2022
QUALITY MANAGEMENT REPORT
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PART 1
FIBAA Quality Assurance Concept
The FIBAA quality assurance concept

is based on the European Standards and Guidelines and was last fundamentally revised in 2016 in the course of a re-accreditation of FIBAA and approved by the FIBAA Foundation Board.

FIBAA's quality assurance (QS) extends to all of FIBAA's work processes. To implement this, FIBAA has developed an internal quality culture to which all employees constantly contribute and continuously strive to improve the quality of their work in all areas.

Every year, FIBAA produces a quality management report, which is published on the homepage and takes into account the evaluations of a calendar year.
<table>
<thead>
<tr>
<th>Who evaluates?</th>
<th>Who/what will evaluated?</th>
<th>How?</th>
<th>When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewers</td>
<td>Project manager, office, procedure</td>
<td>LimeSurvey (Link via e-mail)</td>
<td>According to the decision of the F-ACC, in AR procedures after completion of the report</td>
</tr>
<tr>
<td>Project managers</td>
<td>Reviewers</td>
<td>Evaluation form (Word document)</td>
<td>According to the decision of the F-ACC, in AR procedures after completion of the report</td>
</tr>
<tr>
<td>Universities, training providers</td>
<td>Reviewers, Project manager, office, procedure</td>
<td>LimeSurvey (Link via e-mail)</td>
<td>According to the decision of the F-ACC, in AR procedures after completion of the report</td>
</tr>
<tr>
<td>Event PARTICIPANTS</td>
<td>Speakers, Office, procedure</td>
<td>LimeSurvey (Link via e-mail)</td>
<td>After event</td>
</tr>
<tr>
<td>Members of the F-ACC</td>
<td>Preparation of the meeting by the Secretariat and Divisional management, Documents, meeting procedure</td>
<td>LimeSurvey (Link via e-mail)</td>
<td>After the meeting of the F-ACC</td>
</tr>
</tbody>
</table>
Note on the coding of LimeSurvey ratings

<table>
<thead>
<tr>
<th>Answer</th>
<th>Emoticon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied (1)</td>
<td>🙁</td>
</tr>
<tr>
<td>Dissatisfied (2)</td>
<td>😞</td>
</tr>
<tr>
<td>Partly (3)</td>
<td>😐</td>
</tr>
<tr>
<td>Satisfied (4)</td>
<td>😊</td>
</tr>
<tr>
<td>Very satisfied (5)</td>
<td>😄</td>
</tr>
</tbody>
</table>
PART 2
Evaluation of the procedures
2.1 Through FIBAA Experts
2.2 Through universities
A total of n=120 evaluators participated in the evaluation. (out of N=578 evaluators used in the reporting year 2022) participated in the evaluation

If evaluators were used more than once, they could submit their evaluation for each project

About one third (39 out of 120) of the evaluating reviewers made a comment in the free text field
2.1

**HOW SATISFIED WERE YOU WITH THE WORK OF THE OFFICE?**

- SEHR ZUFRIEDEN: 70%
- ZUFRIEDEN: 28%
- TEILS TEILS: 2%
- UNZUFRIEDEN: 0%
- SEHR UNZUFRIEDEN: 0%
- KEINE Antworten: 0%

**HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE ASSESSMENT BY THE PROJECT MANAGER(S)?**

- SEHR ZUFRIEDEN: 72%
- ZUFRIEDEN: 20%
- TEILS TEILS: 7%
- UNZUFRIEDEN: 1%
- SEHR UNZUFRIEDEN: 0%
- KEINE Antworten: 0%
2.1

**How satisfied were you with the way the appraisal was conducted by the project manager?**

- SEHR ZUFRIEDEN: 70%
- ZUFRIEDEN: 28%
- TEILS TEILS: 2%
- UNZUFRIEDEN: 3%
- KEINE ANTWORT: 2%

**How satisfied were you with the summary of the results of the assessment in the expert opinion and/or the audit report?**

- SEHR ZUFRIEDEN: 75%
- ZUFRIEDEN: 21%
- TEILS TEILS: 2.5%
- UNZUFRIEDEN: 1.5%
- KEINE ANTWORT: 2%
2.1 BY APPRAISERS

HOW SATISFIED ARE YOU OVERALL WITH OUR ACCREDITATION PROCESS?

