KØBENHAVNS UNIVERSITET

Reaching out: How to improve better communication and commitment of your institutions quality assurance

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Key questions

- The University of Copenhagen (UCPH) is in the middle of a process to obtain an institutional accreditation.

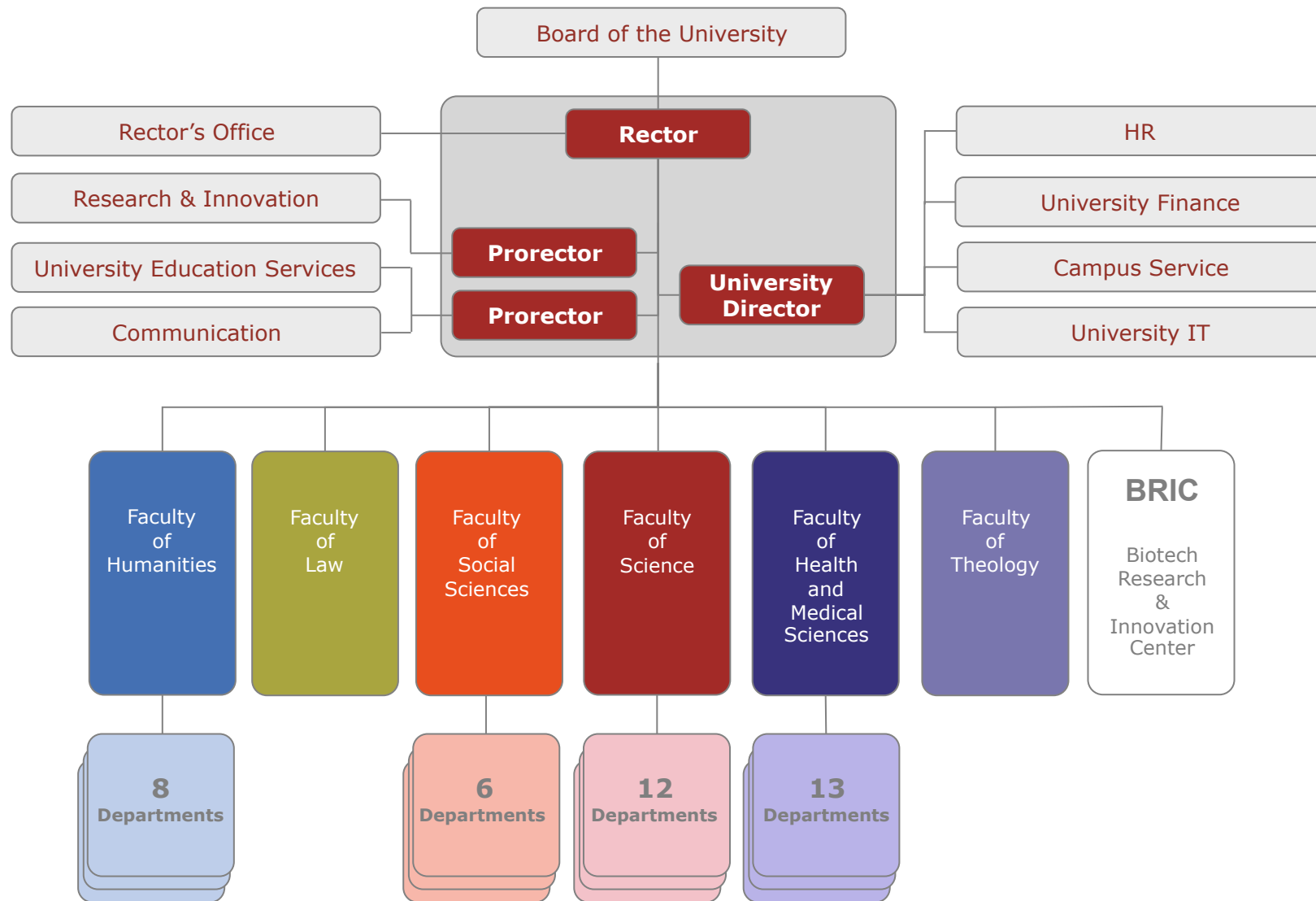A number of important questions has occurred in the past years which will be addressed in the presentation:

- A quality assurance system needs commitment everywhere at the university – but how?

