



QUIP and the Non-US Institution: Three Universities Explain

The Forum on Education Abroad

Sixth Annual Conference, Charlotte, North Carolina

March 24-26, 2010

Introduction

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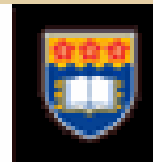
Deutscher Akademischer Austausch Dienst
German Academic Exchange Service

Introduction

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Key Steps

Commitment by the institution

- Determine whether or not your institution is ready for the process
- Support from institutional leadership
- Engaging other staff, identify all stakeholders

The QUIP review – Comprehensive Program Review

- The institution conducts a Self-Study and writes a Self-Study Report
- Peer Reviewers examine the Self-Study, visit the institution, write a Peer Review Report
- Forum Review Panel reads the Self-Study and the Peer Review Report

Preparation for the Review Process

The practical aspects

- **Advance planning- in conjunction with the Forum staff**
 - Establish a timetable for the self-study and the site visit (fit with academic calendars, availability of key staff)
 - Identify resource implications
 - Maintain the momentum
 - Write it up: conduct the Self-Study
- **Appoint a Self-Study Team- size? include representatives from:**
 - International Office/ Study Abroad office
 - Executive/ senior administration
 - Student Services
 - Student Administration/Registrar's Office
 - Key Academic staff
 - Student Accommodation Services
- **Designate a Self-Study Team Leader**

The Self Study

- An important and beneficial part of the review process
- An opportunity to undertake a comprehensive review of the current practices and education abroad goals
- Communication and data gathering
- Regular meetings
- The Queries worksheet

Standards of Good Practice for Education Abroad are used as a guide (electronic worksheet for the Standards Queries; reference column for supporting reference materials and web links)

- The Self-Study Report – a Template is provided but it is not intended to be rigid.

Auxiliary Information

The Site Visit

- Reviewers' Information Packet
- Preparing for the Site Visit
 - Identify & involve staff most involved with delivering the education abroad program
 - Briefing session in advance of the visit- goals of the site review, provide information about ForumEA, copies of the self-study & other supporting documents
- The Site Visit – 2 days
 - Comprehensive itinerary
 - Allow adequate time for the reviewers to commence compilation of the Site Review Report
 - De-brief with Senior Executive
- The Site Reviewers' Report
- The Institutional response- correcting any factual errors; Corrective action
- Final determination



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Advantages and Challenges

Advantages

- Self evaluation quality check
- Marketing tool
- Stand out from other programs

Challenges

- Time consuming process
- Staff intensive
- US evaluation for non-US institutions

Costs of QUIP Review (estimated)

Review Fee	\$1,500 / 1,190 €
Annual Membership Fee (2x)	\$690 / 550 €
Publication of Report (print + CD-Rom)	\$395 / 300 €
Site Visit (travel costs + expenses reviewers)	\$2,150 / 1,500 €
Staff costs (estimated, probably too low)	\$20,000 / 15,810 €
<ul style="list-style-type: none">• 5 full-time staff (approx. 710 hrs.)• 9 part-time staff (approx. 80 hrs.)• 2 faculty (approx. 6 hrs.)• 1 Dean of Intl. Affairs (approx. 16 hrs.)	
→ approx. 810 hours or 5 full working months	

TOTAL: **\$25,425/ 19,900 €**

NB: Forum "approval" is "valid" for 8 years – so this equals an annual investment for marketing purposes and quality assurance of \$3,180/ 2,490 € ...

Cultural Sensitivities

- Target group: international students (not only from the US)
- US-centric questions/ realities at own institution (cultural context)
- Explain why things are handled the way they are handled

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It's all about Quality...

'Fitness for purpose' (Joseph M. *Juran*)

- **The Juran Trilogy (1986)**
 - Quality control
 - Quality improvement
 - Quality planning
- **Harvey and Green (1993)**

Fitness for purpose sees quality as fulfilling a customer's requirements, needs or desires... In education, fitness for purpose is usually based on the ability of an institution to fulfil its mission or a programme of study to fulfil its aims.

Quality is a Culture

- Best practice shared to ensure Quality culture embedded
- The Standards periodically updated reflecting set of procedures that cover all key processes in the institution
 - monitoring processes to ensure they are effective
 - keeping adequate records
 - checking for deficiencies, with appropriate and corrective action where necessary
 - facilitating continual improvement

Why bother?

- Compliance does not guarantee any quality of end product or service; rather, it indicates that formalised business processes and best practice are being applied.

However by participating in QUIP...

- Demonstrating commitment to following best practices as understood by our colleagues
- Continuous, Commitment, Competency
- Recognisable, Identifiable & Accepted

Benefits of Participation- twofold...*at a local level...*

- Leverage to instigate change
- Transparency, improved systems, increased efficiency
- Increased profile, understanding, respect and recognition for the International Education Division
- Institutional cooperation amongst support services increased
- Increase in Study Abroad student satisfaction

On the broader stage...

- Need for recognisable global standards for best practice in education abroad

Benchmarking studies indicate a correlation between quality monitoring implementation and overall performance improvement.

- Helps maintain quality standard.
- Increases cost effectiveness through improved efficiencies.
- Accelerates development of skills.
- Creates visible accountability for performance.

Real and demonstrable results:

- Office space
- Academic review
- University Arena Membership
- Internet connection in on-campus accommodations
- Library and Labs
- Orientation
- Enrolment process
- Field trips
- Laundry

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Q&A

General Question

- What are your fears/hesitations/reservations/barriers toward the QUIP process?

Roundtable Discussions