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European University for Smart Urban Coastal Sustainability

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Quality Assurance guidelines for developing Joint Study Programmes and Joint Study Offers Development

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Executive summary/abstract:

The **Quality Assurance Guidelines for Joint Programmes and Joint Study Offers** are the principal document defining the quality assurance framework for all educational offers within the alliance. The Guidelines establish the principles, procedures, roles, and responsibilities for quality assurance, ensuring a consistent and transparent approach to the design, delivery, monitoring, evaluation, and continuous improvement of joint programmes and joint study offers across all partner institutions.

Description:

The **Quality Assurance Guidelines for Joint Programmes and Joint Study Offers** were developed by the Office for the Development of Study Offers (ODSO) following a comprehensive review of relevant alliance documents, policies, and procedures, with particular attention to their alignment with the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)*. Based on this review, the ODSO prepared the initial draft of the Guidelines, which was submitted to the Quality Assurance Subcommittee for discussion and consultation.

Following revisions and improvements incorporating the recommendations of the Quality Assurance Subcommittee, the updated document was submitted to the Academic Council for further discussion and approval. The **Quality Assurance Guidelines for Joint Programmes and Joint Study Offers** were formally approved by the Academic Council on **24 February 2026**.

Discussion/content:

Article 1. General provisions

The commitment to quality by all partners of the European University for Smart Urban Coastal Sustainability (EU-CONEXUS) is reflected in the EU-CONEXUS Mission Statement.

Mission:

EU-CONEXUS aims at providing the best available knowledge on Smart Urban Coastal Sustainability on a global scale. EU-CONEXUS tackles the most important current social, economic, technical and environmental challenges impacting coastlines from a global point of view, relying on an interdisciplinary, trans-sectoral and trans-national approach. Its academic offer is focused on four interdisciplinary study dimensions: (1) Environment and Biodiversity; (2) Energy and Sustainable Construction; (3) Digital Transformation and (4) Culture, Society, Organisation and Education. The study programmes are based on relevant learning outcomes and will cover all types of skills required on the labour market thus contributing to competitiveness and economic growth at large. EU-CONEXUS wants to educate a young generation of decision- makers, innovators, researchers and entrepreneurs in a way that enables them to find adequate holistic solutions to the global societal challenges that nowadays confront our environment, society and economy.

The competitive advantage of EU-CONEXUS is based on the identified thematic orientation of its educational programme and its comprehensiveness that is achieved by joining forces and assembling the complementary expertise of the partner universities and associated partners. EU- CONEXUS is represented in the main coastal areas and has the ambition to contribute to an integrated vision on coastal zone management on a global scale.

Vision:

EU-CONEXUS relies on the partnership of universities governed by mutual respect, recognition of diversities and unanimity.

EU-CONEXUS aims at creating a University model that understands ‘University as a service’: a university that actively helps students to succeed in their studies and allows for access to the university services at any time and from anywhere. ‘Smart’ and innovative pedagogies respond to divergent interests and needs of contemporary students coming from different backgrounds.

EU-CONEXUS represents a new form of the transnational higher educational institution set out to strengthen the sense of European citizenship and European identity also by issuing European degrees and European diplomas. In support of enhancing the ‘Europeanness’ and intercultural competences of its students and staff,

tailor-made mobility programmes will be implemented that correspond to their study or professional development paths.

EU-CONEXUS is a higher education ‘inter-university campus’ relying on ever-closer academic and administrative integration of teaching, research and innovation activities. It will be a major actor in Europe and the world for studies and research on smart urban coastal sustainability.

EU-CONEXUS is embedded into its trans-regional socio-economic innovation system of coastal areas in nine countries. Cross-sectorial teaching and research programmes are developed in cooperation with regional actors from the political and economic and social areas including schools and the larger society.

The outlined mission and vision are translated into a set of agreed values that frame all activities in the realisation of the mentioned goals, namely:

- Solidarity and mutual respect
- Equality
- Diversity in unity
- Social responsibility
- Intercultural dialogue
- Multilingualism
- Open and responsible science and education
- Public diversity
- Cultural diversity
- Integration

As well as professional and human values, particularly:

- Excellence
- Rigour
- Commitment
- Inclusiveness
- Transparency
- Efficiency

Consequently, increasing the quality of EU-CONEXUS educational offers is one of the main aspects of the general EU-CONEXUS Quality Assurance Policy. Strategic objectives in this area should include:

1. Collaboration in creating cross-disciplinary, multidisciplinary and cross-sectorial study programmes and academic offers based on the complementarity of excellence in teaching and research and in close cooperation with their socio-

economic partners in order to proactively respond to actual and future needs of related industries, support the regional innovation and development and foster an entrepreneurial mindset of their students.

2. Development of strong quality support, monitoring and control mechanisms of EU- CONEXUS educational offers, in all its phases: design, validation and implementation.
3. Development of a common evaluation mechanism for EU-CONEXUS educational offers.
4. Implementation of rigorous mechanisms to address and correct failures or improve EU- CONEXUS educational offers.

Article 2. Conceptual framework for the joint programme/ joint study offer

The joint programme/ joint study offer is a programme/offer that provides high-quality academic education and professional competencies for professionals working or intending to work in the specific area.

Article 2.1. Joint study offer

An EU-CONEXUS joint study offer is a course, module, or programme that does not confer a full qualification. It is delivered by one or more EU-CONEXUS universities and is open to all EU-CONEXUS students and/or members of the EU-CONEXUS community.

EU-CONEXUS study offers are defined in the Rulebook. They may be coordinated either by EU-CONEXUS (through a work package or other body) or by one of the EU-CONEXUS universities (for example, elective courses or paired study programmes).

Article 2.2. Joint study programme

Being **a joint programme**, its main activities are executed **jointly by the universities** of the consortium: a joint curriculum, a joint admission procedure, harmonised assessment, a joint quality assessment system and a joint diploma.

The programmes follow the **student-centred learning** approach methodology whereby the degree profile is related to the appropriate learning outcomes required in order to achieve this profile. An immersive system of **project-based learning** in the

‘real world’ economy will allow the students to share their way of solving complex problems, developing an interdisciplinary and cross-sectoral problem-solving capacity.

