Quality Control System (QCS)

Work package: **WP5 – Quality control and monitoring**

Report: Summary of QA activities

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Introduction

Work package 5 of the **TEMPUS project Tempus KTU** is **'Quality control and monitoring'**. The aim of this work package was to assure the optimal quality, structure, processes and results of the project. The leader of this WP is WUS who conducted continuous monitoring of the project, but was supported by all partners (in form of feedbacks, inputs about developments in their countries and institutions, different reports etc.) in order to steer the project in the right way. This aim was achieved through the implementation of different quality control measures implemented at different stages of the project.

As part of WP 5, WUS Austria with support by all partners was responsible to

- Prepare a draft *Quality Control and Monitoring of Project Implementation and Management Plan (QA Plan)* –(5.1.)

- *Review reports of KTUs* and monitor KTUs' development and implementation of their services through *review of activity and business plans, strategies, portfolio of services etc.* as well as through the conduction of *monitoring visits* to each KTU. (5.2.)

- *Review curricula modules and trainings* in order to ensure that the new and modified modules are being created in line with the Bologna principles and that trainings are responding to the specific needs of the target groups. (5.3.)

The implemented activities are summarized in the below table and explained in more detail in the sections below:

No	What	Status
5.1	QC project implementation monitoring	DONE - **QA Plan** (updated as required (eg due to UA crisis); 3 versions (3/2014, 10/2014, 4/2016) - **Regular QA questionnaires and QA reports** on main milestones and challenges in project implementation; compiled ahead of each project meeting (6 reports based on inputs from PCUs – 11/2014, 2/2015, 4/2015, 10/2015, 5/2016, 10/2016) - **Presentation of results from QA questionnaires/report at project meetings and discussion of follow up** to address identified challenges - **Evaluation reports of project meetings and conferences**
5.2.	Monitoring of KTUs	DONE - **Monitoring visits to 4 PCUs** (May 2016), Monitoring report with findings from monitoring visit; - **Two more monitoring visits in Oct 2016** (no travel to Kharkiv possible due to travel

		warning) plus monitoring report - **Regular monitoring** through milestone questionnaires (as described under 5.1.) - **Feedback provided on key deliverables** such as KTU strategies and ToRs of KTU staff.
5.3.	Modules and trainings adapted	DONE - **Feedback provided on modules from PCUs**: a.) First round of feedback on preliminary modules b.) 2nd round of feedback on working programmes of each PCU including LOs and competences in line with the Bologna system.

1. Quality control and monitoring of project implementation and management plan of the project (QA Plan; deliverable 5.1.)

Main deliverables: QA Plan versions I, II, III

1. QA was seen in this project as an ongoing process with the need to respond to emerging changes in the environment. Against this background, also the QA Plan was understood as living documents which underwent several changes in order to respond to emerging issues in the project environment.

After the kick off meeting QA mechanisms have been determined and *a* concrete QA plan was developed **(QA Plan version I).**

Due to the political situation in Ukraine the QA Plan had to be adapted (**QA Plan version II,** Oct. 2014) to respond to existing challenges in the project environment. Most importantly, this referred to the monitoring visits to Ukraine which have played a central role in the original QA Plan. According to the new methodology proposed in the second version of the QA Plan, **regular monitoring questionnaires** were introduced to collect inputs of PCUs on milestones in the implementation of the project (for each WP), overall challenges as well as opportunities. Such questionnaires were developed and shared with partners ahead of all Consortium Meetings (Stockholm Nov. 2014, Budapest Feb. 2015, Graz April 2015, Kiev Oct 2015, Kiev May 2016, Lviv October 2016). Furthermore, the Consortium Meeting in Budapest was implemented additionally to the originally planned meetings, in order to compensate for the lack of face-to-face monitoring/project management visits at this stage of the project. The results of inputs from PCUs to each milestones questionnaire were consolidated and analysed by WUS Austria in separate reports and presented by WUS at each Consortium meeting. The monitoring questionnaires on major milestones, challenges and opportunities ahead of the Graz meeting 2015 and the Interim Report also made the online survey redundant which was originally planned ahead of the Interim Report. Similarly, a milestones questionnaire implemented in au-

tumn 2016 together with monitoring visits to all PCUs during the 2nd and 3rd quarter of 2016 provided comprehensive feedback from partners. This again made the planned online survey (as envisaged in version I of the QA Plan) ahead of the final report redundant.

