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**MANAGEMENT PLAN, EVALUATION AND QUALITY PLAN  
of  
GRADUA PROJECT**

**July 2018**

**GRADUA PROJECT**

**project No. 585961-EPP-1-2017-1-AL-EPPKA2-CBHE-SP (2017 -2926/001 -001)**

*“GRaduates Advancement and Development of University capacities in Albania”*

**MANAGEMENT PLAN, EVALUATION AND QUALITY PLAN**

***Project eligibility period:***

**15/10/ 2017 - 14/10/2020**

*This project is funded by the European Commission. This publication reflects only the view of authors and the Commission cannot be responsible for any using of the information contained therein.*



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## **I.PURPOSE OF THE MANAGEMENT PLAN, EVALUATION AND QUALITY PLAN**

The Evaluation and Quality Management Plan ensure proper governance and project quality. It defines a project's quality policies, procedures, criteria for and areas of application, roles and responsibilities. Quality control plan will include the content of the project, development & implementation methodologies, keeping to the time plan, dissemination and efficiency of the whole process.

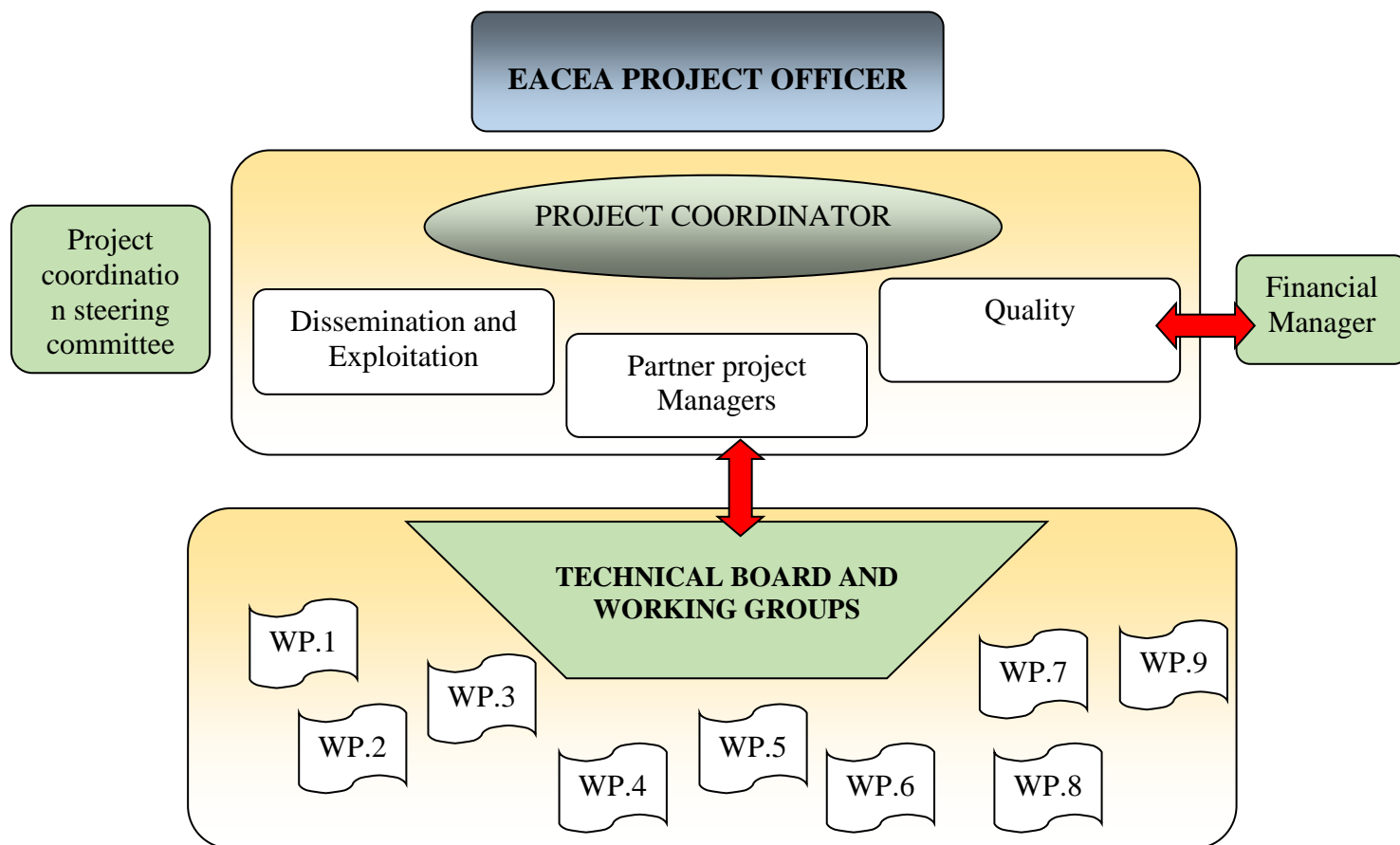
## **2.PROJECT MANAGEMENT STRUCTURE/APPROACH**

