

QA Annual Report 1

“INTERnationalization at Home: Embedding Approaches and Structures to Foster Internationalization at Western BAlkans/ INTERBA”

Project reference No.: 610429-EPP-1-2019-1-AL-EPPKA2-CBHE-JP

(Deliverable 7.2)

[November 2019-October 2020]

November, 2020

Report prepared by

CESIE

*Disclaimer: This publication was produced with the financial support of the European Union.
Its contents are the sole responsibility of the INTERBA consortium and do not necessarily
reflect the views of the European Union.*

Table of Contents

| | |
|--|----|
| Document information | 0 |
| I. Introduction | 1 |
| II. Analysis of progress so far | 2 |
| II.1 Implementation of activities according WP Leaders | 2 |
| Cooperation with partners in Work Packages | 2 |
| Overall achievements..... | 3 |
| Timeliness of activities | 4 |
| Problems or difficulties | 6 |
| Impact of activities..... | 7 |
| Further comments | 7 |
| II.2 Overall evaluation of project activities | 8 |
| Implementation at your HEI / organization | 8 |
| Management and Communication | 10 |
| Visibility/communication activities undertaken | 12 |
| Outcomes..... | 13 |
| Lessons learnt | 13 |
| Missing information or knowledge | 14 |
| Further recommendations and comments..... | 14 |
| III. Conclusions and Recommendations | 15 |
| Annexes..... | 18 |
| Annex 1 Monitoring Questionnaire for WP Leaders..... | 18 |
| Annex 2 Internal QA and Monitoring Questionnaire..... | 21 |

Document information

| | |
|-----------------------------|---|
| Project Acronym: | INTERBA |
| Programme: | Erasmus + Key Action 2 Capacity Building in the field of Higher Education |
| Duration: | 15/11/2019-14/11/2022 |
| Grant Agreement #: | 2019 – 2024 / 001 - 001 |
| Project Number: | 610429 – EPP-1-2019-1-AL-EPPKA2-CBHE-JP |
| Start date: | 15/11/2019 |
| Related Work Package | WP7 – Quality Control |
| Lead Organisation | P5 – CESIE |
| Dissemination level | Institutional level |

History

| Version | Date | Submitted by | Reviewed by | Notes |
|---------|------------|--------------|-----------------------|--|
| V1 | 30/11/2020 | CESIE | | 1 st Version to be shared |
| V2 | 20/01/2021 | CESIE | Kozeta Sevrani, UT | 2 nd version with minor corrections |
| | | | | |

I. Introduction

INTERBA is a three-year European project funded by the Erasmus+ Programme Key Action 2 – Cooperation for Innovation and exchange of good practices – Capacity Building in the field of Higher Education. Its main objective is to strengthen the international, intercultural and global dimension via “Internationalisation at Home” (IaH) implementation at partner Higher Education Institutions (HEI) in order to enhance the quality of education and make a meaningful contribution to society.

The present report is part of the INTERBA project’s WP7 – Quality Assurance, which CESIE is leading. As described in the QA Plan, the overall aim of Quality Assurance is to monitor and evaluate all project activities. To do this, a number of tools have been developed. The present First Annual Report aims to provide a detailed overview of the progress and processes of each WP in the first project year (15 November 2019 – 15 October 2020). It will further provide an overview of the impact of the activities implemented on the target groups, taking into account the key progress and performance indicators which were defined in the QA Plan.

In order to track the progress and achievements of all project activities, we have asked WP leaders to fill in a Monitoring Questionnaire (see Annex 1). WP leaders were asked to provide information on the progress of the WP(s) they lead in the reporting period from 15 November 2019 to 15 October 2020 (one questionnaire for each WP). All WP leaders filled in the questionnaire, and so we can fully report on WP progress so far.

For an overall monitoring and evaluation of the management, cooperation within the partnership and outcomes, a separate questionnaire was developed, which each partner organization was asked to fill in – one questionnaire for each partner organization (see Annex 2). This questionnaire, too, was filled in by all partners, so that a comprehensive reporting could be ensured.

In what follows, we will first present the results of the two surveys and then provide, in the Conclusions, an overall assessment together with suggestions for further implementation of project activities.

II. Analysis of progress so far

II.1 Implementation of activities according WP Leaders

CESIE has been participating in all (online) partner meetings, so that the QA team acquired a good overview of the activities carried out in the 9 different Work Packages. To get a deeper insight into the progress of all work packages and to identify possible strengths and weaknesses during implementation, we asked all leaders of the work packages to fill in a specific questionnaire (Annex 1). All WP Leaders filled in the questionnaire. The answers provided are reported below together with a summary by CESIE.

Cooperation with partners in Work Packages

The replies below show that so far, no partner has had any reason for dissatisfaction with the cooperation inside the partnership; this is a very positive result and a good basis for future project activities.

