



Tempus



TEMPUS IRIS Project Quality Assurance

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2nd Consortium Meeting | October 2013



Project number 530315-TEMPUS-1-2012-1-IL-TEMPUS-JPGR

This project has been funded with support from the European Commission.

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Since the kick-off meeting, IRIS quality has been assured according to WP6 plan

Tasks conducted by the QA team

- regular communication and periodical Skype meetings with Project Manager
- online surveys & analysis
 - (WP1) site – visits' evaluation survey
 - project progress survey
- paper evaluation forms (design & analysis)
 - (WP2) 2 workshops
- half-year, internal QA report (June 2013, summarizing all activities)
- monitoring of Quality Plans (we contact WP leaders regularly but can only add changes which are sent to us)

WP1: Evaluation of 4 benchmarking study visits at European partner universities

Site visits' online evaluation survey

- a joint online survey for all site visits' participants (from Israeli colleges and European HEIs) conducted in September/October 2013
- analysis and evaluation of all visits together, regardless of the host institution → anonymity of survey results
- aim: assess the site visits' quality and impact on participants' knowledge and skills in the area of internationalization
- 4-point Likert scale-based questions + open questions
- different sets of questions for visitors and hosts

WP1 site visits met expectations of the majority of participants

Visitors from Israeli colleges

- site visits advanced participants' expertise in internationalization (17% extremely, 67% considerably)
- 83% of participants will use the acquired knowledge in practice
- in general, site visits rated **3,2** (on a scale from 1 to 4)

European hosts

- all hosts rated the site visits as good (67%) or excellent (33%)
- site visits advanced their knowledge on Israeli internationalization practices (33% extremely, 33% considerably)



WP2: Evaluation of 2 internationalization strategy workshops

Workshops' evaluation forms

- aim: to assess workshops' quality and outcomes (impact on increasing participants' expertise and motivation for internationalisation)
- paper evaluation forms
- First workshop: pre and post-workshop questionnaires were used to show the contribution of IRIS
- Second workshop: only post-workshop questionnaire (survey adjusted to the workshop's specifics by the organizers)
- 4-point Likert scale-based questions + open reply options

WP2 workshops increased participants' expertise in internationalization

First workshop

- **100%** of respondents answered it had met or exceeded their expectations, as well as considerably or extremely advanced their expertise in internationalization
- Overall rating of workshop **3,6**
- Positive pre to post change in knowledge, skills and attitudes

Second workshop

- Vast majority of respondents answered it has met or exceeded their expectations (71%) and increased their expertise in internationalization (50% extremely, 42% considerably)
- Overall rating of workshop **3,5**



Project progress survey is one of the key QA tools used in IRIS

Project progress survey

- anonymous
- available on-line
- conducted regularly by the QA team (every 6 months, so far once)
- enables to evaluate IRIS progress and delivery by gathering open and anonymous opinions of partners
- provides the PM and the Consortium with an early indication of problems, risks and improvement suggestions
- assures the project's quality and success

First project progress survey was conducted in July-August 2013 with a 38% response rate

