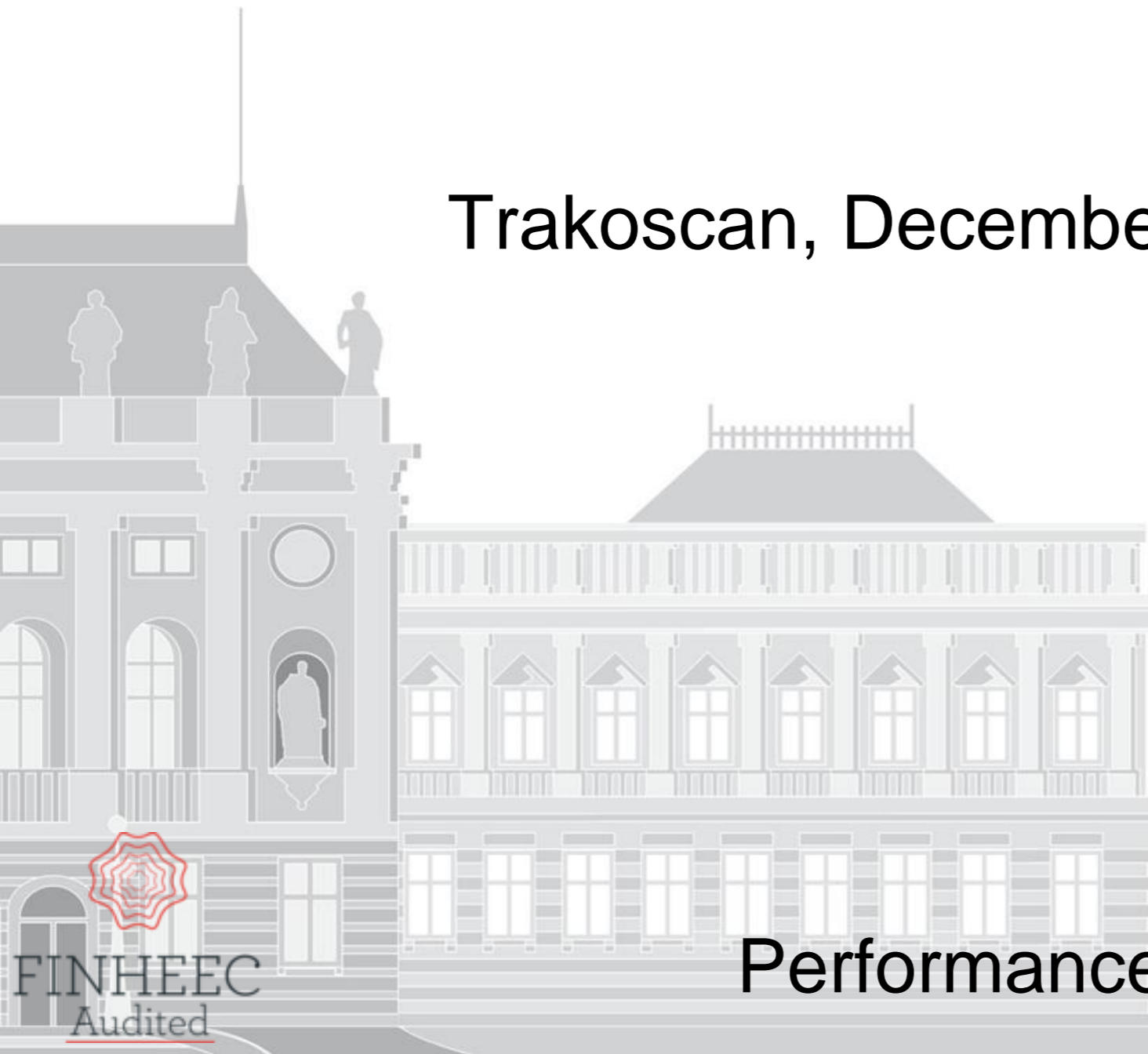




Quality Audit @ Uni Graz

Trakoscan, December 11 2013



Andreas Raggautz
Performance and Quality Management

Outlook

KARL-FRANZENS-UNIVERSITÄT GRAZ
UNIVERSITY OF GRAZ



HE system in Austria

UG in brief

Quality Management System

Quality Audit