Table 1: Cooperation of WP leaders with partners and level of satisfaction

| Work Package | Comments on cooperation |
|---|---|
| 1 – Gap Analysis | We cooperate with all Partner Country Institutions. In general, we are satisfied in how cooperative partners were. |
| 2 – Knowledge Capital Repository | We have started the activities in our internal team and have no comments on cooperation with other partners so far. All partners will have to cooperate in this WP, but we will involve them in the next few weeks only. |
| 3 – Training Content 4 – Training of trainers and piloting | No comments at this stage, as the WPs are delayed (as they are based on WP1). |
| 5 – E-learning platform | No comments so far, as the activities have not yet started. |
| 6 - Sustainability | European University of Tirana (UET) is the lead partner of this WP, however we will closely collaborate with all partners in the successful implementation (activities have not started yet). |
| 7 – Quality Assurance | We cooperate with all partners (for the gathering of feedback/monitoring and evaluation of tasks); with University of Tirana we have been cooperating for the selection of the external evaluator. The cooperation has been quite good so far; only minor issues with late responses by some partners, which we could resolve by sending out reminders. |
| 8 – Dissemination | UET is the lead partner of this WP, however we closely collaborate with all partners in the successful implementation of dissemination activities. |
| 9 – Management | University of Tirana (UT) as the Leader of the project has to cooperate with all partners of the consortium in order to fulfill the activities of the work package 9. The cooperation with all the partners is very satisfactory. |

Overall achievements

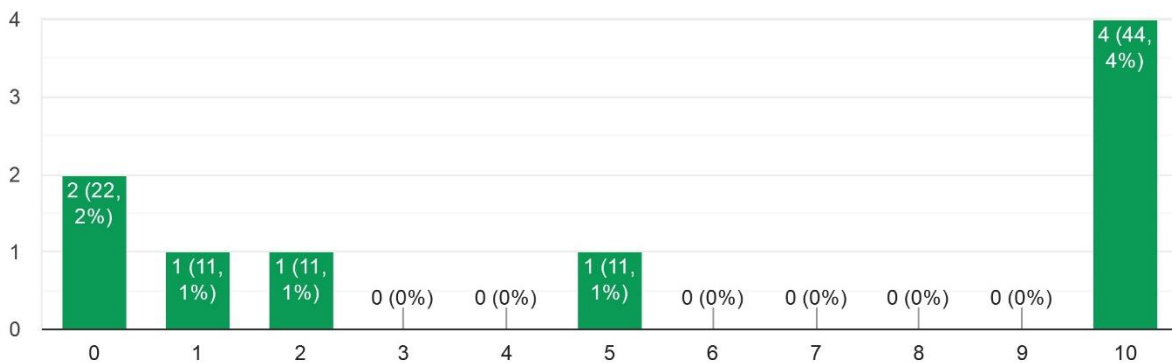
In this question, we asked WP leaders to describe all activities that have been carried out so far, together with all outcomes and outputs achieved so far. The answers show that a number of activities and outputs/outcomes have been carried out in the transversal WPs (WP7, 8 and 9, Quality Assurance, Dissemination and Management, respectively), showing that the fundament for all other project activities has been laid. Further to this, work has been (almost) completed in WP1 and has started in WP2. The other WPs have not yet started their activities, some because they are delayed (WP 3 and 4), others, because according to work schedule activities are foreseen to start at a later stage.

Table 2: Overview of achievements – activities, outcomes and outputs

| Work Package | Achievements |
|---|--|
| 1 – Gap Analysis | Activities / outcomes: <ul style="list-style-type: none"> - Identified the areas of expertise that Partner Country Institutions acquired through project implementations. - Identified two main areas of expertise per each partner country institution. |
| 2 – Knowledge Capital Repository | Activities: <ul style="list-style-type: none"> - Started to organise the internal activities of the team - No outcome / outputs produced so far. |
| 3 – Training Content 4 – Training of trainers and piloting | N/A: WPs are delayed as they are based on WP1 (which should have been finalized in July 2020), so there have been no activities so far. |
| 5 – E-learning platform | N/A: Tasks under this WP will be performed in the upcoming months of the project implementation. |
| 6 - Sustainability | N/A: The activities have not yet started. |
| 7 – Quality Assurance | Activities / Outcomes: <ul style="list-style-type: none"> - Internal Quality standards were set and monitored throughout the project. - Carried out 2 evaluations of meetings; prepared monitoring and evaluation questionnaires for the first project year. Outputs: <ul style="list-style-type: none"> - Quality Assurance Plan and tools (D7.1) - Drafted Terms of Reference (ToR) for the selection of external evaluator and supported University of Tirana with adaptation/finalisation of the ToR. - Currently, we are drafting the First QA Annual Report (D7.2). |
| 8 – Dissemination | Outputs: <ul style="list-style-type: none"> - D8.1 Project Website (including project visual identity – logo) developed - 8.2 Dissemination and Exploitation Strategy developed |
| 9 – Management | Activities: |

| | |
|--|--|
| | <ul style="list-style-type: none"> - Undertook Risk Management - Organized Kick-off Meeting and Project team meetings - Prepared Partnership Agreement - Ensured communication among partners and with the European Commission (Skype Meetings) - Maintained a project management chart or Gantt chart. <p>Outcomes:</p> <ul style="list-style-type: none"> - Ensured coordination of all project activities and sound overall project management, organization of project meetings and mitigation of risk. <p>Outputs:</p> <ul style="list-style-type: none"> - Minutes of Kick-off Meeting - Minutes of Project Meetings and Skype Meeting - Project management Gantt chart released - Templates of documents and reports released - Communication plan completed |
|--|--|

Fig. 1: Level of achievement of each WP



Note: It seems that the above question regarding level of achievement may have been interpreted differently by partners, i.e. some partners seem to have referred to the overall level of achievement, while others seem to have referred to the level of achievement of activities in the reporting period.

Timeliness of activities

Regarding the timeliness of WP activities, several WP leaders report delays, due to Covid-19 crisis mainly. However, no partner envisages that a delay could be an issue for overall project implementation.

