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**FM 009: ARAC Form for Evaluation Team Performance Review and**

**ARAC Decision Making Process**

**by the Evaluated Accreditation Body**

Evaluated Accreditation Body: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluation Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and Signature of authorized ARAC representative:

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Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Performance of the ARAC Evaluation Team**

Please provide your comments on the performance of the ARAC evaluation team which conducted the evaluation of your accreditation body/regional cooperation. We would welcome your comments about the team leader, any team members, or the team in general.

1. Was your accreditation body adequately briefed before the visit on the evaluation team’s preparation needs (supply of documents, arrangements for visit schedule; written agenda)?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did the team conduct the evaluation in a comprehensive and objective manner?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did the team conduct the evaluation in an open minded manner?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did the team address all your concerns?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Were the questions and comments from the team clearly communicated in Arabic and/or English?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Were findings conveyed in an appropriate manner?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Was the exit meeting/de-briefings conducted effectively with appropriate opportunities for comments on the team’s findings?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Was the report on the evaluation, in your view, accurately and clearly presented, and in a timely manner?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Was the decision making process followed by ARAC in timely manner and well justified?

□Satisfactory

□Partially satisfactory

□Unsatisfactory

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are there any other aspects of the evaluation on which you would wish to comment?

Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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We hope that your experience with the ARAC evaluation team was positive but if there are any issues of concern raised by you, these will be considered by ARAC MLA Committee to ensure any necessary improvements are made to our evaluation processes.

Thank you for your cooperation.