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International Continuing Education Program Benchmarking based on an EFQM Quality Process

DAETE2

Objectives of the Project

Through the DAETE project, jointly funded by the European Commission EACEA and FIPSE (Fund for the Improvement of Postsecondary Education), a self-assessment methodology has been developed for exploring ways to demonstrate and improve quality in continuing education. The methodology is based upon the European Framework for Quality Management (EFQM) and, as such, allows corporate organizations to both understand continuing education activities as well as integrate them into their quality programs.

To extend the reach and the benefits of this methodology, the DAETE2 project seeks to collect data from continuing education operations so that validated benchmark data may be used in the self-assessment and improvement process. Further, the survey tool has been modified so that professional and continuing education providers beyond engineering may be able to effectively use this tool for quality improvement efforts.

The Benefits

Continuing education units may receive many benefits from using this tool and the resulting benchmark data including:

- Focusing on processes and metrics that are most important to improving and managing quality in continuing education.
- Identifying both strengths and weaknesses in your operations so that quality improvement efforts may be well targeted.
- Employing a common, consistent methodology of evaluating quality in educational programs so that valid benchmark data may be collected and more easily used by those participating in self-assessment.
- Comparing your existing processes to those of organizations with like characteristics - benchmarking with those similar of staff size, focus, programs offered, revenues, etc.
- Integrating your self-assessment and benchmarking results with your strategic plans.
- Providing a foundation for periodic self-evaluation to continuously improve the quality of your center's operations.

Participation

We invite you participate in using this self-assessment tool. Learn more by contacting one the following people or by visiting the website at <http://daete.up.pt>

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With the support of the EACEA of the European Union (Project 2009-3194 USPOM) and FIPSE (US Project # P116J090074)



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