Table 3: Overview on timeliness/delays in implementation of all Work Packages

| Work Package | On track or delays |
|---|--|
| 1 – Gap Analysis | The WP1 had some delays which occurred due to pandemic outbreak. |
| 2 – Knowledge Capital Repository | Delayed activities due to the inclusion of other persons in the team, and waiting for WP1 activities to complete. We expect that this initial delay in the implementation of the first task will not affect the project implementation as we expect the conclusion of the activities of the WP to be on time, or at least with a very short delay. |
| 3 – Training Content 4 – Training of trainers and piloting | These WPs are delayed as they are based on WP1. |
| 5 – E-learning platform | The WP is on track. No delays have been foreseen / expected. |
| 6 - Sustainability | The WP activities are on schedule, no delays or shortcomings |
| 7 – Quality Assurance | We have experienced some delays with the selection of the external evaluator and are preparing the First QA Annual Report one month later. We don't think the delays will be an issue for overall implementation; however, it is important to select the external evaluator as soon as possible, in order to allow him/her to prepare soon the first external evaluation report. |
| 8 – Dissemination | There are no delays with this WP tasks implementation. All dissemination materials have been designed and sent to partners for use. Additionally, project website is already developed and duly filled as a content. Lastly, Dissemination and Exploitation Strategy has been approved by the consortium and the project leaflet has been sent to all partners for dissemination. UET has actively disseminated the project in its Social networks and website; as well as actively promoted during Erasmus Days 2020@UET. |
| 9 – Management | The following is the work package task delayed due to the Covid-19. This come as a result of delays in implementation of activities of other WP performed by the partners of the consortium. WP9.3: First annual report on project activities it is foreseen the submission of reports at least for three months delay |

Problems or difficulties

Problems/difficulties reported by WP leaders are mainly due to Covid-19 crisis. The Coordinator, University of Tirana, has reported a number of issues (see Table 4 below) that are related to WP9, Management. However, most of the issues described have been resolved in the meantime. Only two of them seem to wait for a solution: the signing of Partnership Agreements, which has been postponed due to elections in Albanian Universities; and the day-to-day project management, which has been suffering from the fact that only online meetings are allowed due to Covid-19 crisis. Besides of this, no problems/difficulties are reported that are critical for the further implementation of the project.

Table 4: Mains problems/difficulties in each WP and mitigation actions taken

| Work Package | Problems/difficulties and mitigation actions |
|-----------------------|--|
| 1 – Gap Analysis | The main difficulty that we encountered during the implementation of WP1 were related to the accessibility of information of partners - some partners struggled to get ahold of the information on projects that were implemented at universities. |
| 7 – Quality Assurance | Sometimes, partners did not provide answers (e-mail or replies to evaluation questionnaires) immediately; in order to mitigate, we sent reminders and this worked very well. |
| 9 – Management | <ol style="list-style-type: none"> 1. We have encountered some problems after the difficult situation in Albanian institutions because of November 26, 2019 earthquake that led to the postponement of some project activities and the kick-off meeting. 2. We have encountered some difficulties to reach an agreement with Hamburg University of Technology (Germany) on Partnership Agreement. After many negotiations an agreement was reached in June 24, 2020. 3. We have encountered some problems regarding obtaining the bank account number from the Ministry of Finance and Economy in Albania. After many negotiations was reached to have it. 3. We have encountered some bureaucratic issues regarding with the signing of the Partnership Agreement due to elections in Albanian universities. We have not resolve it yet. 4. We have encountered many difficulties in carrying out day-to-day project management tasks and activities by the UT project team. All meetings were conducted online due to the lock down of institutions in Tirana until 31 May 2020 and some activities are postpone. Despite the |

| | |
|---|---|
| | <p>fact that the institutions reopened in June 2020, the difficult situation of Covid-19 in Albania again made most of them work part-time, as a result of which this brought difficulties in carrying out the project tasks. Also, a number of Skype meetings with the partners were conducted in order to reorganize and go in line with project activities.</p> <p>5. We have had delays in getting the original PA from our partners due to lock down of the mail services.</p> |
| <p>2 – Knowledge Capital Repository 3 – Training Content 4 – Training of trainers and piloting 5 – E-learning platform 6 – Sustainability 8 – Dissemination</p> | <p>N/A – no problems or challenges encountered so far</p> |

Impact of activities

Regarding the impact of activities; so far, there is not so much to report, as many activities have been delayed. On the positive side, the Leader of WP 8 (Dissemination) reports that there has been an increase of visitors on social media channels, that a project leaflet has been produced and that the project was promoted by UET at the Erasmus Days 2020. All project partners are asked by Dissemination leader to increase their dissemination efforts.

Further comments

An additional comment was provided by the Dissemination leader as a call for action to all partners: "INTERBA partners must be more committed to the dissemination of the project activities and deliverables to the targeted community and relevant stakeholders." Further, the Coordinator and leader of WP9 Management emphasizes their continuous engagement and communication with the Agency regarding changes of deadlines (due to Covid-19) and the delayed disbursement of the pre-financing payment.

II.2 Overall evaluation of project activities

The following replies have been provided in response to the second Evaluation Questionnaire, which aimed to gather feedback about general implementation of project activities at each HEI/organisation, about Management and Communication and Outcomes achieved so far.

Implementation at your HEI / organization

As can be seen in the detailed answers below, regarding implementation of the INTERBA project at their own Higher Education Institutions (HEI)/organization, partners are in the great majority highly satisfied; the proposed timeline of activities was both realistic and feasible for partner organisations and 80% are very or completely satisfied with the progress of activities in their institution. 30% report difficulties/challenges with implementation, which are further explained in the replies to the following question. A number of these difficulties are related to Covid-19 and its effects on implementation/cooperation; others are bureaucratic challenges. No major difficulty is reported (see Table 4 below for more details).

