

<b>Protocol - Communication</b>	
<b>Quality area</b>	Communication
<b>Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures by the ECA</b>	ESG 2.2, 2.4, 2.6, 3.4, 3.6
<b>Approved on</b>	01.03.2016
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<b>Approved by</b>	ANQA management
<b>Version</b>	03
<b>Responsible for this area</b>	Lilit Zakaryan

### **Strategic goal**

The effectiveness of the regular meetings, events, trainings and consultancy with the stakeholders organized by ANQA that are directed towards the formation of quality assurance culture in the RA education sphere is ensured by the mechanisms and processes defined by this protocol.

### **Targets**

1. Ensuring the effectiveness of the formation of Quality Assurance network of supporters for obtaining continuous information on the quality assurance processes in TLIs, for ensuring irreversible nature of quality assurance processes and for dissemination of the best practice,
2. Ensuring the effectiveness of the meetings and events, as well as the international conference held at the end of the year, the aim of which is the collection and analysis of information on quality assurance processes, evaluation and dissemination of the best practice and establishment of further strategic goals,
3. Ensuring the effectiveness of the training courses on the development of institutional capacities and the assurance of quality of academic programs for the TLIs' employees.
4. Ensuring the effectiveness of training courses on the implementation of institutional and program self-evaluation for TLIs' employees.
5. Ensuring the effectiveness of training of experts involved in ANQA institutional and program accreditation processes for the grounded, independent and impartial peer review during TLI's accreditation process.
6. Ensuring the effectiveness of provision of consultation to TLIs' employees and other stakeholders on quality assurance.

### **Indicators for evaluating the targets**

1. At least 50% of TLIs are involved in the formation of Quality Assurance network of supporters (target 1)
2. More than 60 % of stakeholders considered the meetings and events, in particular, the international conference effective (target 2).
3. More than 30 % of TLIs participated in the international conference (target 2)
4. More than 80 % of TLIs' employees are satisfied with trainings carried out by ANQA. (target 3)
5. More than 60% of TLIs' employees who participated in ANQA trainings applied knowledge and skills acquired during the trainings in practice (target 3).
6. More than 80% of TLIs' employees are satisfied with the ANQA training courses on the implementation of institutional and program self-evaluation (target 4).

7. More than 80% of experts are satisfied with the trainings carried out by ANQA (target 5).
8. ANQA coordinators are satisfied with the work of the experts who are involved in the accreditation process and participated in the training (target 5)
9. More than 60 % of stakeholders applied the recommendations they received and more than 80 % are satisfied with them (target 6).

#### **Description of main activities**

The effectiveness of work with the stakeholders is evaluated through the following actions:

**Ensuring the effectiveness of the formation of Quality Assurance network of supporters for obtaining continuous information on the quality assurance processes in TLLs, for ensuring irreversible nature of quality assurance processes and for the dissemination of the best practice (target 1)**

Taking into account that Quality Assurance network of supporters is still in the formation process, its effectiveness is assessed through the involvement of as many stakeholders as possible in all the phases of its development. In all the phases of network planning, program development, creation of horizontal and vertical relations the participation of more and more stakeholders and the involvement of those who play a great role in the education sphere are the guarantee of the effectiveness of the process. The founders of quality assurance network of supporters meet once per month. The purpose, objectives of the formation of network, the framework of stakeholders involved in it, its structure and program are discussed during the meeting.

**Ensuring the effectiveness of the meetings and events, as well as the international conference held at the end of the year, the aim of which is the collection and analysis of information on quality assurance processes, evaluation and dissemination of the best practice and establishment of further strategic goals. (target 2)**

The effectiveness of meetings and events is assessed from two perspectives: the number of TLLs and other stakeholders participating in meetings and events and their satisfaction with the conference.

**Ensuring the effectiveness of the training courses on the development of institutional capacities and the assurance of the quality of academic programs for the TLLs' employees. (target 3)**

The results of the previous trainings, written and verbal responses of the stakeholders are analyzed and the new challenges in the field are taken into account for ensuring the effectiveness of the training of TLLs' employees. The theme of the training is developed by taking into consideration the results of this analysis. At the end of the training the participants assess the effectiveness of it through the previously developed questionnaires. However, 6 months later it is planned to conduct another survey among the participants for assessing the impact of the training on the activities of TLL, as well as for assessing the effectiveness of the application of knowledge gained during the training.

The one who conducts the training produces an analytical report about it and includes the analysis of ANQA sociologist on the results of the survey.

