COMPETEN-SEA

Capacity to Organize Massive Public Educational Opportunities in Universities of Southeast Asia

(574212-EPP-1-2016-1-NL-EPPKA2-CBHE-JP)

WPD4.3

Quality Control Framework

Led by GIRAF PM Services GmbH
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1. INTRODUCTION

The deliverable WPD4.3 "Quality Control Framework" is part of WP4 ("Quality Plan: Evaluation Trial and Quality Control Measures"), which has the goal to ensure that all project results meet high quality standards and contribute significantly to the attainment of the project objectives. This WP has 2 distinctive parts: (1) the Evaluation Trial aimed at ensuring that the Preparation activities and based on them Capacity Building efforts result in quality outcomes – namely capacity of the local University staff members to design, develop and deliver effective educational interventions targeting various underprivileged social groups using the MOOC technologies; and (2) Quality Control Framework as a continuous monitoring and quality assessment mechanism implemented through the set of pervasive activities ensuring the effectiveness and efficiency of the project procedures and processes.

The current document describes briefly the decision-making process in the project and introduces the the activities within the Quality Control Framework carried out during the first project year. Moreover, it also outlines the consensus of the consortium members over the set of project internal Key Performance Indicators, as well as the procedures for their measurement, developed by Quality Control Workforce.

2. Project Coordination Committee (PCC)

The COMPETEN-SEA project is managed by the project coordination committee (PCC). The PCC is the highest decision-making entity in the project. The project builds on the assumption of trust and pro-active behavior of all participants and decisions are expected to be taken based on consensus of all consortium members. Due to the involvement of three different target countries in SEA, there is also a consensus possible on the country level. In case that no consensus between consortium members can be reached, the PCC takes decisions with a majority vote. In case of a draw, the project coordinator is entitled to take a decision for the whole consortium. The PCC is staffed with one member per partner. Replacements of members can be proposed. Every consortium member can call the PCC and the coordinator is expected to organize a PCC-meeting with a request to all PCC-members including a concrete agenda two weeks prior to the meeting. The members of the PCC are:

- **Marco Kalz (OUNL, Chair/PC)**
- **Carlos Delgado-Kloos (UC3M)**
- **Armin Weinberger (USAAR)**
- **Andrey Girenko (Giraf PM Services GmbH)**
- **Rosni Abdullah (USM)**
- **Dennis Batangan (ATU)**
- **Peter Sy (UP)**
- **Narayanan Kulathuramaiyer (UNIMAS)**
- **Achmad Basuki (UB)**
- **Alwin Sambul (UNSRAT)**

PCC-meetings are aligned with monthly online-consortium-meetings, where important topics for quality assurance are discussed. In addition to the PCC, the project has setup the Quality Control Workforce.

3. Quality Control Workforce

As it was outlined in the Detailed Description of the Project (WP4) the project set up a special body, the *Quality Control Workforce* (QCW), in charge of the QCF implementation and monitoring. This body has to oversee the QCF design and implementation and report to the consortium about any identified issues and mitigation activities. Following the initial suggestion the following representatives of the consortium joined QCWF:

- **GIRAF PM Services GmbH (Andrey Girenko)**
- **OUNL (Marco Kalz)**
- **USM (Wan Tat Chee)**

The initial discussion about the procedures and tools for quality control took place at the kick-off meeting (October 2016) and were further developed at the second consortium meeting (May 2017). Both meetings were held in Madrid by UC3M.

Due to the significant delay with the inclusion of GIRAF PM Services GmbH into the COMPETEN-SEA consortium (the amendment procedures were completed in September 2017), Andrey Girenko could join QCFW fully only in the second part of 2017.

3. Performance monitoring (KPIs)

The project partner agreed on the following system of internal project Key Performance Indicators:

