

Self Evaluation Report

Reference date: 2008

Institute:	University X
Name of Programme:	Y
Level of Programme:	Master's
Name:	Mr. Z.
Position:	Policy Officer

1) *Internationalization policy and internationalization goals*

The programme actively pursues the following goals of internationalization	This goal is considered
Improving quality of research	important
Service to the community	important
Reputation enhancement	not important
Improving quality of education	not important
International and intercultural competencies for students	not important at all

2) *Internationalization Activities*

2 a) Activity clusters

In order to reach the goal of Improving quality of research, the programme uses the following activity cluster(s)	This activity cluster is considered
International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

In order to reach the goal of Service to the community, the programme uses the following activity cluster(s)

This activity cluster is considered

International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

In order to reach the goal of Reputation enhancement, the programme uses the following activity cluster(s)

This activity cluster is considered

International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

In order to reach the goal of Improving quality of education, the programme uses the following activity cluster(s)

This activity cluster is considered

International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

In order to reach the goal of International and intercultural competencies for students, the programme uses the following activity cluster(s)

This activity cluster is considered

International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

In order to reach the goal of Continuity, the programme uses the following activity cluster(s)

This activity cluster is considered

International knowledge sharing	very important
Internationalization of staff	important
Recruitment of foreign students	important
Internationalization of the curriculum	important
Credit mobility	not important
Education in English or another foreign language	not important at all

2 b) Activities

Within activity cluster Education in English or another foreign language the programme carries out the following activities:

- Programme elements entirely in English
- Programme elements in another foreign language
- Programme elements organised abroad
- Preparatory school
- Summer school
- Double or joint degree programmes
- Tailor-made courses
- Non-degree courses
- Refresher courses
- E-learning

Within activity cluster Credit mobility the programme carries out the following activities:

- Study abroad
- Work placement
- International project
- Graduation project
- Research

Within activity cluster Recruitment of foreign students the programme carries out the following activities:

- Participation in fairs abroad
- Alumni helping out with recruitment
- Partner institutions helping out with recruitment
- Agents
- International visitors to Website
- Ads placed in international media
- International school visits

Within activity cluster Internationalization of the curriculum the programme carries out the following activities:

Content

- Courses in Intercultural skills
- English language courses for students
- Dutch language courses for foreign students
- Other foreign language courses for students
- Programme elements aimed at the study of an international subject such as European Social Legislation
- Programme elements that include the international comparison of a subject such as International Comparative Education.
- Programme elements focused on a particular country or region.

Style

- Virtual mobility
- International (research) project
- Using foreign literature
- Joint/double/multiple degree programmes
- Cases in an international context
- Local knowledge of (foreign) students is used explicitly

Within activity cluster Internationalization of staff the programme carries out the following activities:

- members of staff with international experience
- members of staff recruited on the international job market
- foreign visiting professors
- members of staff taking intercultural skills training
- professors taking 'Didactics in the International Classroom' training
- members of staff taking English language training
- members of staff with permanent residence abroad
- members of staff with structural contacts with foreign colleagues

Within activity cluster International knowledge sharing the programme carries out the following activities:

- Capacity building (development cooperation) projects
- International consulting assignments
- International conferences organized by the programme
- Articles published internationally
- Training programmes for staff of partner institutes abroad
- Shared supervisions or co-tutelles

Within activity cluster International research activities the programme carries out the following activities:

- Research centres focused on an explicitly international research topic
- Researchers with a foreign nationality
- Researchers with a foreign higher education degree
- Scientific (peer-reviewed) publications published in English or another foreign language
- Professional publications published in English or another foreign language
- Patents filed outside the country

3) Internationalization services

This item focuses in more detail on the services, including partnerships that are available to the programme, to help it achieve its internationalization goals (and to support the activity clusters). There is information on:

- the type of services offered at programme level
- the importance of these services
- the target groups that may use these services

The following services are available to support the programme's international activities	Availability	Importance
Practical		
Accommodation	Always	extremely important
Information (practical)	Always	very important
Multilingual communication	Always	very important
Academic		
Advice	Always	very important
Information (academic)	Always	very important
Preparation programme	Always	important
Financial		
Scholarships	Always	important
Subsidies	Always	important
Advice on/help with application	Always	important
Social		
Guidance	Always	not important
Crisis team/procedure	Always	not important
Re-entry programme	Always	not important at all

The partner network is not important

The partner network is used for activity cluster(s)

- Education in English or another foreign language
- Student mobility/Credit mobility
- Recruitment of foreign students
- Internationalization of the curriculum
- Internationalization of staff
- International knowledge sharing

4) Quality Assurance

This part of the report focuses on quality assurance with regards to:

- Goals
- Activities
- Services

























The matrix shown is based on Demming's cycle of Planning, Doing, Checking and Acting.

From Quality Assurance to Quality Enhancement

Plan:	Determine goals and activities
Do:	Implement activities
Check:	Evaluate activities and services
Act:	Use feedback to improve the process



Quality Assurance with regards to the programme's goals of internationalization can be visualized as follows:

	Stage 1	Stage 2	Stage 3	Stage 4
Improving quality of research				
Service to the community				
Reputation enhancement				
Improving quality of education				
International and intercultural competencies for students				
Continuity				

Stage 1: This goal is an explicit element in a policy plan

Stage 2: Key indicators have been set for this goal

Stage 3: The level of achievement of this goal is evaluated in a structured process

Stage 4: Evaluation results are used as input to improve policies.



