



Socrates

1st European Forum for Quality Assurance:

Embedding quality culture in higher education

23 – 25 November 2006

Technische Universität München Germany

CONFERENCE PROGRAMME

**Organised by
EUA
ENQA
EURASHE
ESIB**

**Hosted by
Technische Universität München**

**With support from
the European Commission, Socrates Programme**

The first QA Forum is dedicated to Stefanie Hofmann and Roland Vermeesch who are no longer with us.

Both showed great dedication to the construction of Europe and to the quality of the higher education sector.



Stefanie personified the idea of the Forum in serving as a very effective mediator and bridge among the key higher education actors in Europe.



Roland stated that "Quality Assurance is so important that all internal and external actors of higher Education should be involved."

Table of contents

1. Conference Programme	4
2. Registration	8
3. Travel	9
4. The Conference venue.....	10
5. Accommodation.....	11
6. Receptions and dinner.....	119
7. General Information.....	21
8. Contacts.....	22

1. Conference Programme

Thursday 23 November

11.00 – 16.00 *Forum Organising Committee meeting*

Afternoon *Arrival of participants and Registration*

16.00 – 17.00 *Meeting of the Forum Organising Committee with the keynote speakers, chairs and paper presenters*
Plenary Room

17.15 – 17.45 **Official opening**

Chair: Klaus Dieter Wolff, ACQUIN

- Welcome by Wolfgang A. Herrmann, President, Technische Universität München
- Welcome by Klaus Dicke, HRK Vice President

17.45 – 18.30 **Plenary Session 1: Setting the stage**

Chair: Henrik Toft Jensen, EUA

- **Higher Education and Quality Assessment: The many Rationales for Quality**, by Alberto Amaral, CIPES
- **QA and the Bologna and Lisbon objectives**, by Eric Froment, Université Lumière-Lyon 2

19.30 *Reception by the Bavarian Minister of Science, Research and the Arts, Dr. Thomas Goppel*
Residenz, Kaisersaal
Bus transfer will be provided from the university to the reception at 19.00

21.00 *Conference dinner at the Löwenbräukeller, Nymphenburger Str. 2*
Bus transfer will be provided from the reception to the restaurant.

Friday 24 November

9.00 – 9.45 **Plenary Session 2: What is quality?** By Jethro Newton,
University of Chester

Chair: Lucien Bollaert, EURASHE

9.45 – 12.15 **Group Session 1:** Parallel group sessions:

Coffee Break between 10.30 – 11.15 to be decided at the discretion of the chairs

1. Quality culture in higher education
Discussion of the nature of quality culture and on factors that influence its operation.
Room 1350
2. Lessons learned from the EUA Quality Culture Project
Discussion of lessons learned from the EUA Quality Culture Project.
Senatssaal
3. Effects of quality culture on HEIs
Discussion of the effects of quality culture on different aspects of higher education.
Room 0790
4. Effectiveness of QA systems
Discussion of the effectiveness of external and internal QA systems based on empirical studies.
Room 3999
5. Governments' role in promoting quality culture, chaired by HRK
Room 1229
6. Internal quality in universities
Three examples of institutions that have developed internal quality systems.
Room 1977
7. Internal quality in universities – specific aspects
Three examples focused on specific aspects of internal quality (programme evaluation, research and human resources).
Room 0120
8. Quantitative approaches to internal QA
Discussion of quantitative ways to manage and evaluate quality.
Room Gab 2
9. Student participation in quality processes: Strengths and challenges, a session proposed and chaired by ESIB
Room 1221

12.15 – 13.45 *Lunch*

- 13.45 – 14.15 **Plenary Session 3: Impact of quality processes**, by Bjorn Stensaker, NIFU STEP
- Chair: Peter Williams, President of ENQA**
- 14.15 – 15.30 **Group session 2:** Discussion groups
All groups are in the same room as in Group Session 3
- 15.30 – 16.00 *Tea break*
- 16.00 – 17.30 **Group Session 3:** Parallel group sessions
1. The Scottish enhancement-led approach, a session proposed by QAA Scotland
Room 1221
 2. Engaging students in the assurance and enhancement of the quality of teaching and learning, a session proposed by Napier University
Room 0790
 3. Internal quality assurance in universities
Three case studies of internal quality systems will be presented and discussed.
Room 1350
 4. Approaches to quality in specific areas
The papers discuss approaches to quality and quality assurance in e-Learning, joint degrees and plagiarism.
Room 1229
 5. External and internal QA
The group will discuss the balance between external and internal quality processes.
Room 1977
 6. Requirements of external QA
The papers focus on the requirements and limitations of external QA.
Senatssaal
 7. Accreditation
Discussion of different accreditation models and their impact on HEIs.
Room 3999
 8. The importance of an internal quality assurance system for an external evaluation without stress, A session proposed by NVAO, OAQ, and QAA
Room 0120
- 18.30 *Reception by the City of Munich at the Old City Hall
Bus transfer will be provided from the university to the reception at 18.00*