Work Package	Key Performance Indicator	Current value	Target value
WP1 Preparation: Massive Open Online Education in Southeast Asia: Feasibility Study	WP1KPI1 Number of experts/stakeholders contacted and interviewed	15	20
	WP1KPI2 Number of University MOOC cases documented	8	8
	WP1KPI3 Number of recommendations produced and agreed		20
WP2 Development: Capacity Building Programme	WP2KPI1 Number of University staff members trained	74	60
	WP2KPI2 Number of new items of equipment installed		24
	WP2KPI3 Number of inquiries submitted to Helpdesk	0	100
	WP2KPI4 Number of training materials made publically available	24	24
WP3 Development: Pilot MOOCs	WP3KPI1 Number of MOOCs developed	-	3
	WP3KPI2 Volume of teaching materials (as equivalent of traditional materials)		300 pages
	WP3KPI3 Number of stakeholders/multipliers contacted		15
WP4 Quality Plan: Evaluation Trial	WP4KPI1 Number of users recruited		300
	WP4KPI2 Number of users completed the course		150
	WP4KPI3 Percentage of users rated course experience "Positive" and "Very positive"		90%
WP5 Dissemination & Exploitation	WP5KPI1 Number of University staff exposed to the project dissemination		300
	WP5KPI2 Number of dissemination materials produced and disbursed		6
	WP5KPI3 Number of website visits		1500
	WP5KPI4 Number of events where the project is promoted		15
WP6 Management	WP6KPI1 Number of project meetings	4	10
	WP6KPI2 Number of accepted reports	-	3

The data to be used for KPI assessment will be collected from the partner Universities using the Basecamp platform setup by the project coordinator. The corresponding form will be online and available for partners to report in their KPIs within the regular reporting activities.

4. Risk detection and mitigation

Risk detection is an important managerial task directly connected to ensuring the quality; therefore, it was included in to the area of responsibility of QCWF. The following activities have been designed and are being implemented:

Regular internal reporting. In order to facilitate risk detection, the consortium decided to have monthly online meetings using teleconferencing software (Adobe Connect) allowing stable multi-point conferencing and documenting (recording). The agreed date for such meetings is first Tuesday of each month, at 10:00 CET, in order to allow both European and SEA partners to participate. Typically, the coordinator moderates the discussions; all partners are asked to report issues and anticipated risks. Potential mitigation strategies can be also discussed immediately or, if it requires additional actions/efforts, the plan for mitigation actions elaboration is proposed.

Documentation. The project uses the online platform (BaseCamp) allowing simple, but effective, way of collaborative work. The platform includes the following functionalities used for quality control:

- Thematic forums facilitating online discussions e.g. on particular issues related to quality
- Document sharing used for collaborative document development and quality control review
- Scheduling and schedule management tools, to-do lists management, etc. allowing effectively tackle emerging issues.

The platform is used for sharing various documentation, starting from deliverables, working documents, meeting organization documentation, to meeting recordings (instead of minutes).

Quality control visits. The project plan includes several visits for the European partners to visit their SEA counterparts for the quality control purposes. In fact, the consortium decided to use these opportunities for also consultation and troubleshooting purposes at the later stage of the project during the MOOC development and evaluation. The planning of these visits will be done during the second project year.

Project surveys. In the course of the project activities involving external participants, it was decided to use surveys to collect the feedback and detect areas for further improvements. This will be used mainly for the project dissemination events (2 workshops and the final conference).

5. Quality control for the deliverables

In order to ensure the quality standards for the project deliverables, it was decided to use the internal reviewing procedure for all deliverables. The procedure includes the following actions:

- The authors of a deliverable in progress have to inform the coordinator about the tentative date of the document accomplishment at least 15 days prior that date
- The coordinator consults the partnership to identify the reviewer to be appointed for reviewing the document. The preferences are given (1) to those who were not directly involved in the document development and (2) to volunteers
- The appointed reviewer reviews the document when it is available and communicates his/her opinions and suggestions for improvements directly to the document authors.
- The iterative process ends when the authors and the reviewers agree on the readiness for submission. After that, the authors and the reviewer inform the coordinator about the completion.

6. Cost effectiveness and efficiency control

The control of project expenditures is in the hands of the coordinator, who appointed a special financial manager with the responsibilities to:

- Monitor the partner costs and ensure that all expenditures fulfill the eligibility criteria stipulated in the Grant Agreement and respective Erasmus+ regulations;
- Make sure that all project costs are economical, related to the project activities and contribute directly to achieving the project goals;
- Collect the financial reports of partners and check their consistency and correctness;
- Advise and consult the partners on financial issues
- Manage the EU funding (pre-financing and intermediate payments) in accordance with the Grant Agreement and the decision of the consortium.

Quality of the project expenditures is the topic for discussions between the partners during the monthly online meetings and at the occasions of the project coordination meetings.

7. Conclusions

The established quality control regime and procedures are standard and proven to be effective for projects like COMPETEN-SEA. The project consortium will monitor how QCF functions and, if needed, will make adjustments in order to ensure the attainment of the project goals with high quality outcomes. The next review of the quality control issues is planned for the next face-to-face coordination meeting scheduled for April 23, 2018 in the Netherlands.