The programme is assessed based on jointly agreed learning outcomes that are providing the students with theoretical and professional knowledge and practical skills. After successfully completing all programme components, students are awarded a joint diploma and a joint diploma supplement from all universities involved. English is the language of instruction.

All candidates are chosen on the basis of common selection criteria, which include: the quality of their prior education, their professional and/or research background, their motivation and their extracurricular merits (entrepreneurship, publications, conference papers, volunteer work, social activity, etc.).

Employability: The demand for talented individuals in Europe is increasing at a much higher rate than in previous years. The cultural and creative and heritage sector, as an emerging sector, is demanding a creative workforce with a progressive and innovative mind-set.

EU-CONEXUS will prepare employable students for the current demands of the cultural and scientific sector. Postgraduates will work at different levels (project managers, researchers, lab managers, etc.) and in several types of organisations (from heritage and other cultural institutions, arts and performing arts sectors, scientific institutes to start-ups).

Article 3. The conception of quality in the joint study programme

The aim of the joint programme is to provide academic education and professional competencies, with a strong emphasis on practical skills via the engagement of industry partners as well as project- based research and innovation.

The specific objectives of the joint programme should indicate the main achievements in knowledge, skills and autonomy in accordance with those required by EQF level of the joint study programme.

Article 4. EU-CONEXUS governance and management framework

Article 4.1: EU-CONEXUS governing bodies

The **Governing Board** ensures strategic oversight of the general management and implementation of all activities of EU-CONEXUS. It consists of rectors of the partner institutions or their representatives and the chair of the Student Board. Its decisions are taken by unanimity. Regular members of the GB are rectors of partner universities or their sufficiently and effectively mandated delegates. Other members of the GB are the Chair of the Academic and the Chair of the Research Council.

The **Management Board** has a coordinating oversight role for the implementation of EU CONEXUS alliance actions and projects at an institutional level, as guided by the Governing Board, the Academic, Executive and Research Councils, as well as activities of various capacity-building projects. The Management Board membership consists of the Institutional Coordinators of each EU CONEXUS partner university, among which are nominated a Chair and Vice-Chair. Each member has one vote and decisions are taken by consensus.

The **Academic Council** is responsible for the development and implementation of joint education area/joint education offers and projects and partnerships of the European University for Smart Urban Coastal Sustainability. The Academic Council may establish any working group and determine the constitution, membership and proceedings of any working group. The Academic Council interacts with working groups established under EU-CONEXUS projects. The Academic Council shall be composed of two representatives from each partner university (one Vice-Rector for academic affairs from each partner university or a mandated representative nominated by the Rector/President) and one mandated representative from each partner university with in-depth knowledge of institutional national higher education system and two representatives (one from BSc and one from MSc cycle) nominated by the Student Board.

The **Executive Council** for transversal issues is responsible for overseeing the implementation of general strategic orientations and joint transversal activities and projects that are not covered by the Academic or Research Councils but are approved by the Governing Board. It also recommends procedural measures for implementing activities, including action plans decided by the Governing Board, and supervises the operational execution of its decisions. Additionally, the council prepares strategic decisions, partnerships, and orientations to be presented to the Governing Board that fall outside the scope of the Academic and Research Councils. The Executive Council

is composed of the Presidents and Vice-Presidents of the Governing Board and Student Board, along with the Chairs of the Academic and Research Councils.

The **Research Council** is responsible for the development and implementation of an EU-CONEXUS Joint Research Area, Joint Research Projects, Joint Research Infrastructures and partnerships. The Research Council shall be composed of one Vice-Rector for research from each partner university, one mandated representative from each partner university with in-depth knowledge of international research cooperation, one PhD student representative nominated by the Student Board. The Chair of the Research Council is appointed by the Governing Board. Candidates for this position must be Research Council members.

An **External Advisory Board** contributes to evaluations and quality control of strategies and activities of the European University. It gives strategic advice, facilitates the decisions made by the Governing Board and contributes to the quality assurance policy of the European University for Smart Urban Coastal Sustainability. Members of the EU-CONEXUS External Advisory Board are appointed by the Governing Board. It shall consist of maximum 12 members and include at least one member from each partner's institutional environment (regional or international). In case there is a change of an External Advisory Board member, the new member will be appointed by the Governing Board.

A **Student Board** is representing student interests in dedicating its work to the quality of student life, the quality of studying conditions, student rights, the quality of support provided for students and other issues of importance for students of EU-CONEXUS joint programmes. It consists of two students from each partner universities. Additionally, one representative from the EU-CONEXUS Joint Master Programme will be mandated to become a Student Board member and one representative from ESN.

The **Quality Assurance Subcommittee (QA SC)** is in charge of quality assurance, reviewing proposals submitted by Office for development of study offer - ODSO, and providing recommendations. QA SC is made up of a network of QA offices of the Alliance members. The sub-committee depends on the AC directly and tasks and advancement need to be reported to the AC at least twice a year. QA SC is responsible for promoting quality culture and establishing QA related procedures within Alliance.

The **Office for Development of Study Offers** (ODSO) functions at the alliance level as the dedicated quality assurance (QA) office, providing coordinated and evidence-based support for internal QA processes across joint programmes. ODSO is not a decision-making body; its work is supervised by the QA Subcommittee, and all ODSO proposals are reviewed and approved by the subcommittee. ODSO provides the resulting data and analyses to the Programme Board. The Programme Board analyses the data and, where necessary, proposes measures for improvement. At the end of

each semester, ODSO prepares a summary of all surveys and submits it to the QA Subcommittee.

Terms of reference

The terms of reference for the Governing Bodies are laid down in a Consortium Agreement and include the rights and obligations of the partners and general rules of procedure (conflict resolution, risk-management) for the project implementation.

Decision-making procedures

As a general rule, unanimity is the guiding principle of all decision-making on all governance levels.

Strategic decisions on the level of the Governing Board are taken based on proposals from the Academic and Research Council or the Management Board by taking into account advice from the External Advisory Board.

Decisions on the level of the Academic and Research Council are taken on proposals from relevant committees and working groups.

Communication procedures

Regular meetings take place at all governance levels. The Governing Board meets at least twice a year for proceeding with strategic decision-making, as does the Academic, Research Council and Management Board for preparing strategic decision-making and deciding about operational actions. The External Advisory Board meets at least once a year for responding to demands for strategic advice by the Governing Board'. The Management Board has weekly (virtual) meetings for organising the implementation of operational actions and preparing proposals fora strategic decision on other governance levels.

