



# QUALITY ASSURANCE IN JOINT INTERNATIONAL MASTERS' DEGREE PROGRAMMES

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The Finnish-Russian  
Cross-Border University  
CBU®

Liisa Tahvanainen  
Sirpa Suntioinen  
Eero Forss

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State University – Higher School of Economics, Moscow,  
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# WHAT IS QUALITY?

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- Excellence
- Customer satisfaction
- To what extent the product is fulfilling the set requirements
- Best possible results with available resources
- Continuous improvement

# Quality of Partners?

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- *Joint education, possibility to award double/multiple or joint degrees, recognition of studies carried out somewhere else and*

***courses in our curriculum that are offered by other universities***

*have brought up the need to compare and understand more deeply the educational systems and teaching methods, subject specific contents and expected learning outcomes of the courses offered at our **partner** institutions*

*– and that has made **us all** very conscious about the **quality of the others** as providers of the education given in our name*



# Prerequisites for a Successful Joint International Programme

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- ***A successful high quality joint educational programme provides a clear added value for all interest groups***

1. The first prerequisite is that none of the partners could carry out these masters' programme alone and be better

→ clear added value

→ best possible partners fitting for this purpose

*Partners are committed  
And ready to invest  
their efforts and resources*

2. The second prerequisite is a common language

***Cross-border joint education is an area where everyone can gain***

# QA in joint international programmes

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- *The quality of joint international programmes is formed not only of the quality of individual institutions and their offers, but more of the cooperation across institutional and national borders and the programmes as a whole*

## Quality of a joint international programmes includes different aspects than in individual university level

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- Quality as a partner
- Quality of the consortium
- Services in English
- Mobility
- Tutoring and PSP (as courses in a curricula can be taken from several universities)
- Degree awarding (as two or more universities can award the degree based on the same studies)

# WHY DEVELOPING QAS CBU?

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- National or university specific quality assurance systems and international guidelines for quality assurance **are critical but not always sufficient** for developing and carrying out high quality joint programmes in practise.

# QA in CBU

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- *in each partner university both **national level and/or university level** quality assurance systems are in use and under continuous development*
- *The CBU QAS is to provide **an additional element** for existing systems.*
- *The important basis for the quality assurance work is to provide a tool and to encourage the consortium in maintaining and developing the quality of joint education and services.*



# The Quality Objectives in CBU

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TENTATIVE

- The CBU is **committed to follow the fulfillment of the goals and values of the CBU by the quality assurance system** with indicators and surveys for customers and providers.
- The objective is to produce and demonstrate such a high quality educational products and services that the CBU programmes **attract intelligent young students** from all over the world to CBU programmes.
- **CBU is highly eligible partner** by international companies and organizations, graduates with CBU degrees have better employment opportunities than students in general in CBU partner universities .
- The CBU programmes are internationally recognized and audited.

# The main principles of the CBU QAS

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- Easy to use, short, simple
- Mainly used via internet
  - [www-links!](#)
- Offers help and guidance for the partner universities and master's programmes to maintain and develop the quality of joint education and services
- Provides common uniform procedures and methods
- Guarantees equal opportunities for students
- Makes the quality of CBU-programmes visible
- Helps universities and Masters' programmes to orientate to the audits
- Help the auditors' work

