



Co-funded by the
Erasmus+ Programme
of the European Union

Development of master
curricula for natural disasters
risk management in Western
Balkan countries



**TECHNICAL
UNIVERSITY
of CRETE**

Technical University of Crete

Quality Assurance Unit (ΜΟ.ΔΙ.Π.)

(summary of the talk given during the NatRisk study visit, June 10, 2017)

Professor Georgios E. Stavroulakis (gestavr@dpem.tuc.gr)

Deputy Rector of Infrastructures, Accreditation and Lifelong Learning

Quality Assurance in Greek Universities

- Coordinated by the independent authority: Hellenic Quality Assurance & Accreditation Agency www.hqaa.gr in Athens
- Internal and external evaluations have been finished for all Greek Universities and Technological Educational Institutes, reports available in <http://www.hqaa.gr/en/exteval-reports.php>
- Accreditation of courses is expected to start from autumn of this year (preparatory material has already been distributed), see <http://www.hqaa.gr/en/accreditation.php>
- **Fully compatible with QA systems of other European Countries**

Quality Assurance Unit - Members

Central independent Unit of the Technical University, assigned by the University Council, supervises all QA measures. Members of this period are:

- Prof. Georgios E. Stavroulakis, President
- Prof. Michael Lazaridis
- Prof. Stelios Mertikas
- Prof. Markos Papageorgiou
- Prof. Michael Paterakis (previously vice-rector)
- Prof. Konstantinos Providakis (dean of School)
- Mrs. Maria Solidadakis
- Mr. Georgios Tsinarakis
- Student Union asked to assign representative, no reply

Quality Assurance Unit – Administration and Technical Support

- Mrs Virginia Alizioti (full time during the ΕΣΠΑ project)
- Mr. George Anestis, IT (part time)
- Mr. Nektarios Gioldasis, IT (part time)
- Dr. Aris Meletiou, (part time)
- Mr. Georgios Papadakis (part time during the ΕΣΠΑ project)



Internal Evaluation Groups (OMEA)

In every School an internal evaluation group, composed of three professors, exists. This group coordinates the collection of data and the internal evaluation procedures.

In addition a technical operator assists the members of faculty and the secretariat with the usage of the information system.



External Evaluation Reports – before creation of HQA

There has been a good tradition and TUC initiated external evaluations even before this was an official obligation for Greek Universities, e.g.

- Department of Production Engineering and Management 2003-2006
- Department of Mineral Resources Engineering 1998, 2006 kai 2011.



External Evaluation Reports – coordinated by HQA

- School of Mineral Resources - September 2011
- School of Electronic Engineering and Computer Science - June 2011
- School of Environmental Engineering – November 2011
- Career Office (<https://www.career.tuc.gr/en/home/>) - January 2012
- School of Production Engineering and Management - September 2012
- School of Architecture - December 2013



Self-evaluation Report

- QAU (ΜΟΔΙΠ) started the creation of self-evaluation report. Thorough discussion within several meetings
- The whole academic community participated 9-17/10/2014. The first version was posted on the internal electronic forum for comments and changes
- First version approved from Council 19/11/2014 and submitted 4/12/2014
- After comments from ΗQA (ΑΔΙΠ), a revised version was finally submitted 3/4/2015

QAS: preparation and formal steps

- Created by the Quality Assurance Unit ΜΟ.ΔΙ.Π. After thorough discussion with the academic community
 - Follows International and European examples (RWTH Aachen, Germany, ETH Zuerich; The University of Auckland, New Zealand; USA and British Universities)
 - Discussed and approved by the Senate, 18-11-2014
 - Discussed and approved by the Council, 19-11-2014
 - Integrated in By-Laws (Οργανισμός), waiting for approval from the Ministry and subsequent submission to Official Gazette of the Greek Government (ΦΕΚ)
- Details of implementation and manuals for the related information systems have been prepared



QAS: tasks of TUC

- TUC guarantees the quality of all offered courses and programmes, according to the quality measures adopted by all European Universities



QAS: highlights

- Summarizes in a few pages the rules of quality assurance in TUC
- Takes into account the rights of the Society to be informed about all quality measures
- guarantees that personal rights of individuals and personal data are respected at all levels, for both students and teaching staff
- No distinction based on race, religion etc
- Guarantees the right of every teacher to be evaluated for his/her contribution
- Explicitly states the commitment of the Rector to support the QAS (money, human resources)

QAS: structure and tasks

- Rector, Deputy-Rector, Quality Assurance Unit (ΜΟΔΙΠ)
- Deans and Quality Assurance Teams (OMEA) at School level
- Guarantees quality of
 - Teaching
 - Research
 - Programmes offered at all levels
 - Support and administration services



QAS: tasks and actions

- Analyzes tasks, procedures and outcomes in studies and teaching
- Identifies strong and weak points in teaching units, offered curricula and courses
- Guarantees a clear presentation and open procedures in teaching and studies
- Optimization in the realization of studies and exams
- From the results, advises related to the quality assurance and further enhancements in teaching and research are extracted
- Supports quality control and decision making at Institutional level, for teaching, curricula, research and services