= Yes (fully)































= Partly



= No

Quality Assurance with regards to the programme's internationalization activities can be visualized as follows:


	Stage 1	Stage 2	Stage 3	Stage 4
Education in English or another foreign language				
Credit mobility				
Recruitment of foreign students				
Internationalization of the curriculum				
Internationalization of staff				
International knowledge sharing				
International research activities				

Stage 1: Activities in this cluster are an explicit element of an operational plan

Stage 2: Activities in this activity cluster are carried out as planned

Stage 3: The performance of activities in this cluster is evaluated in a structured process

















Stage 4: Evaluation results are used as input to improve policies

 = Yes (fully)

 = Partly

 = No

Quality Assurance with regards to the programme's internationalization services can be visualized as follows:


	Stage 1	Stage 2	Stage 3	Stage 4
Practical				
Financial				
Social				
Academic				


Stage 1: The services are an explicit element of a policy plan

Stage 2: The availability of services is according to plan

Stage 3: The services are evaluated in a structured process

Stage 4: Evaluation results are used as input for the improvement of services

 = Yes (fully)

 = Partly

 = No

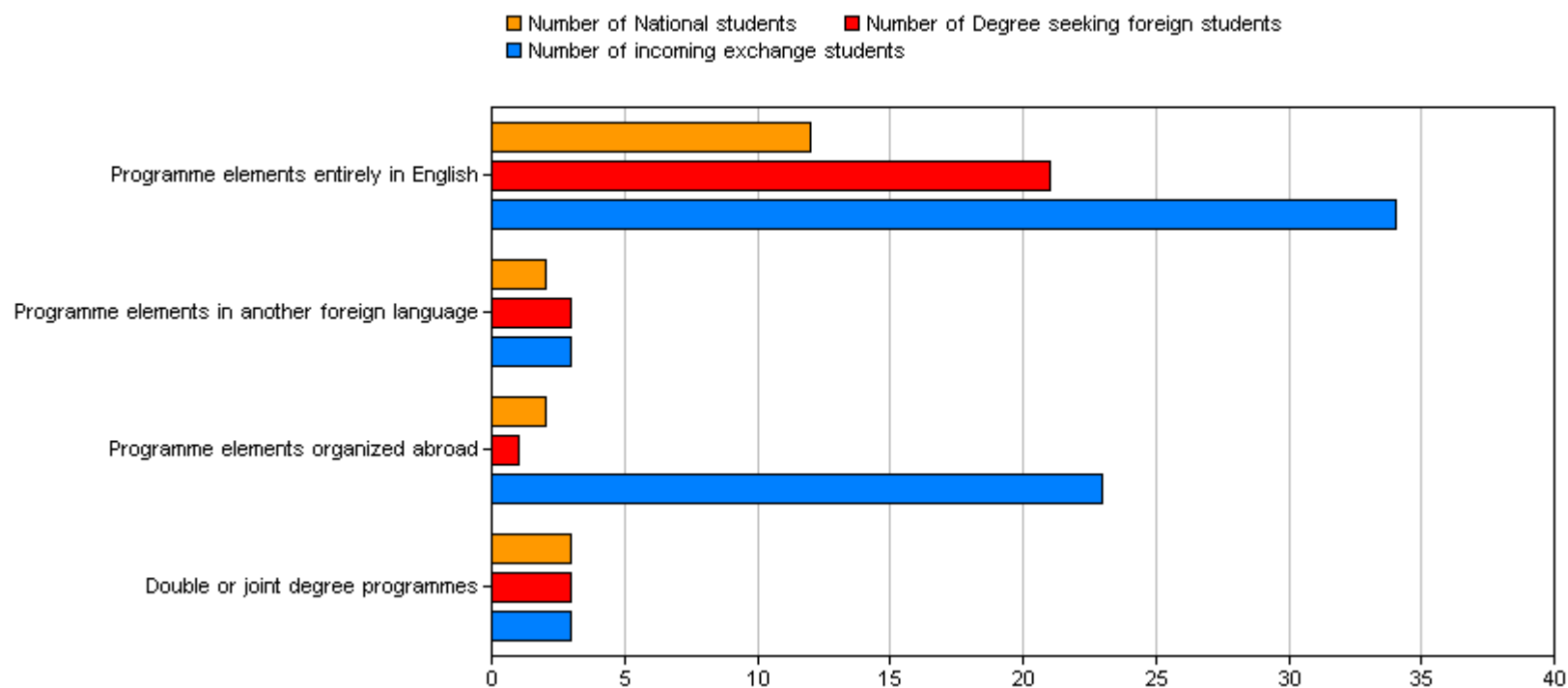
5) Internationalization Key figures

The last part of the report focuses on the results the programme has achieved so far. These could include:

- general key figures of the programme
- key figures of internationalization activities
- key figures of services
- key figures of partner networks

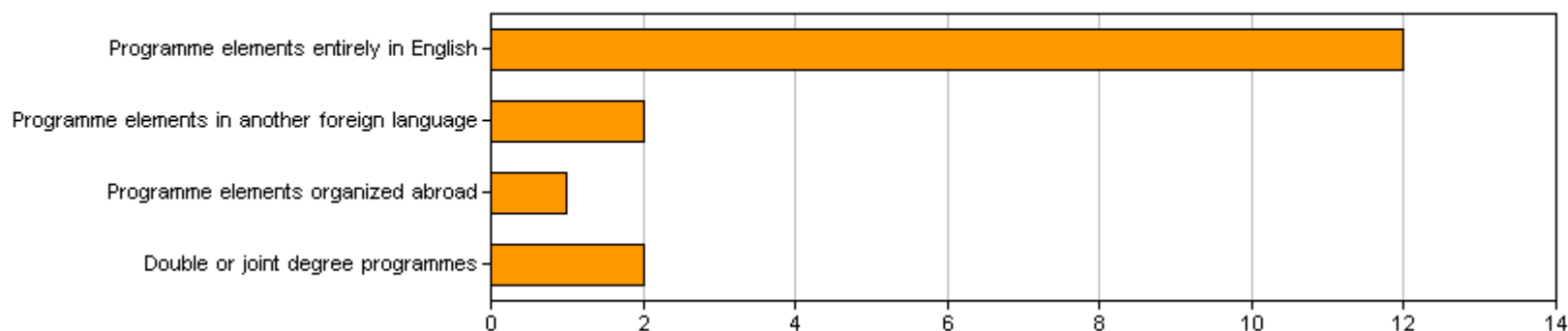
1. Number of students in the programme	123
2. Number of FTEs allocated to the programme	23