Reporting procedures foresee quarterly reports by the Management Board including a SWOT Analysis (risk assessment) of institutional participation and Work package implementation, biannual progress reports from the Academic, the Research and the Management Board and annual reports from the External Advisory Board.

An internal share-point for documents facilitates the exchange of information and collaboration.

The consistent use of project email aliases guarantees an inclusive communication flow across all participants to the project.

Evaluation procedures

Quality control and internal and external evaluation procedures of the project (debriefings, course evaluation, EEA compatibility, etc.) include all staff, students and external stakeholders.

General internal project evaluations (auto-evaluation) are conceived and accompanied by the External Advisory Board and take place, initially, after 18 months of project duration and at the end of the project period (month 36) to coincide with the reporting periods established by the project financing authority (external evaluation). In the long-term internal evaluations of the European University will take place every two years.

Informal feedback on the project implementation by administrative and teaching staff, students and external stakeholders, is collected by using traditional social media channels (LinkedIn, Instagram, Twitter) through an EU-CONEXUS social network that allows for participation in the development and decision-making of EU-CONEXUS.

Article 4.2: Joint Master Programme governance and management

Specific governance bodies are foreseen for the achievement of the objectives of the Programme and the management of the tasks related to the Joint Master Programme.

The **Programme Board (PB)** is composed by one academic member representing each university and voting on behalf of his/her institution, one administrative member for each institution responsible for the administrative issues and 2 students. The Programme Board will be responsible for overseeing the general working of the Master programme (financial decisions, approval of the students selected, overall organisation, quality assurance, etc.), reviewing the curriculum, the joint admission criteria, monitoring student achievement, progression and evaluation, including student feedback, reacting to the joint Master External Advisory Board's suggestions, etc. The PB is chaired by the academic member from the Programme Coordinator University, who is called Academic Coordinator. The EU-CONEXUS Academic Council shall validate strategic decisions of the PB.

The **Programme Coordinator University (PCU)** will manage the administrative, legal and financial matters of the Joint Master Programme Consortium. It shall report to the partners all the administrative, legal and financial matters. The PCU will implement the decisions taken by the PB.

The **Selection Committee (SC)** is composed of an expert belonging to each Partner institution and it is responsible for the selection of the students who apply for enrolling in the programme.

The **Joint Master External Advisory Board (JMEAB)** is composed of stakeholders, representing each Partner's country, two students and one alumni. The role of the JMEAB is to provide assistance and vision to the PB on the academic content of the programme, quality of the programme, promotion and public relations for the programme, professional networks related to the programme, internship and Master thesis opportunities for students in the programme.

The **EU-CONEXUS Master Officer (EMO)** will be in charge of all the administrative tasks required for the programme implementation.

The **EU-CONEXUS Faculty Staff** is the core teaching staff which includes the academics from EU-CONEXUS directly involved in the implementation of the programme. It includes highly qualified lecturers and researchers in several relevant disciplines and faculties. The EU- CONEXUS Faculty's prime responsibility is to develop ideas on curriculum matters and to agree on innovative pedagogical methods. They participate in the thematic area evaluations.

Other permanent and temporary committees may be established up to the need for efficient management and implementation of the Joint Master Programme.

The programme will be ultimately supervised by the EU-CONEXUS Academic Council.

Decision making

As a general rule, unanimity is the guiding principle of all decision-making on all governance levels of the Joint Master Programme.

Strategic decisions on the level of the EU-CONEXUS Academic Council are taken based on proposals from the PB: admission procedure, change of curricula, approval of QA enhancement, taking into account advice from the JMEAB. The Governing Board will confirm the tuition fees of the Joint Master Programme, and if necessary, other decisions of the Academic Council under the area of the responsibility.

Decisions on the level of the Programme Committee are taken based on proposals from relevant committees and working groups.

Communication procedures

Regular meetings take place at all governance levels. The PB meets at least once a month. The SC meets at least once a year. The Joint Master External Advisory Board meets at least once a year for responding to demands for strategic advice by the Programme Board.

Reporting procedures foresee annual reports by the PB including a SWOT Analysis (risk assessment) of programme implementation, QA reports. By the end of September each year, the PB submits an annual QA report to ODSO. By the end of November ODSO submits an annual report on QA in all EU-CONEXUS joint study programmes

and joined study offers to the QA Subcommittee. After reviewing the report, the QA Subcommittee may propose additional improvement measures. The reviewed report is then sent to the AC for approval.

An internal share-point for documents facilitates the exchange of information and collaboration.

The consistent use of email aliases guarantees an inclusive communication flow across all participants to the Joint Master Programme.

Article 4.3. Joint study offers coordinated by EU-CONEXUS

The **Coordination Team** (CT) is nominated by the university that coordinates the study offer. It is composed of a representative of each university involved in the study offer, one student representative and one administrative representative who will liaise with the Office for the Development of Study Offers (ODSO). The CT is responsible for organizing and supervising the delivery of the study offer and ensuring quality assurance (QA).

Decision making

As a general rule, unanimity is the guiding principle of all decision-making on all governance levels of the EU-CONEXUS.

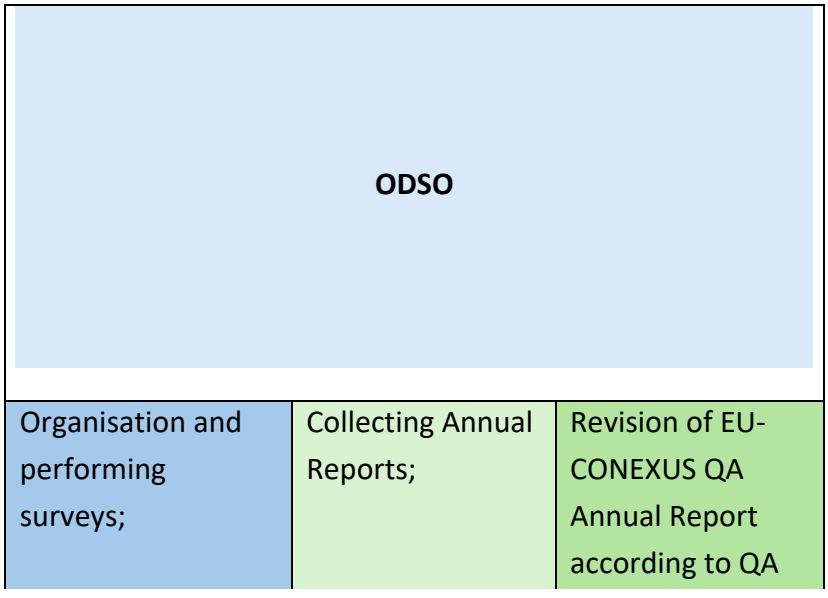
Strategic decisions on the level of the EU-CONEXUS Academic Council are taken on proposals by the CT: inclusion of new courses or modules, change of curricula, approval of QA enhancement. The Governing Board will confirm decisions of the Academic Council under the area of the responsibility.

