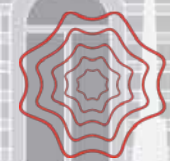


Cross Border Quality Audit The University of Graz Experience

Brussels, September 19 2013



FINHEEC
Audited

Andreas Raggautz
Performance and Quality Management

Content

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UNIVERSITY OF GRAZ



UG in brief

Quality Management System

Quality Audit

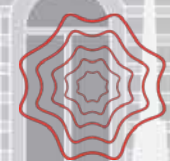
Lessons learnt and more



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FINHEEC
Audited

University of Graz

KARL-FRANZENS-UNIVERSITÄT GRAZ
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Founded 1585

6 faculties, 123 institutes and centres

Approx. 110 Degree Programs (BA, MA, PHD)

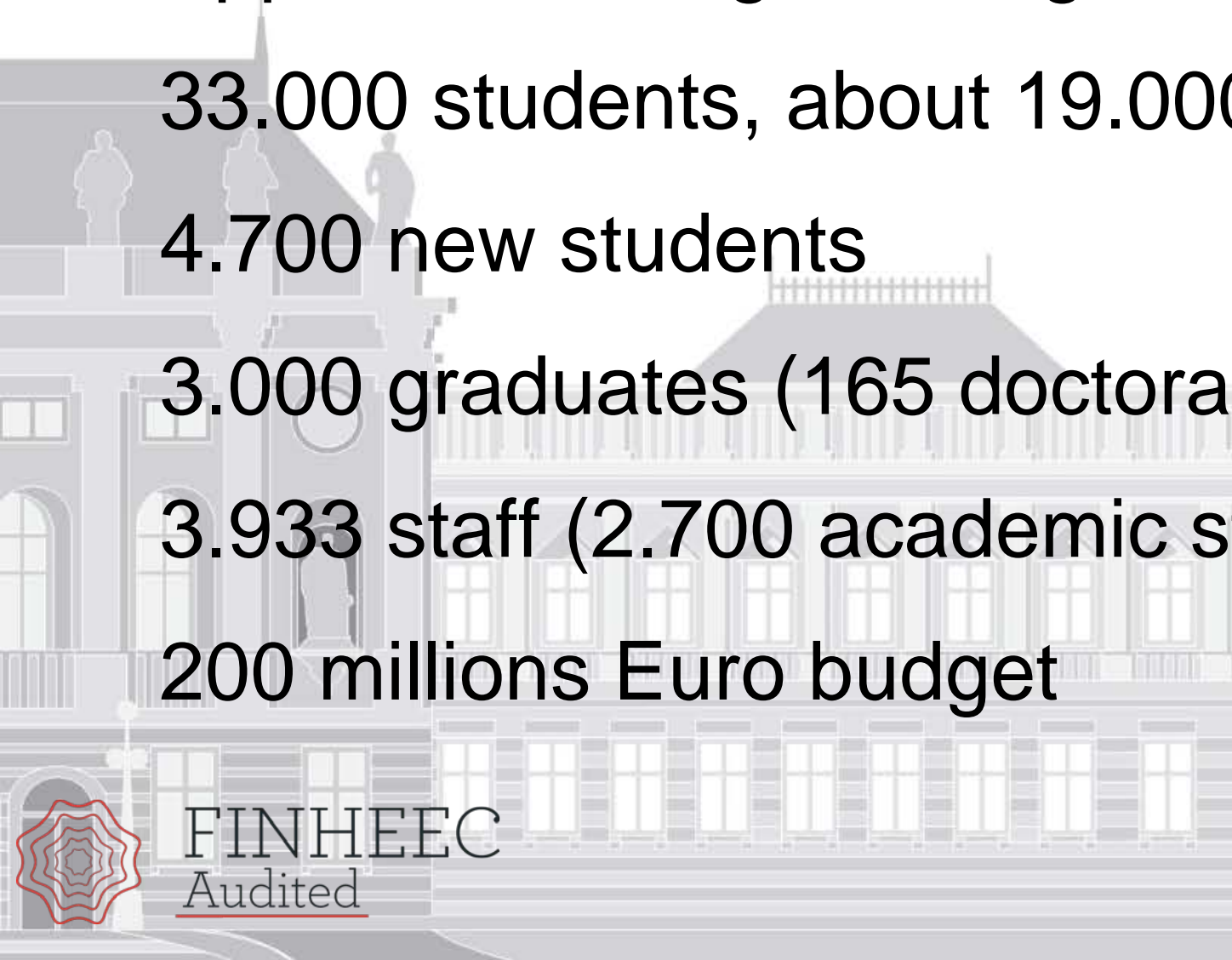
33.000 students, about 19.000 active

4.700 new students

3.000 graduates (165 doctoral degrees)

3.933 staff (2.700 academic staff)

200 millions Euro budget



