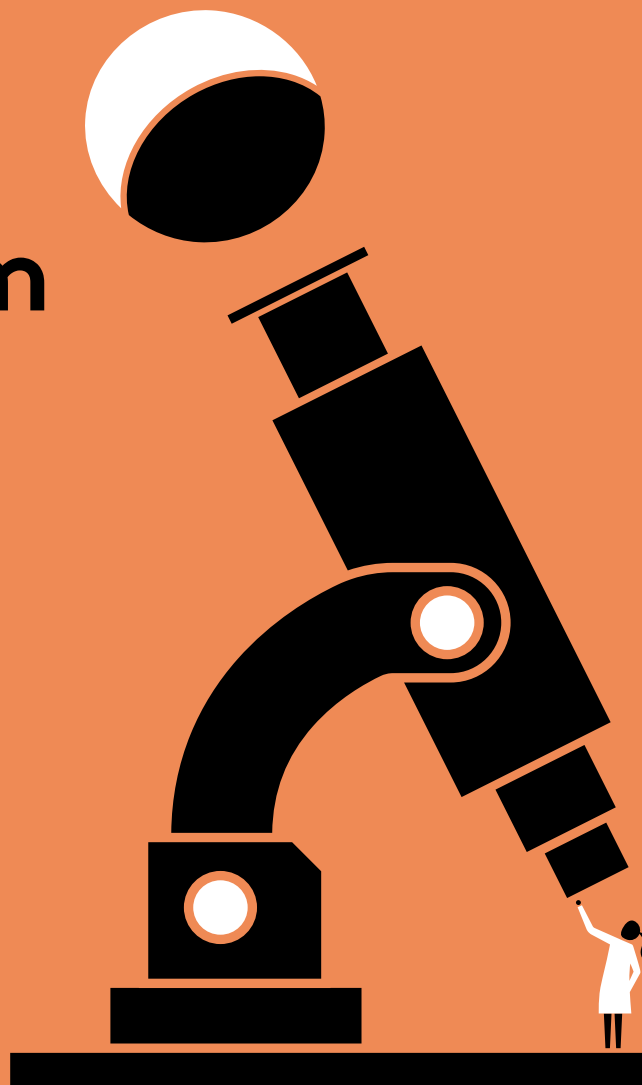


Introduction to SDU's quality system



Introduction to SDU's quality system

The students at SDU must experience a good start to their studies, receive high-quality teaching from both an educational and research perspective, enjoy a good study environment and be able to rely on the programmes equipping them for working life after university. That's why we work systematically and purposefully to ensure the quality and relevance of our programmes. If you are new at SDU or involved with the work on programme quality, you can start by reading this introduction to SDU's work with the quality of our programmes.

At SDU, work is undertaken within the framework of our quality system to ensure the quality of our programmes. This means that:

- the work regarding programme quality is rooted at all management levels
- we have specific goals and requirements regarding how to create programme quality
- we systematically follow up on the work involved with programme quality.

The work regarding programme quality is a dynamic process that is constantly affected by regulatory requirements, the requirements of the accreditation system, the university's framework contract with the Ministry and the further development of the university's quality system. Once you have read this introduction, you will have gained a basic knowledge of the key concepts we use in

the work regarding programme quality. SDU's quality system is coordinated central to the organisation but implemented locally. It is therefore important that you also receive an introduction to the programme quality in your particular field.

Accreditation

SDU received institutional accreditation for the first time in 2014 and the accreditation must be renewed every 6 years. An institutional accreditation means that the accrediting agency has recognised SDU's system for ensuring and developing the quality of programmes. An institutional accreditation places emphasis on the fact that the educational institution has:

- Strategies, policies and procedures for managing quality assurance.
- Quality culture, organisation and a division of responsibilities that connect quality assurance to all layers of management at the institution.
- A system that also works in practice.

Central coordination - Local anchoring

The quality work at SDU is characterised by a decentralised organisation, which is why it is important that you receive a specific introduction to the quality work in your particular field. Contact your local quality coordinator or unit.

What is the quality system at SDU?

The purpose of SDU's quality assurance system is to create a uniform and transparent framework for the quality work in all of the university's programmes.

