



ROMANIAN QA SYSTEM IN HIGHER EDUCATION IMPLEMENTED AT UNIVERSITY OF CRAIOVA

Plovdiv, 18/05/2018

EU programme for education, training, youth and sport

Key Action 2 – Capacity Building in the Field of Higher Education

Project title: Implementation of Education Quality Assurance System via Cooperation of University- Business-Government in HEIs (EDUQAS)



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The Romanian Agency for Quality Assurance in Higher Education

Full member of the European Association for Quality Assurance in Higher Education - **ENQA**
Listed in the European Quality Assurance Register for Higher Education - **EQAR**

What is it ?

- ▶ ARACIS is an autonomous public institution, of national interest, having a legal personality and its own income and expenditure budget.
- ▶ ARACIS is not submitted to political or any other types of interference.
- ▶ ARACIS is funded by:
 - income from service contracts for quality evaluation, concluded with the Ministry of Education;
 - authorisation and accreditation fees of higher education institutions on study programmes;
 - quality external evaluation fees
 - external non-reimbursable funds obtained by participation in international programmes, donations, sponsorships, other legally established sources.



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The mission

- ▶ To carry out the quality external evaluation of education provided by higher education institutions with the aim of:
 - ***certifying the capacity of education*** to fulfill the beneficiaries' expectations;
 - contributing to the development of an institutional ***culture of higher education quality***;
 - assuring the ***protection of direct beneficiaries*** of study programmes at higher education level by producing and disseminating systematic, coherent and credible information, publicly accessible, about education quality;
 - proposing to the Ministry of Education ***strategies and policies*** of permanently improving higher education quality, in close correlation with pre-university education.



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European accreditation

- Evaluated by ENQA (European Association for Quality Assurance in Higher Education) in 2013

“The Review Panel finds that in all areas of interest to ENQA, ARACIS is fully compliant with the ENQA criteria and the Standards and Guidelines for Quality Assurance in the European Higher Education Area” (cited from Report of the ENQA Review Panel published on 8/9/2014)

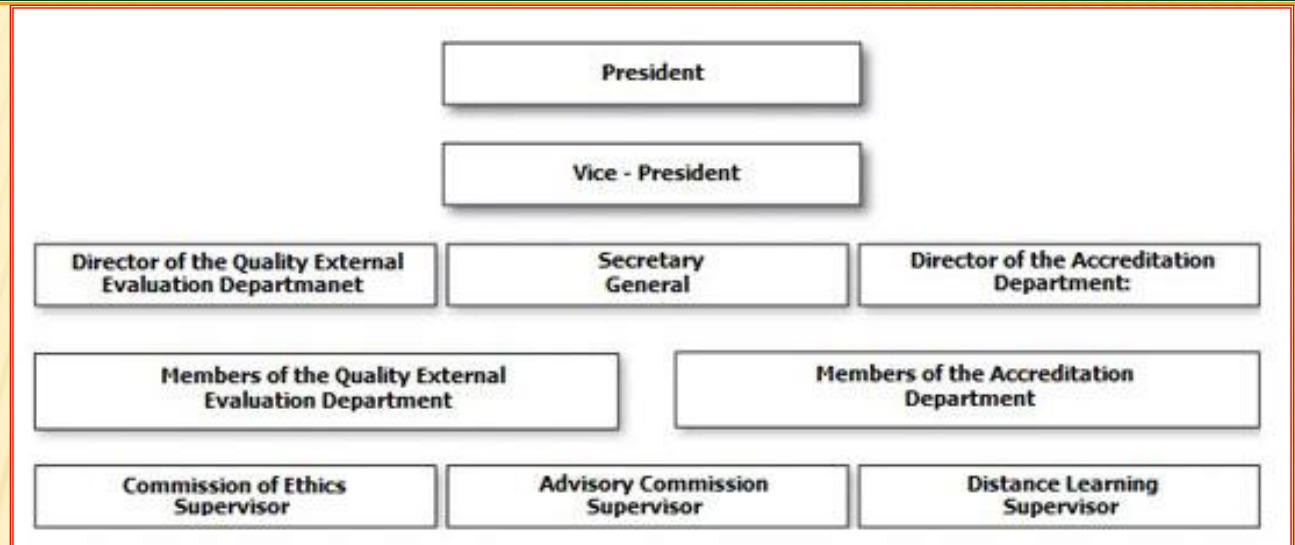
- Under evaluation process by ENQA in 2018