The GRADUA project management takes into account all the partners' interests and expertise, including transparent activities, in order to ensure an effective project's time-plan flexibility, quality of work and to fit the specific requirements of the Erasmus+ program for successful realization of planned project activities. The Project management process was set up, shared among the consortium and formalized in partnership agreement to create an environment that fosters interactions, cooperation and knowledge flows among the team members with a minimum amount of conflict.

The fundamental objective of the project management is to ensure that project is managed in an efficient and effective manner, and meets all the obligations in terms of budget, reporting, milestones and deliverables. The main objectives of the project management that have been defined are to:

- ensure the effective administrative, financial and technical management of the project,
- identify quantifiable and targeted measurement criteria of project progress and clear milestones,
- ensure that the project results are achieved within the proposed resources (time, cost, resources),
- to apply quality assurance measures to all project related procedures and products,
- to provide successful dissemination of project's results and apply efficient exploitation activities and finally
- strengthen the co-operation of all project partners and external participants.

The figure below illustrates the coherent and highly structured management scheme that has been designed for the effective management and co-ordination of the GRADUA project:



Based on the assessment of the different organizational environments, the project features and context in which it operate the following bodies were created:

- Steering Committee (SC)
- Technical Board (TB)
- Working Groups (WG)

**Steering Committee (SC):** it was composed of high representatives from partner institutions. It will review the overall project implementation, determining the project implementation strategy and intervening for eventual conflict resolution. . Steering Committee Team consists of the following members:



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**Prof. Dr. Bari Musabelliu**, Rector of Agricultural University of Tirana  
**Prof. Dr. Mynyr Koni**, Rector of University of Tirana  
**Prof. Dr. Kastriot Caushi**, Rector of University of Arts  
**Prof. Dr. Arben Gjata**, Rector of University of Medicine  
**Prof. Dr. Andrea Maliqari**, Rector of Politechnic University  
**Prof.as.Selami Xhepa**, Vice Rector of European University of Tirana.  
**Prof.as. Besnik Aliaj**, Rector of Polis University,  
**Prof. Bruno Giardina**, Rector of “Our Lady of Good Council”.  
**Prof.as.Vera Ostreni**, Rector of Albanian University.  
**Prof. Francesco Ubertini**, Rector of University of Bologna.  
**Prof. Francesco Frati**, General Rector of University of Siena.  
**Prof. Alex Aguilar**, Vice Rector of University of Barcelona.  
**Prof. Maria Deludres Rodrigues**, Rector of Institute of Lisbon.  
**Prof. Ivano Dionigi**, President of Consorzio Interuniversitario Alma Laurea  
**Koli Bele**, General Secretary of Ministry of Education, Sports and Youth.  
**Nikolin Jaka**, Chairman of Chamber of Commerce.

### 3.EVALUATION AND QUALITY MANAGEMENT PLAN OVERVIEW

A **Technical Board (TB)** comprising one representative from each partner will be formed with the remit to oversee project evaluations and quality assessments. The remit of the TB is to oversee project evaluations and quality assessments, to work closely with the lead partner to ensure proper governance and project quality.

The TB representative from each partner and each country will take responsibility for the quality of project activities and project reporting, and the quality of language translations of specific intellectual outputs, as well as contributing to quality promotion at an international level. TB will discuss during each meeting planned, with all partners on matters pertaining to project quality. The main actors for each partner, are represented by the local coordinator (contact person) due to their familiarity with the project and working plan. All aspects of the project will be reviewed in relation to governance and quality in relation to the Project Management Plan and Financial Plan. Project outputs including those translated into different languages will be considered in terms of their relevance to stakeholders.



