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**University of Rome  
Tor Vergata  
Italy**

Department of Enterprise Engineering

KA2 - Cooperation for innovation and the exchange of good practices

**Capacity Building in Higher Education**

Joint project

**Master in Smart Transport and Logistics for Cities / SmaLog**

**WP8**

**Project Quality Control and Monitoring**

*PMC4 / 9 May 2019/ Rome*



CENTRO DI RICERCA  
PER IL  
TRASPORTO E LA LOGISTICA



**SAPIENZA**  
UNIVERSITÀ DI ROMA

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**P2 – UniRM1**

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# Overview

- WP8 Tasks
- Quality Plan
  - Structure
  - Aims
  - Methodology and tools
  - Internal and External Assessment
  - Actions and outputs
- Next steps



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# Tasks

The tasks assigned for **Work Package 8 – Quality Plan** are:

1. Control Project quality and sequence of realization.
  - To guarantee students with **EU standard level training and education**
  - To set a **quality assurance system** both from EU and PC
  - To promote **innovations** in quality levels in PC
2. Evaluate by representatives of EU and IMPEER
  - To conduct evaluation of the SMALOG training
  - To monitor and evaluate SMALOG activities and results

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# Structure

List of abbreviations.....	4
2 The SMALOG project and the quality assurance plan .....	5
3 Background on quality assurance in Higher Education.....	8
4 Aims and objectives of the Quality Plan.....	10
4.1 Quality Assurance .....	10
4.2 Evaluation Management.....	11
5 Methodology and tools.....	12
5.1 Roles and responsibilities of interested parties .....	12
5.1.1 Quality Board.....	13
5.2 Internal Quality Assurance .....	15
5.2.1 Background and standards .....	15
5.2.2 IQA in SMALOG project .....	18
5.3 External Quality Assurance.....	21
5.3.1 EQA in SMALOG project .....	21
5.4 The Excel tool .....	22
5.5 Risk management .....	23
6 Actions and outputs.....	25
6.1.1 Timetable and outputs.....	25
7 References.....	27



# Subtasks

Sub-Task	Description	Type of action	Context / Responsible
1	Day-to-Day Monitoring of the Project Activities and Achieved Results	Project management – assessing status and results (monitoring)	PMC / UNIROMA1
2	UA and GE Interuniversity and Cross-university Assessment	QAS – quality assessment of teaching and structures	IMPEER in UA and GE
3	EU Assessment	QAS – assessment of GE and UA during EU visits	IMPEER and UNIROMA1
4	External Evaluation of quality	QAS in PC	IMPEER



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# Aims and objectives of the Quality Plan

The **aim** of the Quality Plan in SMALOG project is to assess the Masters in Smart Transport and Logistics against set criteria commensurate with the European Association for Quality Assurance in Higher Education and guarantee that students' training in the PC Universities will be carried out on the level of the EU Standards.

The **objectives** of the QP are:

- To develop methodology and tools to reach the successful realization of planned outcomes of Quality Assurance activities;
- To specify methods and actions for Internal QA and External QA;
- To provide time schedule for planned activities and expected outcomes.

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# Quality Assurance

Quality assurance is related to learning and teaching in higher education, including the learning environment and relevant links to research and innovation. The following objectives are:

- To guarantee students with EU standard level training and education;
- To set a quality assurance system both from EU and PC;
- To promote innovations in quality levels in PC.



