Enhancing Quality Assurance Management
&
Benchmarking Strategies in Indian Universities
EQUAM-BI

Training workshops at KTH, Stockholm and University of Valencia, Valencia Spain

Report

EQUAMBI meetings had taken place in Bengaluru (Kick of Meeting -December 2017), Bengaluru (January 2019- Follow up meeting**),** Pune (March 2019 – Presentation of results of study of Phase 2 'Quality Assurance Management: Processes and Practices in Indian HEIs) and Chennai (April 2019- Presentation of results of study of Phase 3- Data Management Practices in Indian HEIs). In continuation, Phase 4 was designed to conduct training workshops by European Partner Universities and ANECA.

Workshops at KTH, Stockholm, Sweden

Towards this, KTH Stockholm hosted the first training workshop on good Data Management Practices that may be adopted by Indian HEIs on June 10th and 11th 2019 in their Library complex. The Agenda for the same has been attached.

KTH, Sweden

June 10, 2019: The two-day training began with a brief introduction to Kungliga Tekniska Hogskolan (KTH), presented by *Dr. Rajiv Thottappillil*, Regional Director, India Cooperation and Professor, Department of Electrical Energy Engineering, KTH. He mentioned that KTH founded in 1827, is ranked among the top 100 worldwide and is recognized as one of Europe's

leading institutes for Engineering and Technology. 70% of their income is from research grants and funding. Ms. Åsa Carlsson - Head International Relations' Office and Ms. Mette Svensson - International Advisor for India Cooperations were also present during this session.

Dr. Rajiv Thottappillil, Regional Director, India Cooperation and Professor, Department of Electrical Energy Engineering KTH and *Dr. Bhama Venkataramani,* Professor and Dean, Academics and Administration, Symbiosis

This was followed by three sessions as given below:

Session 1: *Ms. Kajsa Beckman*, **Head of Admissions, Education Office,** made a presentation on eligibility and process adopted to admit students to the sixty programmes that the institute offers. It is noteworthy that their admission process is linked to the national admission portal. All Universities in Sweden collaborate with the Swedish Government to have a common Application and Admission portal. An interested student first applies in the National portal called LADOK with his/her choices of programs and Universities. The respective Universities carry out the evaluation of eligibility and specific programme requirements, and then the University ranks the applicants and candidates are selected. The LADOK portal sends out offer letters. This is a good practice that ensures transparency and merit based admission that is worthy of emulation.

Session 2: *Ms. Wanda Manninger,* Project Manager, Academic Registry, explained about LADOK 3, which was owned and used by 37 Swedish universities and CSN (The Swedish Board of Student Finance). This was integrated with many local and national IT-systems, such as Statistics Sweden, Swedish Migration Office, Swedish Tax Agency, the Swedish Council for Higher Education, and the Swedish Research Council.   KTH has adopted this software for their internal processes during the period 2014-2016 under the guidance of a steering committee.

This was then subsequently, linked to LMS, the procurement systems of the institute and other online systems. This integrated system helps them keep track of their student progression –

another good practice that can be adopted if a central admission portal is developed at the national level in collaboration with all Universities and HEIs.

Session 3: *Ms. Charlotte Almqvist,* Advisor for Australia and Japan, Mobility and Partnership at KTH, presented on Exchange and Mobility Online initiatives.

KTH has 250 partner universities in 40 countries for exchange studies worldwide, around 650 KTH students went abroad in 2018 under various exchange programs, about 50% within Europe. The most popular countries 2018 were: Singapore, Australia, USA, France, Germany, and Switzerland. Around 1100 incoming exchange students joined KTH in 2018. KTH has around 500 students from India, primarily from IITs and IISC/IISERs.

Students at KTH look for outbound programmes in other countries in the area of degree projects, internships abroad, and Minor Field Studies (MFS) in developing countries. This provides an excellent opportunity for the Indian Institutes and Universities to collaborate with KTH.

