# CE Quality Program

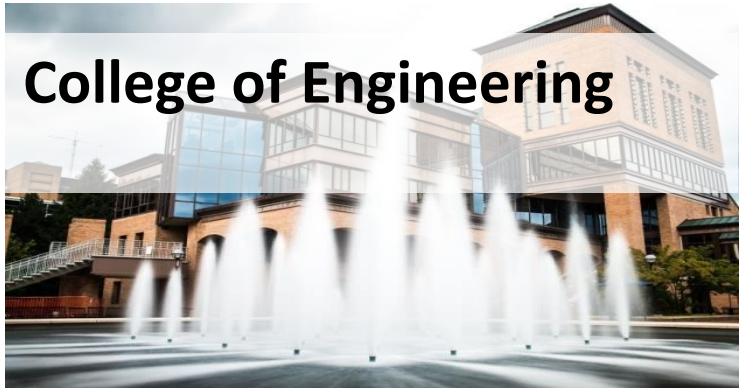
## ENABLING QUALITY LEADERSHIP AND OPERATIONAL EXCELLENCE

Edward G. Borbely, University of Michigan - Ann Arbor, USA

# Background

- Who I am
- Where I’m from
- Why I’m here

Founded in 1817
Consistently in top 10 U.S. universities
Ranked among the top 3 U.S. public universities
90 Programs ranked in Top 10
500,000+ alumni worldwide



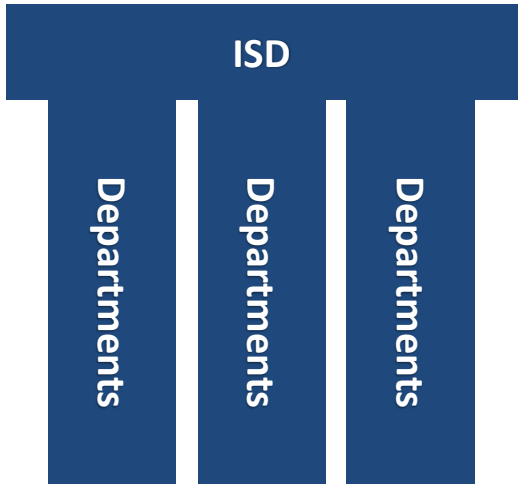

Top 10 in nearly every undergraduate and graduate program
381 tenured and tenured track faculty
127 research faculty
70,000 alumni

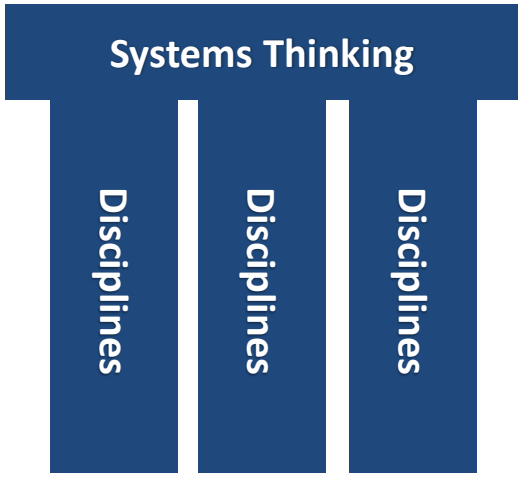
US N&WR Top 10 for online engineering graduate degrees
11 graduate degree programs; 1 dual degree
33 professional education programs
200 offerings per year for custom programs

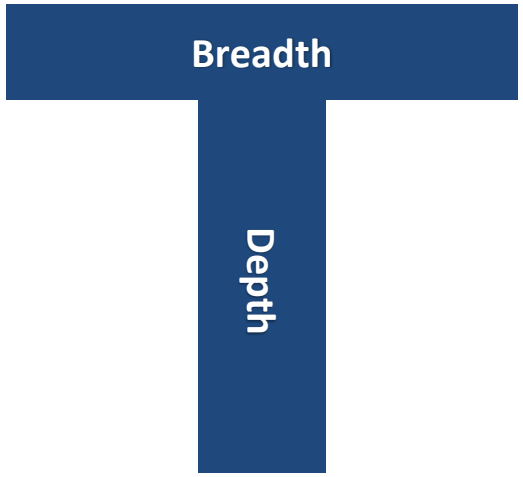
# ISD Purpose & Mission

**To educate leaders skilled in integrative systems + design who can think transformatively and create value in society and the workplace**

| T-Shaped Experience | T-Shaped Education | T-Shaped Individual |
|---|---|---|
| INTEGRATIVE | MULTIDISCIPLINARY | TRANSFORMATIVE |

