



# EHEA Ministerial Conference and Global Policy Forum

TIRANA, 29-30 MAY 2024

## EVALUATION REPORT



EHEA Ministerial Conference and Global Policy Forum Tirana, 29-30 May  
2024  
Evaluation report

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## ● EHEA Ministerial Conference and Global Policy Forum: A Historic Gathering in Tirana

The capital city of Albania, Tirana, proudly hosted the EHEA Ministerial Conference and Global Policy Forum from May 29-30, 2024, at the Palace of Congresses. This event marked a significant milestone as it was the first time such a forum was held in a Western Balkan country.

The conference brought together **70 delegations from across the globe, including representatives from 47 member countries of the European Higher Education Area (EHEA), 9 consultative members, 4 partner organizations, and delegates from 10 non-EHEA countries and organizations.** European authorities and higher education experts engaged in intensive discussions, focusing on shaping the future of higher education and scientific research.

Key attendees included Albania's Prime Minister, Edi Rama, Minister of Education and Sports, Ogerta Manastirliu, and Federica Mogherini, President of the College of Europe and former High Representative for Foreign Affairs and Security Policy/Vice-President of the European Commission, 10 EHEA Ministers, 9 Deputy Ministers, 4 State Secretary, 2 Secretary General, 9 Director General, 10 other high level officials, Presidents of the Consultative Members, 44 students representatives and partners, among others.

The conference reaffirmed essential values of education such as academic freedom, institutional autonomy, and quality assurance in higher education. Over two days, plenary sessions and three parallel panels addressed innovation, internationalization, quality, and the social dimensions of higher education. Discussions covered the implementation of Bologna Process Key Commitments, promoting international collaborations, and ensuring the quality of higher education.

### Day 1: May 29, 2024

The discussions centered on:

- Good practices and challenges in implementing Bologna Process commitments.
- Promoting international collaborations and mobility within the EHEA.
- Developing digital and green skills for the European workforce, with a focus on Albania's role and the application of Artificial Intelligence in research and education.
- Implementing principles of the social dimension of higher education in the EHEA.

The evening concluded with a Cocktail at the former King's Palace, showcasing traditional

Albanian folk music, dance, and folk costumes.

## Day 2: May 30, 2024

The Global Policy Forum featured:

- Discussions on the Berlin Process as a model of regional cooperation in implementing the Bologna Process.
- Challenges in recognizing academic qualifications, particularly in the context of the Lisbon Recognition Convention.
- Using mobility and internationalization to build bridges between macro-regions.
- Ensuring the quality of higher education from a global perspective.

The conference concluded with the unanimous adoption of the Tirana Communiqué, setting the stage for future developments in the EHEA. It also marked the end of Albania's four-year tenure of the BFUG Secretariat, the longest in BFUG history. Leadership and coordination for the 2027 Ministerial Conference were handed over to Moldova and Romania.

A joint press conference was held by Minister Ogerta Manastirliu, Moldova's Minister of Education and Scientific Research, Dan Perciun, and Romania's Minister of Education, Ligia Deca, highlighting the work done by the BFUG Secretariat and future priorities in higher education, internationalization, mobility, and the social dimension.

For more information on the Tirana Ministerial Events, visit the official website at [EHEA 2024 Tirana](#).

## • Evaluation Form and Methodology

Following the event, the BFUG Secretariat carried out a survey meant to assess the Tirana Ministerial Conference and Global Policy Forum.

The evaluation form found below was circulated electronically to all the participants registered for the events in Tirana.

## [Evaluation of the Tirana 2024 EHEA Ministerial Conference and Global Policy Forum](#)

The participants were given 14 days to complete the form. Moreover, the evaluation form was designed to assess *event sessions* and *administrative aspects* regarding the organisation of the Tirana Ministerial Conference and the Global Policy Forum.

A standard five-level Likert scale – ranging from 1 to 5, where **1** represents “poor,” **2** is “fair,” **3** is “good,” **4** is “very good,” and **5** as “excellent” - was used to assess the satisfaction rate of various aspects regarding the two events.

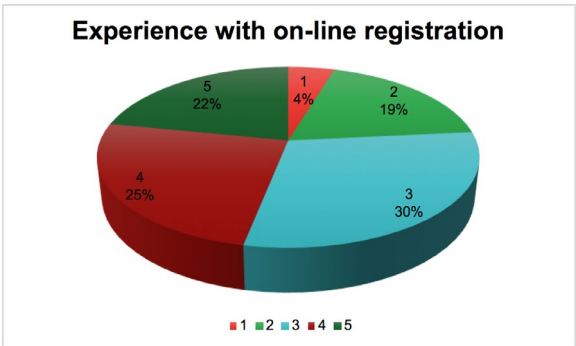
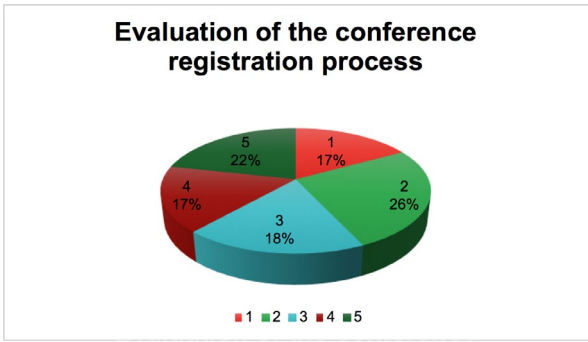
The survey also provided open-ended questions, giving the opportunity for respondents to share their views.