- Communication in the quality assurance system is an important tools – but how?

- Learning points - Processes and organization. Learning points on how to organize and manage the development of a quality assurance system.
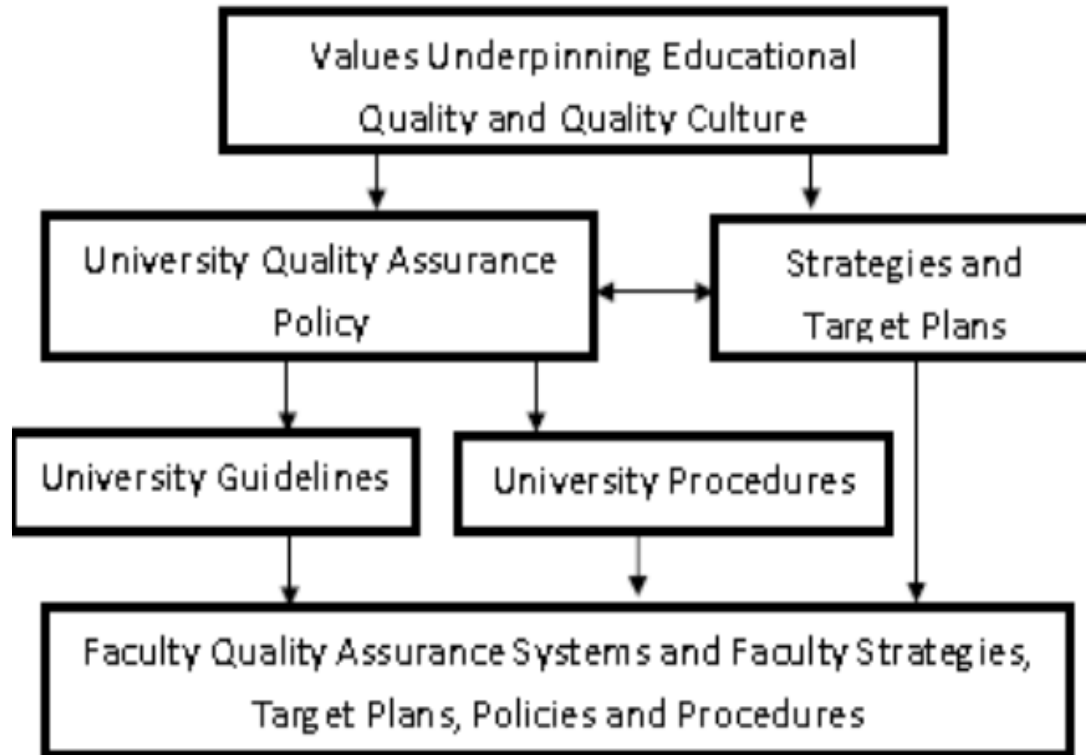
The University of Copenhagen – a few facts

- Founded in 1479

- The University consists of 6 faculties and around 100 departments and research centers.

- It is located in four campus areas in central Copenhagen.

- Annual budget: 1,1 Billion Euros

- Total area of premises: 920,000 m2

- The University of Copenhagen has had 8 Nobel Prize laureates.

- Total number of enrolled students: 37.000

- Staff: 7.500

UCPH's quality-assurance system

UCPH's quality-assurance system is based on the 'Values underpinning the quality of education and the quality culture'.

