

# Structures for QA

## Case study - LBUS



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# Definitions

**Audit:** Audit is a process of identifying and ensuring that appropriate internal quality assurance processes are in place and operational.

**Program Review:** Program review is a process of holistic appraisal of a course/program and resources, with a view to its further evolution and improvement.

**Quality:** In the context of academic programs at our University, the term quality refers to "fitness for purpose" (i.e. the institution and its components of activities have "quality" if they conform to the purpose for which they were designed) .

**Quality Assurance:** The process whereby measures are established which ensure that outcomes of academic programs and activities are of a prescribed standard.

**Quality control:** This is the process whereby outcomes are assessed to determine whether they are of the prescribed standard.

**Quality Management :** Quality management refers to all the processes that are in place to facilitate achievement of quality in an institution.

**Stakeholders:** The term stakeholders include agencies (government and private) that control tertiary institutions, individuals, groups that participate in or have responsibilities towards tertiary education.



# QA in HEI

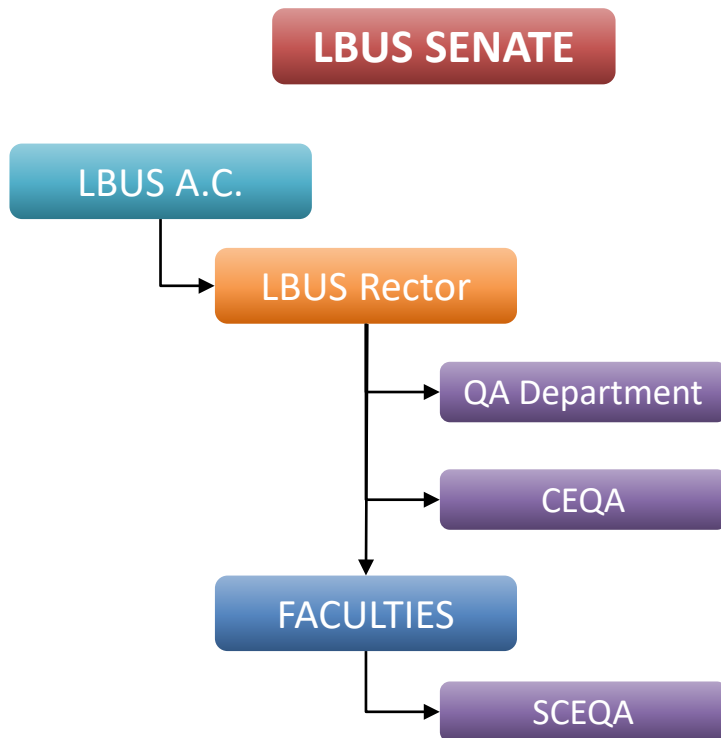
- Quality assurance is a holistic approach covering all the processes in a University, in order to serve the students and other stakeholders in expected quality standards.
- The success of a quality assurance system depends on the support of the management.
- Quality assurance should cover the strategic management, the process management and the measuring-monitoring system which interact with each other for enabling the institutions to improve its processes.



# The coverage of QA

- Teaching and learning
- Research
- Service to society
- Student support services
- Governance and administration of the institution
- Other activities (tertiary)

## Human Resources involved in QA at LBUS



- the Rector or specially assigned vice-rector.
- a centralized QA unit, with specialized staff.
- an institutional level quality committee.
- a unit responsible for pedagogical innovation that offers support to the teachers in developing teaching methods.
- a faculty level and/or department and/or programme level quality committees/ person.
- a unit responsible for staff development.
- a person in charge of QA within the administrative and support services.

- The Academic Senate is the body that represents the University community.
- The Academic Senate is responsible for making final decisions on teaching activities and their quality, as well as for guiding the policies of the University via the Strategic Plan and other detailed planning.
- It approves all the regulations, including those for Quality Assurance.





# Roles – The Rector

- The Rector is the legal and institutional representative of the University and is the head of the organization.
- He is responsible for:
  - pursuing the objectives of the University,
  - applying quality criteria in compliance with the principles of effectiveness, efficiency, transparency and meritocracy;
  - making final decisions on teaching activities and their quality, as well as for guiding the policies of the University via the Strategic Plan and other detailed planning.



# CEQA (SCEQA)

- The Commission for the Evaluation and Quality Assurance (CEQA) represents the structure responsible for the elaboration and implementation of a system of quality management in the University of Bucharest.
- The mission of the CEQA is to analyze and coordinate the quality assurance activity, as well as to promote and consolidate a quality culture in the University, through the collaboration with specialized experts.
- CEQA:
  - formulates, reviews and coordinates the application of quality assurance and evaluation procedures;
  - analyze the quality of the processes carried out at the institutional level and proposes measures to improve them.
  - promote the good practices and benchmarking analyzes in the field of quality;
  - drawing up the annual quality assessment report;
  - unitary interpretation of quality indicators;
  - carrying out specific activities aimed at promoting and strengthening the quality culture at the institutional level.





# QA Department in LBUS



## MAIN FUNCTIONS

- develop the Quality Assurance policy
- establish and monitor quality standards and practices;
- put in place a range of procedures designed to safeguard academic standards
- promote a quality culture and quality assurance systems;
- review and evaluate QA systems and procedures;
- attend to specific recommendations from faculties;
- monitor the implementation of the University strategic plan
- evaluate the quality assurance system periodically
- coordinate students' evaluation of staff and programmes
- coordinate internal and external assessment of programmes and institution
- develop policies and guidelines on teaching evaluation, programme review, student learning assessment, and alumni satisfaction assesment;
- organize seminars, workshops and conferences (capacity building)



# Head of the QA Department



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- Development of a quality assurance policy
- Creation of awareness of the provisions for QA
- Preparation of check lists of procedures for performance evaluation
- Set up a Quality Assurance Implementation Committee
- Analyze past accreditation reports of the University and highlight areas of remediation preparatory for next exercise
- Monitor and assess quality, adequacy and currency of facilities and resources in Departments, Faculties, and Administrative Area
- Monitor and ensure compliance to academic brief, staff student ratio, quality and mix, teaching and research quality
- Develop and update criteria and format for assessing teaching quality and effectiveness through student review



# (instead of) Final Conclusion

**Quality means doing  
right when no one is  
looking!**

*Henry Ford*



***THANK YOU !!!***