The awareness level of the project is described by the majority of partners as “good” (80%); only 20% describe it as “excellent”.

The description of activities implemented so far that partners have provided shows that all partners have been actively involved in diverse project activities – so far mainly in management, dissemination and activities related to WP1 (analysis of knowledge capital).

Fig. 2: How do you rate the work carried out by the project team at your own HEI/institution?

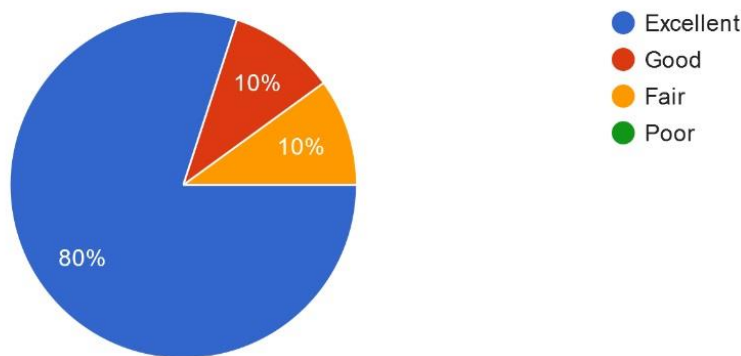


Fig. 3: Was the proposed timeline of activities realistic and feasible for Your HEI/organisation?

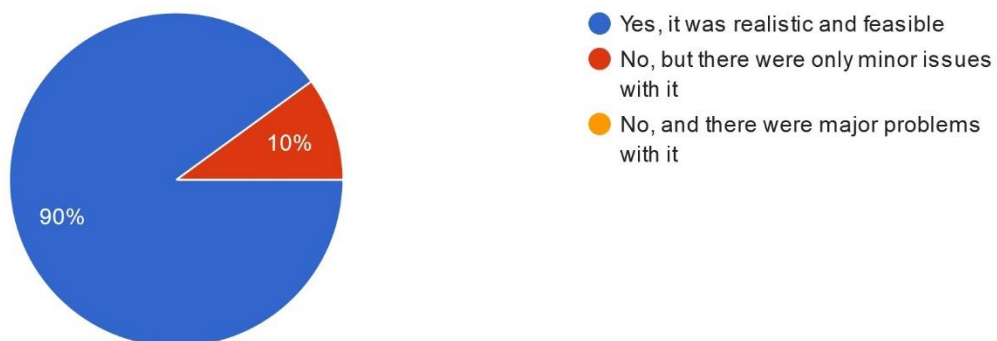


Fig. 4: How satisfied are you with the progress of activities in your institution?

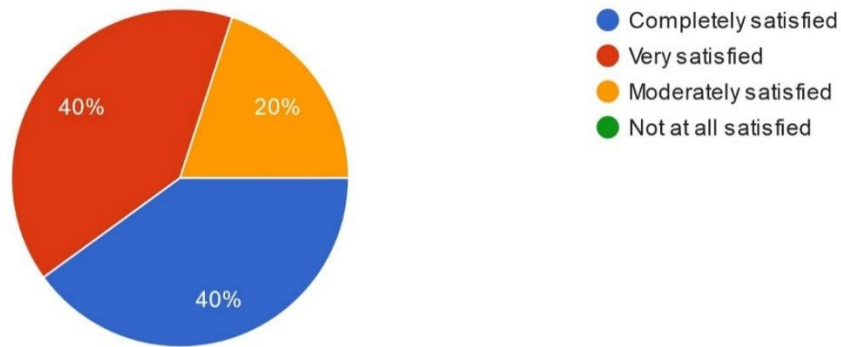


Fig. 5: Did you have any difficulties/challenges in the implementation of the activities?

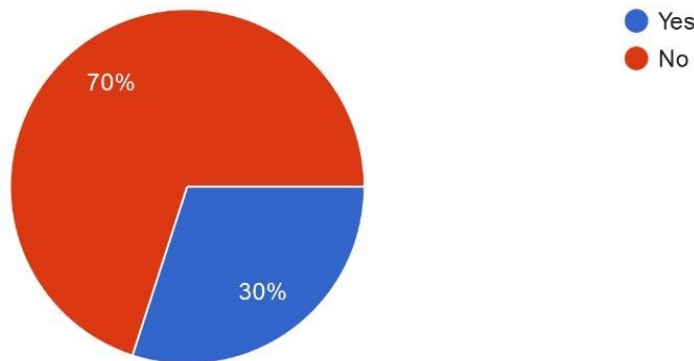


Table 5: Details on difficulties and challenges experienced during the implementation of activities.

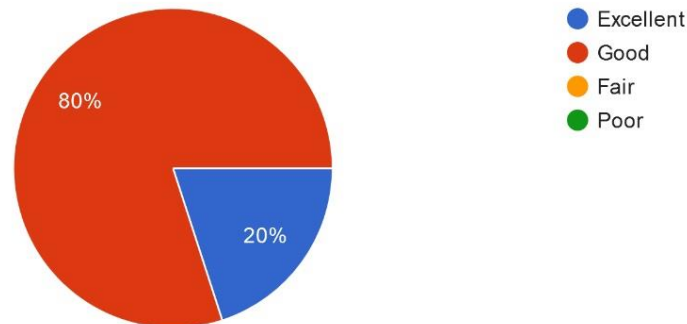
Issues because of Covid-19: mentioned three times.

Details on issues described by partners: delayed arrival of original PAs because of lockdown of mail services; difficulties in carrying out day-to-day project management tasks and activities by the UT team (online meetings possible only and staff working only part-time) and postponement of activities.

