

Danube University Krems

From model project to the Central European competence center for continuing education www.donau-uni.ac.at



1. Quality Areas

Customer Satisfaction

Students Stakeholder Corporate World

Programme Content

Academic Level
Transformation and Individual Growth
(Knowledge, Skills, Competences)
Connectivity with Research and Development

Internal Processes

Staff Recruitment and Development Structures ICT Services to Enhance Learning Outcomes

Economic Efficiency







Danube University Krems
University for Continuing Education

2. Quality Philosophy

Students are seen as Co-Producers and Customers

Continuing Education = Service

Prevention of Quality Gaps to Assure Quality

Various Quality Assessments to provide Continuous Feedback

Participation (Customers, Staff, Stakeholder, Scientific Community ...)

Learningcycles



Danube University Krems
University for Continuing Education

3. Quality Design

Curricula Design

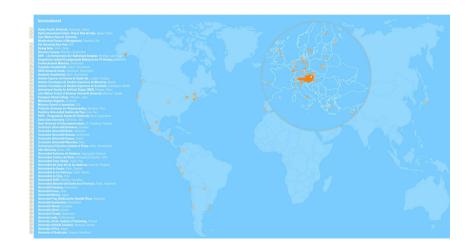
Academic Staff Development

Student Selection and Admission Tests

Student-Relationship Management

Incorporation of European Standards (e.g. Bologna Process)

Internationalisation



Danube University Krems
University for Continuing Education

Page 4

3. Holistic Management

MISSION

STRATEGY

GOALS, MEASURES and ACTIVITIES (MbO)

PERFORMANCE INDICATORS and STANDARDS

CONTINUOUS IMPROVEMENT and LEARNING CYCLES (PDCA)

QUALITY ASSESSMENT (internal and external)



Danube University Krems
University for Continuing Education

December 2006 www.donau-uni.ac.at Page 5

Contact

Doris Carstensen
Quality Management
Danube University Krems
Dr.-Karl-Dorrek-Straße 30
A-3500 Krems
+ 43 (0)2732 893 2217

doris.carstensen@donau-uni.ac.at

Danube University Krems
University for Continuing Education

VERS LYING

December 2006 www.donau-uni.ac.at Page 6