

GOOD PRACTICE FOR MONITORING RECOGNISED QUALIFICATIONS AND THE USE OF ICTS AS A TOOL

The website for the *Masters in Education Innovation, Guidance and Evaluation* of the
Faculty of Education Science at the University of A Coruña

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INQAAHE Conference

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<http://www.acsug.es>

<http://www.educacion.udc.es/masteres/innovacion/>



Work on the design of this website began in November 2009 in order to comply with the Public Information criteria contained in the ENQA document: “**Standards and guidelines for Quality Assurance in the European Higher Education Area**” and thus also comply with the institution’s IQAS, the structure it forms part of, and fulfil all **VERIFICATION** criteria.

Since January 2010, when it was first launched, until May, it has been regularly updated to adopt **ACSUG’s** recommendations regarding the monitoring of officially recognised qualifications.



After having examined the Website, ACSUG states that it complies with the monitoring criteria the agency itself sets out:

1. Public information
 - Relevant information about the qualification (qualification verification report Royal Decree 861/2010).
 - Information about relevant indicators (the minimum ones being the verification indicators and those of the IQAS, and employability and labour market integration – as the case maybe).
 - Information deriving from the Internal Quality Assurance System evaluation (information generated by the IQAS application).

2. Detection of any deviation, good practice and decision making:
 1. Appraisal of the extent to which the project fulfils its objectives.
 2. Main conclusions, good practice and proposals for improvement (identify good practice and facilitate public access to the improvement plans).

3. Actions carried out as a result of the recommendations set out in the final verification report and in the reports on future monitoring.



- The “**Masters in Education Innovation, Guidance and Evaluation**” was presented to the invitation to ACSUG’s pilot scheme for qualification monitoring (19/02/2010).
- It is included amongst the three courses presented by the UDC (two graduate courses and one masters).

The qualification coordinators request ACSUG to certify that the website complies with the public information standards, in accordance with the verification guidelines of the Quality Assurance and Monitoring System.



WEBSITE STRUCTURE

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Welcome:

This first presentation screen introduces us to the Masters course and provides the first contact details.

Index:

This link shows the entire structure of the course by accessing a list of sections and sub-sections providing full information about the course contents offered, including the Quality Assurance System, which evaluates all aspects of the Masters course, as well as the lecturers and students.

- General characteristics of the qualification
- Quality policy and objectives
- Objectives of the course content
- Admission policies and procedures
- Tuition planning
- Quality Assurance in the education programmes
- Management of the teaching-learning process
- Quality assurance for academic staff and administrative and service staff
- Quality assurance of material resources and services
- Analysis of and utilising results to improve the education programmes
- Quality Assurance System (QAS) and accountability of the education programme.

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Timetables:

These may be accessed directly by the students. This link leads us to the timetables which can be downloaded in PDF format.

Lecturers:

In this section you will see a list of all the lecturers who teach the subjects of the Masters course. Clicking on any of them will open a file with all the personal and academic details of the lecturer.

Docente

Jesús Miguel Muñoz Cantero

E-mail: munoz@udc.es
Categoría: TIT-UN
Dedicación: TC
Titulación Académica: Doutor
Extensión: 1799
Despacho: P1 A14
Casillero: 58
Tutorías: Primer Cuadrimestre: Martes 10:00h. a 13:00h.y
16:00 a 19:00h Segundo Cuadrimestre: Miércoles:
10:30h. a 13:30h y 16:00h a 19:00h Tutorías
Xullo/Setembro: Martes: 10:00h a 13:00h
Miércoles: 10:00h a 13:00h
Líneas de Investigación: Calidade educativa en centros educativos
universitarios e non universitarios. Calidade e
Atención a diversidade.

Materias: [Metodoloxías de avaliación de la calidade en centros educativos](#)

Clicking on the subject link will open a new window, with details about the subject, its lecturer, or lecturers, if it is taught by several. There is a link from the same file to the teaching guide stored on the UDC server.



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Admission:

Section for students about the admission rules for the masters course and all the information they need.

- Access and admission criteria
- Student support and guidance
- Credit transfer and recognition
- Attention to diversity

Doctorate.

In addition to all the information about the Masters, the website also provides information about the PhD in

EDUCATION INNOVATION, GUIDANCE AND EVALUATION.

