4EU+QUALITY
The QM system of 4EU+
Swantje Schirmer (Alliance Referee for Quality Management)

4EU+ Education Days, 20 – 21st June, Warsaw University
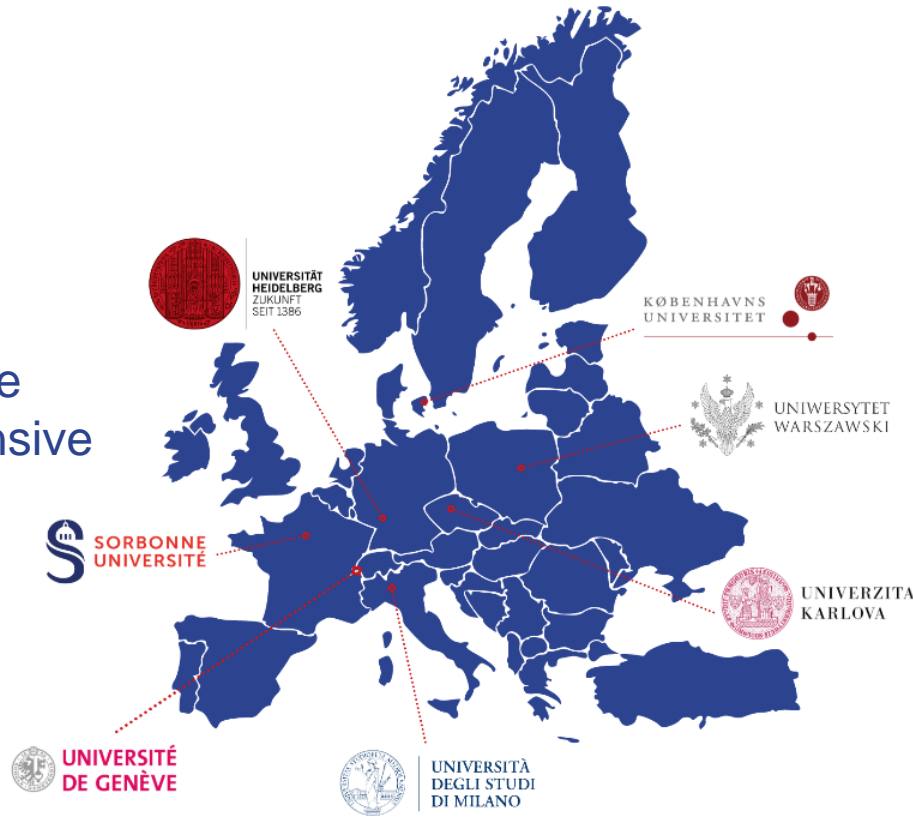
Preliminary Agenda

Time	Education Days	Speaker/Host
11:30-11:40	Welcome & Introduction	Swantje
11:40-12:10	Introduction to 4EU+QUALITY	Swantje
12:10-12:25	Implementation of 4EU+QUALITY at Warsaw University	Paulina/Michal
12:25-12:40	Implementation of 4EU+QUALITY in Heidelberg University	Swantje
12:40-13:00	Coffee Break	Swantje
13:00-13:15	Synergies between quality management & higher education didactics	
13:15-13:45	Discussion / Exchange / Group Work on Potential Synergies	Swantje
13:45-14:00	Securing the Results & Wrap-Up	Swantje

