

QACEP SELF-EVALUATION TOOL APPLIED IN THREE POSTGRADUATE PROGRAMMES IN HEALTH AND EDUCATIONAL FIELDS WITH TWO DIFFERENT MODALITIES.

Or how QACEP self-evaluation tool has helped us to review and improve our internal procedures as a collaborative and multidisciplinary useful tool in quality fields.

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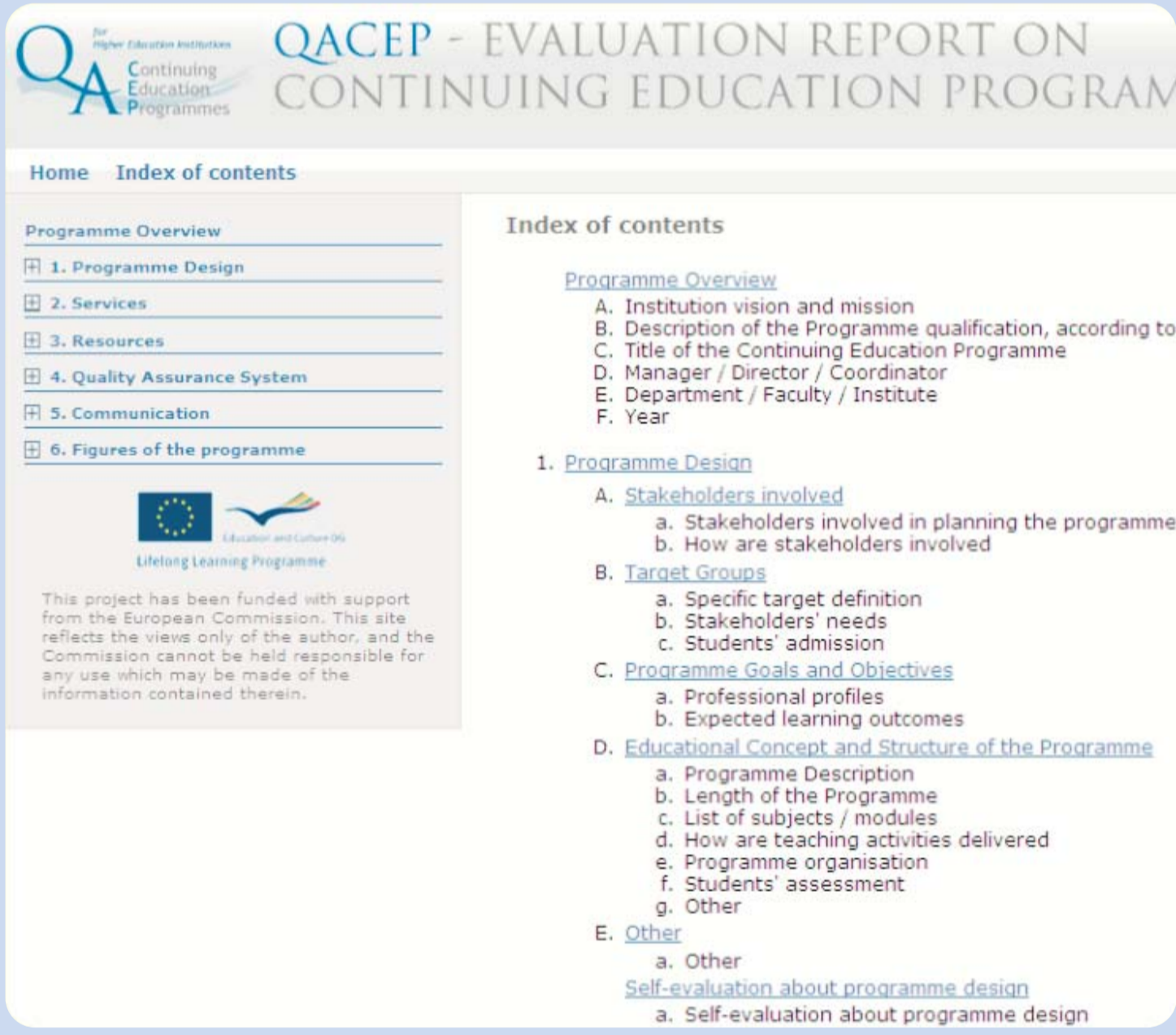
IL3-UB is a Foundation created by the University of Barcelona (UB). Currently IL3-UB mission is to provide training programmes to students and companies needed to achieve their goal for personal and professional development as well as providing services that complement it to achieve a comprehensive training. Our projects combine different actions: analysis and definition of competences; analysis of the training needs; development and implementation of experimental educational approaches; teacher training. And as a member of the University of Barcelona Group we have to apply UB procedures in quality field and we are monitored by the Postgraduate Agency from the UB.

In this context, IL3-UB is in charge of all the tasks and actions from the beginning of the programme idea until the closure of the programme. This involves different departments and agents: product managers, programme directors, quality department, innovation, platform and programme design, programme coordinator and community service. All these agents and departments work together on a collaborative way to develop an excellent academic programme. With this aim we have used the QACEP self-evaluation tool in two of our traditional programmes that have been included in this pilot phase: Master in Management of Educational Centers (face-to-face and online modalities available) and Master in Medical Evaluation (online modality). Using QACEP self-evaluation tool helps us to integrate multiple agents and units (internal and external) in different academic fields like Health and Education.

QUALITY DEPARTMENT

- Contacts with different stakeholders.
- Draws the quality assessment.
- Monitored by the Postgraduate Agency.

IL3-UB roles & QACEP tool



PRODUCT MANAGER

- Asks to stakeholders like enterprises, external experts, etc.
- Performs of market researches.
- Defines market needs.

PROGRAMME DIRECTOR

- Helps us to define the content programme defining the specific competences and functions.
- Becomes one of our stakeholders.

INNOVATION

- Provides new good practices using innovative tools.
- Identifies new opportunities in new formats.

EDUCATIONAL PLATFORM AND PROGRAM DESIGN

- Closes the design process defining the final programme and producing it.
- Implements platform tools.

PROGRAMME COORDINATOR AND COMMUNITY SERVICES

- Monitors the programme development.
- Provides help and additional services to the programme community.

QACEP tool achieves the aims as we define necessary in any self-evaluation tool:

- It's a tool to analyse the key elements.
- It's based on the evidences.
- Systematic and deep detailed about the fields that are need for improvement, if it would be necessary.
- Mixed subjective and objective aspects.
- It's a sharing tool, including different units and agents.

EXAMPLE ON THE USEFULNESS

Using QACEP self-evaluation tool has helped us to detect some weaknesses related to:

Teaching staff:

In this field we need to work more deeply with the teacher community. We should to review how we are enrolling the teaching staff, how we define the roles and functions, etc. On the other hand, also we need to think about what we could offer to teacher community in the way to improve our quality. Our aim will be increasing the involvement of the external academic staff more in the quality assessment for example.

Public information:

As a result of the pilot phase we have modified our web site in order to be more transparent for our users and provide information much more linked with the target group. In the next academic year, 2011/12, the product managers will be in charge of describing the objectives, the target group description and reviewing all the public information.

PARTNERS



IL3 Institute for LifeLong Learning