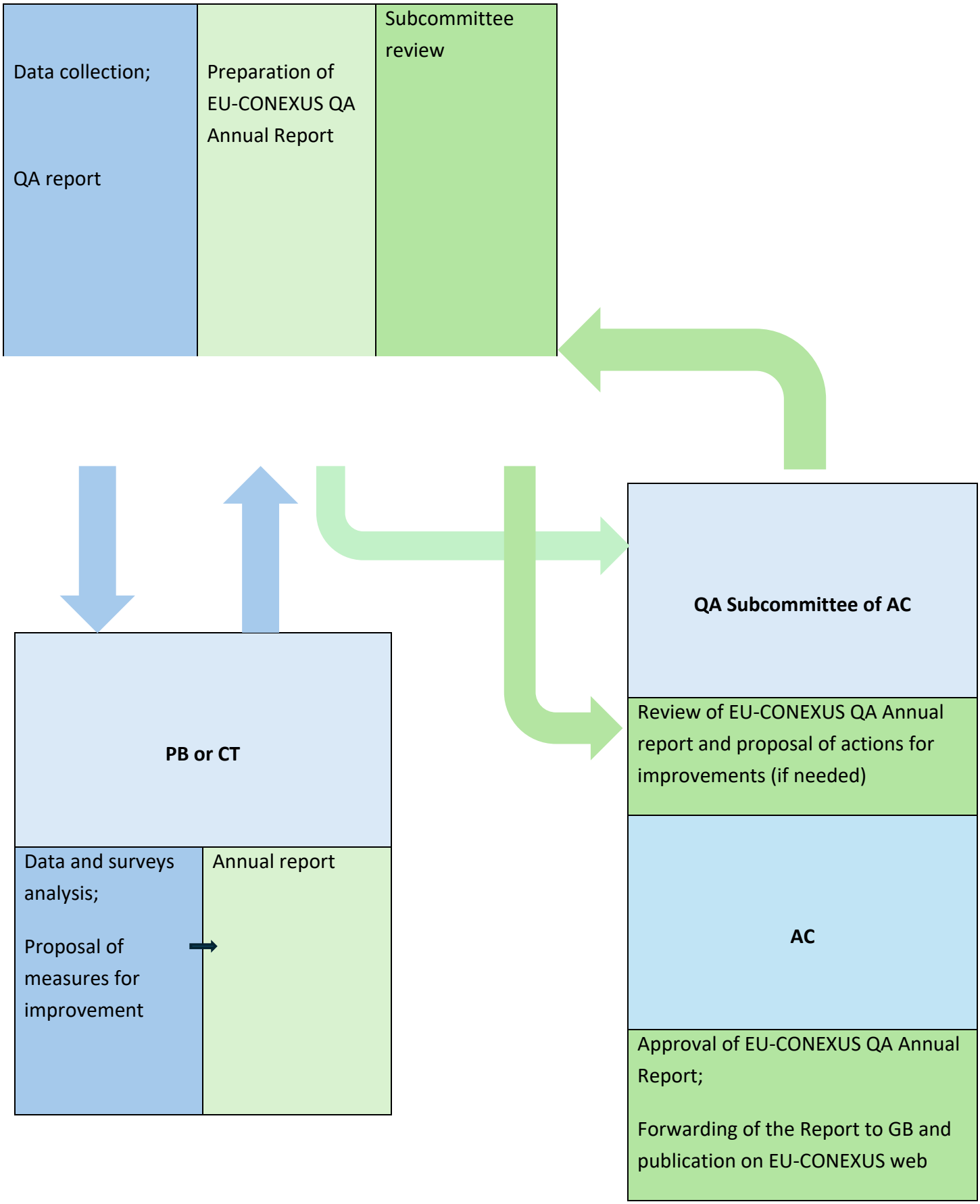
Communication procedures

The CT meets at least once every two months.

Reporting procedures foresee annual reports by the CT including a SWOT Analysis (risk assessment) of programme implementation, QA reports. By the end of September each year, the PB submits an annual QA report to ODSO. By the end of November ODSO submits an annual report on QA in all EU-CONEXUS joint study programmes and joined study offers to the QA SC. After reviewing the report, the QA SC may propose additional improvement measures. The reviewed report is then sent to the AC for approval.

Graph 1. QA procedures




Data collection;
QA report
Preparation of EU-CONEXUS QA Annual Report
Subcommittee review
QA Subcommittee of AC
Review of EU-CONEXUS QA Annual report and proposal of actions for improvements (if needed)
PB or CT
Data and surveys analysis;
Proposal of measures for improvement
Annual report
AC
Approval of EU-CONEXUS QA Annual Report;
Forwarding of the Report to GB and publication on EU-CONEXUS web

ODSO – Office for Development od Study Offers

PB – Programme Board

CT – Coordination Team

AC – Academic Council

QA Subcommittee – Quality Assurance Subcommittee

Article 5. Joint Master Programme quality assurance procedural documents

In this article, the procedures and methodologies for quality enhancement are described. For each procedure, the objective is specified together with the data collection system, the data analysis system and the enhancement system for suggesting and implementing improvements to the Master programme, as well as the available instruments for the procedure. References to the instruments (indicators or evidence) are systematically coded for easy retrieval.