**Ensuring the effectiveness of training courses on the implementation of institutional and program self-evaluation for TLLs' employees (target 4)**

For ensuring the effectiveness of the training of TLI employees on the implementation of self-evaluation the training program has been changed. The duration of the course is extended and it includes theoretical and practical work. At the end of the training questionnaires are distributed to the participants for the assessment of the effectiveness of the training. The analysis carried out by ANQA sociologist is taken into consideration during the improvement of the training.

**Ensuring the effectiveness of training of experts involved in ANQA institutional and program accreditation processes for the grounded, independent and impartial peer review during TLI's accreditation process (target 5).**

For ensuring the effectiveness of the training on the preparation of peer review, the format and program of the training have been changed. During the training not only information and theoretical knowledge on the activities of the experts, but also practical skills for the production of report is transferred to the participants. At the end of the training questionnaires are distributed to the participants for the assessment of the effectiveness of the training. The effectiveness of training of the experts is also visible from the peer review they conducted, that is why the effectiveness of the training is assessed through the questionnaires given by the coordinators.

**Ensuring the effectiveness of provision of consultation to TLI's employees and other stakeholders on quality assurance (target 6)**

For ensuring the effectiveness of the consultation, the needs of the stakeholders, the results of the consultations, written and verbal responses of the stakeholders are consecutively analyzed. The stakeholders assess the effectiveness of consultations by previously developed questionnaires. 6 months later it is planned to conduct another survey among the stakeholders for assessing the effectiveness of consultation.

### Evaluation

**The effectiveness of the development of Quality Assurance network of supporters** is assessed through the surveys and discussion with the members. This process will be considered effective if at the end of the year at least 50 % of TLI is involved in the activities of the formation of the network.

**The effectiveness of the organization of meetings, events, in particular international conference** is assessed through the number of stakeholders involved (more than 30 % of TLIs). More than 60 % of the stakeholders considered the organization of meetings and events effective.

**The assessment of the trainings of TLI's employees.** At the end of each training a survey is conducted on the level of satisfaction and the effectiveness of the training among the TLI employees. The training is considered effective when more than 80 % of participants of the survey note that they are satisfied with training organized by ANQA (from the perspective of its content and applicability in their TLIs). The training is considered effective, if 6 months later more than 60% of participants state that they applied knowledge and skills gained during the training in their practice.

**The organization of trainings on the implementation of self-evaluation for the preparation for institutional and program accreditation upon TLI's request.** After the training a survey is conducted on the level of satisfaction of the participants with the training and its effectiveness. The training is considered effective if more than 80 % of the participants are satisfied with the training program. The effectiveness of the

trainings is assessed through the discussion of the employees of ANQA division of institutional and program accreditation during which they present their opinion about the self-evaluation of TLIs that participated in the training. The effectiveness of the training is indirectly assessed based on the opinion of experts and coordinators about the self-evaluation of TLI.

**Training of experts.** After the training, the experts fill in the questionnaire on the assessment of the effectiveness of the training. The effectiveness of the program and its implementation is identified. The training is considered effective if more than 80 % of participants are satisfied with the training course. The ANQA coordinator also fills in the questionnaire, as the assessment of the activities of experts allows to clarify the effectiveness of the training of experts.

**The effectiveness of consultations** is assessed by the stakeholders' level of satisfaction with the consultation and its application. The level of satisfaction of the stakeholders is assessed through filling in the questionnaire. 6 months after receiving the consultation, the stakeholders give feedback about application and results of the consultation. The consultation is considered effective if the satisfaction level is more than 80 % and applicability is at least 60 %.

#### **Accountability/ Responsibility**

After each event the responsible of the area presents the analytical report on the implemented activities, including the analysis of the results of surveys carried out by the sociologist. Responsibles of the area are Lilit Zakaryan and Tigran Mnatsakanyan.

#### **Reporting**

Report on the effectiveness of the activities of the area is presented once per year.

#### **Improvements**

The responsible of the area analyzes the strengths and weaknesses, imperfections of the organized meeting, event, training or consultation, needs or remarks of the stakeholders for the improvement of the activities of the area. The issue is put on the discussion of ANQA staff or presented to ANQA management. The results and steps taken towards the improvements are the part of the annual report.

#### **Documents**

- Registration forms of the participants of the event
- Programs of trainings and other events
- Agendas of trainings
- Training materials, PPT presentations
- Assessment cards
- Protocols
- Reports/analyses
- Report on the implementation of the annual plan
- Annual report on the implementation of the Protocol

Approved by ANQA Director

Ruben Topchyan