Development of Quality Management

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- 2000: start course evaluation
- 2002: 1st mission statement, strategic goals
- 2003: start research evaluation (5-year interval)
- 2004: 1st development plan
- 2004: start internal performance agreements
- 2005: going live of performance reporting
- 2008: new course evaluation: competence orientation
- 2008: 2009: AQA-Audit on internationalization
- 2010: start graduate tracking
- 2011: decision on quality concept
- 2013: Quality Audit by FINHEEC

QM objectives

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Establishment and support of a quality culture

Long-term implementation of university's strategy/
strategic plan

Enhancement of transparency of processes

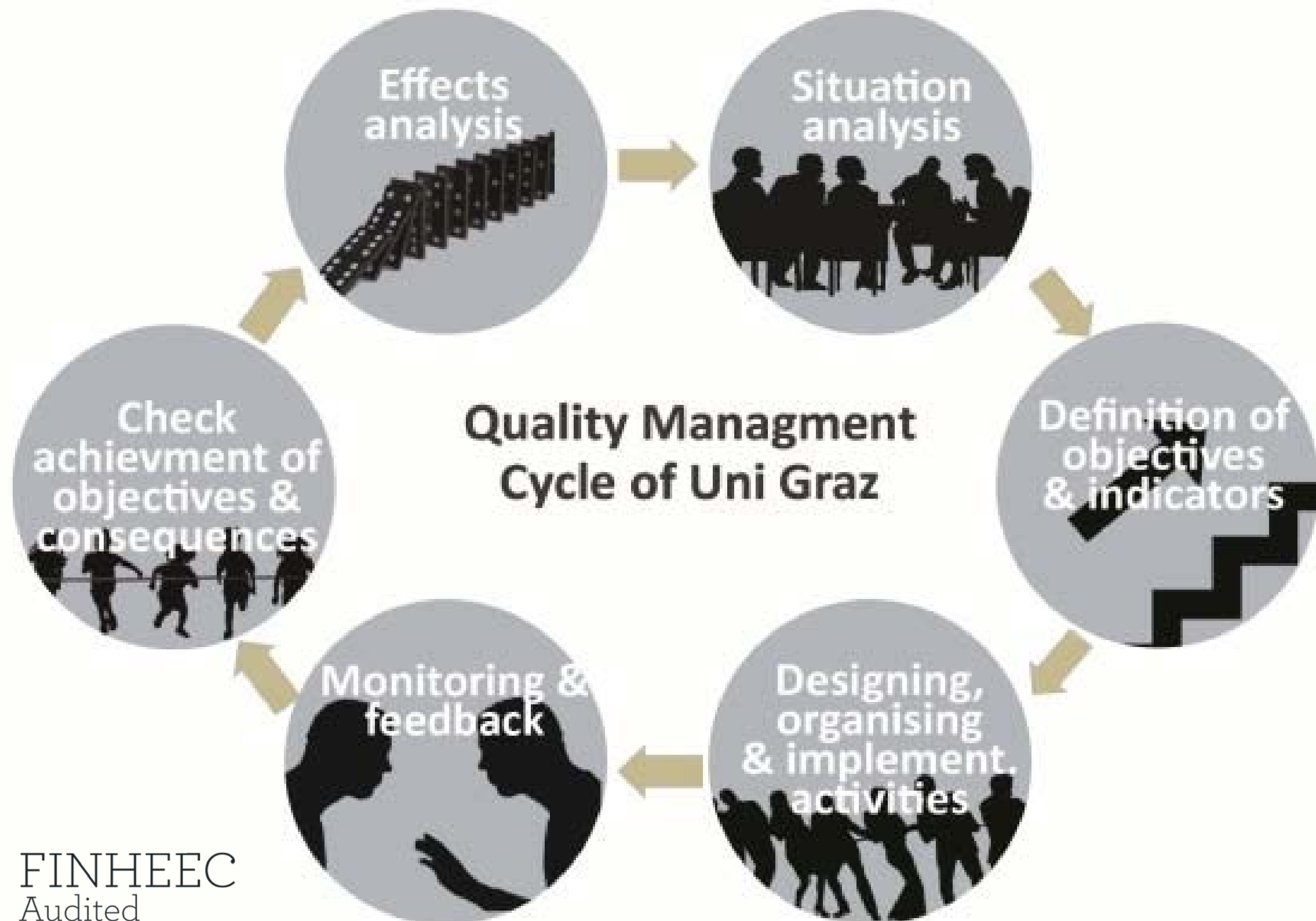
Enhancement of internal communication and identification