Problems after the difficult situation in Albanian institutions because of earthquake in November 2019: postponement of some project activities and KOM.

Administrative/bureaucratic issues – negotiation of PA with one partner (resolved in the meantime); issues regarding the signing of the Partnership Agreement due to elections in Albanian universities; obtaining bank account number from the Ministry of Finance and Economy in Albania.

Fig. 6: What is the awareness level about the project in your institution?



Management and Communication

The feedback on Overall Management and Communication of the INTERBA project is positive. As can be seen in the detailed answers below, the evaluation for overall project management and coordination is 50% “excellent” and 50% “good”, while financial management is rated by 90% of partners between “excellent” and “good” and by 10% as “fair”. Overall time management has a slightly lower evaluation: 60% respond that it was “good”, 20% “excellent” and 20% “fair”. Communication between partners is evaluated by 70% of partners as “excellent” and by 30% as “good”, and overall visibility and communication activities have the outstanding evaluation of 90% as “excellent” and 10% as “good”.

From the further recommendations on Management/Communication provided, one can extract the following advice for future implementation:

- 1) There should be clearer instructions from the coordinator/WP leader for each task (precise step-by-step instruction) and for upcoming deadlines.
- 2) Regular meetings (monthly) should be established, and dates for these meetings should be agreed at least two or three weeks beforehand (via Doodle or similar).

Fig. 7: How do you rate the overall project management and coordination of the project?

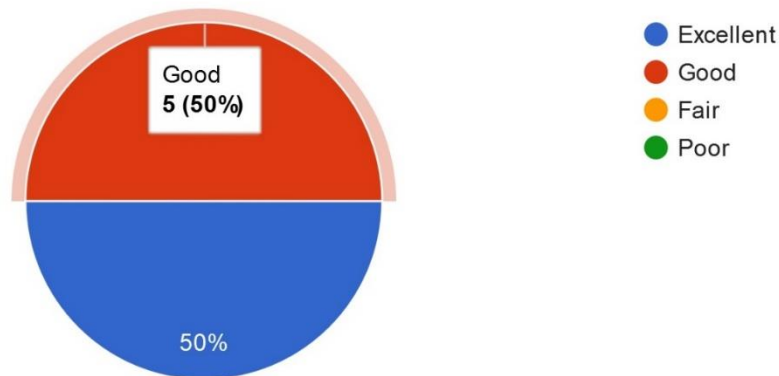


Fig. 8: How do you rate overall financial management of the project?

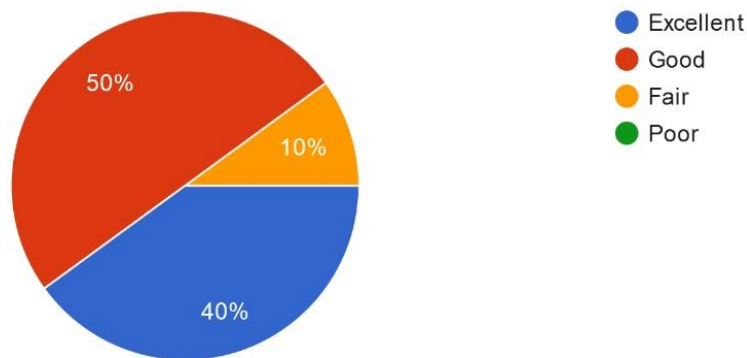


Fig. 9: How do you rate overall time management and respect of agreed deadlines in the project?

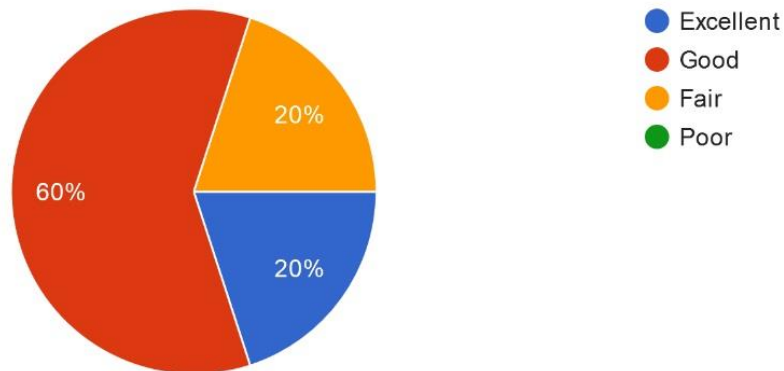


Fig. 10: How do you rate the quality of communication among partners and project management team?

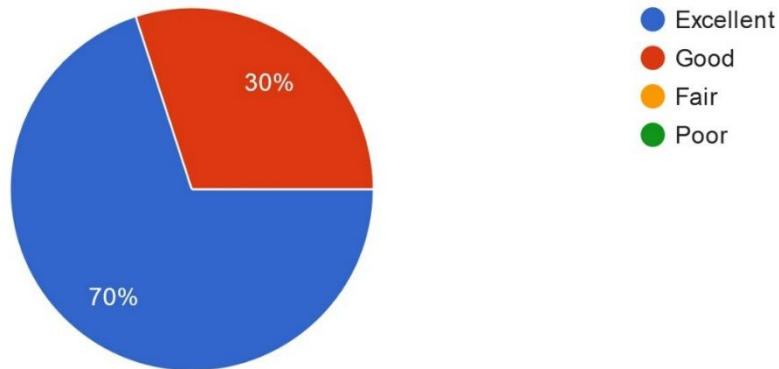
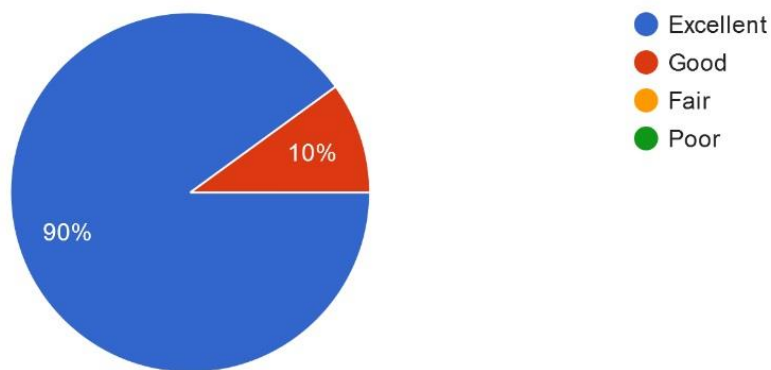


