

The background of the slide is a photograph of the TU Delft campus. In the center, there is a large, grey, cylindrical tower with a metal lattice structure on top. To the right, there is a modern building with a glass facade. In the foreground, there are wide, light-colored concrete steps leading up a grassy slope. Many people are sitting on the steps and on the grass, enjoying the sunny day. The sky is clear and blue.

Education Quality Assurance Plan

Delft University of Technology

Jenny Brakels – E&SA

Presentation outline

- Facts and figures TU Delft

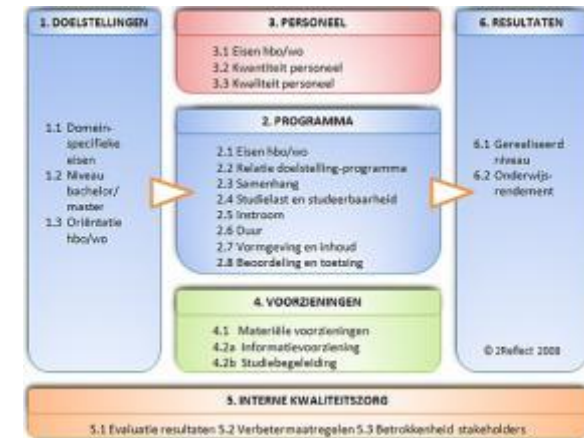
- Overview TU Delft Quality Assurance Framework
 - Why and how
 - Institutional level
 - Faculty/ programme level
 - Implementation

Facts and figures (2011)

- Faculties: 8
- Bachelor programmes: 15
- Master programmes : 33
- Format master programmes: 120 ECTS
- Number of students: 17.249
- First years: 3.569
- International students: 16%
- Master degrees: 1.989
- Academic staff: 2.539
- PhD degrees: 319
- DRI's: Energy, Health, Infrastructures, Environment

Motive – objective

- To enhance the quality culture at TU Delft: More emphasis on the *quality of education*
- Renewed accreditation framework:
 - ✓ Institutional audit
 - ✓ Limited programme assessment

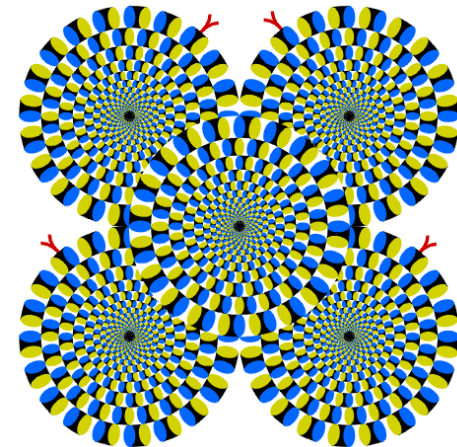


Process: *avoid* bureaucracy!

- “Keep it simple”
- Which quality assurance mechanisms/ instruments are already available (programme and institutional level)?
- What are the *best practices*?
- Would it be possible to merge these into one system?
- What is needed complementary in order to meet the motives and objectives?

Best practices available

- TU Delft-wide education policy (FoO)
- Basic format for quality assurance of degree programmes (2004)
- QA handbooks on Faculty level
- Quantitative reports on education performance (Faculty level)
- Mid term reviews for some of the degree programmes
- Policy on examination and assessment (Faculty of EEMS)
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Education Quality Assurance Plan

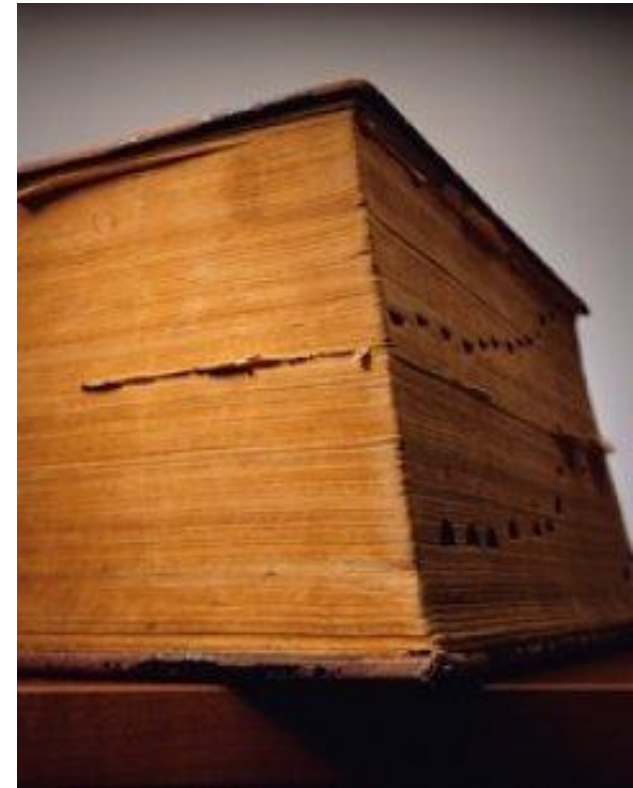
- A framework in which existing instruments and best practices merge.
- Some complementary instruments and procedures in order to complete the framework.



