



STEP-BY-STEP GUIDE TO ORGANISING THE AUN-QA PROGRAMME ASSESSMENT

Version 1.0 (Nov. 2022 onwards)

(For University Only)

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Overview of AUN-QA Assessment at Programme Level (On-site)

4 months before

- To be contacted by the AUN-QA Secretariat

2.5 months before

- To submit of SAR(s), SAR Checklist, Appendix 9a-9m, and Online Exhibits

2 months before

- Orientation meeting (Online)
- To send proposed assessment itinerary to the Secretariat
- To receive a list of assessor teams
- Financial arrangement

1 month before

- Readiness test meeting (Online)
- To submit list of facilities

2 weeks before

- Final preparation meeting (Online/Optional)
- Compulsory document submission
- To submit Guidebook and Pre-departure Information

Day 0

- Preparation meeting with University (On-site/Optional)

ASSESSMENT DATES

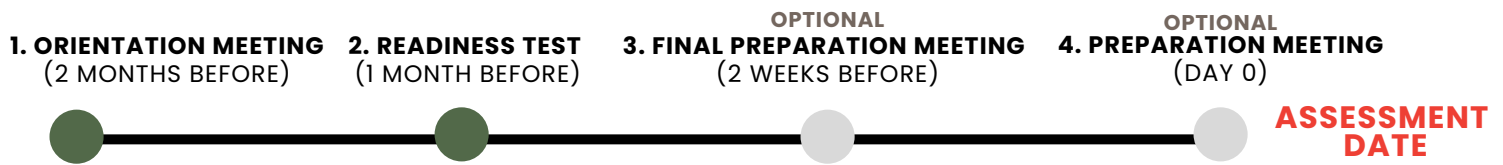
1.5 month after

- To receive final assessment report(s)
- To submit assessment feedback form

2 - 3 months after

- To receive assessment certificate(s)

Pre-assessment Meeting



All Zoom meeting links of below pre-assessment meetings will be provided by AUN-QA Secretariat.

1. Orientation Meeting (Online)

Expected Period:

- 2 months before the Assessment

Purpose:

- To provide information related to the preparation and organization of the Site Visit in the AUN-QA Programme Assessment

Agenda:

- Documentations
- Assessment sessions (Interview and Site visit)
- Accommodation & Logistic Arrangement
- Meeting Room Arrangement
- Resource personnel e.g. interpreter
- Financial Arrangement
- Upcoming meetings
- Q & A session

Attendees:

- Head/Staff of QA Unit
- Representative of each programme (PIC)
- Interpreter(s) of each programme (optional)
- AUN-QA Secretariat

Zoom Name Format:

- "Study programme_Postition_Name"
e.g. "Management_Head of SAR team_Dr.Zac"

What to prepare before the orientation?

- Please study this [Step-by-Step](#) Guide to the AUN-QA Programme Assessment before attending.
- It is recommended to prepare a list of questions to be discussed during the meeting.

2. Readiness Test Meeting (Online)

Expected Period:

- 1 month before the Assessment

Purpose:

- To inspect the set up of the meeting room for opening/closing sessions and interview room
- To update the progress of preparation and exchange information between the university and AUN-QA Secretariat
- Q&A Session

Agenda and flow:

- Equipment and interview room check
 - Please see meeting room requirements [at Pre-Assessment Arrangement](#)
- Internet connection and stability test at the university and ZMT Briefing (If hybrid mode interview is applied)
- Preparation Progress Update and information exchange session

Attendees:

- Head/Staff of QA Unit
- Representative of each programme (PIC)
- Technical Staff/Zoom Management Team
- AUN-QA Secretariat

Zoom Name Format:

- "Study programme_Postition_Name"
e.g. "Management_Head of SAR team_Dr.Zac"



What to prepare before the Readiness test?

- Meeting venue and interview room
- Information of Preparation Progress e.g. Accommodation Arrangement, Logistic Arrangement, Preparation of Interviewees, etc.

3. Final Preparation Meeting (Optional)

Expected Period:

- 2 weeks before the assessment

Purpose:

- To go through the assessment itinerary and to arrange appointment for the assessment day
- To settle other related matters

Agenda:

- Documentation
- Restriction of interview sessions
- Assessment arrangement

3. Final Preparation Meeting (Cont.)

Attendees:

- Head/Staff of QA Unit
- Representative of each programme (PIC)
- Interpreter (If needed)
- Technical Staff/Zoom Management Team (If needed)
- AUN-QA Secretariat

4. Day 0 Final Preparation Meeting with University (On-site)

Expected Period:

- Day 0 at the assessment venue (optional)

Purpose:

- To check on the assessment venue arrangement (if time available)

Agenda and flow:

- Equipment and interview room check
- Internet connection and stability test at the opening/closing session meeting room and interview room (if hybrid mode applied)
- Itinerary and logistical arrangement

Attendees:

- Head/Staff of QA Unit
- Representative of each programme (PIC)
- AUN-QA Secretariat

NOTE:

It is suggested that the university should organize an internal orientation meeting with the interviewees and stakeholders to prepare for the assessment and to inform the following information:

- Brief Information of ASEAN University Network (AUN) and ASEAN University Network-Quality Assurance (AUN-QA)
- Purpose of the AUN-QA Programme Assessment
- Rules & Etiquette
- Non-Disclosure Agreement & Photo and Video Consent Form

Please click [here](#) to see the orientation flyer as it appears in Annex U01

Documentation

01 Self-Assessment Report (SAR), Appendices & Online Exhibits

Submission Period: 2.5 - 3 months before the assessment

Specification Requirements for SAR Submission

- SAR(s) should be written in English.
- Abbreviations and terminologies used in the report should be provided.
- Maximum 50 pages (excluding appendices)
- A4 page with 12 font size

Appendices and Online Exhibit

- The information should be available in a systematic manner as a digital copy.
- It is suggested that references made in SAR(s) should be able to be clicked and linked to the referenced document.
- Vital Appendices 9a – 9m should be translated into English, as stated in the SAR Checklist no.9 shown in Table 1.

SAR Checklist

- The checklist(s) should be completed and submitted together with the SAR(s).
- Failure to comply with all requirements stated in the SAR Checklist might result in cancellation/postponement of the assessment.
- Name of the study programme provided in SAR Checklist will be applied in the AUN-QA assessment report and certificate and cannot be changed upon submission.

Please click [here](#) to see a SAR checklist template as appear in Annex U02

SAR Validation

- SAR(s) will be validated by the AUN-QA Assessor Team under consultation with the Chief Assessor to confirm whether to “accept or reject” the SAR(s).
- 2 weeks after SAR(s) are submitted to the AUN-QA Assessor Team, results of SAR validation will be informed to the university.

9a	Expected learning outcome
9b	Brief outline of all courses in the programme
9c	Programme Specification
9d	Samples of course specification
9e	Educational Philosophy
9f	Sample of examination papers
9g	Sample of marking guides
9h	Sample of rubrics especially for internship, project and thesis writing
9i	Sample of academic and support staff appraisal forms
9j	Sample of student evaluation
9k	1-page brief of each survey, tracer study report or minutes of the meeting
9l	Executive summary of academic and support manpower plan
9m	Executive summary of training and development plan for academic and support staff

02 List of Facility Visit

Submission Period: 1 month before the assessment

List of Suggested Facility

UNIVERSITY LEVEL	FACULTY/PROGRAMME LEVEL
University Library	Faculty Library
Computer Room/IT Service	Classroom
Academic Service	Study Room
Career Development Center	Laboratory
Student Support Center	
Laboratory/Workshop	

- List of facilities provided should be considered according to the time of the site visit session (1.5 hrs), consisting of the site tour and Q&A.
- Facilities outside the suggested list can be included by considering the use of the student in the assessed programmes.
- It is compulsory to provide the university map together with the list of facilities with the indication of each facility on the map.

Please click [here](#) to see a list of facility template as it appears in Annex U03

03 List of Interviewees

Submission Period: 2 weeks before assessment

- The template is provided by the AUN-QA Secretariat
- Please refer to the condition/requirement of each session stated in the list of interviewees
- Only completed list of interviewees will be accepted.

Please click [here](#) to see a list of interviewees' template as it appears in Annex U04

04 List of VIPs

Submission Period: 2 weeks before assessment

- List of VIPs to be addressed in the opening and closing remarks

05 Dean's Presentation Slide

Submission Period: 1 week before or upon request

- Presentation slide of overall faculty and programme information by the Dean

06 Guidebook

Submission Period: 2 weeks before assessment

Content that should be included:

- Assessment itinerary and a pre-departure information which includes all accommodation and logistic arrangement (e.g. pick-up procedure, travel restriction)
- Brief information of the university and the assessed programme(s)
- Photos and contact details of:
 - Head and member of QA Unit
 - Dean, Vice Dean(s) and Head of Department
 - Person in charge of each study programme
 - SAR Team Member of each study programme
 - Zoom Management Team (ZMT)
- List of facilities

Note that **1 guidebook** is required for each assessor and the AUN-QA Secretariat. Please click [here](#) to see a sample of the guidebook as it appears in Annex U05

07 University Non-Disclosure Agreement

Submission Period: 2 weeks before assessment

- Head of the QA Unit is to sign on behalf of the interviewees and stakeholders.
- The interviewee should be informed of the conditions stated in the agreement.

Please click [here](#) to see the form as it appears in Annex U06

08 Photo and Video Consent Form

Submission Period: 2 weeks before assessment

- During the assessment, the AUN-QA Assessors and the AUN-QA Secretariat might take photos for internal purposes including publication.
- Head of the QA Unit is to sign on behalf of the interviewees and stakeholders.
- The interviewee should be informed of the conditions stated in the agreement.