These values influence the determination of UCPH's strategy and target plan, both of which are decided by the Board.
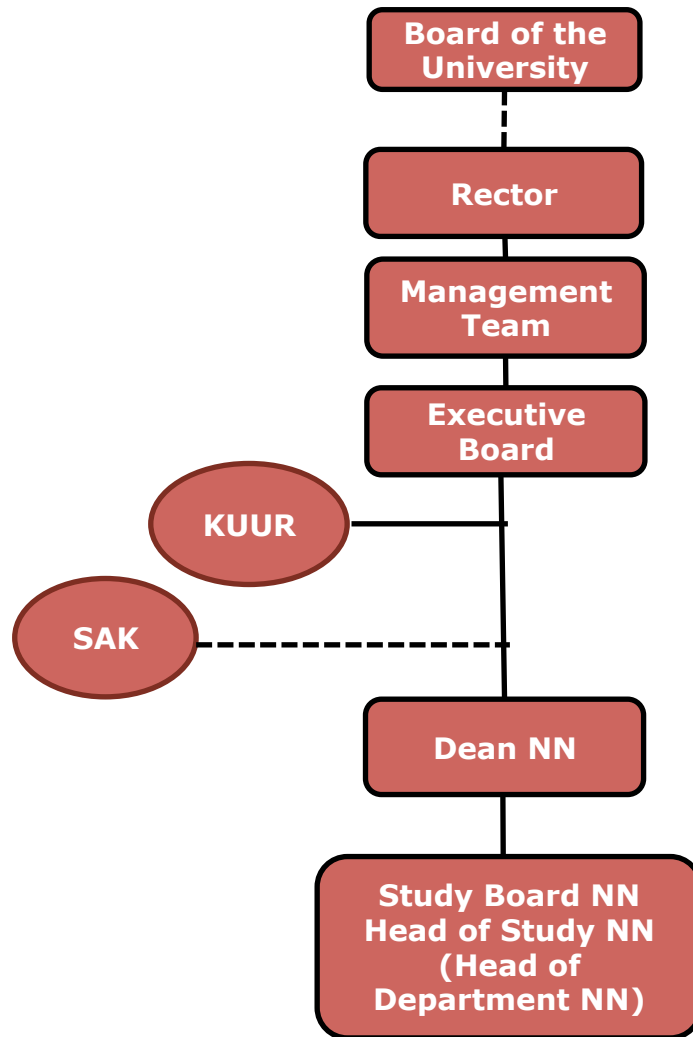
UCPH's common quality-assurance policy is based on the core values and supports UCPH's system for the achievement of the strategies and target plans.

The common quality-assurance policy identifies common guidelines which the faculties have implemented in their own procedures. The policy also designates the common procedures which are the basis for the faculties' structuring of the quality-assurance work.

All of the faculties thus work with the quality assurance of study programmes on the same basis, and the quality-assurance system is built up in the same way across UCPH.

All quality-assurance documents can be found on the website: http://uddannelseskvalitet.ku.dk/quality-assurance-of-study-programmes/

Governance in UCPH's quality-assurance system

The lines show the flow in UCPH's quality-assurance system. The Board is UCPH's supreme authority and sets the framework for the quality-assurance work via UCPH's strategy, target plan and development contract. On an annual basis, the Board is informed about the quality of education, and the establishment/ closure of study programmes.

At university level, the rector holds the ultimate responsibility in UCPH's quality-assurance system. The rector is advised by the Management Team, the Executive Board and the University of Copenhagen's Academic Board on Education Strategy (KUUR). The Study Administration Coordination Committee (SAK) qualifies quality-assurance proposals from deans and the rector.

At faculty level, the dean holds the ultimate responsibility for the faculty's implementation of UCPH's quality-assurance system. The deans ensure the implementation of and follow-up on the dean's reporting to the rector on the quality of education. In addition, the study board, head of studies and head of department are responsible for parts or all of the quality-assurance processes at the faculty, such as programme reports and programme evaluations, as well as any follow-up points from the dean.

