Internal Quality Management Systems: A Case from University of Potsdam

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1. The German EQA Framework
2. Introduction to QM at University of Potsdam
3. Questions and Discussion
EQA in Germany

Accreditation

**Public/state HEI**

- programme accreditation
- or
- system accreditation
  (accreditation of quality management system of the HEI -> “self accrediting” HEI)

**Private HEI**

- institutional accreditation by the Science Council
- + state approval

- programme accreditation
- or
- system accreditation
  (accreditation of quality management system of the HEI -> “self accrediting” HEI)
Accreditation in Germany

Accreditation Council
defines procedures, criteria and requirements
(new: makes accreditation decision)
Composition:
8 academic, 1 HRK, 4 federal state, 5 professional practice, 2 international, 2 students

Accreditation Agencies
independent, with or without subject specification (10)
Conduct accreditation procedures on programme or system level
Accreditation Agency
(new: Accreditation Council)

Systemaccreditation

Higher Education Institution

Internal Accreditation

Study Programmes
• Founded in **1991**

• **Largest university** in the federal state of Brandenburg

• About **20,600 students**, 13 % international, 18% in the Masters’ degrees

• **3 campuses, 7 faculties** (new in 2017: „Digital Engineering Faculty”, formerly Hasso-Plattner-Institute; new in 2018: Faculty of Health Science)

• Numerous collaborations with the local **research institutes** (Max Planck, Fraunhofer, Helmholtz, Leibniz, IASS)
### Total Number of Students (Winter 2018/19): 20,878

- Female students: **11,886 (57%)**
- Male students: **8,992 (43%)**
- International students: **2,724 (13%)**

### Staff (Dec. 2018)

- Tenured Professors: **239**
- Adjunct faculty appointed with other institutions: **76**
- Junior professors: **20**
- Academic staff: **645**
- Non-academic staff: **759**
- Academic and non-academic staff funded by outside and special sources: **1,075**
https://www.uni-potsdam.de/en/explore-the-up/up-at-a-glance/rankings.html
QM at University of Potsdam

UP has a central QA unit (ZfQ), managing and supporting the faculties in scientific-led QM, a dialogue-oriented approach and instruments and mechanisms that are adapted to the context (e.g. different evaluation instruments of t&l)

ZfQ puts topics on the agenda through its expertise, research, and cooperation and exchange.

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<td>Common fields of action, guidelines and standards</td>
<td>Faculty specific definition of quality and development goals. Execution.</td>
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<td>Initiation, support and consultancy (expertise, research, cooperation)</td>
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The QM Structures

Faculty of Arts

Faculty of Science

Faculty of Economics and Social Sciences

Faculty of Human Sciences

Law Faculty

Digital Engineering Faculty

Vice President for Teaching and Studies

Center for Quality Development of Teaching and Studies

Higher Education Studies

Career Service and University College

Teaching and Media

1 Quality Manager
1 Dean of Studies

1 Quality Manager
1 Dean of Studies

1 Quality Manager
1 Dean of Studies

1 Quality Manager
1 Dean of Studies

1 Quality Manager
1 Deans of Studies

1 Quality Manager
1 Dean of Studies

1 Quality Manager
1 Dean of Studies
Instruments at Different Levels

System accreditation

- **Level**
  - University
  - Faculty
  - Study Programme
  - Module
  - Course

- **Level**
  - University
    - Performance and Target Agreements
    - Mission Statement for Teaching
    - External/Evaluations & Coop. Formats
    - Policies & Guidelines for Evaluation
    - Meta-Evaluation
    - Policies & Guidelines for Evaluation

- **Faculty**
  - Programm Design/Revision Process
  - Internat./Coop. Programme Formats
  - Study Programme Evaluation
  - Internal Accreditation
  - Module Evaluation

- **Study Programme**
  - Mission Statement for Teaching
    - Performance and Target Agreements
    - Mission Statement for Teaching
    - External/Evaluations & Coop. Formats
    - Policies & Guidelines for Evaluation
    - Meta-Evaluation
    - Policies & Guidelines for Evaluation

- **Module**
  - Study Programme Evaluation
    - Programm Design/Revision Process
    - Internat./Coop. Programme Formats
    - Study Programme Evaluation
    - Internal Accreditation
    - Module Evaluation

- **Course**
  - Didactical Trainings/Support
  - Course Evaluation
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. Fulfillment of conditions
UP includes external cooperation and exchange to develop the own system, develop new instruments and contribute to harmonisation:

- **ASEAN-QA**: joint capacity building project for ASEAN EQA and IQA since 2011 (7 Partners under DIES Programme of DAAD and HRK)
- **Quality Audit Network**: development of common instruments and methods (11 German university partners)
- **ComO QM**: Quality Management in Complex Organisations
- **HepCopa**: Cooperation on Management, Digitalisation and Quality Management
- **DIES National Multiplication Trainings**: Multiplication of Management Trainings
- **StuFo**: Joint research on the study-entry phase
- ...
Training on Internal Quality Assurance

- Cooperation
- Networking
- Authentic tasks
- Theory and practice
- Fun!

TRAINING METHODOLOGY

- Practical implementation of a project action plan (PAP) in the field of QA at the own institution
- Mentoring by ASEAN and European experts
- Blended learning with workshops, online phases and online consulting
- Module course books as a resource and preparation
- Case studies, dialogue with experts, working groups
- Peer-learning
Thank you for your attention!

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