Saturday 25 November

9.00 – 10.30 **Plenary Session 4: A debate on quality** organised and led by Lee Harvey, Sheffield Hallam University

Key issues identified in the discussion group sessions will be presented and discussed in the plenary.

Chair: Janja Komljenovič, ESIB

10.30 – 11.00 *Coffee break*

11.00 – 12.30 **Plenary Session 5: European Standards for Quality: Culture or management? Control or improvement?**

- Justin Fenesh, President of ESIB
- Andreas G. Orphanides, Vice-President of EURASHE
- Peter Williams, President of ENQA
- Georg Winckler, President of EUA

Chair: Jean-Marc Rapp, Université de Lausanne

12.30 – 14.00 *Lunch and departure of participants*

14.00 – 15.00 *Forum Organising Committee Meeting*

2. Registration

Participation at the QA Forum is open to Rectors, Vice-rectors responsible for QA and for QA officers in higher education institutions, academic and administrative staff, students, QA agencies, Bologna Promoters, interested stakeholders and researchers working in the QA area.

Invitations will be automatically sent to members of EUA, ENQA, EURASHE and ESIB in August 2006 from their respective member organisation. The deadline for registration is 2 October 2006, after this date the organisers cannot guarantee hotel availability.

Other interested persons who have not yet received an invitation to register should contact one of the following four organisations:

Universities: contact EUA (www.eua.be/QAforum)

Other higher education institutions: contact EURASHE (www.eurashe.be)

QA agencies: contact ENQA (www.enqa.eu)

Students: contact ESIB (www.esib.org)

Please note that due to the high interest in the QA Forum, participation will be limited to two persons per institution.

Registration Fees

The registration fee includes lunch on Friday and Saturday and the Conference Dinner on Thursday evening. This has to be paid upon registration either by bank transfer or credit card.

Registration fee	up to 02.10.06	after 02.10.06
Regular fee	€ 180	€ 230
Paper presenters	€ 130	€ 230
Students	€ 130	€ 130
Companions (only for Conference Dinner on Thursday evening)	€ 60	€ 60

Cancellation of the registration fee

Cancellations must be sent in writing to EUA by e-mail: QA-Forum@eua.be or by fax: +32-2-230-57-51. If a cancellation is received by 27 October 2006, the registration fee minus an administration charge of 30% will be refunded after the conference. If a cancellation is received after 27 October 2006 and/or the participant fails to attend, the entire registration fee must be paid. Substitutes will be accepted at any time provided that EUA is informed of the change.

3. Travel

Travelling to Munich

Munich Airport is situated about 40 km north-east of the city centre. The city centre can be reached by S-Bahn train and by taxi. The trip with the S-Bahn lines 1 and 8 takes about 40 min and costs about €9. A taxi ride will cost about €50 depending on the destination.

More information about the airport can be found on the airport website: www.munich-airport.de/EN/index.html

Transport in Munich

The Technische Universität München, hotels and the city center can easily be reached by public transport. Munich has a dense public transportation system with several regional lines (S-Bahn, marked as S on green background), a metro (U-Bahn, marked as U on blue background), trams and buses. Information on connections and schedules can be found on this website: www.mvv-muenchen.de/en/index.html.

No transport will be provided by the organisers during the conference. Maps and directions on how to use public transport between the venue and hotels are provided in section "5. Accommodation".

