



Report on internal quality assurance

DEV 5.1



BAEKTEL

Blending academic and entrepreneurial knowledge
in technology enhanced learning

*Blending **Academic** and **Entrepreneurial** Knowledge
in Technology enhanced learning – BAEKTEL*

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DEV 5.1

Report on internal quality assurance

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1 Introduction

This document is a report on the activities carried out within the BAEKTEL project (Blending academic and entrepreneurial knowledge in technology enhanced learning) which cover DEV 5.1. Internal quality assurance. Internal quality assurance represents one of the three ways devised by the partners to ensure the quality of all core activities throughout the entire duration of the project: by regional partners (DEV 5.1), by EU partners (DEV 5.2) and by an independent auditor outside the consortium.

2 Activities/step by step organization

2.1 Activities

Regional Coordination Board (RCB) includes representatives from each WB University, with the main task of managing internal quality assurance (QA). The RCB helped create a work plan, a Baektel Quality Guide, and Quality tools (such as questionnaires, annexes etc.). These tools were used to draw reports to be submitted twice a year to the Project Management Board (PMB). For the first year of project, due to the complexity and the multidimensionality of the issue, all the documents have been prepared. The problems encountered on the Project and Platform developed, followed by suggestions on how to overcome them, possible comments and suggestions by partner universities, have been discussed and assessed on a "quality-based" approach in the Consortium Meeting held in Matera on 22/23rd January 2015.

The activity carried out include a series of sub-activities, which all contributed to the realization of the general goal - quality assurance from both **content** and **management** points of view. These sub-activities are:

- Meetings for discussing (among others) the points included in the QA plan.
- Establishing the **theoretical framework for the QA activities**. For instance: modelling the QA processes, modelling responsibilities in QA processes, QA procedures etc.
- Developing the **general QA plan**, which includes indications for a series of processes such as general communication, management of deliverables, meetings, project reporting, problem/trouble handling and risk management.
- Generating the templates for quality evaluation of deliverables through means of **checklists** and **questionnaires**. There were generated and sent to the partners a series of Annexes containing tools for quality assurance evaluation (checklists and questionnaires).

2.2 Shewhart cycle

In both internal and external QA activities the focus was on the quality of OER material and other TEL content as well as the quality of WB PC BAEKTEL nodes and the BAEKTEL portal content. The basic means of quality assessment, according to the developed tools and methodologies, were questionnaires and peer reviewing.

Internal monitoring was carried out through weekly meetings with progress reports. Progress monitoring and evaluation was also carried out in training and dissemination meetings held by partners where progress on WPs is assessed by all the participants.

The approach employed in this project for ensuring quality is represented by the **Shewhart cycle**, also known as PDCA (plan-do-check-act or plan-do-check-adjust).

2.2.1 Planning

For BAEKTEL, the “planning” step output is represented by the WPs, and the “do” step is the actual implementation of the WPs, resulting in deliverables. In order to assess the state of the project and whether the project proceeds according to plan in an organized and efficient way, a specific plan (with indications, indicators and manner in which these indicators can be measured) was developed. This plan is represented by the **QA plan** (a document found on the project’ SharePoint portal), which contains indications that all partners should follow for ensuring that all the activities and deliverables are consistent and respect the minimal standards of quality. The main directions identified in the QA plan are represented by: **i)** general communication between partners; **ii)** management of deliverables (document creation, document reviews and evaluation of deliverables); **iii)** meetings; **iv)** project reporting; **v)** trouble handling and **vi)** risk management.

Also, an important achievement, the workflow for QA reports, is established (described and exemplified) in the QA plan, and includes the following steps:

- i)** Discussions and additional information from partners, according to their specific activity, on the materials related to the QA reports, placed on the platform;
- ii)** Final form of the documents that constitute the base for quality control and monitoring reports;
- iii)** Partners fill out data for each activity in an Annex. The document entitled “Progress indicators” links the deliverables with annexes to be completed;
- iv)** RCB collects the information, centralizes the data in to a template file that is the internal report;
- v)** The project management board elaborates the external report.

For example, the Figure 1 shows the basic role activities and responsibilities:

Partner responsible for deliverable

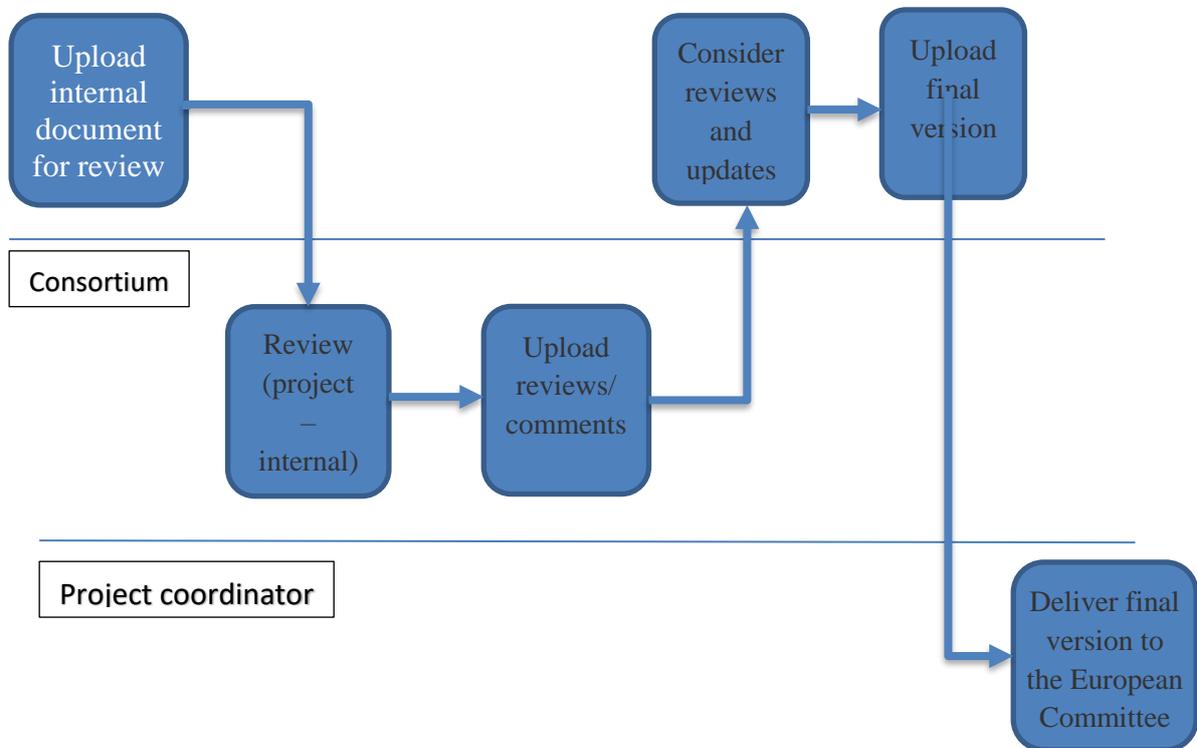


Figure 1. Workflow of documents for the BAEKTEL project

2.2.2 Checking

The “check step” is related to the study of the actual results and the comparison with the expected ones (through quality indicators). This is performed through internal and external evaluation.

The internal evaluation is based on a series of checklists and questionnaires created based on the specific of each WP, the partners responsible for each WP having the flexibility of modifying the template provided in order to cover all the important aspects of the WP. These templates contain, among other specific WP questions, some general managerial information so that, when collected and fused, give a general view of the project, from multiple points of view. In the evaluation process, all partners responsible for WPs and the RCB are involved, their role being to provide the necessary information to the evaluators.

The following annexes were used:

Annex 1, QA indicators for theoretical reports

Annex 2, QA indicators for status reports

Annex 3, QA of the conceptual BAEKTEL model

Annex 4, QA for web design and usability

Annex 5, QA for the multimedia content

Annex 6, QA indicators for the multi-language resources and services

Annex 7, QA for meetings

Annex 8, QA for dissemination

Annex 9, QA for sustainability integration

Based on the internal evaluation reports, an external evaluation of the project is realized by an EU partner (TUASI).

The main quality indicators of progress for DEV 5 are represented by:

- i)** created work plan;
- ii)** produced internal QA reports regarding problems anticipated and suggestions how to overcome them;
- iii)** external QA reports;
- iv)** benchmarking of OER content against those at EU universities;
- v)** inter-project coaching with member of the Tempus and other projects dealing with aspects of e-learning development and quality of the teaching.

From this list, the i) - iii) are related to the internal and external QA (DEVs 5.1 and DEV 5.2), while the other two, to DEV 5.3.

2.2.3 Acting or adjusting

Based on the finding of the internal and external quality reports, actions to fix the problems and improve the project deliverables were carried out.

3 Results

Two Internal quality assurance reports per year have been elaborated by the RCB. As structure, one internal report refers to deliverables, meetings and dissemination corresponding to the period covered by the report. These reports can be found on the project portal and are given in Figure 2.

✓	📄	Name	Modified	Modified By	Content Type	Created	Created By	File Size	Version
	📄	QA External Report _Dec13_Dec14 Final version	... February 6	☐ Elena Niculina Dragoi	Document	August 26, 2015	☐ Silvia Curteanu	431 KB	2.0
	📄	QA External Report_2015_final	... February 6	☐ Elena Niculina Dragoi	Document	April 27, 2016	☐ Elena Niculina Dragoi	520 KB	2.0
✓	📄	QA Internal report 1 dec13_maj14 Final version	... August 18, 2015	☐ Ranka Stankovic	Document	August 18, 2015	☐ Ranka Stankovic	219 KB	2.0
✓	📄	QA Internal report 2 jun14_nov14 Final version	... August 18, 2015	☐ Ranka Stankovic	Document	August 18, 2015	☐ Ranka Stankovic	245 KB	2.0
✓	📄	QA Internal report 3 dec14_maj15 Final version	... February 26	☐ Ivan Obradović	Document	February 26	☐ Ivan Obradović	510 KB	2.0
✓	📄	QA Internal report 4 jun15_nov15 Final version	... February 26	☐ Ivan Obradović	Document	February 26	☐ Ivan Obradović	767 KB	2.0
✓	📄	QA Internal report 5 dec15_maj16 Final version	... February 28	☐ Ivan Obradović	Document	February 28	☐ Ivan Obradović	311 KB	1.0
✓	📄	QA Internal report 6 jun 16 nov 16 Final version	... April 3	☐ Dalibor Vorkapić	Document	April 3	☐ Dalibor Vorkapić	278 KB	1.0

Figure 2. List of internal quality assurance reports

4 Conclusions

DEV 5.1 focused on the internal quality assurance reports, which covered all the activities of the project. Their role was to concretize and provide to the partners and to the coordinators the status of the project in term of quality assurance, and identify the main drawbacks. Based on these reports corrective measures were taken when needed.