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The team is a direct support to the Project Coordinator in monitoring and assessing the quality of the project and its results, as well as development of Quality Control and Monitoring Plan. Technical Board (TB) consists of the following members:

1. **Alma Afezoli**, Politechnic University
2. **Edmond Dragoti**, University of Tirana
3. **Iilir Alimehmeti**, University of Medicine
4. **Pjeter Guralumi**, University of Arts
5. **Aurora Hoxha** , Agricultural University of Tirana
6. **Ketrina Cabej**, European University of Tirana,
7. **Flora Krasniqi**, Polis University
8. **Laura Yzeiraj**, “Our Lady of Good Counsel”
9. **Aida Veliaj**, Albanian University
10. **Cinzia Viroli**, University of Bologna
11. **Gianni Betti**, University of Siena
12. **Marina Sole**, University of Barcelona
13. **Elsa Cardoso**, Institute of Lisbon
14. **Dorel Manitiu**, Alma Laura Consotium
15. **Redi Shtino**, Ministry of Education, Sports and Youth
16. **Albana Cunaj**, Chamber of Commerce

The TB representatives from each country will take responsibility for:

- the quality of project activities and project reporting;
- the quality of language translations of specific intellectual outputs;
- contributing to quality promotion at an international level.

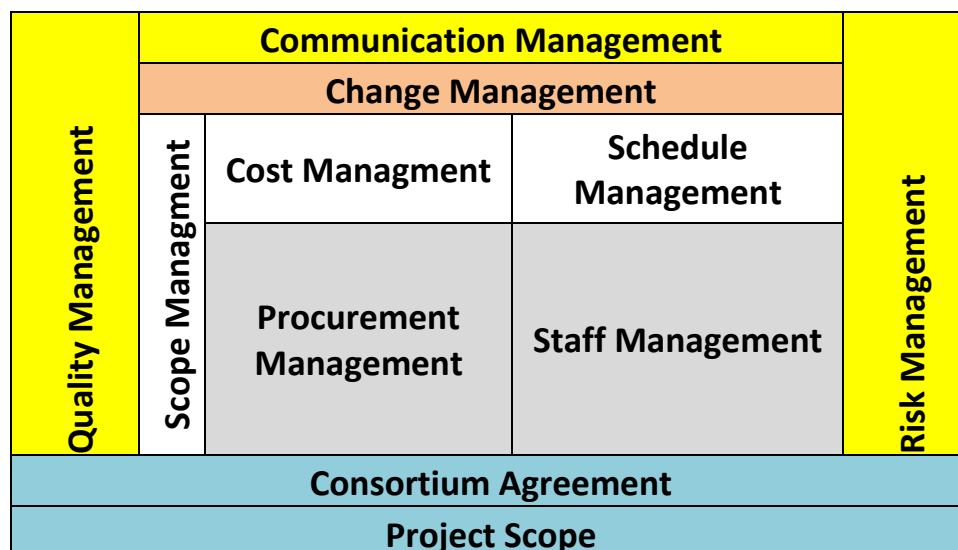
The TB lead will liaise with the external assessor. The external assessor will conduct quality assessment throughout the lifetime of the project and will be encouraged to engage with the online Community of Practice as part of this process. The external assessor will provide quality briefings to the lead partner and reports with recommendations for any quality enhancements.



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Overall, project management encompasses technical, financial and administrative co-ordination as well as the supervision of various activities within the project. To manage a project of the size and complexity of GRADUA, a professional and flexible management structure is vital. Transparent decision-making processes are required to both encourage project development and foster confidence amongst the project consortium. Conflict management should be focused on prevention and be apparent from project commencement. Clear and pragmatic decision-making and communication pathways and prompt reporting mechanisms are necessary.

