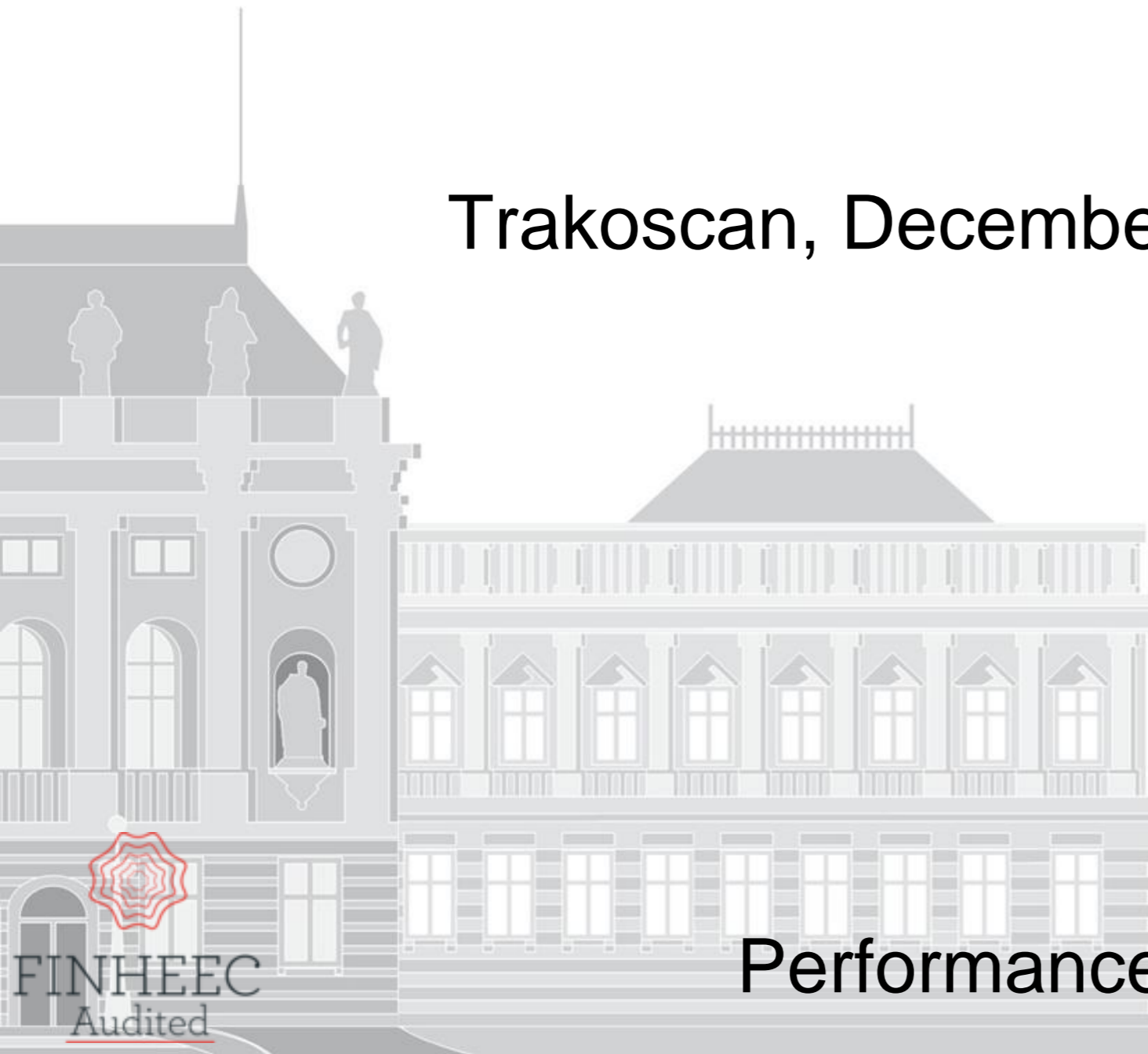




# Quality Audit @ Uni Graz

Trakoscan, December 11 2013



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Performance and Quality Management