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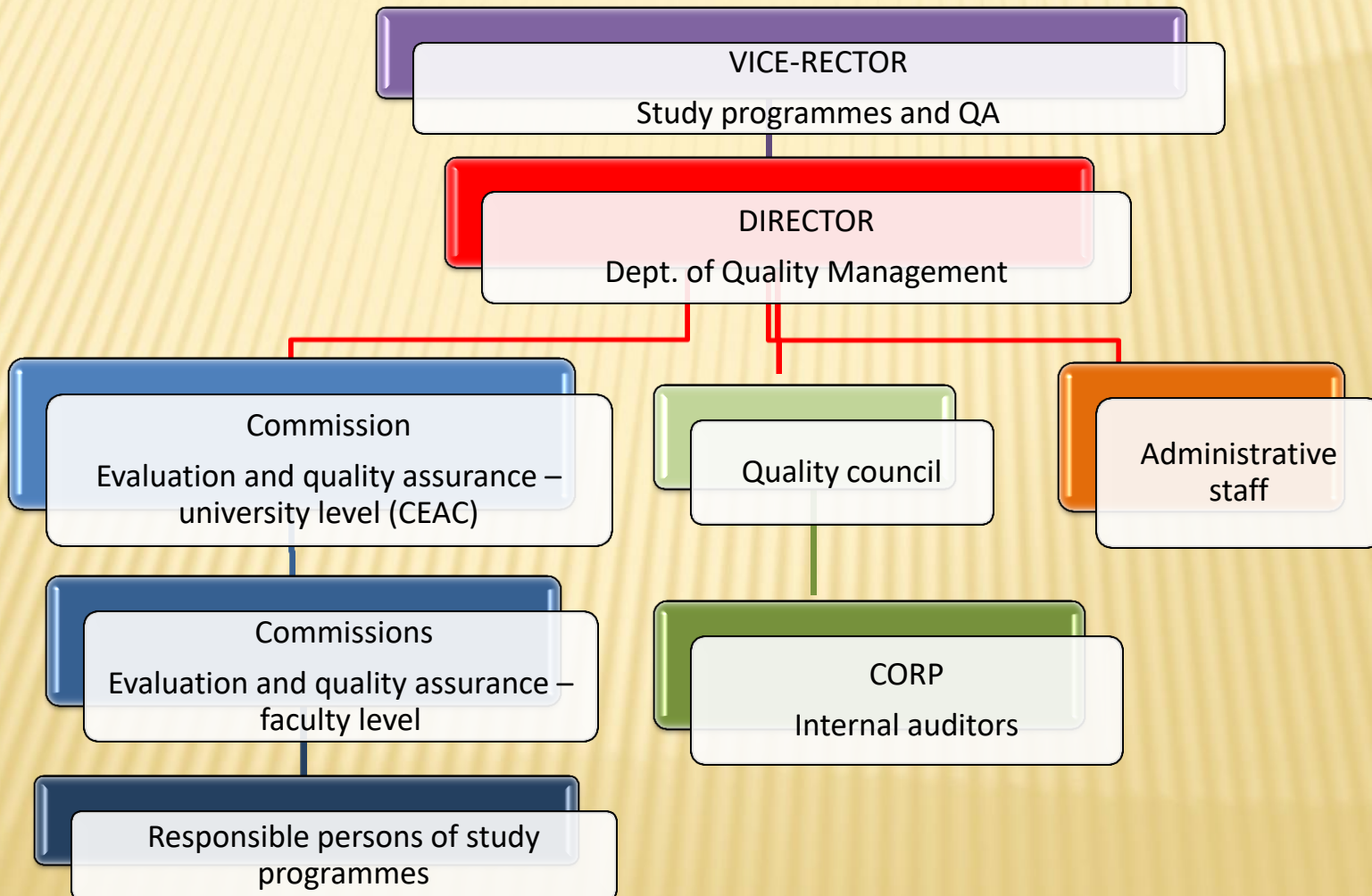
Structure