For instance, **QI (01) 02**, refers to the second quality indicator from the procedure (01) in the Quality Assurance Guidelines (i.e., the procedure 'Academic performance analysis'). While **QE (01) 02,** refers to the second quality evidence from the procedure (01) (i.e., the procedure 'Academic performance analysis').

The specific actions detailed in the data collection system, the data analysis system and the enhancement system will be specified (particular dates, calendar, etc.) once the Joint Master Programme will be accredited. For each study offer, relevant IQPs and specific actions are defined prior to the labelling of the offer. All procedures will be implemented in a coordinated manner by the different EU-CONEXUS Partner and EU-CONEXUS governance and management bodies in their respective areas of competence from the beginning of the programme. The different procedures, listed below, have been designed according to the European Standards and Guidelines, as follows:

- IQP 01 Academic performance analysis
- IQP 02 Thematic area evaluations
- IQP 03 Internationalisation assessment
- 1QP 04 Internship evaluation
- IQP 05 Master thesis evaluations
- IQP 06 Admission profile evaluation
- IQP 07 Labour market integration analysis
- IQP 08 Suggestions and complaints
- IQP 09 Teaching staff
- IQP 10 Satisfaction assessment
- IQP 11 Transparency and broadcasting of the programme
- IQP 12 Meta-evaluation of the programme
- IQP 13 Cyclical external quality assurance

IQP 01 Academic performance analysis

Objective

To identify and analyse academic performance of the Joint Master Programme based on objective, quantitative indicators (e.g., the efficiency rate, performance rate, graduation ratio and the dropout rate), and the overall satisfaction of the direct stakeholders involved in Joint Master Programme (students, academics, industry partners and other EU-CONEXUS staff) for further improving the programme.

Data collection system

The EU-CONEXUS Master Officer will collect the results of all the quantitative indicators as well as the results of the overall satisfaction surveys during the three months following the end of each intake of the programme.

Data analysis system

The Programme Board, chaired by the Academic Coordinator, and the joint Master External Advisory Board analyse annually the academic performance indicators, diagnose possible causes for deviations from reference values, and send a report (QE (01) 1) with improvement recommendations. The Programme Board sends this document to the Academic Council.

Enhancement system

The monitoring of the improvement recommendations (QE (01) 2) will be performed by the Academic Council. The Academic Council will inform the Governing Board to make strategic decisions.

Instruments:

Quality indicators (QI)

QI (01) 1 Efficiency rate (at Master level)

QI (01) 2 Performance rate (at Master level)

QI (01) 3 Graduate rate

QI (01) 4 Dropout rate

QI (10) 1 Overall satisfaction of graduated students with the programme

QI (10) 2 Overall satisfaction of Teaching staff with the programme

QI (10) 3 Overall satisfaction of internship partners with the programme

Quality evidence (QE)

QE (10) 4 Graduate students survey

QE (10) 5 Teaching staff survey

QE (10) 7 External supervisors survey (internship supervisors)

QE (01) 1 Analysis and improvement recommendations of the academic performance

QE (01) 2 Template_ Monitoring of the academic improvement recommendations

IQP 02 Thematic area evaluations

Objective

To obtain performance information for further improvement and refinement of the contents of the Joint Master Programme concerning its thematic areas.

Data collection system

Thematic area coordinators will collect the main academic results (performance rate and the efficiency rate) for each one of the courses included in a thematic area once it has been evaluated. They will collect a report of all the teaching staff involved in each course of the thematic area with a brief description of the most relevant aspects detected. Thematic area coordinators will have access to the indicator QI (10) 4, that measures the overall satisfaction of students with the course teaching of each one of the teachers.

Data analysis system

Thematic area coordinators will meet the lecturers of the courses once the thematic area has been evaluated (at the end of the semester or the end of the year) and then analyse together the results obtained (through the quantitative data as well as the qualitative reports). Thematic area coordinators prepare a joint report where they highlight the strengths and weaknesses detected, as well as the improvement recommendations.

Thematic area coordinators will send these reports to the Programme Board. Programme Board analyse the reports and can make transversal decisions. In that case, the Programme Board will send general improvement recommendations downwards to the thematic area coordinators.

Because of its special characteristics: Internship and Master thesis will be analysed separately according to the specific procedures: IOP 04 and IOP 05 respectively.

Enhancement system

The Programme Board will be responsible for supervising the improvements introduced in each thematic area and will fill in the template for monitoring the proposed improvements.

Instruments

Quality indicators (QI)

QI (02) 1 Success rate (at course level)

QI (02) 2 Performance rate (at course level)

QI (10) 4 Overall satisfaction of students with the course teaching survey

Quality evidence (QE)

QE (10) 1 Course teaching survey

QE (02) 1 Analysis and Improvement recommendations of the thematic area

QE (02) 2 Template_ Monitoring of the thematic area improvement recommendations

IQP 03 Internationalisation assessment

Objective

To ensure the highest possible degree of internationalisation of the Joint Master Programme, monitoring the countries of origin of the students, teachers and other staff and evaluate the level of satisfaction of the students concerning the mobility carried out during the development of the training program.

Data collection system

The EU-CONEXUS Master Officer and the EU-CONEXUS Mobility Office will collect all the information regarding the overall satisfaction with the mobility programme of

students (this will be compulsory for all students), faculty staff and other staff during the whole academic year. At the end of each year, they will calculate internationalisation indicators such as (diverse by citizenship, number of visiting teaching staff, multilingualism). The information collected will be sent to the Programme Board.

Data analysis system

The Programme Board will annually perform the analysis of the information provided by the EU- CONEXUS Mobility Office and highlight the strengths and weaknesses of the mobility programme as well as a report with improvement recommendations. This report will be sent to the EU- CONEXUS Mobility Office and the EU-CONEXUS office in charge of student recruitment.

Enhancement system

The Programme Board will be responsible to monitor the implementation of the improvement recommendations proposed.

Instruments

Quality indicators (QI)

QI (03) 1 Diverse by citizenship

QI (03) 2 Number of visiting teaching staff

QI (03) 3 Multilingualism: number of students enrolled in foreign languages courses

QI (10) 5 Overall satisfaction of students with the mobility programme

QI (10) 6 Overall satisfaction of teaching staff with the mobility programme

QI (10) 7 Overall satisfaction of other staff with the mobility programme

Quality evidence (QE)

QE (10) 2 General student survey

QE (10) 5 Teaching staff survey

QE (10) 6 Administrative staff survey

QE (03) 1 Mobility analysis and improvement recommendations

QE (03) 2 Template_ Monitoring of the mobility improvement recommendations

IQP 04 Internship evaluations

Objective

To ensure the quality of external internships in the Joint Master Programme.