All the information about the PhD course can be found here, in the following sections:

- Programme goals
- Competences
- Access and admission criteria
- Admission and matriculation
- Student support and guidance
- Lines of research



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Forum:

Like any other interactive channel, the website provides a forum where people can ask questions and offer answers about the Masters or PhD courses, offer suggestions, etc.

The forum allows the possibility to open discussion threads where the participants can contribute ideas for improvements to both the qualification itself and the website.

This provides a channel for students or users in general to make any suggestions, complaints and claims they may have.



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Noticias

13.09.2010

[2º Plazo de preinscripción.](#)[Plazas libres](#)

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06.09.2010

[AXUDAS PARA A MATRICULA
NUN MESTRADO, DESTINADAS
A TITULADOS](#)[UNIVERSARIOS EN
SITUACION LABORAL DE
DESEMPREGO CURSO 2010-
2011](#)

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The primary benefit for the transfer of information is its immediacy, and this section allows us to achieve just that.

News is published directly from the Intranet, allowing it to be viewed immediately.

Information, such as assistance, deadlines, lists, and all kinds of information in PDF, are just some examples of what is available.



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MONITORING THE MASTERS

Seguimiento Máster

All the above criteria contain an item referring to the IQAS. This comprises three main points:

- IQAS Procedures
- Monitoring
- Improvement plan - 2009-2010 Academic Year



MONITORING THE MASTERS

Seguimiento Máster

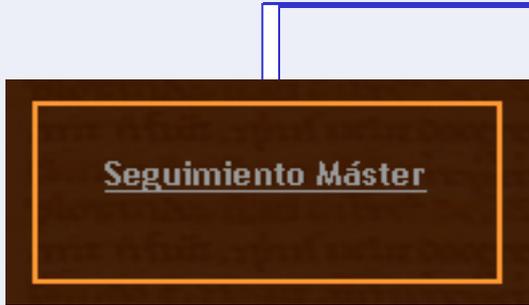
Monitoring

A table is completed for each criterion, taking account of all the evidence supplied.

The set of all the tables make up the monitoring report for the qualification, which is sent to the vice-chancellor's office and to ACSUG (accountability).

Competences							
<i>When requesting the verification of officially recognised qualifications (Annex I of Royal Decree 861/2010), the criterion on "Competences" in the report shall be taken into account, as shall the guidelines on "Course contents objectives" of the FIDES-AUDIT Programme.</i>							
General evaluation of the level of compliance with the guideline							
Satisfactory	A	Sufficient	B	Insufficient	C	Absence of documentary evidence	D
Reflection (justification for the evaluation):							
GOOD PRACTICE:							
PROPOSALS FOR IMPROVEMENTS:							
BRIEF DESCRIPTION OF THE CHANGES				JUSTIFICATION FOR THE CHANGES			

MONITORING THE MASTERS



Monitoring

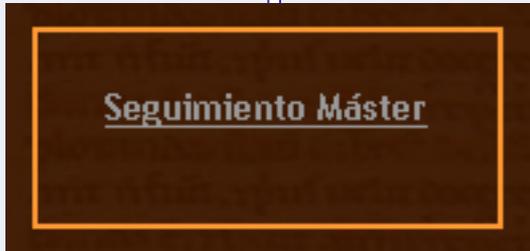
The evidence supplied is connected through a link to the server and may be viewed immediately. A backup copy of the entire website and the evidence is performed once a year in order to keep a history of the process for its accreditation.

2. Objectives of the course content

Evidence on which the value judgements are based

Evidence type	Yes	No	Comments
Certificate of the creation of the responsible body	X		The qualification has an Academic Committee which manages the Masters course (Certificate of Incorporation)
An official document providing the general goals of the course contents, including the list of knowledge units, abilities and skills which the students should have acquired when they have completed the course.	X		The overall objectives and competences of the qualification are defined in the <u>verification report</u> for the course.
Opinion surveys from the various groups, or similar procedures which analyse such matters	X		The course's website manages all the <u>online student satisfaction surveys and lecturer satisfaction surveys</u> over the Intranet. Evaluation surveys are also conducted on the <u>acquisition of competences</u> , as are lecturers' self-assessment reports.

MONITORING THE MASTERS



Improvement Plan

Similarly, the improvement actions considered appropriate for each criteria, and which are reflected in the monitoring tables, are covered, in accordance with the model proposed by ACSUG.