# Outlook

KARL-FRANZENS-UNIVERSITÄT GRAZ  
UNIVERSITY OF GRAZ



HE system in Austria

UG in brief

Quality Management System

Quality Audit

Facit

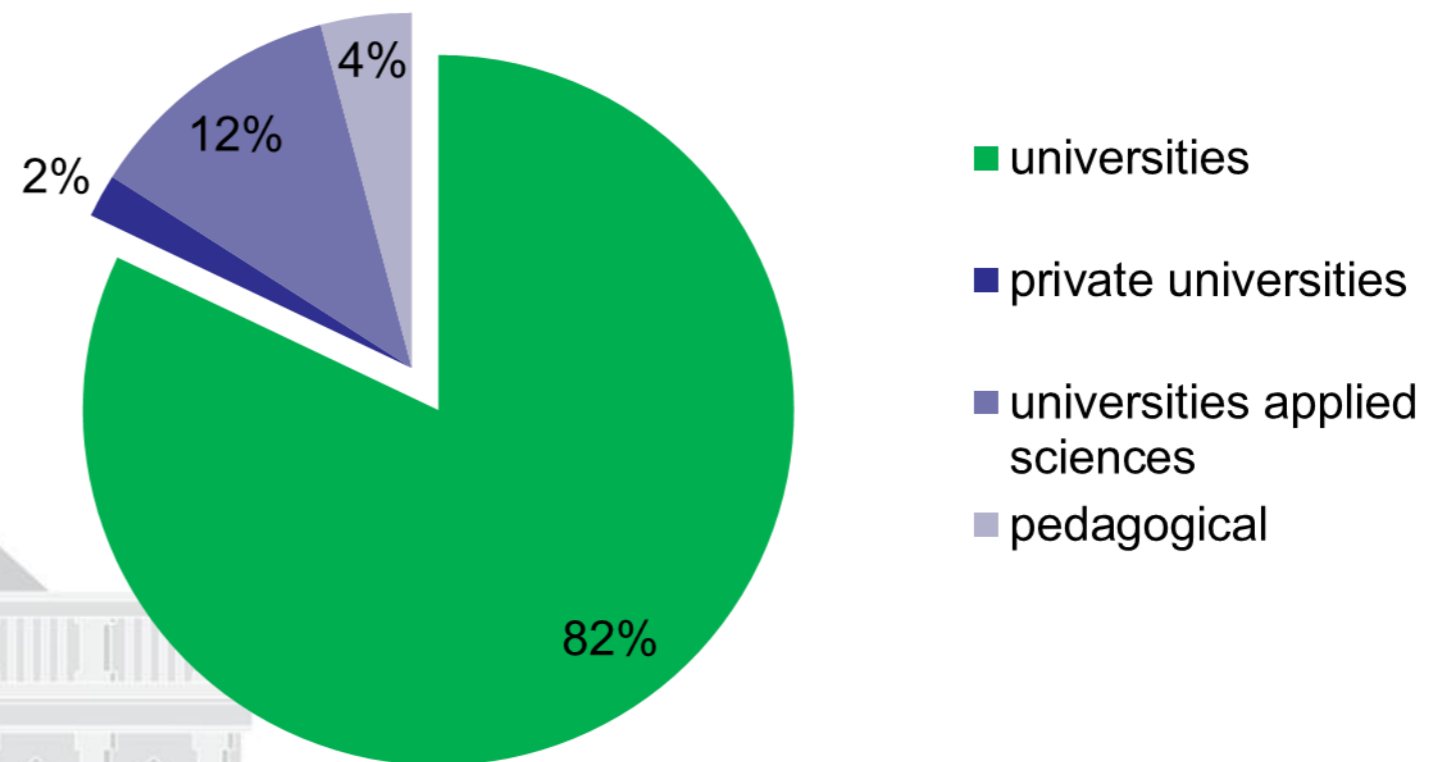


# University Structure in Austria



- 22 public universities (federal)
- 21 universities of applied sciences (regional, private)
- 12 private universities (private, regional)
- 9 pedagogical „Hochschulen“ (federal, clerical)

