

RePIC Quality and Process Wiki

WP2/M3

1. What?

In accordance with the EMJM Redesigning the Post-Industrial City (RePIC) Grant Agreement, the Milestone WP2/M3 is a “RePIC Quality and Process Wiki”, a collaborative site to share knowledge and information related to the study programme where users can add, edit or remove content. The lead partner is RUB. The other partners (UOulu, UCC, EUR, UDeusto, KU, ULiège, UniZG) are beneficiaries.

2. Why?

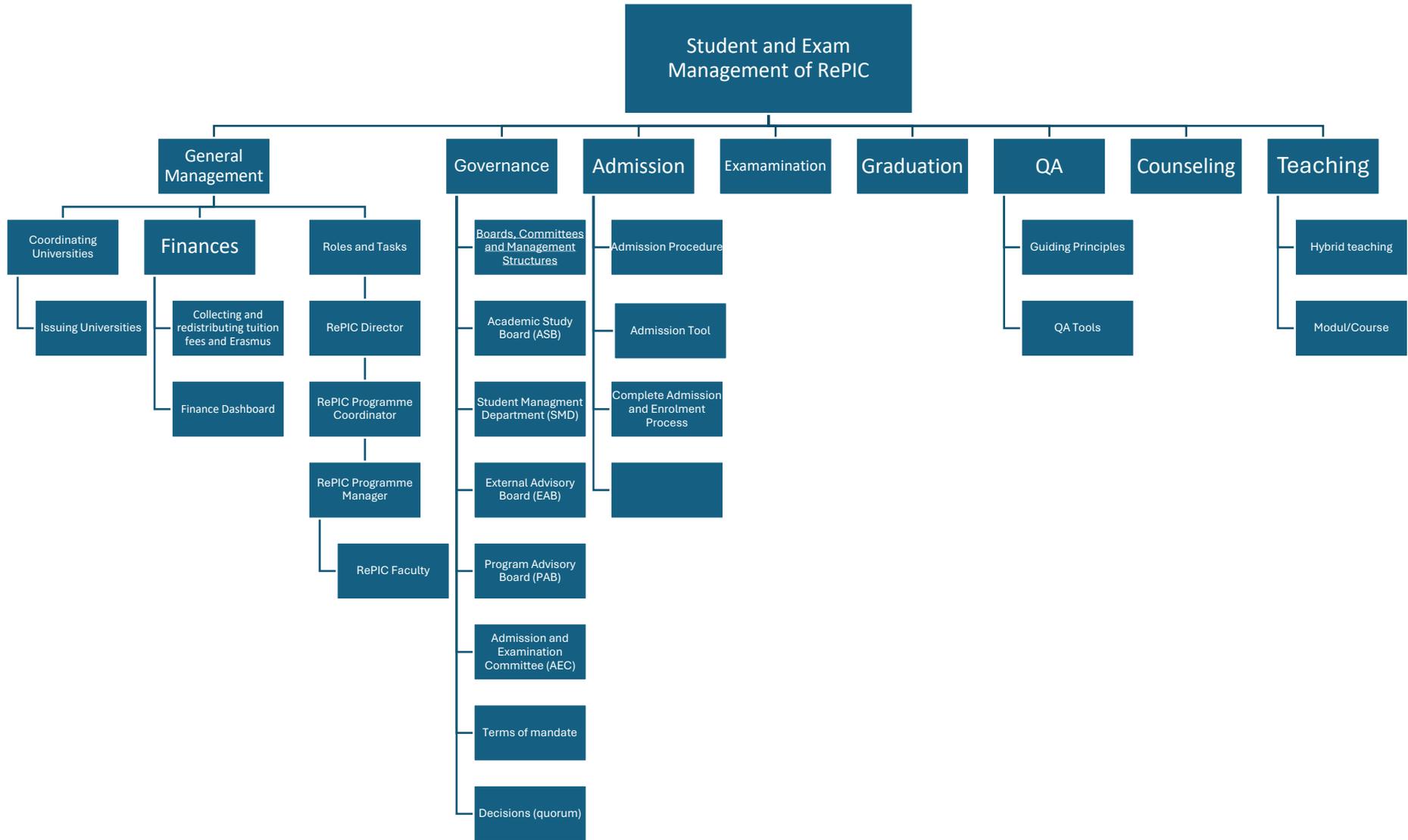
RePIC is a learning partnership that benefits from engagement with a range of internal and external quality processes. A key feature of the Partnership is quality assurance and enhancement across academic partners, programmes and learning locations. Partners are committed to strengthening and developing the professional expertise of the academic community of UNIC through the exchange of knowledge and experience. Our bottom-up approach to project development, implementation and management, valuing collaboration across the RePIC Partnership, is central to achieve this. Therefore, a wiki as a type of dynamic and collaborative website designed for the wider RePIC and UNIC Community is an ideal tool to provide for an evolving body of knowledge and corresponding dissemination strategies – and it is a valuable resource to onboard new faculty and staff.

