

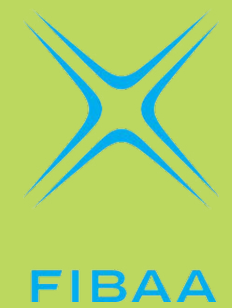


FIBAA

2025

QUALITY MANAGEMENT REPORT

CONTENT:



1. **FIBAA Quality Assurance Policy**
2. **Evaluation of the Procedures**
 - 2.1 By FIBAA Experts
 - 2.2 By Universities
3. **Evaluation of the FIBAA Workshops**
4. **Key Figures of the FIBAA Expert Pool**



FIBAA

PART | **1**
FIBAA Quality Assurance Policy



FIBAA

The FIBAA Quality Assurance Policy

- It is based on the European Standards and Guidelines and was fundamentally revised most recently in 2025 as part of FIBAA's re-accreditation. The [FIBAA Quality Assurance Policy](#) defines the core guidelines for FIBAA's internal quality management.
- Quality assurance at FIBAA encompasses all operational processes. The agency has fostered a culture of quality within, encouraging continuous contribution and improvement from all employees in every aspect of their work.
- Annually, FIBAA compiles a Quality Management Report, which is made publicly available. This report incorporates feedback from evaluations conducted over the calendar year.








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FIBAA Quality Assurance Policy

1

| Who evaluates? | Who/what will be evaluated? | How? | When? |
|---|--|---------------------------------|--|
| Experts | Project manager, office, procedure | MS-Forms (link by e-mail) | After F-ACC's decision, in AR procedures following the accreditation report submission |
| Project managers | Experts | Evaluation form (Word document) | After F-ACC's decision, in AR procedures following the accreditation report submission |
| Universities, further education providers | Experts, project manager, office, procedure | MS-Forms (link by e-mail) | After F-ACC's decision, in AR procedures following the accreditation report submission |
| Event Participants | Speakers, Office, procedure | MS-Forms (link by e-mail) | After the event |
| Member of the F-ACC | Preparation of the meeting by the office and divisional management, documents, meeting procedure | MS-Forms (link by e-mail) | After the F-ACC meeting |

NOTE ON THE CODING OF THE MS-TEAMS ASSESSMENTS

| Answer | Skale value |
|-------------------------|---|
| Very dissatisfied (1) |  |
| Dissatisfied (2) |  |
| Partially Satisfied (3) |  |
| Satisfied (4) |  |
| Very Satisfied (5) |  |



FIBAA

PART 2

Evaluation of the procedures

- 2.1 By FIBAA Experts
- 2.2 By Universities

Evaluation Participation:

In the reporting year 2025, **120** of the **703** (17%) appointed experts participated in the evaluation process.

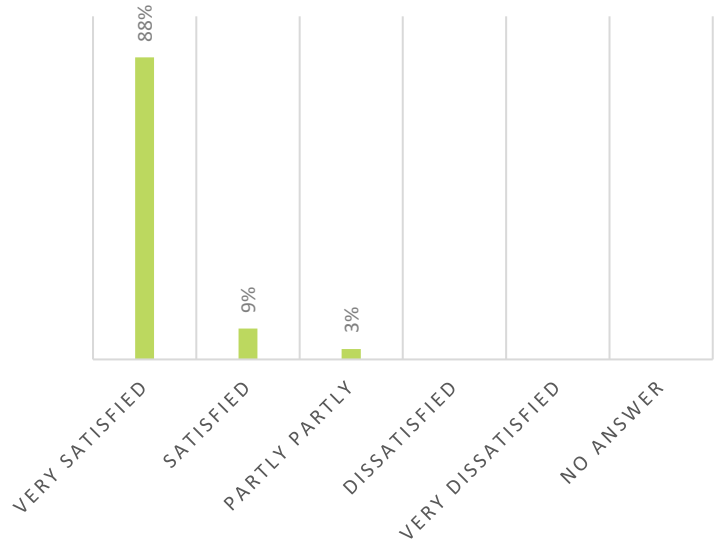
Multiple Assignments:

For projects with multiple assignments, each expert must submit an individual evaluation for every project they are involved with.

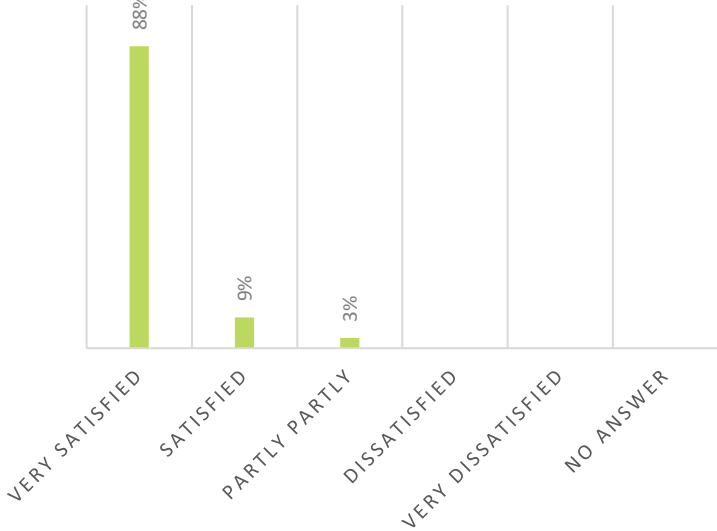
Additional Feedback:

Approximately **54%** of participants (**66** out of **120**) utilized the free text field to provide additional comments.