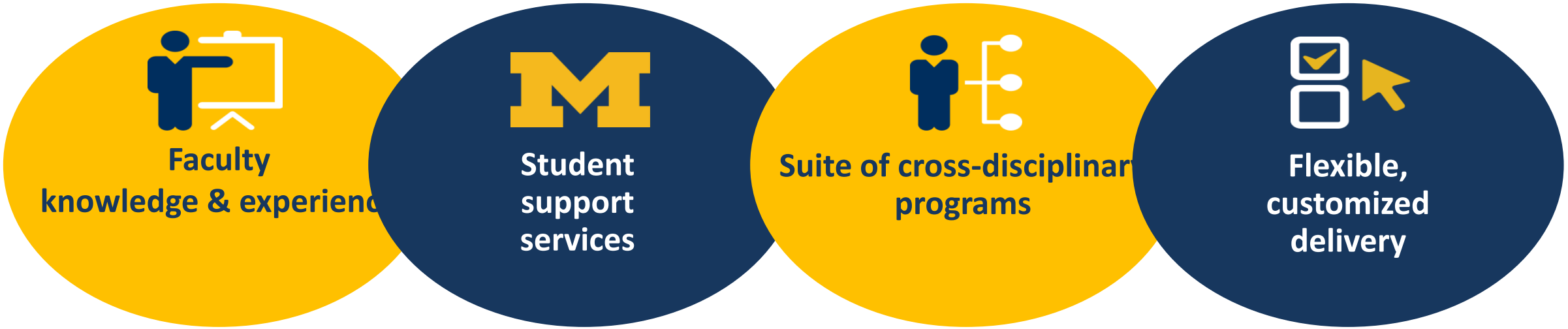


# Primary Functions

**An academic home for comprehensive interdisciplinary degrees and professional education programs**



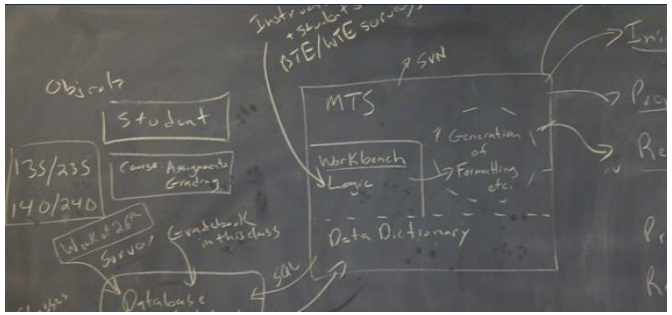

We have the people, programs, and resources.
You just have to tell us what you want.

# Country of Origin

## STUDENTS AROUND THE WORLD
(on campus and online)

**Vision:**
To redefine public residential education at a 21st century research university
through the creative use of technology and targeted experimentation with digital programs in order to enable engaged, personalized and lifelong learning for
the entire Michigan community.

## Curricular Innovation




## Leadership in Learning Analytics

## Digital Infrastructure At Scale

# DIGITAL EDUCATION & INNOVATION
UNIVERSITY OF MICHIGAN

#umdigitaled

## Curricular Innovation

Programs and Certificates

Blended & Flipped Learning

Maker Spaces for Residential Learners

MOOCs & SPOCs

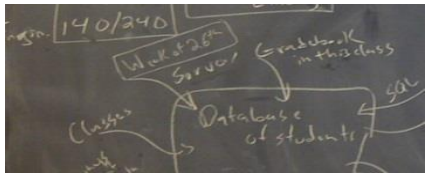
## Leadership in Analytics

ECoach
University of Michigan

Personalization & Predictive Analytics

Student Explorer

Advising & Early Warning



Data-driven Academic Pathways

GradeCraft

Gameful Learning & Design

## Digital Infrastructure At Scale

INTERNET2®

Networks

Sakai

Learning Management Systems

HATHI TRUST Digital Library

Digital Libraries

Unizin

Digital Ecosystems

# CE Quality Program

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# What is it?