Implementation of a quality circle, which correlates
objectives, processes and results to enable continuous
quality improvement

Applying task-oriented QA instruments

QM cycle UG

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Application areas



Expectations

towards the audit

- Critical, friendly feedback from external peers
- Recommendations for development
- Realistic presentation of the status quo, no „window dressing“
- Unbiased report, taking into account the Austrian specifics

towards the agency

- Experience in audits, comprehensive audit system
- Should work international, other perspectives
- Competence of peers
- Checking *fitness for purpose*
- Small reporting and documentation effort
- Registered in the EQAR
- €



Choice of the agency

Desk search: providing comprehensive (teaching AND research) audit

Agency fair: presentation of concepts

Formal selection: invitation of 6 agencies (**AT**, **DE**, CH, NL, NO, **FI**), hearing with 3, EQAR

Negotiation and contracting

QM Audit

Audit criteria by FINHEEC

The quality assurance policy of the higher education institution;

Strategic and operations management

The development of the QA system

Quality assurance of the HEI's basic duties:

Degree education

Research, development and innovation activities

The societal impact and regional development work

Internationalisation

The quality assurance system as a whole



Audit time frame of the University of Graz (UG)

Phase of the audit process	Actor(s)	Date
Agreement on the audit	UG and FINHEEC	24 April 2012
Submission of the audit material by UG	UG	17 December 2012
<u>Preparations for the site visit</u>		
Audit team's guidelines for the site visit to UG and possible additional material requested from UG	FINHEEC project manager	10 January 2013
Briefing and discussion event at UG An event for UG's actors to discuss the objectives and implementation of the audit	Chair of the audit team FINHEEC project managers UG	6 February 2013
Submission of the programme of the site visit (incl. interviewees) by UG and possible additional material requested from UG	UG	13 February 2013
Approval of or request for amendments to the programme submitted by UG	Chair of the audit team FINHEEC project managers	18 February 2013
Site visit	Audit team FINHEEC project managers	11—14 March 2013
Final version of the audit report	Audit team FINHEEC project managers	June 2013
Examination and statement of UG to the audit team's report (checking for factual errors and misunderstandings, 3 working days)	UG	June—July 2013
Modifications to the report based on the comments by UG if needed	Audit team FINHEEC project managers	June—July 2013
The Evaluation Council's decision on the result of the audit, i.e. whether UG passes the audit or whether a re-audit is needed	FINHEEC Chair/vice-chair of the audit team attends the meeting of the Council and gives a presentation on team's findings	August 2013
Publication of the report	FINHEEC project managers	August 2013
Concluding seminar at UG	Chair/vice-chair of the team FINHEEC project managers	September/October 2013?
Feedback to FINHEEC	Audit team UG	September 2013

Lessons learnt

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Audit assess procedures, not formal rules

Key role of peers and their background (recommendations!)

