***Introduction to the Internal Evaluation Process***

**IEG WORK PRINCIPLES**

Quality evaluation should be characterized by professionalism, truthfulness, objectivity, impartiality, full transparency and involvement of all actors in all stages of evaluation.

* Development of the Internal Quality Assurance Unit (IQSU) in HEI Units.
* Carry out Internal Evaluation with the aim of creating a clear and transparent idea of the Unit under evaluation, to build development policies in accordance with its mission and to serve as a basis for the further process of accreditation of institutions and programs they offer.
* Make information public so that all partners and the general public (students, parents, academic and support staff, other social, economic and political partners) are informed about the status of the unit, programs, curricula, services, etc.
* To serve ultimately for the cultivation of Quality Culture in Higher Education Institutions as their internal and sustainable part.
* The evaluation should be based on documents, procedures, surveys, meetings with stakeholders, etc.
* The drafting of the Internal Evaluation Report (IER) to be performed according to the format drafted by ASCAL, without making any changes (eg merging criteria, removing criteria, etc.).

**STAGES OF INTERNAL EVALUATION PROCEDURE FROM HIGHER EDUCATION INSTITUTIONS**

Submission of the HEI request for evaluation and its review by ASCAL and the Accreditation Board.

* Approval of the request and setting of evaluation deadlines by ASCAL and BA.
* The Coordinator of the HEI is officially notified, for the beginning of the accreditation process, and the date of the meeting is set to discuss the steps of the process.
* Establishment of an Internal Evaluation Group; this group is set up by the head of the HEI’s unit;
* IEG’s training by ASCAL staff; for this, instructional materials are made available for the evaluation, group organization and process, tasks, rights and responsibilities of each.
* Carrying out internal evaluation according to the instruction in question (see further). During this phase IEG stays in constant contact with ASCAL and is assisted by the latter upon request;
* Preparation of the Self-Assessment File (SAF);
* Officially submit to ASCAL within the set deadline (in printed and electronic version CD, signed / stamped by the HEI on each page), the materials should be uploaded in the ASCAL system of ASCAL.

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The composition of the Self-Assessment File includes written *Opinion of the Head of Unit* and *Internal Evaluation Report*, written and signed by each member of the IEG.

The opinion of the Head of the Unit is required, when the Study Program is passing the period of periodic re-evaluation. In this case, he will write:

* Information on the Higher Education Institution he runs;
* His / her personal opinions regarding the strengths, weaknesses and perspective of the study program for which he / she is responsible;
* Analyze the main developments since the last evaluation, emphasizing especially the fulfillment of the reccomandations left by the previous evaluations;
* To show the existing situation in relation to that study program /s, its mission or aims to achieve.

**CONTENTS OF THE SELF-ASSESSMENT FILE**

The Internal Evaluation file in the framework of external evaluation and accreditation of the study program must contain these documents:

1. Written opinion of the Head of the HEI (University / Faculty);
2. Internal Evaluation Report, signed by all IEG members. The IER consists of 6 areas for the second cycle Professional Master / Science / Arts / Integrated Second Level Program;
3. Each area should analyze the requirements of the standards / criteria, including the descriptive part and provide measurable indicators, based on the evidence of the self-assessment file.
4. Based on this analysis IEG should determine the final assessment of compliance with the standards of each field, and the field as a whole.
5. The Internal Evaluation Report should also contain the final analysis of the institution noting its strengths and weaknesses.

Logo of the Higher Education Institution

Name of the Higher Education Institution

**INTERNAL EVALUATION REPORT**

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| **Second Cycle Study Programs, Master Of Professional Studies/ Master Of Science/ Master Of Arts/ Integrated Second-Level Program “.......”** |

Internal Evaluation Group:

1.
2.
3.
4.

Month/Year

**SUMMARY OF PROGRAM DATA IN THE EXTERNAL EVALUATION PROCESS**

**Summary description; (200 -400 words)**

**DESCRIPTION OF THE EXTERNAL EVALUATION PROCESS;**

**Summary description; (200-400 words)**

**Evaluation of the** **Second Cycle Study Programs, Master Of Professional Studies/ Master Of Science/ Master Of Arts/ Integrated Second-Level Program “.......”**