The following contains an introduction to:

- the quality work's framework - the quality policy
- the quality work's participants
- how SDU works with the quality policy

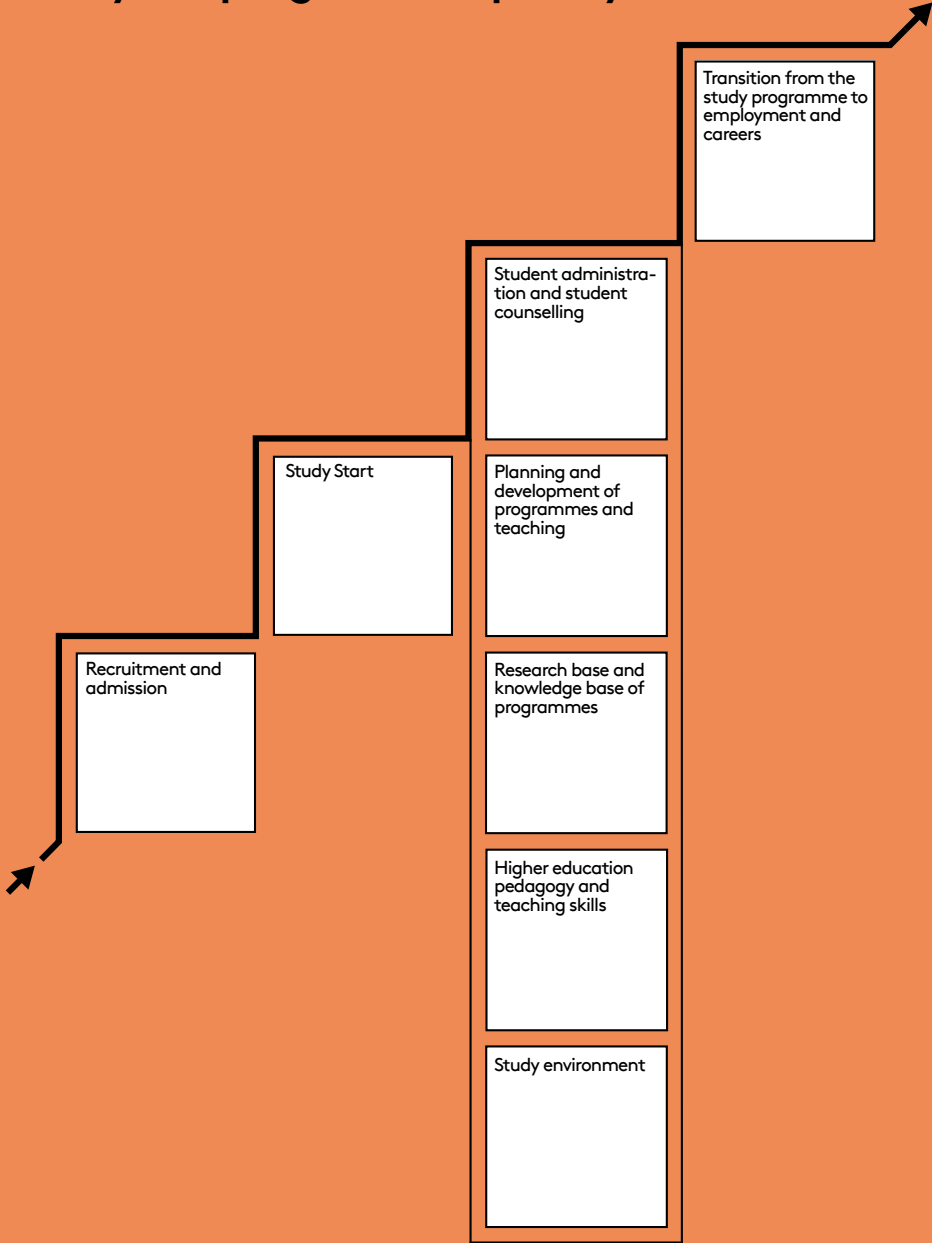
The quality work's framework - policy for programme quality

SDU's policy for programme quality (quality policy) follows the student's journey through the programme from recruiting and enrolment at SDU, to the transition from the study programme to employment and careers. The policy consists of eight sub-policies relating to the eight key topics shown below.

The eight sub-policies are structured as a hierarchy of objectives, quality objectives, standards and indicators. The indicators are specific objectives or actions that must be fulfilled for all programmes. The quality objective has been achieved when all indicators have been fulfilled. The participants responsible for an indicator at your faculty can be seen in your faculty's implementation report. An overview of the participants responsible for the quality policy can be seen on the last pages of this publication.



Policy for programme quality



The quality work's participants

The work regarding programme quality consists of several participants. The Vice-Chancellor has overall formal responsibility for the quality policy. The Deans and University Director have responsibility for implementing SDU's quality policy in the faculties and Central Administration. The study boards have a legally required responsibility for the planning and development of programmes. The interaction of participants may vary from faculty to faculty.

