

ANNEX V

GUIDE TO THE FACULTY FOR THE ORGANISATION OF THE VISIT

This document gives, in chronological order, information relating to the preparation and execution of the visit by the group of experts for the attention of the administrative officers of the Faculty to be visited.

ANNEX Va

STAGE ONE VISITATION

1. DATE, DURATION AND SCHEDULE OF THE VISIT

The date of the visit should be fixed at least one year in advance. The date is agreed between the head of the Faculty and the EAEVE-office. The visit must take place in a period of normal teaching activity of the Faculty. It should not clash with an important event in the Faculty which might seriously impede the preparations for the visit, e.g. the election of a new dean/rector.

When the data of the visit has been agreed on, the EAEVE-office provides the faculty with an electronic version of the EAEVE evaluation guidelines (Principles and Process of Evaluation and Manuals of Standard Operating Procedures, Annex I, II, III, IV, V, VI, VII, VIII). In addition the establishment is provided with “Annex I, Stage one, Supplement A” listing the current ranges for ratios R1 – R20.

In accepting the visit, the Faculty undertakes to meet the costs of the visit, as estimated by the office of the EAEVE.

The visit to the premises of the Faculty should take the majority of the first two days of the evaluation. Unless otherwise arranged the normal plan of a visit for Stage-one-visitation is as follows:

- The actual visit to the Faculty may last three (3) to four (4) days. All working days of a week (Monday through Friday) can be used for the visit to the premises and the interviews.
- The group of experts meets in private on the evening (normally between 18:00 and 20:00) prior to the official onset of the visit.
- The group of experts starts working on the report parallel to the actual visitation. The schedule should allow for enough time to prepare the exit interview.
- Return home of the visiting experts is arranged to take place, either on the evening of the last day of the visit or in the morning of the next day.

It is the responsibility of the EAEVE-office and especially, the EAEVE-Co-ordinator to organise this visit in cooperation with the Liaison Office (LO) (see Annex VII) in a way that this rather tight schedule can be met.

The respective information has to be passed for agreement to the chairperson of the group of experts, who also may request changes

2. INFORMATION FOR THE FACULTY TO BE VISITED

When the date of the visit is fixed, the head of the Faculty should inform academic and support staff and the student body of the aims and principles of the visit. It should be made clear that the visit is not a penalising investigation, but that it serves to verify and to supplement the information provided in the SER 1. Moreover, the EAEVE utilises this visitation system to let establishments profit from the experience of others.

The visit and its aims must be communicated to the head of the parent institution (if any) and, where adequate and applicable, also to the competent authority, the relevant national professional associations and the alumnus association.

The distribution of this information should ensure the support of and active cooperation of all parties during the preparation of the SER-1 and of the visit

Information about the visit should be updated in the days immediately prior to the visit.

3. PREPARATION AND ORGANISATION OF THE VISIT

3.1 GENERAL POINTS

The visit is intended to verify and supplement the information contained in the SER-1. The programme is established according to local circumstances of the Faculty by the EAEVE-Office in cooperation with the head of the Faculty and the chairperson of the visiting group of experts and should be finalised not less than two months before the start of the visit. In order to prepare and execute this visit, a detailed map of the faculty must be provided to the EAEVE -Office.

Care should be taken that the group of experts is allowed sufficient time between the end of the actual visit programme and the final meeting with the head of the Faculty and his/her senior colleagues to prepare their draft report.

The head of the Faculty appoints someone to act as "Liaison Officer (LO)". The tasks and functions of the LO are described in Annex VII.

The group of experts will need a room to meet privately, equipped with a computer and printer and access to the internet, and one larger meeting room for the discussions with groups of persons. The details of these – in particular access – will be arranged between the head of the Faculty LO and the EAEVE-Office respectively the co-ordinator.

If the group of experts requires more information during the visit, this request is channelled through the LO, and the head of the Faculty is asked to ensure a timely response.

Badges should be worn by all persons met during the visit and by the experts themselves. Badges should be legible at a distance.

If media coverage of the visit is planned, care must be taken to ensure that it does not interfere with the conduct of the visit.

Whilst the group of experts is always grateful for hospitality offered, the programme must not be overloaded with elaborate social functions, dinners, etc. Meals organized for the group should be regarded as working meetings, providing an opportunity for useful informal contacts and for obtaining further information. Details are to be arranged with the co-ordinator.

