

DOCUMENT 3

DAY 1, 1 March 2012

TIME: 14.00 - 15.45

12SUB02

Seminar on Internal QA: Good Practices and Tools

A two-day seminar on internal quality assurance in tertiary education

Yerevan, 1 march 2012

Procedure evaluation instrument

Evaluation instrument

Student evaluation curriculum

Purpose

The question is : 'What is the contentment of the students about the curriculum of the programme?'

Standardization

Content: 70% or higher

Malcontent: 60% or lower

Procedure

The Student evaluation curriculum takes place in April/May. The analysis of the Student evaluation curriculum is ready end June, at the end of the academic year. The analyses is made by the coordinator Quality Assurance. The improvement actions of last year are also to be included in het analysis. The analysis will be discussed with all stakeholders: students, teachers and middle management (quality culture). The discussions lead to improvement activities and a implemantationplan. The improvement actions must be implemented in the curriculum at the start of the new academic year. The teachers implement the improvement actions, supervised by the middle management.

In the next Student evaluation curriculum the scores on the improver actions must have risen.

PDCA-cycle

PDCA-cycle	Activity	Responsible	Time
Plan	Discuss the analysis and design improve measures (Quality Culture) . Making of a implemantationplan	Middle management, In cooperation with teachers and students (Quality Culture)	June
Do	Implementation improve measures	Middle management and teachers	July/September
Check	Student evaluation	Rector or dean programme	April/May
Act	Analysis data student evaluation (included improve measures last year)	Coordinator QA	May

Instrument

- The student evaluation is in the form of a questionnaire;
- The response must be 70% ore more.

ANQA-framework Academic programme standards

- I. Academic programme design and approval