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# ASSESSMENT AND ACCREDITATION ASSOCIATION OF PHARMACY EDUCATION PROGRAMS

**ASSESSMENT AND MONITORING VISIT GUIDE**

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# PREFACE

With regard to the Association for the Assessment and Accreditation of Pharmacy Education Programs (ECZAKDER) Statute and ECZAKDER Working Regulation, it is expected from the Self-Assessment Report Assessment Team, Assessment and Monitoring Visit Team and Interim Assessment and Monitoring Visit Team which will assess undergraduate program of the pharmacy faculty in Higher Education Institution called ECZAKDER to make assessments in national pharmacy undergraduate education, applications and continuous quality improvement fields. In this process, educational objectives, how the needs of the shareholders are taken into consideration in determination and assessment of educational goals, program outputs that meet the educational objectives, the processes used to achieve them and the extent of training and implementation purposes, and the status of meeting ECZAKDER standards related to infrastructure and financial resources for institutional organization and management, academic program, students, faculty and managers, facilities and learning resources in pharmacy professional education program improvement and quality improvement.

The members of ÖDRE, DIESE and ADIZE are expected to take a full responsibility towards the interests of the faculty they will evaluate, ECZAKDER and the pharmacy profession. It is expected from DİZE and ADİZE members to be ready for these tasks, increasing considerable time and effort.

# INTRODUCTION

The purpose of this guide is to introduce the assessment process to the members of the ÖDRE, DIESE and ADIZE. The applied national pharmacy undergraduate education standards are published on ECZAKDER's website ([http: // www. Eczakder.org.tr](http://www/)).

In compliance with the ECZAKDER Legislation and ECZAKDER Working Regulation, the main purpose of national pharmacy undergraduate education program and program assessment process is to determine determine whether the candidate for accreditation meets the ECZAKDER standards, to inform all stakeholders by announcing the accredited faculty's undergraduate program, and to provide continuation of education in international education quality, to help and guide the faculties in achieving the goals foreseen by the faculties.

Abbreviations used in this manual

ADİZE: Interim Assessment and Monitoring Visit Team

DİZE: Assessment and Monitoring Visit Team

ECZAK: National Pharmacy Education Accreditation Board

ECZAKDER: Association for the Assessment and Accreditation of Pharmacy Education Programs

ECZAKDER YK: Board of Directors of the Association for Assessment and Accreditation of Pharmacy Education Programs

FÖDEK: Faculty Self-Assessment Committee

ÖDAR: Self-Assessment Interim Report

ÖDR: Self-Assessment Report

ÖDRE: Self-Assessment Report Assessment Team

YÖK: Turkish Higher Education Council

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# STARTING THE ASSESSMENT AND MONITORING VISIT PROCESS

ECZAKDER Assessment process is voluntary-base and started upon the application of pharmacy faculties for Assessment by ECZAKDER. Pharmacy faculties which are recognized by YÖK and graduated at least two semesters can apply. Pharmacy faculties which apply multiple educational programs (in different languages) apply separately for the program. Stages in starting the assessment:

1. The faculty of pharmacy, which wants to be accredited, applies to the ECZAKDER secretariat with a application form with wet signature between 1-15 January. The faculty states that they do not request pre-visit, training and consultancy. The application is taken for pre-assessment.

ECZAKDER YK assesses the application between 16-31 January and ECZAK is informed to start accreditation process in case the application is found appropriate. A training visit is made to the faculties which pass the pre-assessment process between 1 February and 15 March for information purposes. The accreditation request of the faculty becomes exact upon the fact that it sends the confirmation letter of ECZAK related to that it accepts ECZAK’s notification and conditions.