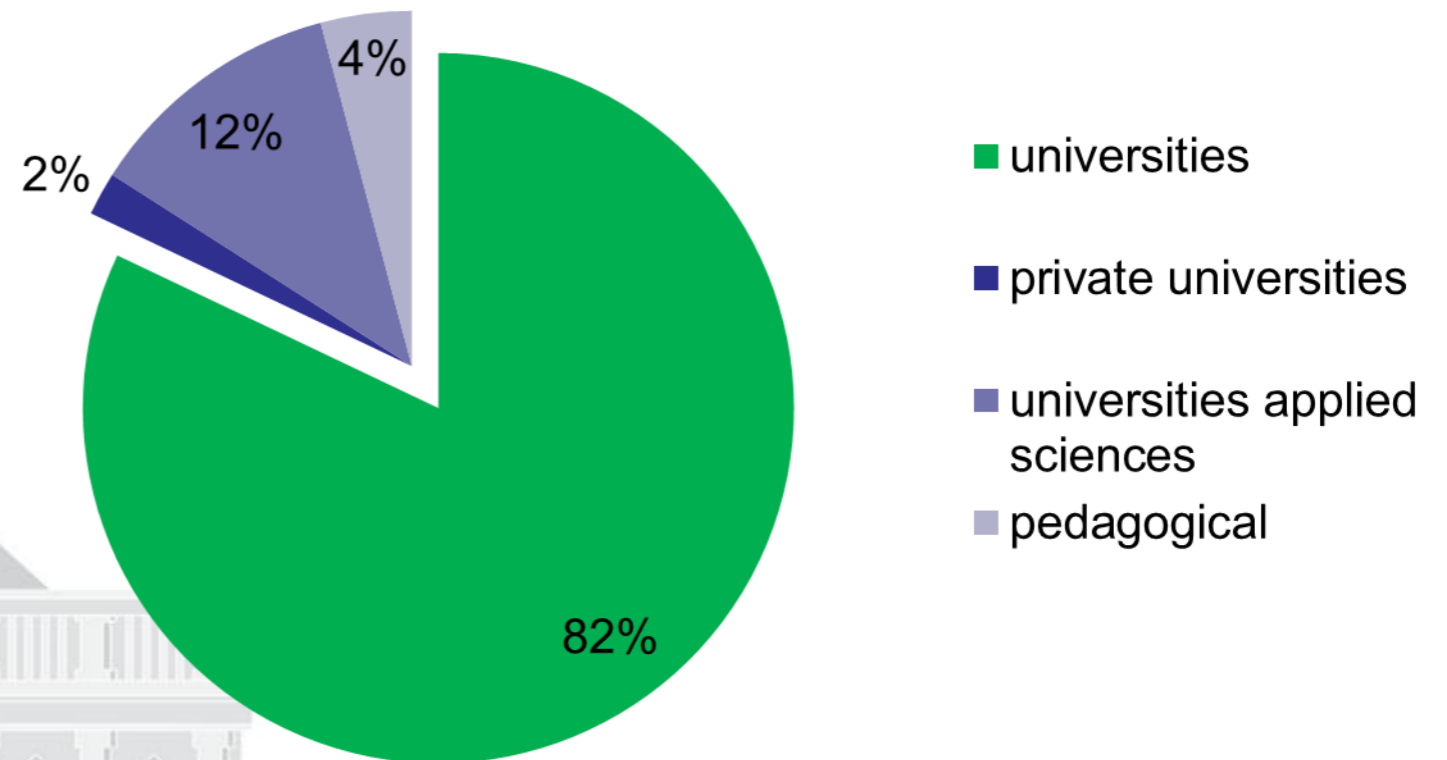
Facit



University Structure in Austria



students



- 22 public universities (federal)
- 21 universities of applied sciences (regional, private)
- 12 private universities (private, regional)
- 9 pedagogical „Hochschulen“ (federal, clerical)