GRADUA project management is founded on the Technical Annex of the project which is part of the contract with the European Commission. It draws from the Technical Annex the project scope and baselines. The Consortium Agreement is based on the contract with the European Commission and is another legal instrument establishing the fundamental rights and obligations in the relationships between partners. Quality and risk management are the external walls. They permeate all activities of the project and act as safeguards. Quality is assured and risks are assessed for both project products and project management practices. All activities end with the communication of decisions, changes and actions to consortium members and the European Commission. These are the activities which bound project management for GRADUA as it is shown in the figure below:





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The purpose of the TB is to oversee project evaluations and quality assessments. The processes that will be used to do this, are through producing operational definitions, supporting peer review of activities and reporting, supporting the quality of language translations and communications feedback on project quality.

**Working Groups (WG):** they have a specific role and tasks in accordance with the activities to be carried out for each technical WP. Two working groups were set up:

- *IT Team of Experts*, composed by technology officer, system designer, supervisors and developers, will be in charge of the development and monitoring of the database, of the set up of pilot modules, of coordinating the activities of the local group of IT experts appointed by the Universities. It will be also in charge of system quality control. *IT Team of Experts* consists of the following members:

1. **Elvana Ndreca & Alma Afezoli**, Politechnic University
2. **Gerald Koçi**, University of Tirana
3. **Jona Dushi**, University of Medicine
4. **Adriatik Kraja & Erjon Sulaj**, University of Arts
5. **Blenard Spaho & Jona Mulliri**, Agricultural University of Tirana
6. **Gersi Mirashi**, European University of Tirana,
7. **Altin Sula, Juljan Hasko & Rovena Qirici**, Polis University
8. **Kostika Gorica, Spartak Lalaj & Kristo Kapshtica** “Our Lady of Good Counsel”
9. **Ermin Lena, Aleksander Koja & Uels Veliaj**, Albanian University
10. **Massimiliano Rossi**, University of Bologna
11. **Laura Berni & Daniela Bellucci**, University of Siena
14. **Luca Santandrea, Enrico Dongiovanni & Luiza Mengoni**, Alma Laura Consortium

- *Researchers Team*, composed by researchers and statisticians, will be in charge of exploiting the information (collected through the database) by producing the analysis. The team will set up methodology and relevant indicators for data treatment and survey organization. The surveys comprise the Graduate Profile and design of a Job condition survey (1 year at graduation). *Researchers Team of Experts* consists of the following members.

1. **Alma Afezoli, Elfrida Shehu & Erjon Bugaci**, Politechnic University



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2. **Emanuela Ismaili & Eglantina Kalluçi**, University of Tirana
3. **Illir Alihmehmeti & Eliziana Petrela**, University of Medicine
4. **Erald Bakalli, Petrit Malaj, Pjetër Guralumi & Adrian Isufi**, University of Arts
5. **Drini Imami & Edmira Shahu**, Agricultural University of Tirana
6. **Ketrina Cabiri & Adela Danaj**, European University of Tirana,
7. **Elona Karafili, Manjola Hoxha, Flora Krasniqi, Ledian Bregasi, Joana Dhiamandi, Dorina Papa & Saimir Kristo**, Polis University
8. **Emiljan Karma, Najada Firza, Laura Yzeiraj, Edi Dragusha & Silvana Skënderi** “Our Lady of Good Counsel”
9. **Genta Rexha, Manuela Meçe, Aida Veliaj & Gilberta Hoxha**, Albanian University
10. **Angela Montanari, Laura Anderlucci & Silvia Cagnone**, University of Bologna
11. **Gianni Betti, Francesca Gagliardi & Claudia Faleri** University of Siena
12. **Agustina Kalabrese, Marina Sole**, University of Barcelona
13. **Elsa Cardoso**, Institute of Lisbon
14. **Dorel Manitiu, Alberto Leone, Silvia Ghisetti & Enrico Dongiovanni**, Alma Laura Consotium
15. **Jetlir Gjergji & Suada Hawa**, Ministri of Education, Sport and Youth
16. **Ornela Sulçe**, Chamber of Commerce & Industry Tirana

### **Project’s Work Packages**

The Gradua project work package number 9 "Management and Quality Control", aims to ensure the optimal quality, structure, processes and results of the project. Quality control will include the content of the project, development & implementation methods, keeping the time plan, dissemination and coordination of in an efficiency manner of all work packages and implementation process.