3.2 MEETINGS TO BE ARRANGED

The programme of the visit should include, apart from the visit of the premises, meetings of the group of experts with various groups of persons, if possible in the following order:

- Each evaluation visit starts with a private meeting of the group of experts to discuss unresolved matters, also in respect to the schedule of the visit. The head of the Faculty and the LO should be available at the beginning of this meeting. Whenever possible this meeting should be held on the evening preceding the day of the visit.
- The head of the Faculty (Dean, Vice Deans) and his/her senior colleagues (First meeting). This meeting about the faculty and its management must take place at the start of the visit. It is intended to provide the group in addition to the SER with a general information. Questions in relation to the SER-1 may be asked and last minute changes or supplements to the programme of the visit may be arranged.
- Representatives of the students (First meeting). This first meeting with students, which should take place during the first day of the visit, usually involves their official representatives (student union, student representatives on governing bodies of the Faculty, etc.).
- The heads of the basic science units/institutes/departments.
- The heads of the animal production units/institutes/departments.
- The heads of the clinical units/institutes/departments.
- The heads of the veterinary public health/food hygiene units/institutes/departments.
- Other Representatives of the teaching staff. Since separate meetings are held with the heads, it would be appreciated if predominantly representatives of the younger teaching staff would attend this meeting.
- Representatives of the support staff.
- The librarian.
- The (head of the) group for e-learning, informatics, computer-aided instruction.
- Representatives of postgraduate students, interns and residents.
- The (head of the) research committee and other relevant committees if needed (student affairs, farm, curriculum)
- The (head of the) continuing education group.
- Representatives of the alumni. For this meeting, former students should be invited who left the Faculty less than five years ago and who can, therefore, compare their training received in the Faculty with the needs encountered in practice.
Where applicable also those former students should be invited who, as professional veterinarians, are involved regularly in the teaching of the Faculty.
- (Local) practitioners who regularly refer their clients to the clinics of the Faculty and other stakeholders (industry, research) who cooperate with the Faculty on other matters.
- Representatives of the regulatory veterinary authorities.
- Representatives of the students (Second meeting). This second meeting with students, which should take place towards the end of the visit, should involve two students of each year of the course. It should enable the group of experts to make a review of the visit and to clarify, if necessary, any residual questions.

Amended in May 2012 – GA Budapest

- The head of the Faculty and his/her senior colleagues and the President or Rector of the university or otherwise the head of the parent institution. This meeting will conclude the visit. In this exit interview, the chairperson of the group of experts orally presents -very briefly- the main observations and conclusion. The report of the chairperson is not open for discussion during this final meeting but the Faculty may be advised that draft report A is subject to a factual scrutiny by the Faculty.

Note:

It is of critical importance that all persons participating in meetings with the visiting experts should have read (at least the relevant parts of) the SER 1.

The number of people attending each meeting should be sufficient so that varied contributions can be made, but not too many as this will slow down the discussion (maximum around ten).

The chairperson of the visiting group of experts leads the discussions in all meetings.

The head of the Faculty is not normally required to attend the meetings, except where his/her presence is specifically requested.

The group of experts may wish to meet a given group of representatives more than once.

3.3 "OPEN HOUR"

In the programme for each visit one hour should be set aside for an open meeting, where anyone wishing to discuss a matter privately with the group of experts can do so. This "open hour" should be widely announced within the Faculty, so that everyone at the Faculty should be aware of this opportunity.

Room facilities should be available for face-to-face discussions. If possible, translators from outside should be present.

3.4 VISIT TO THE PREMISES

The schedule of the visit must have been communicated to the responsible persons prior to the visit.

Where possible, the whole group of experts should visit all the facilities related to teaching. However, if necessary the group of experts may also split when visiting the facilities according to their specialisation.

It is important that the three parties concerned (liaison officer, group of experts and the people who are met) should be well aware of the objective of the visit to the various facilities. These visits are made to see the premises and the equipment and not to enter into the detail of either the teaching or the research of each service.

All staff and students should be informed in advance that the group of experts will be looking around, possibly raising specific question, but that it does not have the time to greet everybody personally. Staff members sometimes are disappointed if they have drastically modified their normal programme to make themselves available, and then do not meet the expert group. They should be informed in advance that the group of experts lacks time, not politeness.

The heads of the various units/institutes/departments visited must have been notified in time of the schedule of the visit. They should be present to receive the group of experts and must be

aware that there is no time for long oral introductions or audiovisual presentations. However, books, scripts and other material used for teaching may be on display, as well as information on research activities

4. TRAVEL ARRANGEMENTS

At least two months before the visit the Faculty should contact each expert about the travel arrangements to be made. The aim is that all details should be finalized and the flight tickets booked at least one month before the start of the visit.

There are two options for making the arrangements:

- the members of the team book and pay for their own tickets and are reimbursed by the Faculty, or
- the Faculty plans the journey in consultation with the experts. It books and pays for the tickets, which are then either sent directly to the visitors or are collected by the visitors at their points of departure.

The second option is generally preferred.

If the first option is chosen, the experts should be reimbursed in cash before the end of the visit. Even when the second option is chosen, the need may arise for reimbursement of small items of expenditure, such as travel to and from the home airport, airport parking or necessary taxis. Faculties should agree *ad hoc* arrangements for such reimbursements with the experts concerned. The latter will be asked to provide receipts.

If a group member is accompanied, the travel expenses and the hotel accommodation for the accompanying person(s) are the responsibility of the expert and not of the Faculty.

