

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT



IQAS PROCEDURE
D-7.2 IMPLEMENTATION OF EXTERNAL EVALUATION
AND FOLLOW-UP ACTIONS



TABLE OF CONTENTS

1	PURPOSE.....	3
2	IMPLEMENTATION STEPS.....	3
3	TIMELINE.....	7
4	RELATED DOCUMENTS.....	8
5	DOCUMENTATION – RECORDS	8
6	RESPONSIBILITIES	8
7	EXPLANATIONS.....	8
8	WORK INSTRUCTIONS.....	9
9	FLOWCHART.....	10

1 PURPOSE

The procedure defines the manner in which the Quality Assurance Unit (QAU) supports the Institution and its academic and other units during the external evaluation/accreditation process, while at the same time facilitating the introduction of improvements in accordance with the comments and recommendations made by the external experts.

2 IMPLEMENTATION STEPS

2.1 Scheduling of External Evaluation / Accreditation

RESPONSIBLE: QAU, HAHE

RECORDS:

DESCRIPTION:

The Hellenic Authority for Higher Education (HAHE), in cooperation with QAU, finalizes the schedule of the on-site or online review conducted by the External Evaluation and Accreditation Committee.

QAU is responsible for informing the relevant stakeholders of DUTH regarding the on-site or online review conducted by the External Evaluation and Accreditation Committee, which may concern indicatively:

- the Internal Quality Assurance System (IQAS), or
- the academic departments regarding their respective Study Programmes
- the administrative and other services regarding the quality system and the functions they implement.

2.2 Conduct of External Evaluation/Accreditation – Action Plans

RESPONSIBLE: QAU, HAHE, DUTH Units

RECORDS: External Evaluation & Accreditation Report, E.7.2-01 Action Plan

DESCRIPTION:

During the on-site or online review conducted by the External Evaluation and Accreditation Committee, QAU monitors the process and provides support to the involved units of DUTH.

Following the completion of the external evaluation and accreditation of the IQAS, a Study Programme, or any other structure of the Institution, HAHE sends to QAU, and (in the case of accreditation of a Study Programme or another unit) to the contact person of the respective unit, the draft External Evaluation & Accreditation Report.

QAU reviews the content of the draft External Evaluation & Accreditation Report for the IQAS and prepares a document containing comments on the report, which is submitted to HAHE within a predefined deadline.

In cases concerning draft External Evaluation & Accreditation Reports for Study Programmes or any other unit, the OMEA or the responsible person examines the draft report and prepares comments within a predefined deadline. These comments are sent to QAU for submission to HAHE.

The final version of the External Evaluation and Accreditation Report for the IQAS, Study Programme, or any other unit is sent to QAU together with the accompanying decision of the HAHE Council regarding the duration of the accreditation. It is subsequently published on the websites of QAU, the Institution (for the IQAS), the Academic Units (for Study Programmes), and other units (where applicable).

2.3 Information of the Institution

RESPONSIBLE: QAU

RECORDS:

DESCRIPTION:

QAU is responsible for informing the competent bodies (Department, School, Senate, Administration) regarding the final decision on whether accreditation is granted or not.

In the case of a negative decision by HAHE during the External Evaluation/Accreditation process, the Institution has the right to submit an appeal against the decision of HAHE.

2.4 Preparation of the Action Plan

QAU reviews the recommendations included in the Report and proposes to the administration of the Institution or the academic unit the adoption of part or all of the recommendations of the External Evaluation and Accreditation Committee in order to subsequently develop an Action Plan (E.7.2-01).

The Action Plan:

- for the IQAS is prepared by QAU and communicated to all relevant stakeholders and the administration of the Institution.
- for the Undergraduate Study Programmes is prepared by the academic team and submitted to QAU for the necessary actions within the framework of internal evaluation.

The Action Plan constitutes a planning framework of actions to be implemented using the necessary resources and contributes to achieving the proposed improvements and addressing the weaknesses identified in the External Evaluation & Accreditation Report.

