




Structured indicators to manage HEI Quality Systems

SMART-QUAL



GOALS OF THE SCOREBOARD

-  A **comprehensive framework** of harmonized Quality Indicators that allows benchmarking between similar HEIs.
-  Indicators that provide **useful information** capable of addressing quality criteria applied by external systematic assessments.
-  Indicators that **supply valuable information** for the different **levels of managerial decision-making**.

WHAT HAVE WE DONE?



More than **500 indicators** extracted from **IQAS & academic, technical articles**

Analyzed, Classified and purged into **50 indicators**

27 quality indicators are proposed as basic in this Quality Indicators Scoreboard (QIS), which aims at being a reference document for IQAS deployment and Quality Assurance processes

Short: focused on the efficiency and effectiveness and avoiding oversizing.

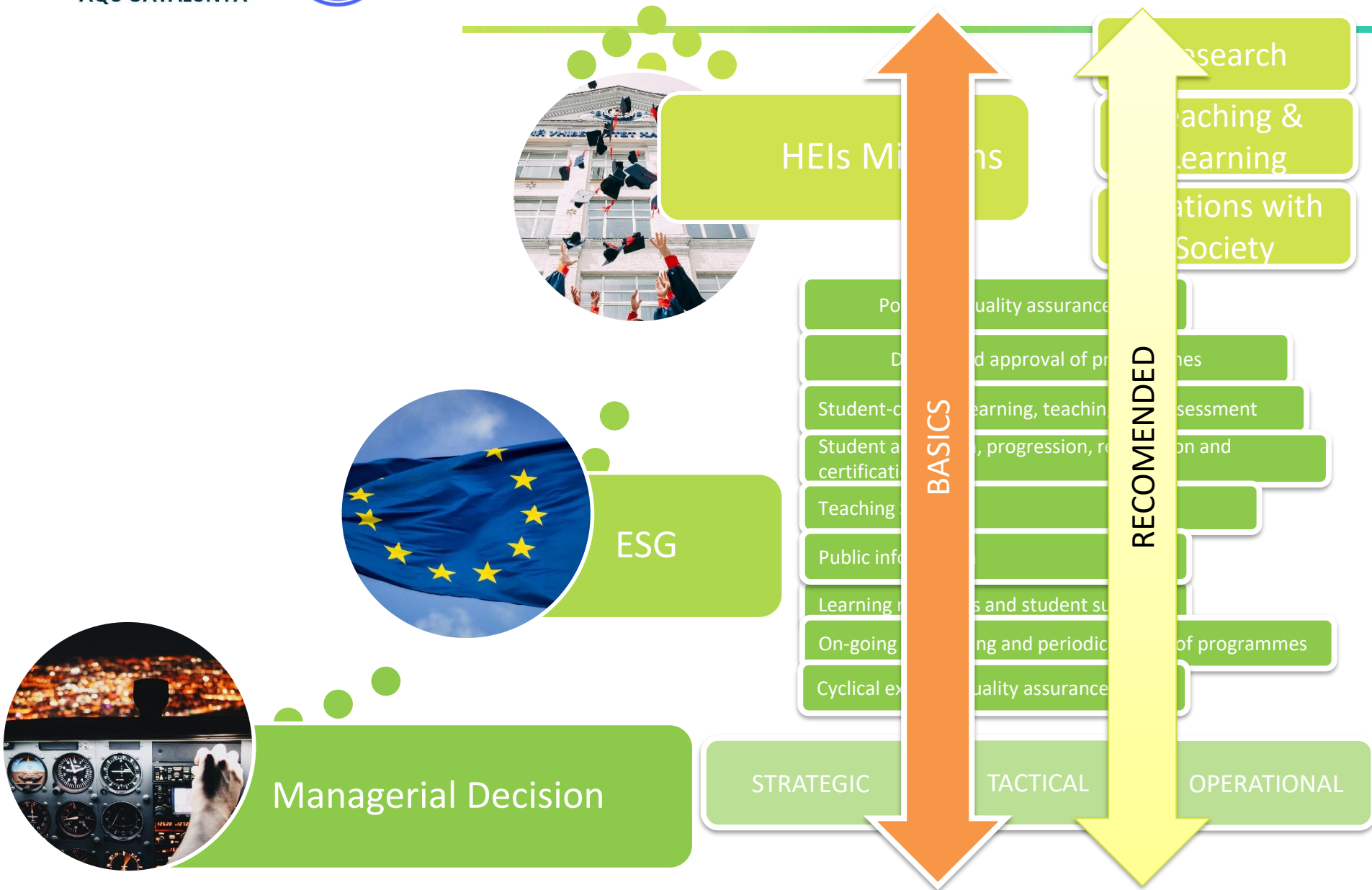
Meaningful: useful for the stakeholders' needs.