4. The Conference venue

Technische Universität München (TUM)

Arcisstraße 21

80333 München

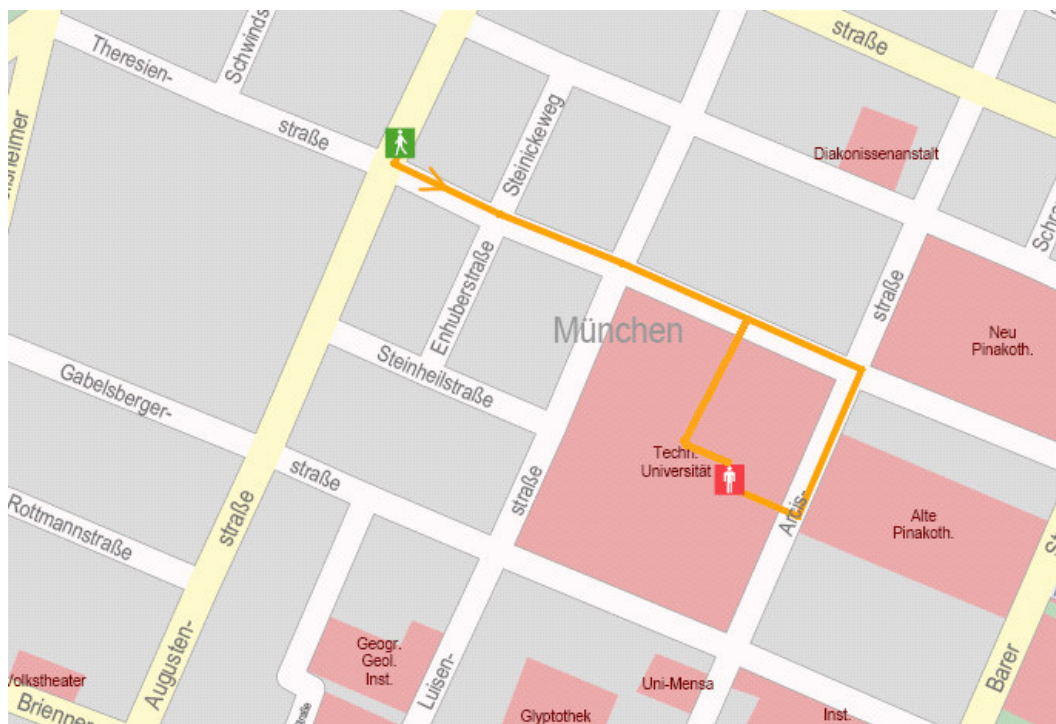
Tel: +32-473-764-552 (EUA mobile phone on the day of the conference)

www.tum.de/

Access to the conference venue

The Technische Universität Munich is situated in the north-west of the city centre of Munich in close vicinity to the Munich art museums Alte and Neue Pinakothek. It can be easily reached from the main train station (Hauptbahnhof) by public transport by using the U-Bahn U2 (direction Feldmoching), the stop nearest to the University is Theresienstraße (see green man in map below). From there it is a three minutes walk. By foot it takes about 15-20 minutes to walk from the main station to TUM.

Map: from Theresienstraße U-Bahn to TUM, Arcisstraße 21



An interactive map of Munich can be found on this website:
www.stadtplandienst.de/map.asp?sid=0cb390228e02e5bae3d5cef31fa64112&size=5x5

5. Accommodation

The following hotels have been booked at specially reduced rates for the conference. Registered delegates will receive a hotel booking form upon confirmation of registration from EUA by email, which includes the booking reference "EUA-Conference". We advise all delegates to book their hotels well in advance, after 2 October 2006 the organisers cannot guarantee availability of rooms.

Arabella Sheraton Bogenhausen****

Arabellastr. 5, 81925 München
Tel: +49 89 9232-4100
Fax: +49 89 9232-4449
www.arbellasheraton.de

Price

135 Euro single room
+17 Euro breakfast

Please book your room by: 26.09.06

"The ArabellaSheraton Bogenhausen warmly welcomes guests in the prestigious district of Bogenhausen, the Bavarian capital city's publishing quarter.

We recently won the coveted European Hotel Design Award 2004 for our guest room renovation concept.

Located in Munich's prestigious district of Bogenhausen, our four-star hotel is in the heart of the exclusive Arabellapark. The district boasts many shops and boutiques, restaurants, and cinemas. Munich's famous park, the English Garden, with its beer gardens and long walking trails, is only a few hundred metres away from the hotel and the city centre and central station are 10 minutes away by underground train.

Generosity and Bavarian charm enhance the appeal of ArabellaSheraton Bogenhausen!"