In particular, the Action Plan includes the following elements:

- Recommendations: the directions formulated by the External Evaluation & Accreditation Committee aiming to guide the Institution or academic unit towards the achievement of the expected outcomes.
- Objectives: the desired changes expected to result from the completion of the planned actions designed for the implementation of the above recommendations. The objectives must meet the SMART criteria and be:
 - Specific – clearly defining what needs to be achieved
 - Measurable – capable of being measured in terms of time, quality, quantity, financial resources, etc.
 - Achievable – realistic given the internal and external conditions of the Institution and the resources available (human, financial, etc.)
 - Relevant to the performance of the Institution
 - Time-bound – defined within a specific timeframe (start and end date, including intermediate milestones)

- Actions: planned activities aiming at achieving the objectives. More than one action may correspond to a single objective.
- Required resources: resources required for the implementation of the planned actions, such as financial resources, human resources, etc.
- Timeline: the time period within which the objective is expected to be achieved.

2.5 Preparation of the Monitoring Report

RESPONSIBLE: QAU, HAHE, Academic Units of DUTH

RECORDS: E.7.2-01, E.7.2-02

DESCRIPTION:

Two years after the date of accreditation, QAU (and the academic or other units where required) evaluates the actions implemented, the progress achieved in the implementation of the Action Plan (E.7.2-01), and prepares the Monitoring Report (E.7.2-02).

The Monitoring Report includes the Action Plan table and the Results Monitoring table. In particular, Table 2 includes:

- the results achieved
- the degree of achievement of the results
- the actions undertaken in order to comply with the recommendations of the external evaluation and accreditation.

The Monitoring Report (E.7.2-02) is completed following cooperation between QAU and the academic or other unit (where required) and is submitted to HAHE by QAU.

Once finalized, after the completeness check by HAHE, the Monitoring Report is published on the websites of QAU, the Institution (for the IQAS), the Academic Units (for Study Programmes), and other units (where applicable), as a supporting document to the External Evaluation and Accreditation Report.

2.6 Preparation of the Five-Year Progress Report

RESPONSIBLE: QAU, HAHE, Academic Units of DUTH

RECORDS: E.7.2-01, E.7.2-03

DESCRIPTION:

Five years after the date of accreditation, QAU (and the academic or other units where required) evaluates the actions implemented and the progress achieved in the implementation of the Action Plan (E.7.2-01). It also updates the Results Monitoring table that had been prepared in the Monitoring Report for the two-year period.

Specifically, Table 2 includes:

- the results achieved
- the degree of achievement of the results
- the actions undertaken in order to comply with the recommendations of the external evaluation and accreditation.

The Five-Year Progress Report (E.7.2-03) is completed following cooperation between QAU and the academic or other unit (where required) and constitutes an annex to the accreditation dossier submitted to HAHE by QAU.

3 TIMELINE

3.1 Quality assurance, and specifically accreditation, is a continuous process which does not end with the external provision of information or reporting, but requires the continuation of internal monitoring procedures within the Institution.

3.2 Therefore, DUTH takes all necessary measures so that the progress achieved since the last implementation of the external quality assurance procedure is taken into account when preparing for the next cycle.

3.3 External evaluation is a periodically repeated process, and its periodicity is determined by HAHE.

4 RELATED DOCUMENTS

- HAHE Standards

5 DOCUMENTATION – RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE UNIT
	Final External Evaluation/Accreditation Report of the Internal Quality Assurance System (IQAS) or Study Programme	✓	Indefinitely	Quality Assurance Unit (QAU)
	Decision of the Hellenic Authority for Higher Education (HAHE) granting accreditation of the IQAS or Study Programme	✓	Indefinitely	Quality Assurance Unit (QAU)
E.7.2-01	Action Plan	✓	Indefinitely	Quality Assurance Unit (QAU)
E.7.2-02	Monitoring Report	✓	Indefinitely	Quality Assurance Unit (QAU)
E.7.2-03	Five-Year Progress Report	✓	Indefinitely	Quality Assurance Unit (QAU)

6 RESPONSIBILITIES

6.1 QAU is responsible for drafting and revising the procedure.

7 EXPLANATIONS

7.1 External quality assurance, in this case external evaluation for the purpose of accreditation, may function as a means of verifying the effectiveness of the Institution's internal quality assurance system and as a catalyst for its improvement, while also providing new perspectives. It also provides information aiming at the public confirmation of the positive development of the Institution's activities.

8 WORK INSTRUCTIONS

9 FLOWCHART