Please click [here](#) to see the form as it appears in Annex U07

09 Final Assessment Report Submission

- Final Assessment Report, Appendix D and Appendix J, of each assessed programme will be submitted to the university **within 1 - 1.5 months** after the assessment.

Appendix F 10 Assessment Feedback

- The file will be sent together with the final report.
- Assessed programme(s) is required to complete the form and submit to the AUN Secretariat.
- The final report (printed version) and certificate(s) production will be proceeded after the completion of document submission.
- Please click [here](#) to see the form as it appears in Annex U08

Pre-Assessment Arrangement

Accommodation Arrangement

- Please ensure that the accommodation is at least 4 or 5-stars and located nearby the university. The rooms must have a proper working environment and equipped with the following:
 - Stable WIFI connection
 - Sufficient lighting
 - Working desk with a lamp

**The selection of the accommodation will be consulted with the AUN-QA Secretariat before reservation.*

- 1 room per 1 assessor. The university is also required to book 2 rooms for AUN-QA Secretariat. The duration of the stays shall start since day 0 of the assessment to day 5 of the assessment. (Total of **5 days 4 nights**). The arrangement will also depend on the departure flight of the assessor and AUN-QA Secretariat.
- All expenses related to meals (room service, mini bars, and dinner at hotel) by assessors and AUN-QA Secretariat during the event, will be borne by the host. Other expenses (laundry, etc.) will be paid by assessors' and AUN-QA Secretariat's own expenses. Please confirm with the hotel that there **should not** be meal charges to the guest upon check-out.
- The host university shall book a meeting room at the hotel from 4:00 pm until 11:00 pm on **day 2** for assessors to discuss on the preliminary result findings and to consolidate presentations. Coffee break is to be provided.
- The host university shall request the hotel for early check-in and late check-out provided to assessors and AUN-QA Secretariat where appropriate, depending on the flight itineraries. The University must inform and confirm with the hotel not to charge the guarantee fee to the assessors and secretariat upon arrival. There must not be a credit guarantee that uses the assessors' credit card in order to prevent an incorrect fee charge.
- It is suggested that the meal options must be under consultation with the AUN-QA Secretariat concerning assessors' preference before the assessment date.

Pre-Assessment Arrangement

Logistic Arrangement

- Air tickets of AUN-QA Assessors and AUN-QA Secretariat will be managed by the AUN-QA Secretariat. The airfare will later be reimbursed with the university.
- Before the arrival date, the university should provide the **pre-departure information** to AUN-QA Secretariat and assessor team. Example will be given by the AUN-QA Secretariat. Pre-departure information shall include the following information:
 - Contact Information of person who will pick up the assessor team and AUN-QA Secretariat
 - Map of pick-up/drop-off point e.g., at the airport, the hotel, and the university
 - Hotel Information and Contact Details
 - Local currency and money exchange
- It is required that when picking-up/dropping-off the assessor team, there should be a university English-speaking staff to accompany the assessor team (not only the driver alone).
- The host should cover the travel tax of the assessors traveling from the Philippines. For the Filipinos, the Philippines travel tax is 1,620 Peso per person. The AUN-QA Secretariat will notify the exact amount.
- The reimbursement of the air ticket must be in the amount stated in the invoice/receipt from the travel agency/airline
- Local transportation upon arrival, departure and travelling to campus. It is suggested to provide a separate car for assessors of each programme
- In case of a VISA needed, the visa application fee shall be borne by the university. The fee will later be reimbursed with the university.

Pre-Assessment Arrangement

Meeting Room Arrangement

Meeting Venue

■ Lunch venue dedicated for the AUN-QA assessor should be in close proximity with the interview room