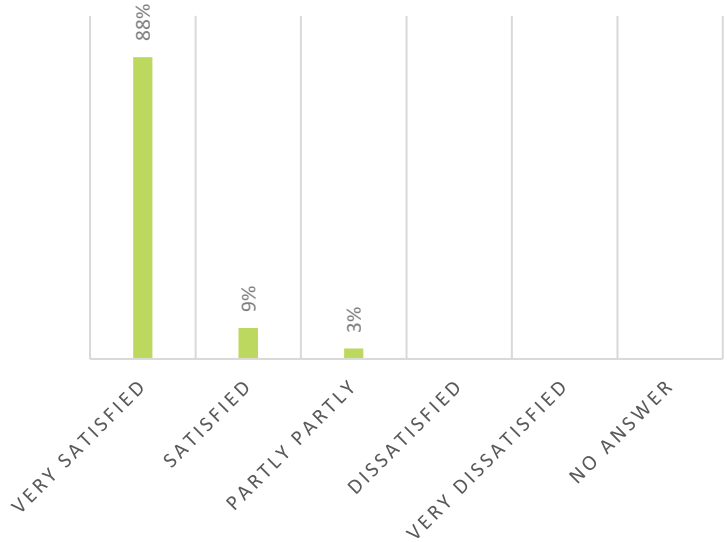
HOW SATISFIED WERE YOU WITH THE WORK OF THE OFFICE?



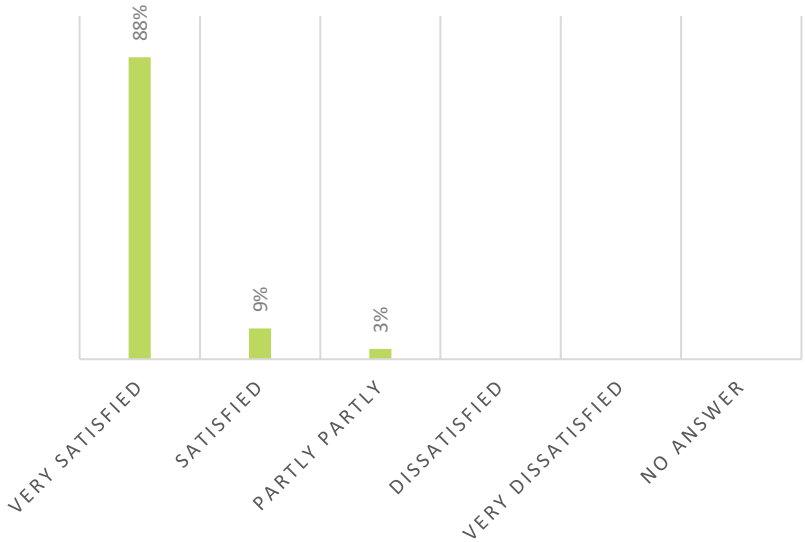
HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE PROCEDURE BY THE PROJECT MANAGER?



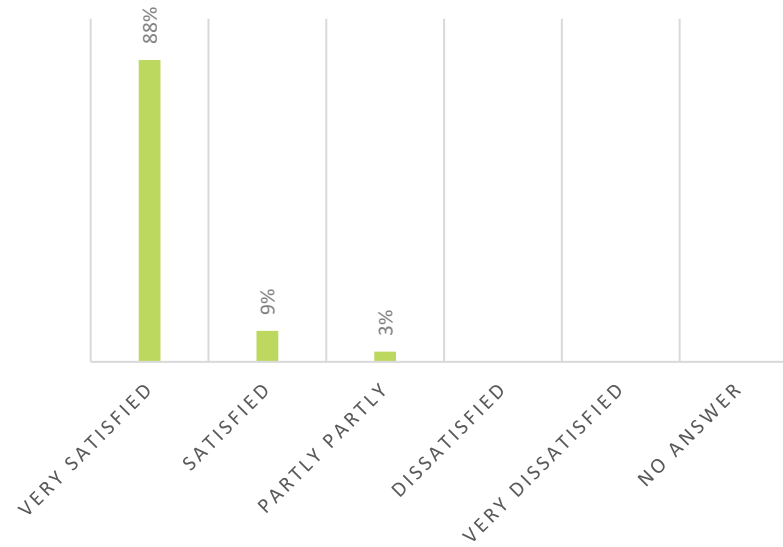
HOW SATISFIED WERE YOU WITH THE WAY THE PROCEDURE WAS CARRIED OUT BY THE PROJECT MANAGER?



HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE ASSESSMENT IN THE EXPERT OPINION AND / OR THE TEST REPORT?



HOW SATISFIED ARE YOU
OVERALL WITH OUR
ACCREDITATION PROCESS?