students





# LEGAL FRAMEWORK IN AUSTRIA

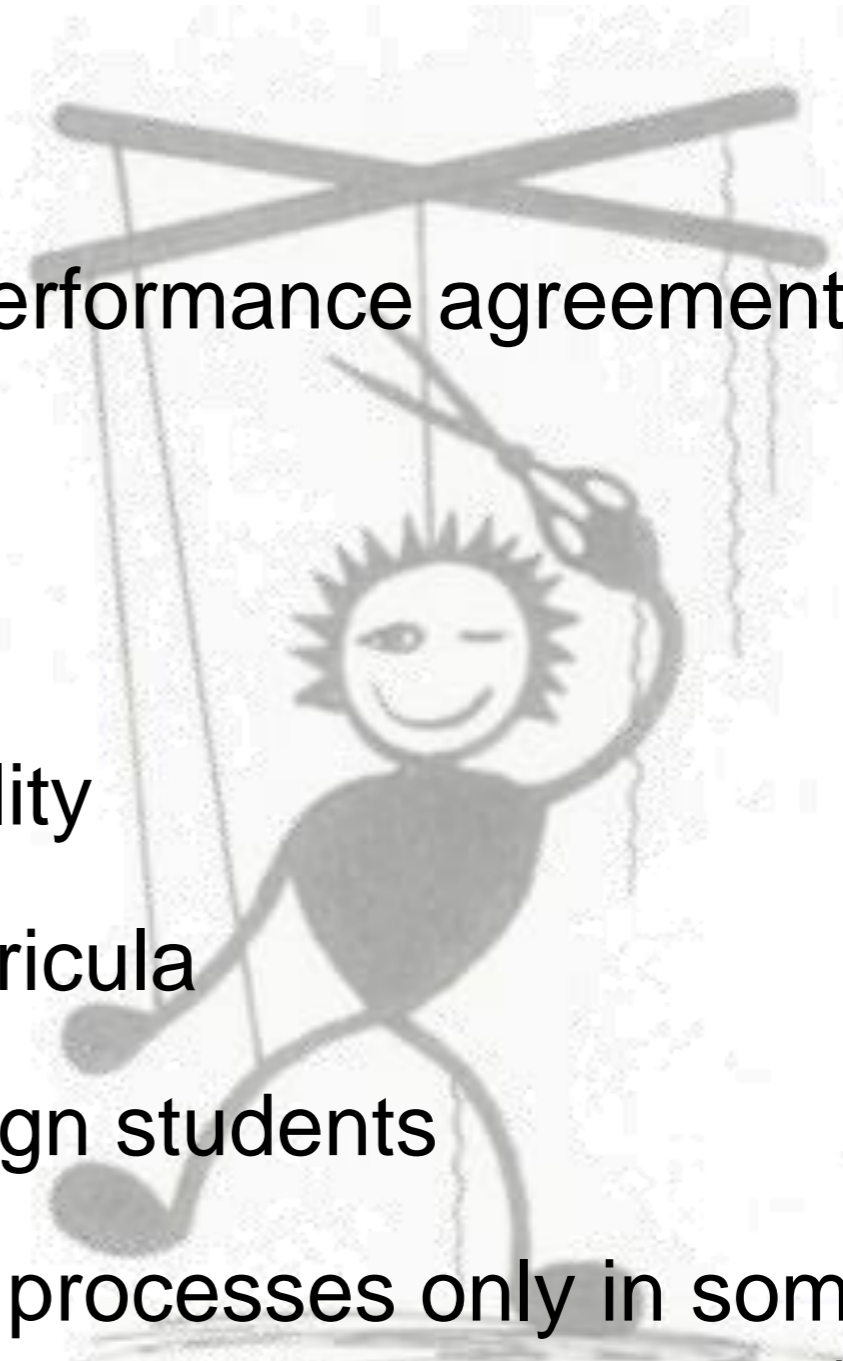


# Universities Act 2002

## Governance



- Personnel and financial autonomy
- Management by objectives (3-yearly performance agreements)
- 3-year lump sum budget
- Self regulation by statute
- Financial and performance accountability
- No accreditation obligation for new curricula
- Low tuition fees for long-term and foreign students
- Free access to universities, admission processes only in some studies (medicine, psychology, biology, pharmacy, economics)



# Universities Act 2002

“The universities shall develop their own quality management system in order to assure quality and the attainment of their performance objectives.”

Universities can establish study programmes on their own responsibility, no further accreditation.

Recognition: Principles in UA, responsibility by universities (internal regulations). Automatic recognition of HEI-degrees (awarded by recognised post-secondary educational institutions) for further degree studies.

EQF/NQF: Not introduced yet, no embedding in legal framework. NQR refers for HEI to the Bologna process.

# Act on Quality

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## Assurance in HE (HS-QSG)

- Accreditation for Universities of Applied Sciences (UAS) and private universities (AQ Austria)
- Audit for public universities and established UAS, valid 7 years, by EQAR-agency
- Assessment areas:
  1. Quality strategy and its integration into the management tools of the higher education institution;
  2. Quality assurance structures and procedures
    - degree programmes and teaching,
    - research
    - organisation and administration and staff;
  3. integration of internationalisation and societal objectives into the quality management system;
  4. information systems and involvement of stakeholder groups.

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# UNIVERSITY OF GRAZ





# University of Graz

KARL-FRANZENS-UNIVERSITÄT GRAZ  
UNIVERSITY OF GRAZ



Founded 1585

6 faculties, 123 institutes and centres

Approx. 110 Degree Programs (BA, MA, PHD)

33.000 students, about 19.000 active

4.700 new students

3.000 graduates (165 doctoral degrees)

3.933 staff (2.700 academic staff)

200 millions Euro budget

# QM cycle UG



## Application areas

Teaching  
Research  
Promotion of young  
researchers  
Management  
Service



# Expectations

## towards the audit

- Critical, friendly feedback from external peers
- Recommendations for development
- Realistic presentation of the status quo, no „window dressing“
- Unbiased report, taking into account the Austrian specifics

