Work Package 8
Quality Plan and evaluation of project progress

WP Leader: ReadLab

WP8 aims and objectives

- Standardisation of processes regarding quality evaluation of STEPs deliverables/outcomes

- Overall monitoring of project implementation according to the work plan – indicators of progress and targets achieved

- Identification and management of risks

- Evaluation based on specific quality criteria and utilisation of well-defined instruments/tools

- Continuous improvement of STEPS results/outcomes

Task 8.1

- Organisation of internal and external quality teams and development of the quality plan
  - Establishment of STEPS Quality Team (QT) – One person per Partner (one backup person)
  - Establishment of STEPS External Quality Team (EQT) – Pool of experts provided by STEPS partners network
  - Development of the Quality Plan (ReadLab)

Task 8.2

- Progress monitoring

- Quality monitoring and evaluation

- What we need to evaluate:
    - STEPS deliverables/outputs
    - STEPS meetings including study visits, seminars and demo labs
    - Measuring sustainability and impact (impact long/short term indicators)
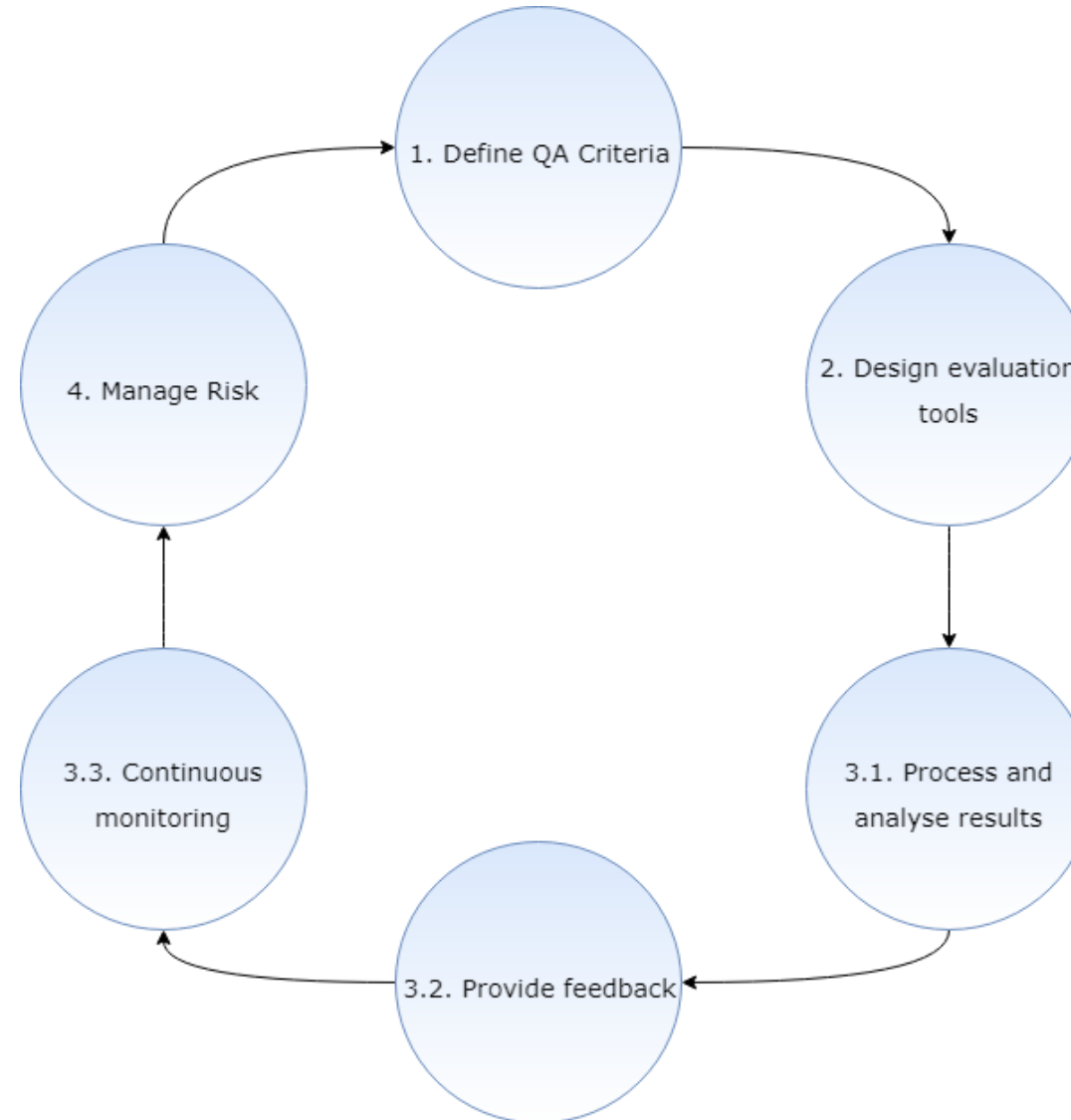   - 3 annual Internal Quality Reports and 6 meetings/events reports