Access:

From the airport

S-Bahn line 8 to stop Johanneskirchen, change to
Bus 184 to Arabellapark to last stop

To Technische Universität München

Time you will need to get from the hotel to TUM: app. 30 minutes



Four Points Central***

Schwanthaler Str.111
80339 München
Tel: +49 89 51083-0
Fax: +49 89 51083-800
Email: fourpoints.central@arabellasheraton.com
www.arabellasheraton.com

Price

120 Euro single room incl. breakfast

Please book your room by: 12.10.06

"Situated by the Theresienwiese, the Four Points by Sheraton München Central offers comfort and undisturbed quiet amidst Munich's famous sights. The shopping galleries, pedestrian zone, and central rail station are just a 10-minute walk away, allowing you to get to the airport and the exhibition center quickly and conveniently.

Our 102 spacious, comfortably appointed rooms are available in three different categories. The American Bar serves a broad selection of snacks and there are a variety of national and international restaurants surrounding our hotel.

After a tiring day you can relax in our Isargrotte spa, where you will find a sauna, steam bath, and whirlpool. A separate conference floor provides event rooms, which are comprehensively equipped for professional presentations.



Welcome to the Four Points by Sheraton München Central, in the heart of Munich's city centre!"

Access:

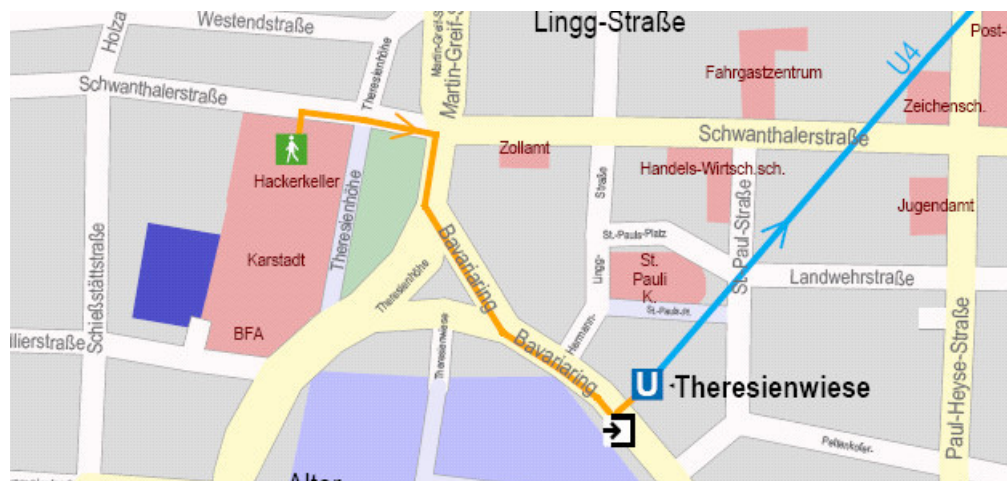
From the airport

S-Bahn line 1 or 8 to stop Hackerbrücke

To Technische Universität München

dep. Theresienwiese arr. Hauptbahnhof München	 	 U-Bahn U4 Arabellapark
	 	about 3 minutes
dep. Hauptbahnhof München arr. Theresienstraße	 	 U-Bahn U2 Feldmoching

Time you will need to get from the hotel to TUM: app. 20 minutes



Four Points Hotel Olympiapark-München***

Helene-Mayer-Ring 12
80809 München
Tel: +49 89 35751-0
Fax: +49 89 35751-800
Email: fourpoints.olympiapark@arabellasheraton.com
www.arabellasheraton.com

Price

120 Euro single room incl. breakfast

Please book your room by: 12.10.06

"Located in the heart of the Olympic Village, the Four Points by Sheraton München Olympiapark offers a fantastic view of Olympic Park. We are located in quiet surroundings, convenient to the BMW headquarters and the underground railway station, which can take you to the heart of Munich in a matter of minutes.

105 comfortable guest rooms are available in three different categories. Our Bayern Stub'n restaurant serves Bavarian specialties and international dishes.

Discover the Four Points by Sheraton München Olympiapark!"