● **Evaluation Results**

The BFUG Secretariat received a total of **65 evaluation forms** over the 14-day period from the participants of the Tirana events. The **overall response rate was 23.2%** (65 responses out of 280 participants). Below you can find the summary of the responses.

○ **Registration Process**

The surveyed participants rated their overall satisfaction with the EHEA Ministerial **registration process** as follows: 22% found it "excellent," 17% "very good," 18% "good," 26% "fair," and 17% "poor." For their experience with the online registration form, 22% rated it "excellent," 25% "very good," 30% "good," 19% "fair," and only 4% "poor."

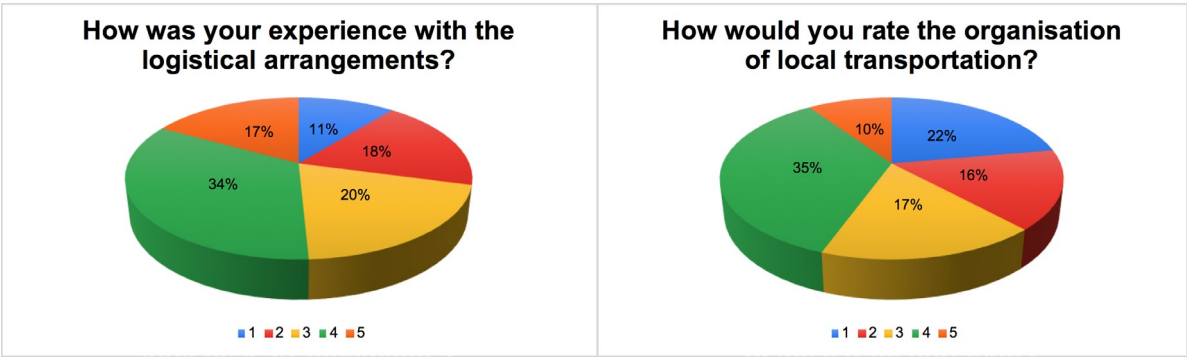


Overall, a combined 57% of participants rated their overall satisfaction with the EHEA Ministerial registration process as "good" or better. The online registration form received particularly positive feedback, with 77% of participants rating their experience as "good" or better. Only 4% of participants rated their experience with the online registration form as "poor," showcasing the effectiveness and user-friendliness of the online system.

○ **Logistics**

The surveyed participants evaluated their overall experience with the **logistical arrangements at the venues** (obtaining conference badges and passing security checks) as

follows: 17% rated it as "excellent," 34% as "very good," 20% as "good," 18% as "fair," and 11% considered the logistics "poor."



10% of surveyed participants rated their experience with the **organisation of local transportation** as “excellent”, 35% as “very good”, 17% as “good”, 16% as “fair” and 10% as “poor.”

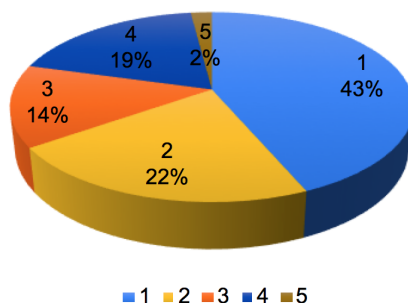
Overall, a significant majority of participants rated their overall experience with the logistical arrangements at the venues positively. Specifically, 71% of participants rated the logistics as "good" or better. The organization of local transportation received favorable feedback, with 62% of participants rating their experience as "good" or better.

○ Refreshments, Meals & Cultural Programme

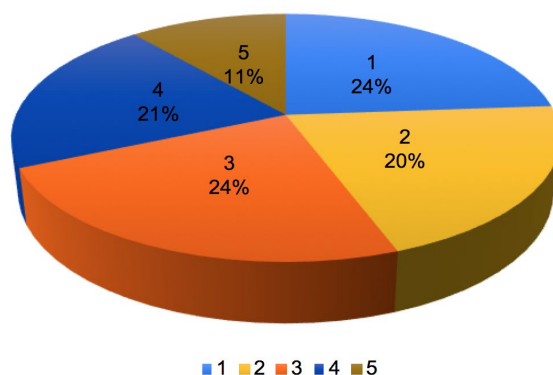
The surveyed participants rated the **quality of refreshments and meals** provided during the Conference at the Palace of Congresses as follows: 2% rated it as "excellent," 19% as "very good," 14% as "good," 22% as "fair," and 43% as "poor."

Regarding the **cultural programme**, 11% rated it as "excellent," 21% as "very good," 24% as "good," 20% as "fair," and 24% as "poor."

### Quality of refreshment and meals provided



### Quality of the cultural programme



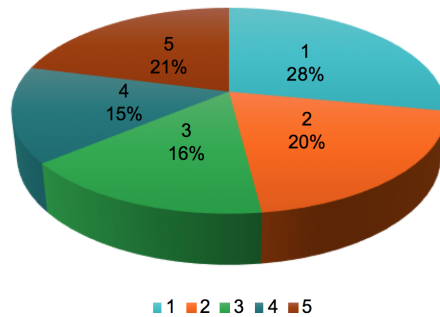
In general, despite some lower ratings, there is a noteworthy positive response to the quality of refreshments and meals provided during the conference. Specifically, 35% of participants rated the quality as "good" or better. The cultural programme received favorable ratings from a majority of participants, with 56% evaluating it as "good" or better.

