



# TLQAA: The QA agency building blocks

## From the standards to the external evaluation

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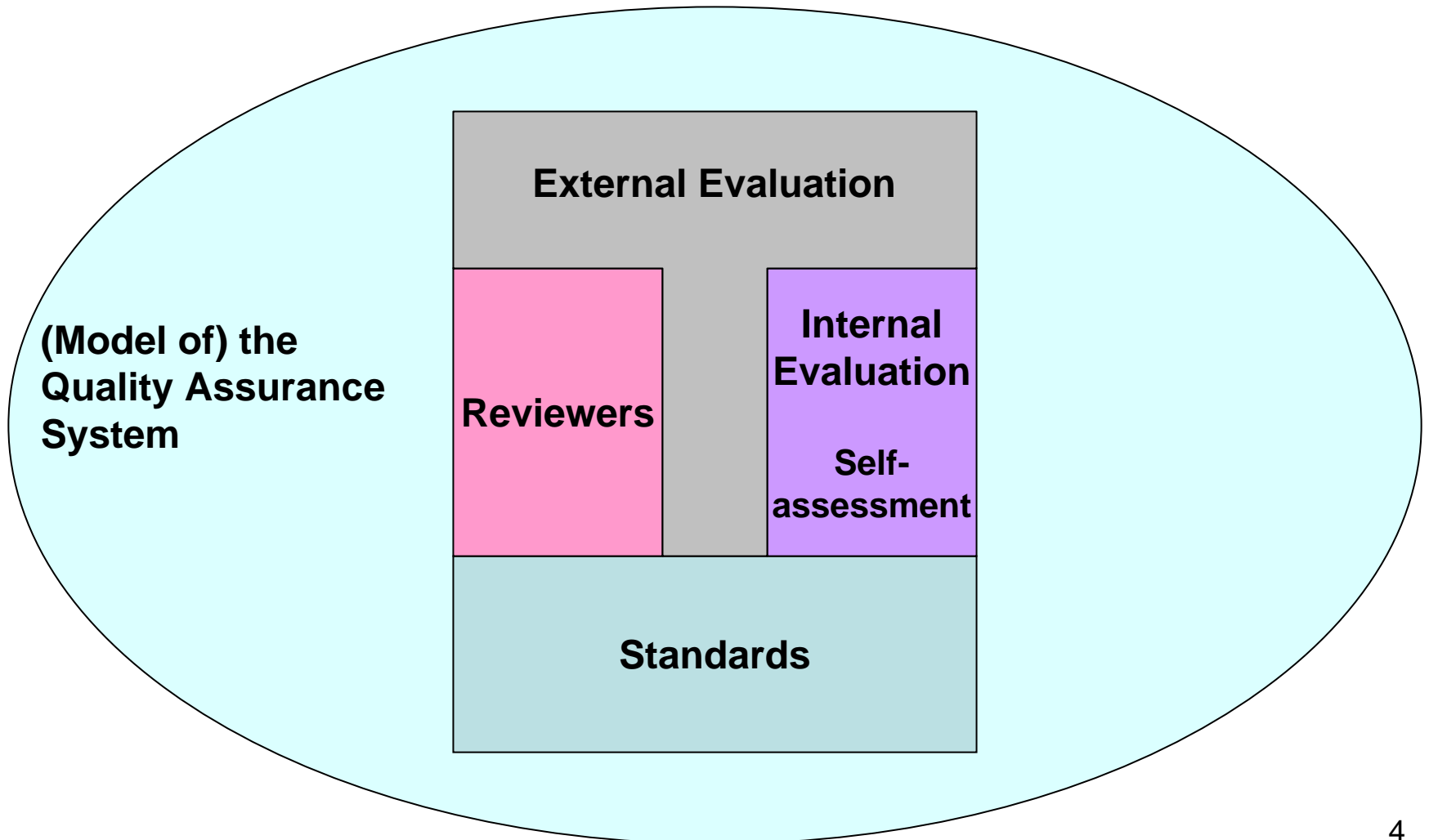
# QA Agency Building Blocks

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# TLQAA Building Blocks

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# TLQAA Building Blocks: Standards

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- **The Standards**
  - Respect international standards
  - Reflect societal needs and expectations
- **The Standards shall be the result of a consensus**
  - In TLQAA 3 phases
    - First draft by a small group of partners
    - Discussion and update by the consortium
    - Discussion in national roundtable and adoption of final version