Access:

From the airport

S-Bahn line 1 to stop Feldmoching, change to

Bus 173 (dir. Olympiazentrum) to stop Lerchenauer Straße

To Technische Universität München

dep. Olympiazentrum				U-Bahn U3
arr. Scheidplatz				Fürstenried West
dep. Scheidplatz				U-Bahn U2
arr. Theresienstraße				Messestadt Ost

Time you will need to get from the hotel to TUM: app. 18 minutes



Suithotel München Parkstadt Schwabing***

Lyonel Feininger Strasse 22
80807 München
Tel: +49 89 358190
Fax: +49 89 35819199

Price

89 Euro single room + 8 Euro breakfast

Please book your room by: 10.10.06

"Opened in June 2005, the 3 star Suitehotel Munchen Parkstadt Schwabing has 149 suites with airconditioning, 30sqm in size. 24 hour services include Boutique Gourmande gourmet food counter, gym, business corner with free high speed Internet and WiFi. Bar, free massage on Thursdays, public car park in the basement of the hotel building. Close to the Schwabing area, 800m from the subway. Easy access to the A9 motorway, the Olympic precinct and Allianz Arena stadium."

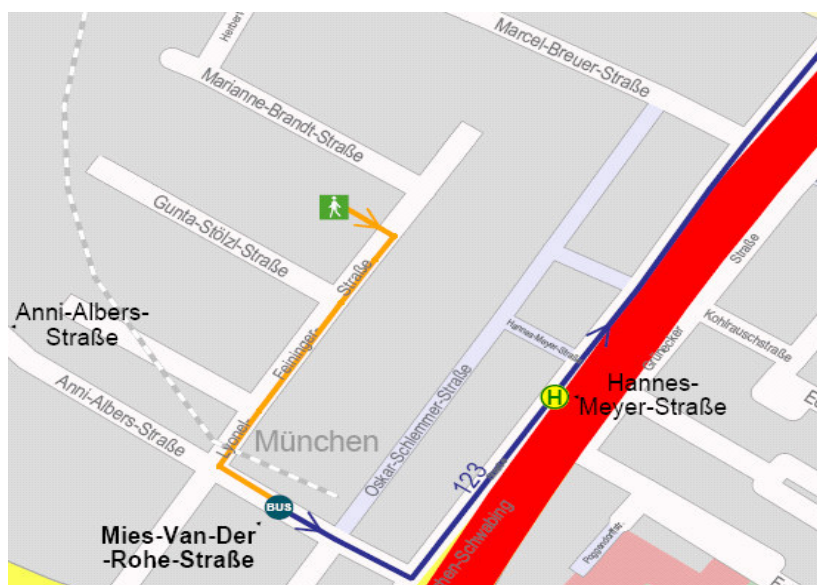
From the airport

S-Bahn line 1 or 8 to stop Marienplatz/City Center, change to
U-Bahn line 3 or 6 (dir. Olympiazentrum or Garching) to stop Münchner Freiheit,
change to
Bus 123 (dir. Olympiazentrum) to stop Mies-van-der-Rohe-Straße

To Technische Universität München

dep. Mies-van-der-Rohe-Straße arr. Münchner Freiheit	 	 StadtBus 123 Münchner Freiheit
dep. Münchner Freiheit arr. Sendlinger Tor	 	 U-Bahn U3 Fürstenried West
	 about 2 minutes	
dep. Sendlinger Tor arr. Theresienstraße	 	 U-Bahn U2 Feldmoching

Time you will need to get from the hotel to TUM: app. 35 minutes



IBIS München City**

Dachauer Strasse 21
80335 München
Tel: +49 89 551930
Fax: +49 89 55193102
www.ibishotel.com

