

DOCUMENT 4

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 higher education

Yerevan, 1 March 2012

Instruction for the workshop: Evaluation matrix and Procedure evaluation instrument

Organization:

Three groups with three trainers and three translators

Quality Assurance often consists, on the level of institutions and on the level of the programmes, of bits and bytes: questionnaires, focus groups etc.. That are (in most cases) all random actions like reactions on complaints. There is no system, no structure. This workshop starts with the reality of bits and bytes: what is really happening in the organization (institution and programme). Every organization has to be aware of the activities that are taking place on Quality Assurance and all organizations have to built a system on basis of those activities. Therefore the instrument Evaluation matrix and the Procedure Evaluation instrument are introduced.

The Evaluation matrix and the Procedure evaluation instrument are instruments that form the infrastructure for the internal quality system on the level of the programme. (Framework academic programme accreditation, criterium VII Quality Assurance: 'The programme has internal quality assurance system that promotes its maintenance and continues improvement'). This criterium is the basis for framework Institutional accreditation standards, criterium X. Internal quality assurance: The institution has a set infrastructure for internal quality assurance, which promotes establishment of a quality culture and continental development of the institution.

Evaluation matrix

Academic programme accreditation criterium X

Actions	Time
<p>Plenary</p> <p>The evaluation matrix is explained on the basis of three instruments Student evaluation.</p> <p>The matrix makes visible all the actions (e.g. instruments) used in the organization to improve the quality of the programme.</p> <p>Keywords:</p> <p>Improvements only on basis with <i>communication</i> (Quality Culture) with all stakeholders.</p> <p>Responsibility for all actions in the matrix must be clear, in every layer of the organization</p>	30 minutes
<p>In pairs</p> <p>Put two actions/instruments used in your organization in the evaluation matrix.</p> <p>Plenary</p> <p>Exchange of the actions and instruments filled in.</p>	20 minutes
<p>The procedure evaluation instrument I explained on the basis is one instrument student evaluation.</p>	20 minutes
<p>In pairs</p> <p>Complete one procedure evaluation instrument on the basis of one of the actions/instruments in the evaluation matrix.</p> <p>Appoint two strong points of the evaluation matrix and the procedure evaluation instrument.</p> <p>Appoint two points still missing in this two tools.</p> <p>Both in relation to the keywords</p>	20 minutes
<p>Exchange of group findings</p> <p>Strong points on both tools</p> <p>What do you still miss in implementing the tools in the programme.</p>	15 minutes