4eu+ QUALITY

THE BASICS

1 Alliance
7 partners
building
1 One
Comprehensive
Research-intensive
European
University

over 300,000
students & PhD candidates

nearly 60,000
academic & administrative staff

legal entity:
4EU+ Association

HQs in Heidelberg, Germany

own governance & **local offices** at 7 member universities

18 Associated Partners

UNIVERSITÄT HEIDELBERG ZUKUNFT SEIT 1386

KØBENHAVNS UNIVERSITET

UNIWERSYTET WARSZAWSKI

SORBONNE UNIVERSITÉ

UNIVERZITA KARLOVA

UNIVERSITÉ DE GENÈVE

UNIVERSITÀ DEGLI STUDI DI MILANO

Quality management on Alliance-level
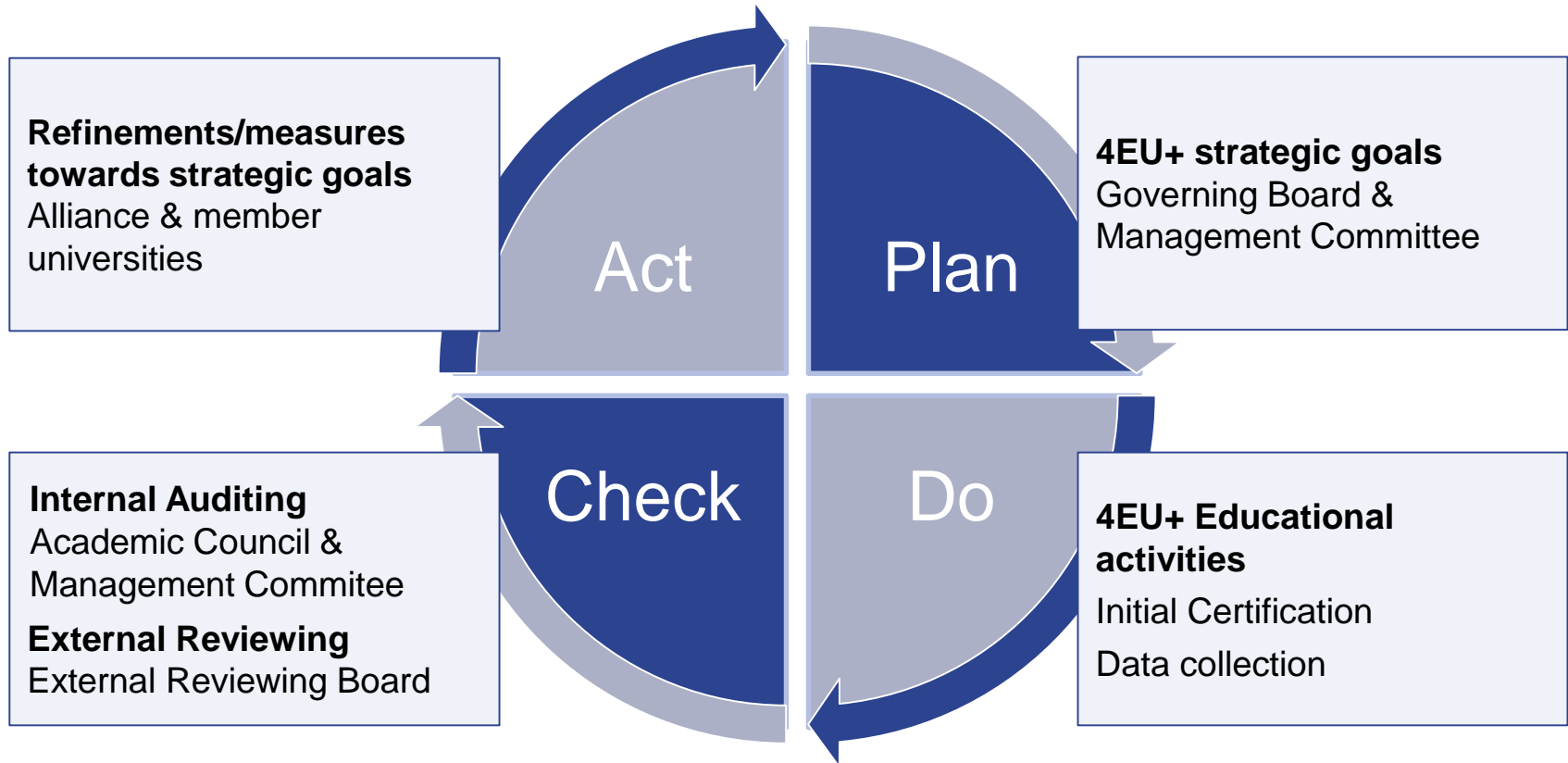
What?

