



# How to Evaluate Study Program Quality?

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# Agenda

- Study Program Quality
- Quality Attributes
- Study Program Quality Evaluation
- Quality Sustainability



# Study Program Quality

- Study program (study process) – a “usual” product with real “customers” – Students, Industry, Nation
- Therefore “high quality study program” is when are “satisfied current and future customer needs”
- So focus is on:
  - Researching and understanding customer needs
  - Measuring customer satisfaction and acting on the results
  - Systematically managing customer relationships
- Every “customer” requirement can be quality attribute of study program quality



# Quality Attributes

- Quality attributes can be a questions to evaluated thing
- Measurable quality attributes must be selected for quality evaluation
- For automatic or semi-automatic study program quality evaluation quality attributes must be choosed which can be automatic or semi-automatic measured



# Some of Quality Attributes

- Considered common industry requirements
- Provided assistance for students integration into labour market
- Regular study program and study courses reviews
- No unreasonable duplication between study courses
- Monitored changes of study program and study courses
- Transparent study program
- Student and graduate assessment of study courses, lecturers and study process



# Study Program Quality Evaluation

- Quality attributes are selected
- Evaluation scale for all quality attributes is fixed
- Quality attributes are measured and total study program quality is calculated
- Study program quality evaluation matrix is used for study program quality levels (next slide)



# Possible Study Program Quality Evaluation Matrix

<i>Quality evaluation result</i>	<i>Quality</i>
above 81%	High
between 51% and 80%	Medium
under 50%	Low



# Quality Sustainability

- Responsible staff
- Regular quality evaluation process
- Regular management meetings to review results of study program quality evaluation and control study program quality
- Comparison with previous results
- Defining activities for quality improvement and control of results
- Defining new quality attributes for more extensive study program quality evaluation





Thanks for your attention!