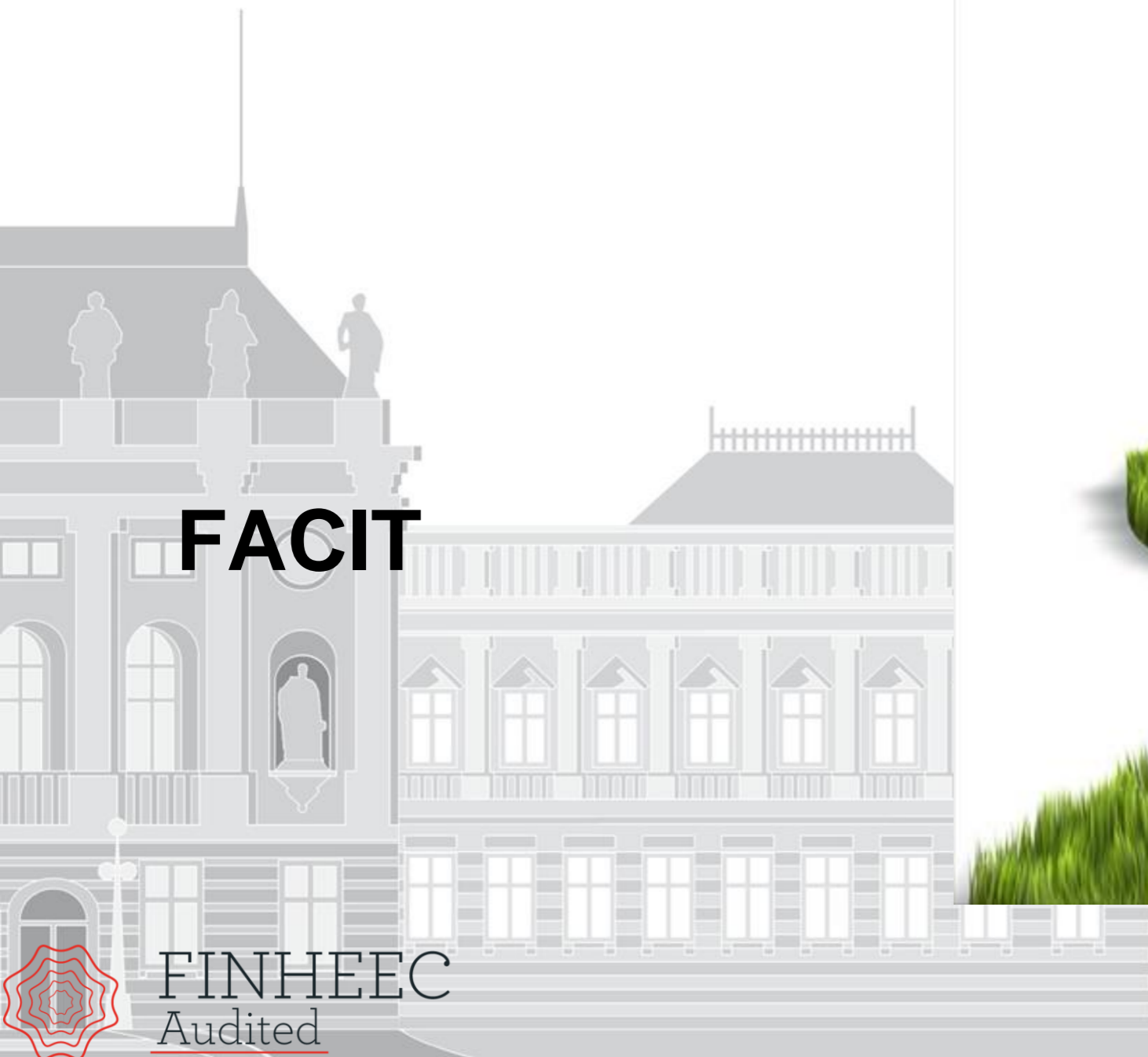
## towards the agency

- Experience in audits, comprehensive audit system
- Should work international, other perspective
- Competence of peers
- Checking fitness for purpose
- Small reporting and documentation effort
- Registered in the EQAR
- €

