

PROGRAM EVALUATION GUIDE FOR THE ATTENTION OF THE EXTERNAL EXPERTS

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Reminder of the context

UNIL has implemented a systematic process for assessing its provision of studies. By 2020, each faculty will assess all of its Bachelor and Masters courses in accordance with the principles and procedures set out in the first part of this booklet entitled "Program evaluation - Concept of UNIL" (hereinafter Concept of program assessment).

The evaluation includes an initial self-evaluation phase that results in a report, as well as a development plan which are presented to the experts, in order to enrich the reflection and to strengthen the legitimacy of the approach.

It is anticipated that four experts shall be sought: two experts external to UNIL and two experts internal to UNIL. The latter will be selected from a pool of volunteers; they will not be affiliated with the faculty which the assessed program belongs to. The external and internal experts have different, but complementary mandates. The mandate of each of these pairs of experts is linked to the specific nature of the way they should examine the self-evaluation.

This guide is intended for the external experts. It specifies their incumbent responsibilities as well as the different stages of this external evaluation phase.

The experts shall formulate their comments and recommendations after having analysed the documents resulting from the self-evaluation and an *in situ* visit, when they will meet the Dean and the commission responsible for the self-evaluation of the program.

The steps of the external evaluation are summarised in a checklist found at the end of this Guide.

1. Role of the external experts

The two external experts involved during each degree program evaluation are proposed by the faculty, which adds weight to the confidence and credit that will be accorded to their opinion. The profile of the experts and the selection procedure followed are specified in the Concept of program evaluation.

The external experts shall receive a contract which defines the services that the UNIL expects of them. The Management shall compensate them for this activity.

During the *in situ* visit they will be accompanied by two internal experts who can, if necessary, provide clarification concerning how UNIL operates.

Mandate of external experts

The mandate elements entrusted to the experts are as follows:

- to take an external and critical look at the analysis and conclusions of the self-evaluation report;
- to give an opinion on the program's strengths and aspects to be improved;
- to give an opinion on the program's planned developments;
- to make suggestions for the program's development;
- to answer, where appropriate, any specific questions formulated by the faculty;
- to make any other observations or useful comments.

Specifically, the external experts are required:

- to study the self-evaluation report which they will receive prior to the visit;
- to meet with the members of the self-evaluation commission and the Dean (or his/her representative) during an *in situ* visit;
- to submit a joint external evaluation report, or two separate reports, to the Management (via the Quality officer) within one month of the end of the visit.

Duration of the expert's mandate

The expert task begins one month before the date set for the visit by the acknowledgement of the self-evaluation documents. It ends one month after by submitting the external evaluation report.

Contact person

The contact person for the experts is the UNIL Quality officer, who assumes the role of coordinating the program evaluation process.

2. External experts visit

2.1 General information

Objectives

The purpose of the visit is to enable the experts to meet the members of the self-evaluation commission for the program assessed.

Responsibility for the visit

The Dean and/or the person responsible for the self-evaluation shall ensure the program is running correctly.

Length of the visit

The experts shall attend a preparation meeting the day before at the end of the day, followed by a full day at the UNIL site.

Language of the visit

Usually the visit will be conducted in French.

2.2 Preparing for the UNIL visit

Planning the date of the visit

The Quality officer sets the date for the visit in consultation with the Dean or the person in charge of the self-evaluation and the experts.

Organising the experts' stay

The Quality officer supervises the organisation of the external experts' stay on site.

The experts organise their trip at their convenience. The costs incurred are borne by the Management, in accordance with the procedures laid down in the expertise contract.

Analysis of documents resulting from the self-evaluation

A month before the visit, the experts shall receive, through the Quality officer, the documents from the self-evaluation. The experts will prepare for the visit they will conduct on the basis of these documents.

2.3 UNIL visit

Introduction meeting

On the day before the visit, an introduction meeting will be arranged for the internal and external experts. It enables the objectives of the evaluation to be recalled as well as the experts' respective mandates. This meeting is also an opportunity for experts to get to know one another, exchange their first impressions on the self-evaluation report and ask questions relating to the process.