Data collection system

The internship coordinator (or the internship commission) will be in charge of:

- the establishment of agreements with the companies where the internships will be developed;
- the assignment of an internal supervisor (a university professor) and an external supervisor (a company tutor in charge of the student's training) to each student;
- the establishment of agreements of the tasks to be carried out by each student in each company, indicating the dates of their internships, who are the internal and external supervisors, etc.;
- the collection of information regarding the assessment of students (evaluation of both internal and external supervisors);
- passing on the satisfaction surveys to external supervisors;
- the participation in annual meetings to analyse the information collected and provide feedback from the companies.

Data analysis system

The internship coordinator will have a meeting, once the thematic area has been evaluated, with the internal supervisors, at least two external supervisors and at least two students. This internship committee will analyse the quantitative results obtained (performance rate of the thematic area, satisfaction of students and internal-external supervisors) and send a report to the Academic Coordinator. The Academic Coordinator will report the strengths and weaknesses detected including the improvement recommendations. This report will be sent to the Programme Board.

Enhancement system

Programme Board will be responsible to monitor the implementation of the improvement recommendations.

Instruments

Quality indicators (QI)

QI (04) 1 Performance rate (only for internship)

QI (10) 8 Overall satisfaction of students with the internship programme

QI (10) 11 Overall satisfaction of internship supervisors

Quality evidence (QE)

QE (10) 3 Internship students survey

QE (10) 7 External supervisors survey (internship supervisors)

QE (04) 1 EU-CONEXUS internship plan

QE (04) 2 EU-CONEXUS internship agreement template

QE (04) 3 Analysis and improvement recommendations report

QE (04) 4 Template_ Monitoring of the internship improvement recommendations

IQP 05 Master thesis evaluations

Objective

To ensure the quality of the Master thesis in the Joint Master Programme.

Data collection system

Master thesis guidelines will be available for students when they enrol in the programme. Each student will develop his/her Master thesis guided by a supervisor and/or a supervisor and a co-supervisor. The Academic Coordinator will be in charge of the organisation of this process (he/she will assign the most suitable supervisor/s for each student according to the thematic area of the thesis chosen by the student). The Academic Coordinator will collect, at the end of the Master thesis, the academic results (performance rate of the thematic area) as well as the results regarding the satisfaction of students and supervisors with the Master thesis thematic area.

Data analysis system

The Academic Coordinator will have a meeting, once the thematic area has been evaluated, with the supervisors of the theses and at least two students, to analyse the quantitative results obtained (performance rate of the thematic area, satisfaction of students and supervisors with the MSc thesis). The Academic Coordinator will report the strengths and weaknesses detected including the improvement recommendations. This report will be sent to the Programme Board.

Enhancement system

Programme Board will be responsible to monitor the implementation of the improvement

recommendations.

Instruments

Quality indicators (QI)

QI (05) 1 Performance rate (only for Master thesis)

QI (10) 9 Overall satisfaction of students with the Master thesis

QI (10) 10 Overall satisfaction of supervisors

Quality evidence (QE)

QE (10) 2 General student survey

QE (10) 8 Master thesis supervisors survey

QE (05) 1 Analysis and improvement recommendations report

QE (05) 4 Template_ Monitoring of the Master thesis improvement recommendations

IQP 06 Admission profile evaluation

Objective

To ensure that the admission procedure is performed adequately and enables satisfactory

academic progress of the student.

Data collection system

The EU-CONEXUS Master Officer collects all the information corresponding to the admission requirements and sends the information to the Selection Committee. The Selection Committee decides on the list of candidates to be admitted and calculates the enrolment rate. Once this information is complete, the Selection Committee sends a report to the Programme Board.

Data analysis system

At the end of the academic year, the Programme Board analyses the enrolment rate and the relationship between the admission profile and the academic results for each thematic area (QE (02) 1, from procedure IQP 02). The Programme Board will issue a report on the progression of students concerning the admission profile requirements. In case that new requirements must be added, the Programme Board will perform an improvement recommendation report to be sent to the Selection Committee. This will be communicated to the Academic Council as well.

Enhancement system

The Programme Board will, for the following intake, review admission requirements in order to ensure a better adjustment of the enrolment rate (admission profile) and the progression (academic results) of students. The EU-CONEXUS Academic Council will validate new admission procedure, if necessary.

Instruments

Quality indicators (QI)

QI (06) 1 Enrolment rate

Quality evidence (QE)

QE (02) 1 Analysis and Improvement recommendations of the thematic area

QE (06) 1 Report of the admission profile

QE (06) 2 Analysis and improvement recommendations report

QE (06) 3 Template_ Monitoring of the admission improvement recommendations

IQP 07 Labour market integration analysis

Objective

To measure and analyse the extent to which postgraduates of the Joint Master Programme integrate successfully into the specific labour market and their satisfaction with the training received in the programme, based on their experiences after the graduation.

Data collection system

EU-CONEXUS is creating a Virtual Campus including, among others, a University-Industry platform and a Mentoring platform.

The University-Industry platform will be an interactive online tool, accessible for students, researchers, and companies regarding the following areas of interest: work placements, job offers, project development, etc., while the Mentoring Platform's main goal is to develop the students' entrepreneurial thinking by exchanging with external stakeholders and give orientation on choosing their studies and educational paths. It will also facilitate the students' involvement in entrepreneurial and/or research projects. The platform will also be used to create an alumni network that will allow for keeping track of the professional paths of graduates from the MSc programme. Annual graduate student surveys will provide relevant information on their labour market integration.

The information of the activity on these platforms and the surveys will be sent by the Platform Moderator to the Programme Board annually.

Data analysis system

The Programme Board, together with the joint Master External Advisory Board, will analyse (two years after the students' graduation) the labour market integration data taking into account the professional and socio-economic context. The PB will perform a report highlighting the strengths and weaknesses of the results obtained including improvement recommendations related to the learning outcomes that are needed in the society.

