



E R A S M U S H O G E S C H O O L B R U S S E L

Evaluation and Accreditation of Study Programs

University College Erasmushogeschool Brussel

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Strategic Planning, Quality Assurance and Datamanagement

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Evaluation and Accreditation of Study Programs

- Evaluation by EhB (focus on Students)
 - EFQM-model (TRIS): internal Quality Assurance System
 - Participation of students : participation procedures
 - Student questionnaire
- Accreditation by the Flemish Government : NVAO
 - Internal quality system : EFQM
 - Visitation by Peers : VLHUR
 - External Quality system: NVAO

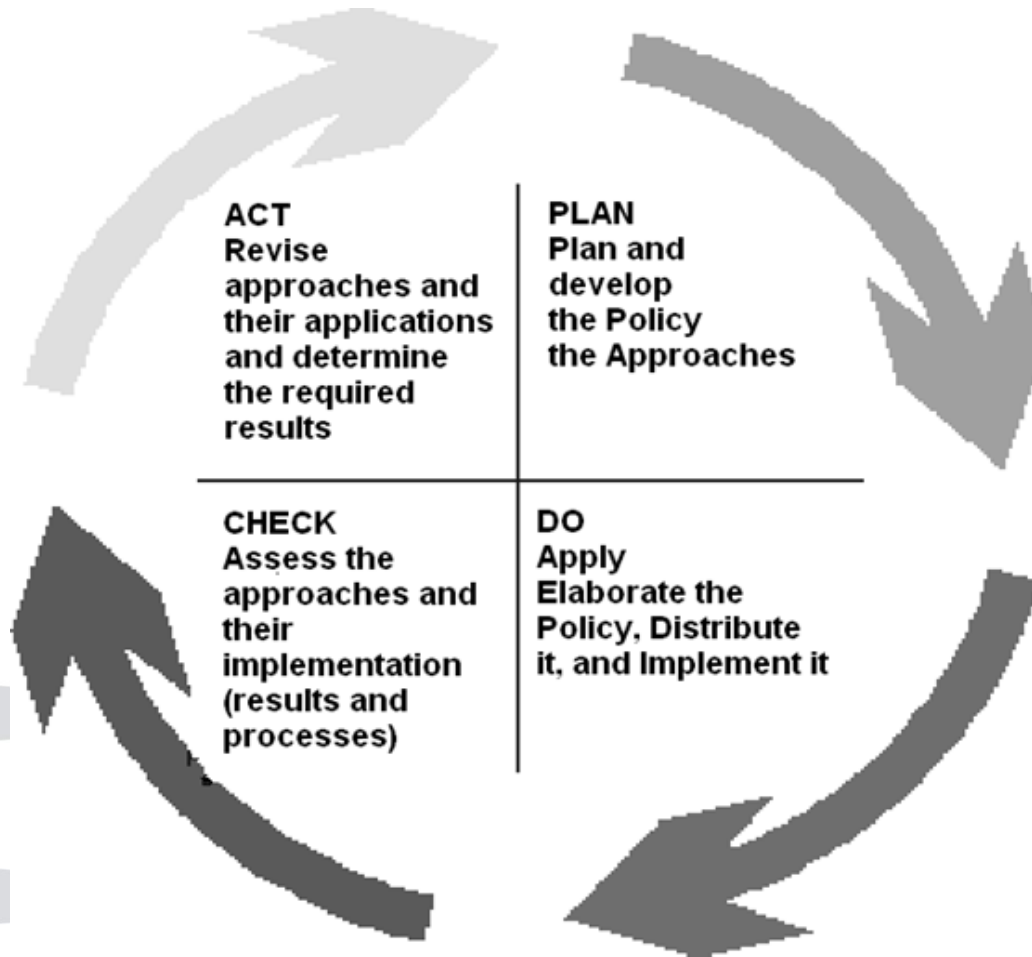
People involved

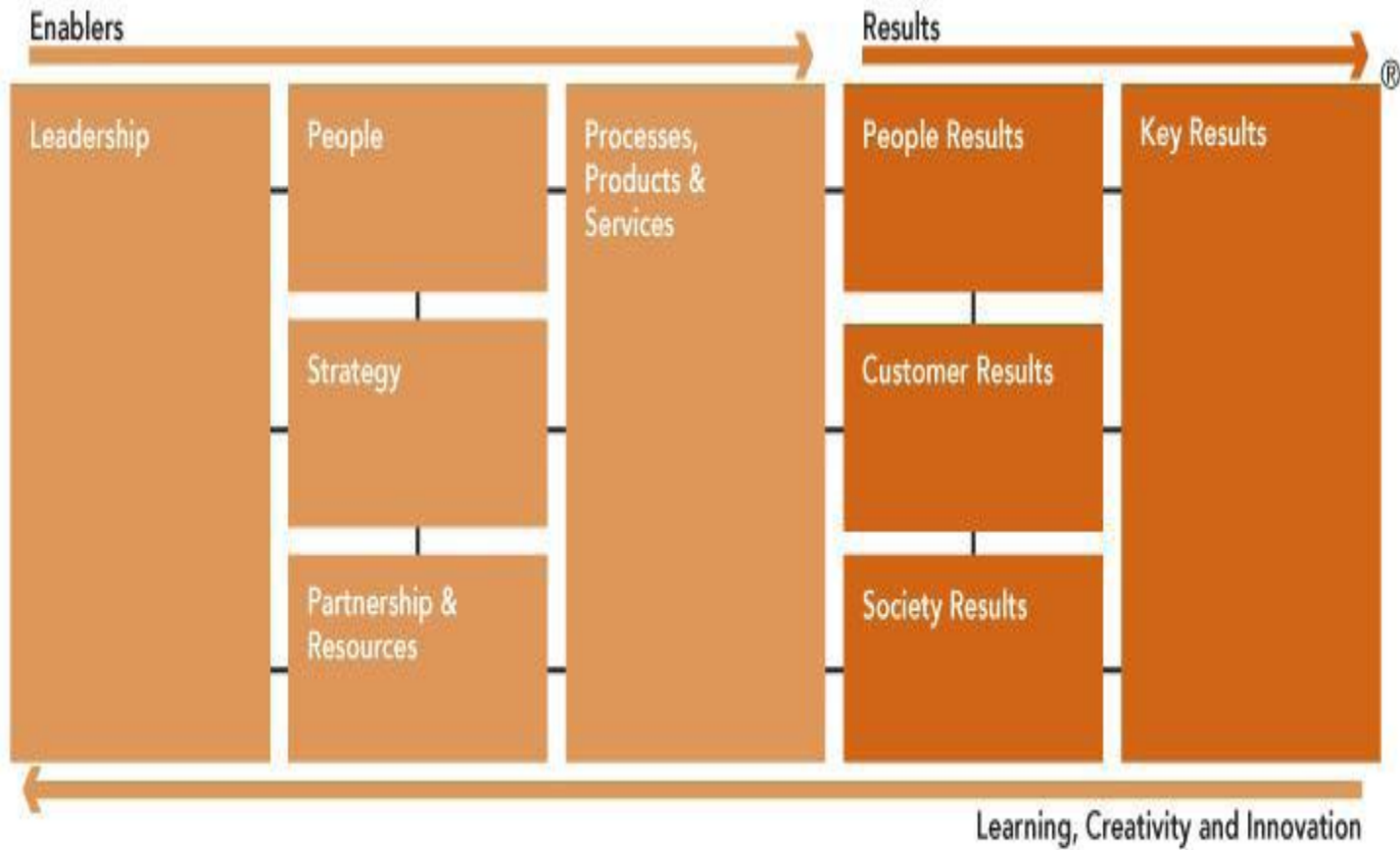
- The **central office** of Strategic Planning, Quality Assurance and Data management is an independent office directly under the supervision of the General Director, Luc Van de Velde.
- The head of office is Ignace Van Dingenen. There is one advisor in QA, Nora Laermans.
- Erasmushogeschool has six different **departements**. They all have a QA-coordinator.
- Together they form the **steering group** in QA that gets together about once a month.

Evaluation 1 : Internal Quality assurance system (EFQM – TRIS)

- **TRIS**, based on EFQM-model = implementing Quality in 9 fields of interest of an institution:
 - Leadership
 - Policy and strategy
 - Staff
 - Partners and resources
 - Process management, Products and Services
 - **Customer results => student involvement**
 - Co-operator/people results
 - Impact on society
 - End results

PDCA-Cycle





Evaluation 2 : Participation of Students

- Association level
- University College Level
- Departments level
- Course level

Organization chart student mandates at EhB

VVS (= Flemish Student Association
= 1 students

2. Association level

Meetings UAB

1 x student + successor

Student Council Association

5 x student + successor

Management Board Association

1 x student + successor

3. University college level

Student Council

1 x student + successor from each department
(and 3 additional students from the Mgmt Board)

