**Quality Assurance Planning Document**

**Statement of Purpose**
The primary goal of WP4 (Quality Assurance - QA) is the development of a QA plan and the monitoring of its implementation. The role of the QA team will be to devise the plan, indicators for measuring success, collect documentation of QA from each institution and provide feedback for processes and activities aimed at achieving the project's outcomes. QA will be discussed in each consortium meeting and regularly via email and virtual meetings between relevant partners. QA team will work in collaboration with all partners in WILLIAM to ensure QA of both the consortium activities and the implementation of WILLIAM with each Israeli institution.

**Strategy:**
1) Define the indicators for success for each WP, together with WP leads.
2) Work with preparation WP to devise baseline for each institution.
3) Create a QA plan that clearly states the indicators for each activity both at the level of the consortium activities and for each Israeli institution. The plan will comprise:
    1. Purpose of the Project Quality Plan
    1.2 Quality Strategy
    2. Description of project quality standards per work package
    3. Quality assurance tools

4) Agree on a QA mechanism for monitoring activities and continued improvement and enhancement of the project's impact. As new activities are decided upon, the QA plan will be revised to cater to the specific activities.
5) Create a unified document that monitors the timeliness of all deliverables during the project development. Fill out the tangible and intangible outputs and impacts per work package and use this as the basic QA tool for achievement.
6) QA team will work with all partner institutions to ensure QA of both the consortium activities and the implementation of WILLIAM with each Israeli institution.
7) Internal monitoring will take place 2 times a year, in which
    a. each WP will need to provide documentation agreed upon in the QA plan from each institution
    b. a partner survey will be conducted biannually analyzing project efficiency, effectiveness, project coordination and progress. These aspects will also be reviewed at international consortium management meetings.
8) In coordination with the internal monitoring, a peer review process will be implemented in which partners with expertise in a particular area will review materials to ensure quality of outputs and suggest improvements.
9) QA work package will work closely with the external evaluator who will also be monitoring the project and offering feedback for improvement of QA.

Milestones/Timeline Work Package 4 Quality Assurance:
 Year 1

| 4.1 | Setting up a framework of Quality Plan and monitoring of QP; | Basic framework due March 2019 Fully plan of QA for each work package due August 2019 |
|-----|-----|-----|
| 4.2 | Elaboration of self-assessment and benchmarking for IaH (in collaboration with Preparation WP) | Due April 2019 |
| 4.3 | Internal monitoring and peer review: <br> a) Coordinator finalizes the Quality Assurance Mechanism (QAM) tool <br> b) GII gives feedback to each institution on IaH strategies <br> c) all partners finalize self assessment and benchmarking , together with QA team. <br> d) QA lead assesses the project process according to QAM | a – Due August 2019 <br> b – Due December 2019 <br> c – Due  January 2020 <br> d – bi annual reporting from partners. |

Year 2

| 4.3 | Internal monitoring and peer review <br> a) GII peer review March 16 and 20 at each institution. <br> b) All documentation for QA of activities must be submitted. <br> c) QA lead assesses the project process according to QAM | a – due March 2020 <br> b – due  May and June, 2021 <br> d – bi annual reporting from partners. |
|-----|-----|-----|
| 4.4 | External monitoring/evaluation | March 2020 |

Year 3

| 4.3 | | A - Internal monitoring <br> B – peer review: QA site visits by EU institutions and GII | A - March, 2021 <br> B - April 19-22 |
|-----|-----|-----|-----|
| 4.4 | | External monitoring/evaluation | Final evaluation November and December, 2021 |

**Detailed QA Plan – Per Workpackage**
(see Workpackage planning documents for details of strategy, milestones/timeline, and deliverables)