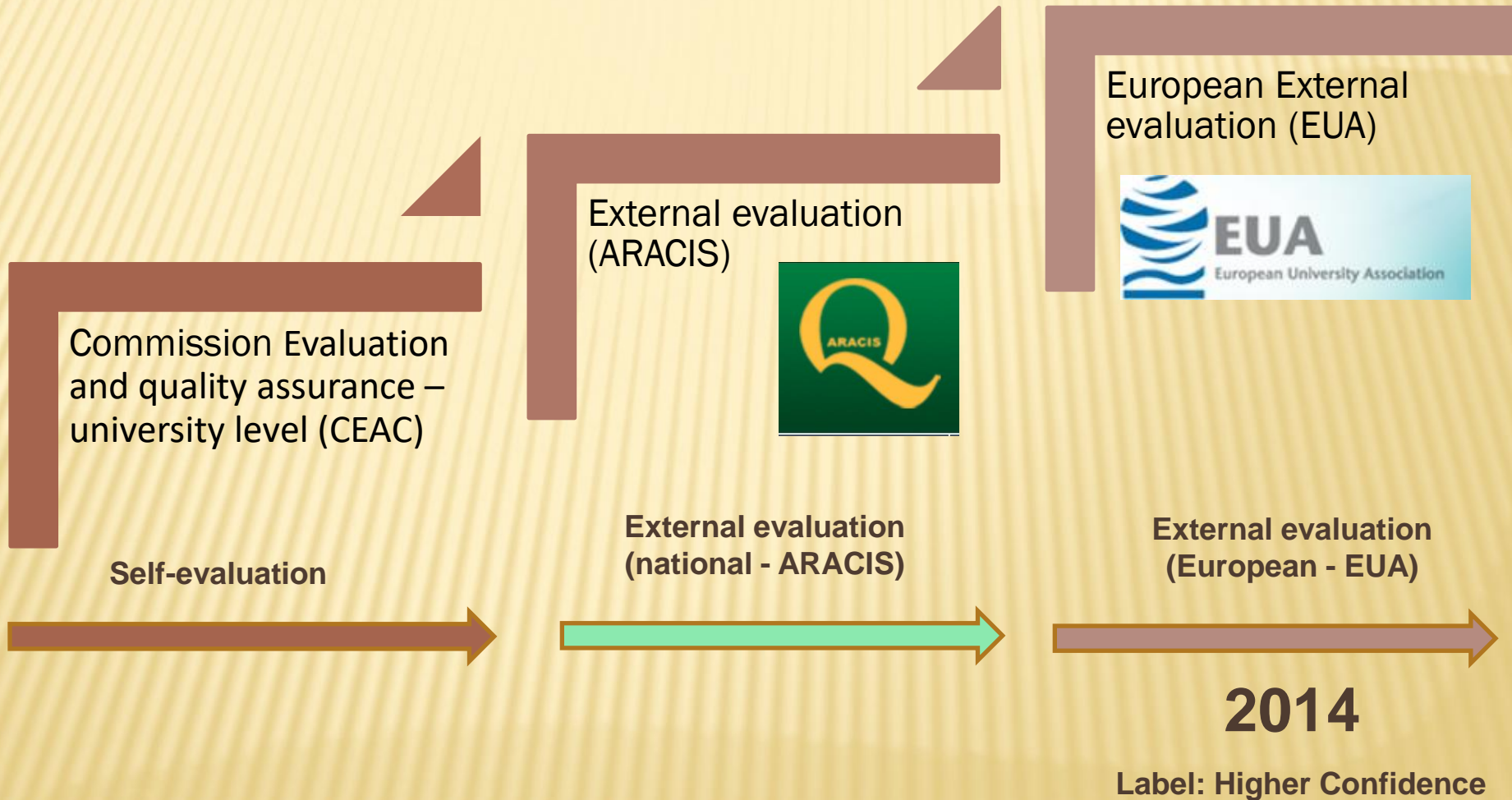
Speciality Commissions

- C1: Exact Sciences and Natural Sciences
- C2: Humanist Sciences and Theology
- C3: Judicial Sciences
- C4: Social and Political Sciences
- C5: Administrative and Educational Sciences and Psychology
- C6: Economic Sciences I
- C7: Economic Sciences II
- C8: Arts, Architecture, Town Planning, Physical Education and Sport
- C9: Agricultural and Forest Sciences and Veterinary Medicine
- C10: Engineering Sciences I
- C11: Engineering Sciences II
- C12: Health
- C13: Distance learning
- C14: Institutional Evaluation for Managerial and Financial Activities Commission
- C15: Employers register