Registered at the department involved
Two-year mandate
Renewable five times

Management Board

3 x student + successor

Two-year mandate
Renewable once

Social Council (SovEhB)

1 x student + successor from each department

Registered at the department involved
Three-year mandate
Renewable once

4. Departmental level

Department Council

3 x student + successor / department

Registered for at least 1 year at the department involved
Two-year mandate
Renewable once

5. Course level

Course Committee

= X student / course

Improvement Participation Students

- Start 2008
- Evaluation: difficult to fill in all student mandates, lack of interest to become a student representative
- Objectives:
 - To increase participation by
 - Offering a **course component** for student representatives.

Course : “Student Participation “

- Name of the course: ‘Student Participation’
- Condition for admission: student has to be elected for a mandate – only for student representatives
- Course component for all courses
 - during the 1st stage: in addition to the course programme
 - In a later stage: striving for integration in the course programme
- 3 ECTS (European Credit Transfer and Accumulation)
≈ 75hrs – 90hrs workload

Evaluation 3 : Student survey

- Quality management demands regular input of information from the various people within the university college (from students, alumni, lecturers and other staff members). The information gathered is then used to check the effectiveness of the educational processes and adjust them where necessary
- See Annex : “ Content of the Student survey EhB”

Accreditation of Programs

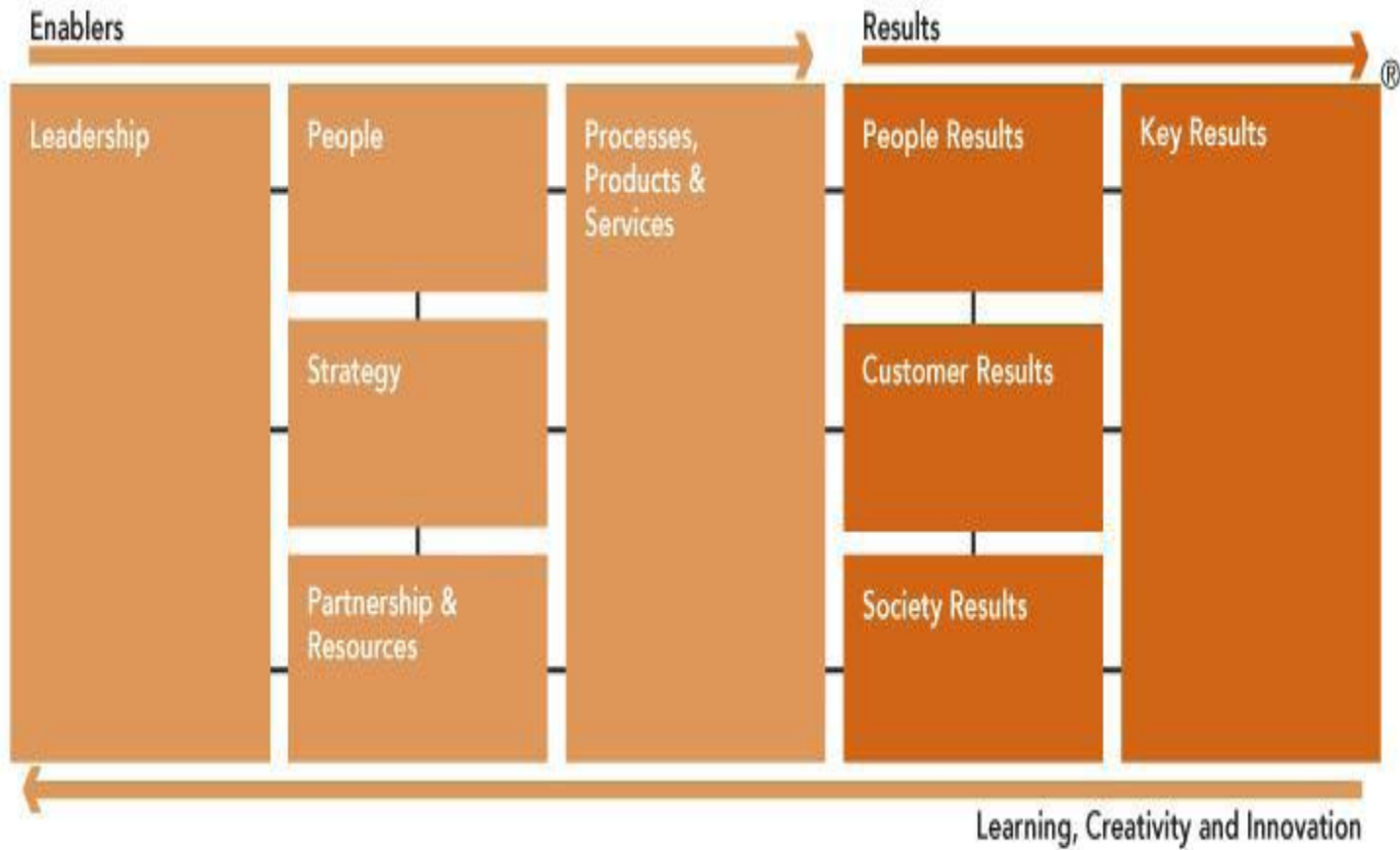
- 1° implementing a integral quality system : based on EFQM
- 2° Self-evaluation
- Improvement plans = year action plans
 - On the level of the program
 - On the level of the faculty/department
 - On the level of (the management) of the institution
- 3° Visitation = evaluation by peers
- 4° Accreditation