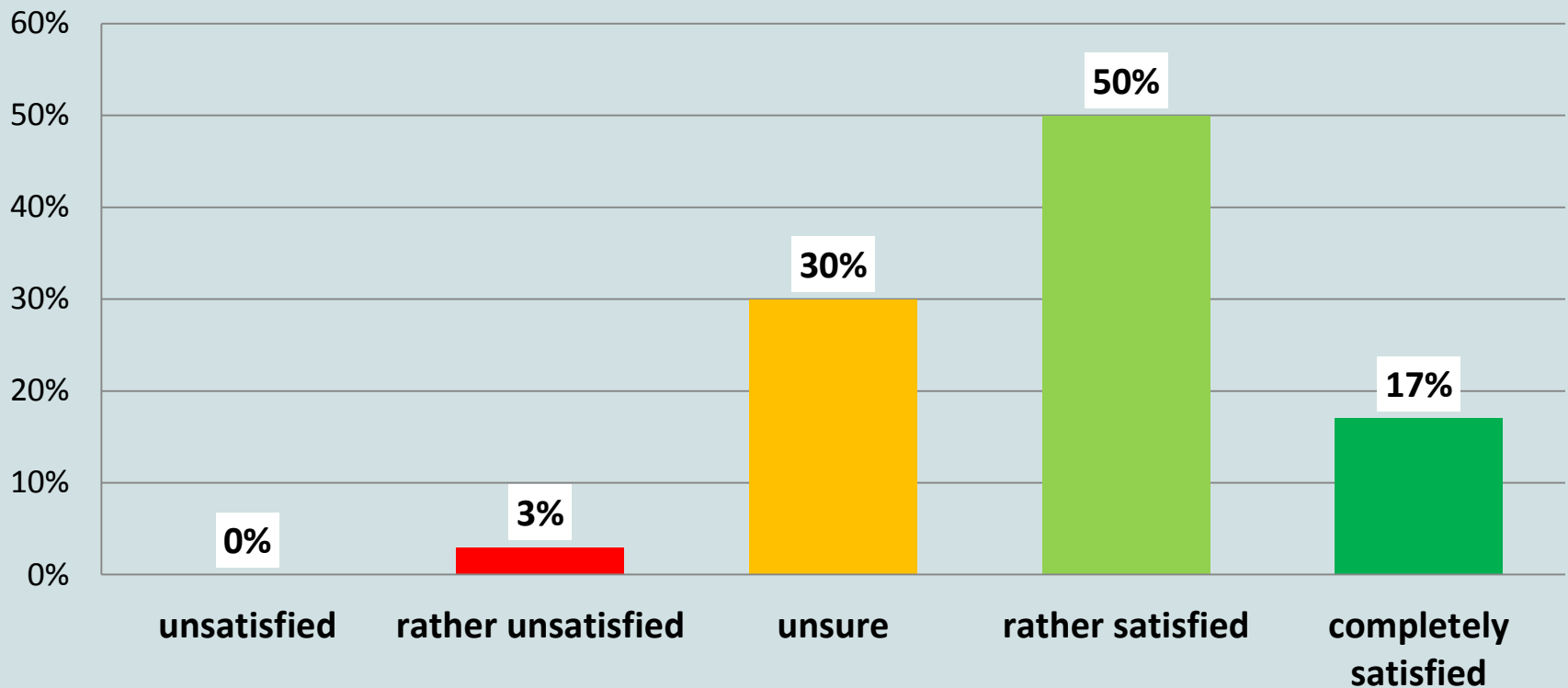
1st project progress survey

- 22nd July – 11th August 2013
- **Low** response rate = 38% (30 out of the invited 78 partners) despite reminder and prolongation of survey time
- report sent to partners and available on IRIS website
- participants asked about their opinion on:
 - project progress and achievement of project goals in general
 - progress and delivery of WP 1 and WP 2
 - progress and delivery of dissemination
 - other aspects of project's implementation