3. Number of students registered for the following types of education



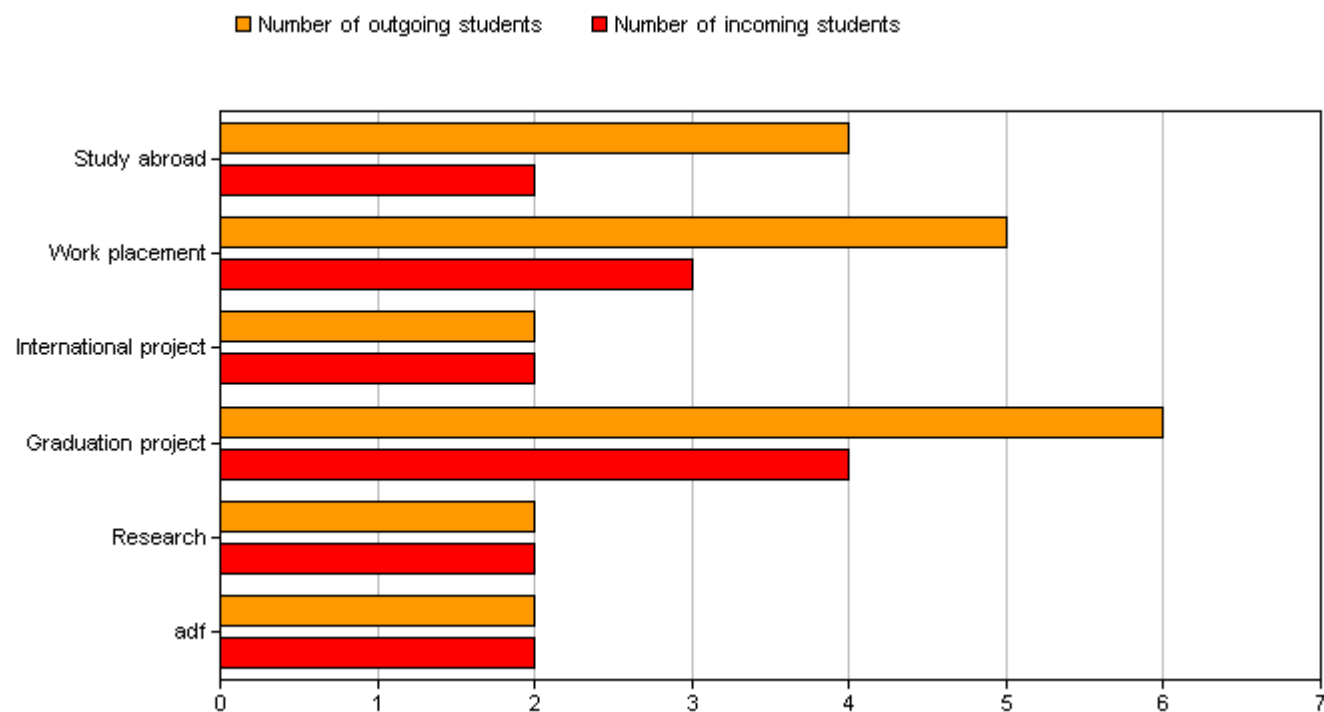
	National students	Degree seeking foreign students	incoming exchange students
Programme elements entirely in English	12	21	34
Programme elements in another foreign language	2	3	3
Programme elements organized abroad	2	1	23
Double or joint degree programmes	3	3	3

4. The number of european credits per programme (element)



	Number of European Credits
Programme elements entirely in English	12
Programme elements in another foreign language	2
Programme elements organized abroad	1
Double or joint degree programmes	2