Progress monitoring - Indicators

Each WP leader is responsible for:

- Disseminating and monitoring WP indicators
- Providing additional progress indicators (optional)

Work Package	Performance indicators
WP1	- Organisations contacted (over 200) - Questionnaires delivered, acquired and processed (200) - Interviews of key stakeholders (over 40) - Visits and round tables for stakeholders (over 30) - A variety of diverse opinions expressed - Relevant MSc programmes analysed (over 100) - Best practices reported (25) - Stakeholders convinced to engage with project activities
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QA Methodology

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QA Methodology – Definition of Quality Factors

- STEPS Quality Factors
  - Correctness, Usability, Accessibility, Portability, Expandability, Interoperability, Profitability
  - Each quality factor consists of one or more quality criteria

Quality Factor (project results)	Description
Correctness	The extent to which main project outputs satisfy real world specifications and fulfils educational stakeholder needs.
Usability	The extent to which main project results are understandable and applicable by the end-users.
Accessibility	That ability of the target group to access project results whenever and wherever they need access.
Portability	The ease with which main project results (e.g. the Virtual Learning Platform) can be modified to add more functionality.
Expandability	The degree to which the results described in the outcome can be expanded within the target sector
Interoperability	The extent to which main project results can be applied to new, near-future user needs formed by the ever-changing economic and political environment.
Profitability	The ability of the project to exchange information with other systems/environments that effect and are affected (e.g. legislation, local or national economic environment, technology, etc.). To mutually use the information that has been exchanged.

QA Methodology – Definition of Quality Criteria

- Examples of quality criteria
  - Completeness, consistency, accuracy, simplicity, virtuality, learning curve

Quality Factor	Criterion	Description
Correctness	a. Completeness	a. The degree to which main project results provide full implementation of the functions envisaged in the project plan.
	b. Consistency	b. The degree to which main project results provide uniform design and notation.
	c. Accuracy	c. The degree to which main project results provide the required precision with respect to real life sectorial requirements.
Usability	a. Simplicity	a. The degree to which the project implements project results in the most non-complex and understandable manner.
	b. Virtuality	b. The extent to which the target group does not require knowledge of the physical, logical, or topological characteristics of the project results.
	c. Learning Curve	c. The extent to which the project provides familiarization of functions and operations of project results to its target group.

QA methodology – Review Process

- Agree on a standard procedure
- 2 reviewers are assigned from QT that have not participated in the development of the deliverable
- Each Deliverable/output can be categorised as:
  - Accept as is
  - Accept with minor revision
  - Accept with major revision
  - Reject

no	Action	Owner/From	To	When
1.	Submission of deliverable for review	Deliverable responsible	QT	15 days prior to contractual delivery date
2.	Assign Reviewers	QT	2 project members	As soon as possible after action no 1
3.	Submit evaluation	Reviewers	QAT	1 week after action no 2, at the most
4.	Conflict resolution (not obligatory step)	QT	3rd reviewer	Complete 1 week after action no 3, at the most
5.	Submit new version of deliverable	Deliverable responsible	Internal space or QT	2 days or 1 week after step 4
6.	Review new version of the deliverable	QT	Deliverable responsible	1 week after action no 5, at the most
7.	Submit final version	Deliverable responsible	Internal Space	2 days after action no 6, at the most
8.	Inform project MT if deliverable is rejected for the second time (not obligatory step)	QT	Management Team (MT)	2 days after action no 6, at the most