STANDARD:...	
Name of the proposal	
Weak point detected	
Scope of application	
Person responsible for its application	
Specific objectives	
Actions to be implemented	
Period of execution	
Resources/finance	
Person responsible for follow-up	
Completion indicators	
Comments	
To be completed only if executed (totally or partially)	
Level of compliance	
Results obtained	
Degree of satisfaction	
Corrective actions to be implemented	

MONITORING THE MASTERS

Seguimiento Máster

An important point in monitoring the Masters course is that the Website must contain all the information concerning the qualification's evaluation and the main conclusions of the evaluation.

The results of the quality surveys of all the students, as well as those for the teaching staff and the administrative personnel, must be displayed.

If the monitoring process is conducted in this way it will comply with ACSUG's "Monitoring recognised qualifications" document.

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The website has a user control system allowing access when completing the surveys. Obviously, access to the surveys is controlled by a username and password gateway.

The surveys are totally computerised; they are completed online and the data is recorded on the server.

The data obtained from the surveys is processed to generate conclusions about the overall level of satisfaction with the Masters course.

The surveys gather information about the satisfaction amongst lecturers and students (although they can also gather information from PAS and students who have graduated, and from employers, if needed) on the following aspects:

Education planning and development
Student support services
Tuition support resources
Student groups

Valora de acordo á seguinte escala:

(NS/NC) non sabe/non contesta

(1) totalmente en desacordo

(4) moi de acordo

PLANIFICACIÓN E DESENVOLVEMENTO DO ENSINO

OBXECTIVOS DO PLAN DE ESTUDOS	NS/NC	1	2	3	4
1.- Os mecanismos de axuda para a elaboración e deseño dos obxectivos son adecuados.	<input type="radio"/>				
2.- O meu grao de participación na elaboración dos obxectivos é adecuado.	<input type="radio"/>				
3.- Os obxectivos reflicten con claridade o perfil do egresado.	<input type="radio"/>				
4.- Os obxectivos adecúanse aos descritores de Dublín.	<input type="radio"/>				
5.- Lévanse a cabo mecanismos de revisión anual dos obxectivos.	<input type="radio"/>				
6.- Estou satisfeito cos obxectivos reflectidos no plan de estudos.	<input type="radio"/>				
PLANIFICACIÓN DO ENSINO	NS/NC	1	2	3	4
7.- O meu grao de participación na planificación do ensino é adecuado.	<input type="radio"/>				

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Another important point is that links can be created from the website to documents that are stored on the server.

The editor has an application designed as a document storage device, to which all types of files can be uploaded and can be linked to from anywhere on the website.

This storage device provides us with a wide range of possibilities, from creating new folders to uploading, deleting, copying and pasting files, etc.

Carpeta actual: /Carpeta raíz

Actualizar Seleccionar todo Borrar Cortar Copiar Pegar Nueva carpeta Subir

Ver en: Detalles Miniaturas

Info Carpeta

Carpeta: userfiles
Creado: 20/Dec/2009 22:27:33
Modificado: 14/Sep/2010 23:20:18
Subcarpetas: 4
Ficheros: 3
Writable? Readable?

Cerrar

1/7 (7) Mostrar 10 items por página

	Nombre	Tamaño	Modificado en
<input type="checkbox"/>	file		14/Sep/2010 23:20:18
<input type="checkbox"/>	flash		14/Sep/2010 23:20:18
<input type="checkbox"/>	image		14/Sep/2010 23:20:18

The WEBSITE

- Guarantees that all the information of relevance to all parties involved in the university system is publicly available, and ensures it is transparent and easy to access, in accordance with the criteria for qualification verification (Royal Decree 1393/2007 and Royal Decree 861/2010), of the Internal Quality Assurance System (FIDES-AUDIT Programme) and the monitoring guidelines, in compliance with the REACU and CURSA recommendations.
- It enables information about teaching performance to be reported periodically through the IQAS.
- It makes an internal review process for the qualification possible as part of its quality assurance, allowing it to be monitored internally and enabling decisions to be made to improve the process.
- It allows achievements to be recognised and recorded, good practice to be identified, and provides accountability to all stakeholders.



THANK YOU FOR YOUR ATTENTION!

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