1. **STUDY PROGRAM PROVISION**

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| **Standard I.1.** **The higher education institution delivers study programs in accordance with its mission and goal, aiming at preserving national interests and values, as well as in line with the development strategy, statute and its other regulatory acts.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The higher education institution provides study programs that do not infringe on national interests and aim to preserve and consolidate national academic and cultural values. |  |
| **Criterion 2.** The study program is designed and delivered in accordance with the goals and mission of the institution and field of activity. |  |
| **Criterion 3.** The study program is designed and delivered pursuant to and in accordance with the strategy for development, Institution Statute and Regulation, and in line with the academic fields and directions of the Institution.  |  |
| **Criterion 4.** The study program is designed and developed in line with national development strategies, national interest and global development trends, based on the relevant national and international documentation |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard I.2.** **The study program complies with the academic field of the main and basic unit responsible for the study program at the institution.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution demonstrates it possesses the proper experience, capacities and resources in the specific academic area in order to deliver a study program in that particular area. |  |
| **Criterion 2.** The general and specific field of the study program must be in line with the academic and research field of the main unit, responsible for study program, according to the study program classification/codification, in line with national and European directives and instructions. |  |
| **Criterion 3.** The general and specific field of the study program must be in line with the academic and research field of the basic unit responsible for the study program. In case of interdisciplinary programs, at least one of the cooperative units must ensure such compatibility. |  |
| **Criterion 4.** In cases when the institution offers a “Master of Professional Studies” program in a specific field, not included in the institution’s profile, its quality is guaranteed by partner institutions. |  |
| **Criterion 5.** The higher education institution, in coordination with employers, offers further professional training to graduated students. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard I.3.****The Higher education institution ensures cooperation relationships with institutions, companies, third parties, local and/or foreign business actors in order to deliver the study program, in the framework of professional training, scientific research and mobility.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution responsible for program development, supervision and progress ensures successful cooperation relationships within the institution through task division among staff and units, allocation of respective responsibilities and ongoing review of their work. |  |
| **Criterion 2.** In order to meet the objectives of the teaching and student training process, the institution establishes cooperation relations with counterpart institutions in and/or outside the country, native and/or foreign business actors. |  |
| **Criterion 3.** In order to deliver the study program, the institution enters into specific agreements with institutions, research institutes, companies in the relevant field to conduct professional, clinical and work practices or internships etc., and cooperates with employers to perform and supervise the practice, conduct scientific research and enable academic staff and student mobility. |  |
| **Criterion 4.** The unit responsible for the study program drafts periodic analytical reports in terms of benefits from cooperation agreements in the framework of study program delivery. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field I Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **ORGANIZATION, MANAGEMENT AND ADMINISTRATION OF SECOND CYCLE PROGRAMS**