All reports including questionnaires can be found on the project's box account. The introduction of this new methodology has proven extremely successful: The rich and regular inputs from PCUs provided a sound and transparent basis for the discussion of the status of implementation as well as existing challenges and opportunities. In October 2015, it was possible again for colleagues from FH J and WUS AT to travel to Ukraine (Consortium Meeting and Interim Conference). During this Consortium Meeting it was also decided that **joint monitoring/mentoring/project management visits would take place in May 2016 (9-14)**, back to back with a Consortium Meeting (May 14). In accordance with the previous practice, a questionnaire on major milestones/challenges/opportunities has been prepared and shared with PCUs for the Consortium Meeting together with a **questionnaire for the monitoring/mentoring/project management visits** of the KTUs. The latter focused on the physical establishment of the KTUs, and the impact of the project so far, while the regular monitoring questionnaires addressed primarily milestones and challenges related to the implementation of the project workplan. Given the fact that monitoring visits were becoming realistic and implementable and that the regular monitoring questionnaires exceeded expectations in terms of their usefulness for project implementation, it was decided to update the last version of the QA Plan to reflect on these changes and to adapt the QA Plan as needed. **(QA Plan version III).**

Main deliverables: Evaluation of meeting and Conferences (10 reports)

As partner responsible for QA, WUS Austria has drafted evaluation reports for all Consortium Meetings/joint workshops/study visits as well as for the Interim and Final Conference.

All reports are available on box.

Evaluation reports from Consortium Meetings:

- Kick off meeting, Graz Feb 2014
- Study visit, Girona June 2014
- Study visit/Consortium Meeting, Stockholm Nov 2014
- Study visit/Consortium Meeting, Budapest Feb 2015
- Joint workshop, Graz April 2015
- Consortium Meeting, Kiev Oct 2015
- Consortium Meeting, Kiev May 2016
- Consortium Meeting, Lviv Oct 2016

Evaluation reports from Conferences:

- Interim Conference, Kiev Oct 2015

- Final Conference, Lviv Oct 2016

2. Regular monitoring of KTUs (5.2.)

Regular monitoring of KTUs through

    a.) Monitoring visits

    b.) Regular monitoring questionnaires

    c.) Feedback on main deliverables

Main deliverables:

Main deliverables: Monitoring visits to KTUs and draft of 2 monitoring reports with findings and recommendations for all 6 KTUs

During the Consortium Meeting in Kiev in October 2015, it was decided that joint project management/monitoring visits would take place in spring/early summer 2016 back to back with a Consortium Meeting.

For time and logistical reasons, four out of the six partner universities were visited in May 2016 (ISTU, KhNU, KSMA, DSTU). A report with the results from these monitoring visits is available under KTU Final Results\WP5 Quality Assurance\WP5.2 Monitoring and Feedback\WP5.2 Monitoring Visit - 2016.05 May\.

