



EMPOWERING UNIVERSITIES TO FULFIL THEIR RESPONSIBILITY FOR QUALITY ASSURANCE

Quality assurance system: Quality Culture and closing the feedback-loop 13 – 14 June 2013

Venue: University of Prishtina, Faculty of Economics, Prishtina
Address: Str. Agim Ramadani, n.n., 100000 Prishtina

Programme

Thursday, 13 June

09:30 – 10:00 Registration

10:00 – 11:00 **Introductions**

- Welcome words, Lindita Tahiri, University of Prishtina
- Aims and goals of the workshop, Henrik Toft Jensen, Roskilde University
- Introductions of the participants
- Practical announcements

11:00 – 11:30 Coffee break

11:30 – 13:00 **Setting the context and looking beyond our project**

- Presentation of the local QA system, Ferdije Zhushi Etemi, Kosovo Accreditation Agency
- Presentations of CUBRIK project, Ester Boldrini, University of Alicante

13:00 – 14:00 Lunch

14:00 – 15:30 **Session I: A little bit of theory based on EUA's work**

- Presentation by Tia Loukkola, EUA
- Discussion

15:30 – 16:00 Coffee break

16:00 – 17:30 **Session II: Mapping the state of affairs**

- Presentations by Western Balkan partner universities
- Discussion

20:00 Dinner

Restaurant PISHAT, Str. Qamil Hoxha no. 11, Prishtina

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EUREQA HAS BEEN FUNDED WITH SUPPORT FROM THE EUROPEAN COMMISSION.

Friday, 14 June**09:30 – 11:00 Session I: How do we do it in practice? Two case examples**

- Presentation by Sirpa Suntioinen, University of Eastern Finland
- Presentation by Andreas Raggautz, University of Graz

11:00 – 11:15 Coffee break

11:15 – 12:00 Working group session I

- WG A on internal engagement: Facilitated by Sirpa Suntioinen and Henrik Toft Jensen
- WG B on decision-making and strategic management: Facilitated by Andreas Raggautz and Tia Loukkola

12:00 – 12:45 Working group session II

- WG A: Facilitated by Sirpa Suntioinen and Henrik Toft Jensen
- WG B: Facilitated by Andreas Raggautz and Tia Loukkola

12:45 – 13:45 Lunch

13:45 – 14:45 Working group session III

- Participants from each university gather together to de-briefing

14:45 – 15:00 Coffee break

15:00 – 16:30 Concluding session: what are we left with?

- Short interventions of 5 minutes from each Balkan university regarding the lessons learnt or new ideas or reinforced ideas gotten from the workshop
- Discussion
- What do we take from this for the next workshop?

Chaired and facilitated by Henrik Toft Jensen

Departure of participants