A tool for self-evaluation of UCE Centres

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Abstract:

The presentation will be focused on self-evaluation tool for UCE centres. In the introductory part the emphasis will be put on the elaboration of the self-evaluation tool in cooperation with all Estonian public universities starting with agreeing common principles and ending with a short review of the tool based on EFQM model. Using this self-evaluation tool the University of Tartu assessed in 2013-2014 the quality of CE system with the aim to find out areas for improvement as well as to gather ideas and suggestions for further development activities. During the presentation the overview of the process as well as results of the 3-stage self-evaluation will be presented. Depending on the interest of participants the focus of discussion can be either on the process of self-evaluation or presentation of the tool.

Introduction:

The tool was worked out in cooperation with six Estonian public universities within the ESF project „High quality and diverse continuing education in universities' cooperation". The European Excellence Model (EFQM, www.efqm.org) was chosen as a basis for self-evaluation tool.

Common quality evaluation model for CE based on EFQM model:
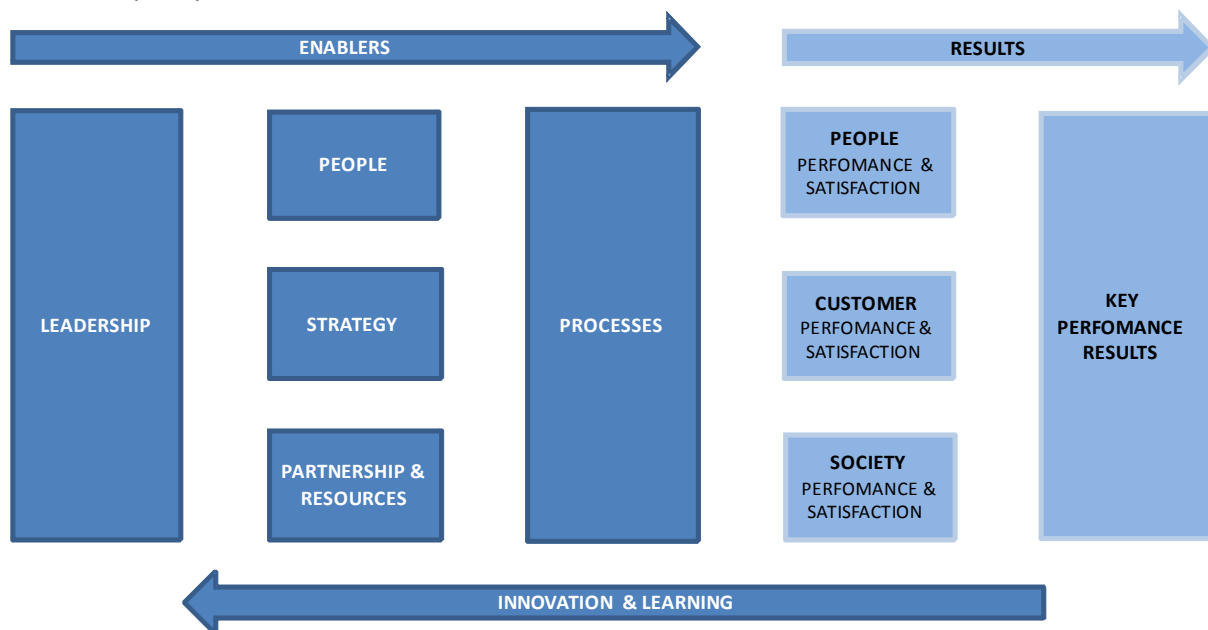
All six Estonian public universities agreed the common principles for the quality evaluation of CE system and chose the following compulsory criteria for self-evaluation:

Compulsory sub-criteria for enablers

LEADERSHIP (10%)
- vision and mission
- continuous improvement of management systems
- cooperation with partners and stakeholders
- leadership and motivation

STRATEGY (10%)
- strategic planning
- implementation of strategy and strategic plan

PEOPLE (10%)
- human resource management
- competence development of staff
- staff commitment and involvement

PARTNERSHIP AND RESOURCES (10%)
- external partnership
- internal collaboration
- financial management
- ICT support
- learning environment

PROCESSES (10%)
- programme design and development
- programme administration,
- marketing and communication,
- quality management

Compulsory sub-criteria for results

CUSTOMER (15%)
Satisfaction: learners' satisfaction with
- programme content
- trainer
- administration and communication

Performance: number of learners

STAFF (10%)
Satisfaction: staff satisfaction with
- direct leader
- job management, roles and responsibilities
- involvement in decision-making process
- working environment and conditions
- professional development and career options

Performance: number of learning days per employee

SOCIETY (10%)
Satisfaction: defining social responsibility in strategic documents

Performance: number of socially oriented projects and/or campaigns (optional)

KEY PERFOMANCE RESULTS (15%)
Financial performance:
- CE income
- ratio of CE income and income from all study activities

Study activities:
- number of courses
- number of CE learners in comparison with student

There were several optional sub-criteria for results described in addition to enable the university to including them into the self-evaluation if the university considers it necessary.