3. How?

The RePIC Quality and Process Wiki will become accessible via the UNIC SharePoint, an internet digital platform shared by the Partners of the European University Alliance UNIC – The European University of Cities in Post-Industrial Transition. All authentication is protected by MFA (multi-factor authentication), access is audited, and additional security controls are in place. Getting colleagues involved into a habit of collaborating and sharing knowledge in the form of the wiki makes processes and action steps more transparent, fosters accountability, increases engagement and identification.



This Working Document illustrates the basic structure and the content of the wiki, in which the relevant content, processes, agreements etc. for the administration of the joint degree programme are saved in the sense of knowledge management. Technically, it is accessible via the UNIC SharePoint.



Content/Explanations:**General Management****Coordinating Institution:**

One partner is mandated to function as Coordinating Institution of the degree programme. As such, the Coordinating Institution will represent the Consortium and act on its behalf.

Issuing University:

The Issuing University is one of the degree awarding Partner Institutions responsible for the issuing of the parchments for the joint degree including the Diploma Supplement. The development of formal documentation relating to the degree award, the parchment, the Diploma Supplement and any other formal documentation and exchange of data relating to the joint Master degree programme will be undertaken in consultation with, and subject to formal approval by, all the Partner Institutions.

Roles and Tasks

RePIC Directors:

Each Partner Institution appoints a RePIC Director in accordance with its own procedures. The RePIC Directors liaise with their counterparts in the other Partner Institutions on all matters concerning the degree programme and ensure that the degree programme at their Institution is consistent with the joint understanding and agreements reached through this Partnership Agreement concerning the degree programme.

RePIC Programme Coordinator:

The RePIC Programme Coordinator is the RePIC Director of the Coordinating Institution and has overall coordination responsibility over the degree programme. In the event of EMJM status, he or she represents the Partner Institutions before the European Commission and is the interlocutor between the European Commission and the Partner Institutions of the degree programme. He or she discusses important aspects of the operation, coordination, and quality assurance of the degree programme with the Academic Study Board and other main stakeholders. The Programme Coordinator shall handle tasks which go beyond the direct implementation of the degree programme, including the Board meetings, the programme's communication to the world, finance, activities involving the wider network of RePIC stakeholders, and other tasks assigned by the Academic Study Board. The Programme Coordinator can task the different RePIC management entities with matters regarding quality enhancement and assurance, application, selection and admission, student administration, insurance, mobility coordination, etc. The Academic Study Board can name any of the other RePIC Directors as a deputy to act on behalf of the Programme Coordinator case of temporary unavailability.

RePIC Programme Manager:

The RePIC Programme Manager is hired by and located at the Coordinating Institution. He/she assists the Joint Programme Coordinator, manages the day-to-day operations in the degree programme, and is in constant exchange with the RePIC Local Coordinators and other staff related to the delivery of the RePIC programme at the Partner Universities. The Programme Manager's tasks include financial management of project funds, monitoring of project objectives and deliverables, composition of reports, as well as the day-to-day administrative and technical tasks concerning student counselling, overall quality management and compilation of evaluation results, supervision of mobility scheme in the degree programme, compilation of the course catalogue, regular revision of the module handbook, general counselling of students, support in the admission decision of applicants, and regular exchange with the coordinators at the partner universities.

