

'TIEN werkende mechanismen voor onderwijskwaliteit'

- Ten working mechanisms for educational quality

Management summary

Introduction

From 2020 to 2024, 28 education teams at Rotterdam University of Applied Sciences worked on getting a grip on the quality of education and study success in the university-wide programme GOS. In this programme, the participating education teams, the GOS programme team and the support staff and experts involved have learned a lot about what works when you work systematically as a team on the quality of education and study success.

The publication 'TIEN werkende mechanismen voor onderwijskwaliteit' brings together experiences and lessons learned.

The GOS approach

The GOS programme was launched in 2019 on behalf of the Executive Board to help education teams reduce unnecessary drop-out and study delay, following conclusions from the 2019 report 'Grip on Study Success'. Based on the premise that the quality of education is created in the education teams themselves, a programmatic approach was chosen in which a support structure was developed to stimulate, facilitate and supervise teams in this regard.

The programme was based on three pillars: financial support, knowledge acquisition, and monitoring and evaluation. It was managed by a process director and a programme team in which various areas of expertise in the field of working on the quality of education were represented. In 2024, the teams will complete their programmatic work on the quality of education.

The yields

The learning outcomes of five years of GOS have been summarised in ten mechanisms that have shown to have a stimulating effect within education teams and three insights into support.

These are stories with experiences of teachers, students and managers about how these mechanisms have helped them to get their improvement process going and keep it going and what the perceived benefits are. Below are the ten mechanisms and what they lead to.

Creating a shared sense of urgency (1) and **problem analysis** (2) ensure that education teams are focused.

This way, you can effectively work together towards the same goal.

The use of external expertise (3) and **evidence-informed improvement (4)** help education teams to develop knowledge.

This way, you ensure that you work on the quality of education in a well-founded manner.

Thinking from the student's point of view (5) and **involving students in educational improvement (6)** bring the student perspective to the fore more strongly in education teams.

This way, you ensure improvements that really fit the needs of the student.

Promoting collective learning (7) and **professionalising collaboration (8)** stimulate team development.

This way, the team really works together on and learn from improving the quality of education.

Effective management of education quality (9) and a **systematic approach (10)** are part of directing educational improvement.

This way, the topic remains on the agenda of the entire team.

In the GOS programme, the education teams were supported in the use of these mechanisms from a coherent support structure. Educational advisors, external and internal experts, project leaders, lecturers and counsellors worked together with education teams on their GOS trajectory. The insights and experiences of these support staff on how education teams can be supported in the use of the mechanisms are summarised as follows:

1. Align with the education team by taking the time to build trust, create space to be critical, to have an eye for group dynamics and support, and to apply and maintain focus;
2. Bring coherence to the support, by emphasizing that working sustainably on educational quality and study success requires collective learning processes within education teams and facilitating them, by coordinating the interventions from the various disciplines and ensuring that they are related to the other activities of the team. Also form your own learning community around advising and supporting;
3. Tailor the support and find a balance between a university-wide support structure and customisation per education team. Choose carefully when to use which expert or advisor.

The publication

The publication contains practical cases and results of what the programme has yielded for the various programme teams and for students. This offers tools for all study programmes to get started with innovation and improvement of the programme with pleasure and success and thus increase the study success of our students.

The publication (In Dutch) can be found here: hr.nl/onderwijskwaliteitGOS