Universität Potsdam

# How to implement and consolidate Quality Assurance? The practice at German higher education institutions

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# Agenda

1. University of Potsdam
2. Quality Management System
3. Quality Assurance Instruments
4. Ongoing development of the QM System

# Overview

- Founded in 1991
- 3 locations, 6 faculties
- Largest university in the federal state of Brandenburg
- The only university in the federal state of Brandenburg with teacher training
- Numerous cooperations with local research institutes (Max Planck, Fraunhofer, Helmholtz, Leibniz, IASS)

Photos: University of Potsdam, Karla Fritze

# Figures

| **Total Number of Students** (Winter Turn 2017/18) | **20,609** |
|---|---|
| Freshmen | 5,261 |
| Female students | 11,774 |
| International students | 2,506 |

| **Staff** (2017) | |
|---|---|
| **Professors** (including 17 Junior Professors and 70 additional Professors appointed in collaboration with other institutions) | **309** |
| **Academic staff** | **617** |
| **Non-academic staff** | **909** |
| **Academic and Non-academic staff funded by outside and special sources** | **1,154** |

# Organizational Structure

## Six Faculties (Winter Term 2017/18)

| | |
|---|---|
| Law Faculty | 2,644 students |
| Faculty of Arts | 5,342 students |
| Faculty of Human Sciences | 3,553 students |
| Faculty of Economics & Social Sciences | 3,674 students |
| Faculty of Science | 4,762 students |
| Digital Engineering Faculty | 634 students |

# System (Re-)Accreditation

- Application for admission to system accreditation: August 2009
- Sytemaccredited university since September 2012
- Interim evaluation: 2016
- Application for admission to System Re-accreditation: September 2017

# QM at University of Potsdam

| Centralised | Decentralised |
|---|---|
| Common fields of action, guidelines and standards | Faculty specific definition of quality and development goals. Execution. |
| Internal study programme accreditation, meta-evaluation, policies | Evaluation of study programmes and teaching & learning |
| Centre for Quality Development (ZfQ): Initiation, support and consultancy (expertise, research, cooperation) | Quality managers on faculty level: Execution |

# The QM Structures

Vice President for Teaching and Studies

**Centre for Quality Development**

Faculty of Arts

1 Quality Manager
1 Dean of Studies

Faculty of Science

1 Quality Manager
1 Dean of Studies

Faculty of Economics and Social Sciences

1 Quality Manager
1 Dean of Studies

Faculty of Human Sciences

1 Quality Manager
1 Deans of Studies

Law Faculty

1 Quality Manager
1 Dean of Studies

Digital Engineering Faculty

1 Quality Manager
1 Dean of Studies

Higher Education Studies

Career Service and University College

Teaching and Media

Photo: University of Potsdam, Karla Fritze

# Infrastructure: PoGS, sqb, Zessko, ZeLB

**PoGS:**

**Potsdam Graduate School**

***Postgraduate education***

Improving conditions of graduation in its quality by transparent processes and a more intensive professional and interdisciplinary supervision

**sqb:**

**Study Quality Network of Brandenburg**

***University teaching***

Confederation of Brandenburg universities,

Further training and consultation programs for lecturer

**Zessko:**

**Center for Languages and Key Competences**

***Quality assurance***

Central institution for competence-oriented teaching and learning

**ZeLB:**

**Center for Teacher Training and Education Research**

***Overall responsibility for teacher training***

Joint institute of teacher training faculties

# External Cooperation, Networking and Exchange

- **ASEAN-QA**: joint capacity building project for ASEAN EQA and IQA since 2011 (7 Partners under DIES Programme of DAAD and HRK)
- **ComO QM**: Quality Management in Complex Organisations (funded by DAAD)
- **Quality Audit Network**: development of common instruments and auditing of systems (4 + 6 German university partners) (funded by BMBF)
- **Arbeitskreis Evaluation und Qualitätssicherung der Berliner und Brandenburger Hochschulen**: work group for practical exchanges on topics of evaluation and quality assurance

# Mode of governance

Review of the attainment of goals by the university management, using appropriate procedures and strategic management tools:

- Internal agreements
- Regular: Metaevaluation (external experts)
- Internal Accreditation
- As needed: external evaluations (external Accreditation of Study Programmes and external evaluation of the structures)

# Decentral approach

- Faculties ‘ autonomy
- Faculties are accountable for the establishment and implementation of specific instruments
- Faculties are supported by the Centre for Quality Development

# Instruments at Different Levels

| | | | | Level |
|---|---|---|---|---|
| System-accreditation | Performance and Target Agreements | External Structural Evaluations | Policies & Guidelines for Evaluation | University |
| | | Meta-Evaluation | Policies & Guidelines for Evaluation | Faculty |
| | | Study Programme Evaluation | Internal Accreditation | Study Programme |
| | | | Module Evaluation | Module |
| | | | Course Evaluation | Course |

# Tools

- Course Evaluation (SET-UP)
- Student-Panel (Panel Survey):
  - Begin of Studies (BA/MA)
  - Half Time (BA)
  - Study Progress (BA/MA)
  - Alumni/Drop-Out
  - Statistics of the course progresses

# Meta-Evaluation

| | | | | Level |
|---|---|---|---|---|
| System-accreditation | Performance and Target Agreements | External Structural Evaluations | Policies & Guidelines for Evaluation | University |
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# Meta-Evaluation: Self-Diagnosis and Enhancement

The meta-evaluation **reviews the faculty specific quality policy**, **instruments** and **mechanisms** of quality assurance as well as their **functioning**.

- 3 year cycle
- Principal: university management
- Topics include cross-cutting issues
- Organised centrally - ZfQ is responsible for the process (coordinated with faculties)
- Procedure:
  - 1. ZfQ/administration and faculties reply to survey
  - 2. external peers perform on site visit and write a report
  - 3. centrally coordinated follow-up dependent on outcome and context

# Internal Accreditation

| | | | | Level |
|---|---|---|---|---|
| System-accreditation | Performance and Target Agreements | External Structural Evaluations | Policies & Guidelines for Evaluation | University |
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| | | | Course Evaluation | Course |

# Overview: Process of Internal Accreditation

1. Setting up timetable
2. Preparation Self-Report
3. First draft of the Quality-Report
4. Gather expert reviews
5. Interview with students and staff
6. Finalising Quality-Report including conditions
7. Gather statement from stakeholders
8. Decision of internal accreditation commission
9. Fullfillment of conditions

# Internal Accreditation
# The Quality Profile

**Review criteria:**

1. Concept of the programme (goals, conception)
2. Structure of the programme (selection options, modules, equipping)
3. Student assessment system (organisation, competence-based)
4. Internationalisation (preparation, promotion)
5. Study organisation (combination possibilities, access to seminars )
6. Research, practical and occupational reference
7. Counseling and support (reference persons)
8. Quality enhancement (evaluations, feedback, quality of teaching)

Universität Potsdam
Zentrum für Qualitätsentwicklung in Lehre und Studium

Qualitätsprofil zur Akkreditierung des Bachelorstudiengangs

Geoökologie

# Internal Accreditation Quality Profile Sources

- Document analysis
- Statistics
- Quantitative surveys
- Qualitative interviews

➢ **internal accreditation is implemented as a study programm evaluation and not only checking of criteria**

# Internal Accreditation Commission and Decision

**Members of the Commission:**

- Vice-President (head – no vote)
- 6 Deans of Studies (5 with vote)
- 3 Students of the internal student accreditation-pool

**Basis of decision:**

- Quality profile (with proposal of recommendations and conditions)
- Comment/statement programme
- Comment/statement FSR (student representatives)
- Discussion

# Ongoing development

- further development of the quality management according to the goals of the university

- Additional functions of procedures and instruments:
  - Raising awareness
  - Reflection
  - Broad internal discussion

- Added value for all involved

# „Qualification“

- Information seminars for new Deans of Studies and Quality Manager
- Training module for Student Accreditation Pool of University of Potsdam
- Future: Cooperation with the german Student Accreditation Pool

# Dialogue

- University-wide dialogue events
- Workshops with Faculty Management and Quality Manager
- Workshops with the Study Commissions and Examining Boards

Photo: University of Potsdam, Karla Fritze

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**Thank you for your attention**