5. Number of credit mobile students (who stayed abroad for at least three months)

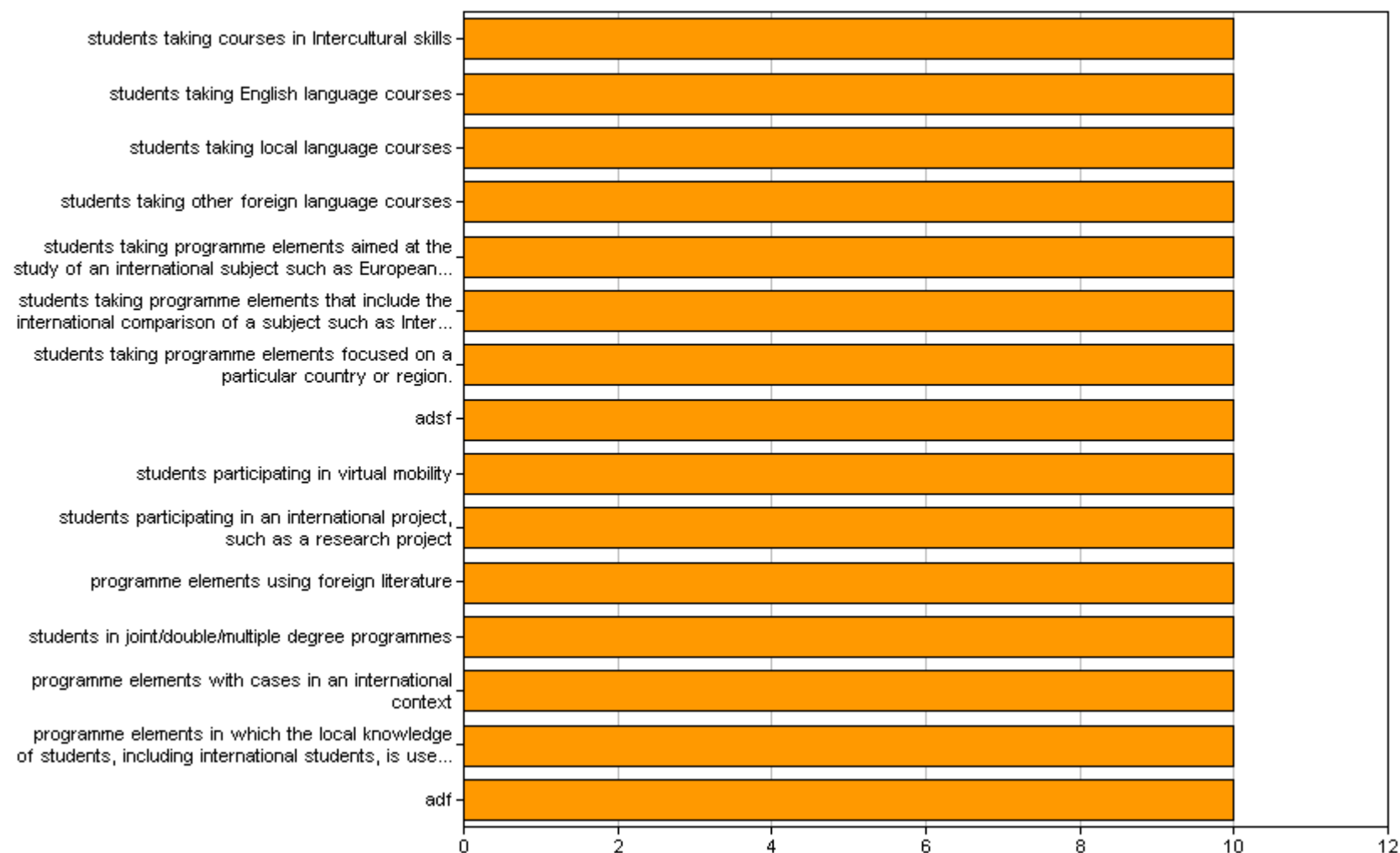


	Number of outgoing students	Percentage of outgoing students	Number of incoming students	Percentage of incoming students
Study abroad	4	12	2	45
Work placement	5	15	3	67
International project	2	2	2	2
Graduation project	6	25	4	21
Research	2	2	2	2

6. Recruitment of foreign students

	Number in the past academic year
a. Participations in fairs abroad	2
b. Alumni helping out with recruitment	2
c. Partner institutions helping out with recruitment	2
d. Agents recruiting foreign students for the programme	2
e. International visitors to website	2
f. Ads placed in international media	2
g. International school visits	2

7. Number of students benefitting from internationalization of the curriculum



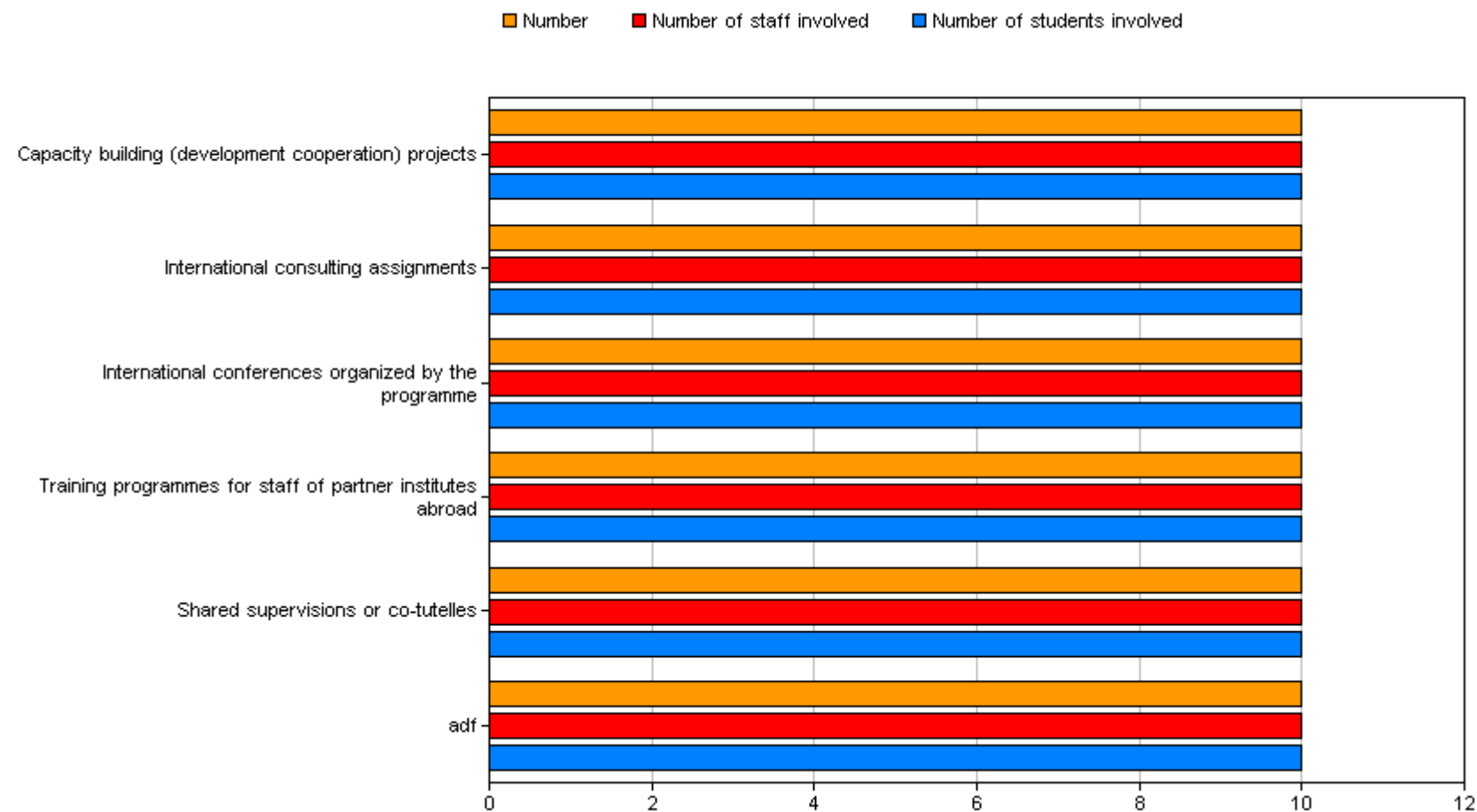
Content

students taking courses in Intercultural skills	10
students taking English language courses	10
students taking local language courses	10
students taking other foreign language courses	10
students taking programme elements aimed at the study of an international subject such as European Social Legislation.	10
students taking programme elements that include the international comparison of a subject such as International Comparative Education.	10
students taking programme elements focused on a particular country or region.	10
Style	
students participating in virtual mobility	10
students participating in an international project, such as a research project	10
programme elements using foreign literature	10
students in joint/double/multiple degree programmes	10
programme elements with cases in an international context	10
programme elements in which the local knowledge of students, including international students, is used explicitly	10