1. ÖDRE is selected at the first ECZAK meeting after the acceptance of the applications. ECZAK assigns one (1) member as the rapporteur. The members of ÖDRE make a declaration to ECZAK related to the fact that there is not disagreement or conflict of interest.
2. Persons who has personal conflict of interest or a disagreement related to the faculties to be assessed and the faculty member of the faculty to be assessed cannot take part in the assessment of the ÖDR of that faculty.
3. The faculty sends the ÖDR file it prepared in direction with "Self-Assessment Report Preparation Guide" and "Turkish National Pharmacy Undergraduate Education Programs Accreditation Standards" to ECZAKDER until 30 June [including ÖDR and its annexes in four (4) portable flash drive].
4. It is necessary for the documents in the PSR file to contain information which belongs to the five (5) years before the application year.
5. The application process of the faculty is suspended by the ECZAKDER YK until the next application period in cases where the PSRs are not delivered until June 30 of the application year and are not prepared as specified in the guide. This case is reported to the faculty with a detailed report.
6. The faculty pays in compliance with the payment terms which are announced in the ECZAKDER website.
7. The expenses (trip, accommodation, educational materials etc.) made during the educational visit are met by the faculty.

# 3. ASSESSMENT AND MONITORING PROCESS

The Assessment process starts with the assignment of DİZE members by ECZAK for the faculties whose ÖDR is approved. DİZE and faculty participate in this process.

The faculty's assessment process, a. Before Faculty Visit b. Visit and c. It includes the work to be done following the visit.

# Before Faculty Visit

Works before visit includes studies which will be performed before the faculty visit.

# The purpose of the process before visit:

* + To form ÖDRE which carry perform the pre-assessment of the ÖDR from the ECZAK and the members who received assessment and monitoring training.
  + To form DİZE that represents the pharmacy profession from various perspectives and can assess the program’s quality accurately.
  + To complete a significant part of the assessment before the faculty visit, based on documents and evidence provided by the faculty.
  + To establish a plan for additional assessments during the faculty visit and additional documents, evidence and information to be requested from the faculty before or during the visit.

# Plan of the process before visit:

**July - September**

1. ECZAKDER YK sends the ÖDR files to ECZAK, and the ECZAK files to the ÖDRE.
2. ECZAK requests ÖDRE to form a report by making an assessment in July and August. Each ÖDRE member assesses ÖDR within one (1) month at least after receiving ÖDR and its annexes and sends the Self-assessment Report Assessment Team Assessment Chart (ÖDRE D-FORM 1) to the reporter. The ÖDRE rapporteur sends the Self-Assessment Report Assessment Team Report (ÖDRE D-FORM 2) which he/she prepared by combining three separate assessments to the ECZAK secretariat in one (1) week.
3. The reporter gathers the team when there are significant differences between the reports when combining three separate assessment reports. The rapporteur prepares a report which includes the final joint assessments which were obtained through agreement, evaluative comments and suggestions related to performing the standards and the result of the each standard assessment and sends it to ECZAK.
4. The faculties whose ÖDR is missing/incorrect in material solves the deficiencies and material errors within 15 days and send the correction report to ECZAK until 15 September at the latest according to the ÖDRE D-FORM 2.
5. ECZAK reviews the faculty ÖDR by taking into consideration the "Self-Assessment Report Guide" and "Turkish National Pharmacy Undergraduate Education Programs Accreditation Standards" in line with the ÖDRE reports at its meeting in September. It decides whether the faculty visit is appropriate suitable in compliance with performing the critical standards (Standard 2,3,7,8,10,17).
6. Assessment and Monitoring Visit Team (DİZE) is created at the September meeting of ECZAK for faculties whose ÖDR is considered appropriate in terms of meeting the standards and format, and the assessment process for the faculties starts.
7. ECZAK notifies the results of the ÖDR Assessment to the faculty on October 1-15.
8. ECZAKDER requests DİZE members to notify whether they are in any conflict of interest with the faculty to which they are assigned. New assessors are assigned to replace assessors with a possible conflict of interest. Student assessors candidates who will work with the DİZE team will be chosen by ECZAKDER among the 3rd and 4th grade students suggested by the accredited faculty deaconship to be two students at most. .
9. Also the ÖDRE reporter is included among the members of the DİZE, but the faculty member who has a conflict of interest with the faculty to be assessed cannot be included in the DİZE. It is necessary for the student assessors, like other evaluators, not to have a conflict of interest / disagreement relationship with the faculty, and a written statement is taken from the student assessors on this matter. For the determined students to participate in the assessment process, an approval is obtained from the dean of the faculty where they are a student.
10. ECZAK sends the names and contact details of DİZE members to the faculties whose program assessment process is initiated; requests the dean to notify the candidate for the assessors who have a conflict of interest / disagreement or who may create this impression to the ECZAK Presidency. The applicant faculty has a right to object to the members of DİZE in one (1) week. This objection is assessed by ECZAK and finalized.
11. The faculty which will be visited sends the final version of the ÖDR file to the DİZE members and ECZAKDER with a printed copy of the ÖDR and the electronic version of the ÖDR and its annexes in the portable flash drive until 31 October.
12. ECZAK sends the ÖDR and Student Assessor Report Form (ÖĞR D-FORM 1) to the student assessors in electronic environment two weeks before the date of visit. And the visit process starts.