## WP 1 - Preparation:

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|
| 1.2 Formulation and adoption of report with revised HEI internationalisation strategies through IaH. | 1)mapping/develop tool to help partner institutions fine tune strategy and benchmark progress. | 1) Use previously constructed tool, IMPI (EU project for assessing internationalization), ensure all items from LFM are included in the tool for baseline and benchmarking. | 1) report on mapping written |
| | 2) analyze results from tool and prepare report that will offer a comparative perspective of activity in EU institutions and within Israeli institutions and and provide a baseline for all institutions. | 2) Rely on QA leads experience to ensure results are well analyzed. | 2) template of IaH institutioanl strategy document. |
| | 3) each institution creates a institutional strategy document indicating what they will be implementing specifically for WILLIAM in their institution. | 3) Interim submission of strategy in August and feedback received from coordinator … | 3) IaH institutional strategy from each institution received as documentation of what will be implemented. |
| 1.3 Purchase of equipment for IR departments and student services | 1) identify virtual classroom equipment and pricing, | 1) receive multiple pricing for virtual classroom equipment and provide to | 1) documentation of pricing investigation for |

| | | | |
|---|---|---|---|
| | | each institution for reference. | virtual classroom material. |
| | 2)each institution revises equipment list &-ask for approval for equipment, | 2) request explanation for revisions to equipment. | 2) Report of all equipment that institutions need to implement WILLIAM with justification and pricing, submitted to project officer. |
| | 3) purchase equipment | 3) Request from each institution interim update on where things stand with equipment purchase in October, 2019. | 3) equipment bought, documented, with appropriate stickers on each equipment. |
| | | | |

**WP2 – Development: Integration of protocols, guidelines and procedures to improve student services and IROs through a comprehensive IaH.**

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|
| 2.1 Preparation of training modules by EU experts in organisation of student services, international marketing for IaH, establishment of IaH strategies, implementation of programming at each IL HEI based on results. | 1) Determine content and timing for trainings by EU partners based on preparation report/site visits/ and IL partner IaH strategy document. 2) Develop trainings within Israel to reach wider particpiation from IL HEI partners | 1 & 2) tracking that process to receive infomration from partners and develop the report is progressing as planned. | 1) summary of review of material on IaH from partner institutions to help determine most valuable trainings. 2) document which outlines what the tentative content of the trainings at each EU institution, then as follow up, documentation of training. |
| | 3) track how trainings translate into | 3) Following each training, IL partners | 3) documentation of follow-up plan by |

| | implememtation based on IaH institutional strategy doucment | will receive a questionnaire on how the training will translate into muliplier traings, development of protocals, meetings, etc within the institution. | each institution, in line with their IaH strategy & documentation for all trainings of number of participants and satisfaction survey. |
|---|---|---|---|
| 2.2. Organisation of trainings in EU and Israel | Based on plan in 2.1, trainings will take place in EU and Israel | Review of itinerary for traninings, gather attendance, create survey for participants on satisfaction and on translation to implementaiton plan. | -All relevant material from the trainings are included in the event summary section and toolkit sections on the william website. -Record of attendence -post-training surveys for faculty (using some of the same questions from the CHE survey on perceptions of faculty about IaH.) -post training survey for adminstrative staff (using questions from SUCTI project). |
| 2.3. Organisation of guidelines, protocols and procedures for international students. | Based on institutional strategy document, each institution must devise 2-3 new or significantly improved protocols/guidelines for: -incoming student services -safety and security | Each partner will report their internal process for developing the guidelines within the expected time frame. -EU partners will visit all IL partner institutions for QA consultation on the guidelines/protocals developed around | -compliation of the devised guidelines from each institution and report on how this was institutionalized and diseminated internally. -feedback on the guidelines and plan |

| | | April 2021. GII has an additional visit for QA in July 2020 to assess progress. | from the EU partner visit currently scheduled for July 2020 (by GII) April 2021 (by all EU partners). |
|---|---|---|---|
| 2.4. Piloting of services and social integration system offered | -based on trainings/consultation by ESN, each IL institution will develop and implement 2-3 initiatives to advance social integration of local and International students | -develop method to assess impact of trainings (qualitative or quantitative depending on size of group)<br>-receive summary of one-on-one mentoring by ESN for each institution (annual visit)<br>-receive plan of social integration pilot plan for each IL institution<br>-ESN's visit in year 2 and 3 are meant to serve both as consulation and QA for these projects. | -report from ESN on annual visit to each institution<br>-results of feedback from trainings on social integration<br>-report from each institution that includes twice a year, progress on development of programs, implementation of programs (including attendance and evaluation). |

