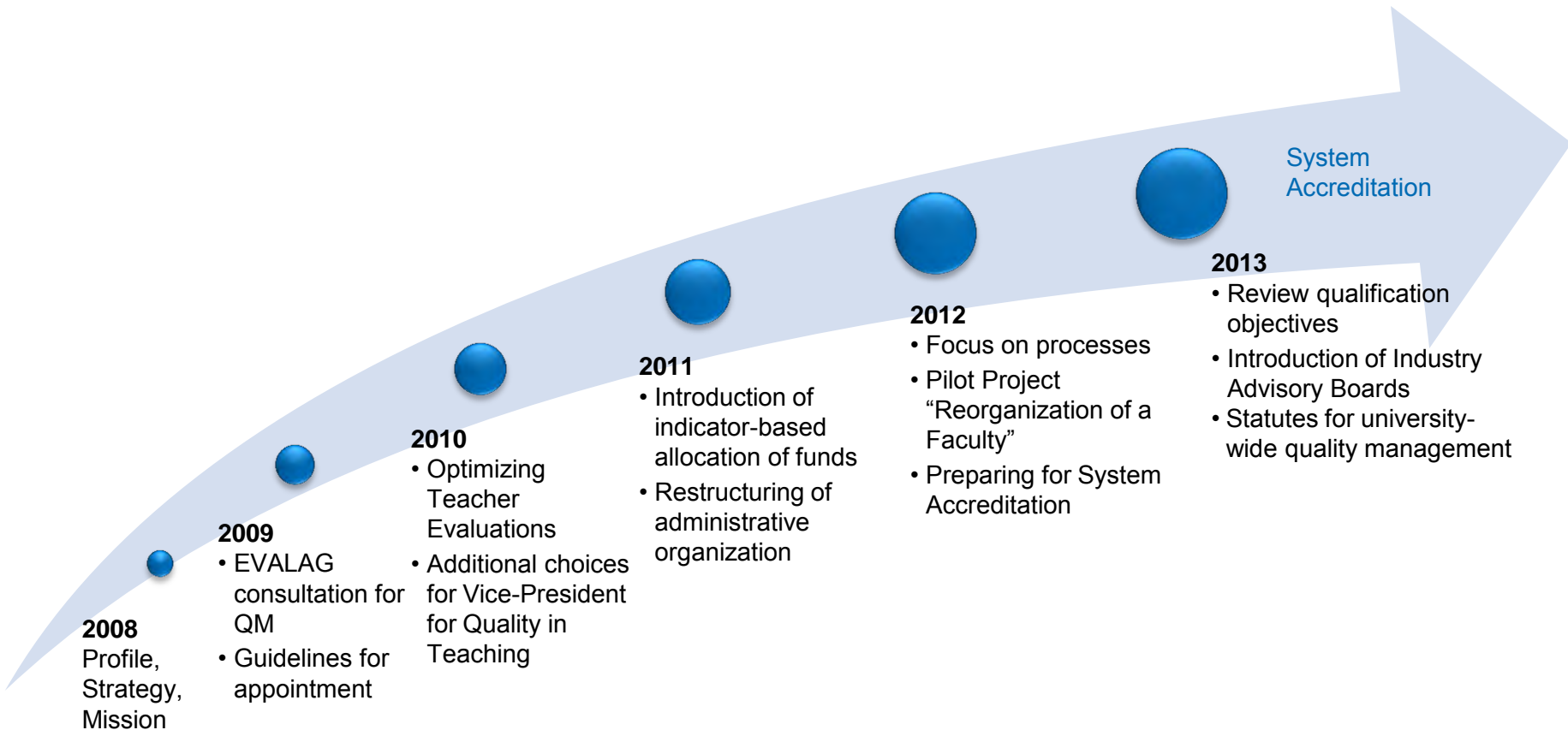


Development of QM at Aalen Uni. in past 5 years



System Accreditation

Institutional Framework in Germany

- **Conference of Education Ministers (KMK)** summarizes policy decisions nationwide and determines common structural requirements
- The **Accreditation Council** organizes the system of quality assurance, in particular by the accrediting agencies, the interpretation of the structural requirements, and the development of the system
- The **Agencies**, guide applicants through the accreditation process, and are developing their own guidelines, procedures, and criteria based on the decisions taken by the KMK and the Accreditation Council.