#### ○ Provision of Information by the BFUG Secretariat

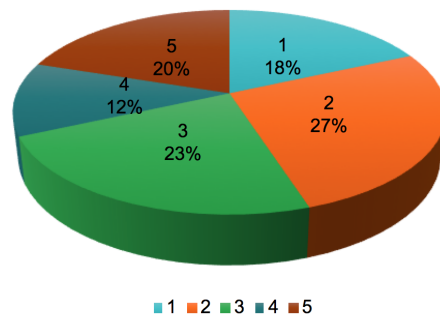
The surveyed participants rated the **provision of information on the event by the BFUG Secretariat** as follows: 21% found it "excellent," 15% "very good," 16% "good," 20% "fair," and 28% "poor."

Participants evaluated the **usefulness of the information provided on the Conference and GPF website** as follows: 20% rated it "excellent," 12% "very good," 23% "good," 27% "fair," and 18% "poor."

### Provision of information on the Conference by the BFUG Secretariat



### Usefulness of information provided on the Conference and GPF website



In summary, a combined 52% of participants rated the provision of information by the BFUG Secretariat as "good" or better. The usefulness of the information provided on the Conference and GPF website received positive feedback from 55% of participants.

#### ○ Overall Technical Support

Participants evaluated the **accessibility of the conference meeting rooms** (for plenary and parallel sessions) as follows: 20% rated it as "excellent," 28% as "very good," 23% as "good," 23% as "fair," and 6% as "poor."

Participants rated **the seating arrangement** as follows: 18% considered it "excellent," 26% "very good," 28% "good," 18% "fair," and 9% "poor."

Participants assessed the **ease-of-use of the audio-conferencing equipment** in the main conference room (including headphones, microphones, and tablets) as follows: 16% found it "excellent," 36% "very good," 24% "good," 14% "fair," and 10% "poor."

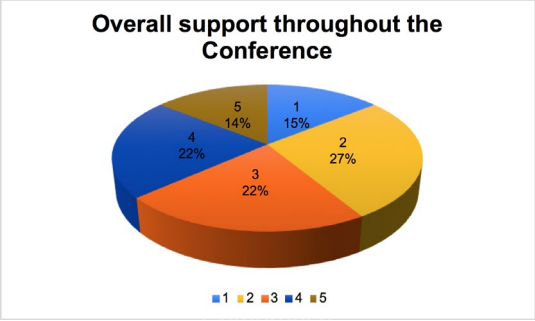
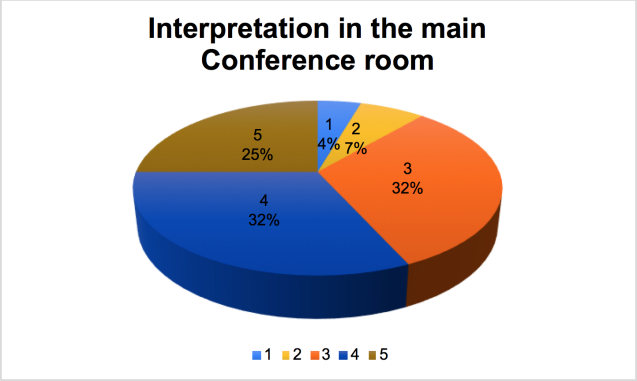
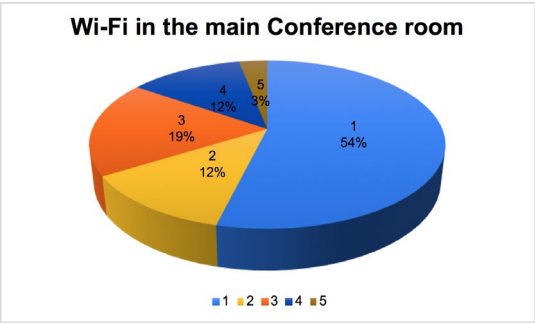
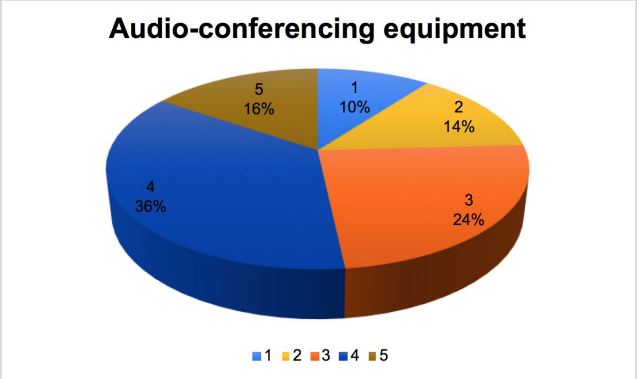
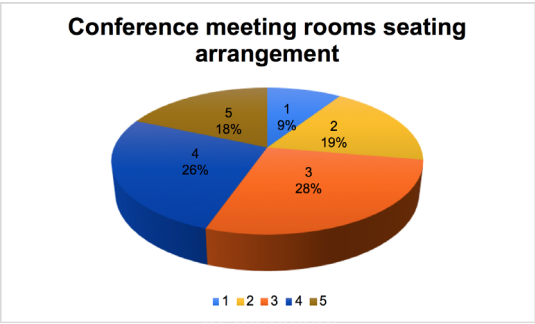
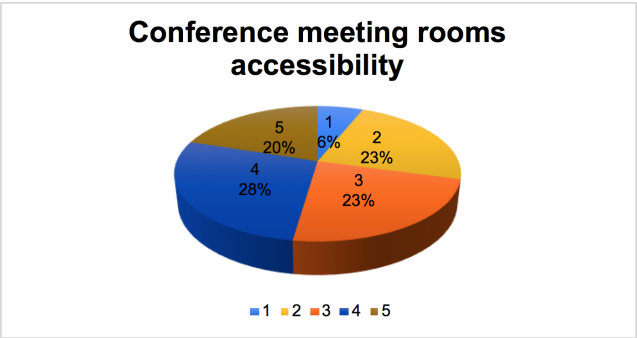
Participants scored the **WiFi in the conference room** as follows: 3% rated it "excellent," 12%



"very good," 18% "good," 12% "fair," and 54% "poor."

