

TURKISH HIGHER EDUCATION QUALITY COUNCIL (THEQC) BLENDED SITE VISIT PROGRAM

This document aims to provide an example to the planning of the evaluation team's pre-visits (remote) and site visits (remote and face-to-face) for the Institutional External Evaluation Program and Institutional Accreditation Program. Visit schedules are advised to be adapted for teams and institutions to provide an effective evaluation experience.

For blended visits, pre-visits are expected to be carried out remotely (excluding campus visits), while site visits will encompass remote and face-to-face evaluation methods.

It is strongly advised for evaluation teams to organise a remote meeting before the pre-visit session. There should be two-week periods between pre-visit, remote site visit and face-to-face site visits.

The infrastructure for the activities to be carried out for remote evaluation method will be provided by the THEQC. Evaluation team members and representatives of higher education institutions who attend the online meetings held within remote evaluation method must accept the confidentiality agreement.

Evaluation Team Sample Pre-Visit Plan

*** Evaluation teams are expected to organise a remote meeting before the pre-visit session.**

Evaluation Team Meeting Prior to Pre-Visit		
Timeframe	Who/What	Content
Decided by the evaluation team	The meeting between the evaluation team members	Deciding on outlines of the visit plan, Ensuring in-team consistency for the evaluation of the institution by considering the Institutional External Evaluation and Accreditation Criteria, Evaluation of the possible questions of the team members about ISER, Determining additional information and documents to be requested from the institution, (if any) sharing the contributions of the observers in the visit activities with the evaluation team.

*** All pre-visit activities will be carried out with remote evaluation method.**

Pre-Visit		
Timeframe	Who/What	Content
10:00-12:30	The meeting between the evaluation team members	Activities such as the distribution of tasks among team members, visit plan, negotiation of the institution's ISER, remote and face-to-face evaluation processes etc.
12:30-13:30	BREAK	
13:30-14:30	The meeting of the rector/director or senior managers of the institution with the evaluation team	Introduction, exchange of views on the process of remote and face-to-face evaluation.
14:30-14:45	BREAK	
14:45-15:45	The meeting of the evaluation team members and the institution's quality commission members	Meeting with the quality commission on the procedures of the institutional quality assurance
15:45-16:00	BREAK	
16:00-17:00	The meeting of the rector and the team leader	Deciding on the site visit (remote and face-to-face) schedule

Evaluation Team Visit Plan Sample

* Some of the visit activities will be held remotely and some by face-to-face evaluation method.

Remote Visit Two weeks after the Pre-Visit		
Timeframe	Who/What	Content
Day One		
9:30-10:00	The meeting of the rector with the evaluation team	Issues related to the institution's quality assurance system, learning and teaching, research-development, social contribution and governance system processes are discussed. The issues are presented by the team leader which cannot be fully explained or hesitated in the ISERs.
10:00-10:45	The meeting of the vice rectors with the evaluation team	Issues related to the institution's quality assurance system, learning and teaching, research-development, social contribution and governance system processes are discussed.
10:30-10:45	BREAK	
10:45-11:15	Meeting of the board of trustees chairman with the evaluation team (for foundation HEIs)	The distribution of tasks in the institution's managerial processes and the institutional quality assurance system are discussed.
11:30-11:45	BREAK	
11:45-12:45	Meeting of the evaluation team members with the institution's quality commission	The commission makes a presentation that provides up-to-date information on the institution's quality assurance system formed in consideration of the Institutional External Evaluation and Accreditation Criteria, the place of the quality commission in decision-making processes and the quality assurance system, the strategic objectives of the institution and the role of these objectives in the regional/national development goals, the institution's managerial approach to learning and teaching, research, social contribution and administrative processes, the continuous improvement approach and the results obtained in this context, the studies on the Institutional External Evaluation and Accreditation Criteria and

			other shared elements of units. A Q&A session is held after the presentation.
12:45-13:45	BREAK		
13.45-15:15	Meeting of senate and administrative committee members with the evaluation team		The institution's quality assurance system formed in consideration of the Institutional External Evaluation and Accreditation Criteria, the strategic objectives of the institution and the role of these objectives in the regional/national development goals, the institution's managerial approach to learning and teaching, research, social contribution and administrative processes, the continuous improvement approach and the results obtained in this context are discussed.
15:15-16:15	Meeting of the two members of the evaluation team with the dean and vice deans of Faculty A	Meeting of the two members of the evaluation team with the dean and vice deans of Faculty B	Information is collected on the faculty's goals and their role in the strategic objectives of the institution, participation of stakeholders in processes, quality processes in the faculty, learning outcomes of current programs, R&D activities and the continuous improvement approach.
Day Two			
09:30-10:30	Meeting of the two members of the evaluation team with the administrators of School / Institute / Vocational School C	Meeting of the two members of the evaluation team with the administrators of School / Institute / Vocational School D	Information is collected on aspects such as the implementation of quality processes in the unit(s), the goals of the unit(s) and their role in the strategic objectives of the institution, participation of stakeholders in processes, learning outcomes of programs within the units and continuous improvement efforts.
10:30-10:45	BREAK		
10:45-11:45	Meeting with the heads of the administrative units at the university (Department of Personnel, Department of Health, Culture and Sports, Registrar's Office, Department of Library and Documentation, Career Centre, Office for Disabled Students etc.)		The heads of the administrative units are met and their opinions are received on several aspects including the dissemination of quality processes to the units, the goals of the unit(s) and their role in the strategic objectives of the institution, participation of stakeholders in processes and continuous improvement efforts.
11:45-13:00	BREAK		