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| **Standard II.1.** **The study program is organized in accordance with national legal provisions and bylaws in force and internal regulatory acts** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The elements comprising the study program structure, training activities, assessed in credits, are clearly defined in accordance with the national legislation in force and the European Credit Transfer and Accumulation System (ECTS). |  |
| **Criterion 2.** The study program aims to develop special skills in a wide range of professions and specialties, provide advanced knowledge in a field of study or employment, including critical understanding of academic theories and principles in the field, building advanced knowledge, skills, and competences in an academic or professional field, necessary to solve complex and unforeseeable problems in a specialized study or professional area. |  |
| **Criterion 3.** The study program has defined load in credits in terms of professional practice delivery and fulfillment of completion requirements. |  |
| **Criterion 4.** The first-cycle program Bachelor in Primary Education is supplemented by second-cycle programs "Master" in Teaching, which prepare primary education teachers. Master in Teaching programs that train lower and upper secondary education teachers are organized as second-cycle “Master” study programs according to relevant training fields. |  |
| **Criterion 5.** “Master” programs in the field of teaching are organized into 120 credits and 25 percent of credits must go toward general psycho-pedagogical training. “Master” programs that prepare teachers in the same teaching field should have at least 80 percent of the curriculum similar. |  |
| **Criterion 6.** The form of study organization, student admission, and funding in higher education institutions of special status are carried out in accordance with the law on higher education and relevant specifications provided for in the legal framework of the ministry responsible for education. |  |
| **Criterion 7.** Second-cycle Master’s study programs that are offered in the same study field and under the same name should have a similar content level of at least 70 percent. |   |
| **Criterion 8.** The study program is accompanied by the relevant code, according to field of study and classifications published by the ministry responsible for education. Then, program subject codification is performed. |  |
| **Criterion 9.** Study programs may also be shared programs between two or more domestic and foreign higher education institutions, pursuant to the legislation in force. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.2.** **The main/basic unit responsible for the study program meets the legal requirements and quality standards prescribed for these units** |
| **Criteria** | **Evaluation** |
| Criterion 1. The main/basic unit responsible for the study program meets the obligations set forth in the legislation in force as regards academic organization and structure, academic staff, evaluation and accreditation. |  |
| **Criterion 2.** The main/basic unit responsible for the study program meets the obligations set forth in the legislation in force by engaging academic/administrative support staff for teaching, laboratory, clinical, etc. practice delivery. |  |
| **Criterion 3.** The main/basic unit responsible for the program appoints for any study program a study program coordinator, who is responsible for the study program and professional practices progress and development in line with its objectives. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.3.** **The study program is detailed, informative, structured and organized in accordance with the provisions and objectives of the second cycle study program.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The main/basic unit responsible for the second cycle study program possesses the necessary information on study program organization, structure and content. |  |
| **Criterion 2.** The study program contains the teaching plan, including the information necessary to determine semester subjects, teaching load of subjects/modules, and hours inside/outside the auditorium. |  |
| **Criterion 3.** The study program provides students with all the necessary information related to the general and specific criteria on admission, transfer, and study equivalence. |  |
| **Criterion 4.** The study program contains the necessary information on subject programs (syllabuses) for each subject with regard to practices, seminars or laboratory classes, as well as all the components of each program in and outside the auditorium in accordance with the approved formats. |  |
| **Criterion 5.** Study program content has been continuously improved and updated and in the beginning of the academic year the eventual changes are approved and the full file in Albanian and English is archived. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.4.** **The structure and organization of the study program complies with training objectives, the qualification level based on the National and European Qualifications Framework, learning outcomes and competences pursuant to labor market requirements.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** Naming, activities content, subject and practice distribution enable the advancement of knowledge and skills, and/or student employment. |  |
| **Criterion 2.** Subjects/modules, distribution over years and terms, evaluation in credits and classes enables the achievement of study program comprehensive objectives and expected learning and scientific research outcomes. |  |
| **Criterion 3.** Study program design, subjects, and theory vs. practice ratio are in line with the profile of the study program and similar to related international programs. As regards the “Master of Professional Studies” program, it should provide advanced professional skills, competences and training. |  |
| **Criterion 4.** Division according to training activities and the ratio between theory and practice enable the achievement of comprehensive objectives, transfer of knowledge, mobility and employment upon studies completion. |  |
| **Criterion 5.** Syllabuses (subject/module programs) are updated on an ongoing basis to ensure acquisition of competences in accordance with labor market requirements, including the basic and support literature of recent years. |  |
| **Criterion 6.** The content of the study program guarantees the acquisition of intended knowledge, skills, and competences. |  |
| **Criterion 7.** Study program content enables the furthering of studies and/or student employment in line with labor market expectations and demands. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.5.** **The higher education institution encourages students and partners, and other networks and organizations to participate in the design and ongoing improvement and successful delivery of the study program in accordance with their objectives.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** In order to improve and adapt the study program to labor market demands to the highest extent possible, responsible units consult and consider the proposals of partner institutions, graduates, and other actors from the labor market during program study design and delivery. |  |
| **Criterion 2.** The institution encourages and involves students and their structures in discussions, maintains contacts and regularly consults with graduates to enhance the study program and reflect when it benefits study program improvement. |  |
| **Criterion 3.** In cooperation with professional networks, associations, orders (especially in the field of medicine) and public and non-public institutions, the responsible unit improves, updates and adjusts the study program in compliance with proposals and latest developments in different fields. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.6.** **The study program guarantees guidance in the relevant field of study and scientific research.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The study program clearly defies main study and research priorities and objectives in line with major institution objectives. |  |
| **Criterion 2.** The main/basic unit encourages, coordinates and administers teaching, research or artistic activities by adhering to the academic staff academic freedom and specific study field. |  |
| **Criterion 3.** The study program enables, encourages and motivates students to engage themselves in studies, projects or research activities. |  |
| **Criterion 4.** In order to carry out study, research and scientific activities, the basic unit relies financially on the institution and manages revenues from different activities. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.7.** **The study program guarantees advanced knowledge, internationalization and scientific research.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The responsible unit supports new subject groups and scientific research projects and ensures cooperation with other research structures in order to meet study program objectives on scientific research. |  |
| **Criterion 2.** The unit is responsible to meet the demands for analysis, studies and projects of scientific research nature and engages the academic staff and students to meet such objectives. |  |
| **Criterion 3.** The responsible unit organizes conferences or activities in the field of the study program which aid staff and students in meeting objectives. |  |
| **Criterion 4.** The study program trains competitive professionals for the national and international labor market. |  |
| **Criterion 5.** The responsible unit takes into account and implements the recommendations issued by professional orders, associations and networks with regard to the competences required to obtain professional licenses, in accordance with legal acts relevant to the field. |  |
| **Criterion 6.** The study program for regulated professions complies with national legal acts and international recommendations issued in European Union directives and regulations (e.g. Professional Qualifications Directive 2005/36/EU). |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field II Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **TEACHING, LEARNING, EVALUATION AND COMPETENCES**

