



**EMA**

Erasmus Mundus Students and Alumni Association

## ADVANCES-Advanced Development in Social Work Course Quality

Advisory Board of the Erasmus Mundus Student and Alumni Association

October 31, 2015

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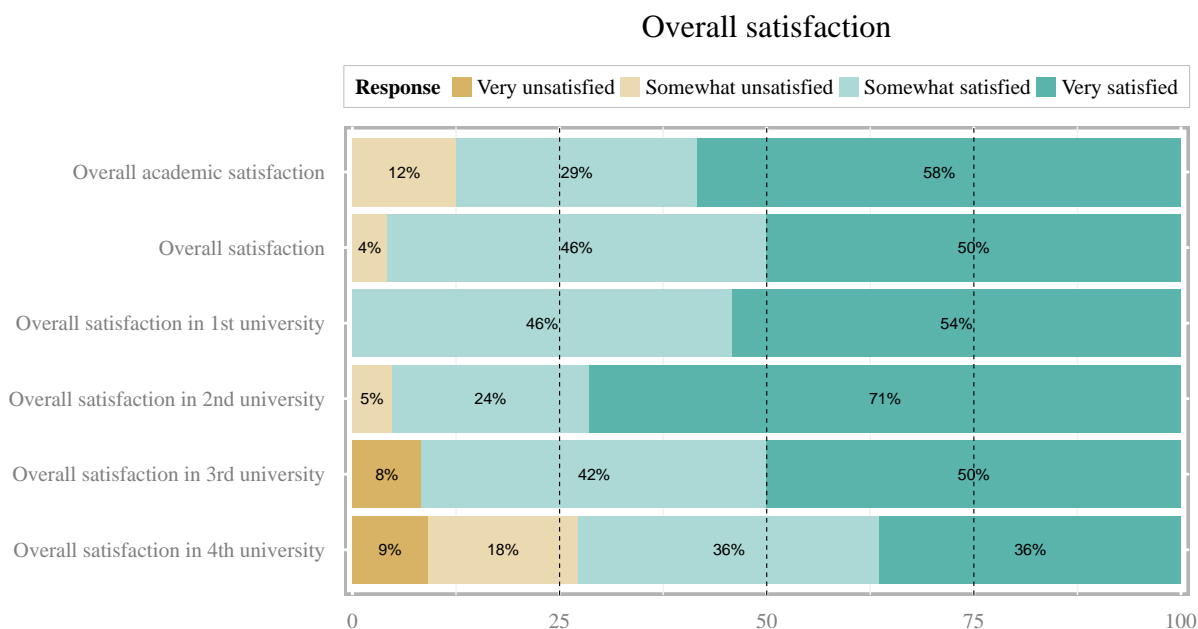
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# 1 Executive summary (?)



## 2 Introduction

### 2.1 Course Quality Advisory Board

CQAB is an independent advisory body that operates on a voluntary basis, and its members have not and do not receive financial benefits from their CQAB related activity. Membership to CQAB is assured through a competitive recruitment process among EMA members. Internally, CQAB has three main separate structures:

1. Programme Representative Network (PRnet), aimed at coordinating the relation between Erasmus Mundus courses and EMA.
2. Management of the [em.feedback@em-a.eu](mailto:em.feedback@em-a.eu), that assists students with pressing quality issues.
3. Survey Team, tasked with conducting the CQSS survey.

CQAB was created as a result of the pressing and constant concerns of EMA members about the quality of the student experiences as part of an Erasmus Mundus (EM) course. Internally, CQAB has a variety of tools to capture student concerns and to interact with student representatives from various programmes, but the CQSS survey represents its most comprehensive and systematic initiative focused on quality assurance. The inception and design of CQSS is enrooted in the complexity of the EMJMD student experience and driven by two distinct factors: the perceived systemic issues around quality across courses, and the general underrepresentation of students in evaluating the EMJMD programme.

For any concerns, questions or feedback on this report, please contact us at [chair.cqab@em-a.eu](mailto:chair.cqab@em-a.eu).

### 2.2 Introduction to the CQSS survey

Number of respondents, number of courses with 10+ respondents, tables with coverage and response rates.



## 2.3 Structure of current report

The report focuses on providing your course with customized information received from students. The information in this report follows the structure of the CQSS survey. As such, information on how students attending the course evaluated their overall course experience, and also how various universities in the consortia were experienced by students. Only indicators with 10 or more responses are included in the report.

The largest section of the report focuses on providing information about the supporting services available to students before the start of the EMJMD programme, during orientation, the general helpfulness of various units and individuals, as well as the support received on specific student issues. The following section focuses on indicators capturing the assessment and feedback processes. In section four, the responses of students to questions pertaining to teaching, learning and supervision are highlighted. Before concluding, section five touches on the internship, field experience and personal development aspects evaluated as part of the CQSS survey.

Graph plots the responses from students, while table provides information about how other courses did on that question. Example of a table below:

	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Course content	24	3.38	3.19	2.54 - 3.06	3.07 - 3.23	3.24 - 3.40	3.41 - 3.70
Enrolling in classes	24	3.67	3.42	2.57 - 3.25	3.26 - 3.45	3.46 - 3.62	3.63 - 3.92
Evaluation methods	24	3.22	3.03	2.23 - 2.88	2.88 - 3.06	3.07 - 3.21	3.22 - 3.76

Each row represents a dimension of the question. It contains information about the mean that question received from students of your program.

Calculation of means is based on Likert-scale. Each option corresponds to a numeric value in a following way:

1. "Very unsatisfied" or "Disagree" = 1.
2. "Unsatisfied" or "Somewhat disagree" = 2.
3. "Satisfied" or "Somewhat agree" = 3.
4. "Very satisfied" or "Agree" = 4.

Therefore, average score for any given dimension in a table ranges from a minimum of 1 to a maximum of 4, with 4 being a perfect score for each dimension.

Following that is the mean for all respondents of the survey. Finally, table provides information about distribution of means in all other courses. Distribution is represented by quantiles. This means that 25% of courses will lie in each of the columns. This enables easy comparison of any given program with its peers. The column with the score of your program is highlighted.



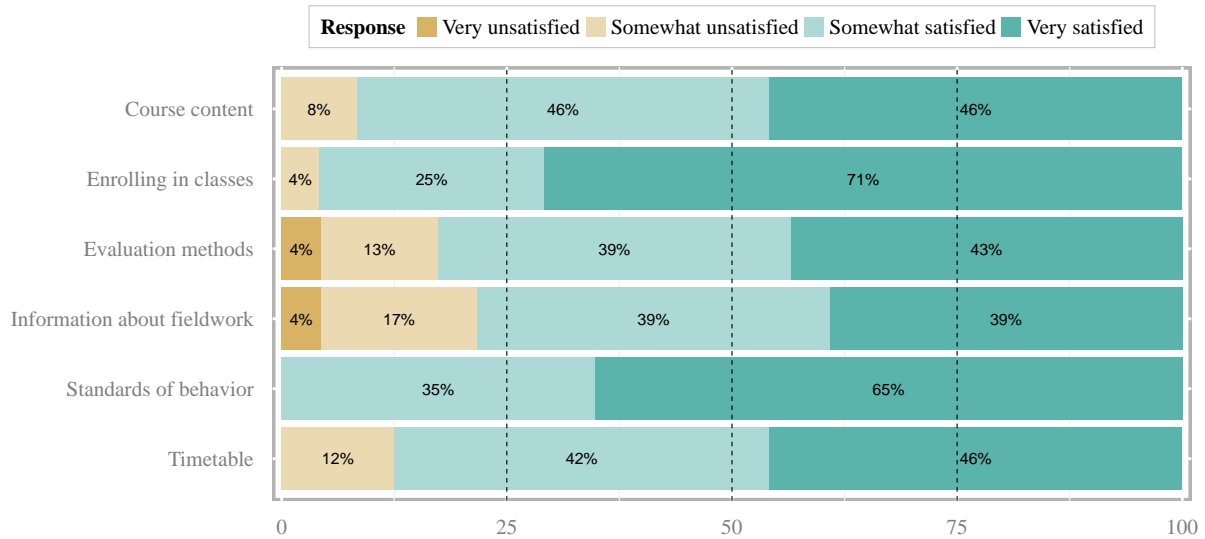
### 3 Supporting services

#### 3.1 Support received before the start of the Erasmus Mundus course

##### 3.1.1 Consortia

Question: B.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the information and support received before the start of Erasmus Mundus master course on the following aspects



	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Course content	24	3.38	3.19	2.54 - 3.06	3.07 - 3.23	3.24 - 3.40	3.41 - 3.70
Enrolling in classes	24	3.67	3.42	2.57 - 3.25	3.26 - 3.45	3.46 - 3.62	3.63 - 3.92
Evaluation methods	24	3.22	3.03	2.23 - 2.88	2.88 - 3.06	3.07 - 3.21	3.22 - 3.76
Information about fieldwork	24	3.13	2.95	2.00 - 2.80	2.81 - 3.00	3.01 - 3.19	3.20 - 3.57
Standards of behavior	24	3.65	3.44	2.77 - 3.29	3.30 - 3.42	3.43 - 3.63	3.64 - 3.90
Timetable	24	3.33	3.13	1.94 - 2.96	2.97 - 3.20	3.21 - 3.33	3.34 - 3.80