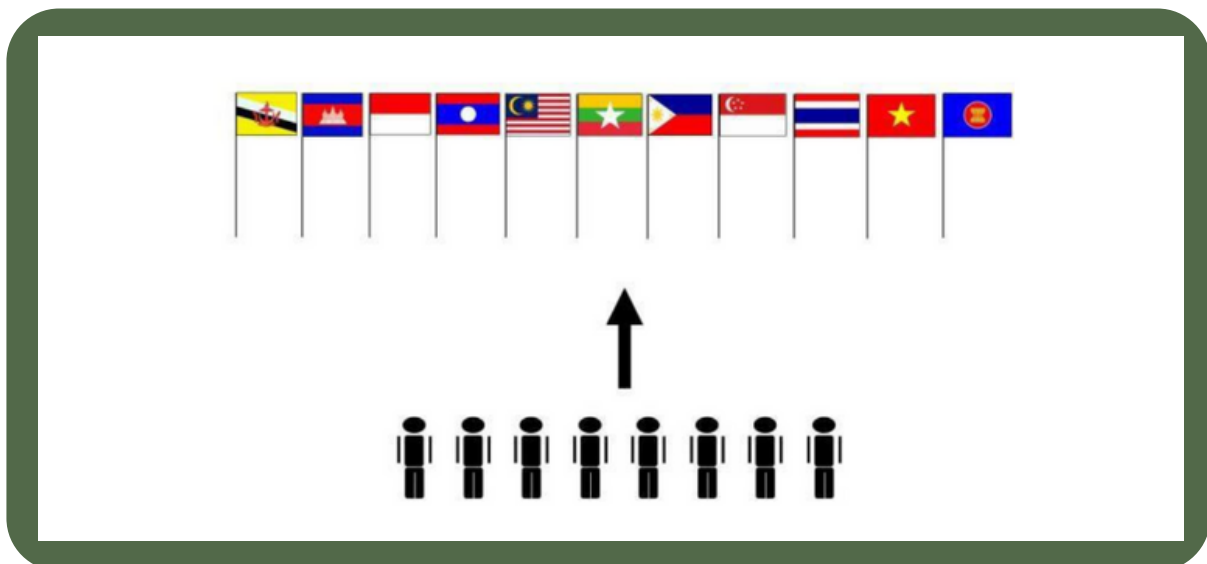
■ For the transparency of the interview session, the floor of the meeting room shall not be shared with any staff/student that are not involved with the assessment. It is strongly suggested to have a sign of 'No Unauthorized Access' and 'Keep quiet'



■ There should be a prayer room for the assessor, if needed.



■ For the flag arrangement, the ASEAN outdoor/venue and room flag must be displayed together with the flags of ASEAN Member States in alphabetical order, based on the names of Member States, starting from Brunei Darussalam on the farthest left and with the ASEAN Flag (if available) always on the farthest right after the national flag of Viet Nam, in the following manner:

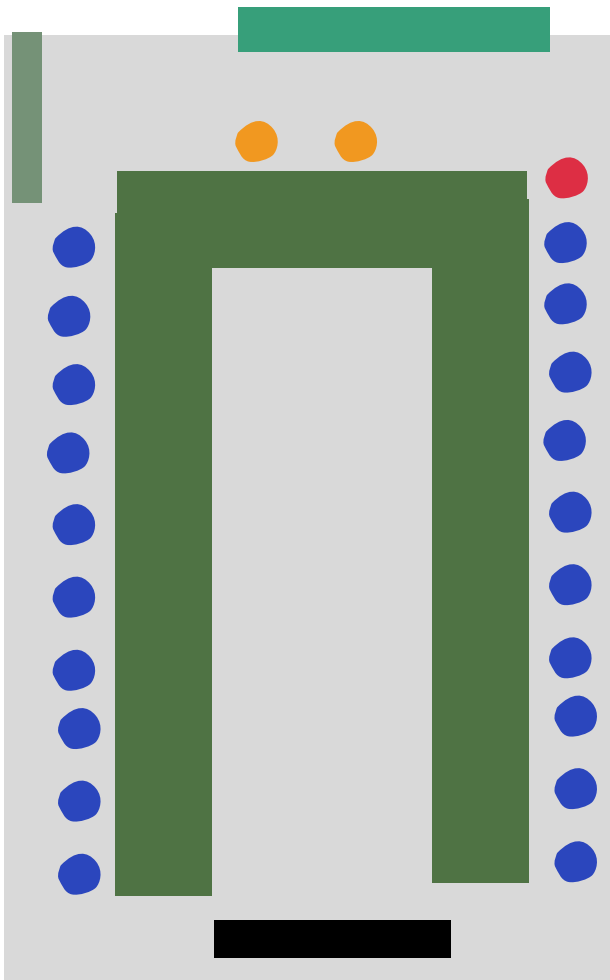









Please note that the arrangement of the meeting venue will be presented during the **Readiness Test Meeting**



Pre-Assessment Arrangement

Meeting Room Arrangement

Interview Room



-  = U-Shape Table
-  = AUN-QA Secretariat Table
-  = SAR and its appendices book shelf
-  = Projector Screen (for hybrid mode)
-  = Interviewee
-  = Interpreter
-  = Assessor

-  There should be a table for the AUN-QA Secretariat in each meeting room.
-  In the case of hybrid mode, please prepare equipment such as:
 - Projector Screen
 - Microphone for each assessor that connects with Zoom
 - Camera that can show the whole meeting room, especially the assessors



Pre-Assessment Arrangement

Meeting Room Arrangement

Interview Room

- It is strongly suggested that the microphones are available in the interview room. Please kindly consider the safety measures during the pandemic. Sufficient microphones should be provided where necessary.
- University should provide the "Name Tent" so that assessors can easily identify personnel during the interviews. Name tent should include interviewees' name and details of their position, **or** academic year, **or** organization, in accordance with the list of interviewees.
- Please print out the list of interviewees and seating layout for the assessors and the AUN-QA Secretariat
- The university is required to submit the photos of the interview room of every programme prior to the site visit.
- There should be a pack of A4 paper and stationary prepared for the AUN-QA assessors in each meeting room.