8. Internationalization of staff

	Number in the past academic year
a. members of staff with international experience	23
b. members of staff recruited on the international job market	10
c. foreign visiting professors	2
d. members of staff taking intercultural skills training	10
e. professors taking 'Didactics in the International Classroom' training	34
f. members of staff taking English language training	10
g. members of staff with permanent residence abroad	4
h. members of staff with structural contacts with foreign colleagues	10

9. International knowledge sharing

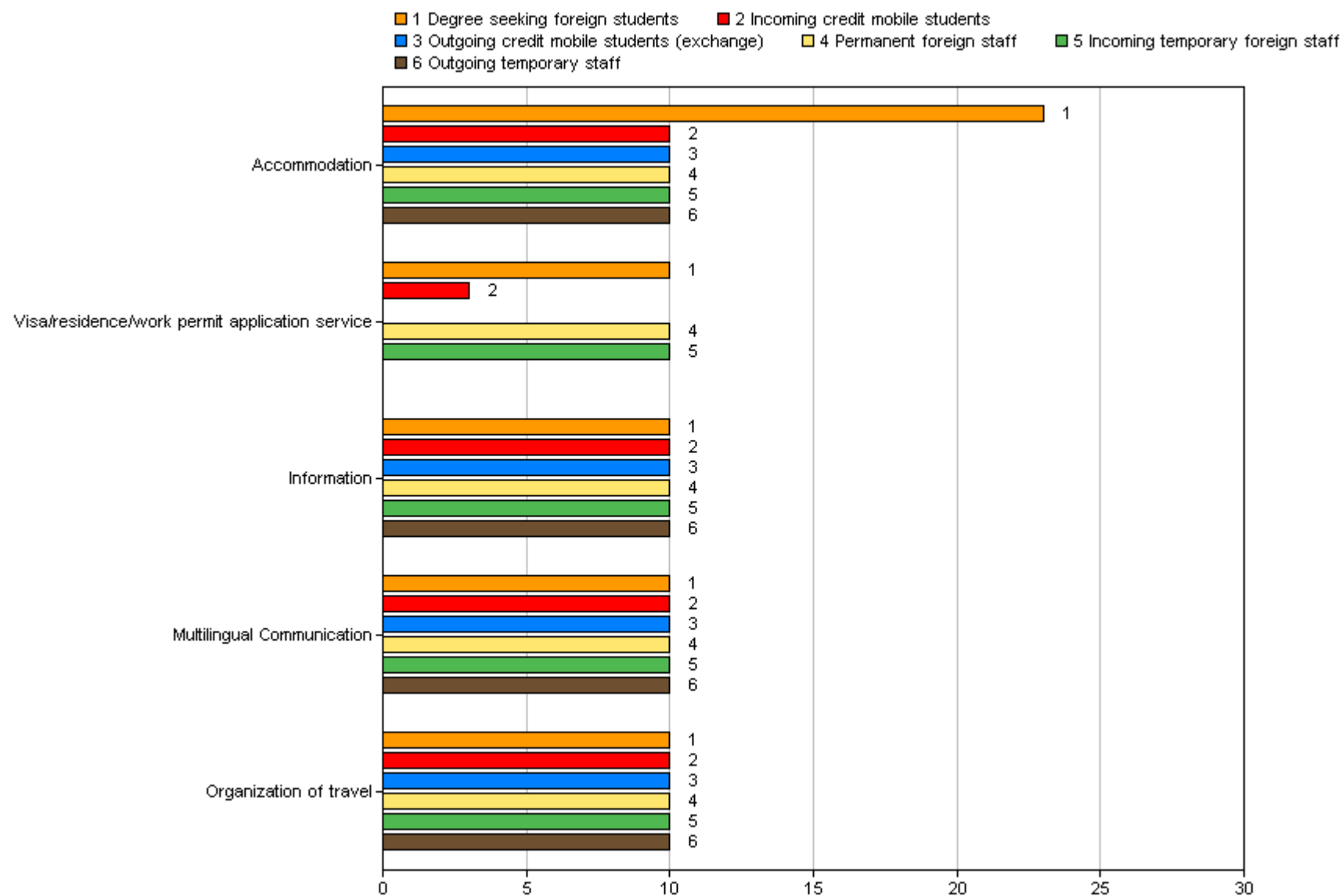


	Total Number	Number of staff involved	Number of students involved
Capacity building (development cooperation) projects	10	10	10
International consulting assignments	10	10	10
International conferences organized by the programme	10	10	10
Training programmes for staff of partner institutes abroad	10	10	10
Shared supervisions or co-tutelles	10	10	10