RePIC Local Coordinators:

Each Partner Institution appoints one RePIC Local Coordinator (usually, but not necessarily, an administrative staff supporting the RePIC Director of the institution) and a deputy, in accordance with its own procedures. The RePIC Local Coordinators assist the RePIC Director and the RePIC Programme Manager and carries out day-to-day administrative and technical tasks concerning the students, quality assurance, mobility in the degree programme and general matters related to studying at the Partner Institutions. He or she liaises with the other RePIC Local Coordinators, the Joint Programme Coordinator, students in the degree

programme, and with external partners. In addition, the RePIC Local Coordinators support in matters such as data collection, information analysis and proposals and suggestions for the quality assurance of the Master programme. RePIC Local Coordinators are supported by staff from the involved Faculties / Schools / Departments and Service Units of their institutions.

RePIC Faculty:

The academic teaching and research staff of the Partner Institutions, who are directly involved in the development, implementation, and delivery of the RePIC degree programme.

Governance Boards, Committees and Management Structures

- Academic Study Board (ASB), 8 members (1 per partner), deputies
- Programme Advisory Board (PAB), 8 members (1 per partner) plus deputies
- Admission and Examination Committee (AEC), eight members (1 per partner) plus deputies
- RePIC Student Management Department (SMD), (4 per partner)
- External Advisory Board (EAB), at least four external members and a UNIC City Lab specialist

It is advisable to nominate deputies where noted. In case of the AEC, nomination of deputies is particularly urgent, as the AEC needs to be functional very soon - manages student selection.

Academic Study Board (ASB),

constituted of the RePIC directors of each of the eight Partner Universities. The ASB decides on general and strategic matters, supervises and approves all major processes, and is particularly in charge of

- Content and Curriculum Development
- Quality Enhancement,
- Communication, Marketing and Promotion,
- Financial management
- Academic progression of students on the programme, discipline issues not within the remit of the Host University, and complaints by students relating to the Programme, other than complaints relating to staff at and the content of modules taught at a Host University.

The ASB is assisted by a secretary (programme manager) of the coordinating institution. The ASB is in exchange with and reporting to the senior management of the REPIC Partner Universities about student and graduate numbers, budgetary matters, and other important topics. Minutes are produced after each meeting of the ASB and are provided to the main academic governance entity of each partner institution. If it has reason to assume that targets may not be reached, the ASB may ask for additional reports from the other bodies on an ad hoc basis. The ASB meets at minimum 2 times per semester.

Admission and Examination Committee (AEC),

constituted of eight members, one per partner institution, and one deputy per partner. The AEC is in direct communication with the ASB Chair and the EAB Chair. Minutes are produced after each meeting.

Important to know: According to Dutch law: the examination committee must consist of at least one member that is affiliated as a teacher to the relevant study program or to one of the study programs that belong to the group of study programs. When choosing the representative per partner institution please make sure at least one is a teacher in the programme.

The combination of the issues related to examination and admission in one committee is usually not allowed according to Dutch Law. Therefore, for EUR one member of the AEC is acting on examination tasks and one on admission tasks.

The AEC meets at minimum 2 times per semester.

Programme Advisory Board (PAB),

consisting of 8 members (supplemented by 8 deputies), half of them students enrolled in RePIC and half of them staff who teach in RePIC or perform teaching-related tasks. The PAB advises the Academic Studies Board in matters of teaching and academic affairs, in particular in matters of further educational development and the evaluation of RePIC. The PAB may upon necessity hand in written recommendations to the ASB, following a joint decision of more than 50 % of its members.

RePIC Student Management Department (SMD)

Members: constituted of four members per Partner University:

- Admission specialists
- Councillors
- Accommodation and administrative support
- Finance and legal experts

Tasks: established for implementation, facilitation, and management purposes.

The SMD is the unit whose teams implement decisions by the ASB on the working level and is the contact partner for all student matters.

External Advisory Board (EAB)

Members: at least four external members and a UNIC City Lab specialist, none of them directly involved in the programme.

Tasks: advises the ASB

Terms of Mandate

in the ASB, EAB and SMD is three years. Re-appointment is permitted. After the end of a term of mandate, rotation of responsibilities between the partners is possible. Term of Mandate in the PAB is 3 years for staff and 1 year for student members. Re-election is possible.