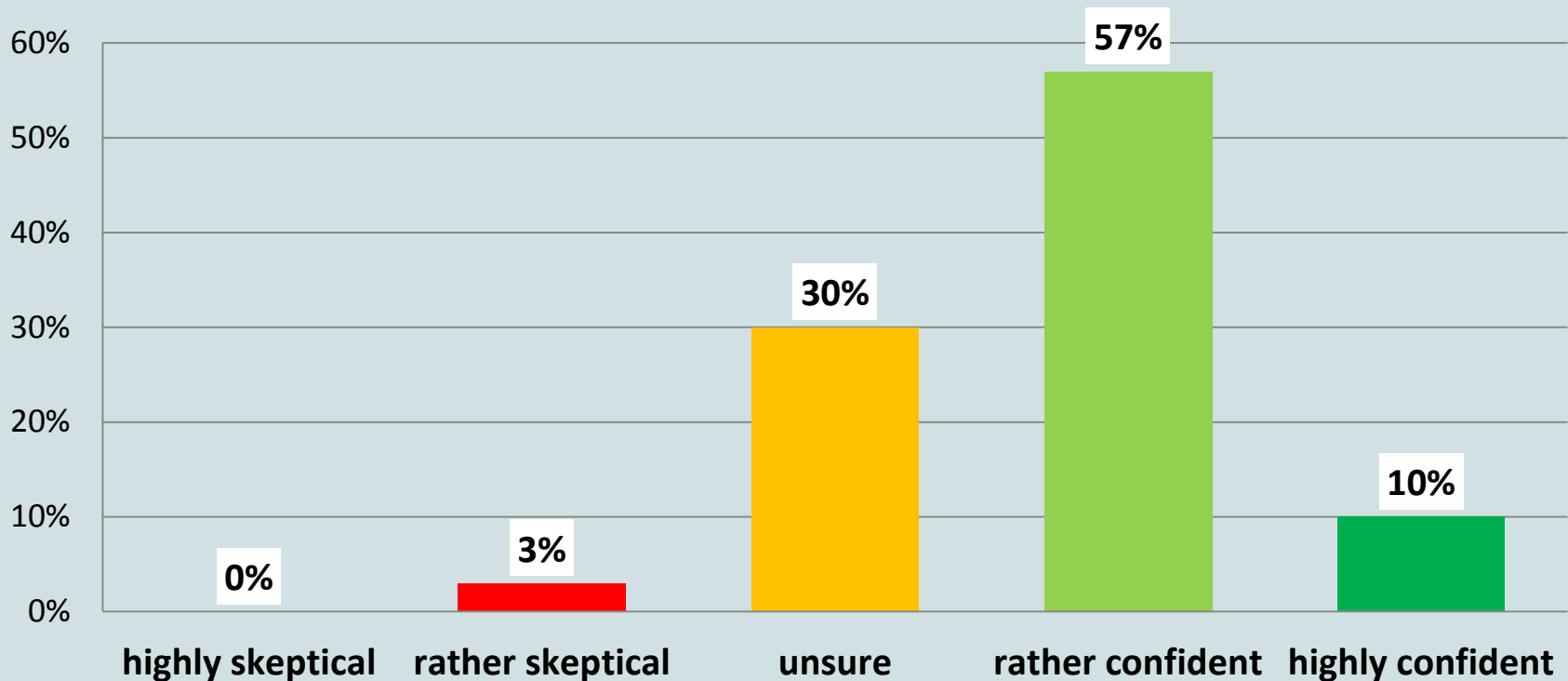
Majority of respondents (67%) were satisfied with IRIS progress ...

How satisfied are you with the progress of the entire project?



