

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT

IQAS PROCESS

P.5 QUALITY DATA COLLECTION



ΔΗΜΟΚΡΕΤΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΡΑΚΗΣ

DEMOCRITUS UNIVERSITY OF THRACE



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1 SCOPE OF THE PROCESS

1.1 QAU – DUTH handles the quality data of educational, research and other academic activities, as well as the corresponding data of the administrative operation of Democritus University of Thrace.

1.2 The process's scope is the collection, analysis and evaluation of quality data and of the decision-making procedure at each level of operation of Democritus University of Thrace, with the goal of its improvement.

2 PROCESS INPUT DATA

Input data are considered to be indicative information and results of procedures such as:

- Quality assurance goals,
- Data:
 - QAU – DUTH Information System,
 - student registry,
 - material and equipment infrastructure,
 - personnel,
 - SARF,
 - Financial Services,
 - research activity,
 - Stakeholder Satisfaction Surveys
- Complaints

and other related aspects, as specified and dynamically elaborated by decision of the Senate, following a QAU recommendation.

3 PROCESS OUTPUT DATA

- Performance values of indicators of all IQAS procedures.
- Corrective Actions.
- Decision making reports.

4 PROCESS PROCEDURES

[Procedure D.5.1: Quality Data Collection: Measurement – Analysis – Improvement](#)

[Procedure D.5.2: Measurement of Stakeholder Satisfaction](#)

[Procedure D.5.3: Student Complaints Management](#)

[Procedure D.5.4: Preparation of the Institutional Performance Evaluation Report](#)

[Procedure D.5.5: Updating International Ranking Tables](#)

[Procedure D.5.6: Student Evaluation of Teaching](#)

5 PROCESS PERFORMANCE INDICATORS

- Number of Data Collection Sources.
- Number of Indicators per Quality Goal.
- Number of IS Covered by Data Collection.

6 PROCESS MONITORING METHODS

- Through the analysis of process's performance indicators.
- By presentation of the process's results and data analysis.
- Through the internal evaluation of the IQAS.
- Through the IQAS review.

7 PROCESS IMPROVEMENT ACTIONS

- Process feedback regarding the establishment of quality assurance goals.
- Improvement of data analysis techniques.
- Planning for further growth of the IT infrastructure of the Institution.