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<b>WP.1. Taxonomy of the Higher Education and Labour Market System for platform development</b>
1.1 Data sistematization
1.2 Educational supply mapping
<b>WP.2. On line platform for graduates tracking and employability</b>
2.1 Graduates platform tools set-up (development - step 1)
2.2 Database population
2.3 Companies platform tools set-up (development - step 2)
2.4 Platform tuning
<b>WP.3. Knowledge transfer and competence provision: short intensive trainings</b>
3.1 Research training on survey methodology
3.2 Secretariat staff training
3.3 IT staff training for platform use
3.4 IT sustainability training for platform migration and maintenance
3.5 Training on labour market analysis
<b>WP.4. Creating sustainable university-enterprise cooperation through capacity building dynamics</b>
4.1 Seminar on professional traineeship development
4.2 Assess students and companies experience in training programs
<b>WP.5. Albanian Graduates Profile Survey</b>
5.1 On line questionnaire definition
5.2 Data cleaning and analysis
5.3 Survey preparation
<b>WP.6. Career Office enhancement and guidance tools development</b>
6.1 Competence provision for Career office enhancement
6.2 Development of student employability skills
<b>WP.7. Dissemination</b>
7.1. Project website development
7.2. Dissemination plan and material
7.3. Dissemination events
<b>WP.8. Sustainability</b>
8.1 Platform tutorial for stakeholders
8.2 Long-term sustainability analysis
8.3 System centralization in Albania
<b>WP.9 Management and quality control</b>
9.1 Management framework definition and board meetings
9.2 Quality control



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The management and quality control will facilitate a critical overview of the project progress every 9 months, done by the Consortium and/or Steering Committee. This overview will be based on using **some indicators of progress as by project proposal :**

- trainings delivered to Albanian universities' IT staff
- 2 trainings delivered to Albanian universities' researchers
- 1 training delivered to Albanian universities' secretariat staff
- 1 seminar delivered to Albanian universities' career offices
- 1 focus group delivered to Albanian students and companies
- 1 workshop delivered to Albanian universities' career offices
- 1 workshop delivered to Albanian students
- Release of the demand/supply of labour web platform
- Inclusion of 9 Albanian partner universities into the demand/supply of labour web platform
- Migration of the web platform to the Albanian consortium to be created
- Use of statistical data for the monitoring of internal efficiency of Albanian partner universities

#### 4. OUTPUTS, OUTCOMES AND PROGRESS INDICATORS

The outputs and outcomes of the project may be classified into deliverables such as reports, publications, manuals, methodology, plans, printed and electronically available learning materials, as well as in the form of organized events (trainings, conference, seminar, info days, etc.). The Gradua deliverables as per each wp are detailed as following:

##### Workpackage 1: Leader Agricultural University of Tirana

##### TAXONOMY OF THE HIGHER EDUCATION AND LABOUR MARKET SYSTEM FOR PLATFORM DEVELOPMENT

Outputs	Indicators
<b>Report on the Albanian higher education system and labour market, including privacy issues analysis</b>	Report delivered to partners;
<b>Albanian geographical and educational</b>	9 decoding tables (1 per Albanian university)



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<b>decoding tables</b>	compiled
<b>Map of the educational supply of the Albanian partner universities.</b>	Map of the educational supply identified

## Workpackage 2: Leader Alma Laurea

### ONLINE PLATFORM FOR GRADUATES TRACKING AND EMPLOYABILITY

Outputs	Indicators
<b>Demand/supply of labour web platform</b>	Release of the 1 <sup>st</sup> module of the web platform at month 11 and the 2nd module of web platform month 17
<b>Students and firms database inception</b>	20% of enrolled Albanian students registered at month 18 and 35% of enrolled Albanian students registered at month 36. At least 5 firms registered month 27 and 10 firms registered month 36.
<b>Web platform tuning.</b>	Web platform functionalities improved