Evaluation Participation

Out of a possible 87 Institutions, 34 participated in the evaluation process.

Multiple Evaluation Opportunities

Individuals who completed several projects had multiple opportunities to be evaluated. Similarly, if a project encompassed multiple clusters, the same person was evaluated multiple times.

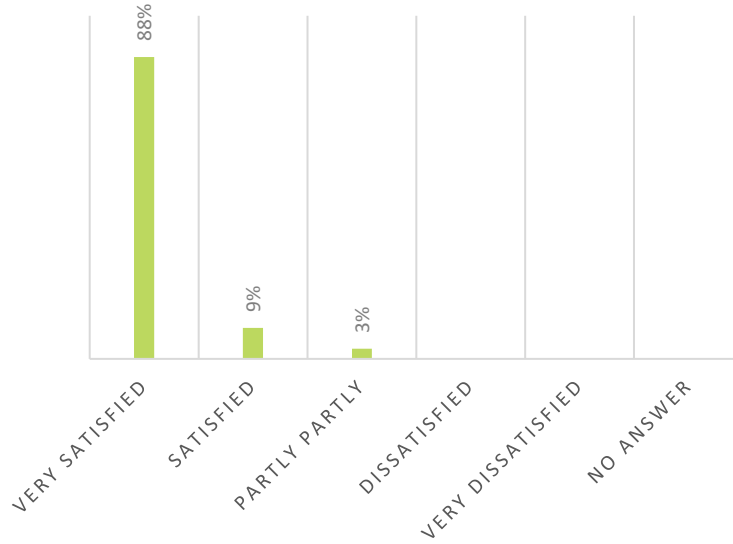
Evaluator Engagement

It is possible that not all evaluators (e.g., university contacts or participants) were involved in every step of the process, which may have limited their ability to provide comprehensive responses to all inquiries.

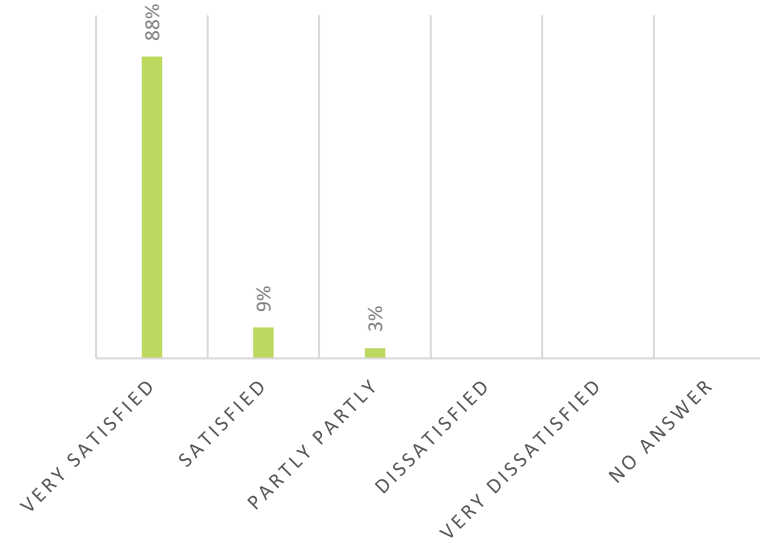
Feedback

27 evaluators utilized the free text field to leave comments.

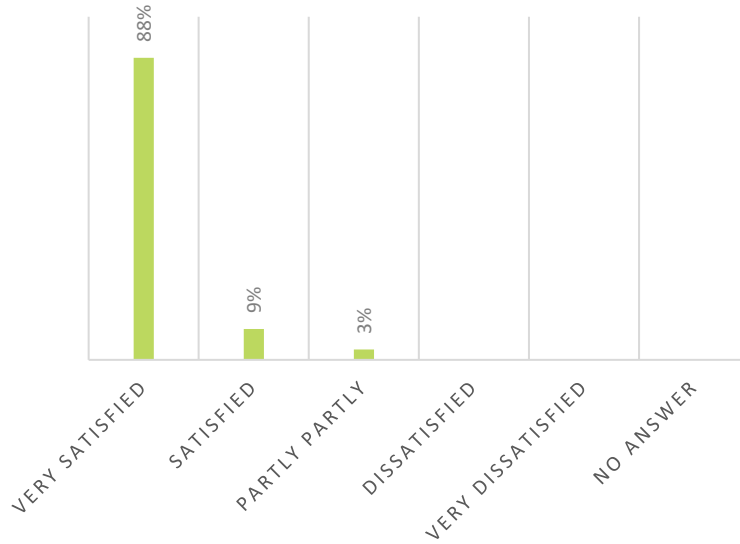
HOW SATISFIED WERE YOU WITH THE FLOW OF INFORMATION, FOR EXAMPLE WITH THE CLARIFICATION OF OPEN QUESTIONS BY THE FIBAA CONTACT PERSON RESPONSIBLE FOR YOUR PROCEDURE?