Please note that the arrangement of the meeting venue will be presented during the **Readiness Test Meeting**

Token of Appreciation and Souvenir Arrangements (if any)

- It is strongly suggested that the token of appreciation and souvenirs (if any) presented by the host university during the assessment process should not be of a high value.
- Regarding the AUN-QA Secretariat gift policy, these following gift will **not be accepted**:
 - Luxury products
 - Gifts with a high value
 - Alcoholic beverages
 - Cash

Pre-Assessment Arrangement

Financial Arrangement

All expenses shall be transferred to the AUN-QA Secretariat bank account only.

There are 5 main categories of expenses incurred during the assessment:

01 Application Fee **1,500 USD per assessment**

- Settlement by bank transfer within 30 days after receiving the invoice
- Proof of transfer should be submitted to the AUN-QA Secretariat.
- Bank Account
 - Bank: TMB Thanachart Bank Public Company Limited (TTB)
 - Account Name: AUN-QA Secretariat Administrative Fee
 - Account Number: 001-8-20582-3
 - Swift Code: TMBKTHBK

**Please note that the transfer fee shall be borne by the host university*

02 Assessment Fee **1,000 USD per programme** (For AUN-QA Associate Member only)

- Settlement by bank transfer after the result of SAR validation has been accepted by the AUN-QA Assessor.
- The invoice shall be issued by the AUN-QA Secretariat and the settlement must be made before the assessment.
- Proof of transfer should be submitted to the AUN-QA Secretariat.
- Bank Account
 - Bank: TMB Thanachart Bank Public Company Limited (TTB)
 - Account Name: AUN-QA Operations
 - Account Number: 003-8-20009-3
 - Swift Code: TMBKTHBK

**Please note that the transfer fee shall be borne by the host university*

03 Honorarium

- Each programme will be assessed by 1 Lead Assessor and 1 Assessor.
- If 2 or more programmes are assessed at the same time, the Chief Assessor will be selected and appointed by AUN-QA Secretariat.
- Honorarium rate (endorsed by AUN Board of Trustees in July 2017 and has been in effect since May 2018)
 - **Chief Assessor:** 1,200 USD
 - **Lead Assessor:** 1,000 USD
 - **Assessor:** 700 USD

Pre-Assessment Arrangement

Financial Arrangement

03 Honorarium (continued)

- Settlement by bank transfer after the result of SAR validation has been accepted by the AUN-QA Assessor.
- The invoice shall be issued by the AUN-QA Secretariat and the honorarium settlement must be made before the assessment.
- Proof of transfer should be submitted to the AUN-QA Secretariat.
- Bank Account
 - Bank: TMB Thanachart Bank Public Company Limited (TTB)
 - Account Name: AUN-QA Operations
 - Account Number: 003-8-20009-3
 - Swift Code: TMBKTHBK

**Please note that the transfer fee shall be borne by the host university*

04 Airfare

- Airfare expenses including air ticket, airport tax, departure tax of country of origin and country of arrival (if applicable) of the AUN-QA assessors and AUN-QA Secretariat. The airfare will later be reimbursed with the university.
- Local Transportation upon arrival, departure and travelling to campus shall be provided by the university.
- Airfare should be transferred to the AUN-QA Secretariat within 2 - 3 weeks after receiving the invoice.
- For airfare reimbursement, all papers should be addressed to and signed by the AUN-QA Secretariat in charge of the assessment.

05 Local Hospitality

- Expenses regarding meals, transportations, and accommodation shall be borne by the university

06 Other Expenses

- The host should cover the travel tax of the AUN-QA assessors traveling from the **Philippines**. For the Filipinos, travel tax is 1,620 Peso per person. The AUN-QA Secretariat will notify the exact amount.

Assessment Itinerary

Sample of Itinerary for on-site Assessment

DAY 1			
8.30 – 9.00	Opening Session	15.15 – 16.15	Support Staff Interview (University Level)
9.00 – 9.15	Break		
9.15 – 10.45	Meeting with Dean, Vice-Dean, Head of SAR Team, Head of Department & Briefing by Dean	16.15 – 16.25	Break
		16.25 – 17.05	Support Staff Interview (Faculty/Programme Level)
10.45 – 11.00	Break	17.05 – 17.15	Break
11.00 – 12.30	Academic Staff Interview	17.15 – 18.45	Student Interview
12.20 – 13.30	Lunch		
13.30 – 15.00	Site Visit to University and Programme	18.45 onwards	Assessors depart to Hotel
15.00 – 15.15	Break		
DAY 2		DAY 3	
8.30 – 10.00	Alumni Interview	8.30 – 10.00	Presentation of Preliminary Findings
10.00 – 10.45	Break	10.00 – 10.30	Closing Session
10.45 – 11.45	Employer Interview	10.30 – 12.00	Lunch and Departure of Assessors
11.45 – 13.00	Break		
13.00 – 15.00	Assessor Internal Meeting		
15.00 – 17.00	Clarification and/or Preparation of Assessment Findings		
17.00 onwards	Assessors depart to Hotel		

