



**National Agency for Quality Assurance in  
Education and Research**

**15-17.01.2020**

# **Status of stakeholder involvement in external quality assurance at ANACEC**

**AFFILIATE OF  
ENQA**



**EENQA**

CENTRAL AND EASTERN EUROPEAN NETWORK  
OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION

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# ANACEC - The organizational structure

**Governing Board (15)**

**President**  
**Vice-president**  
**Secretary General**



**Experts**  
(register of experts)

**Profile committees**



**Department of Evaluation in General Education**

**Department of VET and Continuous Education**

**Department of Evaluation in Research and Innovation**

**Department of Evaluation in Higher Education**

**Administrative apparatus (55)**



# Involvement of stakeholders in external evaluation process





# Involvement of stakeholders in external evaluation process



## Teaching staff

- institutional evaluation
- study program evaluation
- Governing Board of the Agency
- development and revision of external QA standards and procedures
- interviews during and after site visits,
- members in the external assessment panels, dissemination of results of external assessments.



## Students

- institutional evaluation
- study program evaluation
- Governing Board of the Agency
- development and revision of external QA standards,
- interviews during and after site visits
- members in the external assessment panels.



# Involvement of stakeholders in external evaluation process



## Business representatives

- institutional evaluation
- study program evaluation
- Governing Board of the Agency
- development and revision of external QA standards and procedures
- interviews during and after site visits
- members in the external assessment panels



## Higher education institutions

- development and revision of external QA standards
- revision of QA tools: methodologies guidelines, procedures
- interviews after assessments
- organization of seminars
- dissemination of results of external assessments



# Involvement of experts in external evaluation process



## National HE authority (Ministry of Education, Culture and Research)

- Study program evaluation,
- development and revision of external QA standards and procedures,
- National regulatory framework,
- approval of Governing board decisions



## Others (National Council of Rectors)

- Development and revision of external QA standards, procedures
- dissemination of results of external assessments.



## Others (Civil society)

- dissemination of results of external assessments,
- public discussion of QA tools: methodologies guidelines, procedures etc. (by publishing on agency's website, social networking sites, national public consultation website [www.particip.gov.md](http://www.particip.gov.md)).



## Recruitment of Stakeholders (experts)

Agency's expert evaluators are recruited under open competition in a transparent manner through an electronic (online) platform, based on the methodology approved by the Governing Board.

The external assessment panel consists of a minimum of 3 members, selected from the Register of expert evaluators of the Agency and includes:

- representatives of the academic environment;
- representatives of employers;
- student representatives;
- International experts.