Price

81 Euro night of 23-24 November and 75 Euro night of 24-25 November single room incl. breakfast

Please book your room by: 09.10.06

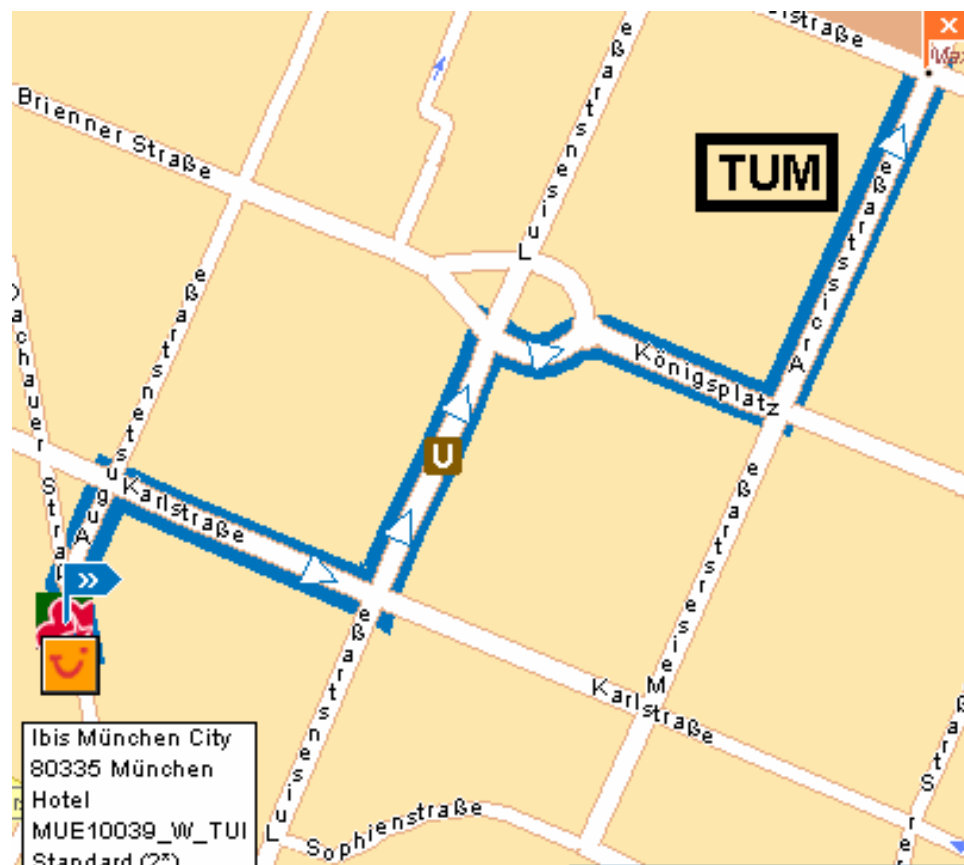
From the airport

S-Bahn line 1 or 8 to stop Hauptbahnhof

To Technische Universität München

Within walking distance

Time you will need to get from the hotel to TUM: app. 15 minutes



Ibis Hotel München Nord**

Ungererstrasse 139
80805 München
Tel: +49 89 360830
Fax: +49 89 363793
www.ibishotel.com

Price

81 Euro single room incl. breakfast

Please book your room by: 10.10.06

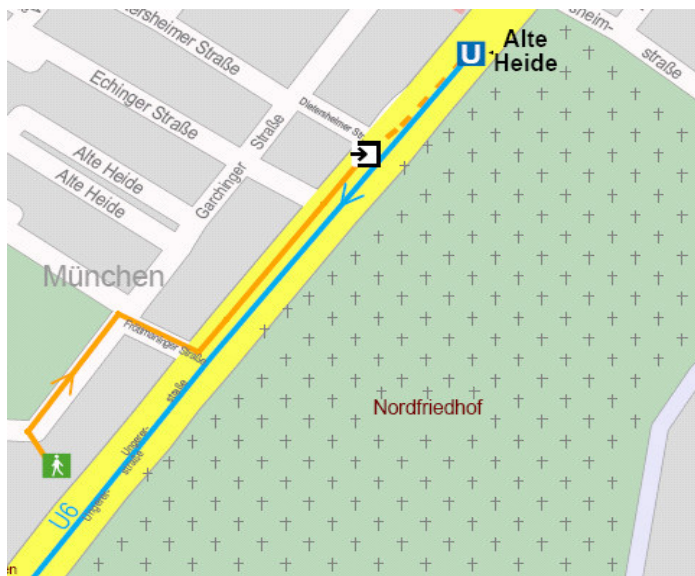
From the airport

S-Bahn line 8 to stop Johanneskirchen, change to
Bus 50 (dir. Moosach) to stop Alte Heide

To Technische Universität München

dep. Alte Heide arr. Sendlinger Tor		 U-Bahn U6 Klinikum Großhadern
		 about 2 minutes
dep. Sendlinger Tor arr. Theresienstraße		 U-Bahn U2 Feldmoching

Time you will need to get from the hotel to TUM: app. 32 minutes



Ibis Muenchen Parkstadt Schwabing**

Lyonel Feininger Strasse 20
80807 München
Tel: +49 89 350630
Fax: +49 89 35063199

Price

23.-24. November 78 Euro and 24.-25. November 75 Euro single room incl. breakfast

