



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

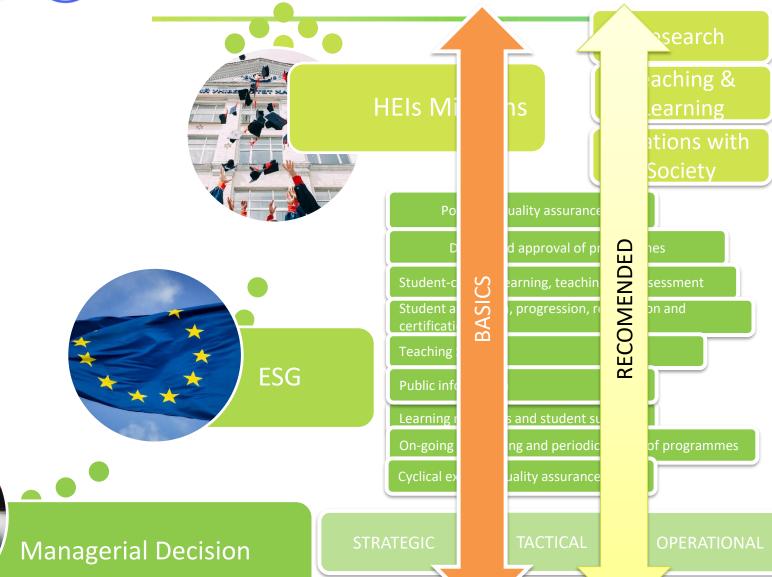
Reunified: harmonized set and compilated good practices already in use.

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





FIRST OUTPUT: SCOREBOARD







QUESTIONS

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







Scoreboard





Strategic level

Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Recruitment of international students	Relationship with Society		1Percentage of international students enrolled	Assess publicity of study programmes, teaching and learning and attraction policies	Basic
Fulfillment of objectives	Teaching & Learning		1Percentage of strategic planning objectives fulfilled	Monitoring and redirect efforts in strategic plan	Basic
Public information	Teaching & Learning		Percentage of degree programmes with public 8information about quality	Transparency and attraction policies	Basic
QA procedures definition	Teaching & Learning		Application of procedures for internal Quality 1Assurance	Improve the IQAS	Basic
Research funding	Research		Ratio of revenue raised for research per FTE 1teaching staff	Improve research policies and procedures to support strategies for fund raising	Basic
Research partnerships	Relationship with Society		Ratio of agreements of collaboration in Research and Transfernece with third-parties per FTE 1teaching staff	Actions aimed at contributing to regional and national developments are devised. Dissemination strategie	Basic
Research projects	Research		1Percentage 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		Percentage of programmes fully accredited in 10compulsory accreditation	Assesses the quality of the study programmes offered by the HEI	Basic





Strategic level

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Name of harmonized indicator	Scope	ESG	Description	Decision-making use	Prioritized for QIS
Collaboration with	Relationship with		Ratio of protocols/agreements established with		
stakeholders	Society	:	1external organizations per FTE teaching staff		Recommended
Contain ability	Relationship with		Ratio of sustainable actions in environmental and		Da a susua an da d
Sustainability	Society		1social 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
				Monitoring international attractiveness and	
International staff	Teaching & Learning	!	5 Percentage of international visiting teaching staff	teaching staff quality	Recommended
Programmes offer	Teaching & Learning		2Percentage of second and third cylce programmes		Recommended
			Ratio of international agreements that have incoming or outgoing mobility per programmes		
Student mobility	Teaching & Learning	:	Boffered		Recommended
Charles to the City	Tarakina 8 Januarian			The integration of risk students, under represented social staments it is correlated	D d. d
Student profile	Teaching & Learning	4	4Sexual and socioeconomic diversity	with the social aims of the HEI's	Recommended
Students industry link	Relationship with Society	:	Ratio of students involved in external entities per 1students enrolled	It could be considerd together with student profile and sustanaible objectives	Recommended
Members in research units	Research	:	Percentage of teaching staff integrated in Research 1Units		Recommended
			Percentage of academic staff hired that has not	Planning of recruitment, professional	
Academic inbreeding	Research		1obtained a PhD in the same university	development and knowledge attraction	Recommended
Voluntary accreditation of programmes	Teaching & Learning	10	Percentage of programmes fully accredited in Ovoluntary accreditation	Assesses the quality of the study programmes offered by the HEI	Recommended
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Tactical

