1 FIBAA quality assurance concept

2 Evaluation of the procedures
2.1 Experts
2.2 Universities

3 Evaluation of FIBAA workshops
3.1 Workshops held

4 Key figures of the FIBAA expert pool
PART 1

Quality assurance concept of FIBAA
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 Council.

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

FIBAA prepares an annual 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>Experts</td>
<td>Project manager, office, Procedural Steps</td>
<td>MS Forms (link by e-mail)</td>
<td>After the decision of the F-AZK, in the case of AR procedures after submission of the accreditation report</td>
</tr>
<tr>
<td>Project managers</td>
<td>Experts</td>
<td>Evaluation form (Word document)</td>
<td>After the decision of the F-AZK, in the case of AR procedures after submission of the accreditation report</td>
</tr>
<tr>
<td>Universities, further education providers</td>
<td>Experts, Project manager, office, Procedural Steps</td>
<td>MS Forms (link by e-mail)</td>
<td>After the decision of the F-AZK, in the case of AR procedures after submission of the accreditation report</td>
</tr>
<tr>
<td>Event Participants</td>
<td>Speakers, Office, procedure</td>
<td>MS Forms (Link by e-mail)</td>
<td>After the event</td>
</tr>
<tr>
<td>Member of the F-AZK</td>
<td>Preparation of the meeting by the office and Divisional management, Documents, meeting procedure</td>
<td>MS Forms (link by e-mail)</td>
<td>After the meeting of the F-AZK</td>
</tr>
</tbody>
</table>
### Note on the coding of MS team 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 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 By Experts
2.2 Through universities
2.1 BY EXPERTS

- A total of \( n=117 \) Experts took part in the evaluation (out of \( N=564 \) assigned experts in the reporting year 2023) participated in the evaluation.

- If Experts were used more than once, they could submit their evaluation for each project.

- Around a third (49 out of 117) of the evaluating experts provided a comment in the free text field.
2.1

HOW SATISFIED WERE YOU WITH THE WORK OF THE OFFICE?

- SEHR ZUFRIEDEN: 82%
- ZUFRIEDEN: 11%
- TEILS TEILS: 4%
- UNZUFRIEDEN: 2%
- SEHR UNZUFRIEDEN: 1%
- KEINE ANTWORT: 1%

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

- SEHR ZUFRIEDEN: 76%
- ZUFRIEDEN: 11%
- TEILS TEILS: 1%
- UNZUFRIEDEN: 2%
- SEHR UNZUFRIEDEN: 1%
- KEINE ANTWORT: 1%
2.1 BY EXPERTS

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

- SEHR ZUFRIEDEN: 89%
- ZUFRIEDEN: 10%
- TEILS TEILS: 2%
- UNZUFRIEDEN: 2%
- SEHR UNZUFRIEDEN: 2%
- KEINE ANTWORT: 0%

HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE EXPERTS' REPORT AND / OR THE TEST REPORT?

- SEHR ZUFRIEDEN: 78%
- ZUFRIEDEN: 15%
- TEILS TEILS: 3%
- UNZUFRIEDEN: 1%
- SEHR UNZUFRIEDEN: 1%
- KEINE ANTWORT: 0%
HOW SATISFIED ARE YOU OVERALL WITH OUR ACCREDITATION PROCESS?

- SEHR ZUFRIEDEN: 78%
- ZUFRIEDEN: 15%
- TEILS ZUFRIEDEN: 5%
- UNZUFRIEDEN: 1%
- SEHR UNZUFRIEDEN: 1%
- KEINE ANTWORT: 1%
2.1

BY EXPERTS

quality

transparency

assurance

begutachtung

gutachterteams

transparencyonline

evidences

zusammenarbeit

erfahrungen

updates

university

site

maximum

en

western

involvement

group

progress

assignment

smileys

daily

gutachterteams

transparencyonline

begutachtung

English

atmosphäre

evidences

zusammenarbeit

erfahrungen

updates

university

site

maximum

BY EXPERTS

2023 | QM report
• A total of \( n=63 \) universities out of \( N=110 \) completed projects took part in the evaluation

  – If several projects were completed at a university, it was given the opportunity to evaluate them several times.
  – If several clusters were completed in one project, she was given the opportunity to evaluate them several times.