The coordinating interdisciplinary daily work on quality policy is implemented via the following bodies:

- *The Education Council* is the university's coordinating forum for overall strategic issues regarding programmes. The Education Council ensures the managerial anchoring of the development of education programmes and the quality assurance of programmes and teaching on behalf of the university's Executive Board. The Education Council is responsible for developing the university's quality assurance system in the field of education so that it meets the requirements of the current Danish accreditation system.
- *SAK KVAL* is a study coordination group for programme quality. The role of the group is to be the academically qualified forum for programme quality. This means that the faculties in SAK KVAL exchange experiences. The group also advises the Education Council in cases of programme quality.
- *SAK ADM* is a study coordination group for programme administration. SAK ADM is the academically qualified forum for administrative rules and procedures in the field

of programme administration. This means that SAK ADM is a forum for exchanging experiences regarding programme administration. The group also advises the Education Council in cases of programme quality.

- *Quality coordinators* and/or teams are your local contacts for questions regarding the quality policy. All faculties have at least one member of staff dedicated to this topic.

The actual daily work on topics under the quality policy typically takes place in the study board (or bodies thereunder, which have been delegated the work by the study board, e.g. teaching committees or education committees), at the Heads of Studies and in the programme administration at each faculty. A lot of the work also takes place at the Heads of Department, as well as the Vice Deans or Directors of programmes at each faculty.

Danish University Act § 18(4) on the study board:

In addition to the tasks provided for in the Staff Regulations, the study board is tasked with ensuring the planning, implementation and development of programmes and teaching, including, i.a. 1) to provide quality assurance and development for programmes and teaching and ensure that programme and teaching evaluations are followed up on.



How SDU works on the quality policy

All faculties and Central Administration have prepared an implementation report describing how they work on the quality policy. If you are, or are going to be, an active participant in the work on programme quality, it is important that you are familiar with the current implementation report in your faculty or field.

Programme Report

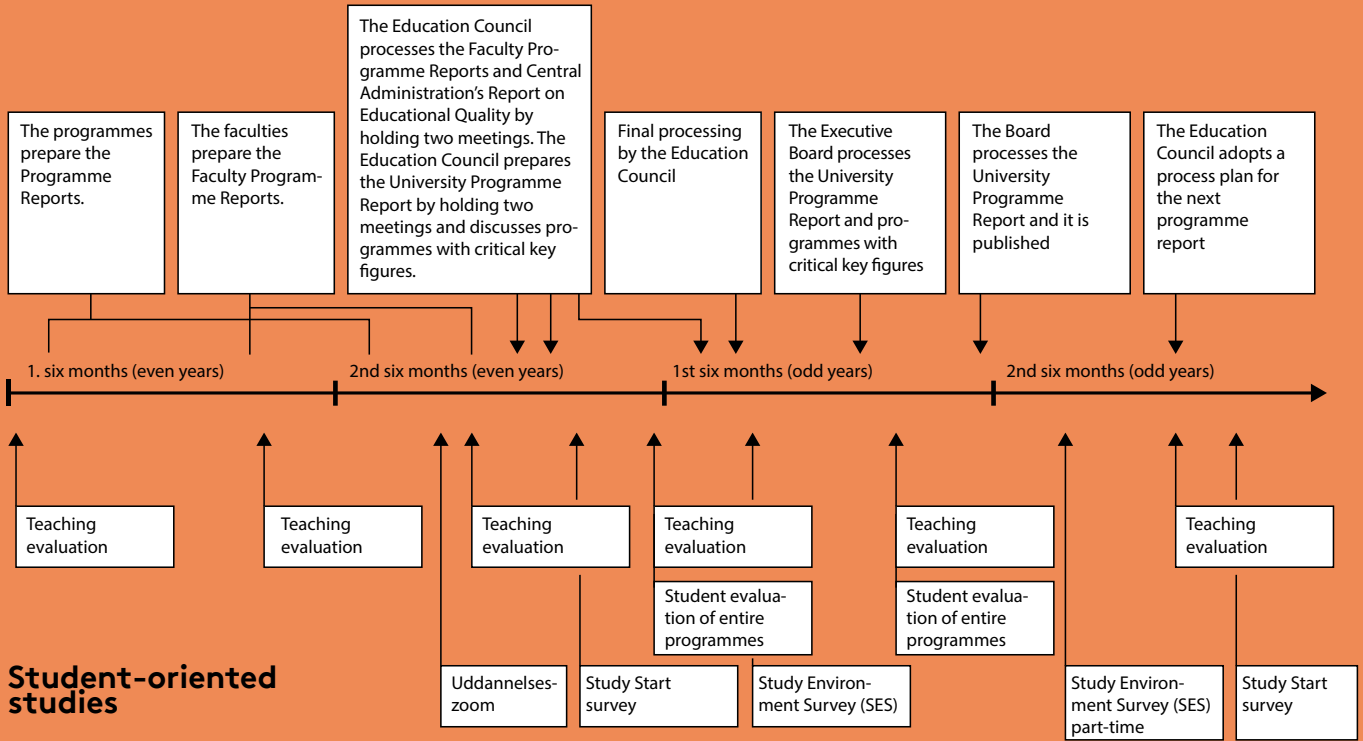
The programme report is a key element in the work on programme quality. The purpose of the programme report is:

- to systematically evaluate each programme on the basis of the quality system's framework
- to have a formalised tool for following up on SDU's quality policy and ensure that all programmes fulfil all indicators
- to have a formalised tool for developing SDU's programmes

The University Programme Report, the Faculty Programme report, Central Administration's Report on Educational Quality and all programme reports for the programmes shall be prepared every two years. Some faculties have a practice of preparing programme reports each year.