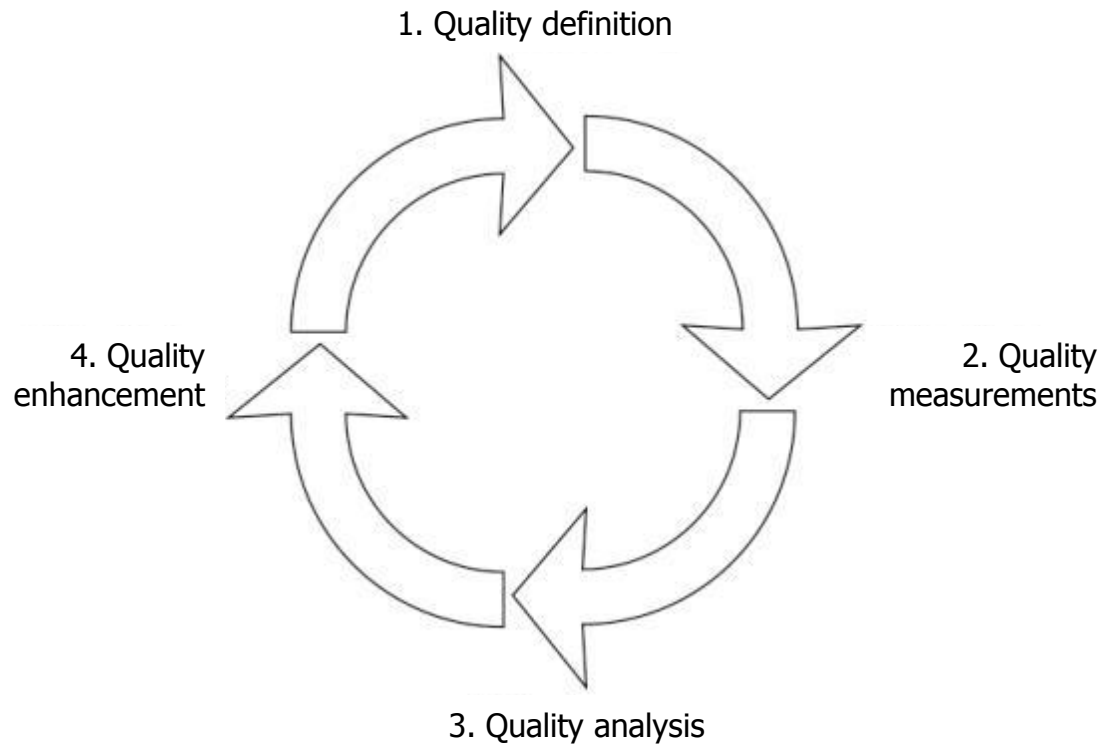
Jan Schoonhoven, 1914-1994

Structure QA Plan

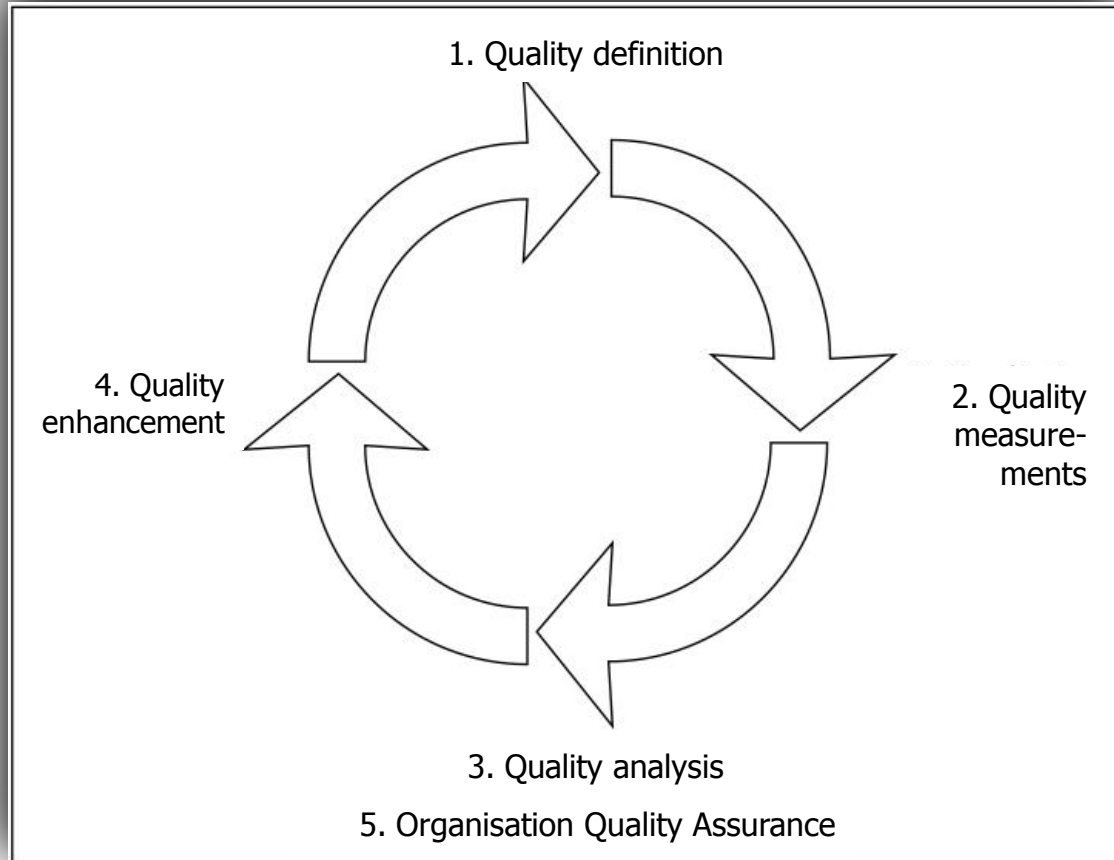
- General part: details, principles
- Quality assurance on institutional level
- Quality assurance on Faculty and programme level
- Many appendixes (operationalization in formats)



Quality Assurance through PDCA



Quality Assurance through PDCA



Institutional level

Processes considering policy

- EB together with E&SA
- Policy: top-down vs. bottom-up
- Is TU Delft “in control”?

Secondary processes

- Almost all departments of the University Corporate Office
- Services facilitating education
- National Student Survey (NSE)



Instruments on institutional level

Existing:

- Policy (such as Focus op Onderwijs)
- Strategic Plan
- National Student Survey, before Logistic quality monitor
- Strategic plan University Corporate Office (services)

New:

- Education quality assurance annual report DUT
- Internal central audit
- Internal thematic audits
- Employee survey
- Involvement University Corporate Office

Instruments on Faculty/ programme level

Existing:

- QA Handbook
- QA on curriculum level
- Previous programme accreditations and plans for follow-up
- Strategic plan on Faculty level

New:

- Annual quality report programmes
- Internal programme audit (format & best practice)
- Assessment policy (format & best practice)



Feedback on QA Plan TU Delft through NVAO-pilot

Believe

- That the QA Plan is an adequate system
- That with this plan the information needed for the external quality assurance system will be produced

Provided that

- Not too many measures take place
- An employee survey is added
- Policy on student assessment and examination is strengthened
- Aggregated management information will be used

Implementation: step by step

Coordination: Project team Quality Assurance Plan TU Delft

Kick-off February 2010

Workshops:

- Policy on assessment and examination
- Quality Assurance MSc
- Internal Programme Audit
- Internal Thematic Audit
- Education Quality Assurance and UD

Implementation: state of affairs

1. QA Handbooks (completed)
2. Format annual reports MSc (pilot)
3. Format annual reports BSc (completed)
4. Internal Programme Audit (by schedule)
5. Internal Central Audit (in 2014)
6. Internal Thematic Audit (2012)
7. Quality Assurance UD (in cycle strategic plans)





Questions?