Enhancement system

Programme Board incorporates the necessary improvements in the programme according to the desired graduation profile defined by JMEAB. It supervises the implementation of the recommendations and informs the Academic Council.

Instruments

Quality indicators (QI)

QI (10) 1 Overall satisfaction of graduated students with the programme

Quality evidence (QE)

QE (10) 4 Graduate student survey

QE (07) 1 Report of the labour market integration of the study programme

QE (07) 2 Analysis and improvement recommendations report

QE (07) 3 Template_ Monitoring of the graduate profile improvement recommendations

IQP 08 Suggestions and complaints

Objective

To address justified complaints and suggestions from individuals about the joint study programme within the limits of the consortium agreements.

Data collection system

All stakeholders (students, teachers, external supervisors, etc.) wishing to make a suggestion or comment about the programme policies or services, either academic or non-academic, can do so through the formal ‘suggestions mailbox’ that will be available on the website of the programme.

The suggestions mailbox will record the complaints and suggestions as well as the moment they are answered.

Another non-formal way to inform about suggestions or complaints is the different committees where the different stakeholders are represented. For individual matters, the students can contact directly the person in charge.

All complaints received will be notified to the Programme Board.

Data analysis system

The Programme Board will analyse the number of suggestions and complaints received and the time spent solving them. The Programme Board will perform a report with the results of this analysis including improvement recommendations (if necessary).

Enhancement system

An initial response to any complaint can be expected within 3 days of receipt, and considered

response to the complaint should be received within a further three weeks, with any subsequent remedy implemented with the minimum of delay.

Instruments

Quality indicators (QI)

QI (08) 1 Number of suggestions received

QI (08) 2 Number of complaints received

QI (08) 3 Time spent attending the suggestion/complaint

Quality evidence (QE)

QE (08) 1 Analysis and improvement recommendations report

IQP 09 Teaching staff

Objective

To guarantee the quality of the teaching staff, to be adequate and trained in new innovative and pedagogical teaching tools and methods.

Data collection system

The consortium will regularly offer training courses for teachers. The Academic Coordinator will be informed annually of the participation in these training programs (as well as other merits) of the teachers in the Joint Master Programme.

Data analysis system

The Academic Coordinator will review the information on teacher training and the satisfaction of students with the teaching of each course. The Academic Coordinator will detect possible problems or needs to improve teaching, which will be reflected in a report that will be sent individually to the teachers involved. The global report of the teachers' results will be sent to the Programme Board.

Enhancement system

The Programme Board will analyse the satisfaction results after the adoption of these improvements. Likewise, it may propose transversal continuous training actions to all the universities of the consortium.

Instruments

Quality indicators (QI)

QI (10) 4 Overall satisfaction of students with the course teaching

Quality evidence (QE)

QE (10) 1 Course teaching survey

IQP 10 Satisfaction assessment

Objective

To understand the overall satisfaction of the direct stakeholders involved in the Joint Mater Programme (students, Faculty staff and other EU-CONEXUS staff) for further improving the programme.

Data collection system

There will be different surveys for the different stakeholders in order to get information about the overall satisfaction with the programme, procedures, academic coordination, resources, etc.

The surveys will be different depending on the stakeholders addressed as well as on the best timing for collecting the information.

- Two surveys for students:
  - Course teaching survey (there will be one survey for each lecturer, surveys will be collected at the end of each semester).
  - General student survey (there will be one survey to be fulfilled at the end of the 3rd semester)
- Internship survey for students (at the end of the internship)
- One survey for postgraduate students (at the end of the programme)
- One survey for teaching staff (at the end of each academic year)
- One survey for administrative staff (at the end of each academic year)
- One survey for external supervisors (internship supervisors) (at the end of the 2
- semester).
- One survey for Master thesis supervisors (at the end of the 4th semester).

The results of all surveys will be published on the website.

Data analysis system

The results obtained from the different surveys will be analysed by the appropriate committees as it is described in the procedures. For example, the results obtained from the course teaching surveys will be analysed by the Thematic Area Coordinators (IOP 02). The graduate students survey will be analysed by the Programme Board together with the Joint Master External Advisory Board (IOP 07), etc.

The surveys can be adapted according to the suggestions of the different stakeholders. In that case, the Programme Board will be responsible to adapt the surveys as suggested by the stakeholders.

Enhancement system

The Programme Board will be in charge of ensuring high participation in the surveys.

Instruments

Quality indicators (QI)

QI (10) 1 Overall satisfaction of graduated students with the programme

QI (10) 2 Overall satisfaction of Teaching staff with the programme

QI (10) 3 Overall satisfaction of internship partners with the programme

QI (10) 4 Overall satisfaction of students with the mobility programme

Ql (10) 5 Overall satisfaction of Teaching staff with the mobility programme

QI (10) 6 Overall satisfaction of other staff with the mobility programme

QI (10) 7 Overall satisfaction of students with the internship programme

QI (10) 8 Overall satisfaction of students with the Master thesis

QI (10) 9 Overall satisfaction of supervisors

QI (10) 10 Overall satisfaction of internship supervisors

QI (10) 11 Overall satisfaction of the administrative staff

Quality evidence (QE)

QE (10) 1 Course teaching survey

QE (10) 2 General student survey

QE (10) 3 Internship students survey

QE (10) 4 Postgraduate students survey

QE (10) 5 Teaching staff survey

QE (10) 6 Administrative staff survey

QE (10) 7 External supervisors survey (internship supervisors)

QE (10) 8 Master thesis supervisors survey

IQP 11 Transparency and dissemination of the programme

Objective

To inform all involved or interested in the joint master programme about its curriculum, development and results.

Policies and channels

The Partners commit entirely to the transparency of all processes that affect the students (admission, progress, results, job placement, etc.). The most relevant information will be transmitted both, internally (on the Virtual Campus) and externally, through the EU-CONEXUS website.

Contents

For the **external** dissemination of the programme and its curriculum, important sources of information are but not limited to:

- EU-CONEXUS website (submenu of the programme)
- Partners' websites
- Social media (Facebook, LinkedIn)
- Relevant national and international student information and registration platforms

For the **internal** dissemination of the programme, its curriculum and thematic areas, important information sources are:

- the Virtual Campus
- the internal share-point
- EU-CONEXUS manuals (e.g. ECTS course catalogue, Students' assessment guidelines, Master thesis guidelines)

Enhancement system

The EU-CONEXUS Joint Communication Unit together with the EU-CONEXUS Master Officer and the Programme Coordinator University, is responsible for the content's publication on the external EU-CONEXUS website.