QAS: actions

Evaluation of studies (from collected data)

- Evaluation of **students' opinion** related to teaching (from collected questionnaires, after evaluation)
- Evaluation of **students' workload** (from questionnaires, after critical evaluation and discussion)
- Evaluation of **graduates' opinion** (new, asking their opinion about TUC from their experience 1, 3 and 5 years after graduation)

QAS: roles of stakeholders

- Students: questionnaires, opinion about studies and lecturers/assistants
- Lecturers: information system data, description of courses, teaching goals and outcomes, comment on the examination results
- Graduates: questionnaires, opinion about TUC from the work market point of view
- Administration: indirect, through internal reports
- Market: indirect, through graduates and relation to Council, Senate, Rectorate, Deans

Graduates: questionnaires

- Till now: we ask about the work and achievements of our graduates
- Newly introduced: we ask their opinion about the studies in TUC, from their current point of view (workplace, foreign Country etc)



QAS: evaluation of its' effectiveness

- Till now: results of questionnaires and other material are discussed in Senate and Schools. Changes in curricula result from this discussion.
 - reduction of courses within each programme
 - Help of students finish earlier their studies
 - Reduction of students leaving their studies



QAS: flowchart

- Regular internal and external evaluation according to the following flow chart
- Extraordinary evaluation procedures may be decided, according to the needs
- In-house developed information system (www.aqua.tuc.gr Academic Quality Assurance) supports and automatizes most of the procedures, although the involvement of humans is indispensable !!!

QAS: flowchart

year	1st	2nd	3rd	4th	5th
Internal evaluation report TUC level		x		x	
Internal Report School level	x	x	x	x	x
Course and Lecturer's data	Winter and Fall Semester	Winter and Fall Semester	Winter and Fall Semester	Winter and Fall Semester	Winter and Fall Semester
Graduates data	x		x		x
Programmes' update					x

QAS: IT support

- www.aqua.tuc.gr Academic Quality Assurance supports and automatizes most of the procedures, although the involvement of humans is indispensable !!!



QAS: IT support www.aqua.tuc.gr

- Different rights for various levels of users:
- Lecturers
- Administrators
- Members of QAU (ΜΟΔΙΠ)
- Members of Internal Evaluation Groups (ΟΜΕΑ)
- Operators for each School



QAS: IT support www.aqua.tuc.gr

Προσθήκη αναγνώρισης

Κατηγορία αναγνώρισης:

Ετεροαναφορές

Ποσότητα:

Έτος: 2010

Προσθήκη

Screenshot from the entry page enabling every staff member to enter information about his/her research output

Αναγνώριση του επιστημονικού και άλλου έργου (της τελευταίας πενταετίας):

	2010	2009	2008	2007	2006	Σύνολο
Ετεροαναφορές:						
Αναφορές του ειδικού/επιστημονικού τύπου:						
Βιβλιοκρισίες:						
Συμμετοχές σε επιτροπές επιστημονικών συνεδρίων:						
Συμμετοχές σε συντακτικές επιτροπές επιστημονικών περιοδικών:						
Προσκλήσεις για διαλέξεις σε διεθνή συνέδρια:						
Διπλώματα ευρεσιτεχνίας:						
Βραβεία:						
Τιμητικοί τίτλοι:						

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QAS: quality assurance of personnel

- Lecturers and Professors: reports of their teaching activity are required from previous employees (if they exist), or trial lessons are organized before election (hiring), or promotion to a higher level
- Teaching and laboratory assistants: similar procedures, accompanied by reports of their activity

QAS: support provided to personnel

- Lecturers and Professors: sabbatical leaves (6 months every 3 years) and support for shorter teaching and research visits (Erasmus exchange and other activities) as well as conference participation
- Teaching and laboratory assistants: participation to Erasmus exchange and moderate support for conference participation
- **New: Awards of excellent teaching, and research for Professors (2013, 2014, 2015) , excellent achievements for technical staff members (2015)**

QAS: support provided to personnel

- Internal research grants for newly hired lecturers, or bigger research grants at a competitive basis
- **Drastically reduced during last two years, due to economic crisis**



QAS: feedback for lecturers/assistants

- Internal evaluation results are communicated to all lecturers
 - either ‘openly’, during a General Assembly meeting (for nonsensitive data),
 - or ‘confidentially’, from the Dean (for sensitive data)



QAS: evaluation of students' support

- From QAS questionnaires, weak points in facilities are identified.
- The information is compared with the reports of the administration.
- Correction measures are decided from Rectorate and Senate.



Quality Assurance

Thank you very much



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QAS: Feedback from external evaluations

- Thorough discussion of results at various levels (General Assembly at School level, Senate at University level, Rectorate)
- Decision about corrective measures (changes in curricula, support of weak Units etc)