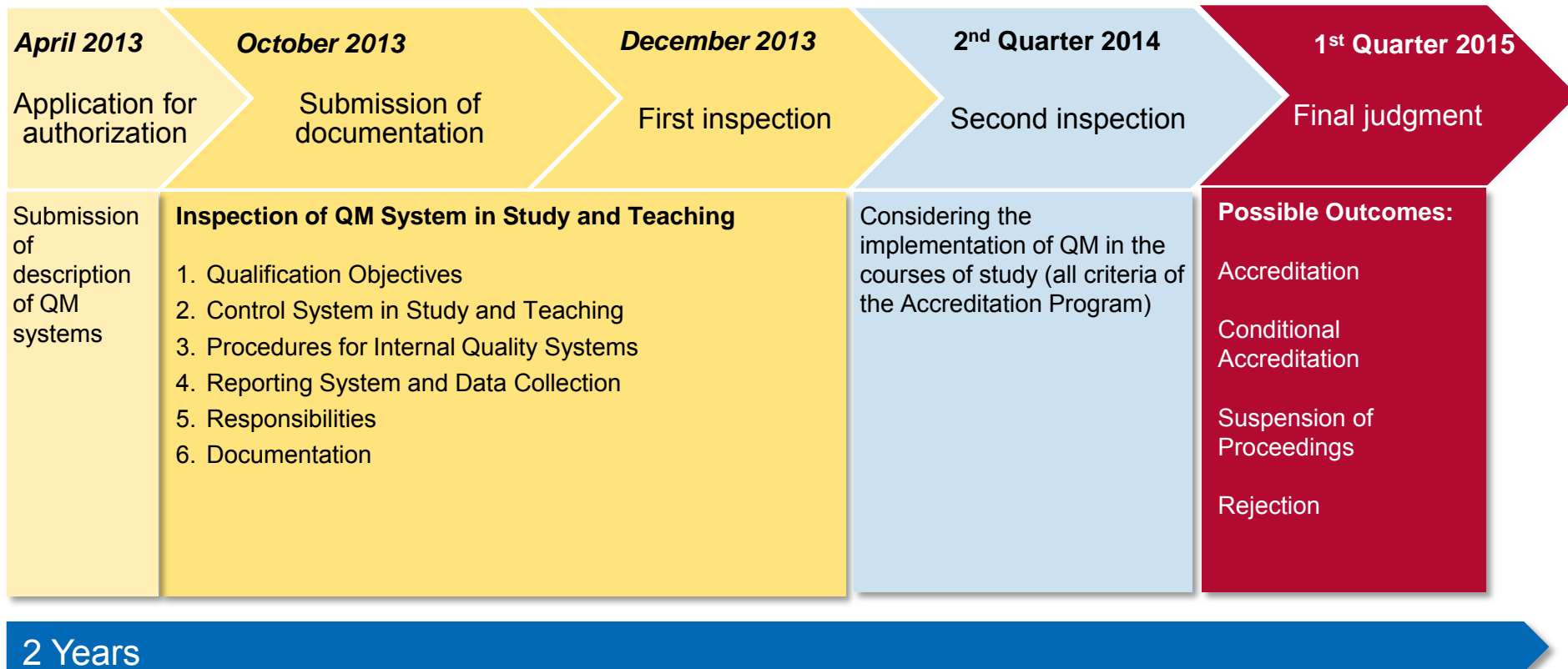
Accreditation in Germany

- Previous accreditation of individual study programs or clusters of courses
 - Evaluation of outcomes/study concepts
- New method of system accreditation (Accreditation of the QM-System of the entire university)
 - View of the processes and structures in teaching and learning
 - Internal accreditation of new programs