LEGAL FRAMEWORK IN AUSTRIA

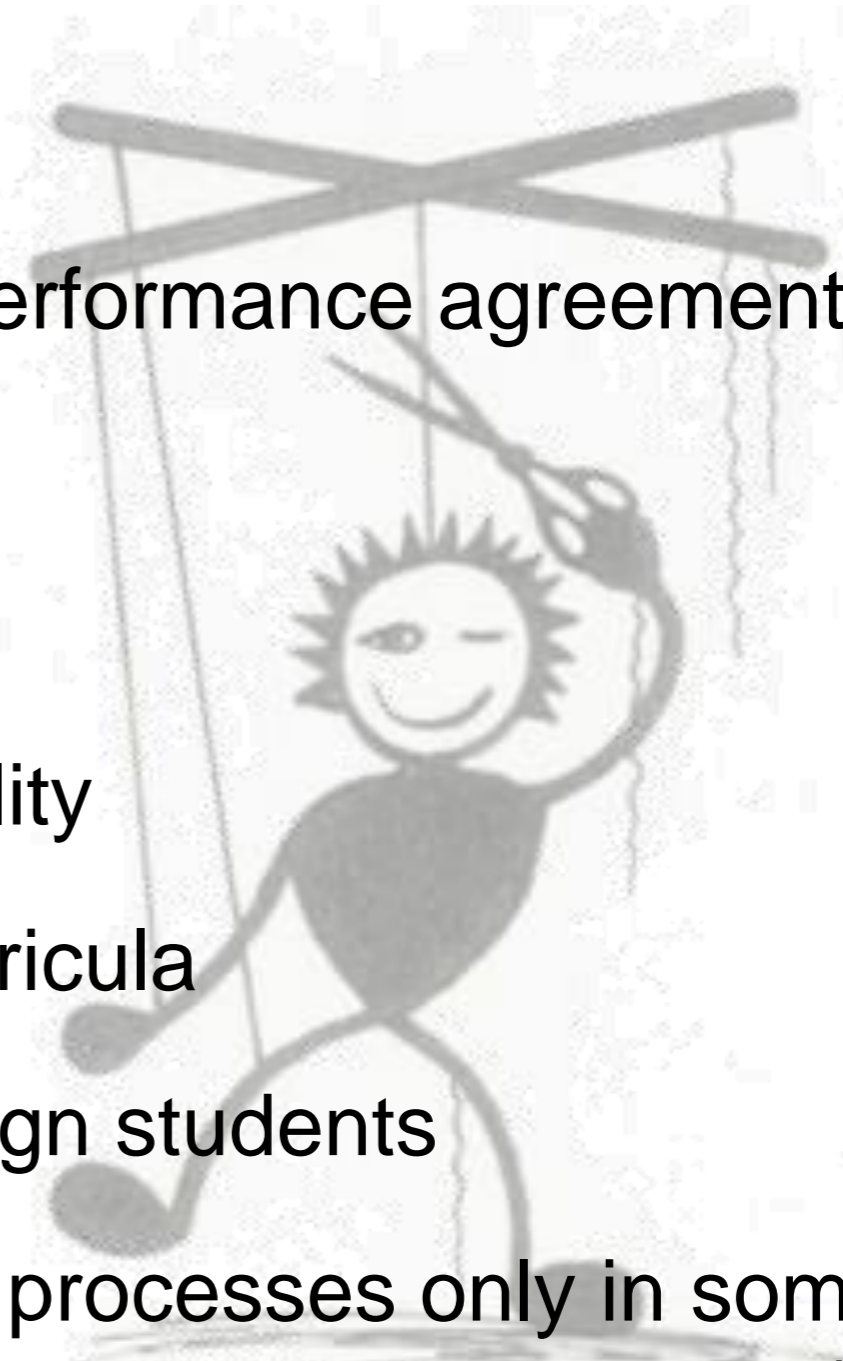


Universities Act 2002

Governance



- Personnel and financial autonomy
- Management by objectives (3-yearly performance agreements)
- 3-year lump sum budget
- Self regulation by statute
- Financial and performance accountability
- No accreditation obligation for new curricula
- Low tuition fees for long-term and foreign students
- Free access to universities, admission processes only in some studies (medicine, psychology, biology, pharmacy, economics)



Universities Act 2002

“The universities shall develop their own quality management system in order to assure quality and the attainment of their performance objectives.”

Universities can establish study programmes on their own responsibility, no further accreditation.

Recognition: Principles in UA, responsibility by universities (internal regulations). Automatic recognition of HEI-degrees (awarded by recognised post-secondary educational institutions) for further degree studies.

EQF/NQF: Not introduced yet, no embedding in legal framework. NQR refers for HEI to the Bologna process.

Act on Quality

KARL-FRANZENS-UNIVERSITÄT GRAZ
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Assurance in HE (HS-QSG)

- Accreditation for Universities of Applied Sciences (UAS) and private universities (AQ Austria)
- Audit for public universities and established UAS, valid 7 years, by EQAR-agency
- Assessment areas:
 1. Quality strategy and its integration into the management tools of the higher education institution;
 2. Quality assurance structures and procedures
 - degree programmes and teaching,
 - research
 - organisation and administration and staff;
 3. integration of internationalisation and societal objectives into the quality management system;
 4. information systems and involvement of stakeholder groups.