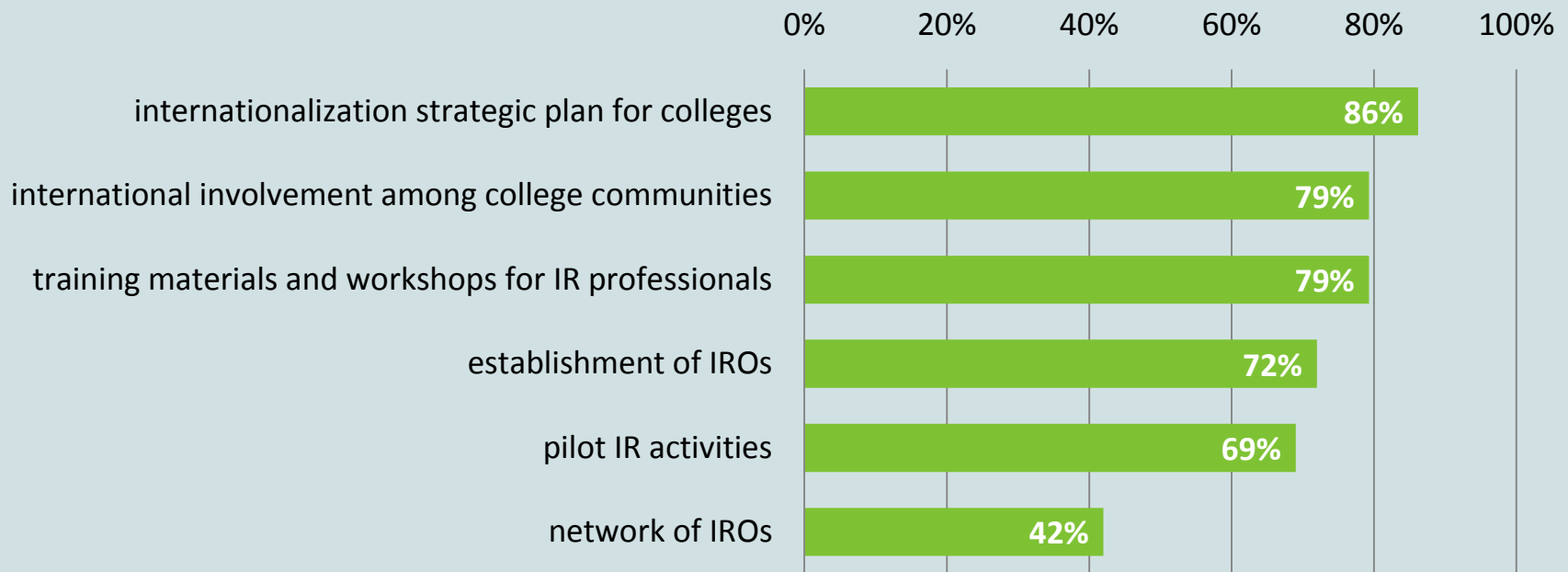
...and convinced it will reach its goals

How confident are you that the project will reach its goals?



Partners felt confident about the development of strategies, skeptical about IRO networks

How confident are you that the project will reach its goals?



■ % of respondents feeling rather or completely confident



Main concerns, raised by the partners, regarded communication and financial issues

Potential barriers in reaching project goals

- „Partners are not clear what it is that they want from the project”
- Lack of information about people responsible for setting IROs
- Little interaction between colleges, apart from workshops
- Low activity of WP leaders
- Unclear link between WPs
- One-way communication, changes introduced without notification
- Financial limitations
- Tight schedule (holiday period not taken into account)

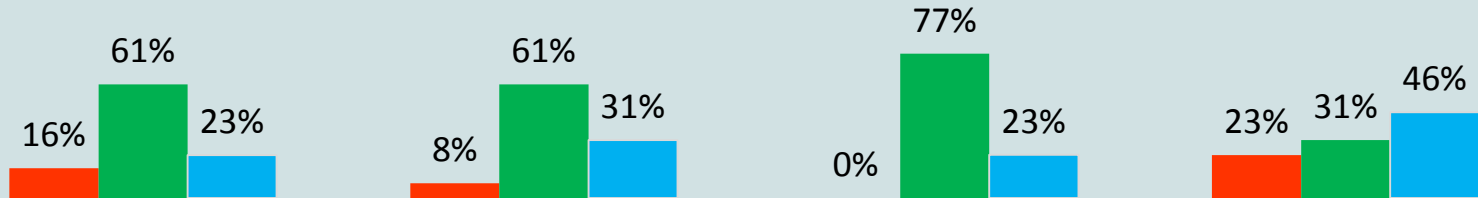
Clear, frequent communication and partner commitment is required to reach IRIS goals

What needs to be done?