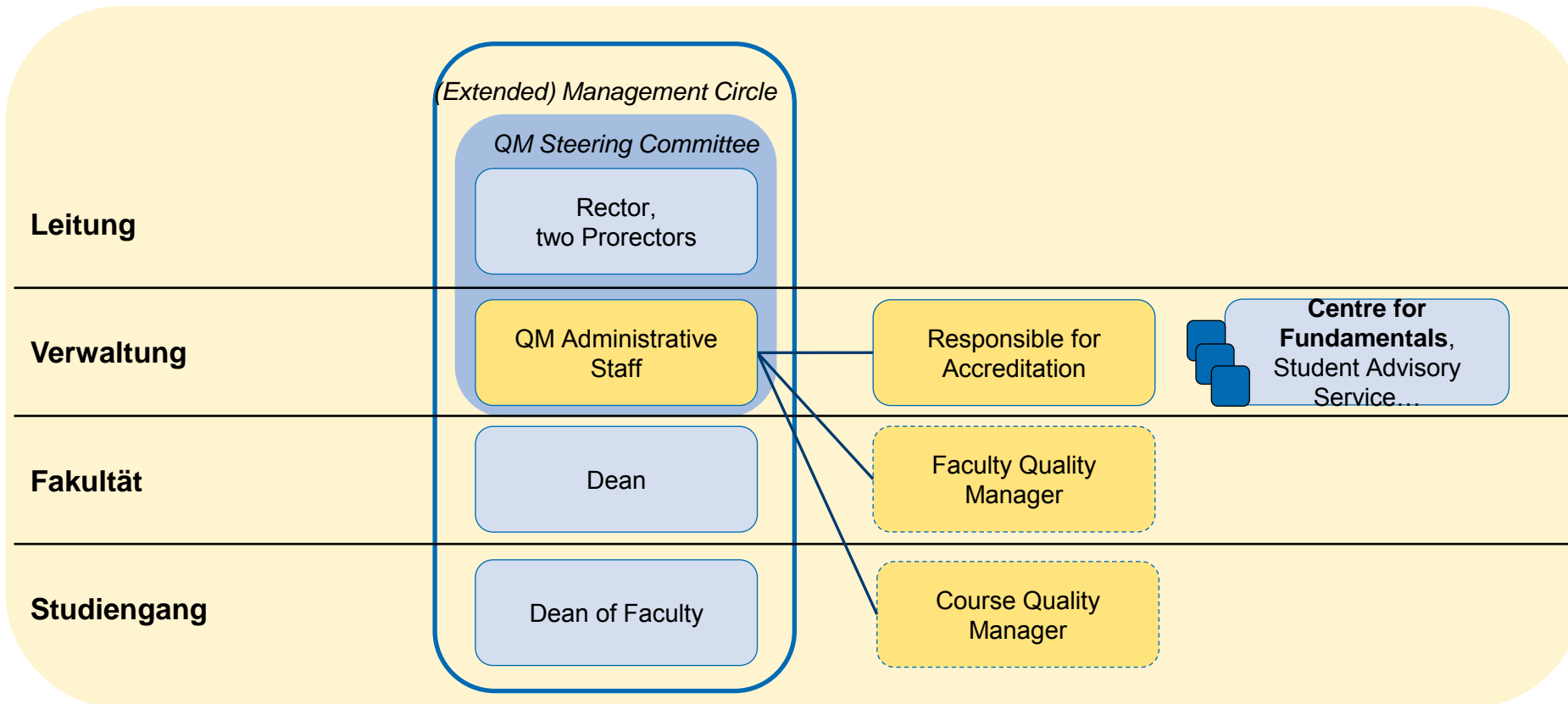
Uses of System Accreditation / Construction of a QM System