• It can be assumed that the evaluators (contact person at the university) were not involved in all steps of the process and therefore may not be able to provide meaningful answers to all questions

• 28 of the evaluators left a comment in the free text field
2.2

**How satisfied were you with the work of our office during the contract initiation process?**

- **Sehr zufrieden** 81%
- **Zufrieden** 17%
- **Teils teils** 2%
- **Unzufrieden** 2%
- **Sehr unzufrieden** 2%
- **Keine Antwort**

**How satisfied were you with the preparation of the procedure by the office and the project manager?**

- **Sehr zufrieden** 72%
- **Zufrieden** 21%
- **Teils teils** 3%
- **Unzufrieden** 2%
- **Sehr unzufrieden** 2%
- **Keine Antwort**
2.2 THROUGH UNIVERSITIES

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

- SEHR ZUFRIEDEN: 74%
- ZUFRIEDEN: 17%
- TEILS TEILS: 5%
- UNZUFRIEDEN: 3%
- KEINE ANTWORT: 1%

HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE EXPERTS' REPORT AND / OR THE TEST REPORT?

- SEHR ZUFRIEDEN: 71%
- ZUFRIEDEN: 21%
- TEILS TEILS: 4%
- UNZUFRIEDEN: 1%
- KEINE ANTWORT: 1%
2.2 THROUGH UNIVERSITIES

HOW SATISFIED ARE YOU OVERALL WITH OUR ACCREDITATION PROCESS?

- Sehr zufrieden: 75%
- Zufrieden: 21%
- Teils teils: 3%
- Unzufrieden: 3%
- Sehr unzufrieden: 1%
- Keine Antwort: 1%

WOULD YOU RECOMMEND US TO OTHERS?

- Ja: 82%
- Nein: 11%
- Vielleicht: 5%
- Ich weiß nicht: 1%
- Sonstiges: 1%
- Keine Antwort: 1%
2.2 THROUGH UNIVERSITIES

assistance
assessment
incredible
grateful
comfortable
recommendations
professional
review
organization
time
processes
uns
position
support
collaboration
helpful
communication
development
cooperation
uns
auf
promp
warm
generous
high-level
procedures
detailed
valueable
transparent
insightful
smooth
feedback
experience
effective
improvement
strengthening
improvement
hopeful
bestens
future
cooperation
flexible
reliable
planning
communication

2023 | QM report
PART 3

Evaluation of FIBAA workshops

3.1 Workshops held
In 2023, FIBAA organised 5 formats with a total of 283 participants, including

- A webinar on intercultural training for accreditation procedures in Indonesia with 59 participants.
- An online exchange with FIBAA Experts with 42 participants
- A webinar on Digital Education: Perspectives and Quality Assurance with 70 participants
- A webinar on the topic: Learning Analytics - Let's get started! With 51 participants
- A webinar on the topic of examination law with 61 participants
Evaluation: Intercultural training for accreditation procedures in Indonesia

How satisfied were you overall with the workshop/webinar?

4.16
Durchschnittliche Bewertung
How satisfied were you overall with the workshop/webinar?

4.67

Durchschnittliche Bewertung
Overall, how satisfied were you with the webinar/workshop?

4.75
Durchschnittliche Bewertung
Overall, how satisfied were you with the webinar/workshop?

4.43
Durchschnittliche Bewertung
<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expert pool</td>
<td>705</td>
<td>860</td>
<td>705</td>
<td>787</td>
<td>927</td>
<td>1136</td>
</tr>
<tr>
<td>Probationary status</td>
<td>281</td>
<td>371</td>
<td>324</td>
<td>423</td>
<td>554</td>
<td>618</td>
</tr>
<tr>
<td>Experts status</td>
<td>398</td>
<td>489</td>
<td>381</td>
<td>364</td>
<td>358</td>
<td>518</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>
<td>76</td>
</tr>
<tr>
<td>Probationary Experts appointed as (permanent) Experts</td>
<td>35</td>
<td>39</td>
<td>13</td>
<td>0</td>
<td>24</td>
<td>76</td>
</tr>
<tr>
<td>Cancellation of Experts</td>
<td>7</td>
<td>3</td>
<td>16</td>
<td>0</td>
<td>13</td>
<td>0</td>
</tr>
</tbody>
</table>
Imprint

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