The day concluded with a tour of the University conducted by Ms. Nele Stoffels from the international office. The tour highlighted the University's rich heritage and Ms. Nele Stoffels' enthusiasm was infectious.

University tour conducted by Ms. Nele Stoffels from the International office, KTH

The day's activities ended with dinner hosted by KTH at Brasserie Balzac. Dr. Rajiv Thottappillil and Ms. Asa Carlsson were the gracious hosts and made the evening memorable for the visiting partners.

On **June 11, 2019**, there were four sessions, details of which are given below.

Session 4: *Dr. Per-Anders Östling*, Senior Admission Officer presented on 'Strategic Quality and Inquiry at KTH'.

In his presentation, Dr. Ostling gave an overview of the National Quality Assurance Agency - Swedish Higher Education Authority (UKÄ). This authority works within the framework of Standards and Guidelines in European Higher Education Area (ESG) and is a member of the European Association for Quality Assurance in Higher Education (ENQA).

As such, UKA

- evaluates the quality of higher education

- analyses the development in the HEA

- is responsible for official statistics about higher education

- monitors compliance with laws and regulations among universities and university colleges

The new QA system was introduced in 2017 and covered program evaluations and appraisals for degree awarding powers (as did the old) but also has thematic evaluations and Institutional reviews (QA processes within the institute).

KTH has an internal monitoring mechanism that reviews processes every year and also undergoes an institutional review once in six years.

Dr. Per-Anders Östling

Session 5: *Mr. Anders Wändahl,* Librarian, KTH publication database, open access on 'Scientific Publishing'.

The session focused on various aspects of Scientific Publishing. Mr. Wandahl discussed the importance of identifying the top journals in one's area of research and constantly aiming towards publishing in such journals by following the author guidelines and the subject-focus. He explained how the research assessment followed the Declaration on Research Assessment (DORA) and the method of computing the impact factor /Cite score of journals and the need for

the Library to make available a list of academic databases. He also highlighted that ranking agencies source their information from Journal citation reports and CWTS Journal indicators (a Holland based organization).
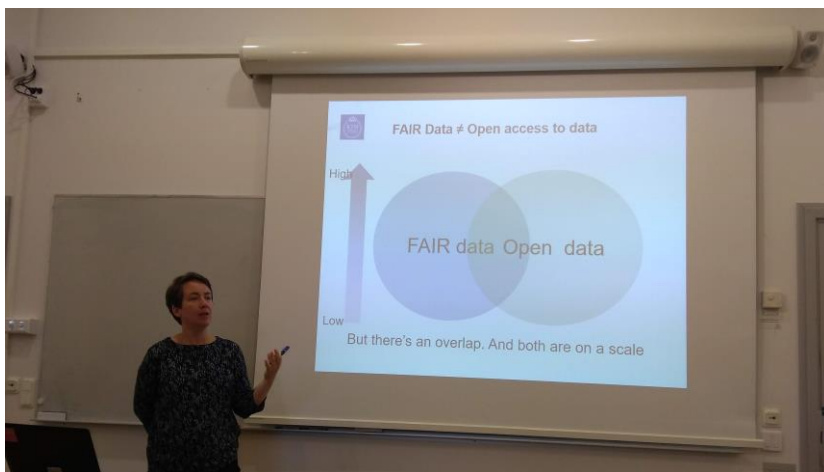

Mr. Anders Wändahl,

Session 6: *Dr Rosa Lönneborg*, Research data coordinator, KTH Library presented her topic on Research Data Management and Quality of Metadata.

Dr. Rosa's presentation revolved around;

- What is research data management? • Research data and publishing • Open data vs FAIR data • Quality of data and metadata

She strongly advocated sharing of research data to enhance re-usability of research data, advancing science and innovation, enhance transparency and citations and data retrieval. She also spoke about a few data repositories that one could approach for research data.

