

Institute of Tourism Studies External Review

Summary of the EQA Feedback Forms

ITS External Review – 4th to 8th May 2015

Summary of EQA Feedback Forms

Participants:

Mr. Iring Wasser

Mr. Thomas Lichtenberg

Mr. Gayle Lynn Callus

Ms. Yanica Sant

Ms. Angelique Grech

Ms. Adam Liwak

Questions:

Panel Member Self- Evaluation

1. What have you done well during this EQA? Please consider the whole process from start to finish

- *Developing the questions*
- *Gathering information from all panel members*
- *Providing beneficial input from the student's point of view*
- *Time Management*
- *Triangulation techniques to find out about the difficult transition phase*
- *Listening to all interviewees and jotting down important points*
- *Participating in the entire process*

2. Is there anything you do that could be adopted as good practice, or that you think would be helpful to others or the process as a whole?

- *Explaining students the purpose behind the EQA*
- *Making interviewees more comfortable so they can relate their experiences more easily to get a better picture of the situation*
- *Putting forth suggestions of what could be asked during the information gathering to all panel members*

3. What didn't you do so well and how would you do it differently next time?

- *Standards and judgements are read before the exercise takes place*
- *Better time management during dialogues*
- *Understanding the way, students' courses are divided*
- *Better review of ITS organisational structure before meeting employees and students*

4. What further support or training do you need to participate more effectively in the EQA process?

- *Training on creating a comfortable environment where students and lecturers can speak up freely and in confidence*
- *More training on standards and overall more experience*
- *More background information on Maltese Higher Education policies*

Overall Team Performance

How would you describe the way in which the team worked together?

Excellent			X	X	X	
Good	X	X				X
Average						
Bad						

Comments:

- Good spirit amongst all team members
- Each member was focused on how to achieve the EQA goals in the best possible way
- Members of the panel showed their professionalism and team work skills
- Mutual respect among panel members especially when clarifications were needed on issues that were not knowledgeable
- Collaboration between panel members in dividing work load
- Balanced and neutral discussion between panel members led to a very broad approach

Individual Performance of other Panel Members

A. Panel Member: Iring Wasser

1. How would you describe this team member's contribution to the EQA?

Excellent		X			
Good	X		X	X	
Average					
Bad					

2. What did you value most about his/her contribution to the EQA?

- Knowledge, commitment and professionalism
- Excellent dissemination of data received to express it in the report
- Great leader
- Great ability to gather information during questioning sessions
- Expertise in the field of QA which reflected in his contribution for the compilation of the mock report

3. What might he/she consider next time he/she undertakes an EQA?

- Better time-management and more space for other members of the panel to ask questions
- Improving his background knowledge about the institution beforehand

B. Panel Member: Thomas Lichtenberg

1. How would you describe this team member's contribution to the EQA?

Excellent	X			X	
Good		X	X		X
Average					
Bad					

2. What did you value most about his/her contribution to the EQA?

- His preparedness to draft questions which the panel members would ask before every meeting
- Applying different methods to minute all the questions and answers
- Excellent knowledge in the field, professional and hard working team player
- Applying different methodologies to the process and intricate analysis of documentation
- Experience, judgement wide international QA experience, people skills, principled flexibility and respect for the Maltese context.

3. What might he/she consider next time he/she undertakes an EQA?

- To receive regular training as an EQA officer of ASIIN
- Improving his background knowledge by doing research beforehand of both the institution and the Maltese education system
- More independent in his way of proceedings

C. Panel Member: Gayle Lynn Callus

1. How would you describe this team member’s contribution to the EQA?

Excellent		X	X		X
Good	X			X	
Average					
Bad					

2. What did you value most about his/her contribution to the EQA?

- Easy-going attitude that made the students feel more comfortable to answer in an open and direct manner
- Good integration in review team
- Focused and prepared in asking relevant questions to the students
- Complex knowledge of student issues
- Interpersonal skills. These skills helped him to properly interact with others.

3. What might he/she consider next time he/she undertakes an EQA?

- More time for involvement during the actual EQA process
- Complete attention on the review throughout the audit
- Not to compare ITS with the University of Malta especially with regards to student representation since the latter is very undeveloped at ITS when compared with UM

D. Panel Member: Yanica Sant

1. How would you describe this team member’s contribution to the EQA?

Excellent		X	X	X	
Good	X				X
Average					
Bad					

2. What did you value most about his/her contribution to the EQA?

- Mature student, well prepared and participated fully in EQA process
- Her wide knowledge and clear focus about student issues
- Interpersonal skills

- Great input in making sure that the right questions were asked to obtain the relevant answers

3. What might he/she consider next time he/she undertakes an EQA?

- To give more time to ask the questions which were prepared
- To ask questions in really basic English since unfortunately, many of the students could not understand the questions or else the latter had to be interpreted in Maltese
- Complete attention on the review throughout the audit
- More clear questioning

E. Panel Members: Angelique Grech and Adam Liwak

1. How would you describe this team member’s contribution to the EQA?

Excellent	X			X	
Good		X	X		X
Average					
Bad					

2. What did you value most about their contribution to the EQA?

- Participation all throughout the meeting and most importantly kept account of what was being said.
- Extraordinary analytic skills, self confidence connected with a wide knowledge of the audited entity make them one of the strongest links of the EQA team. In the nearest future they could easily act as EQA Leaders.

3. What might he/she consider next time he/she undertakes an EQA?

- Better preparation on the standards in order to give more input in the discussion with the panel members and even questioning/gathering information process.
- Capacity for synthesis and public presentation