## Workpackage 3: Leader Alma Laurea

### KNOWLEDGE TRANSFER AND COMPETENCE PROVISION: SHORT INTENSIVE TRAININGS

Outputs	Indicators
<b>2 research training on graduates' profile survey methodology</b>	18 staff trained (2 per Albanian university) on <i>graduates' profile survey</i>
<b>1 secretariat staff training on dissemination strategies.</b>	18 staff trained on <i>dissemination strategies</i>
<b>1 IT staff training on web platform use.</b>	18 staff trained on <i>web platform use</i> ;
<b>1 IT staff training on web platform migration and maintenance</b>	18 staff trained on <i>web platform migration/maintenance</i> ;
<b>1 research training on labour market analysis</b>	27 staff trained on <i>labour market analysis</i> (3 per Albanian university)
<b>1 research training on graduates' profile survey methodology and design of graduates' employment condition</b>	27 staff trained on <i>graduates' profile survey methodology</i> (3 per Albanian university)



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#### Workpackage 4: Leader University of Tirana

##### CREATING SUSTAINABLE UNIVERSITY ENTERPRISE COOPERATION THROUGH CAPACITY BUILDING DYNAMICS

Outputs	Indicators
<b>Compendium of best practices on traineeship development and recommendation report on traineeship program</b>	1 compendium and recommendation report delivered
<b>1 career offices seminar on traineeship development.</b>	18 staff involved (2 per Albanian university) in the seminar
<b>Seminar assessing questionnaire</b>	Assessing questionnaire delivered to attendees
<b>Report on seminar assessment</b>	Seminar assessment report delivered to partners;
<b>1 students and firms focus group on current traineeships.</b>	80 students and 10 firms involved in the focus group;
<b>Focus group assessing questionnaires.</b>	assessment questionnaire delivered to attendees

#### Workpackage 5: Leader University of Bologna, UNIBO

##### ALBANIAN GRADUATES PROFILE SURVEY

Outputs	Indicators
<b>Questionnaire on graduates' profile and survey on graduates' profile.</b>	1 survey report

#### Workpackage 6: Leader European University of Tirana

##### CAREER OFFICE ENHANCEMENT AND GUIDANCE TOOLS DEVELOPMENT

Outputs	Indicators
<b>Analysis of current Albanian career offices capacity needs and recommendation report on career office enhancement.</b>	1 study on capacity needs conducted and 1 recommendation report delivered
<b>1 workshop on career office enhancement</b>	18 staff (2 per each Albanian university) involved in the workshop
<b>Compendium of EU career offices best practices on placement</b>	1 compendium of career offices best practices delivered to partners;
<b>1 workshop on students career guidance</b>	80 students involved in the workshop
<b>Compendium of EU career office best practices on students soft skill improvement</b>	1 compendium of best practices delivered to partners;



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**Workpackage 7: Leader Polytechnic University of Tirana  
DISSEMINATION**

Outputs	Indicators
<b>Project website</b>	Number of contents uploaded on the website, number of users registered
<b>Dissemination plan &amp; dissemination materials</b>	1 dissemination plan delivered to partners.
<b>7 dissemination conferences</b>	Number of conferences attendees
<b>18 local dissemination seminar addressed to students and local firms (2 per each Albanian partner university).</b>	Number of local seminar attendees

**Workpackage 8: Leader Ministry of Education, Sport and Youth**

**SUSTAINABILITY**

Outputs	Indicators
<b>User guides on platform use (targeted to staff, students and firms);</b>	3 user guides delivered
<b>Sustainability plan issued from the long-term sustainability analysis</b>	1 sustainability plan defined and delivered to partners
<b>GRADUA system centralization in Albania.</b>	web platform hosted in Albania

**Workpackage 9: Leader Agricultural University of Tirana**

**MANAGEMENT AND QUALITY CONTROL**

Outputs	Indicators
<b>15 partnership agreements</b>	14 PA sent to EACEA 31.05.2018
<b>7 steering committee meetings</b>	n° of SC attendees
<ol style="list-style-type: none"> <li>1. 1st steering committee during "Meeting in Bologna"</li> <li>2. 2nd steering committee during meeting in Tirana, July 2018</li> <li>3. 3rd steering committee during meeting in Tirana, November 2018</li> <li>4. 4th steering committee during meeting in Bologna, July 2019</li> <li>5. 5th steering committee during meeting in UMT Tirana, October 2019</li> <li>6. 6th steering committee during</li> </ol>	