Participants evaluated the quality of **interpretation** as follows: 25% considered it "excellent," 32% "very good," another 32% "good," 7% "fair," and 5% "poor."

**Overall support** throughout the Conference was rated by participants as follows: 14% rated it "excellent," 22% "very good," another 22% "good," 27% "fair," and 14% "poor."

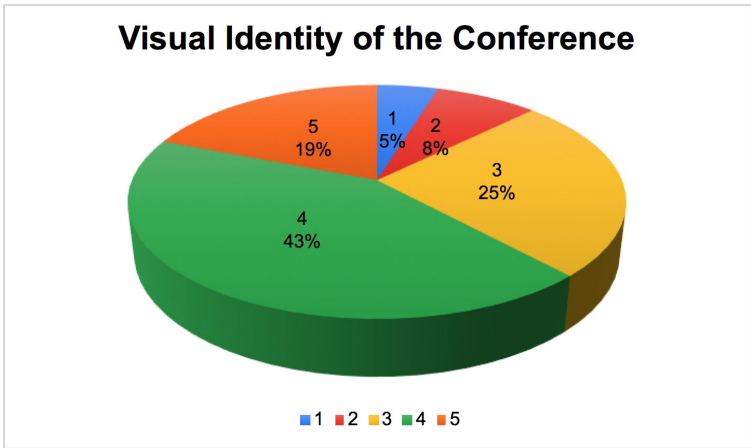


To summarize, a substantial 71% of participants rated the accessibility of the conference meeting rooms for plenary and parallel sessions as "good" or better. More than 70% of attendees appreciated the seating arrangements, with 18% rating them as "excellent," 26% as "very good," and 28% as "good. The ease-of-use of the audio-conferencing equipment was well-received, with over three-quarters of participants (76%) rating it positively. The

quality of interpretation was highly praised, with nearly 90% of participants rating it from "good" to "excellent." Although WiFi in the conference room received lower ratings, the overall support provided throughout the conference received positive feedback, with nearly 60% of participants rating it as "good" or better.

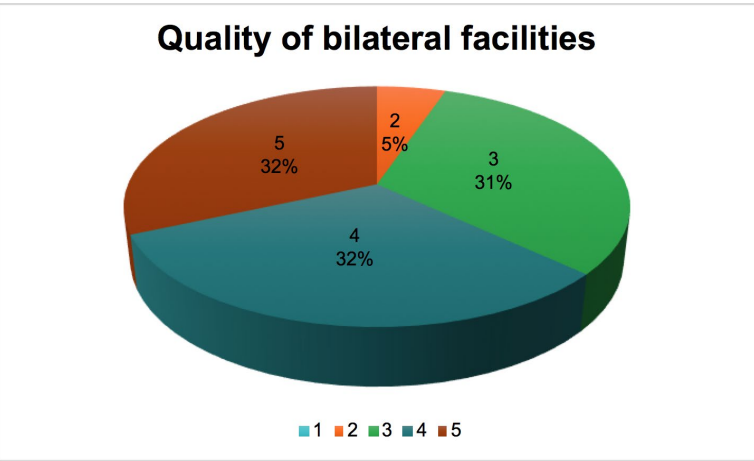
○ Conference Identity

The surveyed participants provided feedback on the **Visual Identity of the Conference**, which included elements such as the logo, posters, banners, website, video clips, and conference documents. A significant 62% of participants rated the Visual Identity of the Conference as "very good" or "excellent." Specifically, 19% rated it as "excellent" and 43% as "very good" which indicates a strong appreciation for the design and visual elements associated with the conference. Another 25% of participants rated the visual identity as "good", and a smaller portion of participants provided lower ratings, with 8% rating it as "fair" and only 5% as "poor".



○ Bilateral Facilities

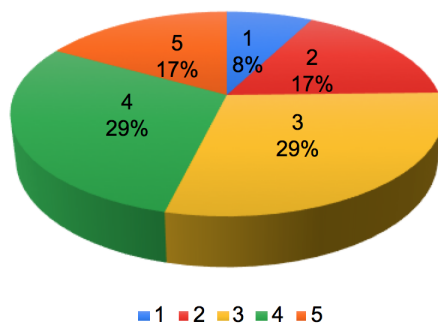
There were in total 33 bilateral meetings during the days of the 2024 Tirana Ministerial Conference and Global Policy Forum. The respondents were asked whether they used the **bilateral facilities** and to evaluate the **quality of the facilities**. The results show that of the 28% of participants who used the facilities, a significant 96% rated the facilities positively, with 32% rating the quality as "excellent" , 32% as "very good", and 32% as "good" which reflects a strong satisfaction with the quality of the facilities among the users. Only 5% of the users rated the facilities as "fair" and there were no ratings for "poor".