Name of harmonized					Prioritized
indicator	Scope	ESG	Description	Decision-making use	for QIS
Graduate	Teaching &			Assess performance of employment services, employability	
employment rate	Learning	9	Percentage of graduates employed	promotion. Updating and improving programmes content.	Basic
Graduation rate in	Teaching &		Percentage of students completing the study	Adjust programmes content and teaching & learning	
specified time	Learning	4	within expected number of years	settings. Prevent academic failure	Basic
Intellectual property			Ratio of revenue from royalties and licence	Assess the capacity of rising revenue from knowledge	
dimension	Research	1	agreements per FTE teaching staff	transference per teaching staff	Basic
	Teaching &				
Library services	Learning	6	Ratio of library resources per FTE student	Value teaching and learning environment	Basic
QA data collection	Teaching &		Application of a system for data collection in		
system	Learning	7	different processes	Improve the IQAS	Basic
				Monitoring/evaluation of the Research Units performance.	
			Ratio of impact scientific production per FTE	Identify the areas which need further support, incentives and	
Research citations	Research	1	teacher	training to produce more impactful research.	Basic
			Percentage of articles published in 1st-quartile		
Research			journals of the scientific area per total number of	To assess the excellence of research. Also to measure the	
publications indexed	Research	1	articles published in year n in that area	efficiency of publications	Basic
	Relationship			Improve the collaboration policies with the Society,	
Spin-offs	with Society	1	Ratio of spin-offs established per ETE teaching staff	particularly in the field of innovation and knowledge transfer	Rasic
Student satisfaction	With Society	_	natio of spiri ons established per FTE teaching start	particularly in the field of filliovation and knowledge transfer	Dasic
with teaching &	Teaching &		Average of satisfaction with the organisation of		
learning	Learning	c	course sessions		Basic
Teacher - student	Teaching &			It is an indicator of the characteristics of the system and	2.3.0
balance	Learning	3	Ratio of students to FTE teaching staff	institutions with implications for its efficiency and quality	Basic
Teaching staff	Teaching &		Percentage of FTE teaching staff holding a PhD per	and quality	
holding a PhD	Learning	5	FTE teaching staff		Basic
	-				





Tactical

Research engagement Research 1 Research effort index per FTE teaching staff Ratio of ongoing scientific research grants Research grants Research 1 per FTE teaching staff Student Teaching & Average of final qualifications of graduates Student Student Average of satisfaction with Teaching & teaching staff Learning Staff engagement Student Teaching & teaching staff Learning Staff engagement Student Teaching & teaching staff Learning Staff engagement Student Student Student Student Student Student Student Per FTE teaching staff Learning Staff engagement Student Per FTE teaching staff Student Student Student Student Per FTE teaching staff staff Student Student Per FTE teaching staff Staff engagement Student Per FTE teaching staff staff Student Per FTE teaching staff staff Staff engagement Students Per Stu						
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Ratio of patents grants registered by, at least, one membre of HEI per FTE teaching 1staff Monitoring performance and efficiency of research Recomment Research engagement Research 1Research effort index per FTE teaching staff engagement Ratio of ongoing scientific research grants academic results Learning 4Average of final qualifications of graduates teaching staff Learning 5staff engagement Average of final qualify teaching and teaching staff Learning 5staff engagement 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 Recomment academic staff Teaching & Recomment Student Teaching & Ratio of FTE teaching staff to FTE non Scademic staff Seademic staff Seademic staff Reaching staff Learning Teaching & Ratio of FTE teaching staff to FTE non Scademic staff Seademic staff Seademic staff Reaching & Ratio of FTE teaching staff to FTE non Scademic staff Seademic staff Reaching & Recomment Seademic staff Reaching & Recomment Seademic staff Seademic staff Reaching & Recomment Seademic staff Reaching & Recomment Seademic staff Reaching & Ratio of FTE teaching staff to FTE non Scademic staff Seademic staff Reaching & Recomment Seademic sta			- 60			
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Research grants Research Student Teaching & academic results Learning Average of satisfaction with quality of teaching staff (public teaching staff) Average of satisfaction with quality of teaching staff (public teaching staff) Student	engagement	Research		1Research effort index per FTE teaching staff	engagement	Recommended
Student Teaching & Average of final qualifications of graduates Student Average of satisfaction with quality of teaching staff, quality teaching and teaching teaching staff Learning Student It could be strategic for some HEIs oriented to research studies, also could be usefull it it is combined with research postgraduation Teacher - non academic staff Teaching & Ratio of FTE teaching staff to FTE non Considering the rising in remote education provision and the balance Learning Teaching & Percentage of expenditure dedicated to expenditure Learning Teaching & Ratio of teaching hours offered per FTE Observe the balance between various functions (teaching, workload Learning Teaching & Teaching & Teaching & Recommend Teaching, accommend to degree Teaching & Teaching & Teaching & Recommend Teaching, research, community engagement etc.) Recommend Teaching & Recommend Teaching, research, community engagement etc.) Recommend Teaching & Teaching & Teaching & Recommend Teaching, research, community engagement etc.)				Ratio of ongoing scientific research grants	Actions to attract and retain highly skilled professionals are	
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Teacher - non academic staff		_				
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workload Learning 3teaching staff research, community engagement etc.) Recommend Time to degree Teaching &	expenditure	Learning		6Teaching & Learning activities		Recommended
Time to degree Teaching &	Academic staff	Teaching &			Observe the balance between various functions (teaching,	
Time to degree Teaching &	workload	_			, , ,	Recommended
	Time to degree	Ū		-	, , , , ,	
COMPLETION FEGURINE SAVELAGE OF AN AUGUST RECOMMENT	completion	Learning		3Average of duration of studies		Recommended





OPERATIONAL

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





OPERATIONAL

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





Thank you!

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