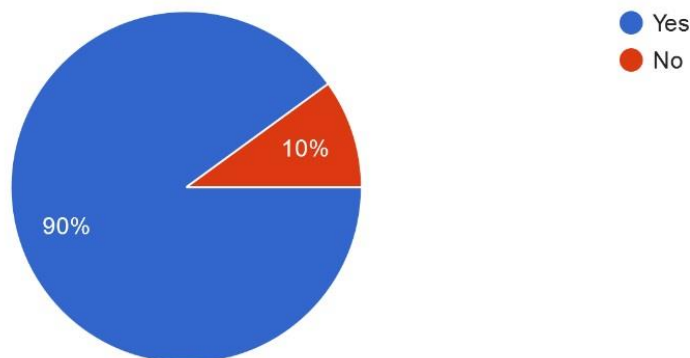
Fig. 11: How do you rate the efficiency of visibility and communication means at project level?



Visibility/communication activities undertaken

It is positive that 90% of partners report to have undertaken visibility/communication activities. Mainly, partners published information on the INTERBA project and on social media pages (7 partners stated that this kind of dissemination has been done); 2 partners also presented the project during the Erasmus Days 2020, one at another Dissemination event and 3 partners mentioned dissemination about the project to internal staff.

Fig. 12: Did your institution undertake any visibility/communication activities to promote INTERBA?



Outcomes

Regarding the achieved project results, there is a mixed picture: four partners respond that the achieved results meet their initial expectations, the others declare that they are not completely satisfied with what has been done so far in the project. However, partners who are not completely satisfied agree that this is due to the impact of Covid-19 crisis. Two partners explicitly say that there is good reason to hope that the situation will improve, as activities have been rescheduled in a new project plan.

Almost all partners respond that they have a clearer understanding of the “Internationalisation at home” concept; one partner had been familiar with it before. Two partners comment that more clarifications would be useful: “a clearer definition is needed”; “some general and institution-specific clarifications are probably needed to build a full understanding of the concept”.

Lessons learnt

Partners respond that they personally have learnt a number of different things, among these:

- “managing a project in times of global health crisis” (2 times mentioned).
- “importance of this project for HEI in Albania, emphasizing the need for HEIs in Albania to strengthen international, intercultural & global dimension via Internalization at Home (IaH) implementation in order to enhance the quality of education.”
- “individual project activities form a great background for self-learning and networking”
- “trying to understand the projects that can be used for INTERBA”.

Further to that, also the institutions have gone through a learning process, learning the following:

- Importance of international cooperation and internationalisation, including internationalisation at home (mentioned several times); one partner also wrote that in Albania “there is an urgent need for policies and processes that integrate international and intercultural aspects into the curricular activities for students.”
- Project management skills: Project management during pandemic outbreak.
- New knowledge on the resources/projects implemented by partner institutions (2 times mentioned).

Missing information or knowledge

There seem to be no major lack of information or knowledge. Some comments of partners, however, show that partner institutions need:

- “a better understanding about the resources needed for ensuring the process of internationalization and how they will be obtained”
- “common agreement on training needs”
- “more collaboration opportunities with partners”
- “more acquaintances from WP leaders”

Further recommendations and comments

Partners have provided a number of further recommendations and comments:

- “Information about the importance of internationalization should be widely spread with all people at university as well as outside of university. We should try to organize different activities in the project and motivate the vast majority of people to be involved in internationalization to improve existing situation.”
- “Clearer more precise instructions are needed for each WP/deliverable.”
- “Since UT is the project leader and its activities belongs to the managerial aspect of the project, the main recommendation regarding the better implementation of the activities goes to the partners who need to complete the tasks on time and to have a more effective cooperation with each other to ensure the success of the project as a whole.”
- “Schedule more frequent meetings focused on individual activities at the WP level.”
- “In accordance with the phases foreseen in the project by the coordinator and the members of the project we will cooperate and contribute in the future in the realization of the project exactly and the implementation of the project in our institution.”
- “It would be desirable to have regular meetings (monthly) and to agree on the dates more in advance (at least 2/3 weeks before); it would be important to receive clearer instructions and guidelines from the Coordinator (in cooperation with WP leaders) both for contents of WPs and for deadlines. For example, if a deadline is close, it would be good to send a reminder; if a deadline has not been respected, it would be good to remind partner(s) about it and make sure that the task is completed as soon as possible.”

III. Conclusions and Recommendations

This First Annual Report is based on two surveys among partners and WP leaders that asked for feedback on activities, cooperation with partners, overall management and communication as well as impact on target groups and partner institutions.

All partners contributed to the survey and have provided an overall positive assessment of the project activities and project progress.