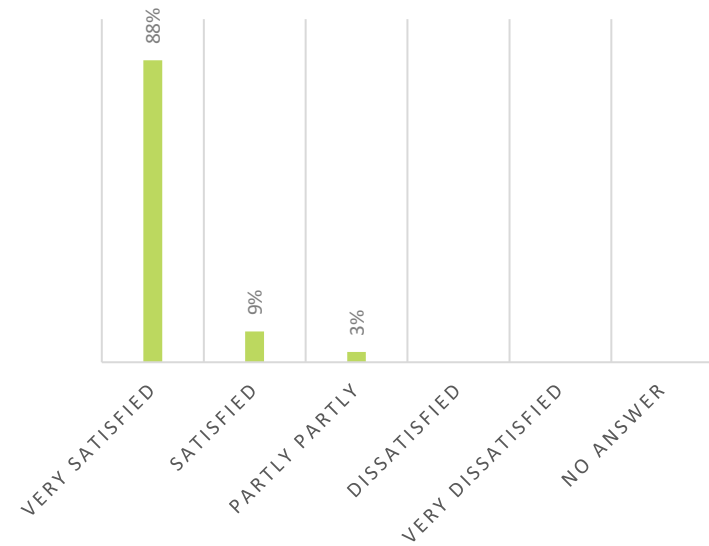
HOW SATISFIED WERE YOU WITH THE WORK OF OUR OFFICE DURING THE CONTRACT INITIATION PHASE?



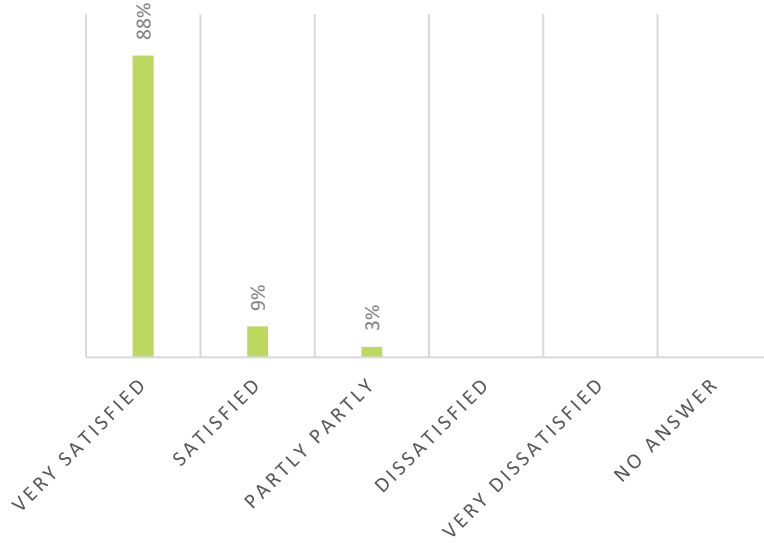
HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE PROCEDURE BY THE OFFICE?



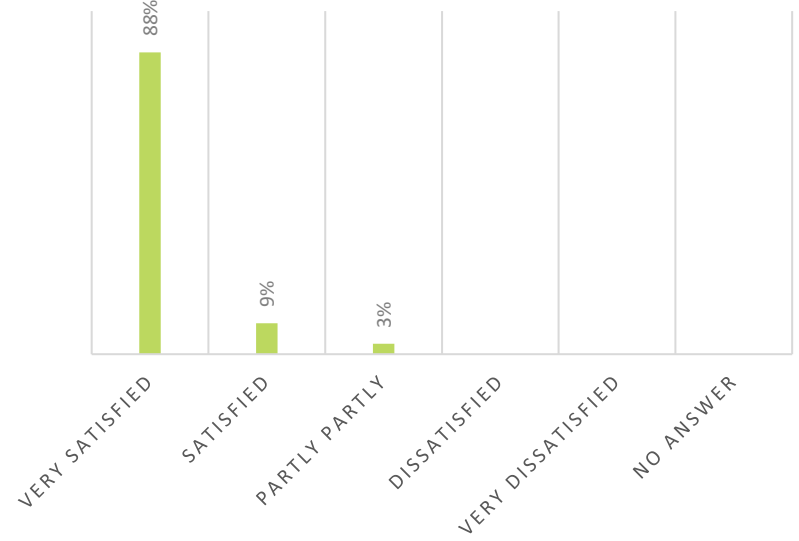
HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE PROCEDURE BY THE PROJECT MANAGER?



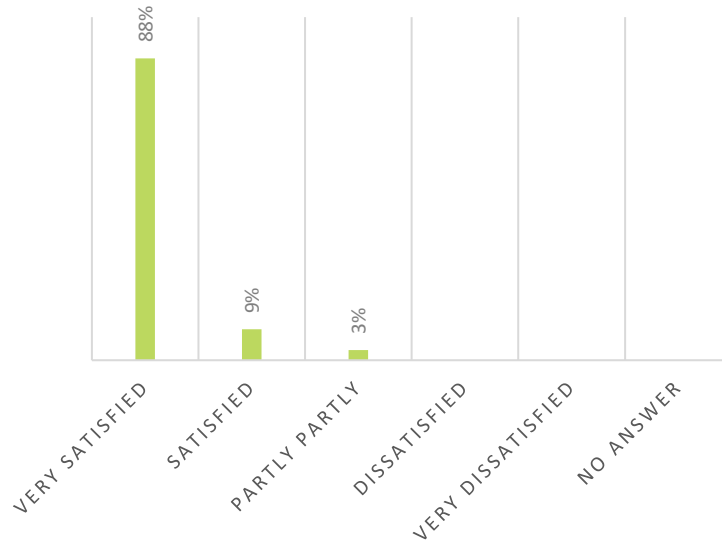
HOW SATISFIED WERE YOU WITH THE CONDUCT OF THE FIBAA PROJECT MANAGER?