Appropriate: meeting the common and shared quality standards

Reunified: harmonized set and compiled good practices already in use.

Transversal: suitable for different countries, contexts, and types of HEIs.

FIRST OUTPUT: SCOREBOARD



QUESTIONS

- ① Do your actual indicators provide holistic and added value information about your institution or are they more external evaluation oriented?
- ① Do they clearly show the direction taken by your institution?
- ① To what extent is it helpful to know an institution's position in relation to other similar HEIS?

Annex

Scoreboard



Strategic level

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Recruitment of international students	Relationship with Society	1	Percentage of international students enrolled	Assess publicity of study programmes, teaching and learning and attraction policies	Basic
Fulfillment of objectives	Teaching & Learning	1	Percentage of strategic planning objectives fulfilled	Monitoring and redirect efforts in strategic plan	Basic
Public information	Teaching & Learning	8	Percentage of degree programmes with public information about quality	Transparency and attraction policies	Basic
QA procedures definition	Teaching & Learning	1	Application of procedures for internal Quality Assurance	Improve the IQAS	Basic
Research funding	Research	1	Ratio of revenue raised for research per FTE teaching staff	Improve research policies and procedures to support strategies for fund raising	Basic
Research partnerships	Relationship with Society	1	Ratio of agreements of collaboration in Research and Transference with third-parties per FTE teaching staff	Actions aimed at contributing to regional and national developments are devised. Dissemination strategies	Basic
Research projects	Research	1	Percentage of approved competitive projects	To learn from mistakes / failures of projects not approved; to replicate good practices for other applications; to identify new partners.	Basic
Compulsory accreditation of programmes	Teaching & Learning	10	Percentage of programmes fully accredited in compulsory accreditation	Assesses the quality of the study programmes offered by the HEI	Basic



Strategic level

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Collaboration with stakeholders	Relationship with Society		Ratio of protocols/agreements established with 1 external organizations per FTE teaching staff		Recommended
Sustainability	Relationship with Society		Ratio of sustainable actions in environmental and 1 social issues per students enrolled		Recommended
Financial aid to students	Relationship with Society		Percentage of students who receive a scholarship 1 based on social background		Recommended
International staff	Teaching & Learning	5	Percentage of international visiting teaching staff	Monitoring international attractiveness and teaching staff quality	Recommended
Programmes offer	Teaching & Learning	2	Percentage of second and third cycle programmes		Recommended
Student mobility	Teaching & Learning	3	Ratio of international agreements that have incoming or outgoing mobility per programmes offered		Recommended
Student profile	Teaching & Learning	4	Sexual and socioeconomic diversity	The integration of risk students, under represented social statements it is correlated with the social aims of the HEI's	Recommended
Students industry link	Relationship with Society	1	Ratio of students involved in external entities per students enrolled	It could be considered together with student profile and sustainable objectives	Recommended
Members in research units	Research	1	Percentage of teaching staff integrated in Research Units		Recommended
Academic inbreeding	Research	1	Percentage of academic staff hired that has not obtained a PhD in the same university	Planning of recruitment, professional development and knowledge attraction	Recommended
Voluntary accreditation of programmes	Teaching & Learning	10	Percentage of programmes fully accredited in voluntary accreditation	Assesses the quality of the study programmes offered by the HEI	Recommended



Tactical

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Graduate employment rate	Teaching & Learning	9	Percentage of graduates employed	Assess performance of employment services, employability promotion. Updating and improving programmes content.	Basic
Graduation rate in specified time	Teaching & Learning	4	Percentage of students completing the study within expected number of years	Adjust programmes content and teaching & learning settings. Prevent academic failure	Basic
Intellectual property dimension	Research	1	Ratio of revenue from royalties and licence agreements per FTE teaching staff	Assess the capacity of rising revenue from knowledge transference per teaching staff	Basic
Library services	Teaching & Learning	6	Ratio of library resources per FTE student	Value teaching and learning environment	Basic
QA data collection system	Teaching & Learning	7	Application of a system for data collection in different processes	Improve the IQAS	Basic
Research citations	Research	1	Ratio of impact scientific production per FTE teacher	Monitoring/evaluation of the Research Units performance. Identify the areas which need further support, incentives and training to produce more impactful research.	Basic
Research publications indexed	Research	1	Percentage of articles published in 1st-quartile journals of the scientific area per total number of articles published in year n in that area	To assess the excellence of research. Also to measure the efficiency of publications	Basic
Spin-offs	Relationship with Society	1	Ratio of spin-offs established per FTE teaching staff	Improve the collaboration policies with the Society, particularly in the field of innovation and knowledge transfer	Basic
Student satisfaction with teaching & learning	Teaching & Learning	9	Average of satisfaction with the organisation of course sessions		Basic
Teacher - student balance	Teaching & Learning	3	Ratio of students to FTE teaching staff	It is an indicator of the characteristics of the system and institutions with implications for its efficiency and quality	Basic
Teaching staff holding a PhD	Teaching & Learning	5	Percentage of FTE teaching staff holding a PhD per FTE teaching staff		Basic