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| **Standard III.1.****The higher education institution guarantees the learning process and professional and scientific training through best student-centered methods and practices that ensure outcome achievement.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** Forms of teaching, learning and knowledge transmission are lectures, seminars, lab classes, course assignments/essays, professional and clinical practices, open lectures and any other form approved by the institution. |  |
| **Criterion 2.** The academic staff respects and responds to the variety and needs of students by offering alternative teaching and learning forms, means, methods, and opportunities. |  |
| **Criterion 3.** The institution supports the academic staff in improving didactic competences and in compliance with expected learning outcomes. |  |
| **Criterion 4.** The academic staff involved in program teaching is competent in regards to explaining knowledge and concepts, utilizes various interactive teaching methods and holds student-centered discussions, promotes students’ creative and critical thinking, as well as their autonomy and responsibility. At the same time, it guides, supports and helps build relationships of mutual respect between them. |  |
| **Criterion 5.** The unit responsible for study program delivery assesses and improves teaching forms and methods periodically, by including students in the process and reflecting their opinions and suggestions. |  |
| **Criterion 6.** The institution organizes structures/units at the institutional level promoting the continuous improvement of teaching, coordinating and cooperating with the main/basic units in the framework of the teaching quality improvement. The responsible structures and units support the experimentation and development of new innovative teaching methods, deliver continuous academic staff training for teaching skill improvement and implementation of new methods. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.2.****The institution drafts regulations and special procedures on testing and assessing professional competences and skills and guarantees their implementation.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** Knowledge and professional skill testing and assessment criteria and manner are set forth under the Study program regulation/Institution regulation/special regulation, and are made public and known to students. |  |
| **Criterion 2.** Students are informed about knowledge and professional and scientific skills testing methodology as foreseen in subject/module syllabuses by the subject/module head, at the beginning of the academic year. |  |
| **Criterion 3.** Knowledge and professional and scientific skill testing and evaluation are done in different forms and ways, by enabling each student to demonstrate his/her knowledge and competences acquired. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.3.** **The institution guarantees a fair and transparent evaluation based on each student’s merits, including the appeal process.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** Knowledge and professional skill testing and evaluation are done throughout the academic year and are reflected in the final evaluation, foreseen in subject/module syllabuses by the subject/module head. |  |
| **Criterion 2.** The institution has in place electronic testing and evaluation systems, preventing different forms of abuse and increasing transparency. |  |
| **Criterion 3.** The final subject evaluation is performed pursuant to the syllabus and legal basis in force. |  |
| **Criterion 4.** Knowledge and professional skill evaluation is accompanied with comments/feedback (if necessary) and advice on the learning process to help the student improve in the future. |  |
| **Criterion 5.** The responsible units and academic staff prevent/do not tolerate plagiarism and cheating during exams and assignments. |  |
| **Criterion 6.** The results of knowledge and professional skill examinations are merit-based and announced on time in accordance with the provisions of the applicable regulations. |  |
| **Criterion 7.** The institution guarantees student rights to be informed on the evaluation and request an evaluation review in line with the rules included in the statute, regulations and evaluation procedures. |  |
| **Criterion 8.** Any request and complaint is reviewed by the evaluation commission and then by the ad hoc commission. The procedure adopted must be transparent for parties involved, documented and archived. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.4.** **The study program guarantees the enhancement of students’ creativity and practical skills, and aims at developing students’ advanced professional and scientific competences.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The study program must ensure advancement of students’ knowledge and development of their professional and specific scientific skills. |  |
| **Criterion 2.** The study program guarantees the development of specific skills in the field of information technology, including as well human, social, communication, and interaction (including foreign language) resources. |  |
| **Criterion 3.** Student’s competences and skills, introduced in the study program and syllabi of each subject, are analyzed and reviewed at the end of the subject. The academic staff highlights prominent matters and guides students on their implementation and completion requirements. |  |
| **Criterion 4.** Teaching is competence based, in order to provide students with the opportunity to further develop their competences in laboratories and professional practices. The academic staff support group discussions and work with regard to the interpretation and resolution of certain problems/issues; foster an appropriate climate for the development of innovative ideas, advanced research and scientific studies and support them; combine teaching forms with cooperative institutions to enable and increase student mobility. |  |
| **Criterion 5.** The academic staff, both active and under contract, delivers open lectures and seminars on new scientific and technological developments within and outside the scope of the study program structure. |  |
| **Criterion 6.** The institution promotes the development of innovative ideas, advanced research studies by students, providing them with financial support. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.5.** **The institution pursues a clear procedure with regard to completion requirement fulfillment by students in the study program and provides students with the necessary documentation.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution drafts a specific procedure on completion requirements prior to their realization and publishes it. |  |
| **Criterion 2.** The responsible structures and academic staff assist students by providing the necessary information, instructions and materials in the framework of completion requirements. |  |
| **Criterion 3.** The ad hoc commission for the final exam administration is based on the testing of knowledge acquired throughout the academic years, including all subjects/modules based on their relevance and specific weight. |  |
| **Criterion 4.** The academic staff/diploma mentor guides and assists students in selecting their diploma thesis topics. The mentor assists the student in producing and processing the relevant results, as well as in drafting the final thesis according to approved instructions. They ensure quality of results and either approve or disapprove whether or not the thesis is complete and should be presented to the panel. |  |
| **Criterion 5.** The institution assists students in carrying out measurements, analyses, and tests in or outside institution premises, according to the specific topics and scope of study. |  |
| **Criterion 6.** At the end of the general final exam or diploma defense, the student is evaluated with a mark. |  |
| **Criterion 7.** Upon study completion, the student is provided with a diploma and its supplement as approved by the ministry responsible for education. Upon concluding their studies, a full official copy of the study program is made available to the student. |  |
| **Criterion 8.** Pursuant to the legislation in force, the institution retains a copy of the students’ documentation and issues attestations to the student, on a case-by-case basis, if required. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.6.** **In the case of the “Master of Professional Studies” study program, the institution follows a clear knowledge implementation procedure through laboratory, professional and clinical practices and internships.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** In the context of teaching and skill acquirement, the responsible units guarantee premises in and outside the institution, which are appropriate for carrying out the laboratory and professional practices. |  |
| **Criterion 2.** Through cooperation and partnership, the institution ensures the performance of clinical practices and internships in contemporary forms and technology, with the aim of acquiring professional knowledge and competences in the best way possible. |  |
| **Criterion 3.** Professional and clinical practices and internships carried out during studies are converted into credits and are documented in special documents, supplemented with the trainer’s opinion and respective evaluation. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field III Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY**