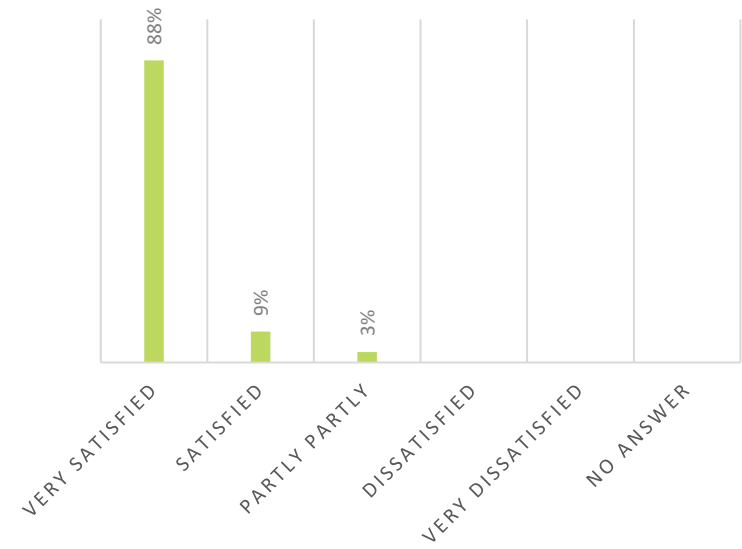
HOW SATISFIED WERE YOU WITH THE CONDUCT OF THE REVIEW TEAM?



OVERALL, HOW SATISFIED WERE YOU WITH THE CONDUCT OF THE REVIEW PROCESS BY THE FIBAA PROJECT MANAGER?



HOW SATISFIED WERE YOU WITH THE CLARIFICATION OF THE FINAL STEPS AFTER THE REVIEW?

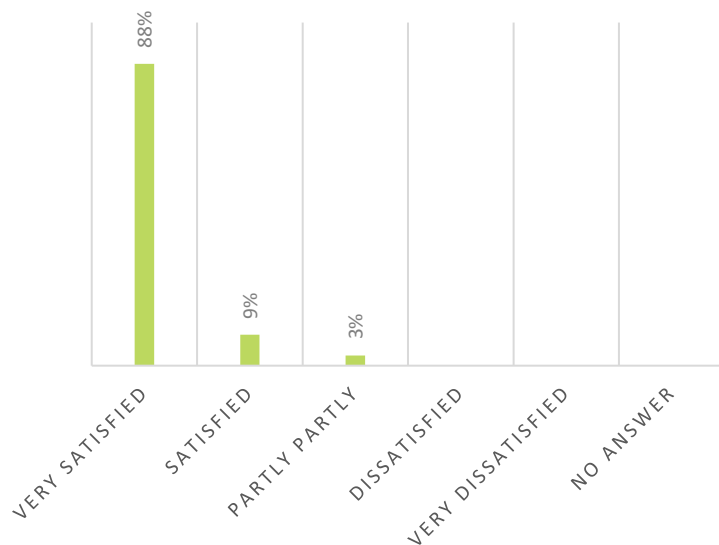


2.2

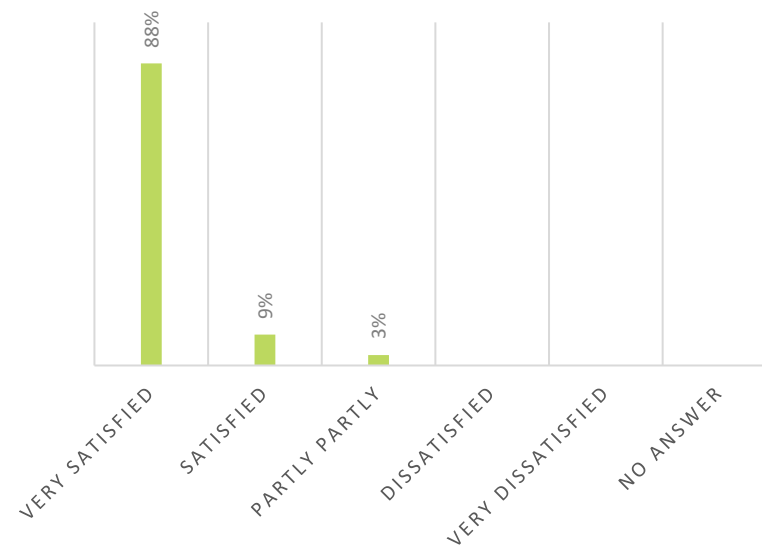
BY UNIVERSITIES



HOW SATISFIED ARE YOU WITH THE SUMMARY OF THE REVIEW RESULTS IN THE REPORT AND/OR AUDIT REPORT?



