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Transfer of Good Practices  
& Reinforcement of  
Internationalisation  
Strategies in Kurdistan

Erasmus+ - Key Action 2  
Capacity Building within the Field of Higher Education

## TIGRIS Project

*Evaluation report study visits March 2018*

*Draft Version 1.0*

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## Context

As part of the WP 2.1, the European partners in Brno, Prague, Groningen and Leuven provided study visits for the Kurdish partners.

These served to provide insights into internationalisation and the different institutional a national settings as well as the Erasmus+ programme.

The study visits took place between March 5 and 16, 2018. Not all participants took part in every study visit. Overall, 13 participated in Brno and Prague, 14 in Groningen and 19 in Leuven.

## Results

### Overall evaluation of study visits

Table 1 Please select your home institution:

Charmo University	2
Duhok Polytechnic University	1
Erbil Polytechnic University	4
Halabja University	3
Kurdistan Institution of Strategic Studies and Scientific Research (KISSR)	1
Salahaddin University – Erbil	1
Sulaimani Polytechnic University	3
University of Raparin	4
University of Sulaimani	3
MHESR	1
Total	23

In total, 23 individuals answered the survey, but most of them only answered the first part.

Table 2 How satisfied were you with the general organisation of the study visits

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Organisation of the visits and workshops as such	1	0	10	12	3.4	23
Information provided to prepare participation in the study visits	1	2	5	15	3.5	23
Timing & scheduling of the visits	0	4	8	10	3.3	22
Support in the visa application process	7	5	4	6	2.4	22
Overall	2.3	2.8	6.8	10.6	3.2	22.5

Overall, the respondents were somewhat satisfied with the study visits (3.2), however this average is mainly influenced by the very low assessment of the support in the visa application (2.4), which also comes up during some of the individual visits or in the individual responses. This needs substantially more consideration in future activities. It seems also that the lack of a centralised approach had a negative impact on the visa aspect.

However, overall the study visits achieved the goal of a rating of at least 3.

Table 3 General comments

During our visit, they said: "We will send you what was presented at the visit by email but we have not received yet
All were fine accept workshop in Leuven
Thank you very much for hosting this wonderful program. The only problem we had, which made many difficulties to us, was our visa. It was very limited, only 8 days, which made us loose a lot of money.
Thanks, and please send us the payments, I paid all for the travel and I haven't received the costs for the project.
I found the training very helpful and I hope such programs are not one off.
I hope all succses
I suggest to work better concerning invitation letter and visa issues for the next visits
visa application and processing was terrible and I have not received the money I spent yet.
In such project, our delegates like to have more tour visiting to related offices not just listening to seminars.
Very good study visits overall
We need more study visit (workshop about this program)
Travel arrangements in Europe was confusing and wasn't well organized
I wasn't happy with Prague programme
I wonder if you can make sure the powerpoint presentations can be shared with the participants.
Thanks for All

## Study visit Brno

Table 4 How satisfied were you with

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Organisation of the visit as such	1	0	2	7	3.5	10
Information provided by the host in regard to the study visit (e.g. agenda, content, localities, etc.)	1	0	1	8	3.6	10
Support provided on site by the host during the visit	1	0	2	7	3.5	10
Content of the workshop	1	0	0	9	3.7	10
Overall	1	0	1.3	7.8	3.6	10

10 respondents participated in the Brno study visit. Thus, the response rate for Brno is 76.9%. Regarding the general aspects of the study visit, the average rating is very good (3.6), with the strongest satisfaction assigned to the content of the workshop.