- The host university must submit a tentative itinerary 1.5 month before site visit . After the discussion with the assessor team, the confirmed itinerary will be informed to the university around 1 month prior to the assessment. The host university must not invite anyone until the itinerary is confirmed
- Please note that the Assessment Itinerary can be adjusted according to the appropriateness of the programmes under the consideration of the AUN-QA Assessor team.
- In case more than one study programme are under the same faculty, the following interview sessions can be shared/joint:
 - Meeting with Dean, Vice-Dean, Head of SAR Team, Head of Department & Briefing by Dean
 - Academic Staff Interview
 - Support Staff Interview (Faculty/Programme Level)

Please click [here](#) to see the Assessment Itinerary template (Annex U09)

Modes of Operation

1) Campus-based



- All interviewees attend the interview sessions from campus.
- Required for all interview sessions except Alumni Interview and Employer Interview

2) Hybrid mode



- In order to meet the expected number of interviewees in Employer and Alumni session, it is recommended that an online method (zoom interview) be utilized.
 - The portion of interviewees who will be joining from campus and from remote location should be agreed by the AUN-QA Secretariat and the university.
 - If this mode is applied, the interview room should be set up as a conference room. The installation of an extra camera/laptop to facilitate the online interviewees is required.
-

Opening/Closing Session

1. Opening Session

Attendees

- VIP Guest (to provide opening remarks) e.g., President/Vice Chancellors/Rectors, Vice President/Vice Rector
- Study Programmes e.g., Dean, Head of Department, Person in Charge
- MC
- AUN-QA Assessor Team
- AUN-QA Secretariat
- Any person upon the appropriateness and demand of the university decision based on the effectiveness and efficiency of the assessment at that university

Sequence

1. University Introductory Video
2. Welcoming Speech by university representative
3. Opening Remarks by the AUN-QA representative
4. Token exchange session (delivered by the Chief Assessor)
5. Group Photo

Rules and Protocols

- Photo taking and video recording is allowed in the opening session

2. Closing Session

Attendees

- VIP Guest (to provide closing remarks) e.g., President/Vice Chancellors/Rectors, Vice President/Vice Rector
- Study Programmes e.g., Dean, Head of Department, Person in Charge
- MC
- AUN-QA Assessor Team
- AUN-QA Secretariat
- Any person upon the appropriateness and demand of the university decision based on the effectiveness and efficiency of the assessment at that university

Opening/Closing Session

2. Closing Session (Continued)

Sequence

1. Preliminary Findings of the Result Presentation by the AUN-QA Assessor Team
2. Wrap-up Presentation by the Chief Assessor
3. Closing Remarks by the AUN-QA representative
4. Closing Remarks by the university representative
5. Group Photo

Rules and Protocols

- Any kind of photos and recordings are not allowed during the preliminary finding result session. However, photos and video recordings are allowed during the closing session.
- There is **no Q&A before/during/after the presentation.**



Interview Session

1. Requirements for Interview Sessions

- The size of interviewees should be **between 10 and 20 interviewees**, applies to all interview session.
- In order to meet the expected number of interviewees, online method (zoom interview) could be utilized in the Alumni and Employer session.
- Each interviewee **is not allowed** to represent more than one stakeholder's interview session.
- Head of SAR team and SAR team members **must not** be included in any interview session. They are allowed to attend only in
 - Meeting with Dean, Vice-Dean, Head of SAR Team, SAR Team, Head of Department & Briefing by Dean
 - Clarification with SAR team.

2. Condition of Interviewee selection

- **Meeting with Dean, Vice-Dean, Head of SAR Team, SAR Team, Head of Department & Briefing by Dean**
 - Conditions:
 - Attendees shall include Dean, Vice-Dean, Head of SAR Team, SAR Team, Head of Department.
 - The session will start with an introductory presentation of the faculty/programme by dean and/or vice-dean. The presentation should be brief in the length between 10-15 minutes.
- **Academic Staff Interview**
 - Conditions:
 - Do not hold any administrative or management position
 - Good proportion of young and senior lecturer

Interview Session

2. Condition of Interviewee selection (cont.)

- **Support Staff Interview (University and Faculty/Programme Level)**
 - Conditions:
 - Do not have teaching duties
 - Do not have academic position (except for laboratory personnel)
 - Suggested personnel to be included in the session:

<p>1) University Level session</p> <ul style="list-style-type: none"> ◦ University librarian ◦ University registrar ◦ IT support staff ◦ Student Support Center ◦ Career Development Center ◦ QA Office 	<p>2) Faculty/Programme Level session</p> <ul style="list-style-type: none"> ◦ Faculty/Department librarian ◦ Faculty/Department registrar ◦ Laboratory staff (if applicable) ◦ Faculty's IT Staff
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- **Student Interview**
 - Conditions:
 - The number of students shall be selected by:
 - Academic year - 5 students from each academic year of the 4-year programme, which makes a total number of 20 students.
 - Gender - out of 20 students, there should be proper mixture of male and female interviewees.
 - Delay-graduated students (the student who expects to complete their study after the programme length) may be asked to attend the session.
 - For Master and Ph.D. Programme, the number of student interviewees in this session should be 10-20.

