

**Criterion 6. Internal Quality Control**

**Indicator 6.1 Evaluation Results**

Assessment criteria:

The course is being evaluated periodically through usage of different testable targets. Systematic measures to follow up on the teaching process are introduced. Quality structures are established and the quality of teaching within the study program is permanently monitored.

* Description of the quality policy and of the approach of the internal quality assurance;
* Existence of quality structures;
* Depersonalised summary of the measured results of the study program;
* Dynamics of evaluation procedures;
* Usage of results obtained during evaluation process.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Structure necessary for quality control exist at the university and on the program level. Quality documents are existing on the University level like policy and different procedures. SER report is done. Permanently monitoring of teaching process is needed. Formal usage of the results of evaluation process. Good thing is that program is preparing every year SER for accreditation purposes initiated by State. Currently Albanian universities are in the process of institutional accreditation an all programs are obliged to prepare SER. Two persons from programme are involved in a process as representative of programme what is very good for development of structure and procedure.*

**Indicator 6.2 Measures for Improvement**

Assessment criteria:

The results of evaluation are the starting point for a strategic and operational approach in the introduction, the improvement and the development of demonstrable measures necessary for the realization of the educational objectives. Improvement measures are based on threats and weaknesses noticed during the evaluation process.

* Degree to which past targets were achieved;
* Degree to which the targets for the future are well founded;
* Improvement actions in the study program (allocation of resources, designation of responsibilities and powers, planning and monitoring project management);
* Special attention for the response to findings and recommendations of the former assessment visit and results of student evaluations.

**The opinion of the assessment panel:**

The assessment panel formed an opinion based on the determination of and on the consideration of the following:

* *Results of previous self assessment measures have not taken in consideration and are not being used in full extent for the improvement of different aspects of educational process.*
* *Not clear improvement actions in the study program. Satisfaction questionnaire is introduced to students once per year in hard copy but no correction measured afterwards. A strategic approach for a periodically systematic students evaluation with well defined aims and planned usage of the results in order to improve teaching process should be implemented. The results and the consequences should be made transparent to all groups of the faculty. Alumni is not involved systematically in improvement of the curricula. Program has contacts from time to time with ex students.*

**Opinion on Criterion 6, Internal Quality Control:**

Based on the opinions of:

Indicator 6.1, evaluation results:

Indicator 6.2, measures for improvement:

Opinion of the commission is that criterion is partially satisfied

**Global Opinion**

The assessment panel based its opinion and its motivation on the following sources:

* The conducted interviews with all parties concerned,
* The available documents during the assessment visit,
* The requested documents,
* The study program’s reaction on the assessment report.

Based on the opinions of:

Criterion 1, educational objectives and learning outcomes:

Criterion 2, curriculum:

Criterion 3, staff:

Criterion 4, students:,

Criterion 5, means and facilities:

Criterion 6, internal quality control:

The assessment panel holds the opinion that there is a generic quality present in the study programme.

**Overview of the Opinions**

|  |  |  |
| --- | --- | --- |
|  | Indicator Score | Criterion Score |
| Criterion 1: Educational Objectives and Learning Outcomes |  |
| Indicator 1.1 Level and Orientation |  |  |
| Indicator 1.2 Domain Specific demands |  |
| Criterion 2: Curriculum |  |
| Indicator 2.1 Correspondence between Objectives and the Content of the Programme |  |  |
| Indicator 2.2 Demands Professional and Academic Alignment |  |
| Indicator 2.3 Coherence Programme |  |
| Indicator 2.4 Workload |  |
| Indicator 2.5 Coherence of the Organization of the Learning Process and Contents |  |
| Indicator 2.6 Master’s Thesis |  |
| Criterion 3: Staff |  |
| Indicator 3.1 Quality of Staff |  |  |
| Indicator 3.2 Demands Professional/Academic Alignment |  |
| Indicator 3.3 Quantity of Staff |  |
| Criterion 4: Students |  |
| Indicator 4.1 Assessment and Testing |  |  |
| Indicator 4.2 Practical training |  |
| Indicator 4.3 Condition of Admission |  |
| Indicator 4.4 Student Involvement in the Improvement of the Teaching/Learning Processes |  |
| Indicator 4.5 Measures for promoting Mobility, Including the Mutual recognition of Credits  |  |
| Indicator 4.6 Coaching of Students |  |
| Indicator 4.7 Information, Consultation and Complaining System |  |
| Criterion 5: Means and Facilities |  |  |
| Indicator 5.1 Material Aspects |  |  |
| Criterion 6: Internal Quality Control |  |
| Indicator 6.1 Evaluation Results |  |  |
| Indicator 6.2 Measures for Improvement |  |
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The opinions are applicable to: University of Gjirokastra, study programme of Nursing

**Appendice**

**Dejan Bokonjic**

**Belinda Drieghe**

**Mirza Oruc**

**Willem vanden Berg**

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Site visite schedule

|  |  |  |
| --- | --- | --- |
| **Date 18.01.2017** | **Gjirokastra nursing school** |  |
|  |  |  |
| 09:00-09:30 | Study program | Meeting with self assessment team |
| 09:30-10:00 | Study program | Meeting management |
| 10:00-11:00 | Study program | Meeting academic staff |
| 11:00-11:30 | Study program | Coffee break |
| 11:30-12:00 | Study program | Meeting students  |
| 12:00-13:00 | Study program | Meeting representatives of administration |
| 13:00-14:00 | Study program | Program tour |
| 14:00-15:00 | Study program | Lunch break  |
| 15.00-15.30 | Study program | Oral report |