The faculty's quality-assurance work is aggregated up to the dean via programme reports and programme evaluations. The dean aggregates the quality-assurance work to the rector via final reporting on the quality of education to the rector.
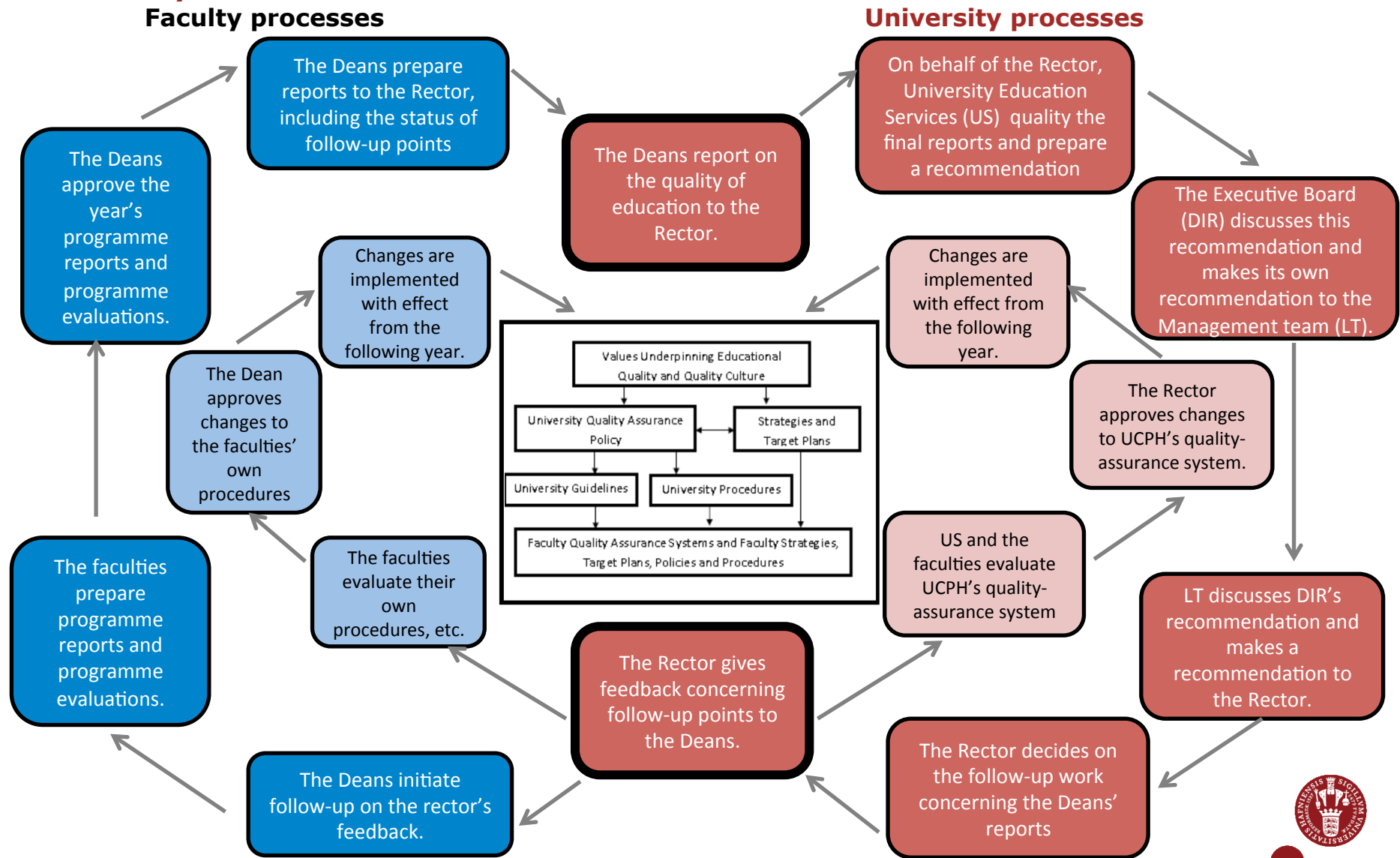
The rector will consult the Executive Board and the Management Team and give feedback concerning follow-up points to the dean. The dean ensures that follow-up takes place at the faculty.