Please book your room by: 10.10.06

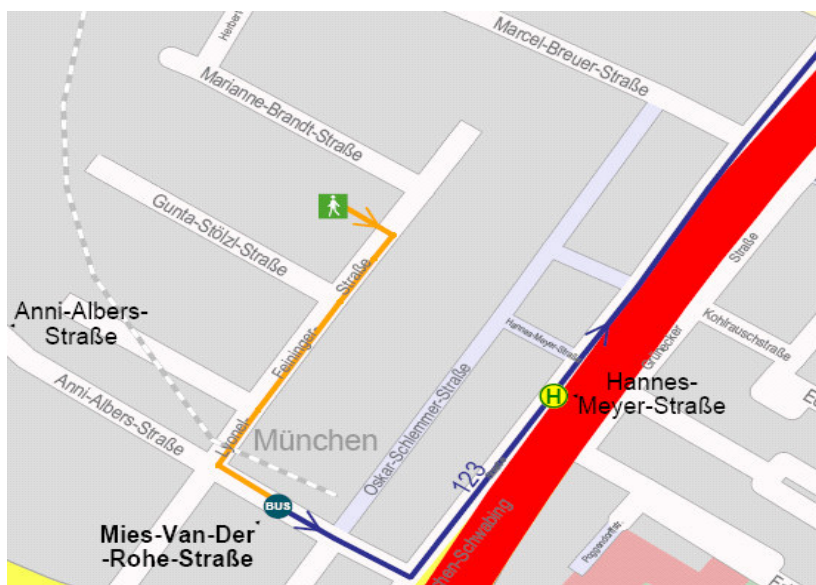
From the airport

S-Bahn line 1 or 8 to stop Marienplatz/City Center, change to U-Bahn line 3 or 6 (dir. Olympiazentrum or Garching) to stop Münchner Freiheit, change to Bus 123 (dir. Olympiazentrum) to stop Mies-van-der-Rohe-Straße

To Technische Universität München

dep. Mies-van-der-Rohe-Straße arr. Münchner Freiheit	 	 StadtBus 123 Münchner Freiheit
dep. Münchner Freiheit arr. Sendlinger Tor	 	 U-Bahn U3 Fürstenried West
dep. Sendlinger Tor arr. Theresienstraße	 	 about 2 minutes  U-Bahn U2 Feldmoching

Time you will need to get from the hotel to TUM: app. 35 minutes



InterCityHotel München****

Bayerstraße 10
80335 München
Tel: +49 89 44 44 4-0
Fax: +49 89 44 44 4-599
Email: muenchen@intercityhotel.de
www.intercityhotel.com

Price

75 Euro single room incl. breakfast

Please book your room by: 17.10.06

"The InterCityHotel concept is designed for the business traveller, who is both time- and cost-conscious, as well as for the city tourist interested in culture.

In a central city location, the traveller can expect a modern and functional overnight stay and conferencing concept at moderate prices.

Business without interruption – pure and without any frills. Everything is aimed at letting you get on with things. In the hotel restaurant we serve a delicate breakfast buffet from as early as 06.00 a.m. as well as small meals and snacks throughout the day. There is the Business Corner for spontaneous short meetings and conference rooms with modern presentation and communication technology. And, your room ID card will enable you to use local public transport free of charge. In this way, you can reach your destination punctually and without having to worry about parking."

From the airport


S-Bahn line 1 or 8 to stop Hauptbahnhof

To Technische Universität München

Within walking distance or by U-Bahn

ab Bayerstraße 10
an Hauptbahnhof München



 ca. 2 Minuten
ca. 0,1 km



ca. 4 Minuten

ab Hauptbahnhof München
an Theresienstraße



 U-Bahn U2
Feldmoching

Time you will need to get from the hotel to TUM: app. 20 minutes



6. Receptions and dinner

Thursday, 23 November

Reception by the Bavarian Minister of Science, Research and the Arts in Residenz Munich

After the end of the programme on Thursday evening all participants are invited for a reception by the Bavarian Minister of Science, Research and the Arts, Dr. Thomas Goppel in the 'Kaisersaal' (emperor's hall) of the Residenz. The reception starts at 19.30.

A bus transfer will be provided from the university to the reception at 19.00 starting in front of the main building (Arcisstr. 21).