- Quality assurance of minimum standards

- Quality enhancement according to quality goals

  ➢ Conceptual Framework: **4EU+QUALITY**

The basics of 4EU+QUALITY

- Mutual agreement on quality assurance by Rectors

    - Mutual trust in existing QM systems of the members

    - Building on member universities' quality assurance

- EUP1 Deliverable 6.2 adopted by MC

- Coordinated and supported by Alliance Referee for QM

Benefits and added value

- Educational offers as a European experience

- Lean QM: time & resource efficiency

- 1CORE: Contributions to other deliverables

- Strategic decision-making

- **Autonomy for a European University Alliance**

Refinements/measures towards strategic goals
Alliance & member universities

4EU+ strategic goals
Governing Board & Management Committee

Internal Auditing
Academic Council & Management Commitee

External Reviewing
External Reviewing Board

4EU+ Educational activities
Initial Certification
Data collection

Act

Plan

Check

Do

Components of 4EU+QUALITY

- Initial **certification**

- Internal **auditing**

  - Data collection: surveys & key performance indicators (KPIs)

  - Reporting, evaluation & monitoring

- External **reviewing** of **4EU+QUALITY**

- **Advancement** of quality management system

Initial certification and accreditation of educational activities

- **Goal**: minimum standard

- **Single educational activities**

  - All joint & shared courses

  - Syllabus/Course description in student portal

- **Joint programmes**

  - Cooperation agreement incl. committee for QA & QE

  - Self-description according to European Approach

Cornerstones of auditing & reviewing

	Internal Auditing	**External Reviewing**
Aim Evaluation & monitoring…	… of 4EU+ Educational Activities	… of 4EU+QUALITY
Bodies	**Academic Council** (Auditing Board) - **internal** critical friends - gives recommendations **Management Committee** takes decisions	**External Reviewing Board** - **external** critical friends - gives recommendations on system/alliance level
Supporting Structures	QM group & local QM staff Alliance Referee for Quality Management (ARQM)	