QA STRUCTURES AT UNIVERSITY OF CRAIOVA

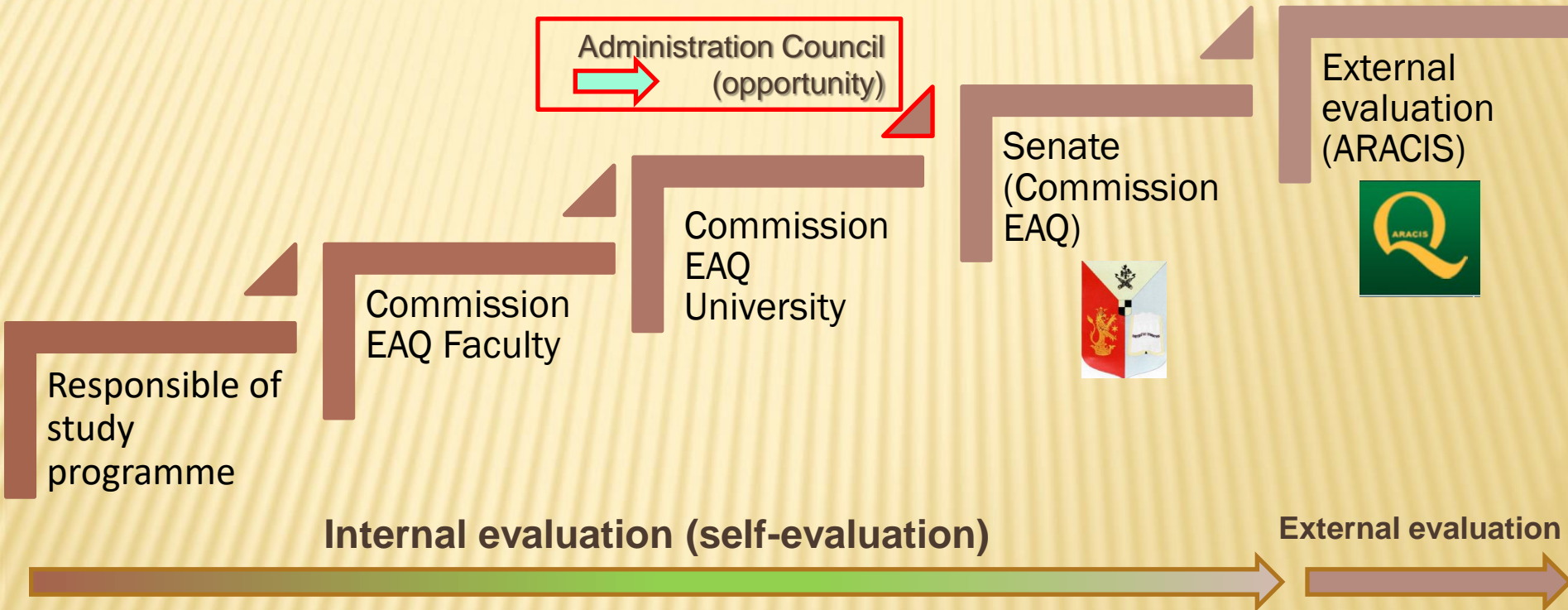


SELF-/EXTERNAL EVALUATION UNIVERSITY LEVEL



Every 5 years

SELF-/EXTERNAL EVALUATION STUDY PROGRAMMES



Every 5 years

Possible labels :

- Higher confidence
- Limited confidence
- No confidence.