She briefly touched upon Global Data Protection Rights (GDPR) and the complex legal framework for data management. She extolled the benefits of FAIR data (Findable, Accessible, Interoperable and re-usable) rather than Open Data and concluded with a few new age roles that will open up such as Data curators, Data Librarians and Data Stewards.

Dr Rosa Lönneborg

Session 7: *Dr. Tobias Jeppsson*, Bibliometrics Expert at KTH

He explained how KTH has a Bibliometric Department that conducted extensive study on the research in each and every area in Sweden and helped their own faculty understand where they stood and what they would have to do to come into the top rank.

Dr. Tobias Jeppsson

Dr. Jeppsson made graphical presentations on the methodology adopted and shared their vision of growing to the position of providing consulting services for other Universities.

The training concluded with a vote of thanks from all Indian Partner Universities to Ms. Mette Svensson, and all the resource persons. This was followed by a group photograph.

Group Photograph
Ms. Mette Svensson, International Project & Cooperation Manager, KTH and Mr. Jaume
Fortuny, Research Staff, Observatory of Globalization, University of Barcelona
KTH Room No. 2 on June 11, 2019

Workshop at University of Valencia, Valencia, Spain

The training workshops in Valencia were held on June 13th and 14th 2019, in the premises of the Faculty of Law. The Agenda for the same has been attached.

University of Valencia

Faculty of Law, University of Valencia
(Venue of the two-day EQUAMBI Training)

June 13, 2019

The workshop commenced with introductory remarks by Dr. Pablo Onate, Professor and Chair of Political Science, University of Valencia.

Dr. Pablo Onate, delivering the opening remarks

This was followed by the welcome address by Dr. Joaquin Aldi's- Manzano, Vice Rector for Strategy, Quality and Information Technology, University of Valencia, Spain

Welcome Address by Dr. Joaquín Aldás-Manzano

Dr.Francisco Javier Palao, Dean of the Faculty of Law, University of Valencia, Mr, Jaume Fortuny, Research Staff, Observatory of Globalization, University of Barcelona. Mr. Rafael Llavori, Head of the Unit for International Relations at ANECA, were present and presented their perspective on the need to focus on Quality enhancement in HEIs.

Dr.Francisco Javier Palao

Mr. Jaume Fortuny, Research Staff, Observatory of Globalization, University of Barcelona

Consortium Members at the Inaugural Session at Valencia

The introductory session was followed by theme-based sessions.

Session 1:

University rankings: a proxy QA tool? Dr. Joaquín Aldás-Manzano, University of Valencia

The Vice Rector of the University presented his paper on how Universities could use the indicators used by ranking agencies to assess where they stand in the context of their competitors and identify areas and extent of shortcomings. This will help the University to draw up strategies to enhance quality and eventually improve their own ranking.

Dr. Joaquín Aldás-Manzano

Session 2:

Good practices of the Internal QA systems: the AUDIT procedure of ANECA

Mr. José Antonio PÉREZ, Unit for Strategic Planning and Quality, ANECA presented how by jointly conducting the internal AUDIT procedure, universities and the QA agencies can share responsibilities for enhancing the quality culture of the Universities.

Mr. José Antonio PÉREZ

Towards this end, ANECA supported HEIs in designing their Internal Quality assurance systems under ten areas (Quality Policy & Objectives, Quality Design and relevance of educational programmes, Development of Teaching processes, Development of Teachers and Teaching Assistants, Management and Improvement of Material resources and services, Research development, University extension courses and social projections, External scope of HEIs, Analysis and application of results, Public information and transparency). They, later certify the design and extent of implementation.

Session 3:

Internal Quality Assurance Management

Internal Quality Assurance Unit at the University of Valencia

Dr Pablo Oñate, University of Valencia presented the quality management department of the University, which was established in 2009, was responsible for all their quality processes, and was the information repository of the University. They adopt technology to collect data and this is provided to the Management to support strategic decision-making. This department thus has two objectives namely Accountability to stakeholders and Improvement of processes. The Vice Rector, Quality, Strategy and IT heads this department.