ANNEX Vb

STAGE TWO VISITATION

1. DATE, DURATION AND SCHEDULE OF THE VISIT

The date of the visit must be fixed at least one year in advance. The date is agreed between the head of the Faculty and the EAEVE-office. The visit must take place in a period of normal teaching activity of the Faculty. It should not clash with an important event in the Faculty which might seriously impede the preparations for the visit, e.g. the election of a new dean/director.

In accepting the visit, the Faculty undertakes to meet the costs of the visit, as estimated by the office of the EAEVE.

The visit should not exceed three (3) days with a maximum of three experts visiting.

2. INFORMATION FOR THE FACULTY TO BE VISITED

When the date of the visit is fixed, the head of the Faculty should inform academic and support staff and the student body of the aims and principles of the visit.

The visit and its aims must be communicated to the head of the parent institution (if any) and, where adequate and applicable, also to the competent authority, the relevant national professional associations and the alumnus association.

The distribution of this information should ensure the support of and active cooperation of all parties during the preparation of the SER-2 and of the visit and should be updated in the days immediately prior to the visit.

3. PREPARATION AND ORGANISATION OF THE VISIT

3.1 GENERAL POINTS

The visit is intended to verify and supplement the information contained in the SER-1. The programme is established by the EAEVE-Office in cooperation with the head of the Faculty and the chairperson of the visiting group of experts and should be finalized not less than two months before the start of the visit.

Care should be taken that the group of experts is allowed sufficient time to prepare their draft report for oral presentation to the head of the Faculty, his senior colleagues and the rector/president.

The head of the Faculty appoints someone to act as "Liaison Officer (LO)", preferably the Quality Assurance Officer. The tasks and functions of the LO are described in Annex VII

The group of experts will need a room to meet privately, equipped with a computer and printer and access to the internet, a room where all documents are on display and one larger meeting room for the discussions with groups of persons. The details of these – in particular access – will be arranged between the head of the Faculty, the LO and the EAEVE-Office, usually the co-ordinator.

Amended in May 2012 – GA Budapest

If the group of experts requires more information during the visit, this request is channelled through the LO, and the head of the Faculty is asked to ensure a timely response.

Badges should be worn by all persons met during the visit and by the experts themselves. Badges should be legible at a distance.

Whilst the group of experts is always grateful for hospitality offered, the programme must not be overloaded with elaborate social functions, dinners, etc. Meals organised for the group should be regarded as working meetings, providing an opportunity for useful informal contacts and for obtaining further information. Details are to be arranged with the co-ordinator.

3.2 MEETINGS TO BE ARRANGED

The core of the visit is a series of meetings with various members of the Faculty. Depending on the situation of the Faculty the following meetings may be held with the first and last being mandatory. The respective decisions are made by the chairperson of the group of experts:

- The head of the Faculty (Dean, Vice Dean) and hi/her senior colleagues and/or other people responsible for the general quality assessment procedures of the Faculty. *Topic of meeting:* outline of the general approach on quality assessment by the Faculty.
- Chairperson of examination committee and other persons responsible for student assessment with representatives of students (student union, student representatives on governing bodies of the Faculty etc.). *Topic of meeting:* enrolment and assessment of students, examination system.
- Chairperson and other persons, including students, responsible for development and implementation of the veterinary curriculum, the assessment of the training programmes as well as Day 1 competences (see Annex IV). *Topic of meeting:* Assessment of training programmes and learning opportunities and of the reaching of Day 1 competences; international aspects.
- Chairperson research committee and others responsible for post-graduate education (academic track). *Topic of meeting:* assessment of research, post-graduate education academic track and internationalisation.
- Head(s) departments/institutes offering post-graduate education, professional track. *Topic of meeting:* Assessment of post-graduate education, professional track and assessment of quality assurance systems for clinics, laboratories and farm.
- Chairperson and other persons, including students, responsible for assessment of teaching staff. *Topic of meeting:* based on information provided by SER 2 outline of assessment procedures and likely consequences.
- Chairperson and other persons responsible for continuing education, alumni, practitioners, former students. *Topic of meeting:* assessment continuing education and of cooperation with stakeholders and society.
- Graduate (last 2 years) and postgraduate (academic-, professional track) students. *Topic of meeting:* general involvement of students in assessment procedures.
- The head of the Faculty and his/her senior colleagues and the President/Rector of the university or others responsible for quality assurance within the parent institute. This meeting will conclude the visit. In the exit interview, the chairperson of the group of experts orally presents – very briefly – the main observations and conclusions. The report of the chairperson is not open for discussion during this final meeting but the Faculty may be advised that draft report A is subject to factual scrutiny by the Faculty.

3.3 VISIT TO THE PREMISES

Stage two evaluation does not require an “a priori” scheduled visit to premises of the Faculty. However, depending on the information provided by the SER 2, the group of experts might consider it necessary to get additional information by viewing certain matters related to the contents of SER-2.

These visits should be arranged through the LO during the visit, possibly on day one.

4. TRAVEL ARRANGEMENTS

(see above Annex Va, 4)