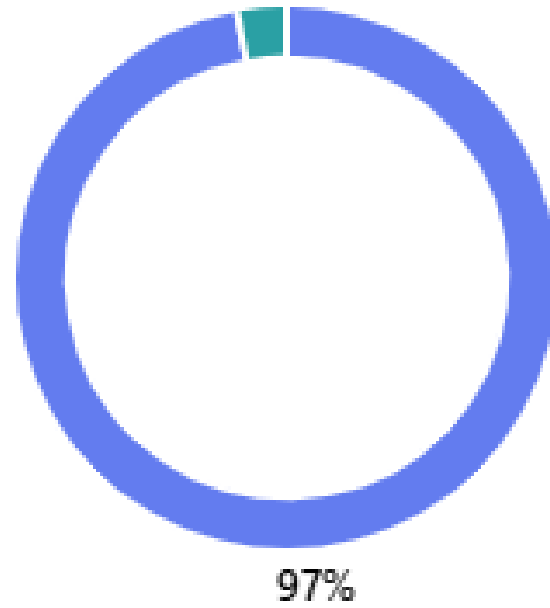
OVERALL, HOW SATISFIED WERE YOU WITH OUR ACCREDITATION OR CERTIFICATION PROCEDURE?



2.2

BY UNIVERSITIES

WOULD YOU RECOMMEND US?



| | |
|------------|----|
| ● Yes | 33 |
| ● Not sure | 0 |
| ● No | 1 |
| ● Other | 0 |



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PART

3

Evaluation of the FIBAA-Workshops

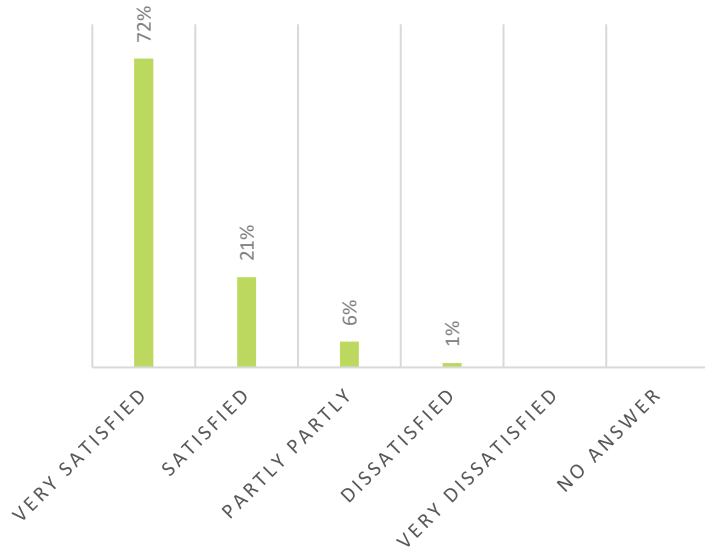


FIBAA

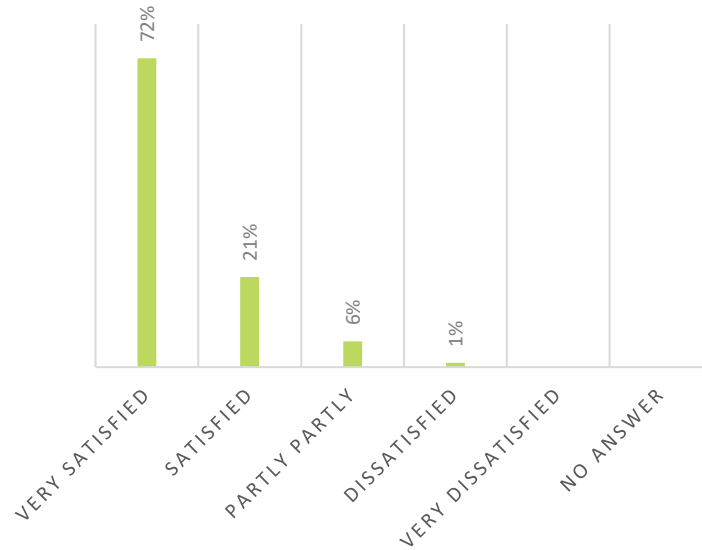
In 2025, FIBAA conducted 14 formats (13 online and 1 hybrid) with a total of 885 participants, including:

- 2025.02.20 FIBAA Infotermin Hochschulen MRVO 2024 (PROG)
- 2025.03.25 FIBAA UEH Konferenz (hybrid)
- 2025.03.26 FIBAA GA-Schulung MRVO 2024 (PROG)
- EDE-Webinar 1/2025, April 04, 2025
- 2025.09.04 FIBAA Webinar mit studentischen Akkreditierungspool Prüfungskonzept
- Workshop “New Assessment Guide for Programme Accreditation” for HEIs, May 5, 2025
- Onboarding and refresher for international FIBAA Experts (07.05.2025)
- Workshop "New Assessment Guide for Programme Accreditation" for experts, May 14, 2025
- "New Assessment Guide for Certification" for HEIs, May 19, 2025
- Workshop "New Assessment Guide for Certification" for experts, May 21, 2025
- EDE-Webinar 2/2025, July 16, 2025
- 2025.11.18_FIBAA-Webinar_Webinar Expert Refresher and Discussion "How to Evaluate University-Wide Courses”
- Webinar FIBAA Quality Lab: Writing a High-Impact SER, November 24, 2025
- EDE-Webinar 3/2025, December 04, 2025

HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE TRAINING?