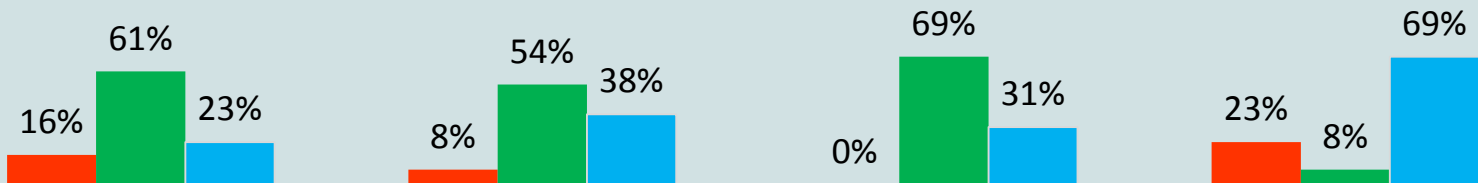
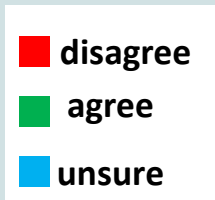
- Project leaders need to deliver clear messages, on time
- WP leaders need to be more active (between project milestones)
- Partners need to consult, interact with each other on a regular basis
 - Contact list to people responsible for setting IROs
 - More „life” on the IRIS website (interface for discussions, reference, exchange of information and insights, not a dropping site)
 - Help with bureaucratic requirements
- Experts need to help partners develop clear, coherent expectations
- All participants need to be committed and persevere

WP1 deliverables were highly rated, but partner awareness of the tasks seemed strikingly low

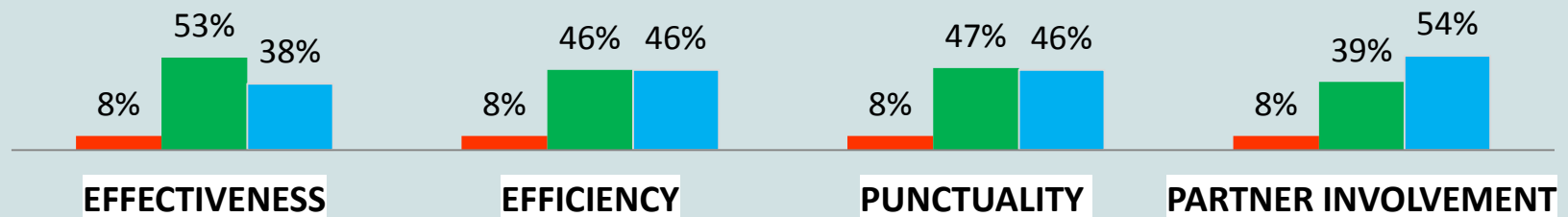
1.1 Survey on Israeli colleges' needs in the field of international cooperation



1.2 Assessment of societal interests in college internationalization



1.3 Benchmarking workshops and exercises (study visits)



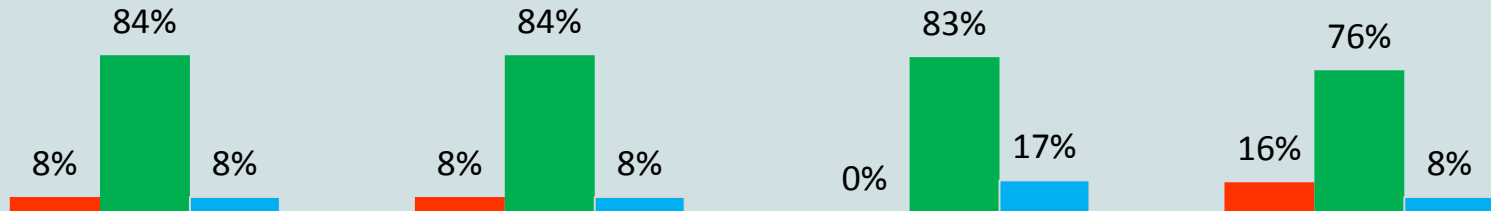
WP1 participants pointed out certain problems and possible solutions regarding WP delivery