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| **Standard IV.1.** **The academic and academic support staff covering the study program meet the quantitative standards and have the proper and adequate academic qualifications, in line with the field of the program to guarantee teaching standards in the study program.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The full-time and part-time academic staff and support academic staff engaged in delivering the study program meet the legal requirements in force on the appropriate academic qualification for managing the program, and managing and covering the program subjects/modules. There are research areas in compliance with the study program and its modules nature and characteristics. |  |
| **Criterion 2.** The full-time academic staff should cover the academic load of the study program in compliance with the legal framework in force. |  |
| **Criterion 3.** The institution should guarantee and demonstrate the sustainability of the academic staff involved in the study program during the accreditation period, including employment contracts and coverage with social and health insurance. |  |
| **Criterion 4.** The institution follows recruitment and evaluation procedures based on the announced general and specific criteria that ensure the selection of staff with the appropriate level of qualification, and in accordance with the nature, structure, modules and the study program content. |  |
| **Criterion 5.** The institution ensures and guarantees the engagement of appropriate and adequate academic support staff to carry out lab classes and maintain labs and other teaching premises, according to the specific nature of the study program being delivered. |  |
| **Criterion 6.** Every academic year, the institution collects, stores and updates data on the staff engaged in the study program These data include the academic staff involved in the program and the person responsible for organizing the study program, academic staff engagement in each academic semester and year, as well as the workload of the support and administrative staff. |  |
| **Criterion 7.** The institution, by entering into cooperation agreements with other higher education institutions, business representatives and companies, makes available adequate, appropriate, and qualified staff to instruct, mentor and supervise students during their internship, diploma thesis development and other specific activities, depending on the nature of the study program. |  |
| **Criterion 8.** The supervisory staff at the reception premises, who is engaged with developing internships pursuant to agreements, should help students in meeting obligations/drafting the final internship report, and participating in their internship evaluation process. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.2.** **The Higher Education Institution makes available the learning premises and the appropriate infrastructure for the delivery of the study program teaching process and practical training, according to the nature and field of the study program.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution provides adequate and appropriate teaching facilities, depending on the number of students and study groups, in accordance with the specific nature of the study program and respective modules. |  |
| **Criterion 2.** Learning premises such as classrooms, labs, studios and the like are equipped with electronic and information technology devices that guarantee the realization of the theoretical and practical teaching process through the use of contemporary teaching and learning methodology and technology. |  |
| **Criterion 3.** Laboratories, studios, ateliers or other premises, according to the specific nature of the study program, contain the necessary equipment and tools to meet module requirements, theoretical and practical training, and the overall study program objectives. |  |
| **Criterion 4.** The institution provides at least one information technology lab, equipped with professional software appropriate to the nature of the study program provided. |  |
| **Criterion 5.** The institution guarantees, with its available capacities and/or in cooperation with other institutions and entities (certified through special partnership agreements), that the premises are adequate, appropriate and tailored to internships and other practical activities. In cases of study programs in the field of medicine, the institution should provide hospital and health post facilities that have the necessary capacities. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.3.** **The study program should comprise the necessary and updated literature to support teaching, and it should provide support learning premises (a library, special premises).** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The required and recommended literature made available to students in the language of the study program (physical and digital) guarantees the acquisition of necessary knowledge and information, foreseen under the study program. |  |
| **Criterion 2.** The responsible unit should report whenever literature is updated with publications from recent years. |  |
| **Criterion 3.** The institution makes available the academic library to students, guaranteeing students equal access to the study program. |  |
| **Criterion 4.** The library should be equipped with physical literature such as: sufficient required textbooks, recommended literature, both in Albanian and foreign languages, necessary, sufficient and appropriate books or journals to cover all modules and courses according to each study program specifics. |  |
| **Criterion 5.** The institution should enable the adequate conditions for students’ free and equal access to online libraries for each study program field. |  |
| **Criterion 6.** The library should be equipped with computer software and other technical equipment, enabling unrestricted use by all students. |  |
| **Criterion 7.** The library hours (opening hours) should be in line with the teaching process hours, but also appropriate with student number and needs, as well as its capacity. |  |
| **Criterion 8.** The library and the responsible units of the program monitor and report on the library’s physical and online literature (the main titles provided for the program) quality, update, and level of use by the academic staff and program students. Moreover, they provide information on the use of study halls, by highlighting how effective the efforts to enrich the physical and online literature of the library have been. They also provide data on needs for other literature and the performance of the academic staff. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.4.** **The Higher Education Institution has an internal institutional management system, which is made available to the management, information and monitoring of academic, financial and administrative activity for the study program.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution has in place a management system for the management of all student-related information and activity from enrollment up to graduation from the study program. |  |
| **Criterion 2.** The internal management system manages the information, documentation and activities of academic staff, academic assisting staff, administrative staff and partners engaged in the program implementation. |  |
| **Criterion 3.** The management system provides dedicated access to information and documents for all study program staff and students. |  |
| **Criterion 4.** The management system has integrated platforms and modules that enable interactive communication and information exchange between the academic staff and students. |  |
| **Criterion 5.** The management system guarantees real-time monitoring of academic and administrative staff activity and enables individual and real-time reporting to governing bodies and authorities. |  |
| **Criterion 6.** Information related to the study program, academic staff, and various activities is published on the website in at least two languages, one of which is Albanian. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.5.****The Higher Education Institution guarantees the necessary financial support for the implementation of the teaching/research process, study program progress and students’ support.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution drafts a financial report on the costs of the basic units that are in charge of a study program, and the financial support plan required for the study program progress for at least one full cycle study program. |  |
| **Criterion 2.** A funding plan for the basic unit in charge of a study program should include funding for human resources made available to the program implementation, operating costs for the maintenance of premises and teaching process support technologies, library and literature enrichment costs, and access to online libraries, financial obligations, national or international grants received and service contracts on the study program, projects, and other items. |  |
| **Criterion 3.** The institution conducts an annual audit, assesses and documents its financial situation and its financial effectiveness. |  |
| **Criterion 4.** The institution reports up to the level of the unit responsible for the study program regarding the realization of the approved budget for the previous year. |  |
| **Criterion 5.** The institution guarantees financial sustainability and capacities of the basic unit to develop and progress with the study programs. Where there is a need to improve the financial situation, the institution plans ad hoc interventions and eventual diversification of the study programs financing. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field IV Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**V. STUDENTS AND THEIR SUPPORT**