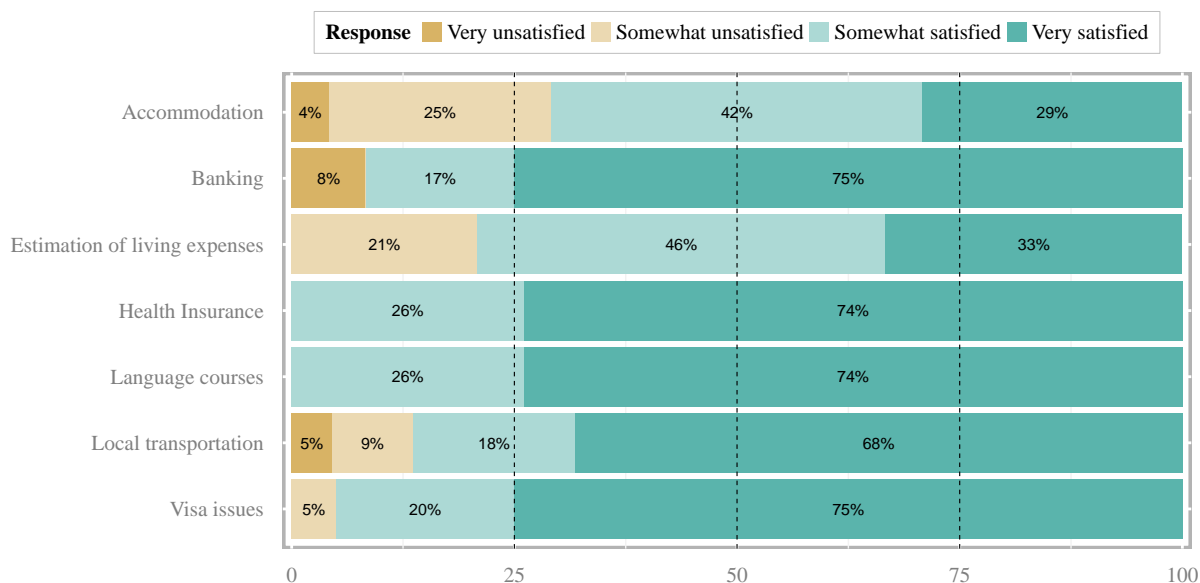
Table 1: Summary statistics



### 3.1.2 First university.

Question:N.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

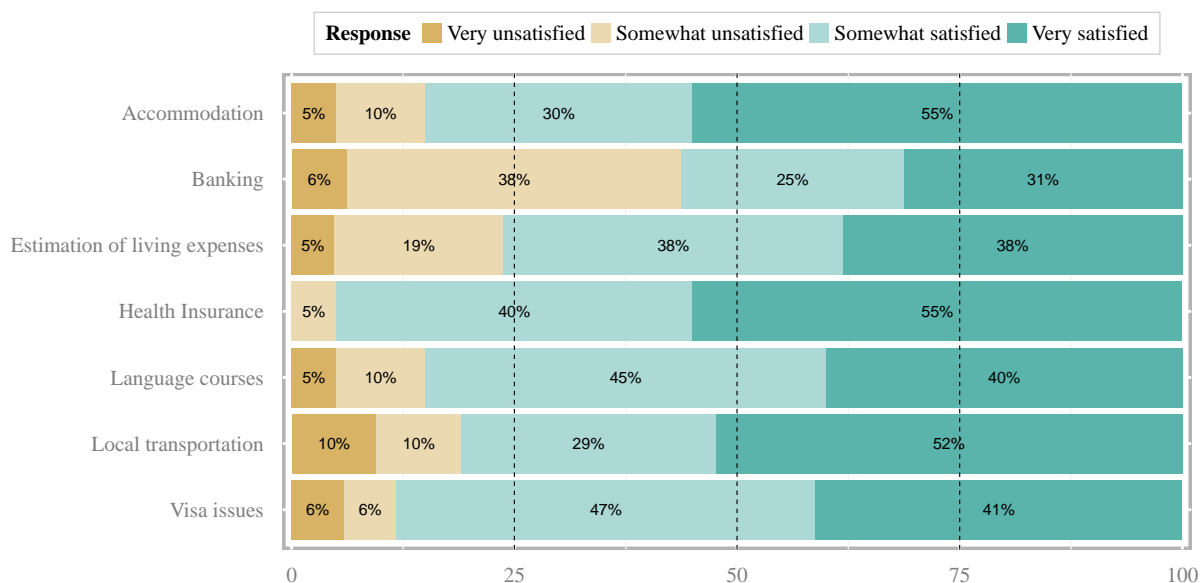
Rate the following items regarding the logistic information and support received before the beginning of studies in the first university



### 3.1.3 Second university.

Question:O.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

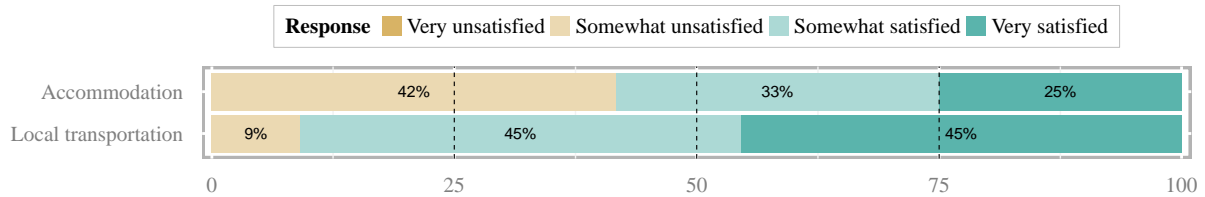
Rate the following items regarding the logistic information and support received before the beginning of studies in the second university



### 3.1.4 Third university.

Question:P.1.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items regarding the logistic information and support received before the beginning of studies in the third university

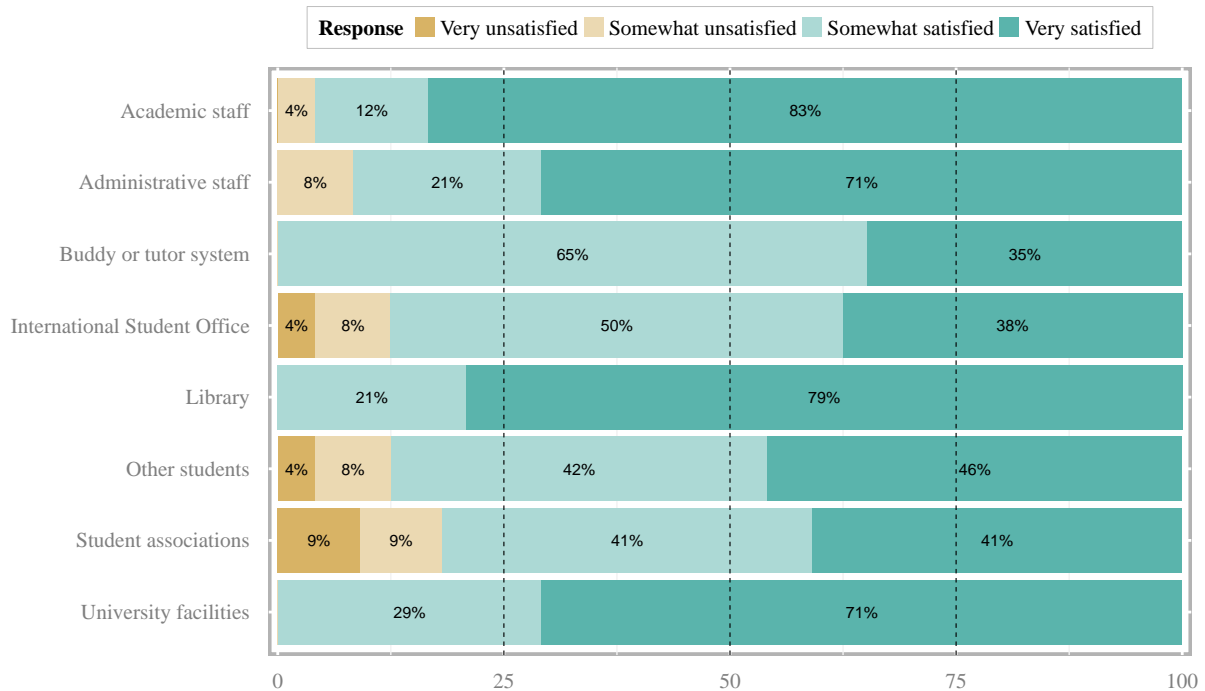


## 3.2 Support received during the orientation program

### 3.2.1 Consortia

Question:B.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the introduction process to the following units or people as part of the orientation program