Board of the University

Rector

Management Team

Executive Board

KUUR

SAK

Dean NN

**Study Board NN
Head of Study NN
(Head of
Department NN)**

Key players in UCPH's quality-assurance system

Responsibility = governance	Contributers	Key products
• Rector	• UCPH's Executive Board advises the Rector • The Management Team (deans and Executive Board) advises the Rector	• Annual Board presentations of the quality of education
• Rector • Deans are responsible for follow-up	• UCPH's Executive Board advises the Rector • The Management Team (deans and Executive Board) advises the Rector	↑ • The Rector's follow-up points to deans
• Dean	• Head of departments, head of studies and study boards contribute indirectly via programme reports and programme evaluations	↑ • The dean's reporting on the quality of education to the rector
• Dean (ultimate responsible) • Study board (co-responsible) • Head of study (co-responsible) • Head of department (co-responsible)	• Study boards • Head of study • Emloyers panel • Graduates • External examiners • External experts (only programme evaluations)	↑ • Annual programme reports • Programme evaluations every six years
• Dean • Study board • Head of study • Head of department	• Lecturers • Students	↑ • Ongoing quality-assurance work, i.e. evaluation of courses and curricula

Process for quality assurance of study programmes and evaluation of UCPH's quality-assurance system

Faculty processes

University processes

The Deans prepare reports to the Rector, including the status of follow-up points

The Deans approve the year's programme reports and programme evaluations.

The Deans report on the quality of education to the Rector.

On behalf of the Rector, University Education Services (US) quality the final reports and prepare a recommendation

The Executive Board (DIR) discusses this recommendation and makes its own recommendation to the Management team (LT).

Changes are implemented with effect from the following year.

Changes are implemented with effect from the following year.

The Dean approves changes to the faculties' own procedures

The Rector approves changes to UCPH's quality-assurance system.

The faculties prepare programme reports and programme evaluations.

The faculties evaluate their own procedures, etc.

US and the faculties evaluate UCPH's quality-assurance system

LT discusses DIR's recommendation and makes a recommendation to the Rector.

The Rector gives feedback concerning follow-up points to the Deans.

The Deans initiate follow-up on the rector's feedback.

The Rector decides on the follow-up work concerning the Deans' reports

Values Underpinning Educational Quality and Quality Culture

University Quality Assurance Policy

Strategies and Target Plans

University Guidelines

University Procedures

Faculty Quality Assurance Systems and Faculty Strategies, Target Plans, Policies and Procedures

http://uddannelseskvalitet.ku.dk/quality-assurance-of-study-programme

Quality Assurance of Study ...

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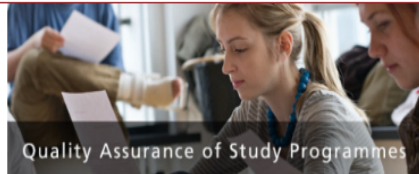Study at UCPH   Research   News   Collaboration   Employment   About | All | Q

Quality Assurance of Study Programmes

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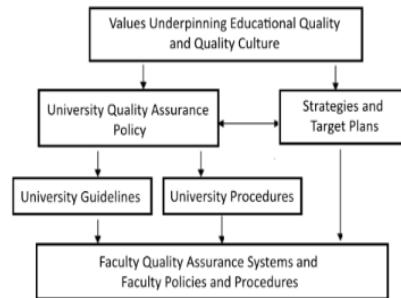> Teaching Environment
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The University of Copenhagen's quality assurance system is based on Standards and Guidelines for Quality Assurance in the European Higher Education Area (PDF) and the Danish Accreditation Institution's guidelines (PDF).

The quality assurance system is based on coherent and holistic thinking about quality and clearly defined management responsibilities. The system consists of a series of documents that are arranged hierarchically in relation to each other.

The Quality Assurance System at the University of Copenhagen

Uddannelsesservice
University of Copenhagen
Frue Plads 4
1168 København K

Contact:
Peter Bøcher
petb@adm.ku.dk

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http://uddannelseskvalitet.ku.dk/quality-assurance-of-study-programme

University Guidelines – Univ...