HOW DO YOU RATE THE ORGANIZATION OF THE WEBINAR (DURATION, BREAKS, ETC.)?



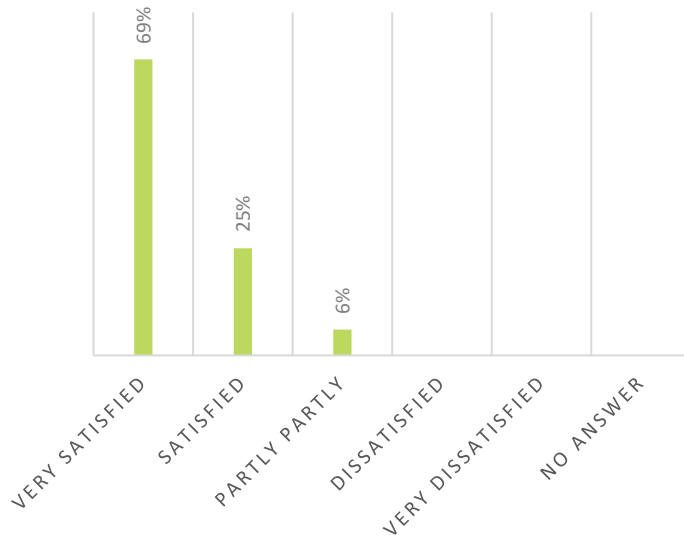
In 2025, a total of **184** out of **885** participants (21%) took part in the evaluation.

100 respondents provided a comment in the open-ended text field.

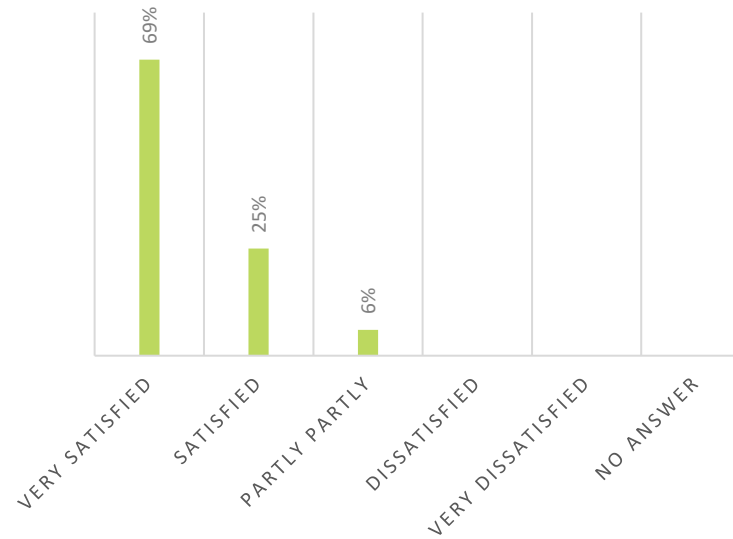


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HOW DO YOU RATE THE PRESENTATION OF THE CONTENT?



HOW DO YOU RATE THE EXPERIENCE CONTRIBUTED BY THE PRESENTERS (E.G. VARIOUS PRACTICAL EXAMPLES, PRACTICAL SOLUTIONS, ETC.)?