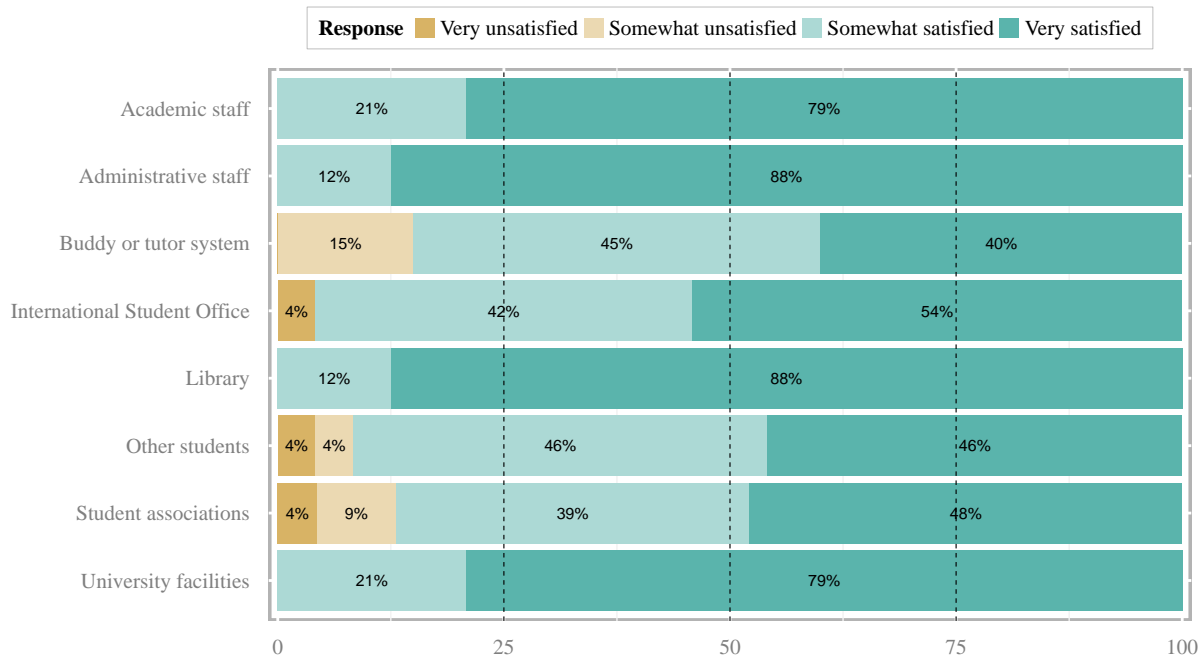
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	24	3.79	3.44	2.40 - 3.29	3.30 - 3.47	3.48 - 3.63	3.64 - 3.92
Administrative staff	24	3.62	3.39	2.30 - 3.20	3.21 - 3.43	3.44 - 3.62	3.63 - 3.93
Buddy or tutor system	24	3.35	2.96	2.00 - 2.88	2.89 - 3.06	3.07 - 3.20	3.21 - 3.64
International Student Office	24	3.21	3.24	2.47 - 3.04	3.05 - 3.27	3.28 - 3.48	3.49 - 3.90
Library	24	3.79	3.37	2.50 - 3.20	3.21 - 3.35	3.36 - 3.58	3.59 - 3.91
Other students	24	3.29	3.33	2.36 - 3.18	3.19 - 3.36	3.37 - 3.47	3.48 - 3.86
Student associations	24	3.14	2.99	1.92 - 2.76	2.77 - 3.02	3.03 - 3.22	3.23 - 3.62
University facilities	24	3.71	3.40	2.40 - 3.21	3.22 - 3.39	3.40 - 3.57	3.58 - 3.92

Table 2: Summary statistics

### 3.2.2 First university.

Question: N.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

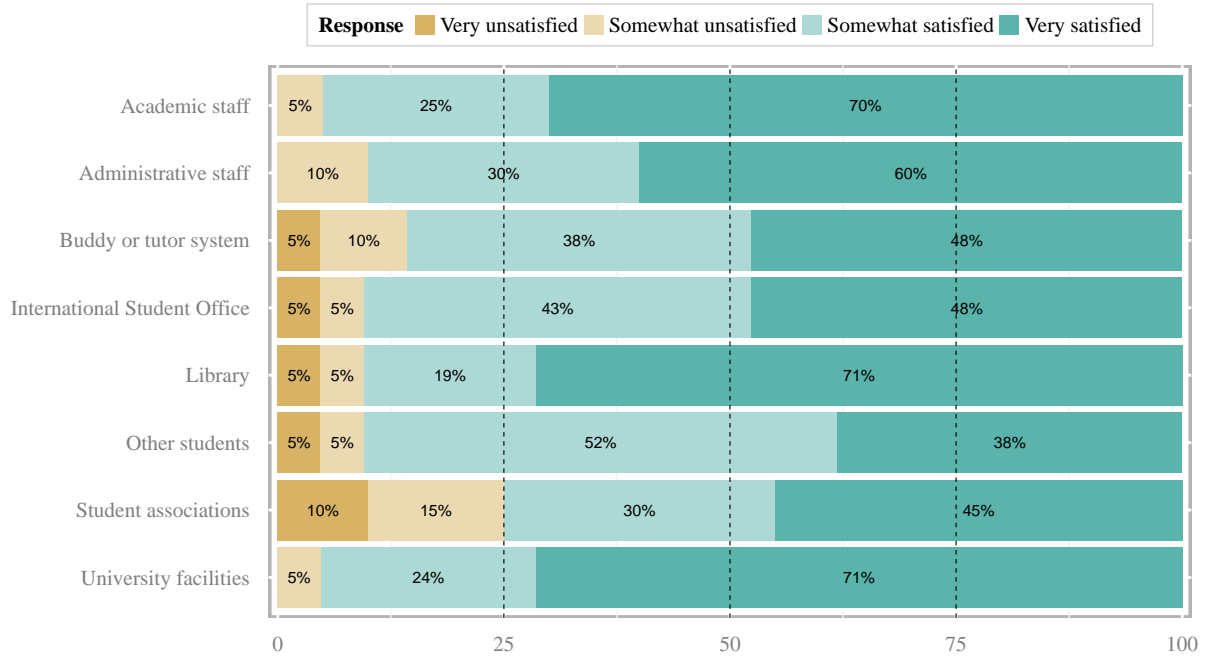
Rate the introduction process to the following units or people as part of the orientation program at the first university



### 3.2.3 Second university.

Question:O.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

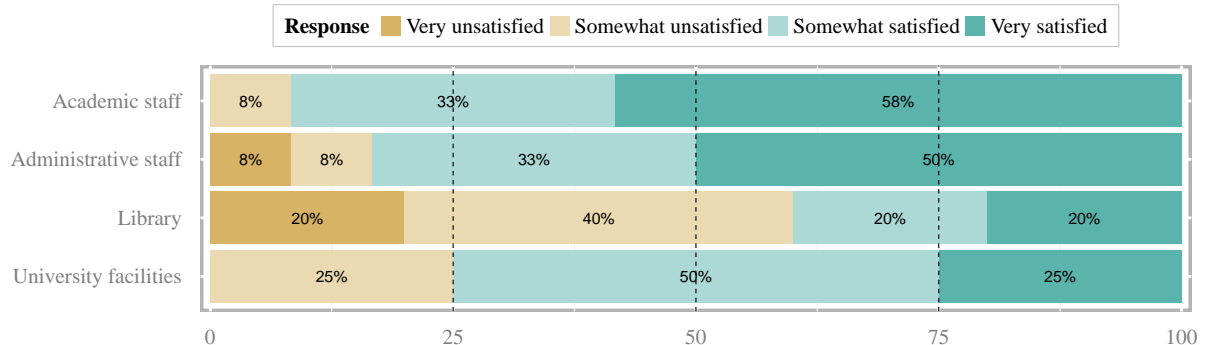
Rate the introduction process to the following units or people as part of the orientation program at the second university



### 3.2.4 Third university.

Question:P.1.3 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the introduction process to the following units or people as part of the orientation program at the third university

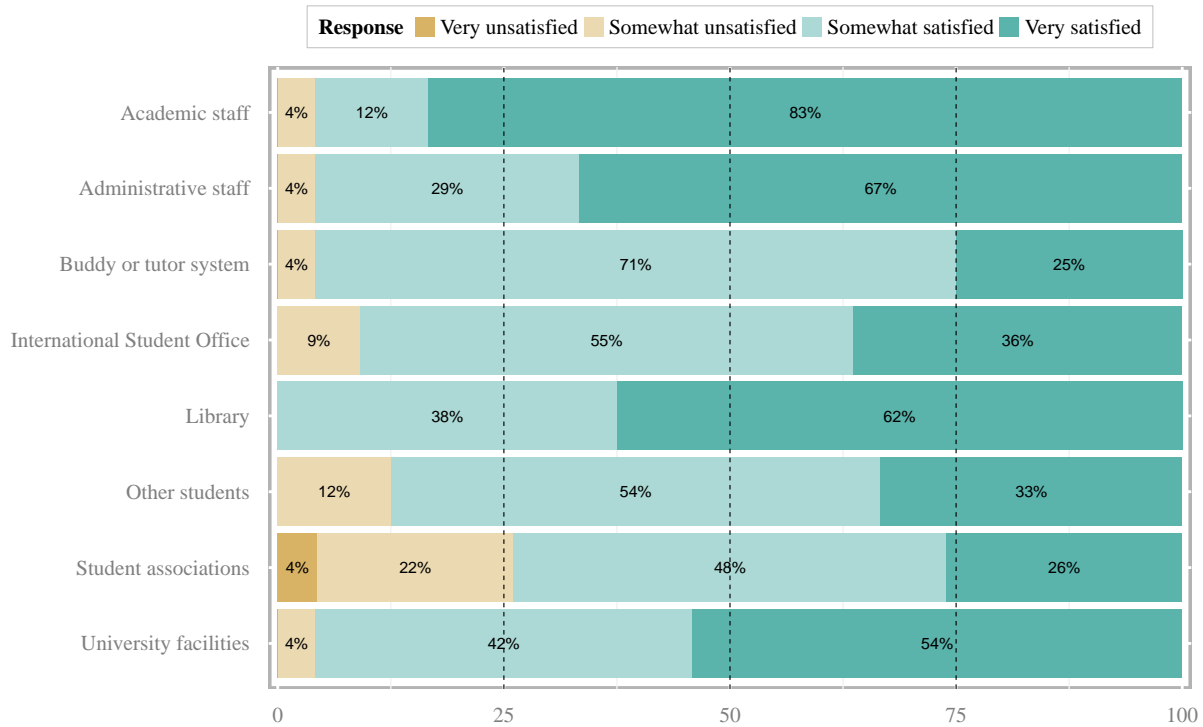


### 3.3 Helpfulness of units and people

#### 3.3.1 Consortia

Question:B.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the helpfulness of the following units of people