Accompanying the experts during the visit

On the UNIL site, external experts shall be accompanied by two internal experts who can answer any questions on how the Institution operates and to help them with any practical aspects of the visit.

Welcoming of the experts by the Dean

On the day of the visit, the Dean will welcome the experts on behalf of the Faculty.

Meeting between the self-assessment commission and the internal experts

Then, during a meeting lasting about two hours, the external experts shall ask the members of the self-assessment of the program commission questions. This meeting particularly enables them to check that they have grasped how the program is run and the various issues that affect it. The angle of their questions depends on the mandate entrusted to them.

The internal experts attend this discussion as observers.

Meeting between the self-assessment commission and the internal experts

A meeting lasting about an hour is then scheduled between the internal experts and the self-assessment commission. In relation to their mandate, they focus their questions on how the process has been conducted.

The external experts shall decide together whether or not they want to attend this meeting.

Exchange of points of view between the external experts

During the second part of the day, the external experts exchange their points of view, note their first impressions and decide whether they wish to prepare a joint report or two separate reports.

Meeting with the Dean

After this discussion, the experts meet the Dean or the Vice-Dean in order to ask him/her about any outstanding issues.

"On the spot" communication of first impressions

At the end of the visit, the external and internal experts share their first impressions with the Dean and/or the Vice-Dean and the members of the self-assessment commission. Each pair of experts shall appoint a spokesperson. It is important that there is no significant difference between what is said at this meeting and the contents of the report/s that will subsequently be drafted.

3. External experts report

3.1 Structure and content of the report

The report shall include the following components:

- the first part shall contain concise information on the experts as well as a brief comment on the visit and how it was conducted;
- the second part presents the results from the observations and reflections made by the experts according to the mandate entrusted to them and, where appropriate, the specific questions presented to them by the faculty. The experts formulate constructive recommendations in order to support the faculty and those responsible for the program in their educational Quality development plans. In relation to their mandate, they shall particularly answer the following questions:
 - What are the program's strengths in your opinion?
 - What aspects need to be improved in your opinion?
 - Does the development plan seem achievable to you?
 - In what way does the development plan contribute to improving the program?

- What suggestions would you like to make for the program's development?
- Where appropriate, what are your answers to the questions presented by the faculty?
- What additional comments would you like to make?

3.2 Report format

Size of the report

The experts shall prepare a joint report totalling three to eight pages (7,500 to 12,000 characters) or two separate reports of three to four pages (4,500 at 6,000 characters). They shall agree on this subject in advance, usually on the day of the visit.

Language of the report

The external assessment report is drafted in French, usually. However, if relevant, it can be written in English.

3.3 Deadline for sending the report to UNIL

After the visit, the experts have a month to write their report/s.

The report/s is/are sent to the Quality officer at UNIL who forwards it/them to the persons concerned. When the experts prepare a joint report, they will agree on the drafting arrangements and shall appoint the person responsible for ensuring it reaches the Quality officer.

Checklist for the external experts

	Steps of the process	Deadlines
Preparing for the UNIL visit	⌚ After a proposal by the faculty the Quality officer confirms the mandate of two experts and agrees to a date for a meeting between all parties (visit).	6 months prior to the visit
	⌚ The Quality officer sends the contractual documents relating to their mandate to the external experts.	
	⌚ The experts analyse the documents resulting from the self-assessment.	1 month prior to the visit
UNIL visit	⌚ The experts participate in an introduction meeting which enables them to get to know one another, exchange their first impressions on the self-assessment report and ask questions relating to the process.	the day before the visit
	⌚ The experts meet the self-assessment commission for a question and answer session.	during the visit, in the morning
	⌚ If they wish, the external experts may attend the meeting between the self-assessment commission and the internal experts.	
	⌚ The external experts exchange their points of view and decide whether they will produce a joint report or two separate ones.	
	⌚ The experts meet the Dean for a question and answer session.	during the visit, in the afternoon
	⌚ The experts communicate their first impressions to the Dean and to the self-assessment commission.	
External assessment report	⌚ The external experts draft their report/s and send them to the Quality officer.	1 month after the visit