- A movement to enable excellence in continuing education
- Self Assessment Methodology and Survey Tools (DAETE)
- Experienced CE and LLL leaders willing to share
- Quality tools and processes based on EFQM
- A growing group of professionals like you from EU, Asia, the Americas

# Benefits of Self-Assessment

- Building consensus among staff and management on current state
- Hear new ideas from within and outside your organization
- See best practices
- Share ideas
- Get better at the things we do!

# Value of tool set

- Flexible framework specific to CE programs and ops
- Consistent questions and measures to build consensus and engagement within your organization
- Ability to compare and measure progress with peers
- Potential for ‘standard of excellence’

# Tool set (DAETE - enhanced)

- EFQM based self-assessment Questionnaire
- Self-assessment measurement tool
- Benchmarking Demographic Profile
- “Best practices” shared using a common template

# Institutions in Collaboration

To create, improve and make these resources available worldwide

Georgia Institute of Technology
Stanford University
State University of New York (SUNY)
University of Michigan
University of Wisconsin – Madison, USA

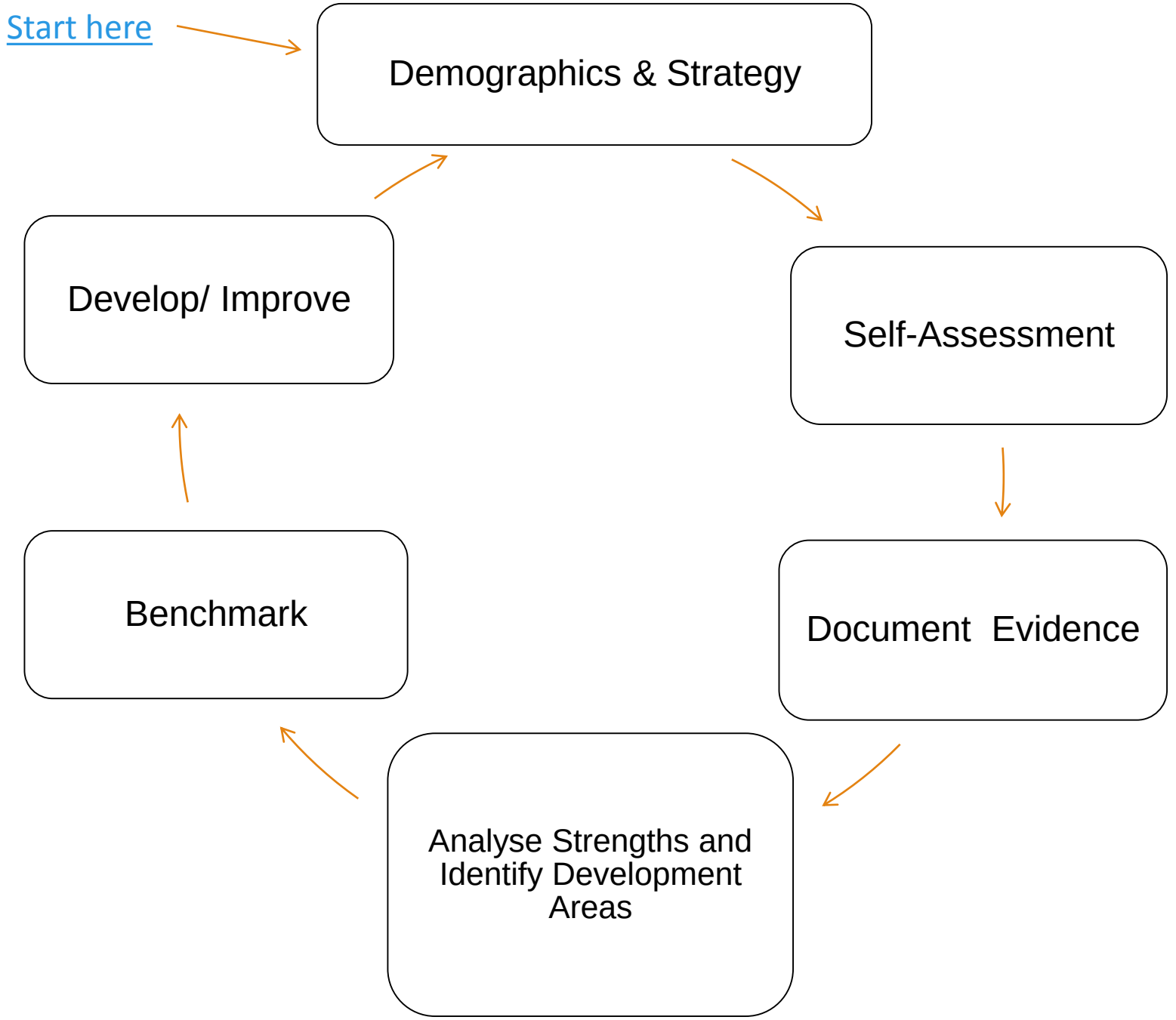
Aalto University, Finland
Imperial College London, United Kingdom
University of Porto, Portugal
Katholieke Universiteit Leuven, Belgium
Aarhus Universitet, Denmark
University of Delft, The Netherlands
Universidad Politécnica de Valencia, Spain