	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Academic staff	24	3.79	3.45	2.50 - 3.30	3.31 - 3.46	3.47 - 3.62	3.63 - 4.00
Administrative staff	24	3.62	3.35	2.10 - 3.18	3.19 - 3.45	3.46 - 3.61	3.62 - 4.00
Buddy or tutor system	24	3.21	3.03	2.20 - 2.90	2.91 - 3.06	3.07 - 3.20	3.21 - 3.73
International Student Office	24	3.27	3.25	2.45 - 3.09	3.10 - 3.27	3.28 - 3.50	3.51 - 3.71
Library	24	3.62	3.42	2.80 - 3.20	3.21 - 3.44	3.45 - 3.60	3.61 - 3.93
Other students	24	3.21	3.40	2.45 - 3.21	3.22 - 3.39	3.40 - 3.55	3.56 - 3.85
Student associations	24	2.96	3.04	2.10 - 2.92	2.93 - 3.08	3.09 - 3.24	3.25 - 3.68
University facilities	24	3.50	3.42	2.71 - 3.27	3.28 - 3.48	3.49 - 3.63	3.64 - 3.86

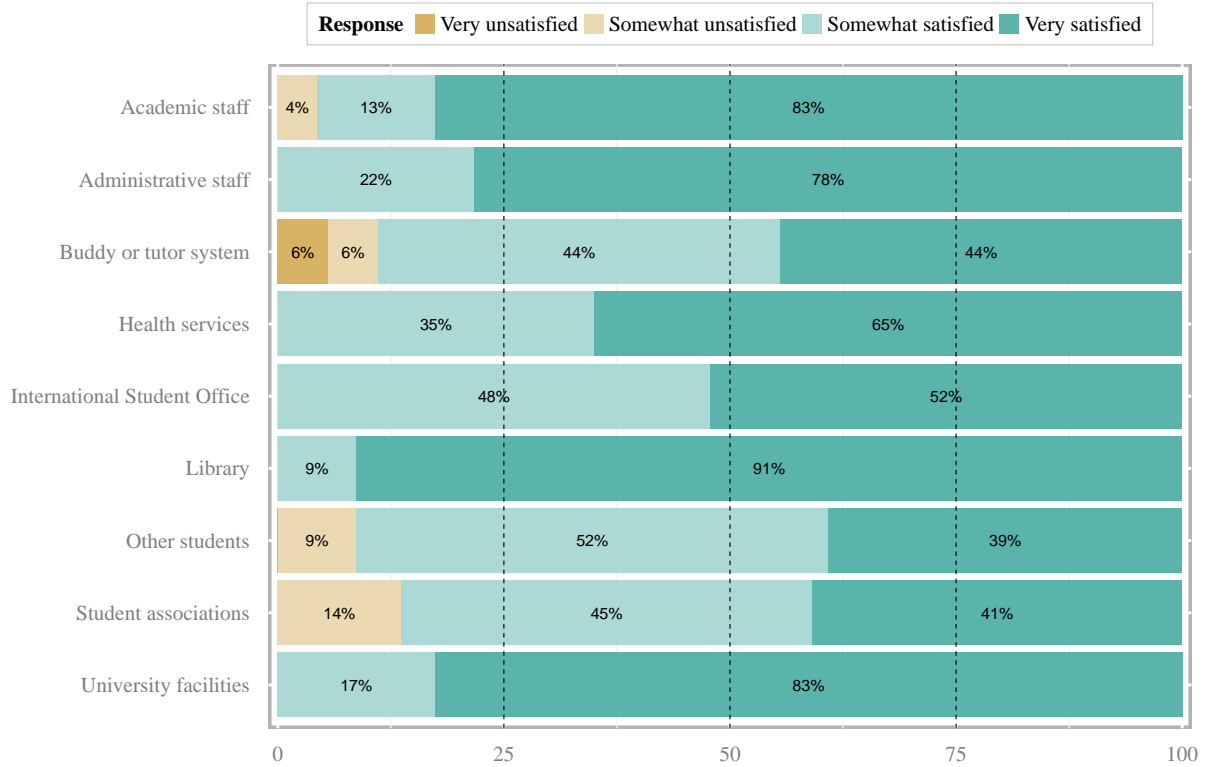
Table 3: Summary statistics



### 3.3.2 First university.

Question: N.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

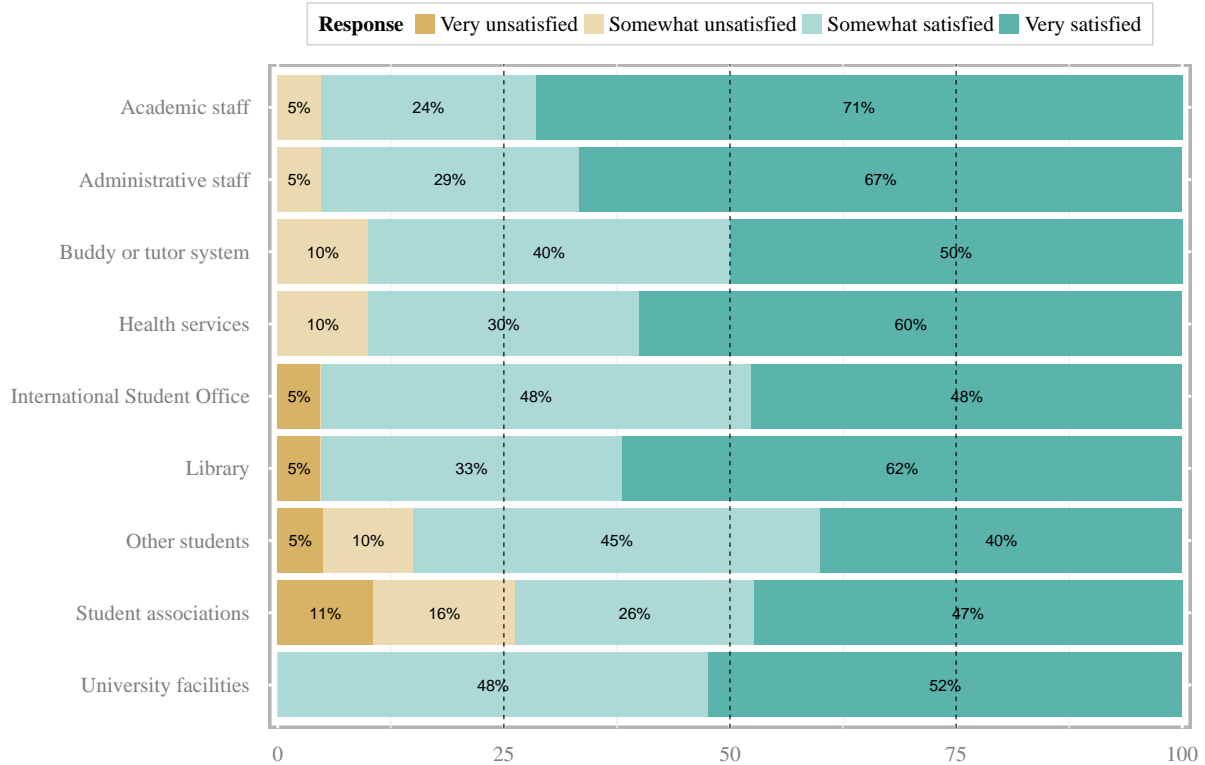
Rate the helpfulness of the following units of people at the first university



### 3.3.3 Second university.

Question:O.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

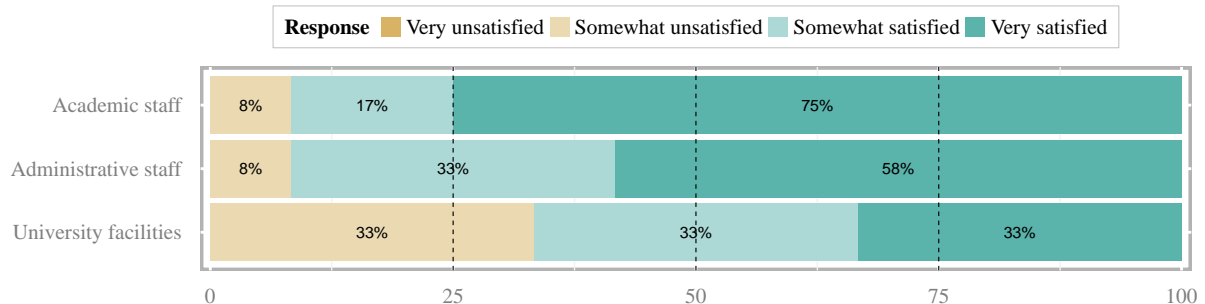
Rate the helpfulness of the following units of people at  
the second university