# October-November

* 1. The DİZE president establishes the first contact with the team members and the dean of the faculty to be assessed and he/she determines an appropriate visit date for the parties in December.
  2. The DİZE president contacts the dean for transporting and accommodation of the team members who come from out of the city.

He/she ensures that a special meeting room is provided for the team meetings to be organized during the visit of the faculty.

3. The DİZE president coordinates the final details of the travel plans of the team members and gives information the faculty about their planned arrival and departure times for the city in which the pharmacy faculty is located.

1. The DİZE president contacts with the ECZAK secretariat and provides a file of visit documents to the team members. A copy of ECZAK assessment standards, assessment forms and other documents to be used in the assessment process will be included in this file; the DİZE president ensures the draft program forming for the faculty visit and the coordination of the team members by taking into account their needs in order to make a comprehensive assessment.
2. Each DİZE members reviews the ÖDR inclusively and fills in the Assessment and Monitoring Team Member Assessment Chart (SEQ D-FORM 1). They assess the questions to be asked during the faculty visit which is prepared by ECZAK and determines the additional information and documents which are requested by the team members before the visit.
3. The DİZE president and other members communicate with each other for the pre-assessment of additional information which are required and for all details of the visit.
4. The DİZE president gets in contact with the dean and requests additional information which should be sent to the team members before the visit, required to be ready at the beginning of the visit, that they want to take during the visit and which concern the whole team.
5. The DİZE president forms the final version of the visit program together with the dean. A decision is made for a social meeting with faculty representatives on the first day of the visit at this stage.

# Faculty Visit

The faculty visit process starts with the arrival of the members of DİZE during the visit to their accommodation and finalizes with the completion of the assessment process and all meetings and the team’s departure from the faculty. In this process, DİZE, university administration (rector and vice rectors), pharmacy faculty management (dean and vice dean), faculty’s teaching staff, administrative staff and students participate.

# Purposes of the faculty visit:

* + Making a qualitative assessment of elements which cannot be documented and proven in a written self-assessment report.
  + Reviewing the documents and evidence compiled by the faculty in detail.
  + Contributing to the continuous development of the faculty by detecting and reporting the strengths sides and the sides which need to be developed of the faculty.

# Faculty visit process:

The faculty visit process is a set of activities which must be conducted studiously. The activities are organized chronologically as given below to clarify the process. The timings for events must be organized in compliance with the needs of each visit (See Sample Review Visit Timeline).

# 1. Day [usually Sunday]

1. DİZE organizes a preparatory meeting before the visit. [A three-hour meeting is suggested]

DİZE members participate the visit by preparing the Assessment and Monitoring Visit Team Member Assessment Charts (DİZE D-FORM 1).

In this meeting:

* + Things to do during the assessment visit.
  + Assessment visit plan (choosing units to be visited and sharing among the team members).
  + The implementation of the assessment visit is discussed.
  + Student assessors are mentioned about the visit process.

