Trainings for Azerbaijan HEI‘s representatives on November 05 - 10 2018, SMK University of Applied Social Sciences, Vilnius, Lithuania.

Agenda:

**1st day**

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| 10:30-12:30 | Field visit to Centre for Quality Assessment in Higher Education of Republic of Lithuania |
| 12:30-14:00 | Lunch at Mykolas Romeris University canteen |
| 14:00-17:00 | Field visit to Mykolas Romeris University |

**2nd day**

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| 10:00-11:00 | Internal quaity assurance system of Lithuanian higher education institutions |
| 11:15- 13:00 | Workshop on Functions of Quality Assurance Centre |
| 14:30-15.30 | Feedabck system in quality assurance system |
| 15:45-17.00 | Workshop on feedback questionnaires for different stakeholders of HEI |

**TOPIC: FUNCTIONS OF QUALITY ASSURANCE CENTER**

**Remarks, taken by training participants**:

* Teachers, other internal and external stakeholders are not involved in quality assurance process, and they should. Assurance of the operation and improvement of the university’s feedback system should be implemented and all parties should be involved in this process.
* All information related to the QA should be publicly available to the society (in websites and social networks).
* The major obstacle - how to involve stakeholders, staff to surveys and the conduction of survey among students.
* The major obstacle to apply QA fully - the absence of financial support.
* Universities themselves evaluate study programs according to the study fields, but results and outcomes of such evaluation can not be taken into account and implemented as necesary changes while improving study programs, because of the Ministry of Education authority on this process. Azerbaijan HEI‘s would be willing to have more authority in this process.
* Need to prepare reports or information for external stakeholders periodically.

**Reccomendations for future trainings**:

* To get familiar with the application of mobile technologies in practise during the trainings (e.g. surveys conduction using mobile technologies).

**TOPIC: FEEDBACK SYSTEM IN QUALITY SYSTEM**

**New things learnt:**

* Various kind of feedback methods which include students, teaching staff and etc.We can use online system to get feedbacks from students and staff and analyse the result of the surveys and questionnaire. We learned in which period we have to do it.
* Detailed information about program design, ongoing monitoring and approval of programs and how to apply this practice in Azerbaijan universities.
* The feedback system of the university. How the students give feedback, how the teachers evaluate themselves, graduates‘ and employees‘ feedback; Lifelong learners‘ fededback, social partners‘ feedback.
* Student independency and role of assessment of teacher performance and how to apply this practice in Azerbaijan universities. Still the question remains whether it is fair to asses teachers’ performance based on students’ feedback. Azerbaijant partners suggest that teacher assessment should not be fully depend on students’ feedback.

**Remarks, taken by training participants**:

* Move from carying out surveys offline to online surveys, which might be morefruitful to achieve main goals and to eliminate problems and drawbacks.
* Online feedback in anonymous way is better than verbal. However there is a challenge, that some of the teachers can’t complete online questionaires.
* Assessment and solving problems together and honestly. Don‘t be afraid to critizise and outline disadvantages.

**Reccomendations for future trainings**:

* How to overcome autonomy issue in QA (lack of autonomy to implement changes without permission of the Ministry of Education of Azerbaijan), maybe EU partner countries have faced such kind of situations and have suggestions?
* Provide as much as possible prepared documents/templates, that could be used by Azerbaijan partners (e.g. various survey questionaires templates, samples of feedback, etc.)

**TOPIC: QUALITY ASSURANCE SYSTEM: 2 CASES OFLT HEIS**

**New things learnt:**

* Regulations of organising feedback at the university
* Forms and methods of feedbacks
* Students feedbacks on teaching learning and assessment
* Participation in accreditation procedure of study programs
* Feedback tools preparation and improvement
* Analysis of qualitative and quantitative data
* Coordination of training organization for students and teachers
* Coordination of the quality management system of the University, participation in preparation of the University's quality assurance improvement strategy and assurance of its implementation.
* Coordination of development, improvement, evaluation and accreditation of first and second cycle study programmes.
* Assurance of the operation and improvement of the University's feedback system
* Collection, analysis and provision of information about the University's studies, preparation of the quality monitoring reports, preparation of proposals for improving the quality of University studies. Preparation and update of information related to QA on the website and social networks of the University.
* Development and coordination of the academic support systems for students and teaching staff.
* Search, analysis and dissemination of good national and international practises on quality assurance and its innovations
* Design and approval of programs. On-going monitoring and periodic review of programs.
* Accreditation of the universities (periods)
* Regulations for study program committees at University
* Student-centred learning, teaching and assessment
* Career monitoring systems
* The teachers’ wages payment system is comprised in two directions, one being fixed system and the other flexible which dependson the scientific and other activity indicators of staff
* We liked the fact that National Accreditation Office doesn’t depend on the Ministry of Education and can function freely
* Students’ attendance is mandatory in Azerbaijan, which is not the case in Lithuania.
* Teacher assessment, Student/teacher motivation, National Graduates Career Monitoring, external evaluation, QAC functions (structure in university of QAC).

**Remarks, taken by training participants**:

* To collect data with feedback process.
* Staff exchange programme between EU and Azerbaijant HEI‘s could be implemented seeking to overtake best practise and experience in the field of QA.
* Preparation and update of internal legislation. Initiation of projects. Organization of information dissemination to the community.
* Support for working groups, SPCs and teaching staff (trainings, seminars, workshops). Communication and explanation of the latest national legislation to the academic community. Participation in accreditation procedure of study programs.
* Prepare and improve feedback tools. Organize surveys and interviews. Transfers results to the academic community. Monitor the follow up activity.
* Analysis of qualitative and quantitative data. Annual activity reports. Provision of information to public authorities.
* The students’ assessment transparency in this process should be taken into consideration.
* Azerbaijan universities would need some support from EU partners side in applying the practice of teachers’ wages payment system at their University.
* Some partners are planning to apply system called “Rating-score” at University soon (related with teachers’ wages payment system).

**Reccomendations for future trainings**:

* More details, key tools, plans ect. Key tools for →especially Student motivation,→Teacher motivation→Teacher assessment.
* To get more practical and detailed information and practical trainings about working mechanism of QA centre.
* The effectives ways of elimination of drawbacks which reveal during the evaluation process.
* Would like to have sample of survey for alumni satisfaction.
* To get detailed information about internal audit procedure.