In general, **implementation** has been somewhat hampered by the effects of the Covid-19 crisis. For example, according to WP leader 1, the work package is delayed for this reason, and the coordinator also indicates that difficulties have arisen due to the pandemic. However, all partners are confident that the delays can be made up in the next two years of the project and therefore do not pose a fundamental problem for implementation.

Another reason for a positive assessment and optimistic view on the further implementation of the project activities is the **management and communication**, which are described by all partners as "good" to "excellent". Also, the general cooperation between partners has been described by WP leaders as positive and no major concern has been mentioned.

The **visibility activities** of the INTERBA project have been very well guided by the WP Dissemination leader (which is confirmed by the excellent evaluation of the partners), who, in addition to a dissemination strategy at the beginning of the project, also set up the website and social media pages, developed a project leaflet and presented the project at events. Another positive aspect is that practically all partners themselves made the project visible on various channels. Nonetheless, it is very important that all partners intensify their dissemination activities over the next few months in order to make the project more visible among relevant actors and target groups, both inside and outside their institutions.

As far as the **results** of the project are concerned, the answers of the partners are divided: while some are satisfied with what has been achieved so far, others state that they had higher expectations. However, all those who are more critical of the results share the view that the main reason for the delays is to be found in the current health crisis. The survey among WP leaders shows that good progress has been made in particular in the transversal WPs (WP7 Quality Assurance, WP8 Dissemination and WP9 Management), so that a good fundament for all other WPs has been created. Further to this, WP1, which is the basis for the following WPs (WP2, 3 and 4 at the current stage especially), has been almost completed.

Almost all partners have a clear understanding of the **"Internationalisation at home"** concept, although two partners wish to have further clarifications on it.

The answers of partners show that the project has provided both personally and for their institutions a number of **lessons learned**.

Overall, the partnership shows quite a high level of satisfaction with implementation of project activities. The cooperation between partners seem to work well overall and overall management and coordination is rated as satisfying as well.

The first project year has suffered, however, from a number of issues and difficulties, which are mainly external and mainly derive from the current Covid-19 crisis. Delays that have occurred can mainly be explained with the health crisis.

We would like to highlight positively that all partners have submitted their feedback. We wish that the commitment of partners to provide feedback will remain as high in the next project years, as it is very important to get a comprehensive picture of the implementation progress and possible issues that require attention.

In what follows, we have put together a number of suggestions for the partnership:

- **Management and Coordination:** Regularly organised meetings at shorter intervals (e.g. monthly) would support the overall management and coordination of activities as well as the communication between partners. In this way, partners would exchange regular updates on ongoing activities and important deadlines. This seems to be of particular importance in view of the probable need of further adjustments/adaptations of project activities and the working plan, as the current Covid-19 crisis is still unpredictable and it is not yet clear which limitations will remain in the upcoming months. Further, with regular meetings in shorter time each single meeting would be of shorter duration and would thus be easier to follow.
- **Clear communication about project activities, deadlines and reminders:** further to regular online meetings, e-mail updates with clear instructions about deadlines, and possibly, short reminders before important deadlines would help all partners in the timely implementation of activities.
- **Sharing of responsibilities:** as explained in the QA Plan, partners share responsibilities depending on their roles as coordinator, WP leaders or partners. We would like to remind all partners that this means: 1) WP leaders coordinate the consortium's collaborative work under their package; 2) they are supported by the Project Coordinator who is responsible for overall project overview and ensures that WP working plan and its implementation meet the project objectives and requirements of EACEA; 3) all partners should actively contribute to the implementation of activities and ensure timely delivery of contributions. It is desirable that all partners be even more active to provide feedback to draft Deliverables, working documents etc. prepared by WP Leaders, so that doubts, questions and additional contents can be addressed early on.
- **Quality assurance:** the information on the impact of activities provided by partners has been rather vague, which is understandable, as many activities have been delayed and so there was not so much to report in this regard. For future QA surveys it will be important that partner try to report as exact as possible impact numbers (e.g. persons reached through training activities), so that the partnership will have a clear picture, both inside and outside for the reports to the European Commission in this regard.
- **Dissemination efforts should be strengthened** by partners; both regarding internal dissemination (raising awareness inside the own organization/HEI) and regarding external dissemination with stakeholders outside the own organization/HEI. The WP Leader of Dissemination has prepared a Dissemination Strategy and a number of products (e.g. project flyer) which can guide these activities. The website and social media pages of INTERBA are already filled with information and updates; in order to present a more complete picture, it would be desirable that all partners contribute to the updates and provide the WP Leader with pictures and short texts on the implementation of project activities at their institution.

While the overall evaluation of the first project year is quite positive, the partnership needs to put a lot of effort in the coming next two years, especially in view of the ongoing Covid-19 crisis, which brings with itself some uncertainties and probably further needs of adjustments. One last, but very important recommendation is, therefore, **to further elaborate different scenarios of actions**, especially for all those activities that might need adaptations (e.g. face-to-face training activities). The Coordinator together with WP Leaders should monitor closely the current events and decide in due time (if needed, consulting all partners) which scenario should be followed.

CESIE's QA team thanks the whole partnership for their valuable feedback and contributions!

Annexes

Annex 1 Monitoring Questionnaire for WP Leaders

INTERBA Project - Monitoring Questionnaire for WP Leaders

INTERBA

Erasmus+ Capacity Building for Higher Education

Monitoring Questionnaire for WP Leaders

EVALUATION FORM

Period: 15 November 2019 - 15 October 2020

About this Questionnaire

This questionnaire aims to monitor the progress of each WP. Each WP leader, please fill in one questionnaire for each WP you lead (i.e., if you lead more than one WP, please fill in two separate questionnaires, one for each WP).