CACEE
Tsinghua University, China

# IACEE Quality Program Model

You can start this process today!

http://www.iacee.org/



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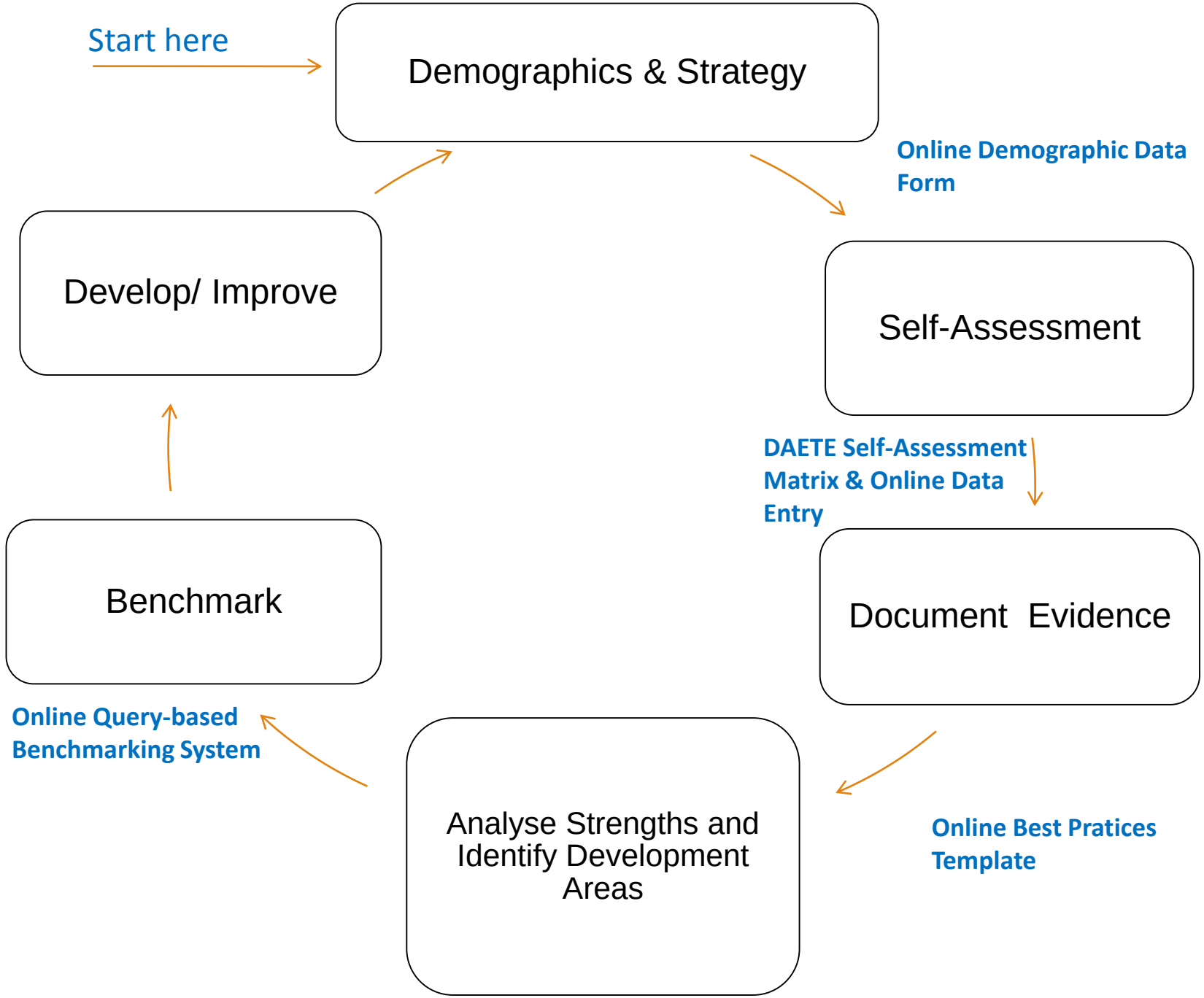
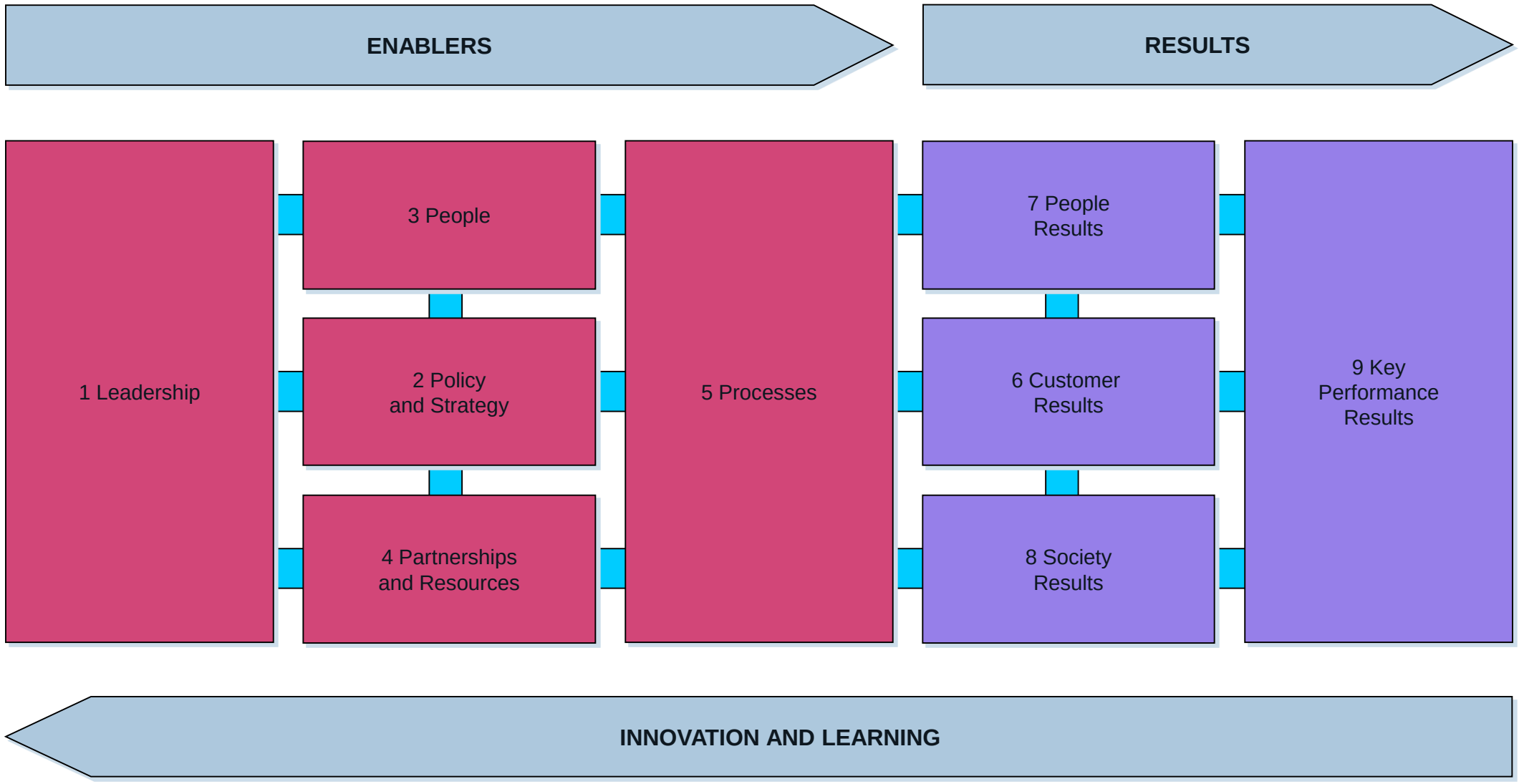