Interview Session

2. Condition of Interviewee selection (cont.)

- **Alumni Interview**

- Conditions:
 - The alumni selection shall be selected by considering the range of their graduation years as follows:
 - Fresh graduated within 5 years (must be included)
 - Graduated between 5 and 10 years
 - Not graduated more than 10 years
 - The selection should include the students from both old and new curriculums, if applicable.
- In case Hybrid mode interview is applied, the portion of the on-site and online interviewees should be discussed and agreed by the AUN-QA Secretariat and the University
- Brief Description of the company (max. 50 words) should be provided in the list of interviewees.

- **Employer Interview**

- Conditions:
 - At least 10 interviewees are required with a maximum number of 20
 - Employers **must not** be the alumni of the assessed programme/faculty.
 - If the employer is the alumni of the university, please indicate in the list of interviewees (not more than 30% of the total number of employers are acceptable).
 - In case Hybrid mode interview is applied, the portion of the on-site and online interviewees should be discussed and agreed by the AUN-QA Secretariat and the University
 - Brief description of the company (max. 50 words) should be provided in the list of interviewees.

Interview Session

3. Interpreter

Conditions:

- The interpreter must be an independent interpreter or from other faculties or universities.
- It is suggested to have spare interpreters as the AUN-QA Assessor and the AUN-QA Secretariat have a right to request for a new interpreter, if necessary.
- List of Interpreters should be provided to AUN-QA Secretariat at least 2 weeks before the assessment date. Click [here](#) to see the list of interpreters template (Annex U10).
 - Interpreter must be on-site to participate in the interview session, and accompany during the site visit.
 - Interpreter is allowed to bring their own laptop/device into the interview room for interpretation/translation purpose only. Interpreter is not allowed to make any kind of recordings during the interview session.

Role and Responsibilities:

- Attend interview sessions and site visit to provide the translation between AUN-QA Assessors and interviewees/local staff at the university.
- Encouraged not to participate in student and alumni interview sessions, unless requested by the AUN-QA Assessor.
- Translate additional documents before and during assessment, if needed
- Attend the Document Review session to provide translation of some documents, if requested by the AUN-QA Assessor.

4. Observer

Conditions:

- The permission will be granted when three parties, the Assessed University, the AUN-QA Assessors and the AUN-QA Secretariat deem appropriate.
- Any cost for the accommodation and logistic arrangement shall be borne by observers' expenses.
- Only 1 observer per 1 programme. (Maximum of 4 observers in 1 assessment)
- Observers must sign and submit the following documents prior to the actual assessment dates:
 - o 1.) Observer Non-Disclosure Agreement,
 - o 2.) Conflict of Interest Declaration Form, and
 - o 3.) List of Observer(s)
- Observer is allowed to bring their own laptop/device into the interview room but not allowed to take a photo, video recording, or voice recording.
- Observer's table will be next to the AUN-QA Secretariat's table. They are not allowed to sit in the U-Shape.

Interview Session

4. Observer (cont.)

Conditions:

- Following is the session that an observer is allowed to participate:

- Opening Session
- Meeting with Dean, Vice-dean, Head of department and Head of SAR team
- Academic staff interview session
- Support staff interview session
- Site visit at university level and programme level
- Preliminary finding result presentation and closing session

*Please note that the allowed session shall be agreed by university and assessor team.

5. Rules & Protocols

• For All Interview Session



Interviewees should be informed in advance the purpose of the interview



Interviewees are required to standby **30 minutes** before the session starts in a separate waiting room. Interviewees will proceed to the interview room upon permission from the assessors / AUN-QA Secretariat



The meeting room is closed **15 minutes** after the session starts.



Any kind of recording is not allowed during the session.



Photo can be taken only after the interview session.



University/Faculty/Programme staff who are not the interviewee are not allowed to be in the interview room except during the preparation time.



Interviewee and Interpreter are not allow to bring any paper/document/laptop/any devices (except personal telephone) into the interview room

• For Hybrid Interview Session



It is suggested to be in a quiet environment while having the interview.



Interviewees should mute their Microphone at all time unless they would like to answer.



Camera should be turned on throughout the interview session.