Table 5 How satisfied were you with the specific content of the study visit in Brno

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Introduction to the programme	1	0	0	9	3.7	10
Introduction to Masaryk	1	0	1	8	3.6	10
How to Manage your internationalization and an International Office or Excellence is not a style	1	0	2	7	3.5	10
In-n-Out: pitfalls and hints	1	0	2	7	3.5	10
Project Writing – creative workshop	1	0	2	7	3.6	10
Funding Opportunities for Iraq	1	0	3	6	3.5	10
The Art of Project Management	1	0	2	7	3.5	10
Brno guided tour	1	0	4	5	3.5	10
Creative Show-off or International Marketing in the Global World	1	0	3	6	3.5	10
QA and Risk Management – practical workshop	1	0	4	5	3.5	10
Campus Tour	1	0	5	4	3.5	10
Overall	1	0	2.5	6.4	3.5	10

The individual parts of the workshop were rated on average at 3.5. Out of all activities, the introductory parts received the highest rating (3.7). **Thus, the Brno study visit achieved the benchmark of at least a rating of 3 overall and in all individual parts.**

Table 6 What participants specifically liked and which improvements they recommend

What they liked	Suggestions for improvement
everything	more workshops
The Art of Project Management	Logistics
Informations from Ms Violeta	Internationalisation and writing project
the content of the materials and the readiness of the excellent stuff	the program could have been long as we covered so many things with little time.
In general the visit was successful	the siminaRS AND PRESENTATION WAS QUICLY PASSED NEEDS MORE EXPLANATION , PARTICIPATION AND CLARIFICATION
project writing	
Yes, It was a great experiences for me	Everything was very good and very well organized
I learned good knowledge in this program, special quality assurance this program and this country	More workshop and add more Teaching Quality Assurance workshops and accreditation
The Programme	
All the info from Violeta Osouchová	Just having more time for the workshops from Violeta

## Study visit Prague

Overall 11 out of 13 participants answered the survey (84.6%), the highest response rate amongst the study visits.

*Table 7 How satisfied were you with*

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Organisation of the visit as such	0	0	5	6	3.5	11
Information provided by the host in regard to the study visit (e.g. agenda, content, localities, etc.)	0	1	5	5	3.4	11
Support provided on site by the host during the visit	0	0	7	4	3.4	11
Content of the workshop	0	1	6	4	3.3	11
Overall	0	0.5	5.75	4.75	3.4	11

The overall rating of the Prague study visit is 3.4 with the highest rating for the organisation of the visit (3.5).

*Table 8 How satisfied were you with the specific content of the study visit in Prague*

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Campus Tour at Metropolitan University	0	1	3	7	3.5	11
Meet with leadership representative of the MUP Presentation by IRO staff of the Metropolitan University: Internationalisation from the perspective of the largest private Czech university	0	1	5	5	3.4	11
Prof. Dr. Betty Leask: Internationalisation of the Curriculum	1	0	4	6	3.4	11
Darren McDermott: Internationalisation in ASEAN countries	0	2	6	3	3.1	11
Dr. Janet Ilieva: Trans-national Education: Trends and Risks	0	2	4	5	3.3	11
Phil Clements): Developing international degree programmes in different regions	0	1	6	4	3.3	11
Jakub Tesar (DZS): Current situation of internationalisation in the Czech Republic: Opportunities and Risks	0	1	3	7	3.5	11
Dr. Uwe Brandenburg: Future trends of Internationalisation	0	0	5	6	3.5	11
Overall	0.1	1	4.5	5.4	3.4	11

The individual parts of the workshop were rated on average at 3.4 with the highest ratings given to three activities: the Campus Tour at Metropolitan University, the presentation of Jakub Tesar at the National Agency and the one by Uwe Brandenburg (all 3.5).

***As for the study visit at Brno, the Prague study visit achieved the benchmark of at least a rating of 3 overall and in all individual parts.***

Table 9 What participants specifically liked and which improvements they recommend

What they liked	Suggestions for improvement
everything	more workshops about Internationalization studies
Internationalisation of the Curriculum, Future trends of Internationalisation	Logistics
I don't know	-
The presentation by the agency (DZS) was excellent.	The materials are not shared yet with the participants
Good hospitality by the University and DZS and well arranged program	face to face seminar more effective than the video skype seminars, more clarification of presentations
future trends of internationalisation	
All of them were best	Everything was very well organized
Study visit university and Prague city	It should get a copy of the prague workshop, to better understand this program
Developing international degree programmes in different regions	Internationalisation of the Curriculum
Be impressed with the way of Information provided to prepare participation to training	increase relationship between academic staff
	Making the workshops and seminars from GII more practical and less overview and generic

## Study visit Groningen

Overall 10 out of 14 participants answered the survey (71.4%).