3.1

EVALUATION OF THE FIBAA WORKSHOPS



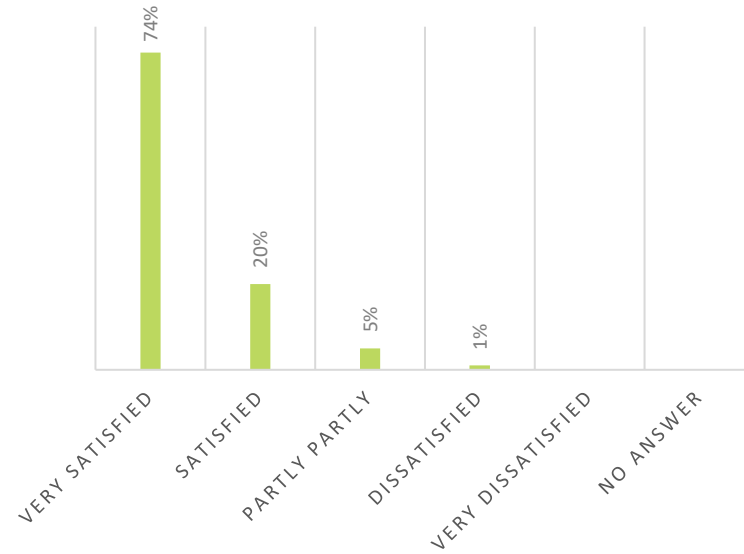
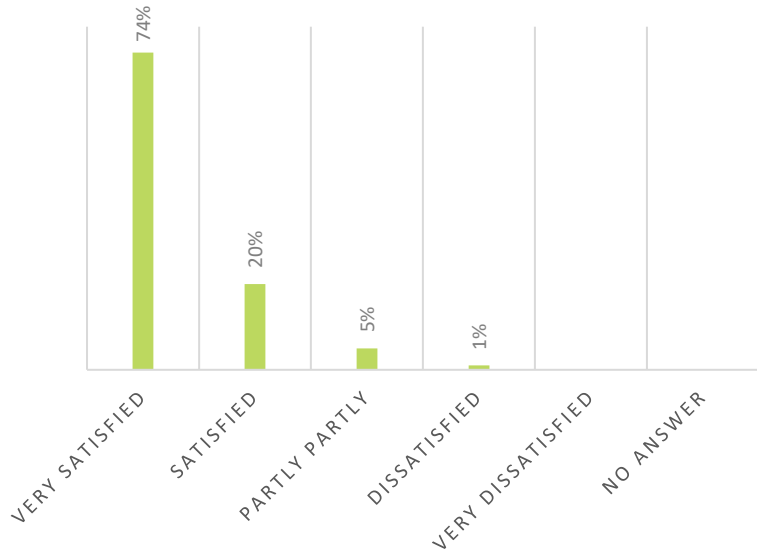
FIBAA

3.1

EVALUATION OF THE FIBAA WORKSHOPS

HOW DO YOU RATE THE PRESENTERS' INTERACTION WITH THE PARTICIPANTS?

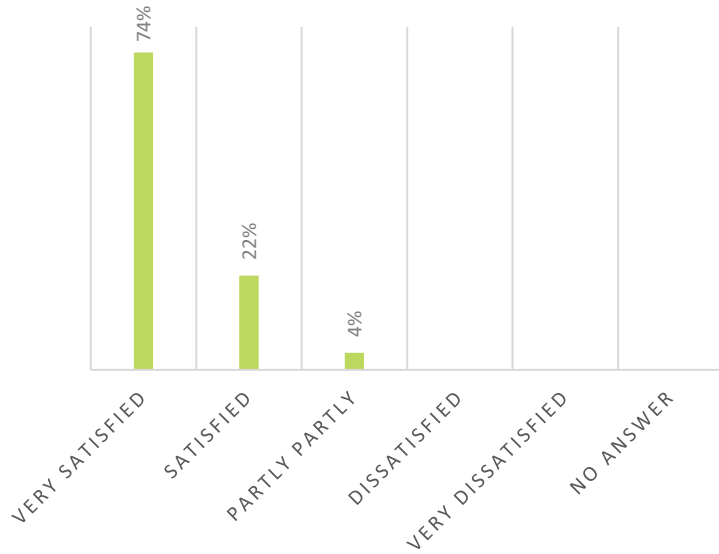
WERE THE CONTENTS PRESENTED EASY TO UNDERSTAND?



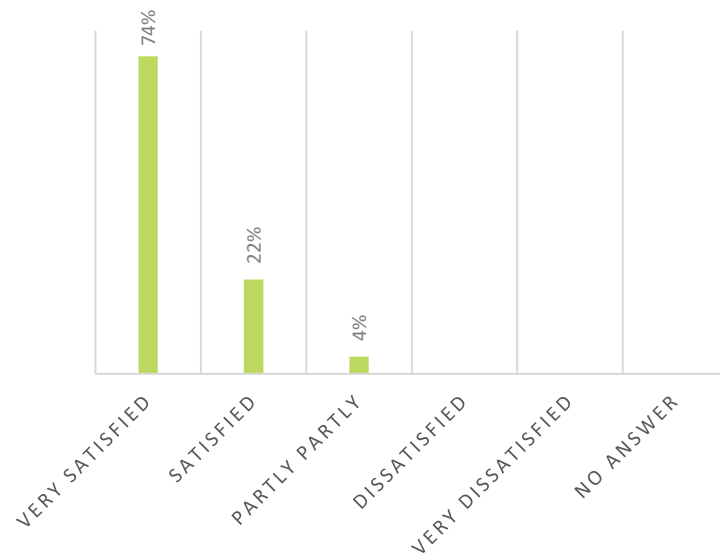


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DID THE CONTENT PRESENTED MEET YOUR EXPECTATIONS REGARDING THE TOPIC?



OVERALL, HOW SATISFIED WERE YOU WITH THE WORKSHOP/WEBINAR?



3.1

EVALUATION OF THE FIBAA WORKSHOPS



FIBAA

PART 4

Key figures of the FIBAA expert pool

4.1

KEY FIGURES OF THE FIBAA POOL OF EXPERTS



| | 2021 | 2022 | 2023 | 2024 | 2025 |
|------------------------------|------|------|------|------|------|
| Expert pool | 787 | 927 | 978 | 1196 | 1376 |
| Added to the pool of Experts | 139 | 156 | 76 | 151 | 180 |

IMPRESSUM

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