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“GRaduates Advancement and Development of University capacities in Albania”

Event title:	Dissemination, Management Meeting and IT and secretariat staff training
Event date:	06-09 November, 2018
Event Venue:	Polytechnic University of Tirana “Silvano Pedrollo”
Event Address:	“Mother Tereza” Square, No.4

ANNEX ON THE MINUTES No.7 - EVENT REPORT

Participants:

Agriculture University of Tirana	AUT-UBT
University of Tirana	UT
University of Arts, Tirana	UART
Polytechnic University of Tirana	PUT
University of Medicine Tirana	UMT
European University of Tirana	UET
POLIS University	U-POLIS
Catholic University "Our Lady of Good Counsel"	UniZKM
Albanian University	AU
Alma Mater Studiorum Università di Bologna	UNIBO
University of Siena	UNISI
Universitat de Barcelona	UB
ISCTE - Instituto Universitariò de Lisboa	ISCTE-IUL
Chambers of Commerce and Industry, Tirana	CCIT
Consorzio Inter-Universitario AlmaLaurea	ALMALAUREA
Ministry of Education, Sport and Youth	MESY

First day

Polytechnic University of Tirana hosted the partner Institutions of Higher Education involved in the GRADUA Project. The meeting was opened by the Vice rector of Polytechnic University of Tirana, Prof. Elfrida Shehu,. She mentioned the importance of the Gradua Project and the collaboration with the European Universities, seeing that one of main objectives of the Gradua Project is to contribute in the reform of Higher Education in Albania.

Then the meeting followed with a brief presentation by the PUT Coordinator Mrs Alma Afezolli focused on the objectives and benefits of the project for the audience participating for the first time in the project meetings.

The colleague Prof. Francesca Gagliardi from the University of Siena shared with us best practice from Siena University about new AlmaLaurea module on Network Alumni.

The second part of the first day was dedicated to up to date progress and the tasks to be done during the second years of the project. The presentation was made by the Project coordinator,. Dr. Aurora Hoxha from Agriculture University of Tirana.

Following that, the coordinator presented the proposed dates for the 2019 planned meetings: 18-21 March at Barcelona University, dissemination events and second quality control plan; 10-15 June 2019 at Bologna University, (Long-term sustainability analysis, system centralization in Albania), management board meeting; 9-13 September 2019 at University of Medicine, and 11-15 November at University Institute of Lisboa.

The last part of her presentation was focused on financial issues and preparation of the documents for the first year financial report.

A Steering Committee meeting was held in a parallel session.

Second Day

The meeting had also a great focus on training of the Albanian Universities IT and Secretarial staff by AlmaLaurea colleagues.

The training of the second day was focused in Student, Enterprise and Staff area. The student area had the focus on registration, reserved area, questionnaire, CV, job offer list and candidacy sending. The Enterprise area had the focus in CV search, bookmark, CV download and Job Offer including creation, approval, publication and candidacies management. The Staff area had the focus in company search and

modify, product assignment and job offer search, modify and publication. Also, the enterprise staff tools were practiced.

Third Day

In the third day the training was Help desk functions like student research and management, ticketing management and national ID management. A great importance had the Classification of Help issues in *(non) issue* - the user can solve by him/her self; *configuration issue* - the solution requires changes in configuration, updates in decode tables (in this case the university staff provides the knowledge and the project staff fix the configuration); *simple technical issue* – bug (in this case the university staff provides information to identify and fix the bug and the project staff changes the code); *complex technical issue* - improvement, out-of-design functionality (in this case the university staff provides information to improve the system and the project management evaluate the request-for-improvement).

During the training typical Use cases examples like user login, user registration, user account and user information were addressed and provided a solution.

The final day was focused in Staff Reports (Overview and Collecting new requests for future implementations), Manual certification of the degrees, Translations (How do translations work on the system and Staff translation console) and Translation WORKSHOP - live translation of the platform by assigning of the credentials to the participants.