Please answer referring to the above-mentioned period of performance (15 November 2019 - 15 October 2020).

Your responses will be treated in strict confidentiality according to the rule of data protection. They will be aggregated and the identity of those completing particular questionnaires will not be disclosed.

Thank you very much for cooperation!

Please provide your answers latest by 30 October 2020.

Thank you very much for your contribution!!!

For any doubt or further comment, please refer to Dorothea Urban:

dorothea.urban@cesie.org

Organisation's name *

- University of Tirana
- Middlesex University
- Hamburg University of Technology
- University of Cagliari
- CESIE
- European University of Tirana
- University of Pristina
- University of Tuzla

- Dzemal Bijedic University of Mostar
- Universum College

Leader of WP (in case you lead more than one WP, please select the one for which you are filling in the present questionnaire and fill in a second questionnaire for the other WP).

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

With which partner(s) do you cooperate in this WP? How satisfied are you with the cooperation? *

1. Overall achievements: Please provide a description of the activities carried out under your WP lead so far. Which outcomes and outputs have been achieved? You can use the description of activities, outcomes and outputs in the file "WP Overview" on Google Drive. *

1.a Please try to quantify the level of achievement of your WP so far. *

No activity implemented so far

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

All activities completed

2. Is your WP on track or are there delays in implementing activities with respect to the project plan? Why are there delays, and could they be an issue for overall project implementation (e.g. delay of activities of other WPs)?

3. Please describe the main problems/difficulties encountered during the implementation of your WP and the mitigation actions you have taken. *

4. Please describe the impact of the WP activities implemented so far on the target groups. If possible, provide a quantitative value (e.g. Website – overview of visitors; publications / leaflets etc – number of items; events – number of participants etc). If it is not possible to quantify the impact, you may instead provide a qualitative appreciation. *

5. Please provide any further relevant information you think might be useful for the assessment of your WP's implementation.

Annex 2 Internal QA and Monitoring Questionnaire

INTERBA Project - Internal QA and Monitoring Questionnaire

INTERBA

Erasmus+ Capacity Building for Higher Education

Internal QA and Monitoring Questionnaire

EVALUATION FORM

Quality Assurance Partner Cooperation and Progress of Project Activities

Period: 15 November 2019 - 15 October 2020

About this Questionnaire

This questionnaire examines a number of issues relating to the INTERBA project; your answers will be a valuable resource for drafting the First Annual QA Report. They will also support future implementation of the project by identifying both positive aspects and difficulties in project implementation so far.

Please answer referring to the above-mentioned period of performance (15 November 2019-15 October 2020).

For each partner, one questionnaire should be filled in and submitted.

Your responses will be treated in strict confidentiality according to the rule of data protection. They will be aggregated and the identity of those completing particular questionnaires will not be disclosed.

Duration: Approximate 30 minutes

Thank you very much for cooperation!

Please provide your answers latest by 30 October 2020.

Thank you very much for your contribution!!

For any doubt or further comment, please refer to Dorothea Urban:

dorothea.urban@cesie.org

Organisation's name *

- University of Tirana
- Middlesex University
- Hamburg University of Technology

- University of Cagliari
- CESIE
- European University of Tirana
- University of Pristina
- University of Tuzla
- Dzemal Bijedic University of Mostar
- Universum College

Implementation at your HEI / organisation

In the following questions, please rate the implementation of activities at YOUR HEI/organisation.

1. How do you rate the work carried out by the project team at your own HEI/organisation? *

*

- Excellent
- Good
- Fair
- Poor

2. Was the proposed timeline of activities realistic and feasible for Your HEI/organisation? *

- Yes, it was realistic and feasible
- No, but there were only minor issues with it
- No, and there were major problems with it

3. How satisfied are you with the progress of the activities in your institution? *

- Completely satisfied
- Very satisfied
- Moderately satisfied
- Not at all satisfied

4. Did you have any difficulties/challenges in the implementation of the activities? *

- Yes
- No

4.a If yes - please explain difficulties and challenges you have experienced during the implementation of activities.

5. What is the awareness level about the project in your institution? *

- Excellent
- Good
- Fair
- Poor

6. Which activities have you implemented in the first year of the project at your HEI/organisation? *

Management and Communication

In the following questions, please rate overall management of the project and communication among partners.

7. How do you rate the overall project management and coordination of the project? *

Contrassegna solo un ovale.

- Excellent
- Good
- Fair
- Poor

8. How do you rate overall financial management of the project? *

- Excellent
- Good
- Fair
- Poor

9. How do you rate overall time management and respect of agreed deadlines in the project? *

- Excellent
- Good
- Fair
- Poor

10. How do you rate the quality of communication among partners and project management team? *

- Excellent
- Good
- Fair
- Poor

11. How do you rate the efficiency of visibility and communication means at project level? *

- Excellent
- Good
- Fair
- Poor

12. Do you have recommendations for improvement of the overall project management and communication among partners? *

13. Did your institution undertake any visibility/communication activities to promote INTERBA? *

- Yes
 No

13.a Please shortly describe visibility/communication activities undertaken

Outcomes

14. Do the project results achieved up to date meet your initial expectations? Please motivate your answer. *

15. Today, do you think you have a clearer understanding of "Internationalisation at home"? *

16. Have you personally learned something during this period thanks to this project? *

17. What did your institution learn thanks to this project? *

18. What information, knowledge are still lacking at your institution to improve the implementation of the activities? *

19. Please, provide your recommendations and comments to the future activities to be implemented.