

WP 11: Quality and Information

WP11 concerns collection, analysis and use of information (qualitative, quantitative) related to quality assurance processes. The QA processes encompass the following aspects concerning ESG 1.6:

- a) student progression and success rates;
- b) employability of graduates;
- c) students satisfaction with programmes;
- d) effectiveness of teaching staff;
- e) profile of the student population;
- f) learning resources available and their costs;
- g) institution's own key performance indicators.

It also follows the aspects related to ESG 1.7, i.e. provision of information focused on :

- h) offered study programs;
- i) intended learning outcomes of the offered study programmes,
- j) awarded qualification;
- k) teaching, learning and assessment procedures;
- l) learning opportunities available to students;
- m) views and employment destinations of past students;
- n) profile of the student population

Q1: Is there any policy, regulations or practice at national level referring to the provision of information about HEIs and by HEIs (to society at large, various institutions, HEIs' stakeholders...)?

Recommended methodology: analysis of national documents (print and electronic ones), semi- structured interview with representatives of top management of HEI, semi structured interview with managers of units of HEI responsible for public and media relations

Q2: Is there any institutional policy and practice considering *collection* and *analysis* of information connected to aspects a) – g)?

Recommended methodology: analysis of institutional documents, semi - structured interview with representatives of top and middle management of HEI/faculties, semi structured interview with representatives of the study departments staff, semi structured interview with representatives of management responsible for internal quality assurance

Note: it is necessary to answer every partial point a) – g) separately

Q3: Is there any institutional policy and practice considering *use* of information connected to aspects a) – g)? If yes, for what *purpose* is it used (decision-making, corrective action, improvement, innovation)?

Recommended methodology: semi - structured interview with top and middle management of HEI/faculties, management responsible for internal quality assurance, members of Academic senates (including students) and Boards of Trustees.

Note: it is necessary to answer every partial point a) – g) separately

Q4: How effective is collection, analysis and use of information within the institution? (ESG 1.6)
Good to address especially to: organisational structures; levels of responsibility; extent of formalisation in internal quality assurance processes; plans, reasons for changes and expected benefits (if relevant)

Recommended methodology: analysis of institutional documents, semi structured interview with top and middle management of HEI/faculties, semi structured interview with staff of study departments, management responsible for internal quality assurance, heads of departments, Academic senate (representatives of teachers as well as students)

Q5: What is the institutional policy and practice regarding *publication* of information connected to aspects h) – n)? What do you publish on internal level? What do you publish externally? How the HEI verifies if the expectations concerning impartiality and objectiveness of published information are fulfilled?

Recommended methodology: analysis of institutional documents (web pages), semi -structured interview with top and middle management of HEI/faculties, heads of departments, management responsible for internal quality assurance, managers of units of HEI responsible for public and media relations

Note: it is necessary to answer every partial point h) - n) separately

Q6: What *barriers* and *effective practices* are identified as regards collection, use and publication of information in the institution? What can be done to enhance the current policy and practice in this area?

Recommended methodology: semi structured interview top and middle management of HEI/faculties, management responsible for internal quality assurance, heads of departments, members of Academic senates (incl. students and teachers), students

DEADLINES:

National reports: 15.3.2013

**International comparative analysis: 19.4. 2013 Draft
17.5.2013 Final**