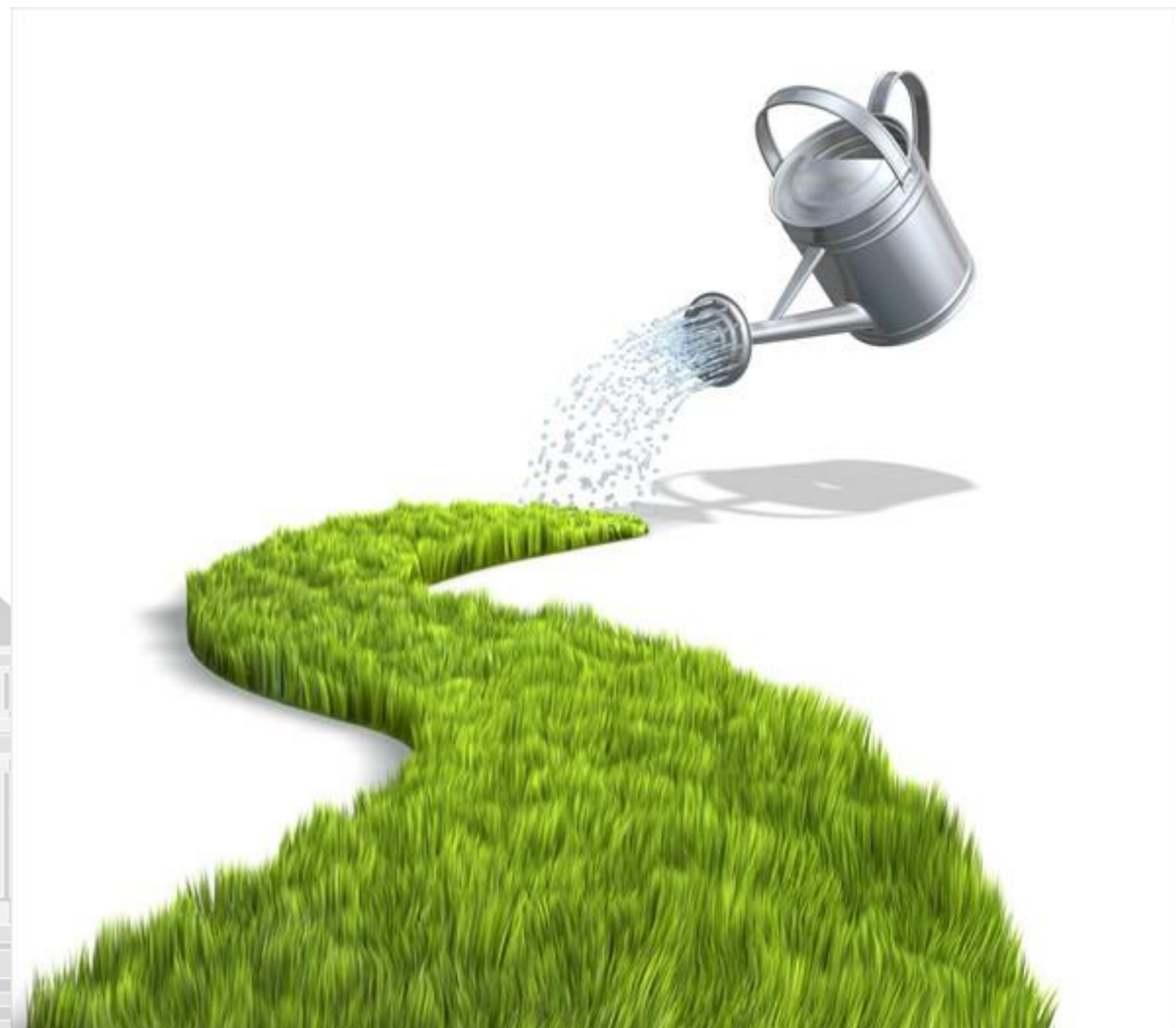
# Choice of the agency

- Desk search: providing comprehensive (teaching AND research) audit, enhancement oriented
- Agency fair: presentation of concepts
- Formal selection: invitation of 6 agencies, terms of reference, hearing with 3 agencies
- Negotiation and contracting





**FACIT**



# Expectations have been met

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Audits respect university's autonomie

Audit assesses procedures, not formal rules (fitness FOR purpose)

Key role of peers and their background (recommendations!)

External, international view without preconception

Trust from ministry in internal quality management

Acceptance of audit results by government and stakeholders

Clear audit process with flexibility on the Austian framework

Assessment of a comprehensive, task-oriented QMS

# Why quality assurance?

## External

Autonomy of HEI  
Accountability  
Steering and control tool  
Fitness OF purpose  
Fulfilment of standards/ESG/Bologna-  
Process  
**Professional recognition (qualification  
framework)**  
**Trust, comparability and mutual  
recognition of degrees**

## Internal

Autonomy of HEI  
Self responsibility  
Steering and development tool  
Fitness FOR purpose  
Respect upon creativity and diversity  
Own quality dimension  
Comprehensive (teaching, research,  
third mission,...)  
Consider institutional profiles  
Assessment by peers and professionals  
Need of "added value"  
**Mutual recognition worldwide**



# Thank you!

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