Tactical

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Patents	Research		Ratio of patents grants registered by, at least, one membre of HEI per FTE teaching staff	Monitoring performance and efficiency of research	Recommended
Research engagement	Research		1Research effort index per FTE teaching staff	Managment of incentives and opportunities for research engagement	Recommended
Research grants	Research		Ratio of ongoing scientific research grants 1per FTE teaching staff	Actions to attract and retain highly skilled professionals are devised	Recommended
Student academic results	Teaching & Learning		4Average of final qualifications of graduates	Hint of the level of integration succes	Recommended
Student satisfaction with teaching staff	Teaching & Learning		Average of satisfaction with quality of teaching staff, quality teaching and teaching staff engagement		Recommended
Student enrollment in postgraduation	Teaching & Learning		4Ratio of PhD students per students enrolled	It could be strategic for some HEIs oriented to research studies, also could be usefull it it is combined with research positions available in each Department	Recommended
Teacher - non academic staff balance	Teaching & Learning		Ratio of FTE teaching staff to FTE non academic staff	Considering the rising in remote education provision and the need to adequately support students	Recommended
Teaching & learning expenditure	Teaching & Learning		Percentage of expenditure dedicated to Teaching & Learning activities		Recommended
Academic staff workload	Teaching & Learning		Ratio of teaching hours offered per FTE teaching staff	Observe the balance between various functions (teaching, research, community engagement etc.)	Recommended
Time to degree completion	Teaching & Learning		3Average of duration of studies		Recommended



OPERATIONAL

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Design of programmes	Teaching & Learning	2	Appropriateness of intended learning outcomes, teaching and assessment methods	Review degree programme curriculum	Basic
Drop-out rate	Teaching & Learning	4	Percentage of students dropping out from a programme	Define strategies to fight academic failure. Define improvement strategies for degrees or pedagogical support strategies / tutorials. Define new financial support or reinforce existing support and review service activities and procedures to support the integration and monitoring of students, including psychology, health or peer mentoring programs.	Basic
Overall student or graduate satisfaction	Teaching & Learning	9	Average of valoration of overall quality of the courses offered	Identify improvements to be applied in the programme	Basic
Progress rate	Teaching & Learning	4	Percentage of passed credit units	Actions during the mentoring process, pedagogical strategies leading to the promotion of students' academic success and pedagogical guidelines for teachers	Basic
QA results and impact	Teaching & Learning	1	Percentage of improvement actions performed	Improve the IQAS	Basic
Training of teaching staff	Teaching & Learning	5	Percentage of FTE teaching staff who participated in activities to improve their teaching skills per FTE teaching staff	Identify needs of pedagogical investment	Basic
Student engagement	Teaching & Learning	3	The desing of programmes promotes the student as a co-producer of his/her training		Basic
Facilities	Teaching & Learning	6	Percentage of classroom offer on the total need	It could be interesting to compare it with the level of student satisfaction with facilities	Basic



OPERATIONAL

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Assessment system	Teaching & Learning		Teaching staff peer evaluation of 3 assessment/examination protocols		Recommended
Efficiency rate	Teaching & Learning		Ratio between credit units required for graduation and credit units actually 3 enrolled since first year in programme		Recommended
Graduate employment in related job	Teaching & Learning		Percentage of graduates employed in 9 job related with studies	Adjust programmes offer	Recommended
Life-long learning	Relationship with Society		Ratio of participants in life-long learning programmes per students 13 enrolled	Assess the ability to attract former students to attend other programs and improve these recruitment strategies, as well as improve the study programs offer	Recommended
Student satisfaction with facilities	Teaching & Learning		Average of satisfaction with facilities 6 and other resources		Recommended
Teaching staff mobility	Teaching & Learning		Percentage of teaching staff joining 5 ERASMUS Program		Recommended
Teaching staff profile	Teaching & Learning		Percentage of teaching staff in each 5 professional category	Planning of recruitment and professional development of teaching staff	Recommended
Student's placement by first choice	Teaching & Learning		4 Demand coverage index		Recommended

Thank you!

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