# TLQAA Building Blocks: Standards

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- Comparative study of standards from international agencies (USA, France, Belgium, Spain, UK)
- Adopting a set of standards after adaptation to the Lebanese context
- Standards defined with
  - Title
  - Description
  - A set of substandards

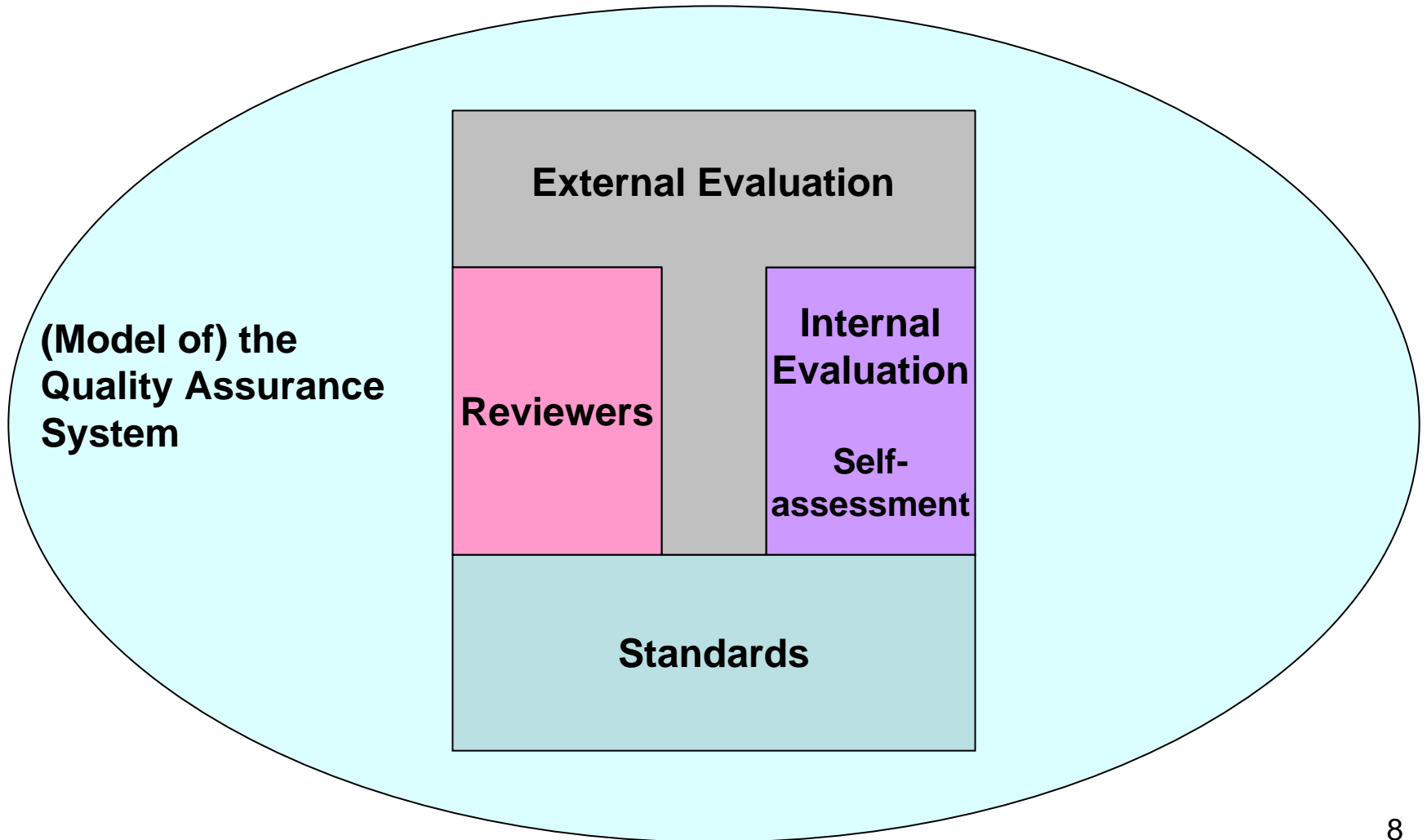
# TLQAA Building Blocks: Standards

- 9 standards
- Teaching and Learning as core standard

#	Core Standard
<i>Elements</i>	
	Mission/Goals and Objectives
	Governance
	Teaching and Learning
	Academic Programs
	General Resources
	Human Resources
	Students
<i>Principles</i>	
	Public Disclosure
	Integrity

# TLQAA Building Blocks

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# TLQAA Building Blocks: Reviewers