○ **EHEA Ministerial Programme and Content**

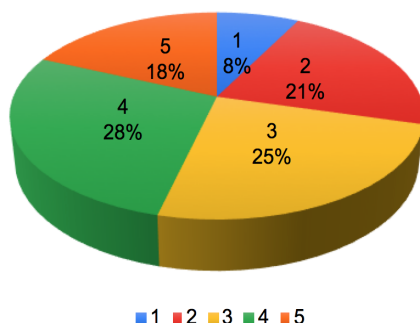
A significant 75% of participants rated the **content of the EHEA Ministerial conference programme** as "good" or better. Specifically, 17% rated it as "excellent", 29% as "very good", and 29% as "good". This indicates that the majority of participants found the programme content to have succeeded in delivering valuable and engaging material. A smaller portion of participants provided lower ratings, with 17% rating the content as "fair" and 8% as "poor".

### Content of the EHEA Ministerial Conference programme



The participants provided feedback on the **plenary sessions of the EHEA Ministerial Conference**. 71% of participants rated the plenary sessions as "good" or better which indicates that the majority of participants found the plenary sessions to be informative and engaging. Specifically, 18% rated them as "excellent", 28% as "very good", and 25% as "good". A smaller portion of participants provided lower ratings, with 21% rating the plenary sessions as "fair" and 8% as "poor" suggesting that there are specific areas within the plenary sessions that could have better met participant expectations.

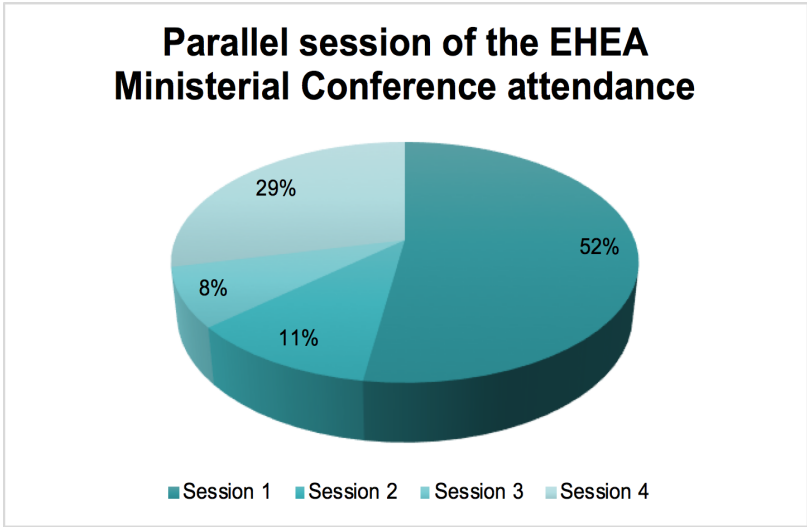
### Plenary sessions of the EHEA Ministerial Conference



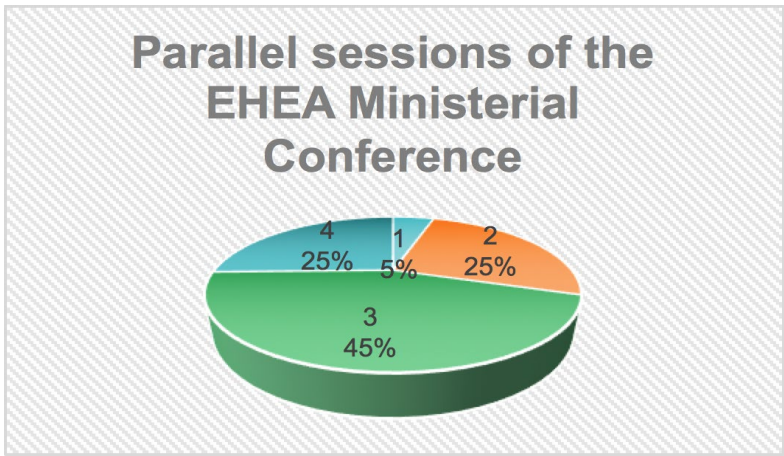
The distribution of **attendance for the parallel sessions of the EHEA Ministerial Conference** shows that Session 1<sup>1</sup> was the most popular, with 52% of participants attending. Session 4 also saw a good turnout with 29% attendance. Sessions 2 and 3 were less attended, with 11%

<sup>1</sup>Session I: Good Practices and Challenges to Implementation of the Bologna Process Key Commitments.; Session II: Encouraging Transnational Cooperation and Tools to Foster EHEA Mobility; Session III: Digital and Green Skills for the European Workforce: The Role of HE in Preparing for Future/ New Professions, Including the Responsible Use of AI in Research and Education; Session IV: Good Practices and Challenges to Implementation of the Principles on the Social Dimension of Higher Education in the EHEA

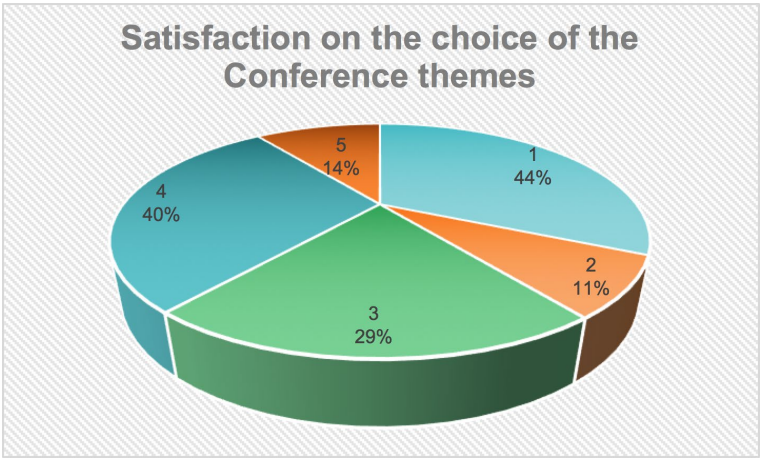
and 8% of participants respectively.