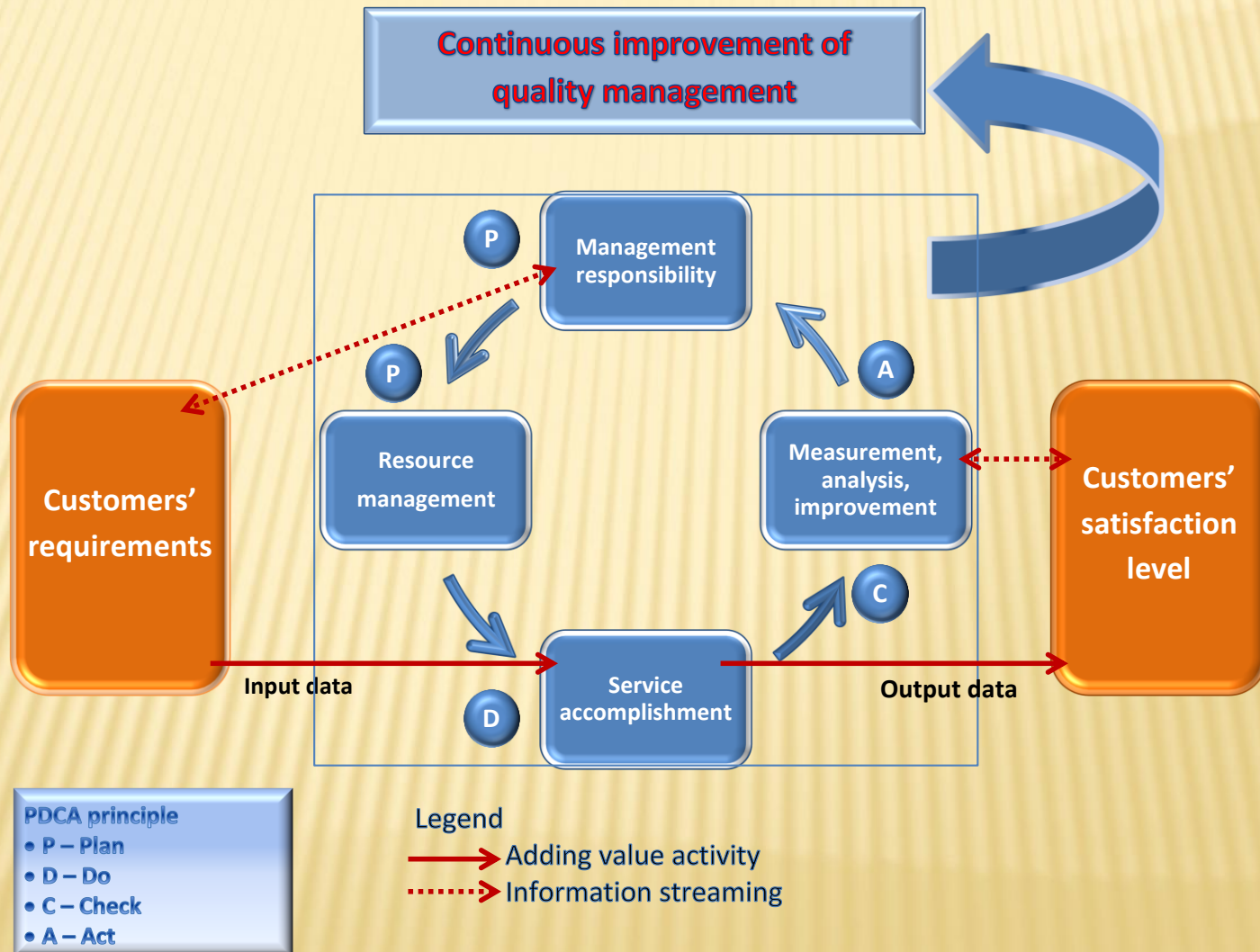
BASIC PRINCIPLES OF QA SYSTEM AT UNIVERSITY OF CRAIOVA

The QA system at University of Craiova is guided by the European policies of ENQA, as follows (as stated in QA Code of The University of Craiova):

- ▶ **Approaches based on processes**
- ▶ **Understanding the main competence** (customer-oriented approach)
- ▶ **Global optimization** (management of the whole system for a better interaction of all operational processes)
- ▶ **Predictive leadership**
- ▶ **Facts-based approach** (decisions are based on real facts rather than on convenient speculation)
- ▶ **Collaboration with partners**
- ▶ **Staff involvement**
- ▶ **Continuous improvement of processes**

CONTINUOUS IMPROVEMENT STRATEGY

- ✘ It is guided by the principle PDCA (as stated in QA Code of The University of Craiova)



PERFORMANCE INDICATORS OF QA EVALUATION

Areas of QA in higher education

**Institutional
capacity**

**Educational
effectiveness**

**Quality
management**

Specific criteria



Standards associated to specific criteria

Standards – define the
compulsory minimum level of
accomplishment of an activity

Standards of reference –
define the optimal level of
accomplishment of an activity