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- Two sets of selection criteria
  - One set of criteria to admit reviewers in a list managed by the agency
    - General criteria
    - Category (professor, students, administrative, ...) specific criteria
  - Another set to select reviewers from the list in order to form evaluation committees
    - Dependent on the unit to evaluate

# TLQAA Building Blocks: Reviewers

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- Training of the reviewers
  - In AERES and ANECA
  - In two parts
    - Presentation of existing European evaluation systems
    - Convergence to a common understanding of Lebanese TLQAA standards and procedures
- Evaluation expert guide



Lundi 25 février 2013

### Séminaire Tempus TLOAA

Les enjeux des relations avec les parties prenantes dans le cadre de l'évaluation institutionnelle  
ACRES, France

Robert Fournier, dirigeant scientifique ACRES  
Marie SALADIN, chargée de projet ACRES



Document de travail de l'Agence de l'Environnement et de la Gestion des Déchets (AEGD) - 2013

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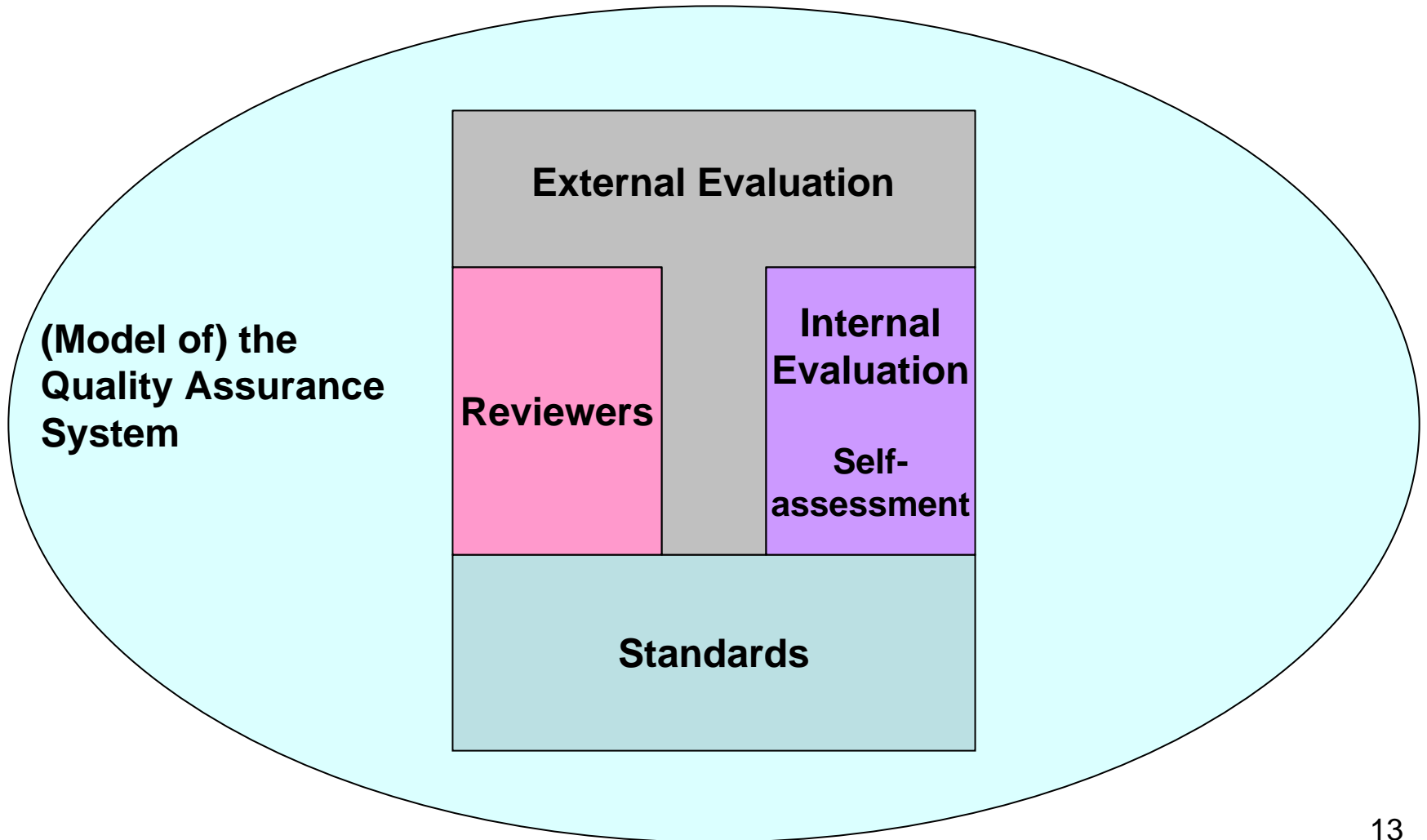
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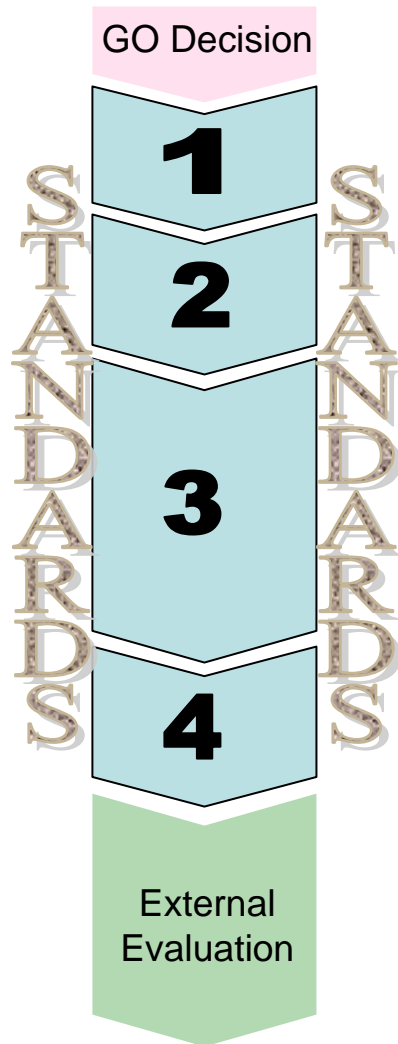
# TLQAA Building Blocks