# EFQM Excellence Model




© European Foundation for Quality Management

# Five Level Rating System

Level 1: Quality depends solely on the individual (no processes)

Level 2: Process awakening (basic processes)

Level 3: Vision through processes, professionalization and a guarantee of quality (intermediate processes)

Level 4: Systematic assessment and improvement of processes (sophisticated processes)

Level 5: Aiming for external excellence (excellent processes)

# Self-Assessment

| | Criteria / Subcriteria | 2010 Consensus Ratings |
|---|---|---|
| **1** | **Leadership** | |
| 1a | Development of vision and mission | 2 |
| 1b | Continuous improvement of management systems | 2 |
| 1c | Leadership and external relations | 3 |
| 1d | Leadership and motivation | 3 |
| **2** | **Policy and strategy** | |
| 2a | Mission, vision, values and strategic planning | 2 |
| 2b | Formulating strategic planning | 2 |
| 2c | Designing, communicating and validating the strategic plan | 1 |
| 2d | Implementation of policies and strategy and updating the strategic plan | 1 |

# Self-Assessment

| Criteria / Subcriteria | | 2010 Consensus Ratings |
|---|---|---|
| **8** | **Society oriented results** | |
| 8a | Image | 2 |
| 8b | Social responsibility | 1 |
| 8c | Impact | 2 |
| 8d | Sustainability | 2 |
| **9** | **Key performance results** | |
| 9a | **Financial** | 1 |
| 9a1 | Direct costs to offer programs and services are being covered | 0 |
| 9a2 | Indirect/fixed costs are being covered | 0 |
| 9a3 | There is an ongoing ability to fund investment in new initiatives in support of campus and system priorities | 0 |
| 9a4 | The finanical model allows for scaling of resources to provide programs/services (up or down) as the demand from campuses and system scales | 0 |
| 9a5 | The costs of participation in CPD programs/services is perceived as affordable by the campuses and system admin | 1 |

# Documented Progress

| | Criteria / Subcriteria | 2010 Consensus Ratings | 2011 Consensus Ratings | 2012 Consensus Ratings | 2013 Consensus Ratings |
|---|---|---|---|---|---|
| **1** | **Leadership** | | | | |
| 1a | Development of vision and mission | 2 | 3 | 3 | 4 |
| 1b | Continuous improvement of management systems | 2 | 2 | 3 | 3 |
| 1c | Leadership and external relations | 3 | 4 | 4 | 4 |
| 1d | Leadership and motivation | 3 | 3 | 3 | 3 |
| **2** | **Policy and strategy** | | | | |
| 2a | Mission, vision, values and strategic planning | 2 | 3 | 3 | 3 |
| 2b | Formulating strategic planning | 2 | 3 | 3 | 3 |
| 2c | Designing, communicating and validating the strategic plan | 1 | 4 | 4 | 4 |
| 2d | Implementation of policies and strategy and updating the strategic plan | 1 | 3 | 3 | 3 |