1. The DİZE president meets the dean and agrees on all the arrangements related to the visit.
2. Student assessors participate in every team activities apart from contacts and meetings organized with faculty members and administrators at the visited faculty; in this context, the student assessor is assigned by the DİZE president. It is adequate for the student assessors to organize a meeting with the student group chosen by the dean's office, listen to the opinions of the students and report the results to the team during the DİZE meeting. Student assessors participate all the internal team meetings.

# 2. Day

1. DİZE and the dean meet, the dean presents the up-to-date information on the issues given below and a pre-interview is made related to the operation of the faculty [30 minutes for presentation and 45 minutes for interview are recommended for this meeting].

Content of the interview;

* + It is expected to include; the structure which is created by the faculty in order to meet the ECZAKDER Assessment Standards.
  + Processes which are implemented by the pharmacy faculty
  + Significant results and continuous development efforts
  + other elements which demonstrate that ECZAK Assessment Standards are met.

1. DİZE gathers with the dean and FÖDEK [45 minutes is recommended for this meeting].
2. DİZE makes a courtesy visit to the rector [45 minutes is recommended for this meeting].
3. DİZE comes together with the officials of the Faculty at the lunch time.
4. DİZE interviews with the Executive Board and the faculty members who are assigned at the Faculty Board [A duration of one (1) hour is recommended for this meeting].
5. DİZE investigates the physical opportunities, classes, laboratories and offices in the faculty and assesses the adequacy of the places, furnishings and equipment reserved for students, faculty members and support staff [A duration of three (3) hours is recommended for this implementation].
6. Student assessors meet students chosen by the dean's office and organize a chat meeting about the matters which concern the whole university. A tour involving every areas used by the faculty is participated by the students chosen by the Dean's Office to be familiar with the campus and campus possibilities. The student assessors report to the president of DİZE at the end of the day. They submit this report to the DİZE members, answer the questions, and take note about the subjects the members ask them to investigate in the the meeting in the evening.
7. The DİZE meeting continues and assessments related to the interviews are made after dinner.

# 3. Day

1. The DİZE president and the dean, get together for the purpose of discussing the problematic issues that occurred as a result of the 2nd day contacts and investigations and the 3rd day plan [A duration of 30 minutes is recommended for this meeting].
2. DİZE handles the topics: student affairs and the level of automation of the faculty, transcript, graduation check, etc. issues [a duration of one and a half (1.5) hours is recommended for this meeting].
3. DİZE investigates the library, pharmacy implementations (if any), student-oriented research units, operation of the Term Project/Graduation Projects, and also the assessment surveys related to education, social facilities of the students etc. [A period of one and a half (1.5) hours is recommended for this study].
4. DİZE members come together for lunch in the meeting room which is reserved for them within the Faculty.
5. DİZE members meet with the members of the Education Commission [A duration of 45 minutes is recommended for this meeting].
6. DİZE members meet with the members of the Internship Committee [A duration of one (1) hour is recommended for this meeting].
7. DİZE members meet with the students [A duration of one and a half (1.5) hours is recommended for this meeting].
8. DİZE members meet with research officials [A duration of one (1) hour period is recommended for this meeting].
9. Student assessors meet with the students who are chosen by the Dean's Office in an environment allocated by the administration and take notes based on the standards according to the program that is prepared.

They present these notes to the team, answer the questions, take note about the matters that DİZE members ask them to investigate at the DIZE meeting in the evening.

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1. The DİZE members continues the meeting and assessments related to the interviews are made after dinner. A draft is prepared for the leaving notification.

