


Methodology - Site Visits

Methodology - Site Visits

Tibor Szanto
CARDS 2003

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In this seminar


- I. Relevance of the theme (activity scheme, ESG)
- II. Organisation of site visits
- III. Implementation of site visits
- IV. Examples
 - HAC
 - ZEvA

Questions, comments at any time!

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Overview of evaluation steps (recapitulation)

1. Criteria and procedures
2. Self evaluation
3. Expert tasks
4. Selection of experts
5. Training of experts
6. Site visit
7. Evaluation report
8. The results of evaluation
9. Feedback
10. Monitoring and follow-up
11. Closing the quality loop



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I. Recapitulation: activity scheme – relevance of site visits

	<u>evaluation</u>	<u>Accreditation</u>	<u>Audit</u>
Institution new / operating	(✓) / ✓	(✓) / ✓	(?) / ✓
Programme new / operating	(✓) / ✓	(✓) / ✓	(-) / ✓
Theme	✓	X	X

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I. ESG: Reference to site visits?

2.4.4 Processes fit for purpose [G]

- *the use of the self-evaluation / site visit / draft report / published report / follow-up model of review;*

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I. ESG reference₂

2.6.7 Criteria and processes [S]

These processes will normally be expected to include:

- *an external assessment by a group of experts, including, as appropriate, (a) student member(s), and site visits as decided by the agency (see slide 4)*


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Methodology - Site Visits

II. **Organisation of site visits**

Responsibilities

- Agency: overall responsibility for org.
- experts involved:
specific personal arrangements? (if any)
e.g. travelling by car together
- HEI: local arrangements
in co-operation with the Agency
- Council: (monitoring?)



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II. **Division of labour**

	Agency	experts	HEI
date(s) of visit	✓	✓	✓
visit(s) schedule	✓	✓	✓
major issues	✓	✓	
who does what?		✓	
availability of persons			✓
technical arrangements	(✓)		✓
travel, accommodation	✓	(✓)	(✓)
catering	✓		✓
documentation	✓	(✓)	(✓)

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II. **Preparation for the visit – admin.**

Date(s) of visit(s)

- availability of experts, HEI instructors and staff, and students (classes!)

Visit schedule

- meetings with all groups of persons involved
- opportunity for closed panel meetings

Logistics (travel, accom., catering, meeting rooms)

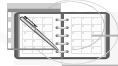
Documentation:

- all previous reviews, evaluation reports!
- relevant info from other sources!

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II. **Preparation for the visit – experts**

- Context knowledge (nat. + internat.) – training!
- Thorough reading of SER + additional info
- Panel meeting, S+W, problems, things to check at visit, “major issues”
- Roles, division of labour within panel
Who goes where? Who does what? (Dept’s, library, etc)
- Briefing on logistics




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III. **Implementation of site visits₁**

Methodology

- agenda (agreed with HEI)
- separate meetings (manag., students, instructors)
- semi-directed interviews, closed and open questions, control questions
- class visit(s)
- facilities (library, labs, IT etc.)
- brief closed panel meetings in between
- additional documentation if needed
- final meeting with HEI/prog leader(s)




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III. **Implementation of site visits₂**

Focus

- HEI / programme specifics, strategy
- Organisation and management
- Teaching and learning (attainment of learning outcomes!)
- Infrastructure
- Student services
- QA
- Development opportunities (→ recommend.)

See still areas of eval., seminar No. 3.




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Methodology - Site Visits

III. **Implementation of site visits₃**

Things to possibly avoid

- Arriving late
- (Substantially) not keeping the schedule
- Asking questions unprepared (answers being available in self-evaluation)
- Being biased (e.g. public-private HEIs)
- Clapping on the back
- Beating around the bush (not getting to the point)
- Thinking that you know everything better...
- Leaving before end of visit




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III. **Implementation of site visits₄**

Rules to possibly follow

- Show respect to HEI, both in formal and substantial aspects, be a real partner!
- Be organised (timing, documentation, etc)
- Be well prepared! (studying the self-evaluation etc. before)
- Be focussed (to the point)
- Try to be objective

Be a critical friend!
("Gutachter" in German)



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IV. **Site visits - examples**

evaluation Accreditation Audit

Institution		HAC	
Exist. progr.	ZEVA	ZEVA	
New progr.			
Theme			

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IV. **Example₁ – institutional accr. by HAC**

Subject: Institutional operation incl. QA system
Programmes: Bologna transition → Capability as per disciplines and levels of educ.

Panel (VC): disciplinary experts, QA expert, student(s)
progr. officer from HAC Secretariat (not member!)

Schedule: see handout

Meetings: management of HEI / Faculty
instructors, departments, QA unit
students
administrative and technical staff
closed meetings of panel
closing meeting (everybody involved)

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IV. **Example₁ – institutional accr. by HAC**

AZVO staff reflections on visit?

Sandra, Vesna, Filip

Strengths and weaknesses?

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IV. **Example₂ – programme eval. / accr. by ZEVA**

Subject: Programme - disciplinary evaluation
- accred. of BaMa progs

Panel: discipl. experts (manag.), repr. of profession, student
progr. officer from Secretariat (not member)

Schedule: see handout

Meetings: management of HEI
SER group
students
researchers, professors, departments
closed meetings of panel
closing meeting (everybody involved)

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Methodology - Site Visits

IV.

Example₂– programme accr. by ZEvA

AZVO staff reflections on visit?

Emita, Davor, Filip

Strengths and weaknesses?

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19

Thank you for your
attention!