### 3.3.4 Third university.

Question:P.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

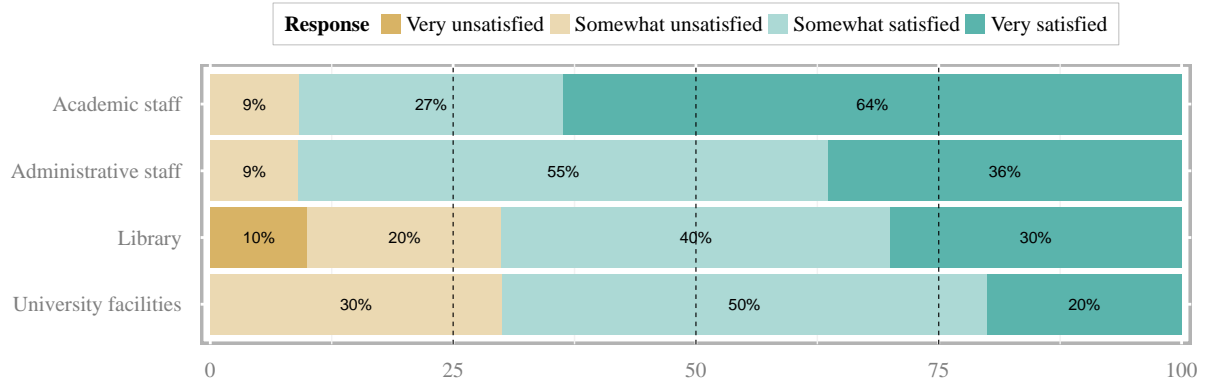
Rate the helpfulness of the following units of people at  
the third university



### 3.3.5 Fourth university.

Question:Q.2.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the helpfulness of the following units of people at the fourth university

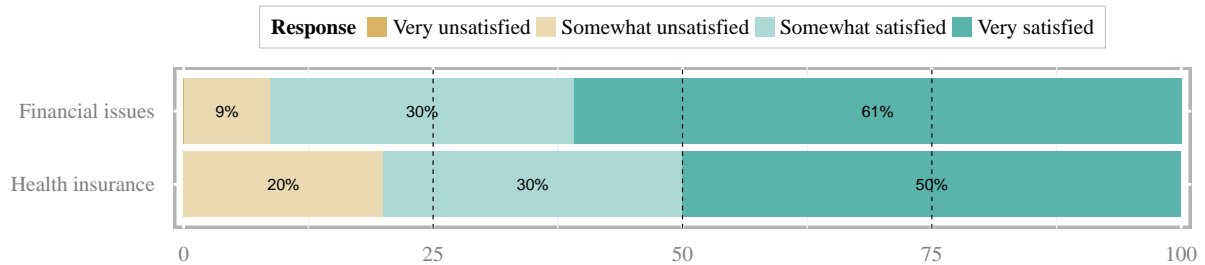


## 3.4 Support received on various issues

### 3.4.1 Consortia

Question:B.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the support received on the following issues



	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Financial issues	24	3.52	3.34	2.50 - 3.19	3.20 - 3.40	3.41 - 3.57	3.58 - 3.90
Health insurance	24	3.30	3.36	2.54 - 3.25	3.26 - 3.38	3.39 - 3.56	3.57 - 3.84

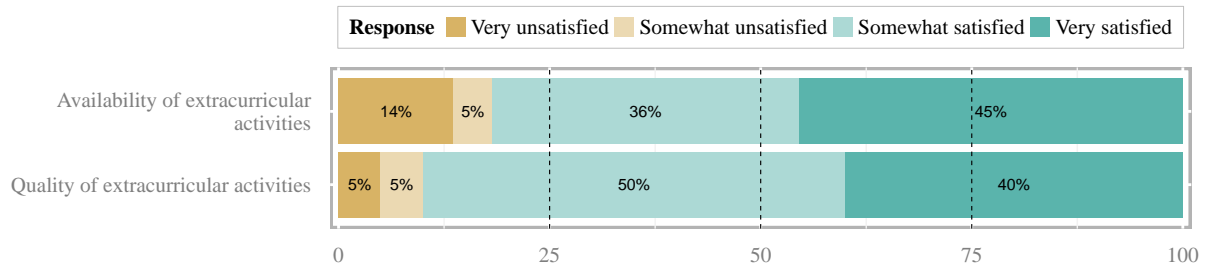
Table 4: Summary statistics



### 3.4.2 First university.

Question:N.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

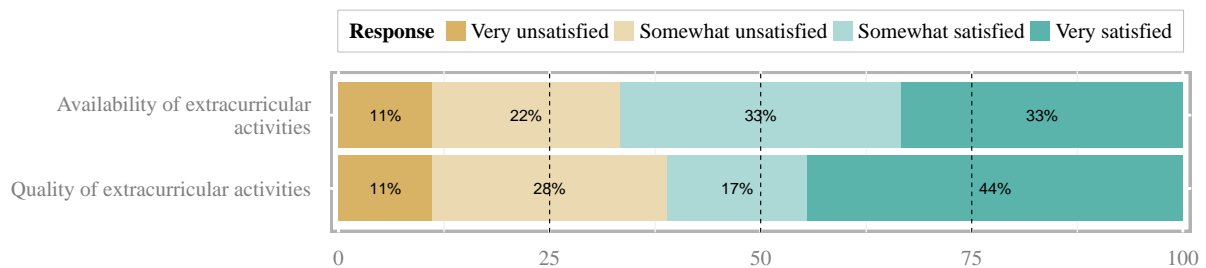
Rate the following items for first university



### 3.4.3 Second university.

Question:O.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

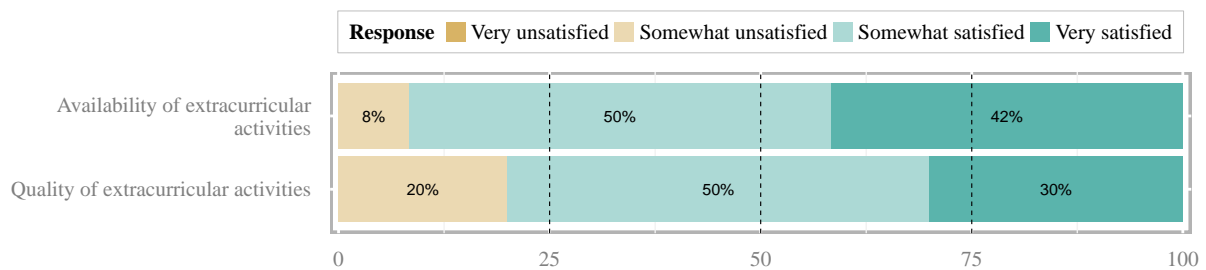
Rate the following items



### 3.4.4 Third university.

Question:P.2.2 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items



## 4 Assessment and feedback

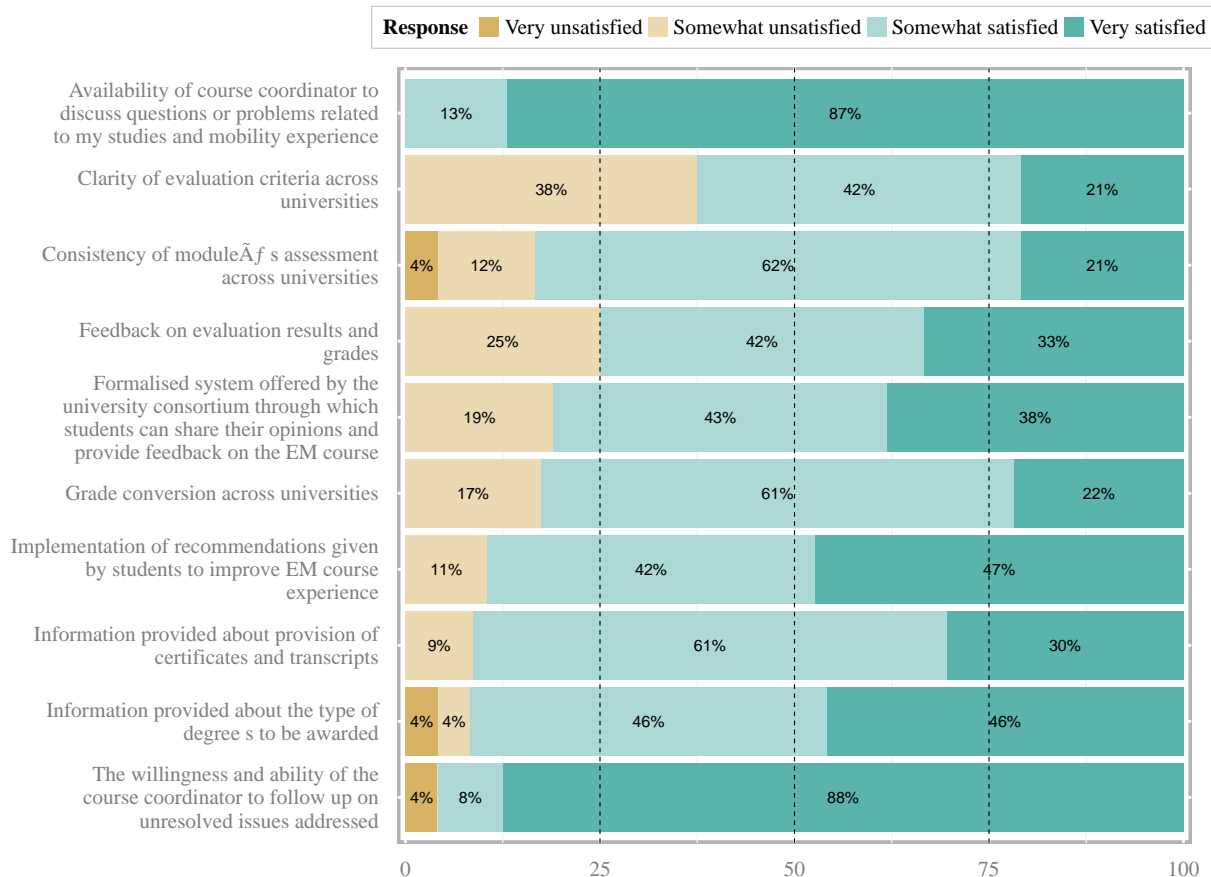
Some introductory text about the section