# Documented Progress

| Criteria / Subcriteria | | 2010 Consensus Ratings | 2011 Consensus Ratings | 2012 Consensus Ratings | 2013 Consensus Ratings |
|---|---|---|---|---|---|
| **8** | **Society oriented results** | | | | |
| 8a | Image | 2 | 3 | 3 | 3 |
| 8b | Social responsibility | 1 | 3 | 3 | 3 |
| 8c | Impact | 2 | 3 | 3 | 3 |
| 8d | Sustainability | 2 | 2 | 2 | 2 |
| **9** | **Key performance results** | | | | |
| 9a | **Financial** | 1 | 2 | 3 | 3 |
| 9a1 | Direct costs to offer programs and services are being covered | 0 | 1 | 1 | 1 |
| 9a2 | Indirect/fixed costs are being covered | 0 | 0 | 1 | 1 |
| 9a3 | There is an ongoing ability to fund investment in new initiatives in support of campus and system priorities | 0 | 0 | 0 | 0 |
| 9a4 | The finanical model allows for scaling of resources to provide programs/services (up or down) as the demand from campuses and system scales | 0 | 0 | 0 | 0 |
| 9a5 | The costs of participation in CPD programs/services is perceived as affordable by the campuses and system admin | 1 | 1 | 1 | 1 |

# Best Practices Template

**During the DAETE self-evaluation process, you scored your institution 4 or 5 in several criteria. We are currently involved on collecting best practices from institutions like yours that helps us to clearly identify precisely what is excellence performance in CEE.**

| **Name of the Institution** |
| --- |
| |
| **Contact for the Institution** |
| **Name:**<br>**Email Address:**<br>**Phone Number:** |
| **Fiscal Year** |
| |
| **Sub-Criterion Number/Label/Statement/Score** |
| Include a bulleted list of statements that demonstrate why you assigned this score for this sub-criterion as well as name and contact info for person who can be contacted for more information.<br>-<br>-<br>-<br>-<br>Name and Contact Info: |

# Learn More & Get Started

www.iacee.org/quality program

IACEE Quality Program | International Association for Continuing Engineering Education - Google Chrome

www.iacee.org/iacee_quality_program.php

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IACEE

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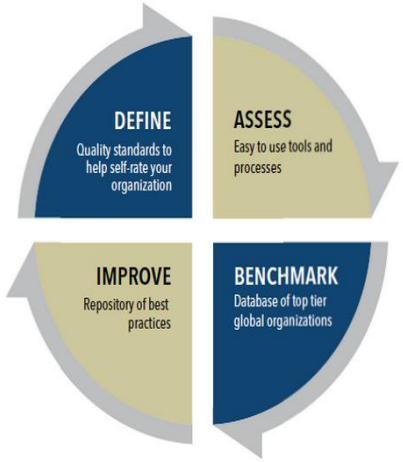
## IACEE Quality Program




IACEE's Quality Program for Continuing Education, earlier known as Continuing Professional Development Benchmarking and Quality Improvement Program (CPD-BQIP), originated as the Development of Accreditation in Engineering Education and Training (DAETE) project sponsored by IACEE. It has been developed over the past five years with IACEE support and external funding through the U.S. Department of Education and the European Union. The Program's standard is based on the European Foundation for Quality Management (EFQM) Excellence Model, adapted for applicability to CPD and Continuing Education (CE) organizations.

**All institutional IACEE members are encouraged to register for this organizational quality improvement and benchmarking program, which is a FREE benefit of IACEE membership.** As the number of users increases and the size of the database increases, the quality of the benchmarking data will improve and be of greater value to all of us! Please register here.

Benchmarking best ....pdf

Show all

# Thank you!

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