Table 10 How satisfied were you with

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Organisation of the visit as such	0	0	3	7	3.7	10
Information provided by the host in regard to the study visit (e.g. agenda, content, localities, etc.)	0	0	4	6	3.6	10
Support provided on site by the host during the visit	0	0	4	6	3.6	10
Content of the workshop	0	0	4	6	3.6	10
Overall	0	0	3.8	6.3	3.6	10

The overall rating of the Groningen study visit is very good at 3.6 with the highest rating for the organisation of the visit (3.7).

Table 11 How satisfied were you with the specific content of the study visit in Groningen

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Welcoming International Staff: The International Welcome Center North	0	0	2	8	3.8	10
Internationalisation at the University of Groningen	0	0	4	6	3.6	10
Cooperation in International Networks	0	0	4	6	3.6	10
International Classroom	0	0	4	6	3.6	10
Board of the University & Internationalisation at UG	0	0	3	7	3.7	10
International Recruitment	0	0	5	5	3.5	10
Admission requirements for international students	0	0	6	4	3.4	10
Student assessors: student involvement in university governance	0	0	5	5	3.5	10

Language and Culture Policy	0	0	5	5	3.5	10
Overall	0	0	4.2	5.8	3.6	10

The individual parts of the workshop were rated on average at 3.6 with the highest ratings given to *Welcoming International Staff: The International Welcome Center North (3.8)*.

**As for the study visits at Brno and Prague, the Groningen study visit achieved the benchmark of at least a rating of 3 overall and in all individual parts.**

Table 12 What participants specifically liked and which improvements they recommend

What they liked	Suggestions for improvement
every thing	more workshops about internationalization
Welcoming and some of the presentewr was cleas and expert	more clarification of the presentation, participations and we were regarded as listener insted of a partner
Getting a glance on the culture of your nation, how your university works, and the speech of the President of the university.	It would be nice to allocate a bit more time to know the country and have visits with the staff of the university for possible cooperation on joint research.
Workshops and hospitality	Location visit inside campus to see the process of each system really.
the organization of the study visit and atmosphere of the University	adding cultural tour of the city
Board of the University & Internationalisation at UG	Internationalisation of the Curriculum
Group Staff Of Training	
Cooperation in International Networks	Language and Culture Policy
The organisation of the workshope	

## Study visit Leuven

Overall 13 out of 19 participants answered the survey (68.4%), the lowest response rate in the survey.

Table 13 How satisfied were you with

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
Organisation of the visit as such	1	3	7	2	2.8	13
Information provided by the host in regard to the study visit (e.g. agenda, content, localities, etc.)	0	3	7	3	3	13
Support provided on site by the host during the visit	0	3	9	1	2.8	13
Content of the workshop	0	2	7	4	3.2	13
Overall	0.25	2.75	7.5	2.5	2.9	13

The overall rating of the Leuven study visit is 2.9 with the highest rating for the content (3.2). The rather low average is mainly due to the low ratings for the organisation of the visit and the support on site.