Internal auditing & external reviewing: Core Principles

- Quality criteria as minimum standards

- European Standards & Guidelines

- Quality goals following Alliance's vision

- Data-driven

- Dialogue and self-critique

- Stakeholders involvement

- Mutual trust

Quality criteria & evaluation instruments

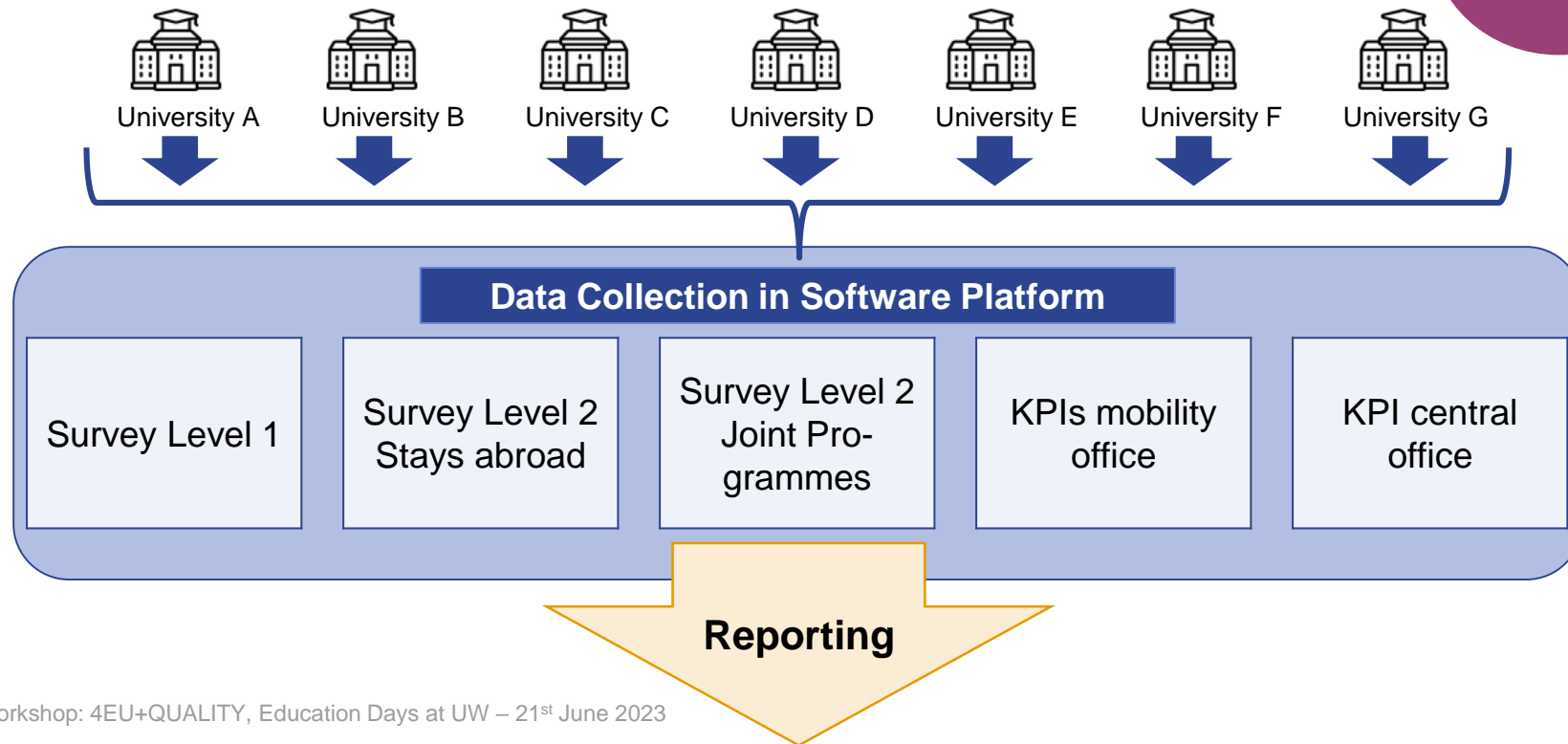|	Quality criteria	Evaluation instruments
1.	Extent & appeal of courses	Key Performance Indicators
2.	Imparting 4EU+ specific competences	Student Surveys
3.	Innovative pedagogies	Student Surveys
4.	Internationality by diversity & interdisciplinarity	Key Performance Indicators, Student Surveys
5.	Transparent, well accessible & current information	Student Surveys
6.	Adequacy of requirements	Student Surveys
7.	Learning climate	Student Surveys
8.	Management & coordination of studies	Student Surveys
9.	Study success	Key Performance Indicators

Evaluation Instruments

- Survey Level 1 – single educational activities
- Survey Level 2 – stays abroad

    – joint programmes

- Key Performance Indicators (KPIs)
    - Educational offer
    - Student mobility
    - Joint programmes

Example: Student Survey Level 1

1. The description of this course in the student portal was helpful for my decision to enrol in this course.
   (5-point-scale: 1 = completely agree – 5 = do not agree at all, 0 = not specified)

2. The course content corresponded with the description of this course in the student portal.
   (5-point-scale: 1 = completely agree – 5 = do not agree at all, 0 = not specified)

3. How high is the impact of this course on your competencies in the following areas?
   (5-point-scale for each: 1 = very high – 5 = very low, 0 = not specified)

   - multilingualism
   - critical thinking
   - data literacy

   - social engagement
   - entrepreneurship

From data to report

Supported by **ARQM** & **QM Group**

University A   University B   University C   University D   University E   University F   University G

Data Collection in Software Platform

Survey Level 1	Survey Level 2 Stays abroad	Survey Level 2 Joint Pro-grammes	KPIs mobility office	KPI central office

Reporting

QUALITY

STATUS QUO
UNIVERSITY OF WARSAW

Quality Assurance of Teaching and Learning at the University of Warsaw

- Current system established in 2019 as a result of a big change in higher education regulations at national level.