10. International research activities

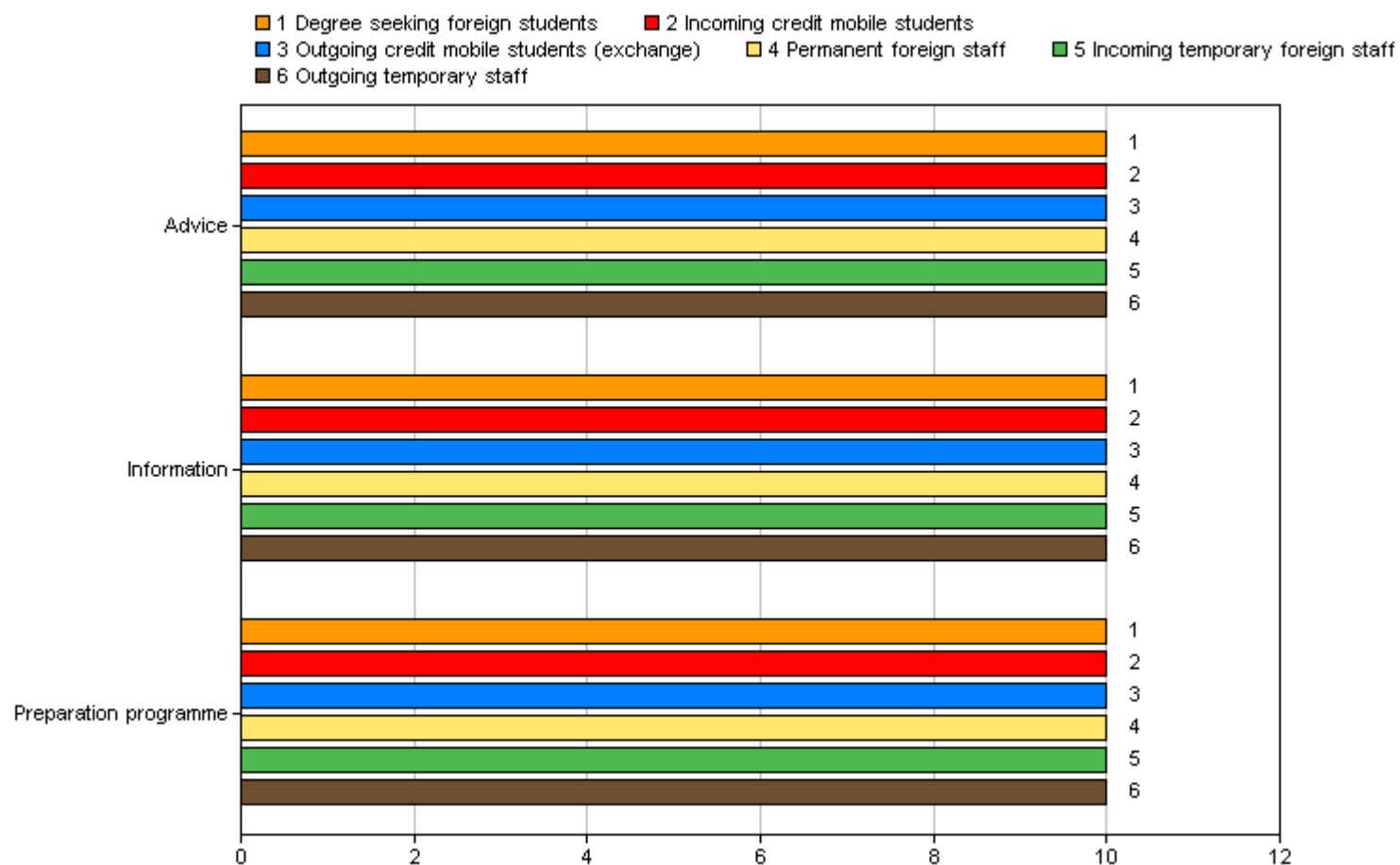
	Number	Percentage
research centres focus on an explicitly international research topic	10	0-25%
researchers with a foreign nationality	10	25-50%
researchers with a foreign higher education degree	10	50-75%
scientific (peer-reviewed) publications published in English or another foreign language	10	75-100%
professional publications published in English or another foreign language	10	50-75%
Patents filed outside the country	10	25-50%

11a. Number of persons using the practical services



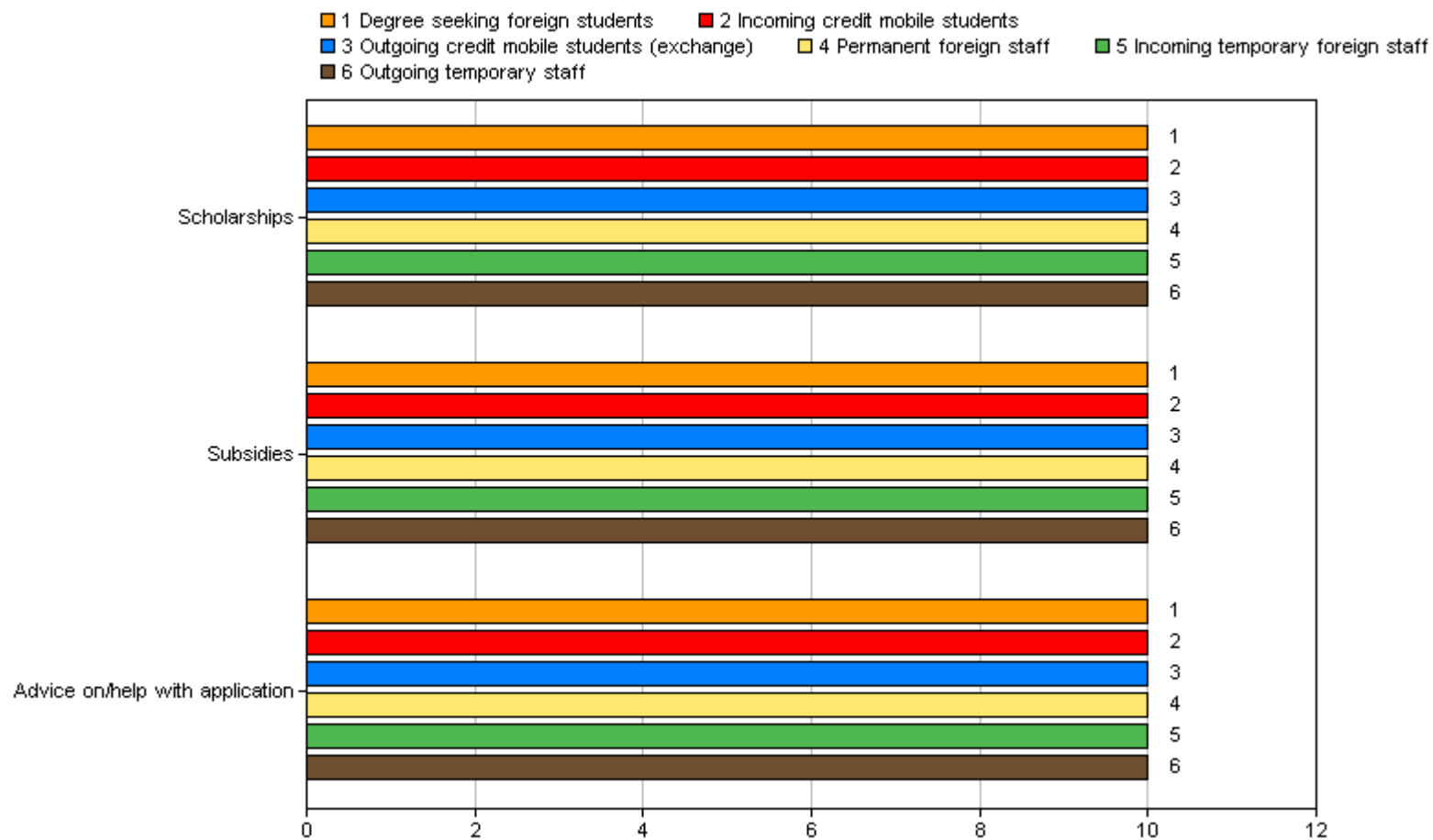
	Degree seeking foreign students	Incoming credit mobile students	Outgoing credit mobile students (exchange)	Permanent foreign staff	Incoming temporary foreign staff	Outgoing temporary staff	Total
<i>Practical</i>							
Accommodation	23	10	10	10	10	10	73
Visa/residence/ work permit application service	10	3		10	10		33
Information	10	10	10	10	10	10	60
Multilingual Communication	10	10	10	10	10	10	60
Organization of travel	10	10	10	10	10	10	60