The self-evaluation tool was created keeping in mind the Self-assessment Model for Continuing Professional Education developed by DAETE [2] Project (http://daete.up.pt) and using the Microsoft Excel possibilities to insert data as well as to calculate results, assemble the ideas for improvement and draw up charts automatically. The tool was supported by guidelines for conducting self-evaluation. The examples of self-evaluation sheets for enables (example 1) and results (example 2) are included.

Self-evaluation of CE system of the University of Tartu

The University of Tartu assessed the quality of CE system using this self-evaluation tool first time. The results were included into the Assessment report for institutional accreditation of the University of Tartu in 2015.

The aim of the self-evaluation of the quality of CE system of the University of Tartu was to find out areas for improvement as well as to gather ideas and suggestions for further development activities.

The three-phase self-evaluation took place in 2013-2014.

In the first phase the self-evaluation of enablers took place at faculty/college/structural unit level based on the activities of period 2011-2013.

In the second phase five consensus seminars took place:
- four seminars was organised in the university teaching areas which are
  - *Humaniora* – 2 faculties and 1 college
  - *Medicina* – 2 faculties
  - *Realia et Naturalia* – 2 faculties
  - *Socialia* – 3 faculties and 3 colleges
- one seminar was organised for structural units conducting CE: LLL Centre, Science school, Personnel department.

During this phase survey to assess the satisfaction of CE staff as well as assembling statistical data to evaluate results and complete reports for each consensus seminar took place.

In the third phase the overall self-evaluation report of the quality of UCE system of the UT was composed on the basis of the results of consensus seminars and gathered statistical data. For each sub-criterion the lowest rating from the reports of five consensus seminars was used.

The results of 5 consensus seminars as well as the overall results for the university are shown in the following chart.
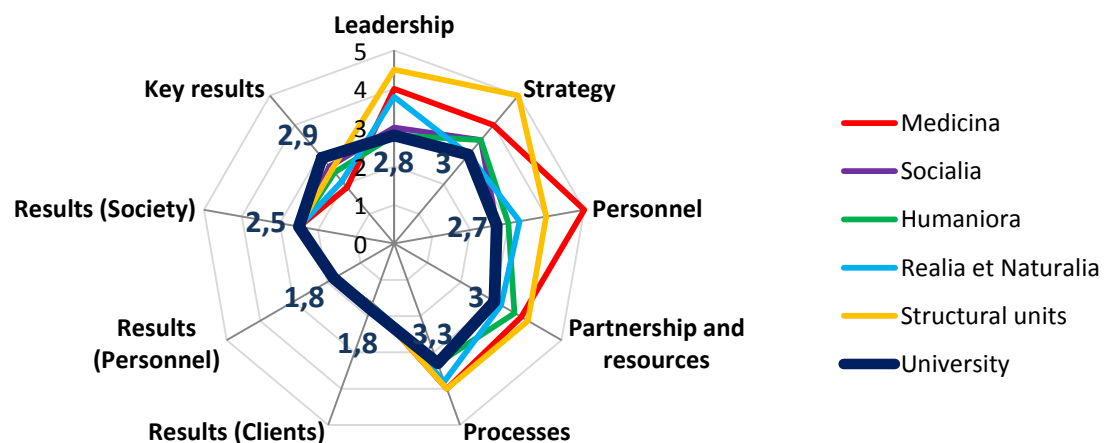
In the field of enablers the ideas and suggestions for development of CE written down during the consensus seminars were grouped together and discussed with CE programme managers to find out the most important development activities in the field of enablers. These were connected to internal communication, marketing, improvement of training facilities and finding/training new teaching staff for CE.

In the field of results the scores were relatively low because the specific goals for CE were not set at the level of each teaching area and/or it was impossible to assess the trend since there were no relevant statistical data available for three recent years. At the university level were set only two objectives for CE: number of course participants and income from CE.

The discussion and agreeing CE objectives at the level of university teaching area will be the task for next period as well as working out common feedback system for CE courses which allows analysing and comparing the results regarding customer satisfaction.