### 4.1 Module assessment

#### 4.1.1 Consortia

Question: C.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items





	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
Availability of course coordinator to discuss questions or problems related to my studies and mobility experience	24	3.87	3.28	2.10 - 3.12	3.13 - 3.33	3.34 - 3.49	3.50 - 3.90
Clarity of evaluation criteria across universities	24	2.83	2.77	1.90 - 2.55	2.56 - 2.79	2.80 - 3.00	3.01 - 3.60
Consistency of module's assessment across universities	24	3.00	2.81	1.89 - 2.58	2.59 - 2.79	2.80 - 3.01	3.02 - 3.50
Feedback on evaluation results and grades	24	3.08	2.77	1.70 - 2.57	2.58 - 2.83	2.84 - 3.00	3.01 - 3.60
Formalised system offered by the university consortium through which students can share their opinions and provide feedback on the EM course	24	3.19	2.91	1.75 - 2.73	2.74 - 2.97	2.98 - 3.19	3.20 - 3.55
Grade conversion across universities	24	3.04	2.85	2.17 - 2.71	2.72 - 2.83	2.84 - 3.00	3.01 - 3.56
Implementation of recommendations given by students to improve EM course experience	24	3.37	2.82	1.58 - 2.62	2.63 - 2.86	2.87 - 3.15	3.16 - 3.44
Information provided about provision of certificates and transcripts	24	3.22	3.02	1.96 - 2.85	2.86 - 3.07	3.08 - 3.27	3.28 - 3.67
Information provided about the type of degrees to be awarded	24	3.33	3.12	2.40 - 2.95	2.96 - 3.16	3.17 - 3.35	3.36 - 3.70
The willingness and ability of the course coordinator to follow up on unresolved issues addressed	24	3.79	3.23	1.80 - 3.00	3.01 - 3.32	3.33 - 3.47	3.48 - 3.92

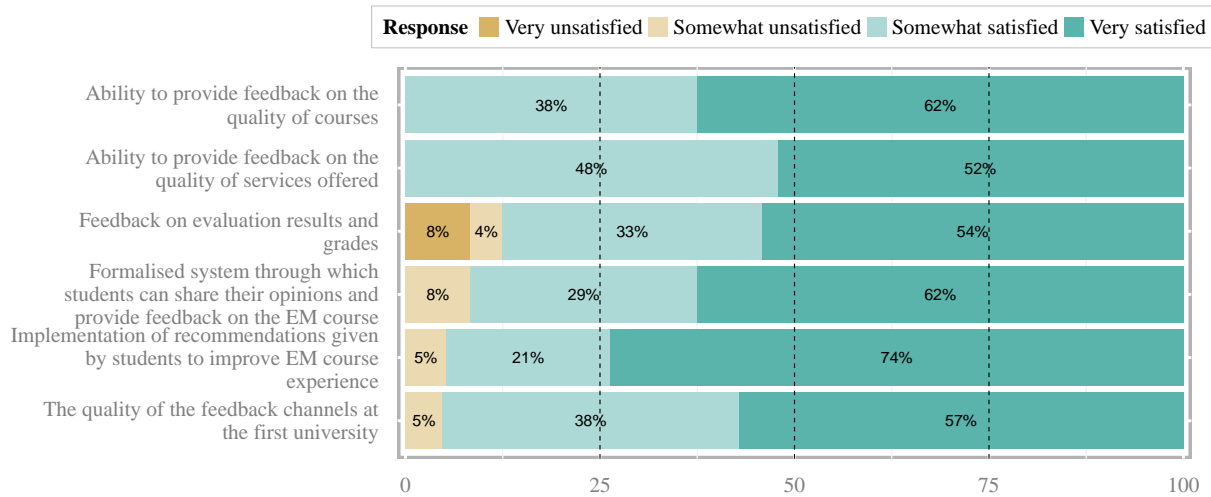
Table 5: Summary statistics



### 4.1.2 First university.

Question:N.3.1 Some introductory text about this particular question. Likely to be the same for all courses.

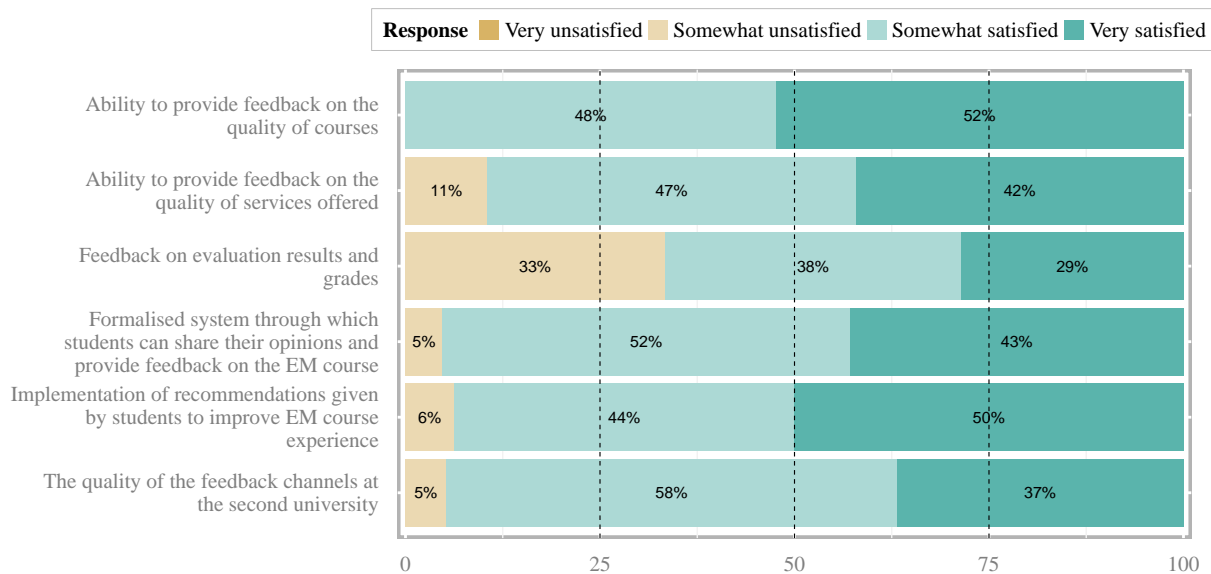
Rate the following items



### 4.1.3 Second university.

Question:O.3.1 Some introductory text about this particular question. Likely to be the same for all courses.

