

Agjencia e Akreditimit e Kosovës
Kosovo Accreditation Agency
Agencia za Akreditovanje Kosova

TRAINING SESSIONS for:

- Management
- Administration
- Teachers
- Students
- QA officers

January 26th, 27th and 28th, 2011

Prishtina

Project: "Supporting and Developing the Structures for the Quality Assurance at the Private Higher Education Providers"

Target institutions: AAB-RIINVEST, BIZNESI, DARDANIA, EVOLUCIONI, FAMA, ILIRIA, PJETËR BUDI, TEMPULLI, UBT and UNIVERSUM

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Project outcome/output title: Capacity building

Day 1: Training for higher education management and administration¹

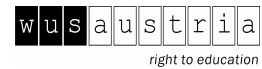
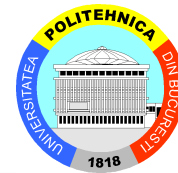
January 26th, 2011

Time	Description	Venue
1.1 Training for higher education management		
09:30 – 13:00	<ol style="list-style-type: none"> 1. "Embedding of a quality culture within a HE institution" – University College Cork as a case study" - Prof. Dr. Norma Ryan, University College Cork 2. "External/internal QA system" and "Enhancing quality and improving transparency" in addition to the analysis of the questionnaires - Prof. Dr. Peter Eckl, University of Salzburg 3. Presentation by the Ministry of Education, Science and Technology of the Republic of Kosova <p>Break</p> <ol style="list-style-type: none"> 4. "Shared responsibility" – Prof. Dr. Mariana Mocanu, University Politehnica of Bucharest 5. "Introduction to the Standards and Guidelines for Quality Assurance in the European Higher Education Area" – Mr. sc. But Dedaj, WUS Austria 	AAB-RIINVEST
13:00 – 14:00	Lunch break	

¹ In all sessions QA officers should be present.



1.2 Training for higher education administration		
14:00 – 15:00	<ol style="list-style-type: none"> 1. "Shared responsibility" – Prof. Dr. Mariana Mocanu, University of Bucharest 2. "Higher education institutions delivering value to students through qualitative services" – Mjellma Carabregu, WUS Austria 	DARDANIA
15:00 – 16:00	<p>WORKSHOP PART (this session should produce inputs for drafting a questionnaire on evaluating administration services)</p> <p>Setting indicators for measuring administrative services</p> <ul style="list-style-type: none"> ✓ What kind of services is offered by the institutions' administration (students, professors)? ✓ How can the quality of administration services be measured? ✓ What should be measured? ✓ Who should measure the quality of administration services? ✓ To whom should the evaluation's results be given to? 	DARDANIA
16:00 – 16:30	Presentation of results	



Day 2: Training for teachers

Date: January 27th, 2011

Time	Description	Venue
2.1 Training for teachers		
09:30 – 13:00	<ol style="list-style-type: none"> 1. "Role of teachers in QA – all aspects and the need for engagement with QA and other accountability measures and on the need for support of teachers" – Prof. Dr. Norma Ryan, University College Cork 2. "Students' evaluation" – Prof. Mariana Mocanu, University of Bucharest 3. "Course evaluation" – Prof. Dr. Peter Eckl, University of Salzburg <p>Break</p> <ol style="list-style-type: none"> 4. "Learning outcomes" – Ferdije Zhushi Etemi, Kosova Accreditation Agency 5. "Quality enhancement in program design and delivery" – Mr. sc. But Dedaj, WUS Austria Prishtina Office 6. "From teacher-centered learning to student-centered learning" – Mr. sc. But Dedaj, WUS Austria 	FAMA
13:00 – 14:00	Lunch break	





14:00 – 15:00 WORKSHOP PART

FAMA

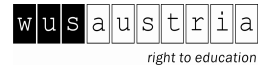
Participants to be split into working groups and discuss the addressed questions.

(This session should produce inputs for drafting a questionnaire on course evaluation)

Role of teachers for improving the higher education institution transparency

- ✓ What has to be measured?
- ✓ How?
- ✓ What questions to be included?
- ✓ Who should the questionnaire results be given to?
- ✓ Who should lead on quality improvement plan using results of questionnaire?

16:00 – 16:30 Presentation of results

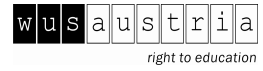


Day 3: Training for students

Date: January 28th, 2010

Time	Description	Venue
2.1 Training for students		
09:30 – 11:00 Participants to be split into working groups and discuss the addressed questions.	<ol style="list-style-type: none"> 1. "Participation of students and their engagement in internal quality assurance procedures and reviews" – Prof. Dr. Norma Ryan, University College Cork 2. "Strengthening student role within higher education institutions" – Mjellma Carabregu, WUS Austria 3. "Students' evaluation" – Prof. Mariana Mocanu, University Politehnica of Bucharest 4. "Students' unions and gender equality" – Mjellma Carabregu, WUS Austria <p>Break</p>	ILIRIA
11:15 – 12:15	<p>WORKSHOP PART</p> <p>(This session should produce inputs for questionnaires on course evaluation and)</p> <ul style="list-style-type: none"> ✓ What has to be measured (course and administration services)? ✓ How? ✓ What questions to be included? <p>Each working group to present its result. Wrap-up</p>	





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should ideally lead to some additional information to the draft questionnaire for course evaluation/administration services.

Comment: Feel free to give comments on this part.

12:15 – 12:45 Presentation of results