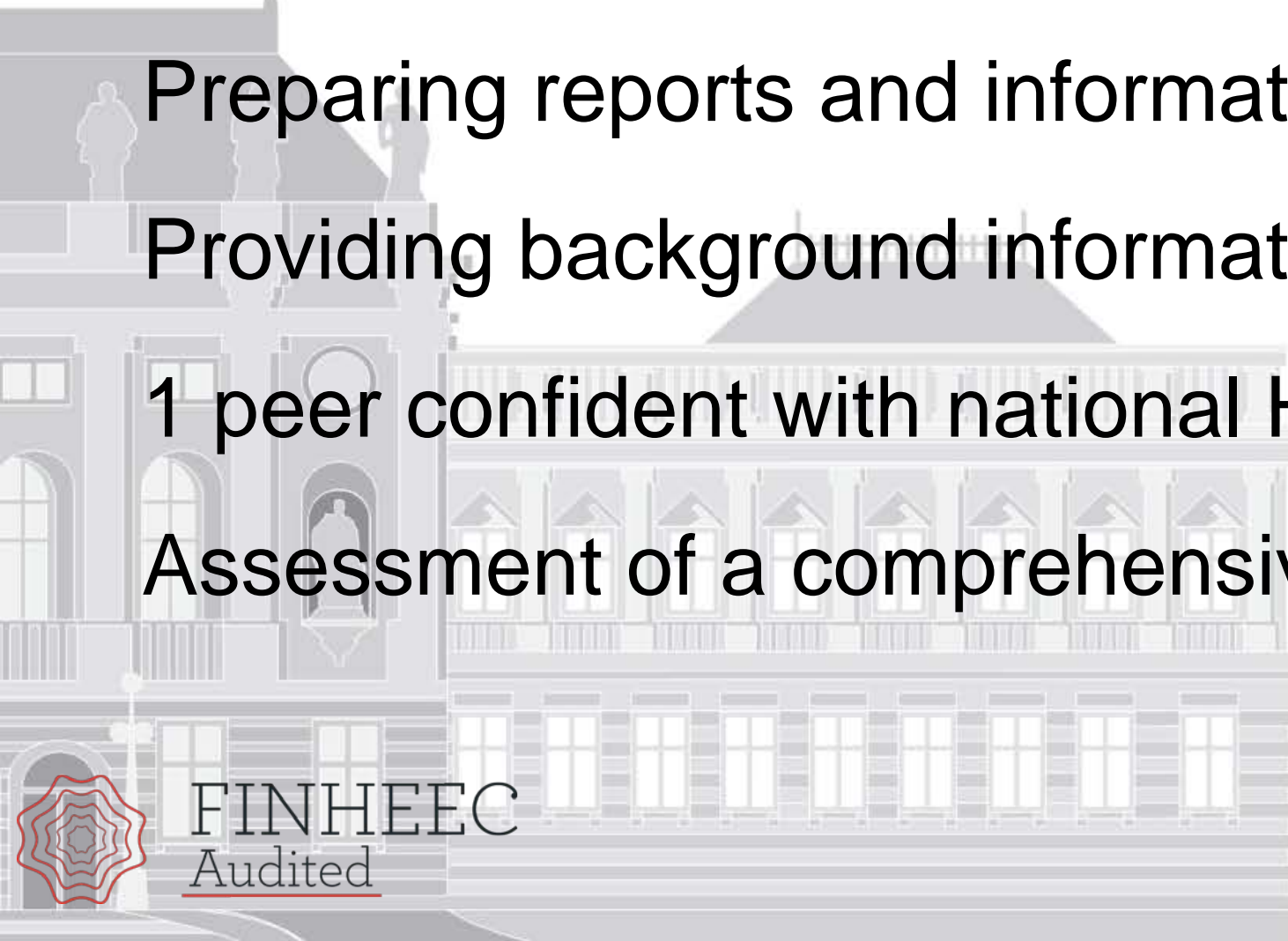
Clear audit process with flexibility on national regulations