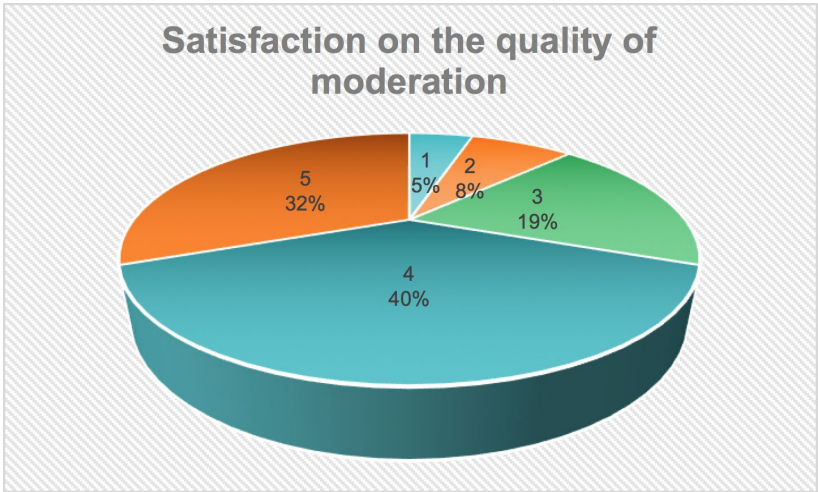
The overall reception of the parallel sessions was highly positive. Respondents **rated the parallel sessions of the EHEA Ministerial Conference** as follows: 25% rated them "excellent", 44% rated them "very good", 25% rated them "good", and 5% rated them "fair". No respondents rated the sessions as "poor." The high ratings, with 94% of respondents rating the parallel sessions as "good" or better, indicate strong satisfaction with the quality of these sessions.



Respondents expressed their satisfaction with the choice of **themes for the parallel sessions** at the EHEA Ministerial Conference as follows: 14% rated it "excellent", 40% rated it "very good", 29% rated it "good", 11% rated it "fair" and 44% rated it "poor". Thus, while 54% of respondents rated the themes as "good" or better, a significant portion (44%) rated them as "poor," which suggests that while many participants were satisfied with the session themes, there is a notable portion that found them lacking.

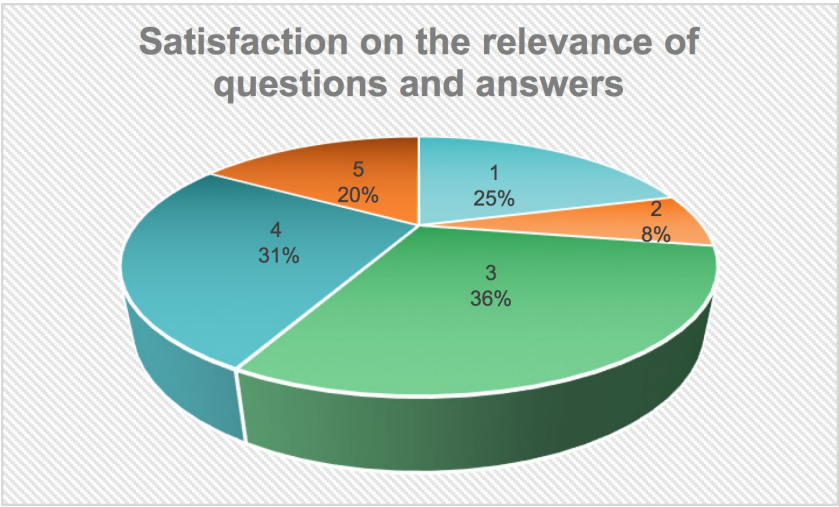


Respondents expressed their satisfaction with the **quality of moderation for the parallel sessions** of the EHEA Ministerial Conference as follows: 32% rated it "excellent", 40% rated it "very good", 19% rated it "good", 8% rated it "fair", and 5% rated it "poor". The high ratings, with 91% of respondents rating the quality of moderation as "good" or better, indicate strong satisfaction with the moderation of the sessions. Overall, the feedback reflects positively on the moderators and their ability to effectively facilitate the sessions.