Residenz München
Residenzstraße 1
80333 München
<http://www.residenz-muenchen.de/>

For those who want to go there on their own, the Residenz is located in the centre of the city and can easily be reached by public transport. The following stops are close by:

S-Bahn (suburban railway): all S-Bahn lines "Marienplatz"
U-Bahn (underground): U3, U6 "Marienplatz" or U3, U4, U5, U6 "Odeonsplatz"
Bus 100 "Odeonsplatz"
Tram 19 "Nationaltheater"

Dinner at the Restaurant Löwenbräukeller

At 21.00 all conference participants are invited to join us for dinner at the restaurant Löwenbräukeller.

A bus transfer will be provided from the reception to the restaurant.

Löwenbräukeller
Nymphenburger Strasse 2 (Stiglmaierplatz)
80335 Munich
<http://www.loewenbraeukeller.com/>

For those who want to go there on their own, the Löwenbräukeller is located in the west of the city centre at the Stiglmaierplatz and can easily be reached by public transportation. The closest U-Bahn stop is located in front of the entrance:

U-Bahn (underground): U1 "Stiglmaierplatz"

Friday, 24 November

Reception at the Old City Hall

After the end of the programme all participants are invited for a buffet reception by the City of Munich at the Old City Hall. The reception starts at 18.30.

A bus transfer will be provided from the university to the reception at 18.00 starting in front of the main bundling (Arcisstr. 21).

The old city hall is located at the Marienplatz right in the centre of Munich. It can easily be reached by public transportation:

S-Bahn (suburban railway): all S-Bahn lines "Marienplatz"

U-Bahn (underground): U3, U6 "Marienplatz"

Map of Munich



- 1 – Technische Universität München (venue)
- 2 – Residenz (Reception on Thursday evening)
- 3 – Löwenbräukeller (Dinner on Thursday evening)
- 4 – Old City Hall (Reception of Friday evening)

7. General Information

Bank

ATMs are available throughout Munich; one is situated quite close to the conference venue near the U-Bahn stop 'Theresienstraße'.

Cloakroom

A cloakroom located next to the registration desk will be open during the same hours as the registration desk.

Internet access

A lounge near the registration desk will offer Internet access to all conference delegates. Log-in information for all computers at TUM:

Log-in: eua

Password: eua

Notice board

During the conference delegates should check the registration desk notice board for any changes to the programme or personal messages.

Passports, visas

Those from countries within the European Union are recommended to travel with a valid ID. In addition, depending on individuals' citizenship, a visa may be required. Any questions regarding entry regulations or visas should be directed to the German Embassy or Consulate in your home country: www.embassyworld.com.

Registration desk

The conference registration desk will be located in the Immatrikulationshalle of the TUM and will be open from 15.00 on Thursday, 23 November, until after lunch on Saturday 25 November.

Tel: +49/89/289-22885

+49/89/289-22886

(only available from 22.11. – 25.11.)

Tourist information

More information on the city of Munich can be found on this website: www.muenchen.de/home/60093/Homepage.html

Weather

The average daily maximum temperature in November is 7 °C, the average daily minimum temperature 0 °C. It is advisable to bring a warm overcoat and an umbrella.

Working language

The working language of the conference will be English. No interpretation will be provided.

Website

Further information and registration instructions can be found on the EUA website at www.eua.be/QAforum.

Conference Secretariat

QA-Forum@eua.be

8. Contacts

Coordination at the EUA

Harald Scheuthle, Programme Officer
Tel.: +32 2 230 55 44
Fax: +32 2 230 57 51
E-mail: QA-Forum@eua.be

Registration desk at Technische Universität München
Tel: +49/89/289-22885
+49/89/289-22886
(only available from 22.11. – 25.11.)

Press contacts

Elizabeth Tapper, Press Officer
Tel.: +32 2 234 38 80
Mobile: +32 473 748 785
Fax: +32 2 230 57 51
E-mail: elizabeth.tapper@eua.be

Conference organisers

The European Forum for Quality Assurance is jointly organised by the European University Association (EUA), the European Association for Quality Assurance in Higher Education (ENQA), the European Association of Institutions in Higher Education (EURASHE) and the National Unions of Students in Europe (ESIB).

Organising Committee

Henrik Toft Jensen, Roskilde University (EUA), Chair
Lucien Bollaert, Hogeschool West-Vlaanderen (EURASHE)
Sanja Brus, ESIB
Bruno Curvale, CNE (ENQA)
Lee Harvey, Sheffield Hallam University
Emmi Helle, ENQA
Janja Komljenović, ESIB
Andreas Orphanides, Cyprus College in Higher Education (EURASHE)
Andrée Sursock, EUA