**WP3 – Development: Establishment of a learning virtual collaborative environment to support IaH**

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|
| 3.1. Design of interactive course structure | 1) Collect best practices about virtual collaboration from partners<br><br>2) decide on faculty, international collaboration and curriculam that will | 1)track institutional collaboration to see that contributions of each institution with expertise are being included.<br>2) Create form for each institution to fill out who the lecturer is, | 1) Summary of best practices / models for virtual classrooms<br>1) Equipment recommendations, necessary for course (overlap with WP1.3 deliverable)<br>2) list of instructors and course topics |

| | be adapted to virtual course<br><br>3) joint WILLIAM training for instructors of virtual collaborative course<br>4) creation of course syllabus | what course/syllabus will be adapted<br>3) Create questionniare for after training<br><br>4)Collect all syllabi, find appropriate expert from partners to provide feedback,<br>5)Create 4-6 questions that will be added to student questionnaire before an after course participation | from all IL institutions.<br>3) feedback from instructors<br>4) peer review of syllabus by partner experts in virtual collaboration.<br>5) list of standardized questions that are to be added to each course to assess impact of virtual collaboration course as it relates to IaH goals. |
|---|---|---|---|
| 3.2 Delivery of virtual collaboration initiative | 1) conduct virtual course (Oct, 2020<br><br><br>2) trouble shooting training for instructors | 1) make sure all courses have questions for pre and post incorporated into the course.<br>2) create satisfaction survey for instructors participating in the trouble shooting workshop for instructors. | 1) receive course description from each institution and number of students enrolled.<br>1) receive all pre and post questionnaires from students across IL institutions.<br>2) receive responses of training from the trouble shooting workshop. |
| 3.3. Analysis with preliminary results | 1) gather feedback fro all instructors about the course in order to identify best practices and challenges | 1) as stated in 3.1,3.2 - create 4-6  shared questions that will be added to each institution's student survey of the course to be distributed | 1 & 2) report of best practices in virtual collaboration based on 7 institutions experience, including results of |

| | 2) analyse survey results across institutions | before and after the course. 2) create a team that will analyse results. | student questionnaires. |
|---|---|---|---|

## WP 4 - Quality control and monitoring of WILLIAM project

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|
| 4.1 Elaboration of QA Plan | 1) determine QA plan for each workpackage together with WP leads | 1) Feedback from QA team, with knowledge and expertise in QA | 1) Document with QA plan approved by consortium |
| 4.2 Elaboration of self-assessment and benchmarking for IaH | 1) The QA team will review the 'institutional IaH strategy documents' and together with the institution determine the information that will need to be collected as part of the evaluation of their institutional plan. An action plan for each institution will be created. | 1) upon receiving the final version of the institutional strategy plans for each instittuion, QA workpackage will meet with each institution to go over QA plan. | 1) QA plan for each institution based on their Institutional strategy document -progress reports every 6 months with documentation of QA implementation at each institution |
| 4.3 Internal monitoring and peer review | Based on the institutional IaH plans and the workpackage plans, the QA team together with the appropriate partners for the activities will monitor progress | -every 6 months in years 2 and 3, each institution will submit documentation for QA. -During year 2 and 3, EU partners come to Israel to monitor implementation of institutional IaH strategies and programming. | -progress reports for each institution will be written by the relevant internal monitor and sent to the IL HEI for consideration |
| 4.4 External Evaluation | -attend two consortium meetings -review material, monitor progress and | -hire an external evaluator who will be in contact with the coordinator and | -mid and final reports -periodical reports to coordinator |

| | offer feedback for improvement -provide evaluation reports for mid and final reports. | workpackage leads to put in place monitoring plan and execute it. | providing feedback and tips for improvement if needed. |
|---|---|---|---|

