

# **Developing quality processes in accreditation agencies to support the development of quality of HEIs: the case of CTI**

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Commission des Titres d'Ingénieur**

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Brief Presentation of CTI

CTI's quality policy

Internal quality Assurance

Organization

**Periodic Self Assessment of  
CTI**

**Certified HEI's data sheet**

**Cti** (Commission des Titres d'Ingénieur) is an independent body established by the French law in 1934. It is in charge of the evaluation of all french engineering programmes. It contributes to the development of quality in engineering education, and to the promotion of the french engineering diploma and the french engineering profession in France and abroad.



## Missions

Quality assurance and improvement of engineering education and protection of the french engineering diploma (5 year integrated degree; Master level)

International promotion and integration of french engineering programmes in the European Higher Education Area.



## PLENARY ASSEMBLY

**32** members, mixed composition

16 members from **academia**

16 members from **industry**

MAIN DECISORY  
ORGAN

## EXECUTIVE COMMITTEE

**10 members**

- 1 president
- 2 vicepresidents
- 7-8 other members CTI  
(in charge of specific missions)



Institutional relations  
Strategy and management  
Planning of evaluation campaigns  
Selection of experts

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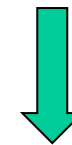
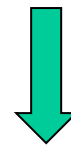
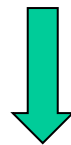
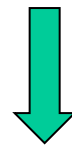


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**WG1**  
International

**WG2**  
**Quality**

**WG3**  
Engineering  
education

**WG4**  
Employment  
and relationship  
with Industry



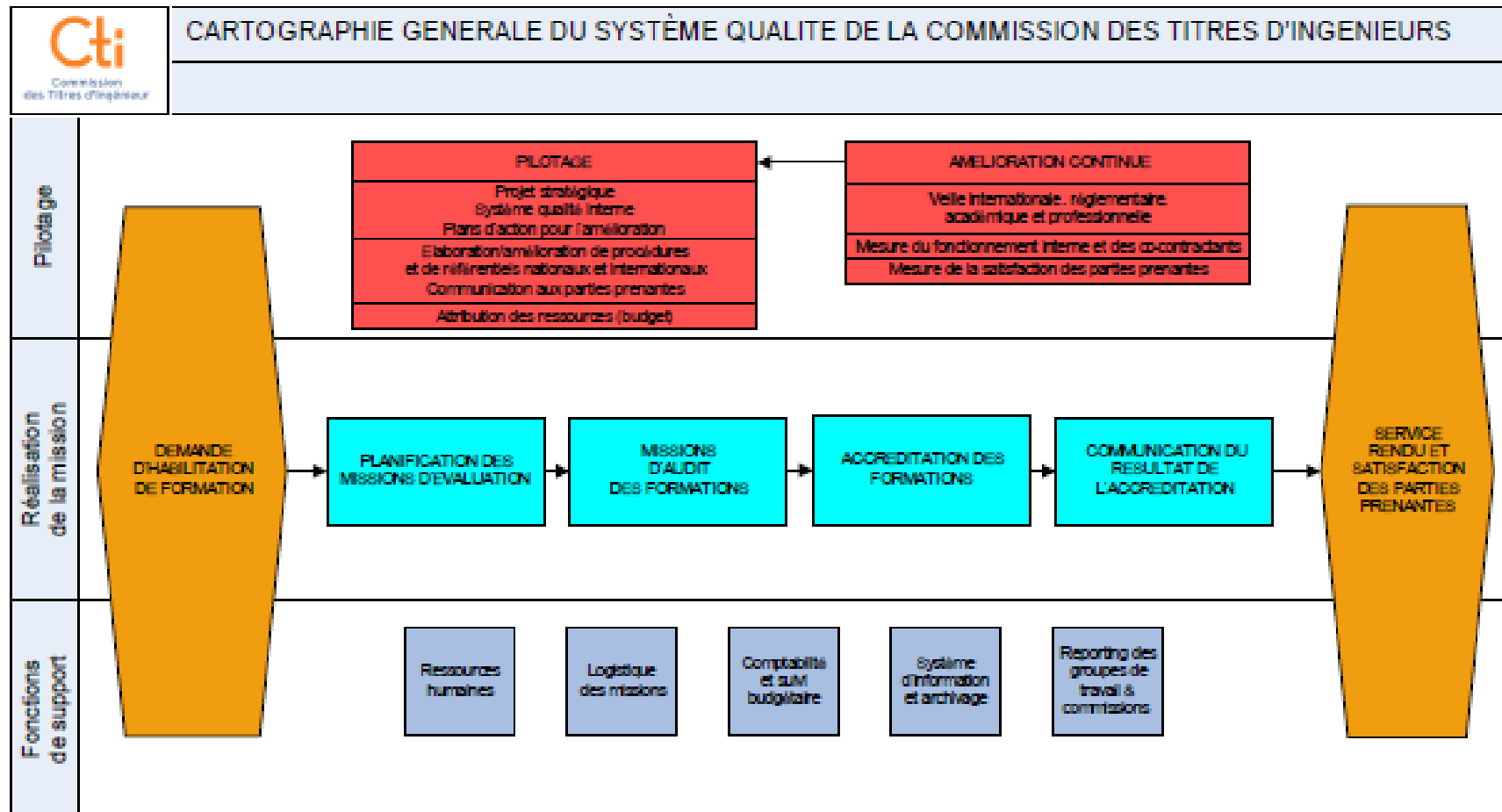
-Imagine data management systems that allow the agency to **measure the quality of service** provided to its stakeholders