Dr Pablo Oñate on the role of the Quality Management department of University of Valencia

This department works under the framework of Standards and Guidelines in European Higher Education Area (ESG) and is assessed by ANECA, a member of the European Association for Quality Assurance in Higher Education (ENQA).

At the end of the first day, Dr. Pablo Onate, Dr. Rafael Llavori and Mr. Jose Antonio had thoughtfully planned a tour of selected places of interest in Valencia. The day ended with dinner at Restaurante Les Maduixes where Dr. Onate, Dr. Llavori and Mr. Antonio were the warm and gracious hosts.
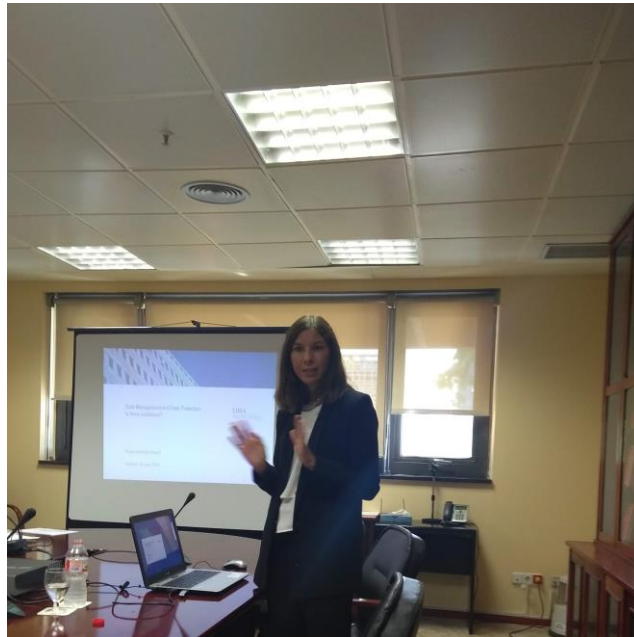

Visit to City of Arts and Sciences

June 14, 2019

Data management and data protection: is there a balance?

Adv. Reyes Bermejo, Managing Associate and Patent Attorney from Uría Abogados conducted the session on "The policy of data protection in the universities: regulation and constraints".

Adv. Reyes Bermejo

The session was very informative and provided insights on what data may be asked, data anonymization and data pseudonymization, Global Data Protection Rights etc. The session was very useful and similar session may be conducted at HEIs in India.

Session 6:

The Toolkit: How the university leads its own internal QA arrangements

Dr. Rafael Llavori had presented the framework for developing and implementing a toolkit for HEI in India and invited deliberations from the members present. He indicated the methodology for creating the tool kit would be as follows:

- He will create discussion points for the Indian Universities

- NAAC's requirements will be captured

- ANECA will create principles around which the QA system will work

Dr. Rafael Llavori presenting the framework of creating and implementing the tool kit

Finally, after the closing remarks by Dr. Pablo Onate, the training concluded with a vote of thanks from NAAC and all Indian Partner Universities to Dr. Pablo Onate, Dr. Rafael Llavori, Mr. Jaume Fortuny, and to all the resource persons. A group photograph followed this.

Group Photograph
EQUAMBI Indian Participants with
Representatives from University of Valencia, ANECA & University of Barcelona

Outcome of the Visit and Recommendations

1. The Ministry of Human Resources Development (MHRD), Government of India could explore the possibility of creating a national portal that manages admission to all programmes offered by HEIs in India. This portal may eventually be linked to the student post education activities – placement, higher education, migration abroad etc.

2. All universities may be encouraged to conduct sessions on Data management and data protection for faculty members.

3. Universities could consider establishing a repository of research data collected by faculty for their research. This would help other researchers to access this data and would enhance citations.

Report on Training Workshops conducted at KTH, Stockholm and University of Valencia, Spain for the Indian partner Universities of the EQUAMBI project.