Instruments

Quality indicators (QI)

QI (11) 1 % of published information on time

Quality evidence (QE)

QE (11) 1 EU-CONEXUS general information of the Joint Master Programme (Curriculum, Learning outcomes, Mobility plan, Admission procedure, Internship organisation, Master thesis topics)

IQP 12 Meta-evaluation of the programme and quality enhancement planning

Objective

To review the purpose, the acquisition of the programme learning outcomes as well as the graduate profile of the joint master programme in order to stay at the forefront of developments in specific field and education at Master level and to ensure the implementation of recommendations for the improvement of the programme.

Data analysis system

The Programme Board meets annually to globally review the results obtained from all the quality procedures: the academic results, the labour market integration, the global satisfaction of all stakeholders, contributions from students and external personnel, etc. Besides, in the meta- evaluation, the Programme Board will take into account the progress of the results with respect to previous editions and will establish the reference values for the quality indicators. With the global vision of all results, the Programme Board prepares a final report (joint master programme meta-evaluation report) and an improvement plan for the programme (Global improvement report). These documents will be sent to the EU-CONEXUS Academic Council and the Governing Board. These documents will also be accessible on the website.

The Academic Council will meet every two years to make strategic proposals according to the Programme Board final reports and present them for a decision to the Governing Board.

Enhancement system

The Programme Board adopts the recommendations of the Academic Council and the Governing Board and delegates its implementation to the Programme Coordinator University unless decided otherwise.

Instruments

Quality indicators (QI)

All the indicators mentioned in the procedures

Quality evidence (QE)

All the shreds of evidence mentioned in the procedures, including the complete satisfaction surveys. (not only the indicators extracted from surveys)

QE (12) 1 MSc meta-evaluation report

QE (12) 2 Global improvement report

IQP 13 Cyclical external quality assurance

Objective

To ensure that the quality assurance system guarantees the success of the whole programme life cycle (from accreditation until its external evaluation).

Procedure

The whole programme will be evaluated by an external quality agency every 6 years, according to the European standards for the joint programmes.

Apart from the external assessment of the programme, the joint quality assurance system implementation of the programme will be integrated into the global auto-evaluation of EU- CONEXUS, which is foreseen initially after 18 months and 36 months of operation and every four years in the longer term.

Article 6. Date of commencement

These regulations shall take effect from the date of their adoption.

Annex 1.

DEFINITION OF ACADEMIC PERFORMANCE INDICATORS

QI (01) 2 Performance rate (at Master level)

For academic year X, the percentage ratio between the number of ordinary credits passed in Degree T and the total number of ordinary credits enrolled.

$$\frac{\sum \text{number of ordinary credits passed in Degree T in the academic year X}}{\sum \text{total number of ordinary credits enrolled in the Degree T inthe academic year X}} \text{ x } 100$$

- Recognised and transferred credits are not included among either passed or enrolled credits.
- Credits enrolled by students from other universities who take courses at UCV through mobility programmes are also not taken into account.
- Calculated per academic year.

QI (01) 1 Efficiency rate (at Master level)

Percentage ratio between the total number of credits passed by a student throughout Degree T from which they have graduated and the total number of credits in which they have enrolled in Degree T.

$$\frac{\Sigma \text{ number of credits accumulated by graduates in a T Degree in the graduation cohort G}}{\Sigma\ number\ of\ credits\ accumulated\ by\ graduates\ in\ a\ T\ Degree\ in\ the\ graduation\ cohort\ G} x\ 10$$

- Only students considered part of the optimal population for the full set of years studied at the time they pass all required credits are included.
- A graduate is understood to be a student who has passed the credits required to complete the Degree in question (regardless of whether they have applied for the official award or are undertaking additional specialisations).
- Calculated each academic year for graduates from the same graduation cohort.

QI (01) 3 Graduate rate

Percentage ratio between students from entry cohort C who complete, within the expected duration plus one academic year, the credits required to obtain Degree T, and the total number of new entrants in the same cohort C in that Degree T.

$$\frac{number\ of\ students\ in\ an\ intake\ cohort\ C\ in\ a\ degree\ programme\ T\ who\ manage\ to\ complete\ that\ degree\ within\ the\ expected\ time\ +\ 1\ (or\ less)}{\text{number of new students in an intake cohort C in a degree programme T}} \text{ x } 100$$

- Calculated each academic year considering students from the same entry cohort who belong to the optimal population during their studies (in the year of calculation or previous years) and who study full-time.
- The expected duration refers to the number of academic years established in the curriculum to complete the credits comprising the Degree (with 60 credits as the reference number per academic year).
- Only students who are part of the optimal population and study full-time for the full duration of their studies at the time they complete all required credits are considered graduates. In the case of a University Master's Degree, the full-time criterion applies only to the first year of enrolment.

QI (01) 4 Dropout rate

Percentage ratio of students from entry cohort C in academic year X, enrolled in Degree T, who have not graduated within the expected duration plus one year and have not enrolled during the previous two academic years.

For a four-year Degree, calculation requires data from academic years X, X+1, X+2, X+3 and X+4.

Students who graduate in Degree T in X+1, X+2, X+3 or X+4 are not considered drop-outs.

The Overall Drop-out Rate equals the sum of the First-, Second- and Third-Year Drop-out Rates.

QI (02) 2 Performance rate (at course level)

For academic year X, the percentage ratio between the number of ordinary credits passed in Course A in Degree T and the total number of ordinary credits enrolled in Course A.

$$\frac{\sum \text{number of ordinary credits passed in a course A in Degree T } \textit{in the academic year X}}{\sum \text{he total number of ordinary credits enrolled in course A in Degree T in the academic year X}} \; x\,100$$

- Recognised and transferred credits are not included among either passed or enrolled credits.
- Credits enrolled by students from other universities who take courses at the university through mobility programmes are not taken into account.
- The sum of the completion, fail and non-attendance rates for each course must equal 100%.