- Focus changed from the level of the faculty to the level of study programme

Actors of the current system

Study program level
- Director of Teaching and Learning
  - Head of Studies
- Education Council
  - Chaired by Director of Teaching and Learnig of the unit organizing the study program or elected

University Level
- Rector
- Senate
- Vice-Rector for Students and Quality of Teaching
- Rector's Deputy for Quality of Teaching and Learning
- University Council of Education
- Office of Innocation in Teaching and Learning
  - Quality Assurance Research Unit (PEJK)
  - Team for Quality of Education
    - Advice Point for Quality of Teaching and Learning

External quality assurance

- Polish Accreditation Committee (PAC)
  - National Agency created for external evaluation in form of accreditation of 1st, mono and 2nd cycle studies.
  - Each study program is accredited by a team led by member of the PAC and consisting of other members or experts in the field, experts in QA systems, stakeholder expert and 1 student.
  - Each visitation is preceded by University writing a self-evaluation report on organising a particular study program including the approach to the QA.
  - Currently concentrates on study program level but soon will introduce **Complex Evaluation** which will be kind of institutional evaluation.

QM and 4EU+QUALITY at University of Warsaw

- Cooperation: Office for Innovation in Teaching and Learning -> Education Quality Evaluation Unit (members of the Teaching and Learning Support Centre) + 4EU+ Local Office

- Coordination: 4EU+ representative for UW in the 4EU+ on quality management (QM group)

- Ca. six colleagues involved

- Regular meetings + email exchange

- Reporting to the Rector's Plenipotentiary for Quality of Education

Status Quo

- Surveys are administered as part of regular course surveys

- Piloting stage

  - Surveys are active since the end of May

  - Reponse rates too low? Consider surveying students during the last class

  - Information about surveys sent to both lecturers and students
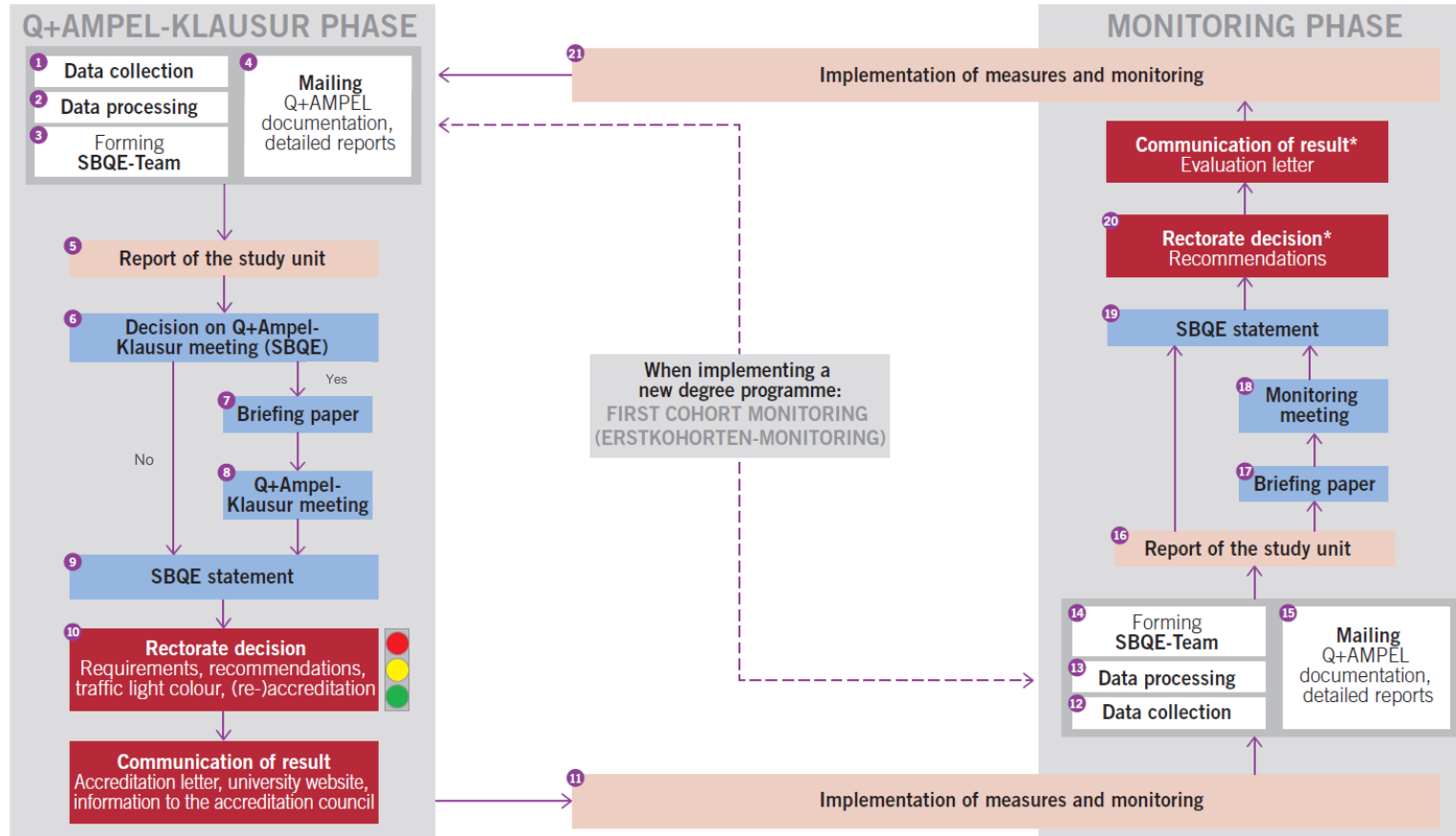
  - Surveys available on PCs and mobile phones