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| **Standard V.1****The Higher Education Institution drafts, follows and implements policies and procedures on students admission, selection, progress, transfer, recognition, knowledge assessment and graduation in the study program.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution develops and implements policies and procedures that cover the full study program academic cycle, from enrollment to graduation, in accordance with applicable legislation and its own regulatory acts. |  |
| **Criterion 2.** Policies and procedures from enrollment to graduation guarantee equality and equal rights to all study program applicants and students.  |  |
| **Criterion 3.** At the start of each academic year, the institution drafts and publishes special criteria for the selection of candidates to be admitted to the integrated study program. The institution cooperates with structures established in the framework of the State Matura, and pursuant to the relevant law and instructions. |  |
| **Criterion 4.** Student selection criteria and procedures, progress throughout the study course, transfer, and recognition of previous or part-time studies, knowledge assessment and graduation are easily understandable and accessible to the public. |  |
| **Criterion 5.** Prior to the start of each academic year, the institution instructs the public and interested parties on study program general and specific criteria and requirements.  |  |
| **Criterion 6.** The institution drafts and publishes at the start of each academic year, special criteria for the selection of candidates with disabilities, from minorities and marginalized groups.  |  |
| **Criterion 7.** The institution drafts and publishes at the start of each academic year the criteria for the selection of candidates from other countries.  |  |
| **Criterion 8.** The institution drafts assistance/scholarship policies for groups in need and with the aim of enhancing the quality of admissions in priority programs for the institution and the country’s economic development. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.2** **The Higher Education Institution makes available to the students of the study program detailed and comprehensive information on the academic progress, recognition, and knowledge assessment up to the studies completion and graduation.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution provides full and detailed information on the criteria and procedures for student academic progress and passing from one academic year to the other. |  |
| **Criterion** 2. The institution informs students about diploma recognition procedures and criteria regarding previous qualifications or part-time studies.  |  |
| **Criterion** 3. The institution informs students about the criteria and procedures on knowledge and skills assessment during the study program.  |  |
| **Criterion 4.** The Higher Education Institution informs students about study program graduation criteria and procedures.  |  |
| **Criterion 5.** Before the start of and throughout each academic year, the higher education institution publishes special guidelines and organizes open briefings to inform potential students and current students about the study program. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standardi V.3****The Higher Education Institution provides students with detailed and comprehensive information on training objectives, structure, organization, study program content, expected learning outcomes and employment opportunities.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The students are thoroughly informed on study program structure, organization and duration.  |  |
| **Criterion 2.** The institution provides students with the necessary information and documentation on modules/course, content and training activities.  |  |
| **Criterion 3.** The institution informs students on employment opportunities, as well as institutional support for career counseling and labor market.  |  |
| **Criterion 4.** Students are provided with extensive and up-to-date information on the teaching process development and organization, logistics, infrastructure and services for its realization.  |  |
| **Criterion 5.** Information about the study program is provided through the internal information management system and should be easily accessible even to distance students.  |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.4** **The Higher Education Institution collects, manages, updates and stores detailed data about the number and profile of students attending the study program, from their university admission to graduation, as well as their employment data.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution produces and maintains annual statistics on the number of students and alumni in each study program.  |  |
| **Criterion 2.** The institution generates annual statistics on the number of students enrolled in the study program until their graduation, withdrawals from the program, dropouts before the end of the program, or failures to successfully complete the academic year which the study program is delivered in. |  |
| **Criterion 3.** Student’s statistical data are managed by the internal information system and must be secured and easily verifiable by authorized persons.  |  |
| **Criterion 4.** The institution issues acts to support the periodic control of all units responsible for management (academic secretariats, internal information management system, etc.), assesses and records the state and accuracy of the information and documentation related to students and their activities.  |  |
| **Criterion 5.** The basic unit should develop periodic analytical reports on incoming and exiting students’ profile and quality, as well as their employment rate, along with appropriate measures to improve these indicators. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.5** **The Higher Education Institution includes and engages students in decision-making and advisory bodies, in the framework of drafting, approving, reviewing and improving the study programs, teaching methods and the quality of provided resources and services.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution envisages students and/or their representatives’ involvement and engagement in decision-making and advisory bodies, according legal acts and HEI’s own regulatory acts.  |  |
| **Criterion 2.** The institution should ensure that students and/or their representatives’ involvement in decision-making, advising or evaluation of the academic process is realistic, concrete, productive and with easily verifiable and measurable results.  |  |
| **Criterion 3.** The responsible unit guarantees student involvement in drafting, reviewing and improving the study program on a regular basis and includes their suggestions and contributions during joint meetings with the departments, through questionnaires, at focus group discussions, etc. |  |
| **Criterion 4.** Students have the opportunity to give their input on equality and fairness of the knowledge assessment process, including their right to appeal with the responsible body/unit/lecturer the result, assessment, and evaluation awarded.  |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.6** **The Higher Education Institution has special units and procedures for student admission, induction, counseling, complaints and issues management, which are permanent and easily accessible by students.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution has a special units and procedures which ensure student information and assistance, in accordance with legal provisions and HEI’s regulatory acts.  |  |
| **Criterion 2.** The institution has set up and introduced a special system for student information, counseling, progress and assistance in matters related to the teaching process and study program.  |  |
| **Criterion 3.** The institution provides students with career counseling. The Career Counseling Office/Unit continuously and periodically welcomes students, providing specific information and guidance in terms of completing the learning process, selection and induction regarding internships in other institutions, and advice on the labor market.  |  |
| **Criterion 4.** The Career Counseling Office/Unit follows-up with students after graduation, by collecting, processing and storing data on the level and quality of the study program students’ employment, and makes them available to students and relevant bodies and authorities. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field V Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**VI. STUDY PROGRAMS’ QUALITY ASSURANCE**