WP1: Problems and solutions

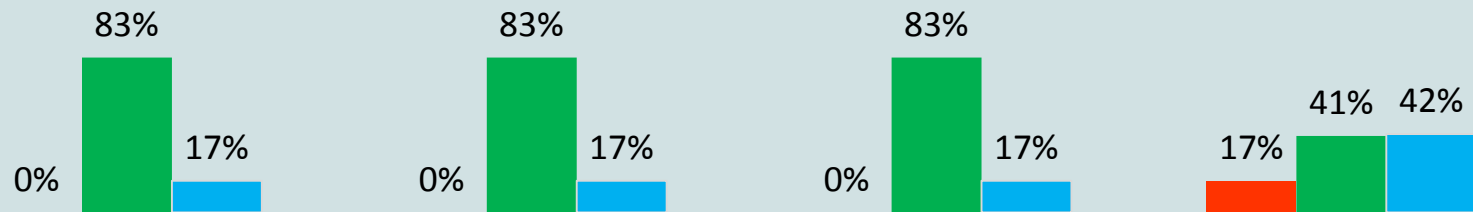
- complex decision making process
- no direct working group
- initial project plan differs quite substantially from the actual deliverables
- the survey concerning students' awareness of internationalization was delivered, but the requirements survey is missing
- more advanced planning, clear communication and proactive input is recommended

WP2 deliverables (those on which work had already started) were rated significantly higher

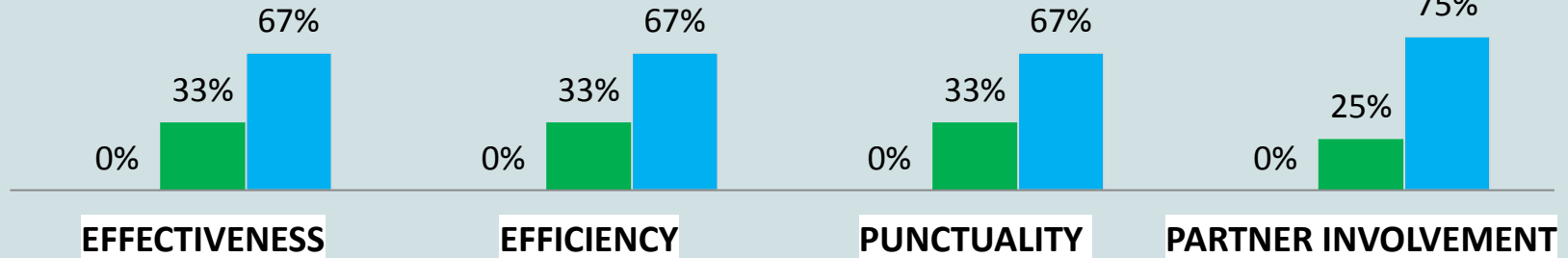
2.1 Two internationalization strategic planning workshops



2.2 Internalization strategic plan for each college



2.3 Joint national internationalization strategic plan



■ disagree
■ agree
■ unsure



WP2 participants stressed it is too early to fully assess the WP + identified certain weaknesses

WP2: Problems and solutions

- We are in the middle of the WP, tasks 2.2 and 2.3 are not yet completed: too early to assess the deliverables
- It would be helpful to get information on other colleges' progress beyond this disseminated at workshops (not all partners attended)
- It is problematic to produce deliverables on time during vacation
- I doubt the possibility of collaboration between colleges: all have different aims, tend to keep their activities in their own territory
- The project progress survey intentionally assesses the deliverables in different moments in time, **during and after completion**

Some considerations ...

Quality plans:

- Continuous feedback loops (so far according to communication plan) seem too time consuming for WP leaders
- Little to no feedback so far ...
- Suggestion: an updated (by WP leader) quality plan (for active WPs) to be sent to QA team every three months (i.e. 3/14, 6/14 and 9/14)

Results from online surveys and evaluations of events:

- QA team mentioned possible calls for action in the reports
- Results contain several suggestions to WP leaders and PM (see above)
- Active feedback from WP leaders and PM might be useful





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Thank you!



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