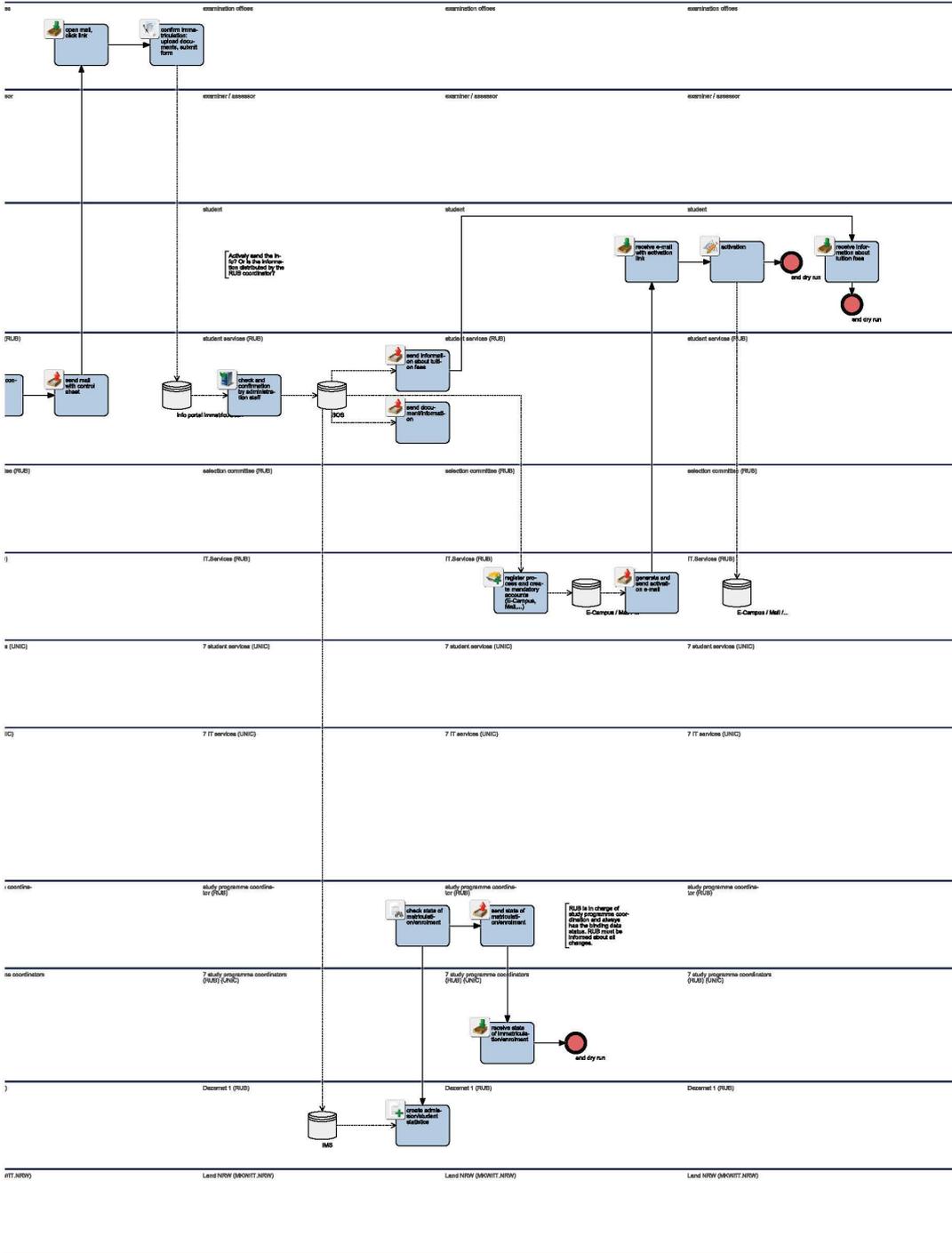
Decisions (quorum):

Decisions can be taken if a quorum of 62,5% (5/8) is reached. Chairpersons are entitled to participate in voting. Decisions are taken unanimously in the ASB and by simple majority plus one member in the EAB and the AEC.