Performance indicators

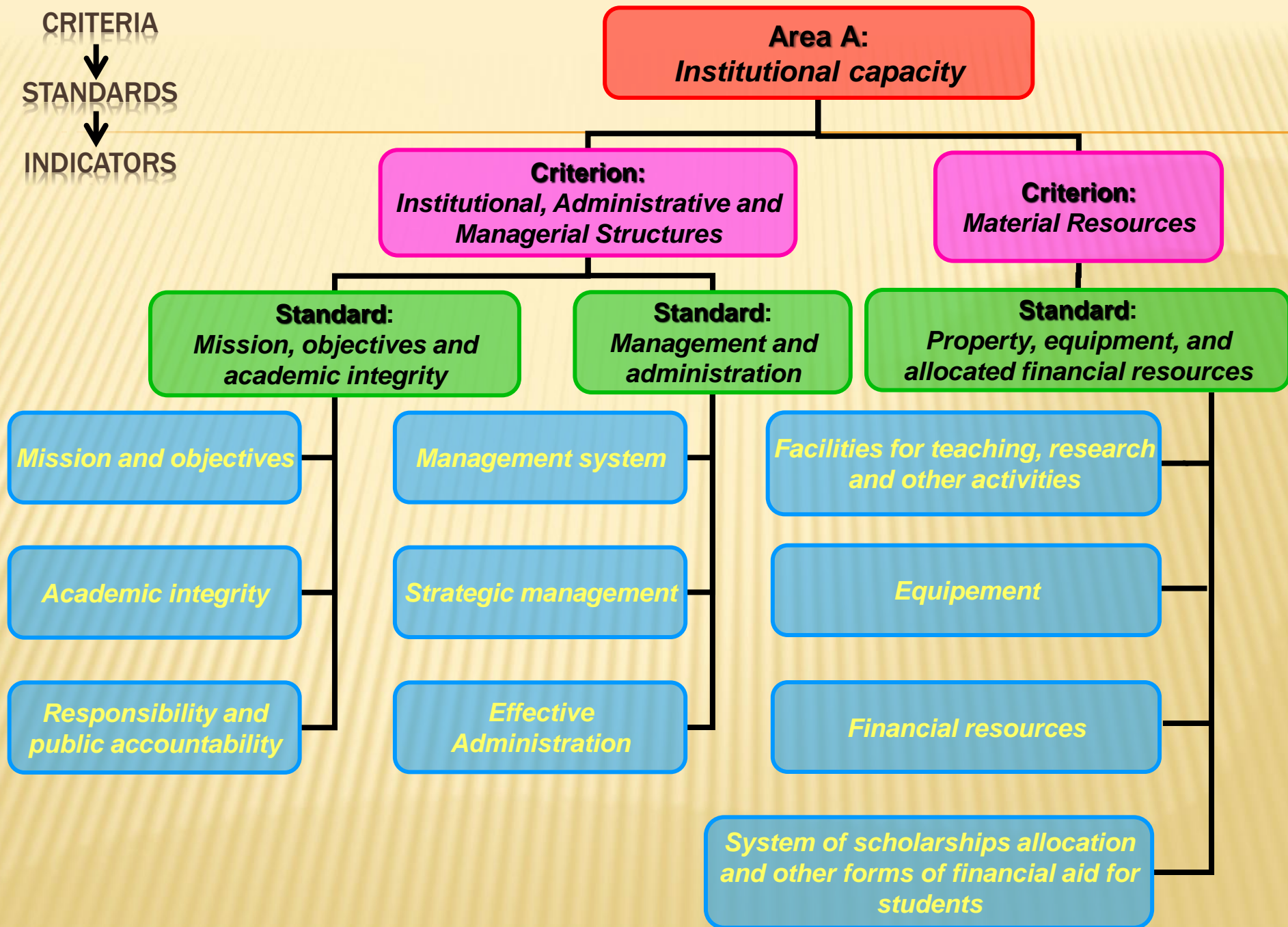
CRITERIA



STANDARDS



INDICATORS



Area B:
Education effectiveness

Content of Study Programmes

Learning outcomes

Scientific Research Activities

Financial Management

Student admission

Structure and formalisation of study programmes

Validation of academic qualifications

Research Programmes

Budgeting and accounting

Principles of recruitment and admission's policy

Admission practices

Structure of study programmes

Differentiation in the implementation of study programmes

Relevance of study programmes

Validation by employability within the field of the academic qualification

Focus on student-centred learning methods

Student career guidance

Validation by access to the next level of academic studies

Level of students' satisfaction with regard to their professional and personal development

Planning of research

Undertaking research

Validation of research

The income and expense budget

Accounting

Auditing and public accountability

Area C:
Quality management

See next criteria...

Quality Assurance Strategies and Procedures

Procedures for the initiation, monitoring and periodic revision of the implemented programmes and activities

Objective and Transparent Procedures for Evaluating Learning Outcomes

Quality Assurance Structures and Policies

Approval, monitoring and periodic evaluation of study programmes and their corresponding qualifications

Student Evaluation

Organization of the QA System

Existence and implementation of regulations regarding the initiation, approval, monitoring and periodic evaluation of study programmes

The higher education institution has regulations for examinations and grading which are rigorously and consistently applied

Quality Assurance Policies and Strategies

Correspondences between diplomas and qualifications

Integration of evaluation in the teaching and learning plan, by courses and study programmes

Area C:
Quality management

See next criteria...