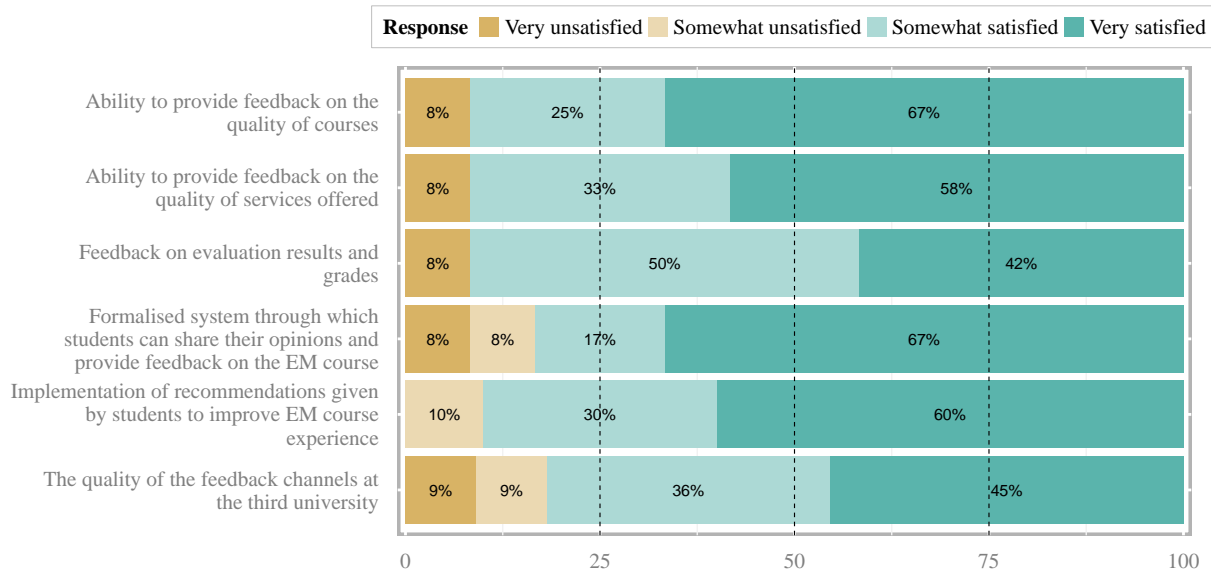
Rate the following items



#### 4.1.4 Third university.

Question:P.3.1 Some introductory text about this particular question. Likely to be the same for all courses.

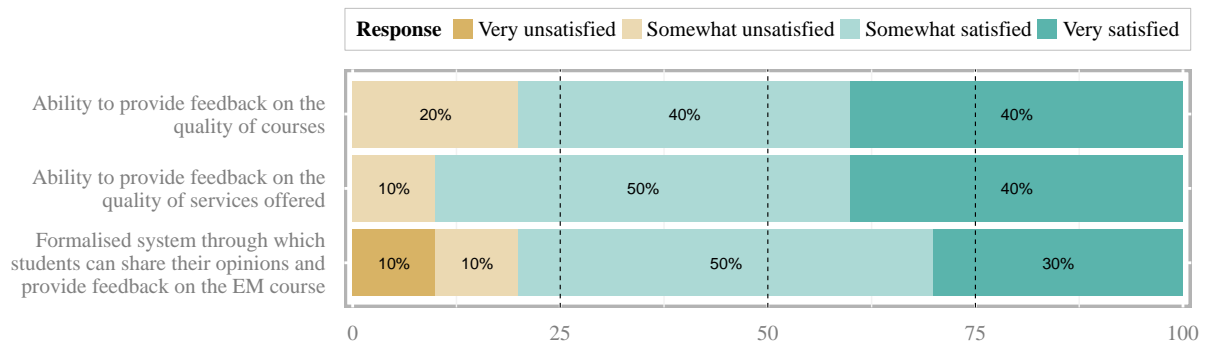
Rate the following items



#### 4.1.5 Fourth university.

Question:Q.3.1 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following items



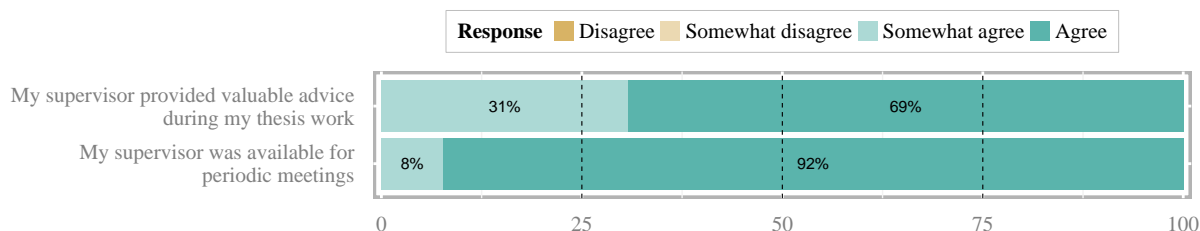
## 5 Teaching/learning and supervision

Some introductory text about the section

### 5.1 First supervisor.

Question:L.4 Some introductory text about this particular question. Likely to be the same for all courses.

Please rate the following statements on first thesis supervisor



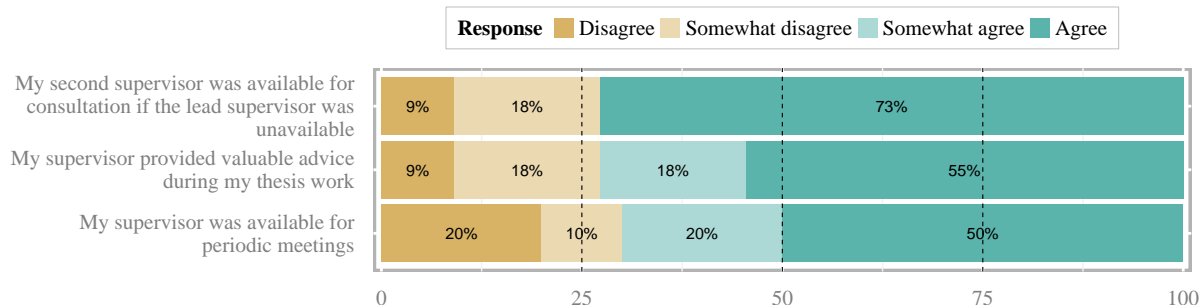
	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
My supervisor provided valuable advice during my thesis work	24	3.69	3.50	2.64 - 3.43	3.44 - 3.60	3.61 - 3.75	3.76 - 4.00
My supervisor was available for periodic meetings	24	3.92	3.54	2.79 - 3.46	3.47 - 3.62	3.63 - 3.80	3.81 - 4.00

Table 6: Summary statistics

### 5.2 Second supervisor.

Question:L.5 Some introductory text about this particular question. Likely to be the same for all courses.

Please rate the following statements on second thesis supervisor



	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
My second supervisor was available for consultation if the lead supervisor was unavailable	24	3.36	3.38	2.36 - 3.20	3.21 - 3.56	3.57 - 3.65	3.66 - 3.91
My supervisor provided valuable advice during my thesis work	24	3.18	3.40	2.45 - 3.12	3.13 - 3.48	3.48 - 3.71	3.72 - 3.91
My supervisor was available for periodic meetings	24	3.00	3.37	2.50 - 3.00	3.01 - 3.50	3.51 - 3.70	3.71 - 3.91