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# TLQAA Building Blocks: Self Study

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1. Expectations
2. Internal Evaluation Committee
3. Process: Phases and Tools
4. Production and Validation of the Report

# TLQAA Building Blocks: Self Study

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- Self study=process+product
  - **Process:**

Dynamic phenomenon making the institution advance with the aim of self-study and self criticism in view of the pre-established quality standards
  - **Process that permits:**
    - understand the results of the actions conducted
    - visit the procedures and protocols
    - review the information and documentation systems
    - detect and correct the problems
  - **Process**
    - in 3 phases resulting in a product that is essential for the external evaluation
  - **Product**
    - The self study report and its annexes constitute the basis of the external evaluation
    - A report that positions the institution with respect of the standards and shows relevant proofs

# TLQAA Building Blocks: Self Study

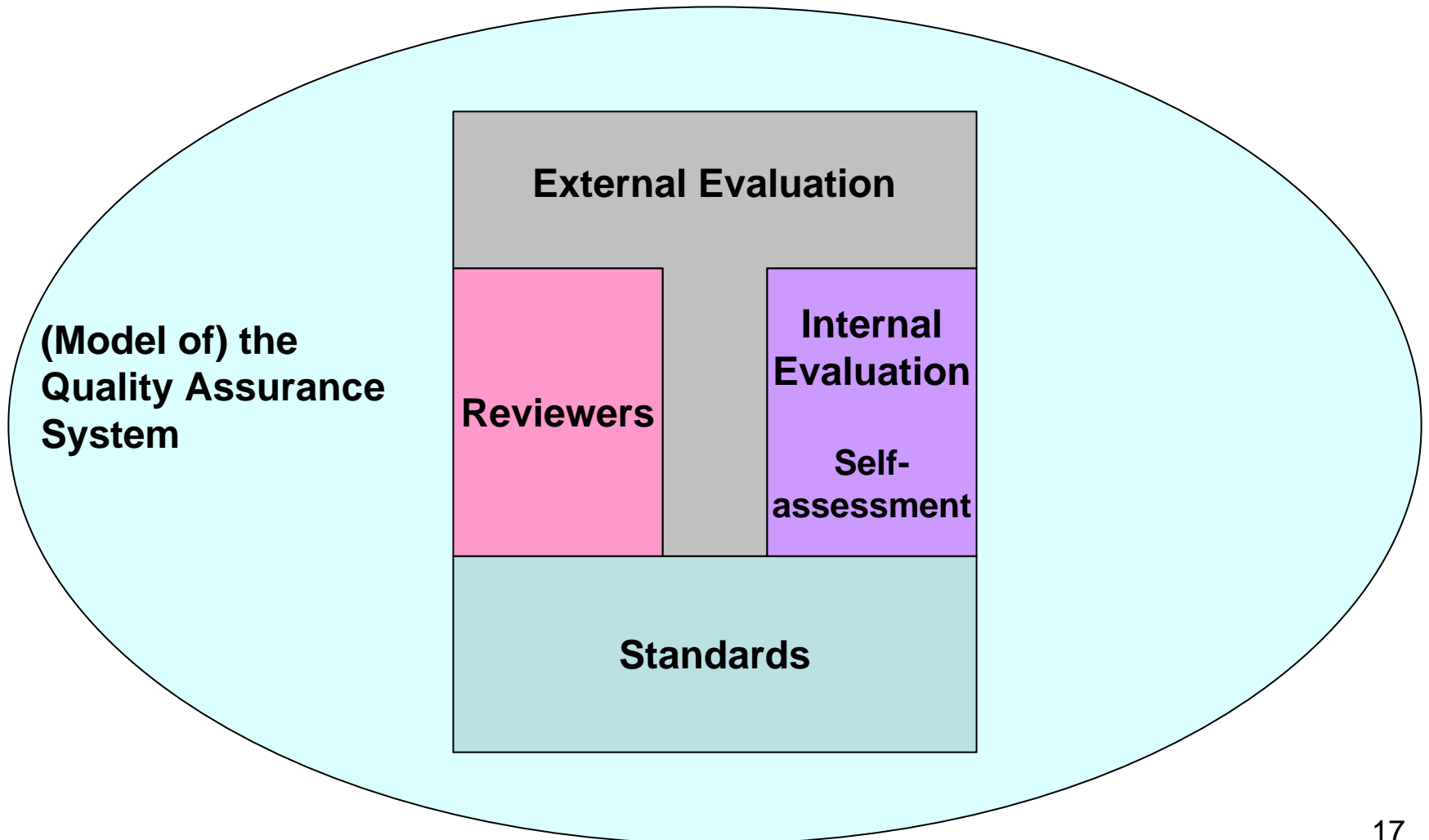
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- Widest participation of the institution's components
  - For a shared view
  - For large support to the final report
- Setting up a steering committee
- Defining an action plan with specific milestones
- The 10 Lebanese universities performed their self study and provided their reports



# TLQAA Building Blocks

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# TLQAA Building Blocks: External Evaluation

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- Once committee defined:
  - Preparing the site visit
  - Conducting the site visit
  - Drafting the evaluation report
  - Finalizing the evaluation report

# TLQAA Building Blocks: External Evaluation

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- **Preparing the site visit**
  - Based on the self study report and in view of the standards, each reviewer prepares a set of questions/issues to investigate
  - The review committee meets, shares and discusses the list of questions/issues leading to a common list of questions/issues
  - This list shall include all the points not covered in the self-study report or the points that need further clarifications