11b. Number of persons using the academic services



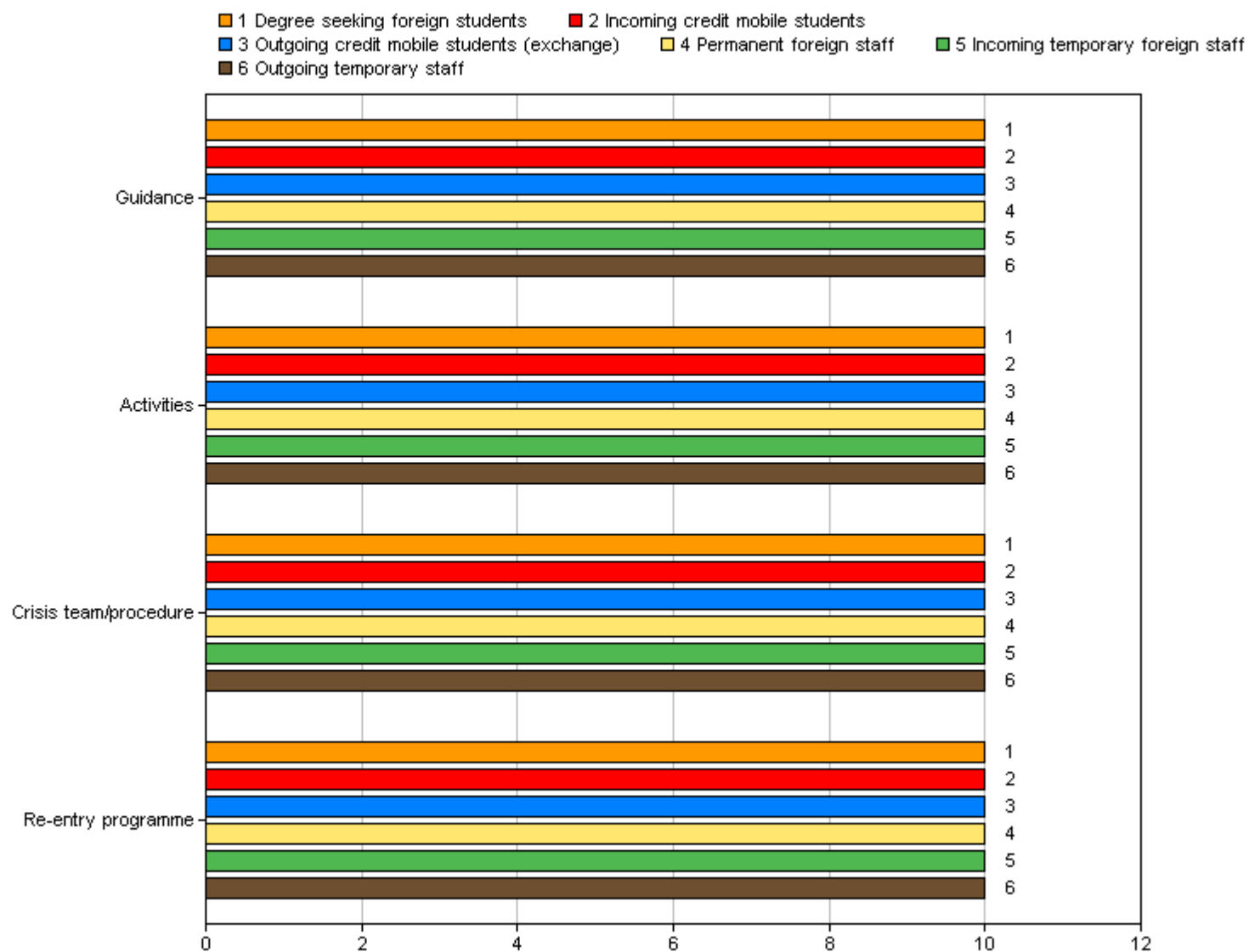
	Degree seeking foreign students	Incoming credit mobile students	Outgoing credit mobile students (exchange)	Permanent foreign staff	Incoming temporary foreign staff	Outgoing temporary staff	Total
<i>Academic</i>							
Advice	10	10	10	10	10	10	60
Information	10	10	10	10	10	10	60
Preparation programme	10	10	10	10	10	10	60

11c. Number of persons using the financial services



	Degree seeking foreign students	Incoming credit mobile students	Outgoing credit mobile students (exchange)	Permanent foreign staff	Incoming temporary foreign staff	Outgoing temporary staff	Total
<i>Financial</i>							
Scholarships	10	10	10	10	10	10	60
Subsidies	10	10	10	10	10	10	60
Advice on/help with application	10	10	10	10	10	10	60