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# Evaluation Management

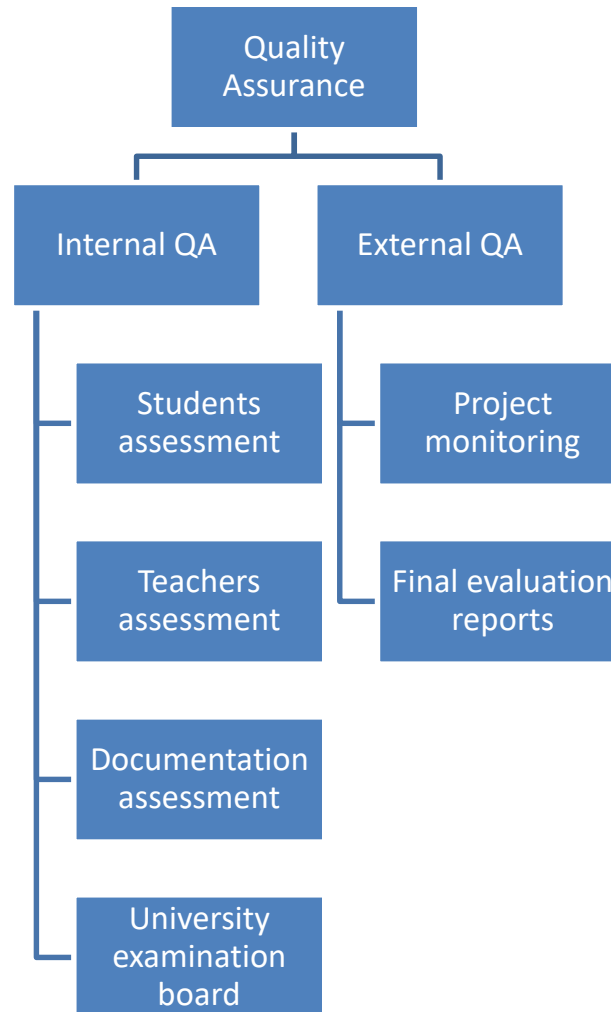
The evaluation management is an important process that contains the following information that is used to assure quality. It describes how quality assurance will be performed within the project. The following objectives are:

- To monitor and evaluate SMALOG activities and results
- To conduct evaluation of the SMALOG training





# Methodology and tools



# Roles and responsibilities: Quality Board

The **role** of the **Quality Board** in the SMALOG project is pivotal in maintaining comparable standards between European higher education institutions and UA and GE Universities.

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...	...	...	...	...



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# Internal Quality Assurance

Internal quality assurance (IQA) relates to the monitoring of all the teaching, learning and assessment activities which learners will undertake.

Criteria list:

- Presence of a policy for quality assurance (public)
- Presence of a process to design and approve programmes
- Student-centred learning, teaching and assessment
- Student admission, progression, recognition and certification
- Competence of the teaching staff - support
- Information management
- Public information
- On-going monitoring and review of programmes



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# Internal Quality Assurance

Internal quality assurance (IQA) relates to the monitoring of all the teaching, learning and assessment activities which learners will undertake.

The following **tools** show how internal evaluation can be performed:

- Observations & participations
- Questionnaires
- Documentation and evaluation reports
- Public activities & feedback analyses
- Surveys and questionnaires
- Capstone Projects
- Entrance/Exit Interviews for student and academics
- SWOT Analysis
- Syllabus Review

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# Internal Quality Assurance in SMALOG

Sections:

**Module specifications** (tool: questionnaires)

**Student assessments and Feedback** (tool: questionnaires)

**Delivery of the programme** (tool: a peer review observation report form)

**Final student and course evaluation** (tool: a questionnaire fulfilled by academics assessing students' dissertations.)

**Local University examination boards** (tool: Report to the European Commission)



# Internal Quality Assurance in SMALOG

Sections:

***Assessment of reports/documents/teaching materials (tool: Excel)***

KPI	Quality attributes
Structure	Understandable, well-presented, well-documented, concise representation, representation consistency, interpretability
Contextual	Value-added, appropriate amount of data, relevance, completeness
Accuracy	Accuracy, believability, objectivity
Accessibility	Accessibility, easily traced, user friendly, ease to retrieval

A Likert scale can be used for the assessment

KPI	Attribute	Low		Medium		High	Score
1. Structure	Understandable	1	2	3	4	5	4
	Well-documented	1	2	3	4	5	5
...	...						...
AVG value							4,32
2. Contextual	...	...	...	...	...	...	...
...	...	...	...	...	...	...	...