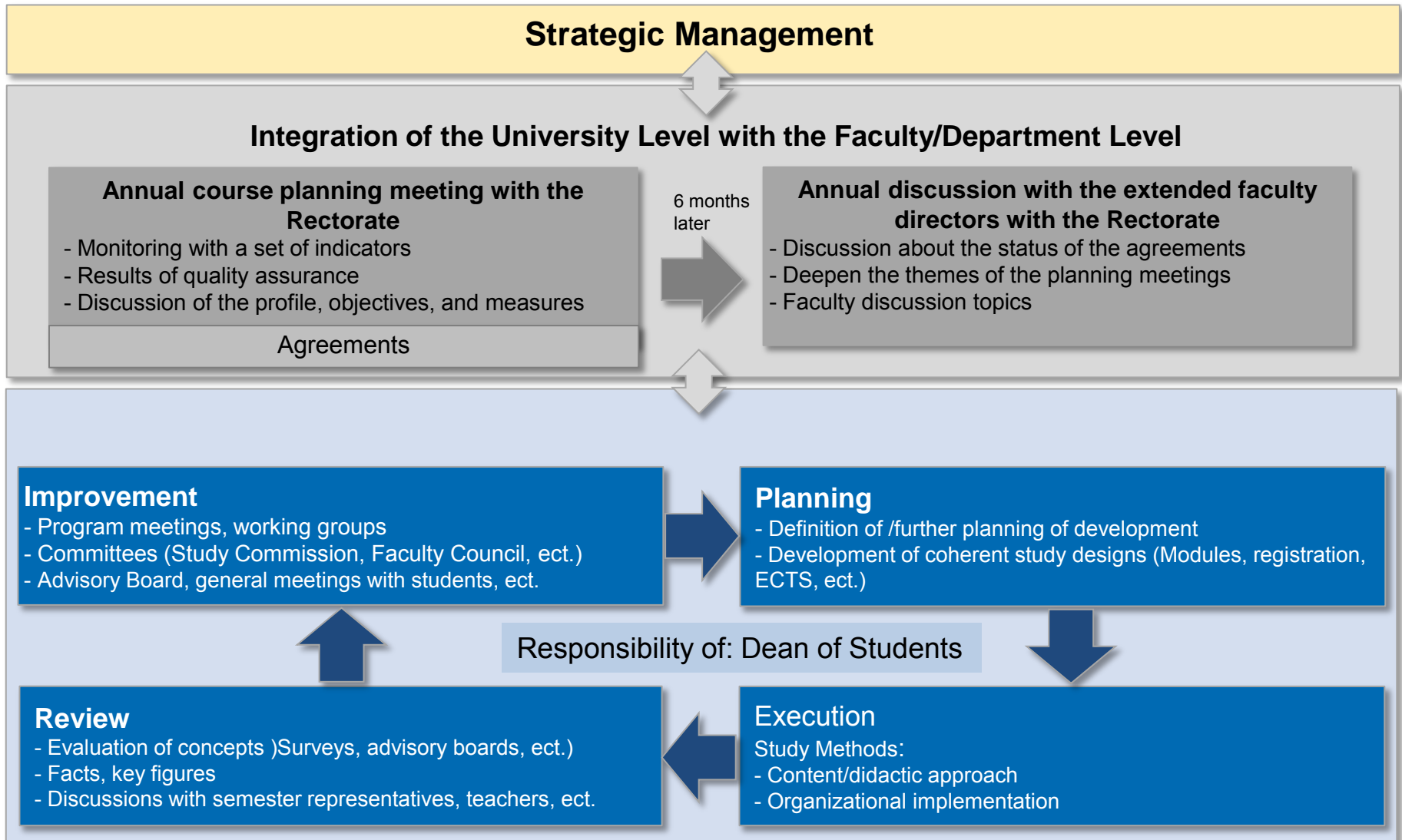
- Quality improvement through continual university-wide QM
 - Improvement of Processes and Structures
- Better handling of the increased autonomy of universities
 - Internal rather than external quality assurance and control (Program Accreditation)
- Securing good status through timely responses to the developmental environment
(Importance of Quality Audits/ Increases of the accreditation system)
- Achievement of cost and resource benefits through an accreditation process
(No accreditation of single study programs)

Process of the Accreditation System at Aalen Uni.