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| **Standard VI.1****The Higher Education Institution pursues a clear policy to guarantee and promote the quality of teaching and develops special guidelines designed for teaching methods development and monitoring.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution designs guidelines at the institutional level for the development and use of different and innovative teaching methods based on the field of studies, subjects/modules.  |  |
| **Criterion 2.** Structures responsible develop monitoring mechanisms and periodically evaluate teaching and innovative skills of academic and academic support staff. |  |
| **Criterion 3.** The institution guarantees student inclusion in the periodic assessment of teaching methods, and knowledge check , including complaint handling opportunity.  |  |
| **Criterion 4.** structures responsible for monitoring and teaching quality assurance make public evaluation results.  |  |
| **Criterion 5.** The institution, through its assessment mechanism and results reached, promotes examples of good practice, encourages and prompts the academic staff to further improve teaching.  |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.2** **The Higher Education Institution drafts and implements transparent policies and procedures on the study program quality assurance within the framework of internal quality assurance system.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution has in place policies, structures and procedures for Internal Quality Assurance (IQA), in accordance with applicable legal and sub-legal provisions and with institutional regulatory acts.  |  |
| **Criterion 2.** The institution has established and uses the Internal Quality Assurance System and implements an institutional strategy for continuous quality improvement, including students, external partners and experts.  |  |
| **Criterion 3.** The Institution uses appropriate quality assurance tools and indicators. External Quality Assurance in Higher Education is carried out through external accreditation evaluation processes, analytical and comparative evaluations, as well as other processes that promote and improve study programs quality.  |  |
| **Criterion 4.** The institution uses clear and measurable indicators in teaching and research, with the aim of reflecting the situation, achievements, and weaknesses that are stipulated in institutional regulatory acts. The institutions employs qualitative indicators to promote and encourage the best achievements in the study program.  |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.3****The Higher Education Institution periodically monitors and evaluates the study program through the special units, in order to achieve training objectives and the intended learning outcomes.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The Higher Education Institution uses formal and documented processes and mechanisms for periodically reviewing, approving and supervising the second cycle study program, to the service of its accreditation. During this process, the institution identifies achievements and weaknesses, motivates best practices and attainments, and it develops the improvement measures plan.The results of these assessments are documented and put forward to the study program responsible and decision-making authorities. |  |
| **Criterion 2.** Evaluation reports should include expected outcomes, evaluations results, motivation of best practices and achievements, and measures taken to address gaps and to further improve quality, as well as encouragement of the best achievements in the performance and research conducted by the academic staff and students. |  |
| **Criterion 3.** In the framework of evaluating study program realization, progress and quality, the institution employs direct methods such as: assessment of teaching quality; didactics, curricula, learning evaluation; parallel assessment of student examinations or assignments; observations in the auditorium during exercises/practice; local or standardized tests; results achieved in interinstitutional or national tests, such as state exam for regulated professions, etc.  |  |
| **Criterion 4.** In the framework of study program realization, performance and quality evaluation, the institution uses indirect assessment methods and instruments such as: students, graduates (alumni), and academic staff’s surveys and interviews; academic and administrative assistance, employers and institutions that cooperate for the study program delivery and other parties involved in conducting the assessment of knowledge and competences acquired during this program.  |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.4** **The Higher Education Institution includes the academic units, academic staff and students in the study program IQA process, and informs interested parties on the results and the subsequent measures.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The institution should provide for and guarantee the involvement of internal and external actors, interested in continuously ensuring and improving the study program in internal quality policies and procedures.  |  |
| **Criterion 2.** The institution defines the specific responsibilities and tasks of main units, individuals, students and other parties engaged in the study program internal quality and guarantees the responsible performance of these tasks.  |  |
| **Criterion 3.** During the study program assessment and quality assurance, it is important to guarantee the inclusion of the main and basic unit in charge of the study program, academic, support academic and administrative staff, and study program students.  |  |
| **Criterion 4.** Internal actors inclusion and engagement in the continuous assessment procedures should observe the academic integrity and avoid any kind of discrimination or inequality against staff and students.  |  |
| **Criterion 5.** Partners and/or external experts, who are related to the study program, or can provide valuable expertise and input about the program quality and improvement should actively participate in the assessment and internal quality assurance processes |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.5** **Policies, processes and activities for the study program Internal Quality Assurance should be made public, transparent, and effective, with the view to establish an Internal Quality Assurance Culture.** |
| **Criteria** | **Evaluation** |
| **Criterion 1.** The policy, strategy, organization and activities within the framework of study program Internal Quality Assurance system are transparent and are made public to all students and parties concerned.  |  |
| **Criterion 2.** The Higher Education Institution publishes the results of the study programs assessment, by observing the academic freedom and ethics, as well as the legislation on personal data.  |  |
| **Criterion 3.** The assessment results should go along with an action plan designed to address and improve the identified weaknesses and issues.  |  |
| **Criterion 4.** The institution assesses and ensures activities’ effectiveness and impact in the framework of monitoring and quality assessment, with the view to ensure the ongoing study program improvement.  |  |
| **Criterion 5.** The institution organizes periodic activities with staff and students for their information and awareness-raising on the long-term study program quality assurance and improvement. |  |
| **Standard’s Fulfillment Degree**  | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field VI Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**Përfundime të Vlerësimit të programit të studimit të ciklit të dytë Master Profesional/ i Shkencave/Arteve/ Program i Integruar i Nivelit të Dytë “.......”**