13:00-14:00	Meeting with the managers of the research units (active research centres, technoparks, technology transfer offices etc.) at the university	The goals of the research units and their role in the strategic objectives of the institution, participation of stakeholders in processes, quality processes and continuous improvement studies are discussed.
14:00-14:15	BREAK	
14:15-15:00	Meeting of the evaluation team with the stakeholders of the institution (I)	Opinions of relevant stakeholders about the university are received.
15:00-15:15	BREAK	
15:15-16:00	Meeting of the evaluation team with the stakeholders of the institution (II)	Opinions of the relevant stakeholders about the university are received.
16:00-16:15	BREAK	
16:15	Evaluation meeting between team members	General evaluation

Face-To-Face Visit Two weeks after Remote Visit			
Timeframe	Who/What		Content
Day Zero			
On the Arrival Day	{Transfer of evaluation team members to their place of accommodation}		
19:00	The team leader, team members, rector, and other relevant parties come together in the evening (meeting / dinner).		Meeting of the team members and the rector and his delegates, General meeting and exchange of views on the site visit plan, Other issues regarding the evaluation process.
Day One			
09:30-11:00	Visiting the institution's premise(s) (campus visit)		Activities such as getting to know the institution's campus, facilities and infrastructures for common use and observing services provided to students.
11:00-12:00	Meeting of the two members of the evaluation team with the academic staff from Faculty A	Meeting of the two members of the evaluation team with the academic staff from Faculty B	The relations of the academics with the senior management are examined, and the opinions of the academic staff are received regarding their role in the quality assurance system and the policies related to the recruitment, development and motivation of the academic staff. (It should be taken into consideration that deans and vice deans should not attend this meeting. Only academic staff should attend this meeting.)

12:00-13:00	Meeting of the two members of the evaluation team with students studying at Faculty A	Meeting of the two members of the evaluation team with students studying at Faculty B	Students are asked to share their views on issues such as their participation in decision-making processes, quality assurance system, education services, and student support services.
13:00-14:00	If necessary and suitable for both parties (team / institution), the team may meet with the officials of the institution at lunch to continue the negotiations.		First impressions about the visit are shared.
14:00-15:00	Meeting of the two members of the evaluation team with the academic staff working at School / Institute / Vocational School C	Meeting of the two members of the evaluation team with the academic staff working at School / Institute / Vocational School D	The relations of the academics with the senior management are examined, and their opinions are received regarding the role of academics in the quality assurance system and the policies related to the recruitment, development and motivation of the academic staff. (It should be taken into consideration that unit administrators should not attend this meeting. Only academic staff should attend this meeting.)
15:00-16:00	Meeting of the two members of the evaluation team with students studying at School / Institute / Vocational School C	Meeting of the two members of the evaluation team with students studying at School / Institute / Vocational School D	Students are asked to share their views on issues such as their participation in decision-making processes, quality assurance system, education services, and student support services.
16:00-17:00	Meeting with the administrative staff of selected administrative units		Issues such as the relations of the administrative staff with the management, their roles in the quality assurance system, their professional development and motivation, and intra-institutional communication are discussed in the meeting.
19:30-20:30	Dinner		Exclusive to evaluation team members

20:30	Assessment of the team members' first-day impressions and observations, and preparations for the exit statement	The impressions from the first day are shared and the preparations for the exit statement are kicked off.
Day Two		
09:30-11:00	Preparation of the exit statement to be orally presented by the evaluation team during the exit interview	The evaluation team come together to prepare the exit statement, which will be presented in the exit interview.
11.00-11.30	A brief meeting with the rector	Necessary explanations are made regarding the visit process and aspects to be included in the exit statement.
11:30-12:30	Exit interview	An exit interview is held with the rector and relevant institution officials delegated by the rector. The exit statement is orally presented by the team leader and evaluators. After a Q&A session, the exit interview is adjourned by the rector/director and the team leader.
12:30	The departure of evaluation team	

* The list of the administrators, academic and administrative staff, students and stakeholders to attend the meetings should be determined beforehand to enable the operation of the process as planned.

* During the focus group meetings, a great care should be shown in avoiding any superior-subordinate relationship among the participants, who should have qualities that could reflect the diversity in the relevant focus group, in order to provide a more comfortable discussion environment and contribute to the institution as much as possible.

* In foundational vocational schools of higher education, this process is conducted by the evaluation team and the school's director.