**WP5 – Dissemination and Exploitation of WILLIAM**

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|
| 5.1 Development of dissemination strategy including project website and social media students in Israel. | 1) Create project website which will be available for the whole period of the project. 2) In order to disseminate project results, regular newsletters will be published with easy access and open to all through the website. 3) Creation of a dissemination strategy and define what promotional materials will need to be produced to disseminate IaH practices within HEIs in Israel. | Material will be reviewed by partners and suggestions made. | 1) Website running, tracking of number of people who enter the site. 2) newsletter on website, and documentation of email listings sent to 3) Document on william's website 4&5) timeline of implementation of video and production of it. |
| 5.2 Development of promotional materials and online/offline guidelines and leaflets. | 1) Each HEI will be able to produce promotional videos displaying the services developed in each HEI. 2) A video will be produced for the entire consortium introducing protocols and procedures (e.g. for safety and security) for foreign incoming | 1&2) EU WILLIAM experts will review material produced from each IL HEI and provide feedback/suggestions. | 1&2) Promotional videos and material that are produced for each HEI. |

| | | | |
|---|---|---|---|
| | student services in Israel. | | |
| 5.3 Organisation of national/international conferences, multiplier workshops and dissemination events | 1)Israeli HEIs will take an active role in the organisation of info-days at local level and promoting the project internally within each HEI.<br>2) One annual conference will be organised within the frame of WILLIAM. Each year the topic will be selected in function of the development of the project being the first annual conference based on the development of IaH strategies within HEIs in Israel and models of implementation | 1&2) the content of these days will be based on best practices and insights obtained by the consortium. Time at national and international meetings will be alloted to ensuring content is of high quality. | 1&2) itineraries, powerpoints, and documentation available on the website.<br>-number of participants<br>-Satisfaction surveys distributed to all participants. |
| 5.4 Development of promotional materials and online/offline guidelines and leaflets. | 1) best practices will be gathered from all WP leads and published<br>2) toolkit will be created on the website to help IL HEIs develop IaH strategies and programming. This will include a survey for HEIs and suggestions of relevant activities. | 1) process will be put in place by which material is collected from each WP lead and uploaded on the website for best practices.<br>2) testing of survey will be among consortium partners and distributed to various stakeholders before it is published. | 1) website will have best practices gathered and uploaded annually.<br>2) toolkit will be available on line by the end of the project. |

**WP6 – Management**

| WP# | Activities | Mechanism for QA | Tangible KPIs |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 6.1 Development of Project Management Tools | - develop plan for communication and management<br>-make sure all WP have workplans in place<br>-work with WP4 and WP5 leaders to draft quality, dissemination and exploitation plan. | -review of all aspects of proposal and make sure accounted for in the management plan.<br>-regular review of all WP workplans to ensure each is on track.<br>-communication with partners and all relevant stakeholders to make sure management is functioning properly<br>-survey on management and areas of improvement every 6 months.<br>-management meetings at each international consortium meeting. | -email updates summarizing next steps, about once a month.<br>-workplan/timeline<br>-plans for WP developed and on Website.<br>-documentation of action items after management meetings. |
| 6.2 Organisation of national and international project management meetings | -set agenda for meetings<br>-organize itinerary | -communication with all workpacakge leads and institutions to ensure all items necessary to discuss are on the itinerary. | -itinerary for meetings, attendance sheets, feedback/satisfaction form |
| 6.3 Financial and administrative follow up and reporting to EACEA | -financial reporting of the partner institutions every 6 months.<br>-all documentation uploaded onto the website<br>-constant communication with partners to ensure compliance with reporting. | -Guidelines for the use of the grant, financial management of the grant communicated to partners to raise the quality of the project implementation.<br>-Partner agreement lists actions and procedure for successful project implementation. | -mid and final reports<br>-external evaluation reports<br>-external financial auditing reports |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |

**QA workpackage:**

Lead
Colman – Dr. Yael Israel-Cohen, Hadar Shany, Samara Segal
Co-Assist:
GII – Dr. Uwe Brandenburg
Gordon – Dr. Rhonda Sofer and Gordon WILLIAM team