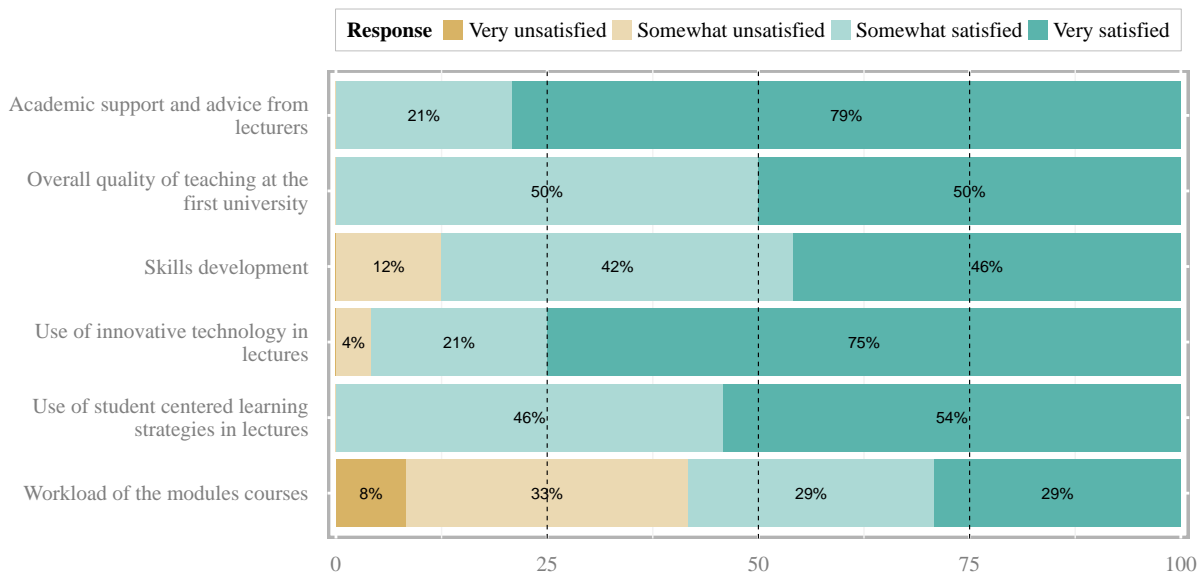
Table 7: Summary statistics

### 5.3 Teaching/learning

#### 5.3.1 First university.

Question:N.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

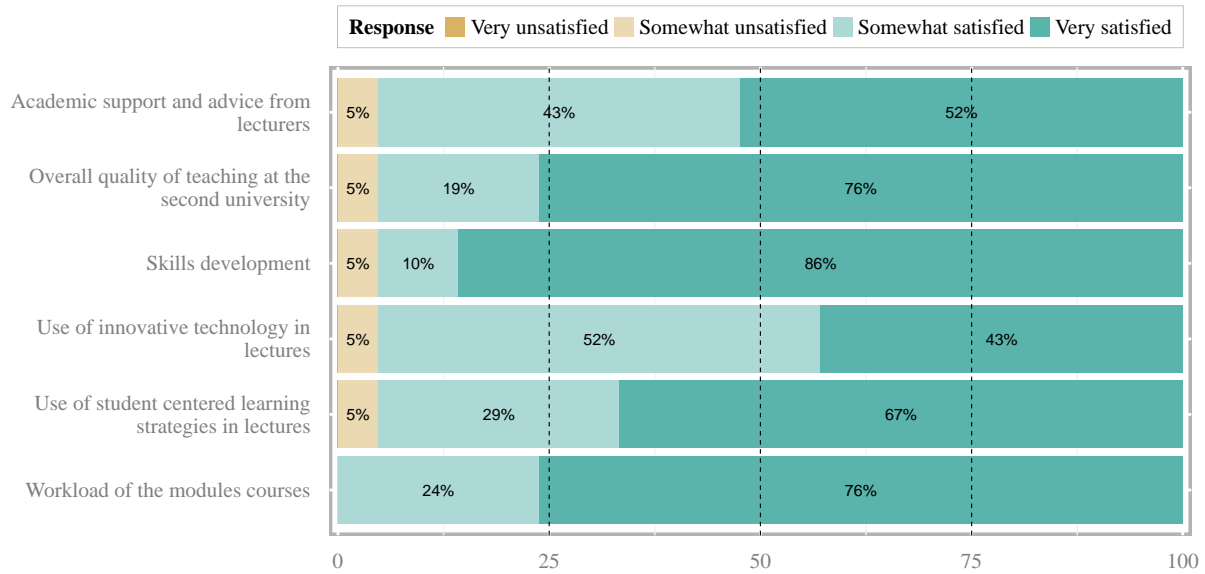
Please rate the following items



### 5.3.2 Second university.

Question:O.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

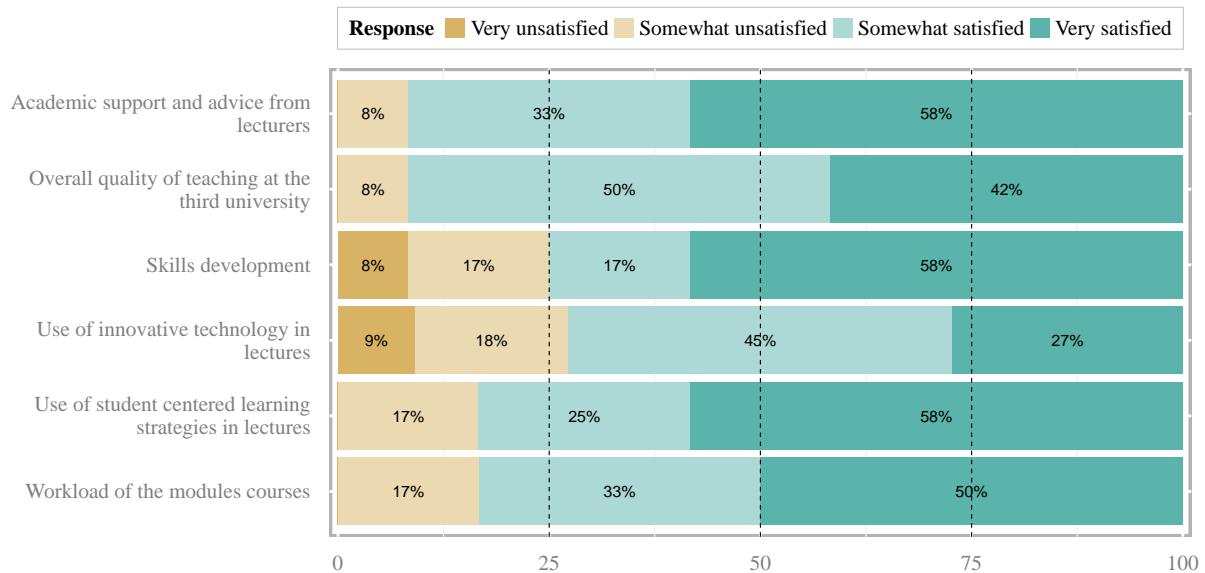
Please rate the following items



### 5.3.3 Third university.

Question:P.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

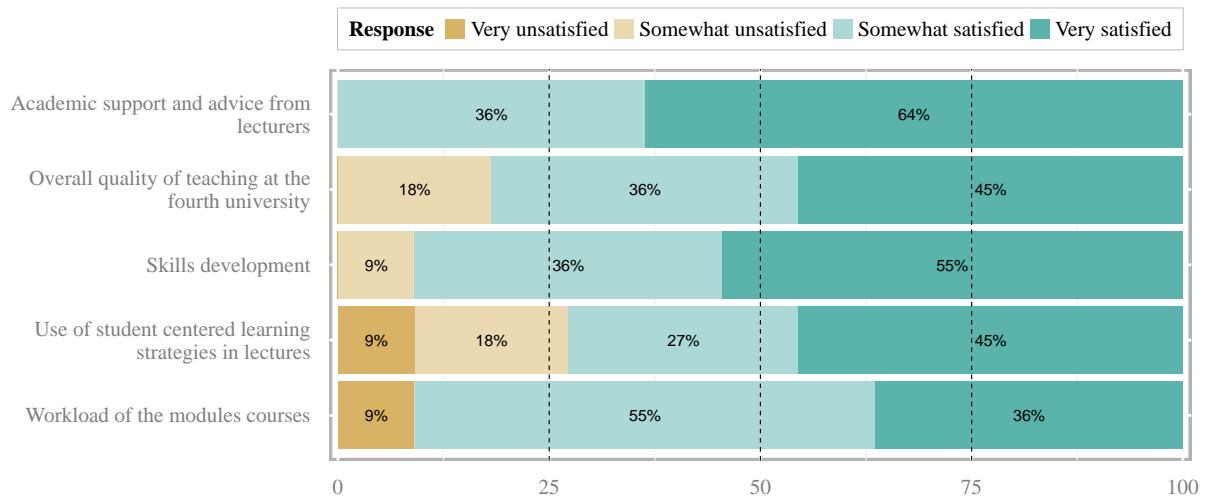
Please rate the following items



#### 5.3.4 Fourth university.

Question:Q.4.1 Some introductory text about this particular question. Likely to be the same for all courses.

Please rate the following items



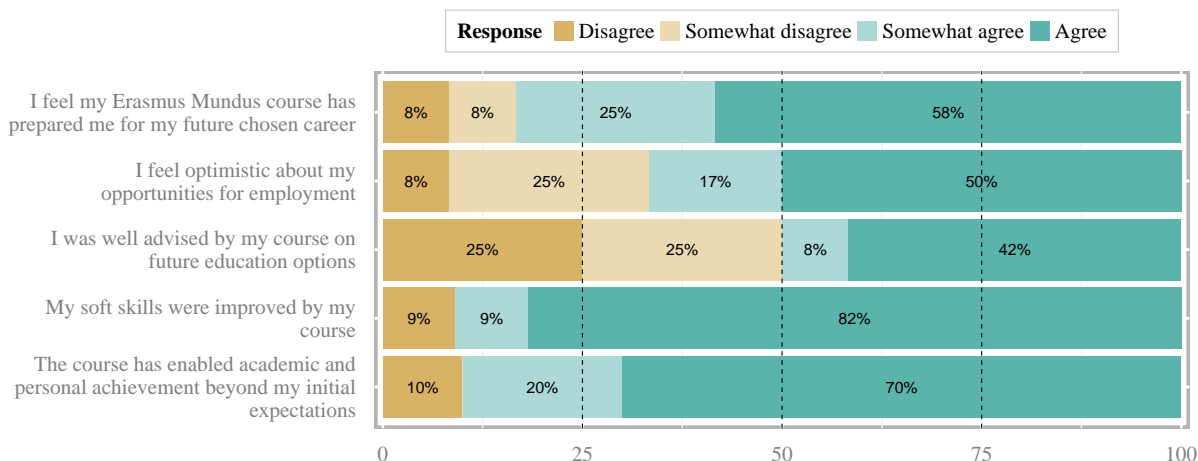
## 6 Internship/field experience and personal development

Some introductory text about the section

### 6.1 Personal development.

Question:L.6 Some introductory text about this particular question. Likely to be the same for all courses.

Rate the following statements regarding personal development during EM course



	n	Mean	EM mean	0 - 25	25 - 50	50 - 75	75 - 100
I feel my Erasmus Mundus course has prepared me for my future chosen career	24	3.33	3.38	2.43 - 3.17	3.18 - 3.35	3.36 - 3.54	3.55 - 4.00
I feel optimistic about my opportunities for employment	24	3.08	3.27	2.50 - 2.95	2.96 - 3.29	3.30 - 3.50	3.51 - 3.71
I was well advised by my course on future education options	24	2.67	2.90	2.31 - 2.62	2.63 - 2.80	2.81 - 3.20	3.21 - 3.55
My soft skills were improved by my course	24	3.64	3.49	2.90 - 3.40	3.41 - 3.56	3.57 - 3.71	3.72 - 4.00
The course has enabled academic and personal achievement beyond my initial expectations	24	3.50	3.28	2.46 - 3.20	3.21 - 3.37	3.38 - 3.56	3.57 - 3.91

Table 8: Summary statistics





## 7 Acknowledgments

Some concluding remarks