You can see the timeline for the preparation and processing of the various programme reports on page 7.

University Programme Report



Status meetings

The Programme Report forms the basis for a development-oriented dialogue. This takes place, i.a., at status meetings between study management and faculty management where the Programme Report is discussed. Status meetings are also held between the Chairman of the Education Board and faculty management where the Faculty Programme Report is discussed. Status meetings are generally held every two years, as they are part of the Programme Report.

Key figures

Five key figures are systematically included in the work on programme quality.

- Drop-out (BA/KA)
- Duration of study (BA/KA)
- Relevance (KA)
- Teaching activity (BA/KA)
- Research coverage (BA/KA)

Programme management must relate to the current key figures for the programmes contained in each programme report. When assessing key figures, a light system is used where satisfactory key figures are given a green light and unsatisfactory key figures are given a red light. An intermediate level (yellow light) is also used if there are several key figures. Programmes containing key figures with yellow and/or red lights will normally have to prepare action plans for how they will achieve a satisfactory key figure.

You can read more about: key figures in “Note on SDU’s key figures for programme quality for full-time programmes”.

Studies and evaluations

Studies and evaluations are carried out as part of the quality work. They form the basis for ensuring and developing the quality of our programmes, including the input of students and former students for this work. This is achieved, e.g. via dialogue with employers of university graduates, as well as an evaluation of the entire programme. The student-oriented studies are also illustrated in the Programme Report timeline. There may also be supplementary studies at the individual faculties in addition to the studies that are illustrated.

More information

If you need to know more about programme quality at SDU and your faculty, you can check <https://www.sdu.dk/en/uddannelseskvalitet>, where you will also find a reference to a contact person or unit at your faculty. The following pages contain an overview of the participants that are generally responsible for the indicators in the sub-policies of the quality policy. By reading the implementation report for your field, you can see whether the same participants have the same responsibility for your particular field.



Find your key figures in Whitebook

Whitebook is SDU's statistical study database and contains reports with calculations related to programme quality. You can always ask the quality coordinator at your faculty to provide a guided tour of data.

www.sdu.dk/en/whitebook

The quick overview - which indicators are you responsible for?

Sub-policy	Responsible for indicators*	Dean	Head of Department	Head of Studies	
	Number of indicators in sub-policy				
Recruitment and admission	10 indicators	2 out of 10		7 out of 10	
	Follow-up	Faculty Programme Report		Programme Report	
Studiestart	5 indicators			5 out of 5	
	Follow-up			Programme Report	
Study environment	12 indicators	2 out of 12		1 out of 12	
		Faculty Programme Report		Programme Report	
Higher education pedagogy and development of teaching skills	14 indicators	4 out of 14	5 out of 14		
	Follow-up	Faculty Programme Report	Performance and development review, employment assessment		
Research base and knowledge base	11 indicators	3 out of 11	1 out of 11	7 out of 11	
	Follow-up	Faculty Programme Report	Performance and development review	Programme Report	
Planning and development of programmes and teaching	22 indicators	2 out of 22		21 out of 22	
	Follow-up	Approval of programme regulations by faculty		Programme Report	
Programme administration and student counselling	15 indicators	5 out of 15		7 out of 15	
	Follow-up	Faculty Programme Report		Programme Report	
Transition from the study programme to employment and careers	10 indicators	2 out of 10		4 out of 10	
	Follow-up	Faculty Programme Report		Programme Report	

Participants responsible are specified in the local implementation report and may vary from the overview.

*There can be several participants responsible for the same indicator.

	Pro-Vice-Chancellor	RIO	University Director	Executive Board
			9 out of 10	
			Central Administration's Report on Educational Quality (REQ)	
			10 out of 12	1 out of 12
			Study Environment Survey (SES)	Reporting from Deans at campus
	4 out of 14			1 out of 14
	Annual reporting from SDUUP			Reporting from the Council for Education
			6 out of 15	
			REQ SES	
			6 out of 10	
		Annual reporting from RIO to the Council for Education		



WWW.SDU.DK/EN/UDDANNELSESKVALITET

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