

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT



IQAS PROCEDURE

D-5.1 QUALITY DATA COLLECTION: MEASUREMENT –
ANALYSIS – IMPROVEMENT



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1 PURPOSE

The purpose of this procedure is to describe the manner in which data is collected from the Institution's information systems, is processed, and reports are produced.

2 IMPLEMENTATION STEPS

2.1 Data Sources

RESPONSIBLE: QAU-DUTH

RECORDS: Databases

DESCRIPTION:

QAU-DUTH collects quality data on the Institution's activities from the information systems and databases of DUTH's academic and service units. Indicative sources are as follows:

- Student Information System (UNIVERSIS)
- Human resources data base
- Administrative Information System
- Special Account for Research Funds Information System
- Financial Management Directorate Information System
- OPESP (Integrated National Quality Information System:)

2.2 Data collection

RESPONSIBLE: QAU-DUTH

RECORDS:

DESCRIPTION:

QAU-DUTH:

- a. informs the academic and operational units of the Institution about the method of collection, the importance, the interpretation and utility of quality data, and sets internal deadlines for their collection.
- b. collects relevant questions or issues and resolves and answers them in accordance with HAHE's guidelines.
- c. collaborates and communicates with HAHE to provide clarifications and guidance.
- d. submits the data it has collected in its Information System into OPESP.

2.3 Measurement – Data Analysis

RESPONSIBLE: QAU-DUTH, omeas

RECORDS: Quality Data Report

DESCRIPTION:

QAU-DUTH measures and monitors the performance of the Institution's activities through the appropriate processes established within the structure of the IQAS and evaluates their effectiveness. Their measurement and monitoring are based on the indicators and data that HAHE has included in the relevant guidelines and forms, which form part of the Integrated National Quality Information System (OPESP). These measurements include, for example, the monitoring of:

- student population,
- faculty and administrative staff population,
- infrastructure,
- structural elements of study programmes,
- student performance,
- research activities performance,
- financial data,
- student and faculty satisfaction,
- educational and research activity,
- administrative services etc.

The Departments, through their OMEA, extract via the QAU's Information System, a report presenting their quality data, which are shown in comparison with the previous year's values, and after reviewing it, they submit it to QAU as part of the internal evaluation procedure of their Study Programmes.

2.4 Report generation

RESPONSIBLE: QAU-DUTH

RECORD:

DESCRIPTION:

QAU-DUTH

- a. issues annual reports:
 - on OPESP's quality indicators concerning the academic and administrative activities of the Institution, its academic units (departments), and its study programmes, making use OPESP data.
 - on the quality indicators regarding the effectiveness of IQAS processes, making use of data and information drawn from OPESP or other information systems and sources.
 - on performance indicators for the academic and administrative operation of the Institution, which are linked to the quality objectives.
- b. uses the above reports in the internal evaluation and review of the IQAS.
- c. prepares documented reports and presentations, on:
 - the enhancement of the Institution's quality,
 - the dissemination of IQAS results,
 - supporting decision-making on quality strategy and policy,
 - the submission of progress reports to HAHE,
 - the submission of proposals for the accreditation and reaccreditation of the IQAS and the study programmes, etc.

The Departments through their OMEAs:

- a. use the above reports within the framework of their external and internal evaluation.
- b. prepare documented reports (Form E.5.1-01) and corresponding presentations regarding:
 - the enhancement of the quality of their Study Programmes,
 - the dissemination of the Department's results,
 - the submission of progress reports to QAU,
 - the preparation of proposals for the accreditation and reaccreditation of the study programmes, etc.

3 SCHEDULE

QAU-DUTH issues reports annually.

4 RELATED DOCUMENTS

- OPESP quality data manual
- QAU-DUTH internal guidelines to academic and administrative units.

5 DOCUMENTATION - RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
	Quality Data report	✓	indefinitely	OMEAs QAU-DUTh
	Annual Reports	✓	indefinitely	QAU-DUTh
	OPESP	✓	indefinitely	QAU-DUTh

6 RESPONSIBILITIES

6.1 QAU-DUTh is responsible for drafting and revising the present Procedure.

7 DEFINITIONS

There are no definitions regarding the present procedure.

8 WORK INSTRUCTIONS

9 FLOWCHART