11d. Number of persons using the social services



	Degree seeking foreign students	Incoming credit mobile students	Outgoing credit mobile students (exchange)	Permanent foreign staff	Incoming temporary foreign staff	Outgoing temporary staff	Total
<i>Social</i>							
Guidance	10	10	10	10	10	10	60
Activities	10	10	10	10	10	10	60
Crisis team/procedure	10	10	10	10	10	10	60
Re-entry programme	10	10	10	10	10	10	60

12. How many partner institutes does the unit have in each region of the world?

	Number of partner institutes
European Union	2
Europe outside EU	3
Africa	123
Asia	2
North America	3
South America	10
Pacific	2
Total	145

Definitions

Institution:	Full official name of university (of applied sciences) of which this programme is a part.
Name:	Of person filling out questionnaire.
Position:	Of person filling out questionnaire.
Reference date:	Date to which the data you will enter relate.
Goals:	Goals could be <ul style="list-style-type: none"> a. International and intercultural competencies for students b. Improving quality of education c. Continuity d. Service to the community e. Reputation enhancement f. Improving quality of research
Programme level:	Specifically for this programme.
Committee:	This could for instance be made up of a combination of the stakeholders mentioned in this question.
International and intercultural competencies for students	Examples of these competencies are <ul style="list-style-type: none"> a) Student is aware of both his own culture and the values attached to it as well as other cultures and the fact that they have other values. b) Student knows that intercultural topics are relevant when working in another culture. c) Students uses international sources of information to find solutions for any work related problems. d) A student shows compassion for different cultural backgrounds when working with colleagues or clients from other countries or cultures.
Continuity:	Continuity in the sense that internationalization is used to increase the budget of the programme and thereby guarantee continuity of the core activities.
Service to the community:	Both in community in the home country (e.g. contributing to solving multicultural issues) and abroad (e.g. Capacity building)
Reputation enhancement:	Increasing the reputation through international activities and partnerships.
Central level:	The clusters are available to the programme, but are (mainly) organised at a central level.

Operational plan:	Activity plan, year plan etc.
As planned:	Exactly as stated in the operational plan.
Policies:	To improve the operational plan for the next period.
Available:	Possibly with assistance from an external organization or another internal unit.
Always (availability of services):	For anybody at any time during working hours.
Practical	
Accommodation:	Student or staff housing.
Information (practical):	Practical information on accommodation, visa, travel, route description etc.
Multilingual communication:	In English or another foreign language spoken by the target group.
Academic	
Advice:	On which programme elements to study. How to apply etc.
Information (academic):	On the programme (elements), prerequisites, teaching style, degree etc.
Preparation programme:	To overcome deficits in any relevant subject in order to (better) meet the requirements.
Financial	
Scholarships:	Offered through the programme's offices not necessarily financed by the programme.
Subsidies:	Financial aid from national or international bodies used by the programme to support its international activities.
Advice on/help with application:	Application for a subsidy or a scholarship.
Social	
Guidance:	Counselling of students or staff with social difficulties like home sickness, culture shock, depression etc.
Crisis team/procedure:	Crisis being a serious threat to the health or even death of a foreign student or staff member or a national student/staff member abroad.
Re-entry programme:	Preparing of foreign staff and students for returning to and integrating in their home country.
Degree seeking foreign students:	Students who are registered in degree programmes with the intention of obtaining the degree.
Improvement of services:	As will be stated again in the next policy plan.
Incoming credit mobile students:	Foreign students who intend to study/ do research or a work placement for a limited period of time before returning to their home institute.
Incoming temporary foreign staff:	Exchange.
Networks:	Set group of partners and/or peers.
Outgoing credit mobile students:	Students who intend to study/ do research or a work placement abroad for a

	limited period of time before returning to their home institute.
Outgoing temporary staff:	Exchange.
Employees:	Academic and supportive staff.
Number of Degree seeking foreign students:	Including any Double Degree students.
Programme elements:	A programme element is a part of a programme for instance a module, course, subject etc.
Programme elements organized abroad:	Programme elements not being joint/double/multiple degree programmes.
Double or joint degree programmes:	This programme is set up in close cooperation between two or more partners. Successful conclusion of the programme leads to diploma's of both the home institute and the partner institute (s).
Number of European credits:	What is the maximum number of credits a student could obtain when participating in the programme?
Programme elements:	A programme
Percentage of outgoing students:	Calculated on the basis of total number of students in the programme from the earlier question.
Percentage of incoming students:	Calculated on the basis of total number of students in the programme from the earlier question.
International project:	Not being a graduation project.
Graduation project:	Not being research for any of the former categories.
Website:	Programme web pages.
School visits:	This means: visits to international schools in the Netherlands and abroad or to regular schools abroad
Language courses:	Course to study the language.
Members of staff:	Member of staff means all kinds of employees in an institution for higher education, i.e. educators, researchers, support staff, management etc.
Professors:	Staff member with teaching tasks.
Percentage:	Related to the total number of respectively a. research centres, b. researchers, c. researchers, d. scientific publications, e. professional publications, f. patents filed.
Research centres	Including Lectoraten/'knowledge circles' in Dutch UAS. Focussing on e.g. a specific region in the world, a specific international dimension or on issues like globalisation and regionalization.
Explanation of percentages:	a. Research centres on an explicitly international research topic as percentage of the total number of research centers in the programme b. Researchers with a foreign nationality as percentage of the total number of researchers in the programme c. Researchers with a foreign higher education degree as percentage of



the total number of researchers in the programme

d. Scientific (peer reviewed) publications in English or another foreign language as percentage of the total number of scientific publications in the programme

e. Professional publications published in English or another foreign language as percentage of the total number of professional publications in the programme

f. Patents filed outside the country as percentage of the total number of patents filed in the programme

European Union:	Including all Erasmus countries.
North America:	Including Canada, US and Mexico.
South America:	Including all countries between Guatemala and Argentina.