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  • Deans' Reports on Quality of Education
  • Deploying and developing the skills of full- and part-time academic staff
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University Guidelines

The University of Copenhagen policy for quality assurance sets the framework for the day-to-day work. The policy is, therefore, an overview of the procedures that the faculties must have and any special requirements associated with them. In some cases, the quality assurance policy is extended with the University guidelines, since the University places more stringent requirements on the faculties.

The University of Copenhagen issues guidelines for the following:

- Course Evaluations
- Programme Reports
- Programme Evaluations
- Student Counselling and Career Guidance
- Pedagogic Basis and Guidelines
- Faculty Reports to the Rector on Quality Assurance
- Deploying and Developing the Skills of full- and part-time Academic Staff
- Introductory Activities
- Year and Timetable Structure

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Faculty of Science

Faculty of Science
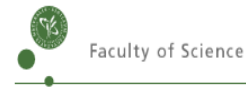
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SCIENCE quality-assurance policy

SCIENCE's quality-assurance system mirrors the Policy for the Quality Assurance of Study Programmes at the University of Copenhagen, and aims to ensure that SCIENCE's study programmes continue to be of high quality and relevance. The quality-assurance process is designed continuously to enhance and improve SCIENCE's position as an attractive educational institution and partner at national and international level.

The policies and procedures at SCIENCE follow UCPH's guidelines and help support the implementation of SCIENCE – a strategy for the development of the Faculty of Science and SCIENCE sub-strategy 2013–2016 for the education area.

The quality-assurance policy and associated procedures are set at faculty level and apply to most of the faculty's study programmes, departments and study boards. However, some study programmes follow their own procedures and report annually to the dean and the faculty management at SCIENCE. This is the case for the professional bachelor programme in forestry and landscaping engineering, outdoor education, the park diploma where the Department of Geosciences and Natural Resource Management is responsible for the quality-assurance.

In addition, SCIENCE provides teaching for two study programmes at the Sino-Danish Center for Education and Research in China, namely Water and Environment and Nanoscience and Technology. In accordance with the training agreement between UCPH and the Graduate University of Chinese Academy of Sciences (GUCAS), the quality assurance of these two programmes is undertaken by SDC. SDC is responsible for formulating a quality assurance policy and for the ongoing quality assurance of the study programmes. The quality assurance policy is being prepared and will be presented to the rector for approval before it comes into force. University Education Services at UCPH is responsible for obtaining and verifying the SDC quality assurance procedures.

Quality culture in SCIENCE

At SCIENCE it is important that quality assurance of the study programmes involves the students, heads of studies, study boards and departments. It is important that there is a common understanding of the frameworks and a clear division of responsibilities. This will ensure a culture in which everyone is able to address challenges quickly and effectively. The dean has the ultimate responsibility for quality assurance of study programmes at the Faculty.

At SCIENCE, the students are an important part of the quality assurance culture. They are represented on the study boards as well as in various committees and councils at faculty and department level. At faculty level, students are represented in the Dialogue Forum and the Faculty Working Environment Committee, while at the department level they are represented in teaching committees and department councils. Information about the department councils and committees can be found on the individual departments' websites under 'About the Department'. In addition, extensive information about councils and committees can be found at KUnet.

Organisation and responsibilities

The QA narrative - key learning points

- The creation af a positive QA narrative

- Everyone at the university create the narrative

- Not only academics also support staff and students

- No QA narrative without management, dialogue and involvement

- The QA narrative has to be re-produced over and over again.

- Communication is an important tool…

Creation of quality culture – the road ahead

- When QA is a natural lunch break talk among colleagues

- When academics take as much pride in teaching as in research

- When students actively take part in the development of programs and courses

- When QA no longer is a system based on control

- A control based QA will eventually dissolve

Links

QA at the University of Copenhagen:

http://uddannelseskvalitet.ku.dk/quality-assurance-of-study-programmes/

- University of Copenhagen:

http://www.ku.dk/english