# THE CBU QAS STEP BY STEP /DRAFT

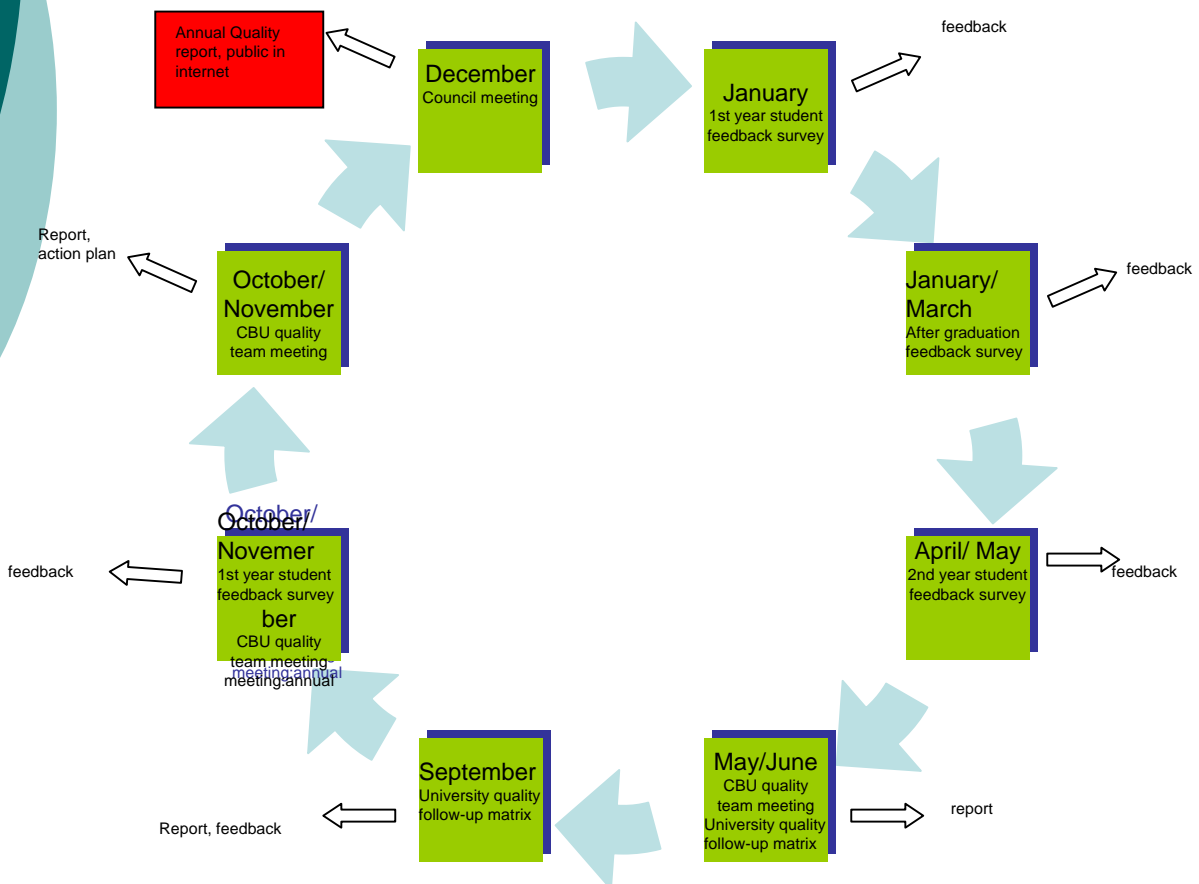
TENTATIVE

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1. Defining CBU Quality Actors
2. The Status of Present QA at CBU universities
3. Quality of universities as CBU Partners/ Quality template
4. Student Satisfaction/Feedback
5. Teacher Satisfaction/Feedback
6. Other Stakeholders' feedback
7. Quality reflection to the objectives, strategies, needs
8. CBU Quality Development Action Plan
9. Documentation
10. Feedback and Availability of Quality Information
11. Internal Quality Audit
12. External Quality Audit

# EXAMPLE OF ANNUAL AND OTHER REGULAR OPERATIONS IN CBU QUALITY ASSURANCE SYSTEM

TENTATIVE



- The feedback survey for other stakeholders' (working life) is carried out every third year
- The feedback and satisfaction survey for the CBU teachers is carried out every third year
- The internal audit by the end of 2009
- The external audit by the end of 2010
- The current state of Universities in CBU cooperation in 2007, based on the results of that survey the CBU matrix of quality indicators shall be developed to be used in annual CBU quality follow-up surveys

# TABLE OF THE MAIN CBU QUALITY OPERATIONS BY ACTORS RESPONSIBLE/ INVOLVED IN IMPLEMENTATION

TENTATIVE

Quality Actors responsible for implementation	Initial quality level of the CBU partner universities	Quality of the Universities, annual matrix of indicators	CBU Student feedback, teacher feedback	CBU course specific student feedback	Stakeholder feedback/ satisfaction	Quality reflection	Action plan	Documentation	Feedback and Availability of Quality Information	Internal quality audit	External quality audit
CBU Quality Manager	●	●	●	○	●	●	●	●	●	●	
CBU Quality team		○			○	●	●	○		○	
CBU Quality Coordinators in each CBU University		●	○					○	○	○	
CBU Masters' Programme Coordinators	○	○		○	○			○			
CBU teachers				●							
<b>CBU COUNCIL</b>	The CBU Council has the main responsibility of the whole quality assurance system and ● it's implementation in CBU Cooperation										●

● Main responsibility of the activity

○ Involved in

# QA

## expected value-added for joint programmes

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- ***Commitment to quality by all higher education institutions is essential for internationally successful offerings. Although the global educational markets are enormous, competition for market shares is hard – and the young customers are quality conscious and demanding.***

# CONCLUSIONS

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- The fundamental principle of the QA of the CBU education is to assure and demonstrate students, employees and the society of good quality of education offered and good quality of the institutions offering that education – but also of concern of quality
- The value-added of the CBU QAS is expected to be realized in better market-value of joint international educational products with highly recognized CBU brand but also as profound mutual trust and respect in the consortium.
- A high-level QA would also enable the educational choices by students to be aligned with market needs.



Image  
Reputation  
Visibility