**1-2 Teaching/  
Managerial  
staff**

**1 Student**



**1-2 Business  
representatives**

**International expert  
(optional)**





# Responsibilities of experts

**confirm the lack of conflicts of interest**

**to examine carefully the information and data provided by the institution under review**

**keep the information confidential**

**to be trained on the external quality evaluation methodology and procedures**

**be independent, not to represent the interests of the organization they belong to or of other third parties**



**to know the education system and the legislation in force of the Republic of Moldova in the field**

**to have managerial and teaching experience in the assessed field**

**to know the trends of education in the European Union**

**be oriented towards improving the activity of the institution and not to its criticism**

**to know the working language in the evaluation process**



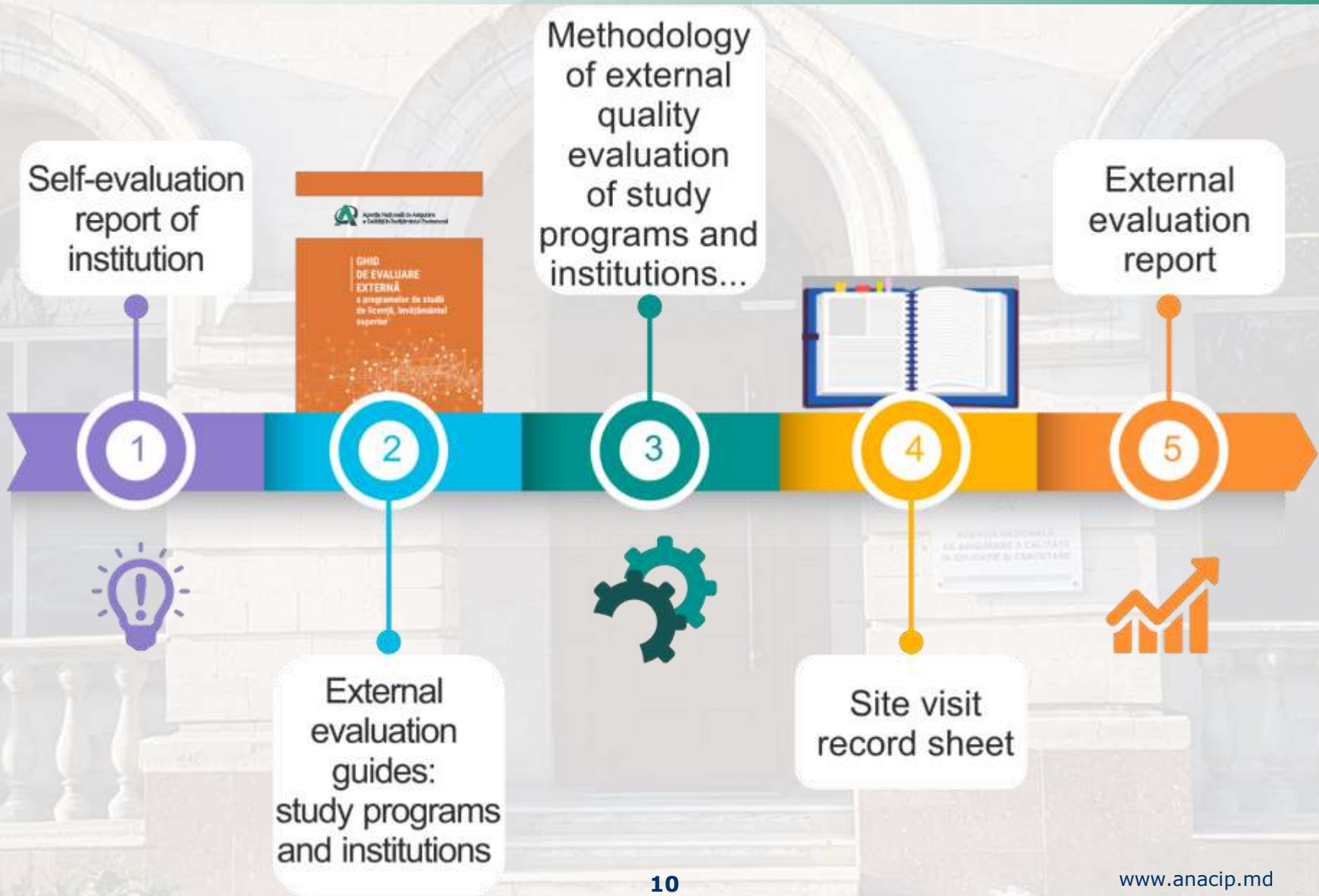


## Motivation of experts

- ❑ awarding diplomas of recognition and the quality crystal for the outstanding ones in the respective academic year,
- ❑ systematic involvement of the expert evaluators in the external evaluation missions, training sessions of experts,
- ❑ dissemination on social networking sites, e.g. Facebook, Instagram, LinkedIn, the agency's website.



# Tools of stakeholders





## Meetings with stakeholders

<b>Category of the stakeholder</b>	<b>Number of meetings</b>	<b>Activities carried out</b>
<b>Teaching staff Students Business representatives</b>	2-3 sessions per year; Monthly (after the designation by the Agency's Governing Board of the component of the external assessment panels)	Training sessions for expert evaluators; Training sessions with external assessment panels
<b>National higher education authority(MECR)</b>	2 times a year	After making the external evaluation decisions regarding the study programs; Dissemination of evaluation results (dissemination seminars); Amendment of the legal framework.
<b>Others (National Council of Rectors)</b>	1-2 times a year	Dissemination of evaluation results (dissemination seminars)
<b>Others (Civil society)</b>		Dissemination of evaluation results (seminars)
<b>Higher education institutions</b>	2 times a year	Training sessions; Results dissemination sessions; Amendment of the legal framework in force



# Strengths

1. Awareness of the need for external evaluation by all higher education institutions by requesting the external evaluation of a large number of study programs;
2. Recognition and validation of the results of the external evaluation of the assessment panels by the Governing Board of ANACEC and the Ministry of Education, Culture and Research;
3. Involvement of international experts in the evaluation of study programs (field of Education Sciences - ARACIS);
4. The interest of the evaluated institutions in the delegation and involvement of their teaching staff in the external evaluation process;
5. The positive impact of the involvement of the evaluators in the external assessment panels on the programs / institution of origin of the expert.
6. Working tools (external evaluation guidelines, site visit record sheet) - facilitates the process and understanding of the particularities of the study program;



# Difficulties

1. The content of the self-evaluation reports for the study programs by the higher education institutions is narrative, without the SWOT analysis of the performance indicators, the information partially meets the evaluation standards;
2. Identification of experts / evaluators (representatives of teaching staff / students) for educational institutions in the fields of Medicine, Military, Arts, Cinematography, etc.;
3. Gaps in the legal framework - the external evaluation methodology revised on 28.12.2018;
4. The over-demanding workload of the employees of the Department of Evaluation in Higher Education as a result of the large number of evaluated study programs, coordinated assessment panels;
5. The lack of student associations;
6. The lack of professional associations.



# Challenges and opportunities

1. Involvement of experts from the private sector;
2. Remuneration of expert evaluators;
3. Improving the content of the external evaluation report;
4. Proposals to improve the legal framework are partially taken into consideration by the decision makers;
5. Involvement of ANACEC experts in evaluating study programs abroad at other Agencies.
6. Random questioning of students / teaching staff during the external evaluation visit to the institution;
7. Identification and involvement of international experts in the external evaluation process;
8. Continuous completion and renewal of the database of evaluators with different categories: employers from different fields, international experts;
9. Participation in international projects with other quality assurance agencies;
10. Ensuring visibility on the media channels of the Agency and in various events of the representatives of the business environment (“free marketing”).



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**Thank you for attention!**

