DAETE [2]
International Continuing Education Program Benchmarking based on an EFQM Quality Process

Guidelines for self-assessment or benchmarking your Lifelong Learning center

This document refers to the possible utilization of the available DAETE tools:
- Demographic benchmarking data sheet,
- Self-assessment tool (matrix and score sheet), and
- Best practices template.

As you learn more about DAETE and how it can be used within your organization, we suggest that you begin using the tools in the order described. This will facilitate a quicker introduction and adoption within your unit. Some tools are available for online completion and all are available for document download. If the tool is only available for document download, please submit your answers/information to the tool as described at the bottom of this page.

Benefits from using these tools:

1. If self-assessment is conducted annually, progress toward goals can be demonstrated and documented.
2. Self-Assessment can serve as input to a SWOT Analysis.
3. Benchmarking can help inform future strategic directions.
4. Annual goals can be derived from responses against a Vision and Mission.
5. Obtain a greater understanding of organizational structure, process and results.
6. Give a broader organizational perspective for staff members that will facilitate future interactions and decision-making.
7. Viewing, discussing and considering for adoption best practices can improve the organizational quality

Demographic Benchmarking Data Sheet.
This document is available for download and will eventually also be available to complete online. The data obtained from this document allows for:
1. An organization to define their context, enabling one to benchmark against similar organizations;
2. Provides descriptors and context for your ratings;
3. Provides a variety of filters to be able to identify other programs/organizations who are "like" yours; and,
4. Provides filters by which other programs/organizations can identify you.

Self-assessment tool (Matrix and Score Sheet)
This tool is available for both download and for online submittal. An organization will want to download the document first, read the introduction and then begin to determine responses to the matrix before going online to submit your values for the various matrix criteria.

Some general questions and thoughts to consider for using the self-assessment tool are:
1. Decide at what level you will complete the self-assessment (organization or program).
2. Choose who will complete the self-assessment to ensure the most accurate assessment of where you stand relative to the criteria.
3. Define how you will process the responses if you have multiple people complete the self-assessment.
4. Select with whom you will share the results.
5. Evaluate how the results will impact your future organization/program planning.
6. Identify key staff and/or stakeholders for your program/organization (Individuals should know enough about your program or organization to conduct the self-assessment).
7. Ask each individual to complete the self-assessment on his/her own.

8. Set the expectation that there will be a group discussion of the inputs at a later stage so this is known to those completing the self-assessment
9. Prepare a summary of the group ratings using numbers and with an average rating for each sub-criterion.
10. Schedule a group meeting to share the summary report and come up with a consensus rating for each sub-criterion.
11. Go through each sub-criterion and solicit evidence for the individual ratings – this will help generate the group's consensus rating as well as your best practices.
12. Obtain a common understanding across the group of actual strengths and weaknesses.
13. With your organization's common understanding of the ratings associated with each sub-criterion, submit these results using the online tool

Best Practices Template:
This tool allows an organization to document their evidences for items in the self-assessment where they believe they excel. This documentation is good for both the organization to applaud its accomplishments as well as for the continuing education community to learn about others, thus allowing for improvement opportunities.

We suggest that organizations use the best practices template for criterion rated at the level of 4 or 5 in the self-assessment. Of course, listing documentation internally for all responses is a best practice so that the organization can compare responses in subsequent reviews of the self-assessment.

By using the best practices template, organizations can:
1. Search for best practices in areas which one would like to improve;
2. Utilize the associated contact information with a best practice to inquire and ask other questions of the organization submitting the best practice;
3. Using the demographic benchmark data in conjunction with the best practices provides a method to compare like organizations that are most useful;
4. Uses a terminology that is internationally acceptable;
5. Supplies data that allows for comparison but is not too cumbersome to collect;
6. Facilitates the comparison of peers;
7. Has the ability to look at best practices; and,
8. Gives the opportunity to ask questions of those providing the best practices

Participation and submission of data
To allow these tools to be most useful, an international vantage of learning and comparison can be helpful to everyone. In so doing, we request that:
1. When possible, use the online forms on this website to submit results (currently available for the self-assessment tool)
2. Submit electronic documents to the project coordinators and web team via email to: Nelson Baker (nelson.baker@gatech.edu), Kirsti Miettinen (Kirsti.miettinen@dipoli.tkk.fi) and Alfredo Soeiro (soeiro.alfredo@gmail.com)
We look forward to hearing your comments and working together to improve all continuing education organizations.