



Selected Components of QM at University of Potsdam: decentralisation, meta-evaluation and external exchange

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Agenda

1. General QM Setup: decentralisation
2. Meta-Evaluation as means of self-reflection and self-diagnosis
3. Incorporate external views in IQA: exchange and common initiatives

Decentralised QM System



University of Potsdam (UP) is institutional accredited (Systemakkreditierung) as one of the first in Germany.

- The quality management system is strongly decentralised. Faculties are responsible for their QM:
 - allowing and supporting diversity, different starting points, context, needs etc.
 - consider, respect and incorporate the faculty/discipline culture
 - accepting that different ways can lead to quality (multi-dimensional)
 - supporting ownership of the process and quality, decentralized structures are able to set and judge the specifics of content and quality

- Central instruments such as internal accreditation of study programmes, meta-evaluation, guidelines and policies make sure certain standards are met and support quality enhancement.

Balance between centralised and decentralised



- UP has a central QA unit (ZfQ), managing and supporting the faculties in scientific-led QM, a dialogue-oriented approach and instruments and mechanisms that are adapted to the context (e.g. different evaluation instruments of t&l)

ZfQ puts topics on the agenda through its expertise, research, and cooperation and exchange.

Centralised	Decentralised
Common fields of action, guidelines and standards	Faculty specific definition of quality and development goals. Execution.
Internal study programme accreditation, meta-evaluation, policies	Evaluation of study programmes and teaching & learning
Initiation, support and consultancy (expertise, research, cooperation)	Execution
Centre for Quality Development (ZfQ)	Quality managers on faculty level

Meta-Evaluation: Self-Diagnosis and Enhancement



The meta-evaluation **reviews the central and faculty specific quality policy, instruments and mechanisms** of quality assurance as well as their **functioning**. It has proven to be an effective way to make the university able to self-diagnose its challenges and trigger quality improvement:

- 3 year cycle
- organised centrally - ZfQ and senior management set topics and are responsible for the process (coordinated with faculties). Topics of latest cycle: recognition of study achievements, initiation and revision of study programmes, process-management
- Topics include cross-cutting issues (inclusion of administration, senior management, ZfQ, faculties → against pillarisation, initiation of more holistic approach.
- Procedure: **1.** ZfQ/administration and faculties reply to survey **2.** external peers perform on site visit and write a report **3.** centrally coordinated follow-up dependent on outcome and context

External Cooperation and Exchange



UP includes external cooperation and exchange to develop the own system, develop new instruments and contribute to harmonisation: external relations with ASEAN HEIs through different cooperations (ASEAN-QA, ComO) and further external cooperations in Germany such as the Quality Audit Network and the currently starting StuFo project on the study entry phase.

- ASEAN-QA: joint capacity building project for ASEAN EQA and IQA since 2011 (7 Partners under DIES Programme of DAAD and HRK)
- Quality Audit Network: development of common instruments and auditing of systems (4 German university partners)
- ComO QM: Quality Management in Complex Organisations
- StuFo: Research on the study-entry phase



Thank you for your attention!

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Differences of Evaluation of T&L (old instruments)



Types of Variables Used