-Provide tools in order to **improve accountability** of French engineering HEI's

- Recommendations of CTI's 2008 external review for inclusion as member of ENQA: integrate its tools in a comprehensive internal quality system
- Conformity of CTI to ESG criteria 3.8 (accountability procedures) and criteria 3.7 (external quality assurance process of the agency) are improved



Levels/ stakeholders	Objectives	Implementation priorities
Internal level	Professionalism, efficiency Consistency, objectivity of decisions	Formalisation of procedures, Periodic self-assessment
HEI's level	Transparency and clarity Credibility and legitimacy Provide a basis for continuous enhancement	Formalisation and updating of criteria, providing public information (decisions, reports, system indicators)
National and international level (Minister, HEI's associations, ENQA, ECA, EQAR, ENAEE)	Credibility and legitimacy Recognition	External evaluation by ENQA, EQAR
General public	Transparency, information	Providing public information



Two organs are involved in CTI's internal quality system:

- CTI's Board

- Internal quality permanent working group whose missions are:

  - Formalization, revision and improvement of processes

  - Conducting of CTI's periodic self assessment

  - Deployment of quality projects and initiatives

  - Deployment of tools for accountability

CTI's internal quality system functions according to **one-year PDCA cycle**:

September: : set of quality priorities is established by the board

September to June: the quality working group deploys the different quality initiatives

## Periodic self assessment of CTI:

### **-Internal feedback mechanisms**

- internal satisfaction survey(every 2 years)
- annual survey for French and foreign experts(since January 2013)
- internal on line incident reporting tool

### **-External feedback mechanism**

- annual survey addressed to the deans of the HEI's accredited by CTI
- annual CTI's colloquium
- monthly working groups

A **score card** is built from information coming from CTI's information system and internal and external feedback mechanisms

This score card includes 40 indicators , it enables to measure the performance of the accreditation process

A self assessment report based on this scorecard is made to CTI's board

From this self assessment the measures necessary to correct the problems observed are taken



1. Processus: Planification des missions		
Critères de qualité	Indicateurs	Valeur idéale
Parité (industrie/académie)	Nombre de membres professionnels qui on intervenu dans les audits / Nombre de membres académiques qui ont intervenu dans les audits	I=1
Présence d'étudiants	(Nombre de experts étudiants)/ nombre d'audits faits campagne annuelle	I=1 étudiants
Présence d'étrangers	(Nombre de experts étrangers)/ nombre d'audits faits campagne annuelle	I=0,5 (étrangers)
Répartition équilibrée de la charge de travail	Déviation standard (écart type) du nombre de missions attribuées aux membres dans une campagne	I=0
	Valeur MAX- Valeur min	I=0
Expertise adaptée à la mission	Nombre de fois qu'une équipe a été récusée par une école	Pas de valeur idéale
	% d'écoles qui ont répondu "bon" ou "excellent" à la question: Quel était le degré d'adaptation de la composition du groupe d'audit à votre école ?	I=1
Utilisation d'experts	% d'experts de la liste qui ont fait au moins une mission	I=100%

**Aim:** Provide meaningful and trusted information to the public concerning HEIs

90 data items allowing to characterize a particular HEI have been chosen in collaboration with CTI's stakeholders

These data are part of the data used in CTI's evaluation committee

This initiative enables CTI to conform to the increasing demands of transparency coming from ENQA

## **Main areas covered :**

**basic information on the HEI and its program;**  
**research;**  
**recruitment;**  
**accessibility and social diversity;**  
**student life;**  
**mobility and internationalization;**  
**employability;**  
**relationships with industry.**

**The information is meant to be transmitted to CTI by the engineering HEIs through an internet tool every year.**

**After a first pilot test, during the year 2011-2012, the formulation of some items in the questionnaire have been slightly modified so as to fit the status of all HEI.**

**In 2012-2013, this information has been made public by CTI and the HEIs in July 2013 (Example of Polytech Orleans)**

- Necessity to have feedback from stake holders at each step of the process!
- The process of evaluation is strategic for HEIs so agencies must be in a permanent quality improvement process
- Next month CTI put in place a COS to improve its quality improvement facing future

Thank you

[www.cti-commission.fr](http://www.cti-commission.fr)