QA methodology – Instruments and tools

- 5 different types of evaluation forms tailored to STEPS outputs
    - Deliverable Evaluation Form
    - Meeting/Event Evaluation Form
    - Stakeholder Evaluation Form
    - Expert Project Evaluation Form
    - Internal Project Evaluation Form
- Deliverable Evaluation Form should be adjusted considering the deliverable type (SW vs Report)
- All evaluation forms are incorporated in D8.1 Annex Section

Evaluation timeline	Evaluation tool	Title of tool	Annex	Comment
When a deliverable/output is submitted	Questionnaire	Deliverable Evaluation Form	I	
After each project meeting or even	Questionnaire	Meeting/ Evaluation Form	II	May vary slightly depending on type of event
M13, M25, M36	Questionnaire (Optionally semi-structured interview)	Expert Project Evaluation Form	III	
After Project events or near project ends	Questionnaire	Stakeholder Evaluation Form	IV	Stakeholders have participated in the event
Annually	Questionnaire	Internal Evaluation Form	V	

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STEPS MSc quality criteria

- Rely on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)
- Framework is described in table 5 of the D8.1
- Periodic evaluation and continuous improvement
- Inline with accreditation activities and requirements/processes

Evaluation Area	STEPS MSc Quality Criteria
Design and Approval of STEPS programme	- Overall program objectives are inline with the institutional strategy - Design process involves students and other stakeholders in the work - Benefit from external expertise and reference points - Define the expected student workload e.g. in ECTS
Student centred learning and teaching	- Respects and attends to the diversity of students and their needs - Has appropriate procedures for dealing with students' complaints - Flexibly uses a variety of pedagogical methods – utilization of different modes of delivery
Assessment of students' progression	- Assessors are familiar with existing testing and examination methods and receive support in developing their own skills in the field - The criteria for and method of assessment are published in advance - Students' feedback if necessary is linked to review learning process
Teaching Staff	- Clear and transparent processes for MSc staff recruiting - Support and training of involved academic staff - Encouragement of innovation in teaching methods and the use of new technologies
Information management (data collection related to the STEPS MSc)	- Profile of student population - Student progression, success and drop-out rates - Student satisfaction - Career paths of graduates

Task 8.3

- External Evaluation
  - Coordinator and QT assigns Experts based on the EQT pool
  - 3 External Evaluation Reports (M13, M25, M36)
  - Instrument to use: Expert Evaluation Form based on specific evaluation criteria
  - Selection of major deliverables to be externally evaluated

Deliverable No	Description
D1.3	Best practices of MSc programmes
D1.4	Report on the mechanisms for continuous stakeholders input
D2.1	Design of the MSc program
D2.4	Design of STEPS courses
D3.1	Assessment of training needs
D5.1	Teaching/Learning environment
D6.1	STEPS application for accreditation
D7.2	STEPS MSC programme

Timeline

D8.1. Quality Plan (M3)

D8.2 Internal Evaluation Reports

Deliverable	Month nr.	Subject
D8.2.a	6	Study visit (USAMVB)
D8.2.b	9	Seminars/lectures (UHZ)
D8.2.c	12	Seminars/lectures (UNSA)
D8.2.d	12	1st Annual report
D8.2.e	15	Seminars/lectures (UC)
D8.2.f	21	Seminars/lectures/workshop/labs demo (AUT)
D8.2.h	24	2nd Annual report
D8.2.i	34	Workshop/labs demo
D8.2.k	36	Final report

D8.3 External Evaluation Reports (M13, M25, M36)