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# Internal Quality Assurance in SMALOG

Sections:

**Assessment of reports/documents/teaching materials (tool: Excel)**

KPI	Weight*	Score
Structure	25%	1,08
Contextual	40%	1,60
Accuracy	15%	0,60
Accessibility	20%	0,80
Tot	1	4,08
<i>*depending on the type and scope of the deliverable</i>		

The total score of documentation assessment is to be evaluated

Score	Action
From 0 to 4.5 points	The document should be revised and improved by the responsible partner
From 4.5 to 5.0 points	The document is valid and passes quality check



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# External Quality Assurance

The system of external quality assurance of educational activities of higher educational establishments and the quality of higher education provides for the following procedures and measures:

- ensuring the effectiveness of processes and procedures for the internal quality assurance;
- establishing accessible and understandable reporting;
- carrying out periodic audits of quality assurance;
- other procedures and activities.





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# External Quality Assurance in SMALOG

Tool: a report template

The external evaluation of the Project comprises the following components:

- External evaluation of the entire project will be conducted by **two independent experts** (produce final evaluation reports).
- Peer reviews will be carried out via videoconferencing or meetings in person.
- Monitoring of the project will be implemented by National Erasmus+ Offices and EACEA according to their schedule of projects' monitoring process.

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# Risk management

Processes:

- Identification
- Assessment
- Mitigating strategy
- Monitoring and control

Risk	Context	Mitigation action	Notes
Lack of reports, collecting and data analyzing	Partners don't collect and provide the required documentation in time	Setting a clear deadline, advance reminders to submit documentation, monitoring of a work process, identifying the reasons for the lack of data	
Not sufficient quality	The quality of collected data is poor due to various reasons: lack of information for analysis, incorrect data processing, incorrect report submission	Identifying the causes of poor quality reportable documentation, a clear setting of responsible persons for its filing,	



# Actions and outputs

Subtask	QA actions	Evaluation level	Frequency of reporting	Responsibilities	Outputs
1 – Day-to-Day Monitoring of the Project Activities and Achieved Results	Evaluation panel reports (Monitoring tool Excel sheet)	Internal	Every 3 month (M4, M7, M10, M13, M16, M19, M22, M25, M28, M31, M34)	By the representatives of the PMC	3-month reports of ongoing activities and achieved results

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# Proposed tool



- ✓ Excel spreadsheet to collect and represent information
- ✓ Structure
  - A. Action list
  - B. Gantt
  - C. Deliverables
  - D. Output indicators
  - E. Dashboard
  - F. Assessment
- ✓ UNIROMA will be managing the tool
- ✓ The updated will be done every 3 months (Evaluation panel reports)

# Actions and outputs

Subtask	QA actions	Evaluation level	Frequency of reporting	Responsibilities	Outputs
2 Interuniversity and Cross-university Assessment	Questionnaires for students' and teachers' evaluation; assessment of reports/documents/teaching materials after their publication, feedback analysis	Internal	01.11.2019, 30.04.2020	By UA and GE academic staff involved in the project upon the results' completing	Final evaluation reports

# Actions and outputs

Subtask	QA actions	Evaluation level	Frequency of reporting	Responsibilities	Outputs
3 - EU Assessment	Questionnaires for students' and teachers' evaluation; assessment of reports/documents/teaching materials after their publication, feedback analysis	External	01.06.2020 - 31.06.2020	By EU Universities, IMPEER experts, employers and other stakeholders.	Final External evaluation reports and recommendations
4 - External Evaluation of quality	Questionnaires for students' and teachers' evaluation; assessment of reports/documents/teaching materials after their publication, feedback analysis	External	01.06.2020 - 31.06.2020	By External Experts from EU	



# Planning

		2018												2019												2020							
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	
SubT	Title	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18	M19	M20	M21	M22	M23	M24	M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	
8.0	WP8 start																																
8.1	Institutional Evaluation Panels	█			█			█						█			█			█						█				█			█
8.2	UA-GE cross-university evaluation																							█							█		
8.3	Evaluation by representatives of EU and employers																																█
8.4	WP8 end																																

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# Next steps

- ✓ P2 and P10 are leading the WP8
  - P2 could lead EU university (8.3)
  - P10 could lead GE and UA universities (8.2)
  - P2 and P10 could share results and prepare reports
  - P2 and P10 could coordinate the evaluation within PMC (8.1)
- ✓ ALL UNIVERSITIES are involved to conduct monitoring and evaluation
- ✓ All universities should follow the same structure presented in Quality Assurance Plan





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**Thanks for your attention**



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