Table 14 How satisfied were you with the specific content of the study visit in Leuven

	Very dissatisfied	somewhat dissatisfied	somewhat satisfied	very satisfied	Average	No. of answers
KU Leuven: a first glance	0	0	7	6	3.5	13
Education Services: how to?	0	0	8	5	3.4	13
Educational technology and MOOC's	0	0	4	9	3.7	13
Internal allocation of research budgets & leveraging	0	0	6	7	3.5	13
How to deal with international competition?	0	0	7	6	3.5	13
Lobbying and alliances in a research driven business	0	0	8	5	3.4	13
Valorisation of research	0	0	6	7	3.5	13
Instruments of internationalisation	0	0	8	5	3.4	13

LERU-study ivm capacity building	0	0	8	5	3.4	13
Feedback Questionnaire + Preliminary results legal analysis	0	0	9	4	3.4	13
Overall	0	0	7.1	5.9	3.5	13

The individual parts of the workshop were rated on average at 3.5 with the highest ratings given to *Education technology and MOOCs* (3.7).

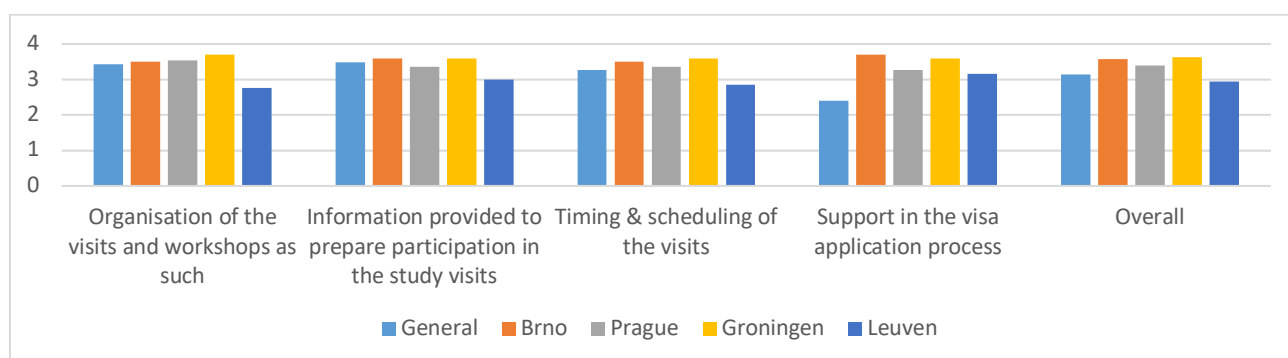
**The Leuven study visit failed, if only very slightly, to meet the benchmark of at least a rating of 3 for the overall assessment but met the benchmark well for the individual content parts.**

Table 15 What participants specifically liked and which improvements they recommend

What they liked	Suggestions for improvement
The presentation about MOOC	The visa transaction must be improved to send the invitation three months ago
No one from high position met us	to be well organize in coming workshops
The session that was about knowLedge and business the city, the program was well organized	The budget is not sufficient for the participants social event, tour around the city
I liked how the university links between research and business.	To allocate more time for the study visit.
Research center activities.	Workshops and hospitality with tour visiting to related offices of internationalization processes to see the real system inactive.
The university structure and the city's culture	the organization could ave been better
Lobbying and alliances in a research driven business	Instruments of internationalisation
It was great that we visited the LRD where we heard about the experience of KU Leuven	The agenda of the meetings which was altered on the meeting day. Also, we expected to see higher university officials. Yet, the post-meeting communication needed improvement. We have not received the presentations yet.
Educational technology and MOOC's	Support provided on site by the host during the visit
The most impressive and interesting experience was KU Leuven Research and Development, that give as extremely new information	

## Comparison of all study visits and general impressions

Chart 1 All general aspects compared



If we compare the main areas of assessment between the different workshops and the general perception, we see some clear trends. Firstly, the two best study visits were Brno and Groningen with both leading two of the areas and being practically on par in the overall assessment. Prague is usually rated better than the general impression of the study visits; and the general assessment is particularly low regarding the visa process, where Brno receives particularly positive ratings, closely followed by Groningen. However, it is not clear to the evaluator whether all study visit partners were involved in the visa process (Prague e.g. was not). The Leuven visit receives the lowest ratings among the individual visits in all categories.



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