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STATUS QUO
HEIDELBERG UNIVERSITY

QM System at Heidelberg University

- 2009: holistic QMS under the Vice-Rector Quality Development

- 2014 – 2020: system accreditation

- Since 2016: heiQUALITY Office

- 2020 – 2028: re-accreditation

Q+AMPEL-VERFAHREN (as of October 2022)

Q+AMPEL-KLAUSUR PHASE

1 Data collection
2 Data processing
3 Forming SBQE-Team

4 Mailing
Q+AMPEL documentation, detailed reports

5 Report of the study unit

6 Decision on Q+Ampel-Klausur meeting (SBQE)

Yes

No

7 Briefing paper

8 Q+Ampel-Klausur meeting

9 SBQE statement

10 Rectorate decision
Requirements, recommendations, traffic light colour, (re-)accreditation

Communication of result
Accreditation letter, university website, information to the accreditation council

11 Implementation of measures and monitoring

When implementing a new degree programme:
FIRST COHORT MONITORING (ERSTKOHORTEN-MONITORING)

MONITORING PHASE

21 Implementation of measures and monitoring

Communication of result*
Evaluation letter

20 Rectorate decision*
Recommendations

19 SBQE statement

18 Monitoring meeting

17 Briefing paper

16 Report of the study unit

14 Forming SBQE-Team
13 Data processing
12 Data collection

15 Mailing
Q+AMPEL documentation, detailed reports

* In some cases, the accreditation is prolonged during the monitoring phase. In this case, requirements may be pronounced, the result is published on the website and communicated to the accreditation council.