Admission

Admission Procedure

- The overall responsibility for the admission procedure lies with the Admission and Examination Board of RePIC.
- Applications for the admission to the degree programme must be submitted before a given deadline. Subsequent submitting of documents is possible until a second given deadline.
- The central coordinator of RePIC, located at RUB, assisted by the local coordinators at each partner university reviews the submitted applications whether they are complete and meet the minimum set of requirements to make the applicants eligible.
- The Admission and Examination Board may additionally ask experts from within or outside the Partner universities to support the validation of the submitted documents.
- The admission process assures that all local rules and requirements for admission are met. Applicants who do not fulfil the national requirements of a partner cannot be accepted. No applicant in conflict with national legal requirements for admission at any partner institution can be admitted to the programme.
- The Admission and Examination Board will rank all eligible applicants on the basis of the final grade of their bachelor's degree (or equivalent) and the motivation letter describing their specific interest in the RePIC programme, their preferred study tracks, and their envisaged contributions to the programme. According to the available number of study places the applicants will be admitted and offered a track.
- Admission is granted under the condition that the applicants has met the requirements specified in the Examination Regulations, 5 and pay the participation fees in time.
- Applicants who have not yet obtained their bachelor's degree at the time of the selection procedure but who would normally do so before the master's degree programme begins, may be granted a conditional admission. Those Applicants must submit a declaration from the relevant authorities that they have satisfied the requirements of a Bachelor degree before the start of the degree programme. Missing parchments must be submitted by ???
- It is the responsibility of the students to check that the authorisations required for visa and residence permits are in order before the Partner Institution permits the student's activities in the RePIC degree programme to take place for students with or without an EMJM scholarship. The Partner Institutions will make every effort to aid students in obtaining any necessary visa and residence permits before their studies commence.
- The written admission decision shall include information for the applicant about the possibility of an appeal.
- Rejected applicants may appeal to the Admission and Examination Committee. The Appeal Form is available from the RePIC website.



QA

Guiding Principles

Quality assurance and enhancement in the RePIC degree programme is fully compatible with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) for Eligibility (Status, Joint Design and Delivery, Cooperation Agreements); Learning Outcomes (Level, Disciplinary Field, Achievements); Study Programme (Curriculum, Credits, Workload); Admission and Recognition; Learning, Teaching and Assessment (Learning and teaching, Assessments of students); Resources (Staff, Facilities); Transparency and Documentation; and Quality Assurance. The European Approach for Quality Assurance of Joint Programmes approved by the EHEA ministers in May 2015 serves as a second reference.

Institutional QA for learning and teaching is a shared responsibility of staff and students at all participating universities in UNIC, and the RePIC Partner Universities will take deliberate steps to bring about continuous improvement in the effectiveness of the learning experience of students from project results and achievements.

Quality Management Tools

The joint quality management of RePIC combines and uses well-proven quality management instruments of the individual Partners and new joint instruments such as the External Advisory Board, following the principle "plan-do-check-act" (PDCA) with its closest circle. The responsibility for the joint quality management lies with the Academic Study Board (ASB).

RePIC has set up a comprehensive Quality Assurance framework for internal and external QA that will involve the relevant stakeholders and result into a comprehensive RePIC Quality Handbook. Internal and external evaluation processes with its continuous PDCA-Circle and evaluation instruments will be defined and described in detail in an Internal RePIC Quality Handbook, outlining the procedures and instruments for evaluating the programme.

External quality assurance will comprise "critical friend input" in form of the regular feedback from the members of the External Advisory Board and expert comments received from invited guest lecturers and researchers, participants in the City Labs. Feedback loops with selected stakeholders every two years will generate ideas and critical input for programme enhancement. External Programme accreditation, following the European Approach, repeated every sixth years, is an important element of RePIC QA. It safeguards that provision of RePIC is fully developed and adequately resourced.

Internal quality assurance continuously involves the students through questionnaire-based feedback on all modules in each semester, the survey on service quality and regular graduate surveys, giving benchmark data on student experience to compare student experience across academic Partners and identify areas of concern.

The joint Admission and Examination Committee reports annually on the number of examinations taken and passed and possible recommendations resulting from the analysis of the examination data. Results of local evaluation of programme quality shall be cross-checked between the Partners and then discussed. All this information is the basis for suggestions to enhance the quality of programme delivery and further curriculum development. The RePIC faculty, i.e., all academics teaching in the programme, convene once per year to discuss ways to enhance content and cohesion of the curriculum. This annual internal programme review, overseen by the RePIC Board of Directors and the External Advisory Board, identifies strengths and weaknesses of the programme, and plans for improvements (including analysis of programme statistics, student evaluations of modules, staff evaluations, response to any issues, action plan with feedback to programme team).