Virtual background is not allowed during the interview session

Facility Visit Session

1) Arrangement

- List of facilities should be provided to the AUN-QA Secretariat at least one month before the Assessment
- The duration of the site visit (1.5 hours) shall include the time to transit from one place to the other place.
- Sequences of the visit should be considered by distance between facilities and prioritised facilities for teaching/learning activities.
- Internal transportation should be provided if the facilities are located beyond walking distance.
- Questions by the AUN-QA Assessor Team might be asked randomly to some facility's users/person in charge during the visit.
- There should be a University/Faculty Staff to accompany the visit to facilitate the assessors team.
- It is suggested to have an interpreter accompany during the facility visit to help translate the staff/student/other person in the facility.

2) Commentator

- There should be a commentator to explain, provide information of the facility, and answer impromptu questions to the AUN-QA Assessor Team during the visit.
- The commentator could be the same person as the accompany person or could be the person in charge of the facility so that he/she can provide thorough information.

Rule and Regulations

General Rules

- The interviewee (especially the students, alumni, and employers) should be informed in advance of what and why they are there at the interview session.
- The size of each interview session should be between 10 and 20 interviewees. It should not exceed 20 interviewees of each session. Should the number exceeds the limit, some interviewees will not be allowed to participate. List of interviewees are to be given by the QA Unit and/or contact person of study program to AUN-QA Secretariat at least 2 week before the assessment for verification or modification.
- Upon arrival, the following documents are required to give to the assessor as a hard copy:
 - SAR and its appendices (for the assessor of each programme)
 - Guidebook and Pre-departure information
 - List of interviewees
 - Name Tag

**It is suggested to keep the document in 1 folder and provide to the assessor in a bag*

- During the interview session, it is required that the representatives of the assessed programmes standby outside the interview room at all time in case the assessor team need some assistance during the session.
- In all interview sessions except the interview with heads of department, department administrators, and SAR Team (in the morning of Day 1) SAR writing team is not allowed to join other interview session especially the academic staff interview unless requested by Assessor Team.
- In most cases, if there are two or more programmes sharing the same personnels of support/administrative staff, it is recommended to split interview session into 2 session i.e. 60 minutes for faculty-level support staff and 30 minutes for programme-level support staff.
- All kinds of recording (including visual and audio recording and word-by-word note taking) are not allowed during the interview. Photo taking is allowed only before and after the interview session.

Rule and Regulations

General Rules (continued)

- Administrative-level staff (deans, vice deans, head of departments) are not allowed during the academic staff interview and any other interview session. Academic staff is not allowed during any other interview session except their own.
- Interviewees are not allowed to use laptops, tablets, and mobile phones throughout the interviews unless it is an emergency.
- Interviewees are expected to arrive on time and those who arrive late may not be allowed to enter the room.
- Interviewees are not allowed to exit the room after the interview starts unless it is an emergency.
- If there are other persons (other than interviewees) who accompany the interviewees such as during employer interview, the host university must inform AUN-QA Secretariat at least 2 week before the actual assessment and the decision will be at the discretion of AUN-QA Secretariat.
- The interviewees shall not be given a copy of SAR to read before the interview session.
- During the Meeting with Dean, Vice-Dean, SAR Team, Head of Department & Briefing by Dean, and Clarification with SAR team session, SAR team is allowed to bring their own laptop and SAR into the interview room.

Timeline and Requested Document

Timeframe	To submit	To be received
2.5 - 3 months before	<ul style="list-style-type: none"> • SARs • SAR checklist • Appendices • Online Exhibits 	Information Package and Annexes
1 - 2 months before	<ul style="list-style-type: none"> • Assessment Itinerary 	<ul style="list-style-type: none"> • List of Assessor Team
1 month before	<ul style="list-style-type: none"> • List of Facility (university and faculty/programme level) • Confirmation of Accommodation 	<ul style="list-style-type: none"> • Flight details
2 weeks before	<ul style="list-style-type: none"> • List of Interviewees • List of Interpreter • List of ZMT • Guidebook • University Non-Disclosure Agreement • Interviewee Photo and Video Consent Form • List of VIP 	
1 - 2 months after		<ul style="list-style-type: none"> • AUN-QA Final Assessment Report • Appendix F: Assessment Feedback
2.5 months after	Appendix F: Assessment Feedback	
within 4 months		AUN-QA Certificate

Annex

- [Annex U01: Interviewee Orientation Flyer](#)
- [Annex U02: SAR Checklist, Transparency, and Disclosure Form](#)
- [Annex U03: List of Facility Template](#)
- [Annex U04: List of Interviewee Template](#)
- [Annex U05: Sample of Guidebook \(Information Kit\)](#)
- [Annex U06: Non-Disclosure Agreement](#)
- [Annex U07: Photo and Video Consent Form](#)
- [Annex U08: Appendix F: Assessment Feedback \(post-assessment\)](#)
- [Annex U9: Assessment Itinerary Template](#)
- [Annex U10: List of Interpreter Template](#)
- [Annex U11: List of Zoom Management Team](#)
- [Annex U12: Guide to AUN-QA Assessment at Programme Level Version 4](#)
- [Annex U13: Observer Non-Disclosure Agreement & Conflict of Interest Declaration Form](#)