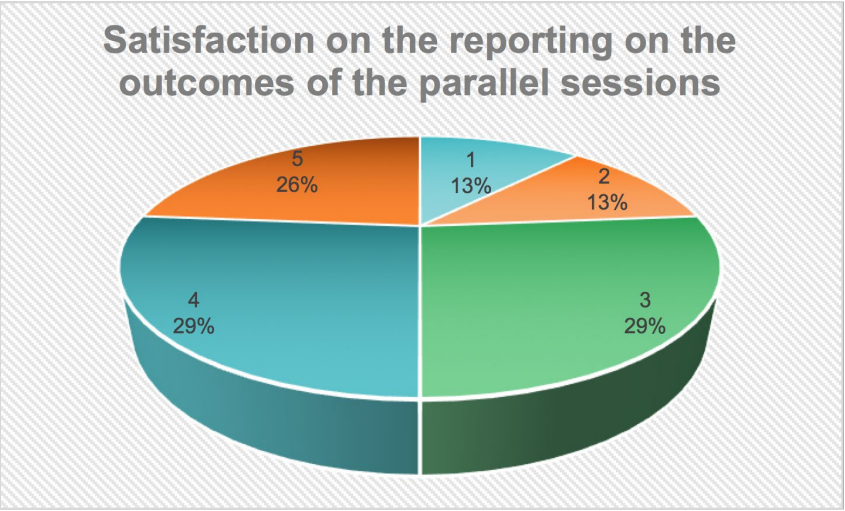


Respondents expressed their satisfaction with the **relevance of the questions and answers during the parallel sessions** of the EHEA Ministerial Conference as follows: 20% rated it "excellent", 31% rated it "very good", 36% rated it "good", 8% rated it "fair", and 25% rated it "poor". While a majority of respondents (87%) rated the relevance of the questions and answers as "good" or better, 25% rated it as "poor," which indicates that although many participants found the questions and answers relevant and helpful, a significant portion felt that there was room for improvement.

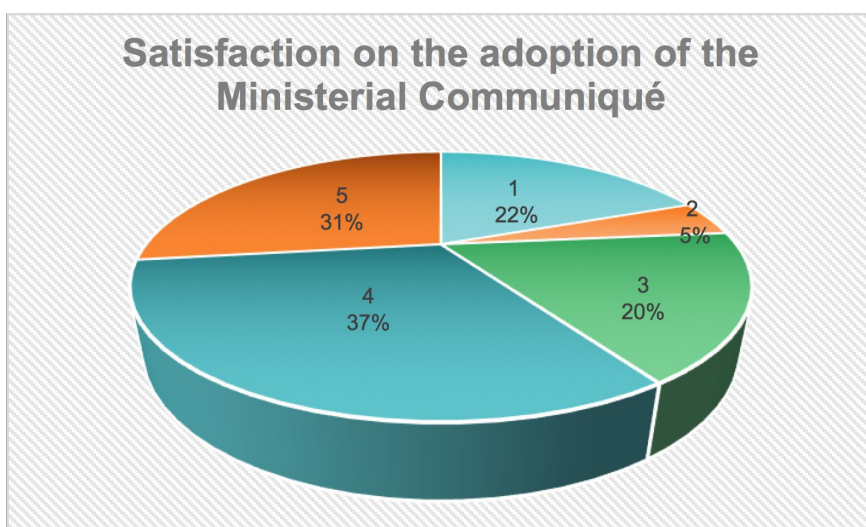




A majority of respondents (84%) rated the reporting on the outcomes of the parallel sessions as "good" or better, indicating a high level of satisfaction with the quality and clarity of the reporting. Specifically, respondents expressed their **satisfaction with the reporting on the outcomes of the parallel sessions** during the EHEA Ministerial Conference as follows: 26% rated it "excellent" , 29% rated it "very good" , 29% rated it "good" , 13% rated it "fair" , and 13% rated it "poor".



A majority of respondents (88%) rated the adoption of the Ministerial Communiqué as "good" or better, indicating a strong level of satisfaction with this aspect of the conference. Respondents expressed their satisfaction with the **adoption of the Ministerial Communiqué** during the sessions of the EHEA Ministerial Conference as follows: 31% rated it "excellent" , 37% rated it "very good" , 20% rated it "good" , 5% rated it "fair" , and 22% rated it "poor".



## ○ The Global Policy Forum

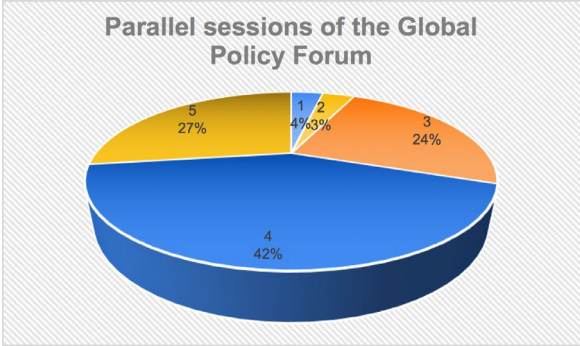
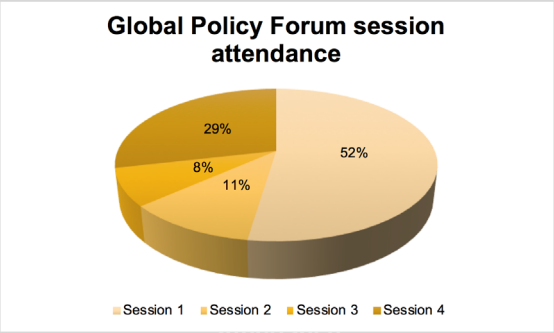
Respondents were asked which **parallel session of the Global Policy Forum** they attended, and the results indicate that Session 1<sup>2</sup> of the Global Policy Forum was the most attended, with 52% of respondents participating. Session 4 also had a significant turnout, attracting 29% of attendees. In contrast, Session 2 and Session 3 were less popular, with 11% and 8% attendance, respectively. This suggests that Session 1 was particularly relevant for the majority of participants, while Sessions 2 and 3 were less so. To achieve a more balanced distribution in future forums, it may be useful to analyze what made Session 1 so attractive and incorporate those elements into the other sessions.

The **parallel sessions of the Global Policy Forum** were rated by respondents as follows: 27% rated them "excellent", 42% as "very good", 24% as "good", 3% as "fair", and 3% as "poor". 93% of respondents rated them "good" or better, which suggests that the content and delivery of the sessions were well-received by the majority of participants.