**Procedures for the periodic
evaluation of the teaching staff**

**Access to adequate learning
resources**

**Regularly updated database
on internal quality
assurance**

**The quality of the teaching and
research staff**

**Learning resources and
student services**

Information systems

*Ratio of teaching staff to
students*

Peer review

*Student evaluation of the
teaching staff*

*University management's
evaluation of the teaching
staff*

*Availability of learning
resources*

*Teaching as a learning
resource*

**Incentive and
remediation
programmes**

Student services

Databases

Area C:
Quality management

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graph TD; A["Area C:  
Quality management"] --- B["Transparent information of public interest with regards to study programmes, certificates, diplomas, and qualifications"]; A --- C["Operational quality assurance structures, according to the Law"]; B --- D["Public information"]; B -.- E[""]; D --- F["The provision of public information"]; C --- G["The institutional structure for education quality assurance corresponds to the legal provisions and acts on a permanent basis"]; G --- H["Commission coordinates the implementation of procedures and activities for quality evaluation and assurance"];
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Transparent information of public interest with regards to study programmes, certificates, diplomas, and qualifications

Public information

The provision of public information

Operational quality assurance structures, according to the Law

The institutional structure for education quality assurance corresponds to the legal provisions and acts on a permanent basis

Commission coordinates the implementation of procedures and activities for quality evaluation and assurance

Risk management at University of Craiova

- ✖ **Registry of risks** – table with necessary elements for effective risk management
- ✖ The registry of risks is developed starting from 5 categories of objectives enounced in the University Charta.
 - + strategic,
 - + operational,
 - + of reference,
 - + of conformity,
 - + protection of data and of patrimony.

Objective	Specific activities (according to Art. 164 from University Charta)	
	<i>direct</i>	<i>indirect</i>
Strategic	<p>(a) Implementation of strategies and policies of the university in the QA domain;</p> <p>(b) Development and implementation of criteria and methodologies of quality assessment;</p>	(g)
Operational	<p>(d) Collection of opinion and proposals of graduates and of employers concerning the quality of education services delivered by the university. Debates at Senate level starting from this information.</p> <p>(h) Elaboration of proposals to improve the employability of graduates starting from annual statistics accomplished by the structure Center of Counseling and Orientation in Career of the university.</p>	(b) ... (j)
Of reference	<p>(c) Dissemination of information on the culture of quality and specific quality norms from other European universities.</p> <p>(j) Elaboration of reports of self-evaluation.</p>	(e) (f) (i)
Of conformity	<p>e) Periodic assessment of feedback from society (social, economy and culture environment);</p> <p>(f) Control of compliance with the principle of education focused on student;</p> <p>(i) Control of compliance with the norms of quality in higher education.</p>	(b) (j)
Protection of data and of patrimony	<p>(g) Assistance for organizational structures of the university concerning the elaboration of documents delivered to ARACIS</p>	(a) (c) (j)

Synoptic table of risk management

Objective	Risk	Circumstances	Responsible persons	Stage
Strategic	Organizational errors	Absence of a functional structure	Director Dept. of Quality Management	Intern analysis
	Bad management of priority issues	Absence of a chronological plan	Director Dept. of Quality Management	Elaboration of an action plan (as a Gantt diagram)
	Erroneous objectives	Legislative instability and change of operational plan of the university	Director Dept. of Quality Management	Monitoring of changes in legislation and in the operational plan of the university
Operational	Infringement of ethic principles	Lack of motivation and of interest Lack of professionalism Conflict of interests	Director Dept. of Quality Management	Monitoring
	Negative working atmosphere, violation of rules, lack of team spirit	Inadequate solving of conflicts	Director Dept. of Quality Management	Sanctions for guilty persons
	Non-respect des délais	Delays, vague rules and procedures	Director Dept. of Quality Management	Intermediary control

Synoptic table of risk management (continuation)

Objective	Risk	Circumstances	Responsible persons	Stage
Of reference	False results/ deformed given information	Incomplete / unavailable information (seldom)	President CEAC - University of Craiova	Data collection
	Delays	Delays in data collection/ analysis	President CEAC - University of Craiova	Early starting the data collection
Of conformity	Unfollowing the rules and procedures	Ignorance and/or imprecision in applying the rules and procedures	Director Dept. of Quality Management	Development of teaching procedures
Protection of data and of patrimony	Lack of confidentiality for data included in reports	Ignorance and/or imprecision in applying the rules and procedures	Director Dept. of Quality Management	Permanent supervising