  - This list is the guiding document for the site visit
  - In parallel, the agenda of the site visit shall be set carefully between the chair of the committee and the contact point at the institution

# TLQAA Building Blocks: External Evaluation

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- **Site visit**
  - Reviewers shall be prepared to each meeting
  - They shall maintain a neutral position
  - Shall try to keep the meeting focused and to get an answer to all the questions
  - The meetings schedule shall be respected
  - Briefing/debriefing meetings to clearly define the outcomes of each phase and prepare/adjust for the next
    - Important role of the European observer

# TLQAA Building Blocks: External Evaluation

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- **Drafting evaluation report**
  - At the end of the site visit the committee meets and agrees upon the major lines of the report and, assign the sections to draft among themselves
  - Each reviewer writes a section
  - The chairperson compiles the report from the drafted sections
    - Evidence based
    - Standards as reference
    - Coherent
    - Combine rigor with flexibility and positivity
    - Recommendations helpful to the institutions for continuous improvement

# Conclusions

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- All these components have been constructed in the project
  - Tools have been developed to assist both the institutions and external reviewers in their tasks
- The components were experimented at large in a large pilot evaluation
  - 10 self study processes
  - 5 external evaluation
- Maintaining the achieved results is essential to preserve the experience and expertise

# Conclusions

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- Continue to include and train all the stakeholders on Quality Assurance processes and procedures
  - Ensure QA in HE involve the external and internal stakeholders
  - Feedback mechanisms are essential
- Providing for the needs of employers is essential in HE for a better employability
- Collaboration with regional and international QA structures and experts is crucial





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*Thank You*

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