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#### **Follow-up Report**

#### Guidelines & templates

**November 2020**

**Guidelines for drafting the Follow-up Report**

The drafting and submission of the Follow-up Report constitutes the next stage, coming two years following to the accreditation of the Internal Quality Assurance System (IQAS) and the Undergraduate Study Programmes (USP) of the Institutions. It is part of the actions towards the continuous improvement of the Institution according to its quality assurance policy. It offers to the Institution the possibility to realise an overall assessment of the results of the external evaluation and accreditation and of their utilization rate, at all levels, including that of the accredited study programmes. It is noted that the IQAS Follow-up Report is forwarded to HAHE by the Quality Assurance Unit (QAU), along with the USP Follow-up Reports that are due for submission at the same time period.

More specifically, the Follow-up Report includes the following parts:

1. **Summary** of the follow-up procedure and of the assessment of the results
2. **Action Plan** (*Table 1*)
3. **Follow-up on the results** (*Table 2*)

After the external evaluation and accreditation of the IQAS/USP of the Institution, the QAU has to carefully study the External Evaluation and Accreditation Report and decide -together with the Institution’s/academic unit administration- on the adoption of all or part of the recommendations made by the External Evaluation & Accreditation Panel, in order to proceed with the action plan.

The action plan is a schedule of the actions to be implemented, by the use of the necessary resources, aiming at the achievement of the proposed improvements and the elimination of the weaknesses identified in the External Evaluation and Accreditation Report. In particular, the Action Plan shall contain the following key elements:

* *Recommendations:* the guidelines given by the External Evaluation & Accreditation Panel for leading the Institution/academic unit to the attainment of the intended result
* *Goals*: the desirable changes that are expected to occur after the completion of the actions scheduled towards the implementations of the recommendations. The goals should meet the SMART criteria and be:
  + Specific – define exactly what needs to be achieved.
  + Measurable – feasible to measure in terms of time, quality, quantity, financial resources etc.
  + Achievable – realistic, given the current conditions that prevail in the internal and external environment of the Institution, as well as the available resources (human, financial, etc.).
  + Relevant to the Institution’s performance.
  + Time-bound – with a specific time schedule (start and end, as well intermediate milestones).
* *Actions*: scheduled actions for the achievement of the goals. More than one action may be scheduled for a goal.
* *Necessary resources* – required resources, such as financial, human etc. for the implementation of the scheduled action.
* *Deadline*: refers to the date at which the goal is expected to be achieved.

For the IQAS, the action plan is drafted by the QAU and is communicated to all interested parties and the Institution’s administration. For the UGP, the action plan is drafted by the academic unit and is forwarded to the QAU, for the necessary actions, in the context of the internal evaluation.

Two years after the accreditation date, the QAU/academic unit assesses the actions taken and the progress made during the implementation of the action plan (*Table 1*) and drafts the table «Follow-up on the results» (*Table 2*). In particular, Table 2 includes the following:

* the results achieved
* the degree of achievement of the goals
* the actions taken towards the response to the recommendations of the external evaluation and accreditation

The Follow-up Report, following to its finalisation, as a result of cooperation between QAU and the academic unit (where necessary), is submitted to HAHE via the QAU, and is published on the Institution’s webpage as an accompanying document to the External Evaluation & Accreditation Report.

**IQAS/USP Follow-up Report**

**Institution** (*name*): ……………………………………………………………….………………….  
**USP:** (*name*): ……………………………………………………………….…………………. **Submission date:** ..………………………………………………………….……………..

1. **Summary**
2. **Action Plan** (*Table 1*)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RECOMMENDATIONS** | **GOALS**  (What we expect to achieve?) | **ACTIONS**  (What do we have to do to achieve the goals?) | **RESPONSIBILITIES**  (Who undertakes each action?) | **DEADLINE**  (When?) | **NECESSARY RESOURCES**  (Human /financial / material resources, etc.) |
| **1. ……….** | 1.1 | 1.1.1 |  |  |  |
| 1.1.2 |  |  |  |
| 1.2 | 1.2.1 |  |  |  |
| 1.2.2 |  |  |  |
| **2. ……….** | 2.1 | 2.1.1 |  |  |  |
| 2.1.2 |  |  |  |
| 2.2 | 2.2.1 |  |  |  |
| 2.2.2 |  |  |  |

1. **Follow-up on the results** (*Table 2*)

|  |  |  |  |
| --- | --- | --- | --- |
| **RECOMMENDATIONS** | **IMPLEMENTED ACTIONS** | **RESULTS ACHIEVED** | **DEGREE OF ACHIEVEMENT OF THE GOAL (%)** |
| **1. ……….** | 1.1.1 | 1.1 |  |
| 1.1.2 |
| 1.2.1 | 1.2 |  |
| 1.2.2 |
| **2. ……….** | 2.1.1 | 2.1 |  |
| 2.1.2 |
| 2.2.1 | 2.2 |  |
| 2.2.2 |