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UNIVERSITY OF GRAZ



University of Graz

KARL-FRANZENS-UNIVERSITÄT GRAZ
UNIVERSITY OF GRAZ



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

QM cycle UG



Application areas

Teaching
Research
Promotion of young
researchers
Management
Service



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

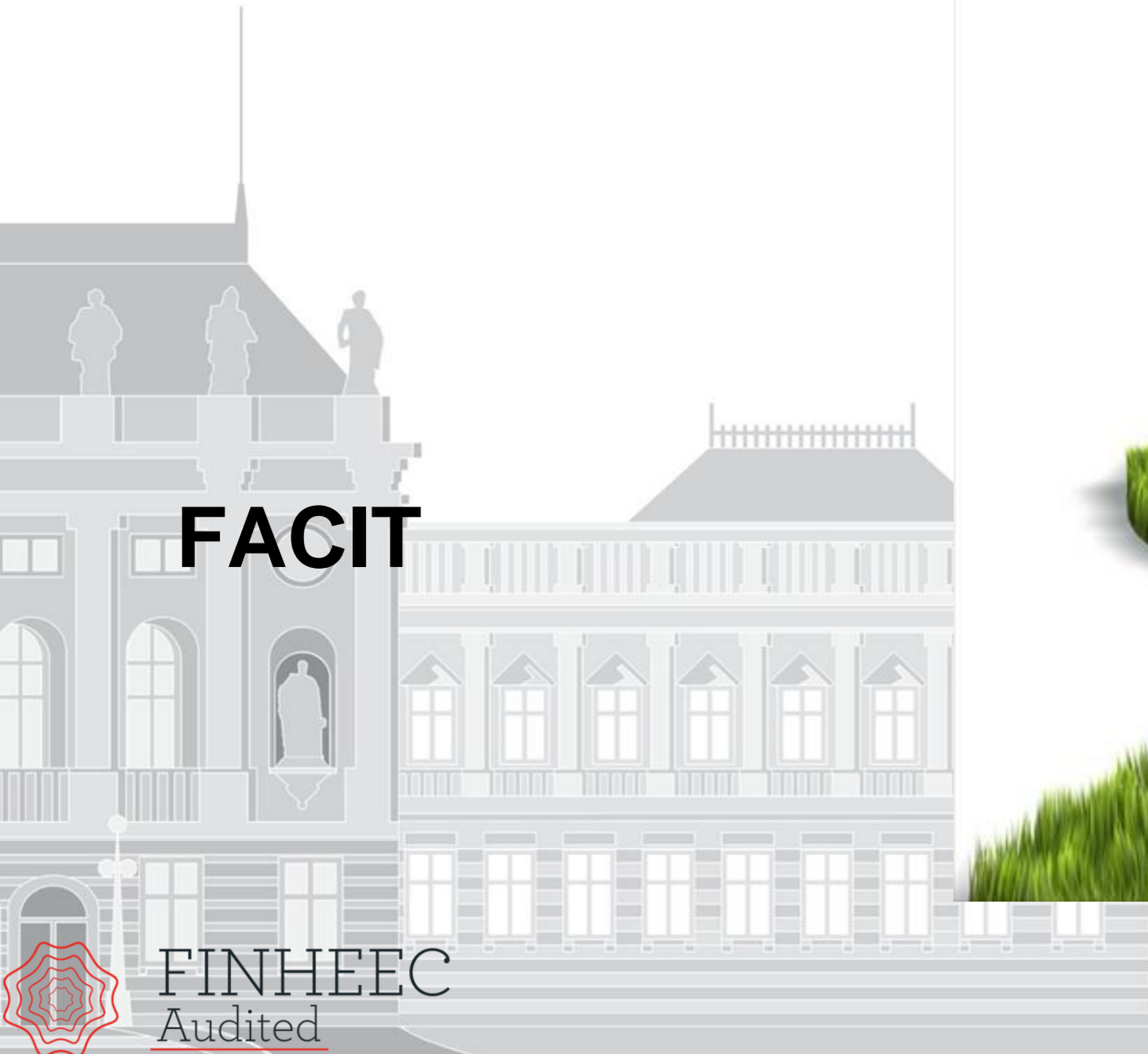
towards the agency

- Experience in audits, comprehensive audit system
- Should work international, other perspective
- 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, enhancement oriented
- Agency fair: presentation of concepts
- Formal selection: invitation of 6 agencies, terms of reference, hearing with 3 agencies
- Negotiation and contracting





FACIT



Expectations have been met

KARL-FRANZENS-UNIVERSITÄT GRAZ
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Audits respect university's autonomie

Audit assesses procedures, not formal rules (fitness FOR purpose)

Key role of peers and their background (recommendations!)

External, international view without preconception

Trust from ministry in internal quality management

Acceptance of audit results by government and stakeholders

Clear audit process with flexibility on the Austian framework

Assessment of a comprehensive, task-oriented QMS

Why quality assurance?

External

Autonomy of HEI
Accountability
Steering and control tool
Fitness OF purpose
Fulfilment of standards/ESG/Bologna-
Process
**Professional recognition (qualification
framework)**
**Trust, comparability and mutual
recognition of degrees**

Internal

Autonomy of HEI
Self responsibility
Steering and development tool
Fitness FOR purpose
Respect upon creativity and diversity
Own quality dimension
Comprehensive (teaching, research,
third mission,...)
Consider institutional profiles
Assessment by peers and professionals
Need of "added value"
Mutual recognition worldwide



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