QM and 4EU+QUALITY at Heidelberg University

- Cooperation: heiQUALITY office & local office

- Coordination: Quality Management Referee

- Ca. six colleagues involved

- Regular Jour Fix

- FAQ and process description

Status Quo

- Surveys are administered as part of regular course surveys

- Mixed results

    - High-response rates for stays abroad

    - For course-level: need to improvement

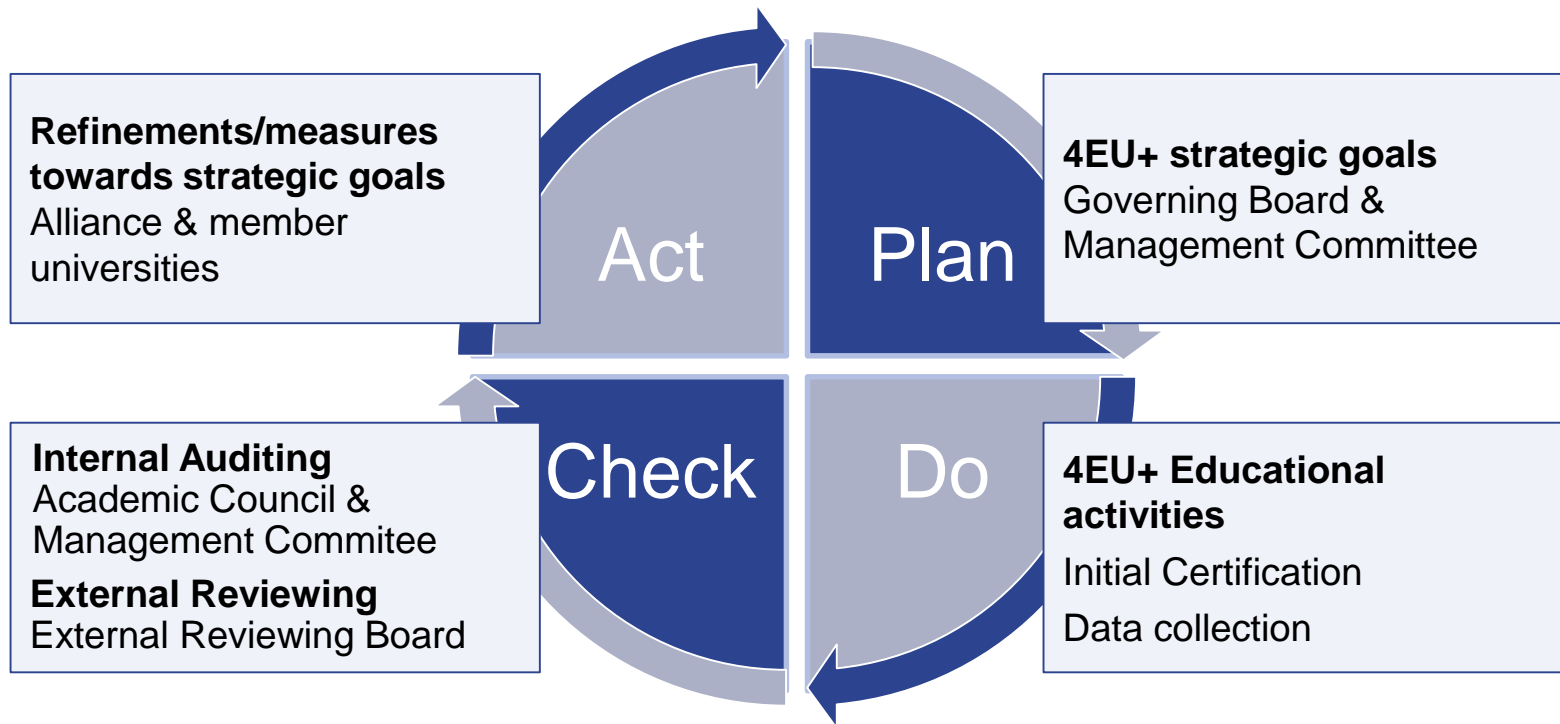- Key Performance Indicators are collected by local office

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SYNERGIES

Suggestion & Hypotheses

Why discuss quality management at the Education Days?

➢ *There are important synergies between quality management and learning and teaching units in higher education*

▪ Shared goals?

▪ Shared target groups?

▪ Mutual benefits?

Where does teaching & learning come in?

Refinements/measures towards strategic goals
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Synergies & Benefits

Benefits for Education

- Administrative support

- Autonomy & Agency

- Joint bench-learning

- …

Benefits Quality-Management

- Acceptance and intrinsic motivation for QM

- Improving QM system

- Independence & neutrality

- …

Discussion / Group Work

Guiding questions

- Which entities/structures

  - on **higher education didactics**

  - and on **quality management**

    exist at your university and how do they work?

- Where and how do you see potential for synergies between the two at your uni?

Discussion / Group Work

- Online: break-out rooms / On-site: physical groups or work with a partner
- Writing up the insights via https://padlet.com/annaregen93/qm-group-work-rooj8lf55wq3algq
- Q1 & 2 = 15min
  - Structures/entities in higher education and in quality management?
- Q3 = 15 min
  - Synergies between the two?

Thank you!

Swantje Schirmer (Alliance Referee for Quality Management)

Michał Goszczyński & Paulina Uznańska (University of Warsaw)

Workshop: 4EU+QUALITY, Education Days at UW – 21st June 2023