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<p>meeting in UET Tirana, March 2020</p> <p>7. 7th steering committee during meeting in MESY Tirana, September 2020 - final conference</p>	
<p><b>Monitoring reports.</b></p>	<p>3 reports of monitoring shared by partners</p>
<p><b>Attendees at Quality control planned meetings</b></p> <p>1. 1<sup>st</sup> meeting in AUT meeting</p> <p>2. 2<sup>nd</sup> meeting before intermediate report (March 2019):</p> <p>3. 3<sup>rd</sup> meeting before the end of the implementation period.</p>	<p>n° of quality control meeting attendees;</p>
<p><b>1 mid-term and 1 final report.</b></p>	<p>Intermediate report: sent to EACEA (April 2019)</p> <p>Final report sent to EACEA (end of the Project, October 2020)</p>

## Activities

- WP1.1) Gathering of info & analysis on universities and labour market structure; study of Albanian privacy law; draft of the report; preparation of the universities decoding tables
- WP1.2) Systematization of info on the educational supply map
- WP2.1) ICT development for the build-up of the platform-1st release;
- WP2.2) Dissemination activities for platform registration
- WP2.3) Platform 2nd release
- WP2.4) Gathering of relevant info for platform refinement
- WP3.1/3.2/3.3/3.4/3.5) Definition of trainings contents; preparation of materials; plan & organization of logistics
- WP4.1) Gathering of info on best practices; definition of seminar contents, materials & logistics; definition of assessment questionnaire; draft of the assessment report
- WP4.2) Definition of contents, methodology, materials & logistics of the focus group; definition of FG assessment questionnaire
- WP5.1) Definition of questionnaire modules and indicators
- WP5.2) Matching of administrative data with questionnaire responses; dataset cleaning & analysis



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- WP5.3) Draft of the survey report
- WP6.1) Gathering of info & analysis on career office needs; definition of the contents, materials & logistics of the career offices workshop; gathering of info on placement best practices; draft of the compendium
- WP6.2) Definition of the contents, materials & logistics of the students workshop; gathering of info on soft skills improvement; draft of the compendium
- WP7.1) Build-up of the project website
- WP7.2) Preparation of the dissemination plan & promotional materials
- WP7.3) Definition of the contents & logistics for conferences & local seminars
- WP8.1) Draft of user guides
- WP8.2) Draft of sustainability plan
- WP8.3) Negotiation with partners to reach an agreement on web platform hosting; platform migration
- WP9.1) Negotiation on partnership agreement contents; plan & organization of steering committee meetings
- WP9.2) Plan & organization of quality control meetings; gathering of information & draft of minutes

## 5. QUALITY OF PROMOTIONAL MATERIALS

Communication and dissemination activities of the project will adhere to the Dissemination and Exploitation Plan (WP.7) of the project. All promotional materials will reflect the visual identity of the project and the Erasmus+ Programme.

The project coordinator (AUT) is responsible for coordination activities related to dissemination plan while PUT is leader of WP. The draft versions of materials will be sent to all partners for comments and suggestions, before printing, publishing and distribution. The materials will be disseminated by all project partners at events which are relevant to reach the project's target group (i.e. not only events organized by the project itself, but also general events with a focus on research, technological development and innovation).

### **Quality of websites and other electronic tools**

The project envisages setting up the public web-site and GRADUA platform as intranet tool for project management. Moreover, Facebook page – either in the form of the fan page or the group, will be established, in order to ensure project's visibility in the social media sphere. All representation tools



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will be continuously updated by the partners and are intended to effectively communicate the results of the project. For that purpose, partners will communicate to coordinator any news and/or event held at local level in order to deliver the news on organized or attended event along with necessary material for posting on the project website and Facebook page (agenda, list of attendees, photos, meeting minutes, etc.)

PUT will be responsible for setting up and maintaining the Gradua web-site with all information and materials received from project partners and PUT will perform analogous activities on the Facebook. Moreover, all partners are asked to promote Gradua project on their websites and other electronic tools (such as: Facebook, Instagram, Twitter and LinkedIn profiles/groups, newsletters, etc.) by providing short description of the project, logo and link to Gradua website.

An important role will be played as well by the University of Art, with its specialists in design, communication tools, etc.

The Gradua platform can be accessed by all partners depending on their assigned tasks and roles. It will be the single point of reference for the project documentation and communication among partners. All tools will be implemented with high performance, good functionality and stability, emphasizing the maximum reach and awareness of the target audience.