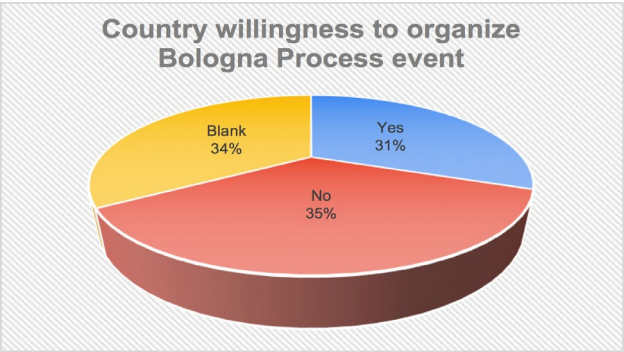
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<sup>2</sup>Session 1: The Berlin Process as One of the Good Practice Examples of Regional Cooperation in Implementing the Bologna Process; Session 2: Opportunities and Challenges for Recognition of Academic Qualifications: The Lisbon Recognition Convention in the Context of the Global Convention and Other Regional Conventions on Recognition; Session 3: Mobility and Internationalization as Instruments to Build Bridges Among Macro Regions; Session 4: Quality Assurance of Higher Education: Global Perspectives and Strategies





Based on the responses to whether their **country or organization would be willing to organize an event under the Bologna Process/Global Forum umbrella**, the results are as follows: 31% of respondents answered "Yes," 35% answered "No," and 34% left the question blank. This distribution indicates a nearly equal split between those willing and those not willing to organize such an event, with a significant portion of respondents undecided or not providing an answer. The substantial number of blank responses suggests uncertainty or a need for more information and encouragement to increase willingness among participants to take on organizational roles for future events.



The evaluation results from the Tirana events provide valuable insights into the successes and areas for improvement across various aspects of the conference.

- **Summary of Results and Conclusions**

The feedback on the Ministerial Conference in Tirana was mostly positive, highlighting several key achievements while also identifying areas for improvement.

The online registration process was a significant success, with 77% of participants rating it as "good" or better. This indicates that the system was effective and user-friendly, facilitating a smooth registration experience for attendees. Similarly, a substantial majority (71%) rated the overall logistics at the venues positively, suggesting that the processes for obtaining conference badges and passing security checks were well-organized and efficient.

Technical support aspects also received high praise, with 76% of participants rating the ease-of-use of audio-conferencing equipment positively and nearly 90% approving the quality of interpretation. This reflects well on the technical arrangements and the quality of support provided. Among the users of the bilateral facilities, a remarkable 96% rated them positively, showing high satisfaction with the quality and availability of these resources.

The content of the EHEA Ministerial conference programme was rated positively by 75% of participants, demonstrating that the material presented was valuable and engaging to most attendees. The visual identity of the conference was appreciated by 62% of participants who rated it as "very good" or "excellent," indicating strong approval of the design and branding elements. Additionally, the cultural programme was satisfactory, with 56% of participants rating it as "good" or better, highlighting its ability to satisfy a majority of the attendees.

However, there were disparities worth noting in the responses. While 52% of participants rated the provision of information by the BFUG Secretariat as "good" or better, 28% rated it as "poor." Similarly, 54% of respondents rated the themes of the parallel sessions as "good" or better, while 44% rated them as "poor." This indicates a significant disparity in perceptions regarding the provision of information and the session themes.

The most significant area for improvement identified was the quality of refreshments and meals, with 35% of participants rating them as "good" or better, while 43% rated them as "poor." Additionally, WiFi access in the conference room was an area of concern, receiving low ratings from 54% of participants. Enhancing both catering services and internet connectivity should be prioritized for future events to better meet participant expectations and improve overall satisfaction.

In conclusion, the Ministerial Conference in Tirana was well-received, with many aspects being positively highlighted by participants. The adoption of the Ministerial Communiqué was a particular success, with 88% rating it as "good" or better. By addressing the identified areas for improvement, such as catering services and Wi-Fi access, and building on the successes, future conferences can aim to provide a well-rounded experience for all participants.

## ● ANNEX I

Surveyed respondents were asked what they would like to see for the planning of future Ministerial Conferences. Their answers revealed several concerns regarding the organization of the Ministerial in Tirana. The questions and responses to be considered for future organization of the Ministerial Conference are listed as follows:

*For the planning of future Ministerial Conferences, I/we would like to see:*

- State-of -the-art organization
- Better circulation of information ahead of the Conference
- A livelier discussion between stakeholders, not so much scripted
- More student involvement and presence during the conference, better flow of information before the conference, ideally more info much sooner, and real influence over program content
- Actually, value the student representatives present, and talk about student issues more.
- More workshops sharing experiences of different countries.
- Earlier information
- More ministers attending, more BFUG ownership, better preparation
- Agenda and information available much earlier.
- Proper dialogue and interaction with the BFUG on the content of the programme, as well as proper and well-functioning logistics.
- Earlier info about the event, more attention to input
- A room with AC, a working WIFI, enough food, enough vegetarian food, break out rooms with interesting topics for the next cycle,
- Better and earlier information about the cultural programme to be able to decide whether to attend, book flights etc.
- A better organized and more efficient Ministerial Conference and a broader reaching Global Policy Forum.
- More international partner; a better provision of organization; innovative way to animate break out and report to plenary
- A better integration of students at all levels, meaning an obligation to have at least a student representative within each delegation.