At the same time it was decided that monitoring interviews with UB and KhAI will take place in Lviv in October 2016, back to back with the Final Conference. A site visit of UB took already place in the context of the project's Interim Conference in Kiev, October 2016. An on-site visit of KhAI was not possible in the course of the project due to the unstable security situation in the Donetsk region. A second report summarizes the findings from the joint project management/monitoring interviews with colleagues from UB and KhAI in Lviv in October 2016. Available under KTU Final Results\WP5 Quality Assurance\WP5.2 Monitoring and Feedback\WP5.2 Monitoring Visit – 2016.10 October\

Main deliverables: 6 Monitoring reports on main milestones and challenges in project implementation

As outlined above, regular monitoring questionnaires were introduced to collect inputs of PCUs on milestones in the implementation of the project (for each WP), overall challenges as well as opportunities. Such questionnaires were developed and shared with partners ahead of all Consortium Meetings **(Stockholm Nov. 2014, Budapest Feb. 2015, Graz April 2015, Kiev Oct 2015, Kiev May 2016, Lviv October 2016).** Based on the inputs provided by partners, 6 monitoring reports were drafted and the findings present-

ed and discussed at Consortium Meetings together with mitigation strategies on identified challenges.

> **Main deliverables: Feedback on main deliverables through e-mail exchange/track change and through quality checklists**

In the process of developing products/deliverables, **feedback was provided on working versions via direct e-mail exchange of partners involved** (as per WP descriptions) and by using track change/comment functions in the respective documents. WUS AT, for example, provided feedback in this way on KTU strategies or ToR for KTU staff.

In addition - as proposed by WUS AT in the QA Plan and agreed by partners - a **quality check** was done **for key deliverables** by selected partners (other than the responsible WP leaders) using the template from the QA Plan. All filled in templates have been uploaded to the project's online workspace (box).

Name of deliverable	No. of deliv.	Responsibility for final checks
KTU strategies (WP1)	1.1.	UdG (P4)
KTU business and activity plans (WP2)	2.2.	KhNU (P9)
KTU Portfolio of services (WP3)	3.1.	DSTU (P11)
Interdisciplinary curricula modules (WP4)	4.1.	KSMA (P10)
Reports from monitoring missions (WP5)	5.2.	FH J (P1)
Financial sustainability plans (WP 6)	6.1.	ISTU (P6)
Project's printed materials (flyers, posters, brochures etc) (WP7)	7.1.	WUS AT (P2)

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3. Review of curricula modules and trainings

> **Main deliverables: Structured feedback of preliminary course modules (4) in light of Bologna principles (DONE)**

> **Main deliverables: Structure feedback of working programmes of each PCU (6) in light of Bologna principles (to be completed in Jan 2017)**

Interdisciplinary curricula modules were developed and had to be reviewed by peer reviewers in terms of content (twinning EU partners) and on Bologna conformity (all by BME and FHJ; WUS).

In this context, WUS AT developed a template for the provision of feedback on the preliminary modules (available in English) in line with the Bologna principles. Templates and feedback provided for each course are available on box (under Final results, 5.3.). In addition, non-formal feedback on the preliminary competence matrices was also provided via e-mails.

As recommended by NEO in its monitoring visit to Lviv in October 2016, the final version of the course descriptions (as outlined in the working programmes for each PCU) should be made available in English, reviewed by PCUs and again feedbacked for their consistency with Bologna Principles and the Learning Outcomes and Competences defined earlier in the process.

WUS AT will review each work programme in the period of November 2016 – January 2017 and provide structured feedback.

Tools and processes for curriculum development (Del. 6.3.)

Even though not directly part of WP 5 but coherently linked to QA in the context of curriculum development, tools and processes for curriculum development were proposed by FH J jointly with WUS AT as part of WP 6 (Deliverable 6.3.). Three sets of questionnaires address

a) University Staff / Students

b) Alumni

c) Employers

These questionnaires have been developed as a tool to assess the potential for improvements of the developed interdisciplinary module at each Partner Country University. Ideally, these assessments are being conducted on a regular basis. All templates are available on box.

External evaluation (WP 8)

The external evaluation foreseen under this project was part of WP 8 (under the responsibility of FH J), but as an external QA measure thematically closely linked to WP 5. WUS AT provided support to FH J in drafting the terms of reference for the external evaluator, provided feedback on the draft report to FH J and completed the online survey for partners.