Organizational Quality Management





Strategic Management

Mission Statement: Mission, Vision, Values

30%
of
Success

Strategy

- Strategy Map – Presentation of the strategic objectives
- Structure and development plan – Measurement of goal attainment

70%
of
Success

Implementation

- Measures
- Individual goals
- Reviews (eg. Planning meetings with the programs)

Satisfied stakeholders
(eg. Industry)

Happy students and
graduates

Effective and efficient
processes

Motivated employees
and professors

Evaluation Concept

Internal Evaluation

First Semester Evaluation

Specific course content: usually assessment of study organization/service

Teacher Evaluation

Quality assessment of the course
Feedback to students through workload

Study Program Evaluation

Assessment of the quality of the concept of studies, study organization, and service

Basic Information Centre Evaluation

Evaluation of the student's three week preparatory course

Alumni Evaluation

Retrospective evaluation of the quality of the quality of education in order to study the graduates' working lives

Meta-Evaluation

(For description see Ch. 4.4.1)

Planning Meetings

Discussion about the development and improvement potential of the courses with the Rectorate

Faculty Discussion

In-depth description on the state of development measures

External Evaluation

Advisory Board

Responses to the education by representatives of industry and science

Additional External Quality Assurance

Procedures Demand-oriented degree programs with specific use of external techniques (eg: workshop with technical experts)

Planning Meetings

- *Objectives of the Planning Meetings*
 - Discussion of the current status and challenges of the program, and on its further development
 - Identification of potential cross-study programs (eg. Technical content)
 - Agreement on arrangements for the advancement of the courses of study
- *Participants of the Planning Meetings*
 - All members of the Rector's Office and the Department for Quality Management (QM)
 - All professors, academic staff and selected representatives of the Secretariat of the degree program
 - All Deans of a Degree Program and the Dean of the Faculty
 - Optional: Selected Students

Planning Meetings

- *Process of the Planning Meetings*
- The analysis of key figures of the course of study is presented by the Quality Management Department
- The presentation of the objectives and planned activities, and the important results of the Quality Assurance of the course of study will be presented by the Dean of the Study Program
- The development of the program and first ideas for arrangements will be discussed

- *Follow-up to the Planning Meetings*
 - The Quality Management Department will compile a results report
 - In the discussions with the Faculty Board (about half a year later), issues from the planning meeting will be explored in depth

Teacher Evaluation

- Goals of the Teacher Evaluation are:
 - Determination of the quality of teaching from the perspective of the course participants
 - Improving the quality of teaching
 - Promote a constructive interest and information exchange between teachers and students
- Fundamentals
 - All courses will be evaluated at least once annually in the form of anonymous surveys of the course participants
 - The questions of the survey will be determined by the Senate, and if necessary, a supplementary list of questions is provided in paper form
 - After 60% of the course is completed, students complete the questionnaire during the semester and return it anonymously
- Procedures
 - In the current semester, the teacher carries out an evaluation interview with the students of the course. The teacher may ask for clarification of the assessment results. The course participants can explain their criticisms or suggestions
 - The teachers should independently act according to the results of the conversation to create an improvement
 - The Study Commission may, if necessary, make recommendations on the basis of the available data, for the purposes of improving low points in course quality

Committee Work

- *The committee work and decisions (including the Faculty Council and the Academic Board) are an important part of quality management at Aalen University. These bodies shall perform their duties in accordance with the requirements of the State Higher Education Act*
- *Examples of Committees*
 - *Academic Board*
 - *Faculty Council*
 - *Senate*

Quality of Management Processes:

All strategic and operational planning and control activities for optimal alignment of the university,
Eg. Strategic Planning, Resource Allocation



Core Process of Study and Training:

All processes related to the Student-Life-Cycle
Eg. Creation and introduction of new courses of study, module handbooks

Core Processes of Research and Technology Transfer:

Eg. Identification of research fields, acquiring research funding



Quality of Service Processes:

Eg. Press and public relations, personnel management, facility management