# 4. Day

1. DİZE members and the Dean, get together for the purpose of discussing the problematic issues that occurred as a result of the 2nd day contacts and investigations and the 4th day plan [A duration of 30 minutes is recommended for this meeting].
2. DİZE members meet with the faculty members [A duration of one and a half (1.5) hours is recommended for this meeting].
3. DİZE members and the Dean organizes an informal meeting [45 minutes is recommended for this meeting]
4. The DİZE president asks the DİZE members to fill and submit in a closed envelope the Assessment and Monitoring Visit Team Members Assessment Form (D-FORM 7 and D-FORM 7 Student Assessor) which is prepared for the assessment of the DİZE members.
5. The DİZE members come together after the lunch. The student assessors jointly prepare the ÖĞR D-FORM 1. DİZE prepares the Assessment and Monitoring Visit Team Report (DIESE D-FORM 2) and an Leaving Statement (SEQ D-FORM 3) to be read at the leaving meeting by using this form. The strengths and problematic sides of the Faculty of Pharmacy are involved in this report. The suggestions for improvement can also be stated in the Leaving Notification. [A duration of three (3) hours is recommended for this meeting].
6. DİZE members come together with the Dean and FÖDEK in order to hold an information meeting. The DİZE president shares the strength sides of the Pharmacy Faculty and the problematic sides related to its operation. The DİZE president submits the Leaving Statement (SEQ D-FORM 3) [A duration of one (1) hour is recommended for this meeting].
7. DİZE leaves the campus.

# c. After Faculty Visit

The studies made after the visit start with the finalization of the visit to the faculty and continue until the notification of the result of the accreditation decision meeting given to the faculty by ECZAKDER. DİZE, faculty, ECZAK and ECZAKDER participate in this process.

# The studies’ purpose after the Faculty Visit:

* + To ensure that the visit findings are involved in the notification to be given to the related faculty
  + To provide the opportunity to express opinions before the accreditation decision to the faculty
  + To be consistent between the assessments made in different faculties in the same period

# Process after the faculty visit

It is necessary for the process after visit to be conducted as a set of activities that are well integrated with each other. The studies are given below in chronological sequences to clarify this process. The stated time is the number of days starting from the completion of the faculty visit to the end of the studies. It is necessary for the whole correspondence and forms to be made in electronical environment during the process.

# Transactions Which Are Made After the Faculty Visit

1. The DİZE president sends electronic copies of the Assessment and Monitoring Visit Team Report (DİZE D-FORM 2) and Leaving Statement (DİZE D-FORM 3) to the ECZAK Secretariat within one (1) week.
2. The DİZE president prepares the final version of the Assessment Visit Team Presidential Report (DİZE D-FORM 4) and sends it to the ECZAK Presidency until December 31st.
3. The ECZAK Report Form (D-FORM 5) is prepared which is reviewed and coordinated by ECZAK in terms of consistency, format, spelling mistakes and style between Assessments made in different faculties in the same Assessment period.
4. The ECZAK Report is forwarded to the faculty dean and he/she asks him to assess it with regard to material error and notify his/her opinion about the report to ECZAK in a week.
5. ECZAK reviews the ECZAK Report Form (D-FORM 5) in compliance with the information that is delivered by the dean.
6. ECZAK submits its decision on accreditation to the ECZAKDER YK with the ECZAK Report Form (D-FORM 5). ECZAKDER assesses the ECZAK decision and report and prepares the Accreditation Assessment Report (D-FORM 5a) and informs the faculty with an official letter with the decision of the Board of Directors until January 31st and prepares the Accreditation Assessment Report (D-FORM 6) that will be published on the website.

# Process Assessment and Improvement

The DİZE president and members participated in the process assess the studies before faculty visit during and after the visit and submit their suggestions for improvement to ECZAK.

# 4. INTERIM ASSESSMENT PROCESS

And interim assessment and monitoring visits are made by ADİZE to the Pharmacy Faculties for which accreditation certificates are issued. The visit plan is prepared by the dean of the relevant faculty and the president of ADİZE as in the example of Interim Assessment and Monitoring Visit Timeline. The procedures made in the first visit are applied after the visit.