1° Implementing an Internal quality system : TRIS

- a whole of norms, procedures and aids.
- description of the way in which the quality of the basic processes of the educational organization has to be realized and evaluated.
- the most important quality requirements
- the key processes and the procedures involved
- the way in which these key processes are regularly checked;
- the guidelines to be followed when the presumed quality is not realized – so the description of the way we can improve quality.

EFQM = Total Quality System

- Total = Quality involves everyone and all activities in the company.
- Quality = Conformance to Requirements (Meeting Customer Requirements).
- Management = Quality can and must be managed.
- TQM = A process for managing quality; it must be a continuous way of life; a philosophy of perpetual improvement in everything we do.



EFQM TRIS

- The TRIS-instrument is the Flemish educational translation of EFQM
- Its power lies in the integral approach of the educational organization and of the key processes.
- It also lies in the emphasis on self-evaluation
- Initially developed for Higher Education, the TRIS-model proved to be extremely useful for secondary and primary education as well

Important instruments: surveys

- Instruments are used in a **structured** way
- Every year: measuring **the satisfaction of students** of the study load / time, analysis of the amount of students entering and leaving the institutions (pace, drop-out, ...), effect report student coaching, student questionnaire (1), analysis of evaluation (grades, pass/fail ratio, ...)
- Once every second year: study into the **satisfaction of staff (3), alumni (2), professional field**
- Ad hoc enquiries

Self evaluation, visitation & Accreditation process (1)

- Phase 1 Institution: the writing of the self-evaluation report
- Phase 2. Vlhur: the composition of the assessment panel.
- Phase 3 : Institution : simulation of the visitation
- Phase 4 vlhur : the assessment visit by the assessment panel

Self evaluation, visitation & Accreditation process (2)

- Phase 5 publication of the public assessment visit report (VLHUR)
- Phase 6 Follow up results of the visitation by the institution(= action plan)
- Phase 7 Submission by the institution to the nva0 of the accreditation application
- Phase 8 : Decision of the nva0 four months after receipt of the application .
- Phase 8 Follow up accreditation decision

Accreditation

- **Definition** : ‘Accreditation is a formal public pronouncement, made by an independent institution and based on a quality assessment, that specific standards agreed on in advance are being realised’.
- **Basic standards** = accreditation framework of NVAO
- stresses quality as the fulfilment of basic standards.
- guarantees that study programmes fulfil agreed basic quality standards

Opportunities Accreditations

- gear international quality assurance standards, criteria and procedures to one another to promote international mobility and international recognition of diplomas;
- tightens the accountability function of quality assurance (without the improvement function suffering too much);
- makes possible the link between quality assurance and regulation mechanisms (such as recognition of diplomas and financing)

Accreditation in Flanders

- every 8 years
- based on of a self evaluation report
- based on external assessment visits
- on site assessment visit by a committee/panel of external experts.
- panel's opinions on six themes

Improvement plans on Quality assurance: Action plans

- An action plan consists of : mission, vision, strategic objectives, operational goals, action points
- Per academic year, priorities are determined and elaborated in action plans.
- yearly action plans on the administration level
- yearly action plans on the level of the education programs
- consists of the planning of the actions on a short term

Conclusion

- Quality Assurance is not a product....it's a process