



ΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

**Α.ΔΙ.Π.**

ΑΡΧΗ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ  
ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ  
ΣΤΗΝ ΑΝΩΤΑΤΗ ΕΚΠΑΙΔΕΥΣΗ

HELLENIC REPUBLIC

**H.Q.A.**

HELLENIC QUALITY ASSURANCE AND  
ACCREDITATION AGENCY

## EXTERNAL EVALUATION REPORT

(Template)

DEPARTMENT .....

UNIVERSITY /TEI.....

Version 2.0

March 2010



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##### IMPLEMENTATION

- Rationality, functionality, effectiveness of the Curriculum.

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## APPROACH

- Quality and effectiveness of services provided by the Department.

## IMPLEMENTATION

- Organization and infrastructure of the Department's administration (e.g. secretariat of the Department).

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- Proposed initiatives aiming at improvement.

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### External Evaluation Committee

The Committee responsible for the External Evaluation of the Department ..... of the University/Technical Institution of ..... consisted of the following five (5) expert evaluators drawn from the Registry constituted by the HQAA in accordance with Law 3374/2005 :

1. \_\_\_\_\_ (President)  
(Title) (Name and Surname)

\_\_\_\_\_  
(Institution of origin)

2. \_\_\_\_\_  
(Title) (Name and Surname)

\_\_\_\_\_  
(Institution of origin)

3. \_\_\_\_\_  
(Title) (Name and Surname)

\_\_\_\_\_  
(Institution of origin)

4. \_\_\_\_\_  
(Title) (Name and Surname)

\_\_\_\_\_  
(Institution of origin)

5. \_\_\_\_\_  
(Title) (Name and Surname)

\_\_\_\_\_  
(Institution of origin)

**N.B.** The structure of the “Template” proposed for the External Evaluation Report mirrors the requirements of Law 3374/2005 and corresponds overall to the structure of the Internal Evaluation Report submitted by the Department.

The length of text in each box is free. Questions included in each box are not exclusive nor should they always be answered separately; they are meant to provide a general outline of matters that should be addressed by the Committee when formulating its comments.

## ***Introduction***

### I. The External Evaluation Procedure

- Dates and brief account of the site visit.
- Whom did the Committee meet ?
- List of Reports, documents, other data examined by the Committee.
- Groups of teaching and administrative staff and students interviewed
- Facilities visited by the External Evaluation Committee.

### II. The Internal Evaluation Procedure

Please comment on:

- Appropriateness of sources and documentation used
- Quality and completeness of evidence reviewed and provided
- To what extent have the objectives of the internal evaluation process been met by the Department?

## **A. Curriculum**

*To be filled separately for each undergraduate, graduate and doctoral programme.*

### **APPROACH**

- What are the goals and objectives of the Curriculum? What is the plan for achieving them?
- How were the objectives decided? Which factors were taken into account? Were they set against appropriate standards? Did the unit consult other stakeholders?
- Is the curriculum consistent with the objectives of the Curriculum and the requirements of the society?
- How was the curriculum decided? Were all constituents of the Department, including students and other stakeholders, consulted ?
- Has the unit set a procedure for the revision of the curriculum?

### **IMPLEMENTATION**

- How effectively is the Department's goal implemented by the curriculum?
- How does the curriculum compare with appropriate, universally accepted standards for the specific area of study?
- Is the structure of the curriculum rational and clearly articulated?
- Is the curriculum coherent and functional?
- Is the material for each course appropriate and the time offered sufficient?
- Does the Department have the necessary resources and appropriately qualified and trained staff to implement the curriculum?

### **RESULTS**

- How well is the implementation achieving the Department's predefined goals and objectives?
- If not, why is it so? How is this problem dealt with?
- Does the Department understand why and how it achieved or failed to achieve these results?

### **IMPROVEMENT**

- Does the Department know how the Curriculum should be improved?
- Which improvements does the Department plan to introduce?

## ***B. Teaching***

### **APPROACH:**

Does the Department have a defined pedagogic policy with regard to teaching approach and methodology?

Please comment on :

- Teaching methods used
- Teaching staff/ student ratio
- Teacher/student collaboration
- Adequacy of means and resources
- Use of information technologies
- Examination system

### **IMPLEMENTATION**

Please comment on:

- Quality of teaching procedures
- Quality and adequacy of teaching materials and resources.
- Quality of course material. Is it brought up to date?
- Linking of research with teaching
- Mobility of academic staff and students
- Evaluation by the students of (a) the teaching and (b) the course content and study material/resources

### **RESULTS**

Please comment on:

- Efficacy of teaching.
- Discrepancies in the success/failure percentage between courses and how they are justified.
- Differences between students in (a) the time to graduation, and (b) final degree grades.
- Whether the Department understands the reasons of such positive or negative results?

### **IMPROVEMENT**

- Does the Department propose methods and ways for improvement?
- What initiatives does it take in this direction?

## **C. Research**

*For each particular matter, please distinguish between under- and post-graduate level, if necessary.*

### **APPROACH**

- What is the Department's policy and main objective in research?
- Has the Department set internal standards for assessing research?

### **IMPLEMENTATION**

- How does the Department promote and support research?
- Quality and adequacy of research infrastructure and support.
- Scientific publications.
- Research projects.
- Research collaborations.

### **RESULTS**

- How successfully were the Department's research objectives implemented?
- Scientific publications.
- Research projects.
- Research collaborations.
- Efficacy of research work. Applied results. Patents etc.
- Is the Department's research acknowledged and visible outside the Department?  
Rewards and awards.

### **IMPROVEMENT**

- Improvements in research proposed by the Department, if necessary.
- Initiatives in this direction undertaken by the Department .



### **D. All Other Services**

*For each particular matter, please distinguish between under- and post-graduate level, if necessary.*

#### **APPROACH**

- How does the Department view the various services provided to the members of the academic community (teaching staff, students).
- Does the Department have a policy to simplify administrative procedures? Are most procedures processed electronically?
- Does the Department have a policy to increase student presence on Campus?

#### **IMPLEMENTATION**

- Organization and infrastructure of the Department's administration (e.g. secretariat of the Department).
- Form and function of academic services and infrastructure for students (e.g. library, PCs and free internet access, student counseling, athletic- cultural activity etc.).

#### **RESULTS**

- Are administrative and other services adequate and functional?
- How does the Department view the particular results.

#### **IMPROVEMENTS**

- Has the Department identified ways and methods to improve the services provided?
- Initiatives undertaken in this direction.

### **Collaboration with social, cultural and production organizations**

Please, comment on quality, originality and significance of the Department's initiatives.

***E. Strategic Planning, Perspectives for Improvement and Dealing with Potential Inhibiting Factors***

*For each particular matter, please distinguish between under- and post-graduate level, if necessary.*

Please, comment on the Department's:

- Potential inhibiting factors at State, Institutional and Departmental level, and proposals on ways to overcome them.
- Short-, medium- and long-term goals.
- Plan and actions for improvement by the Department/Academic Unit
- Long-term actions proposed by the Department.

***F. Final Conclusions and recommendations of the EEC***

*For each particular matter, please distinguish between under- and post-graduate level, if necessary.*

Conclusions and recommendations of the EEC on:

- the development of the Department to this date and its present situation, including explicit comments on good practices and weaknesses identified through the External Evaluation process and recommendations for improvement
- the Department's readiness and capability to change/improve
- the Department's quality assurance.

## The Members of the Committee

Name and Surname	Signature
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____