1. ECZAKDER asks the faculty to submit the ÖDAR, which it is liable to submit to the faculty in September of the third year with a remind letter, to ECZAKDER in electronical environment until September 15th.
2. ECZAKDER investigates the ÖDAR which is prepared in compliance with the "Self-Assessment Interim Report Preparation Guide" scientifically and informs the faculty in case of missing.
3. ECZAKDER notifies the faculty which applies for interim Assessment to ECZAK.
4. ECZAK creates the ADİZE team, preferably among the members of the DİZE who made the first visit or with the new members chosen; A student joins ADIZE as an assessor and the members report to the faculty.
5. The applicant faculty has a right to object to the members of ADİZE in one week. This objection is assessed by ECZAK, and the final decision is made and the result is notified to the faculty.
6. The faculty sends the final version of ÖDAR to ADİZE team members, including ÖDAR and its attachments in printed and portable memory, and to ECZAKDER with a printed ÖDAR in portable memory until September 30th.
7. ECZAK sends the ÖDAR and Student Assessor Report Form (ÖĞR D-FORM 1) to the student assessor in electronic environment two weeks before the date of visit.
8. The ÖDR file of the faculty and the ECZAKDER accreditation report is sent to ADİZE members in electronical environment by ECZAKDER. ADİZE members participate in the visit process by preparing the Interim Assessment and Monitoring Team (ADİZE) Member Assessment Chart (ADİZE D-FORM 1).
9. ADİZE makes a 2-3 day Interim Assessment Visit between November 1st and December 31st.

# The ADİZE president sends Interim Assessment and Monitoring Visit Team Presidential Report (ADIZE D-FORM 2) to ECZAK.

1. The report is handled in ECZAK and the Interim Assessment Report is submitted to the ECZAKDER YK.
2. The "Monitoring Assessment Report" which is prepared by ECZAKDER YK is sent to the faculty in January of the year following the visit.

# ANNEXES:

**ANNEX 1.** ASSESSMENT AND MONITORING VISIT TIMELINE

**ANNEX 2.** INTERIM ASSESSMENT AND MONITORING VISIT TIMELINE

**ANNEX 3.** SELF-ASSESSMENT REPORT ASSESSMENT TEAM (ÖDRE) MEMBER ASSESSMENT SCHEDULE (ÖDRE D-FORM 1)

**ANNEX 4.** STANDARDS ASSESSMENT SCHEDULE OF SELF-ASSESSMENT REPORT ASSESSMENT TEAM (ÖDRE) REPORTOR (ÖDRE D-FORM 2)

**ANNEX 5.** ASSESSMENT AND MONITORING TEAM MEMBER ASSESSMENT SCHEDULE (DİZE D-FORM 1)

**ANNEX 6.** ASSESSMENT AND MONITORING TEAM STUDENT ASSESSMENT SCHEDULE (ÖĞR D-FORM 1)

**ANNEX 7.** ASSESSMENT AND MONITORING VISIT TEAM REPORT (DİZE D-FORM 2)

(DİZE D-FORM 3)

**ANNEX 8.** ASSESSMENT AND MONITORING VISIT TEAM (DİZE) LEAVING NOTIFICATION

**ANNEX 9.** ASSESSMENT AND MONITORING VISIT TEAM (DİZE) PRESIDENTIAL REPORT (DİZE D- FORM 4)

**ANNEX 10.** ECZAK ACCREDITATION ASSESSMENT REPORT (D- FORM 5)

ANNEX 10a. ECZAKDER ACCREDITATION ASSESSMENT REPORT (D-FORM 5a)

**ANNEX 11.** ECZAKDER ACCREDITATION ASSESSMENT REPORT (D-FORM 6)

**ANNEX 12.** ASSESSMENT AND MONITORING VISIT TEAM (DİZE) ASSESSMENT FORM (D- FORM 7)

**ANNEX 13.** ASSESSMENT AND MONITORING VISIT TEAM (DİZE)

ASSESSMENT FORM (D- FORM 7 Student Assessor)

**ANNEX 14.** INTERIM ASSESSMENT AND MONITORING TEAM (ADİZE) MEMBER ASSESSMENT SCHEDULE (ADİZE D-FORM 1)

**ANNEX 15.** SELF-ASSESSMENT INTERIM REPORT (ÖDAR) ASSESSMENT AND MONITORING VISIT TEAM PRESIDENTIAL REPORT (ÖDAR-ADİZE D-FORM 2)