**Pikat e forta dhe afirmime**

1. **……**
2. **……**
3. **…….**

**Pika të dobta**

1. **……**
2. **…….**
3. **…..**

**Rekomandime**

1. **….**
2. **….**
3. **….**

**Evaluation’s conclusions for the second cycle study program Professional Master / Master of Sciences / Master of Arts / Integrated Second Level Program “.......”**

**Strengths and affirmations**

1. **…**
2. **…..**
3. **….**

**Weaknesses**

1. **…..**
2. **…..**
3. **…..**

**Recommendation**

1. **…..**
2. **…..**
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**Program quality standards fulfillment degree**

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| **FIELDS OF EVALUATION** | **FIELD STANDARDS’ FULFILLMENT DEGREE** |
| **Not met** | **Partially met** | **Substantially met** | **Fully met** |
| 1. **STUDY PROGRAM PROVISION**
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| 1. **ORGANIZATION, MANAGEMENT AND ADMINISTRATION OF SECOND CYCLE PROGRAMS**
 |  |  |  |  |
| 1. **TEACHING, LEARNING, EVALUATION AND COMPETENCES**
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| 1. **HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY**
 |  |  |  |  |
| 1. **STUDENTS AND THEIR SUPPORT NTËT DHE MBËSHTETJA E TYRE**
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| 1. **STUDY PROGRAMS’ QUALITY ASSURANCE**
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| **TOTAL EVALUATION** |  |  |  |  |

**List of basic documents for the study programs’ accreditation process**

The following list is the mandatory documentation that institutions must submit together with the SER in the framework of accreditation of study programs. It is not said that each of the following documents should be a separate one, but a document may summarize some of the required data. In the case of the second cycle programs (Master of Science) and the third cycle (Long-term Specialization and Doctorate), the whole documentation must be in both Albanian and English language, as well as the SER. In any case, rely on the *Manual for "Procedures and Deadlines for Quality Assessment in the framework of accreditation of Higher Education Institutions and study programs"*

1. General and specific operation regulations of the main and basic unit that provide the study program;

2. The study program file completed with all the necessary elements;

3. Regulations of the study program;

4. Study program’s mission and labor market study;

5. Program development strategy;

6. Evidence of respect for autonomy, academic and financial freedom;

7. Human resource policies, employment policies, including recruitment and selection;

8. Academic staff development policy;

9. Organizational structure of HEIs and programs;

10. Foreign policy on staff and student mobility;

11. Learning, teaching and quality in teaching Policy;

12. Academic staff/ Teaching staff evaluation Policy;

13. Regulations for tests and exams, graduation criteria and procedures, etc;

14. Diploma and Diploma Supplements;

15. Student complaints procedure;

16. Procedure for supporting, developing and improving the quality of study programs;

17. Procedure for improving the quality of teaching;

18. Student admission policy;

19. Student registration procedure, student database / register;

20. Students support Policies and their organizational structure;

21. Research activity, monitoring and results at the program level;

22. Cooperation policy and partnership agreements in function of the program;