- SEHR ZUFRIEDEN: 70%
- ZUFRIEDEN: 28%
- TEILS TEILS: 2%
- UNZUFRIEDEN: 1%
- SEHR UNZUFRIEDEN: 1%
- KEINE ANTWORT: 1%
• In total, \( n=56 \) HEIs out of \( N=124 \) completed projects participated in the evaluation
  
  – If several projects of a higher education institution were completed, it was given several opportunities for evaluation
  – If several clusters were completed in one project, she was given several opportunities to evaluate them.

• It can be assumed that the evaluators (contact persons of the university) were not involved in all steps of the process and therefore may not be able to answer all questions in a meaningful way.

• 27 of the evaluators made a comment in the free text field
2.2 THROUGH COLLEGES

HOW SATISFIED WERE YOU WITH THE WORK OF OUR OFFICE DURING THE CONTRACT INITIATION PROCESS?

- SEHR ZUFRIEDEN: 71%
- ZUFRIEDEN: 27%
- TEILS ZUFRIEDEN: 2%
- UNZUFRIEDEN: 10%
- KEINE ANTWORT: 1%

HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE PROCESS BY THE OFFICE AND THE PROJECT MANAGER(S)?

- SEHR ZUFRIEDEN: 69%
- ZUFRIEDEN: 21%
- TEILS ZUFRIEDEN: 10%
- UNZUFRIEDEN: 10%
- KEINE ANTWORT: 0%
2.2

HOW SATISFIED WERE YOU WITH THE WAY THE ASSESSMENT WAS CONDUCTED BY THE PROJECT MANAGER(S)?

HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE ASSESSMENT IN THE EXPERT OPINION AND / OR THE AUDIT REPORT?
OVERALL, HOW SATISFIED ARE YOU WITH OUR ACCREDITATION PROCESS?

60%
31%
7%
2%

WOULD YOU RECOMMEND US?

88%
2%
2%
3%
5%
PART 3

Evaluation of FIBAA workshops

3.1 Workshops held

3.2 Workshop "International Institutional Accreditation procedures according to FIBAA quality requirements".

3.3 Webinar for experts (system accreditation)
2022 FIBAA held 3 workshops with a total of 153 participants, including:

- A digital workshop on the topic of "National AR procedures" with 36 participants.
- A digital workshop for international universities on the topic of criteria and procedural steps for programme accreditation according to the FIBAA quality criteria with a total of 33 participants.
- A webinar for experts for system accreditations with 25 participants.
Overall, how satisfied were you with the workshop?

- Very satisfied
- Satisfied
- Partly satisfied
- Unsatisfied
- Very unsatisfied
- No answer
Overall, how satisfied were you with the webinar?

- Sehr zufrieden (Very satisfied)
- Zufrieden (Satisfied)
- Teils Teils (Partly satisfied)
- Unzufrieden (Unsatisfied)
- Sehr unzufrieden (Very unsatisfied)
- No answer

![Bar chart showing satisfaction levels]
PART 4
Key figures of the FIBAA Expert Pool
## 2.1 Key Figures of the FIBAA Expert Pool

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expert pool</td>
<td>705</td>
<td>860</td>
<td>705</td>
<td>787</td>
<td>927</td>
</tr>
<tr>
<td>Status &quot;on trial&quot;</td>
<td>281</td>
<td>371</td>
<td>324</td>
<td>423</td>
<td>554</td>
</tr>
<tr>
<td>Status &quot;Reviewer&quot;</td>
<td>398</td>
<td>489</td>
<td>381</td>
<td>364</td>
<td>358</td>
</tr>
<tr>
<td>Included in the pool of experts</td>
<td>129</td>
<td>84</td>
<td>53</td>
<td>139</td>
<td>156</td>
</tr>
<tr>
<td>&quot;Probationary appraiser&quot; appointed as appraiser (permanent)</td>
<td>35</td>
<td>39</td>
<td>13</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>Appointed appraisers</td>
<td>7</td>
<td>3</td>
<td>16</td>
<td>0</td>
<td>13</td>
</tr>
</tbody>
</table>
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