Preparing reports and information not in mother tongue

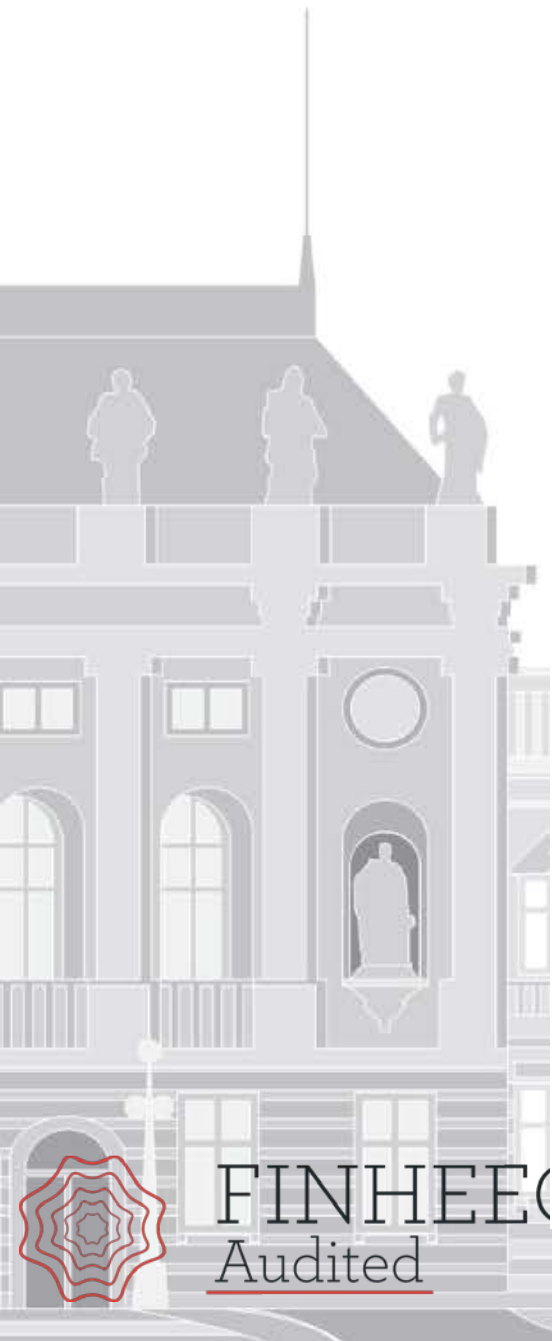
Providing background information on national HE-system

1 peer confident with national HE-system

Assessment of a comprehensive QMS



- QA must be context sensitive and individualised
- Commitment to a developmental approach in the HEI QA processes
- QA should be inclusive to the whole institutional community
- Ensuring the engagement and capacities of the key actors in QA processes
- Partnership between QA Agencies and HEI
- Risk taking and failure are essential for creating new knowledge
- Sharing experiences in QA, e.g. via platforms of dialogue
- Source: „Improving quality, enhancing creativity“. Final report of the QUAHECA Project. EUA 2009



Thank you!

Contact:

Andreas Raggautz
University of Graz

Performance and Quality Management
8010 Graz, Universitaetsplatz 3

Tel. +43.316.380.1800

andreas.raggautz@uni-graz.at

