

Accreditation Council in Dialogue 10/08/25

System Accreditation – Efficiency of Quality Management Systems Insights from HSD Döpfer University

- ▶ Founded in 2013
- ▶ Headquarters in Potsdam, additional campuses in Cologne, Regensburg, and Hamburg
- ▶ Focus on social services and healthcare
 - 8 bachelor's degree programs
 - 6 master's programs
 - University certificates
- ▶ Teaching formats (distance/on-campus/hybrid): On-campus, block schedule, virtual from home – depending on the program
- ▶ Program formats offered: Full-time, part-time (while working or in training), dual

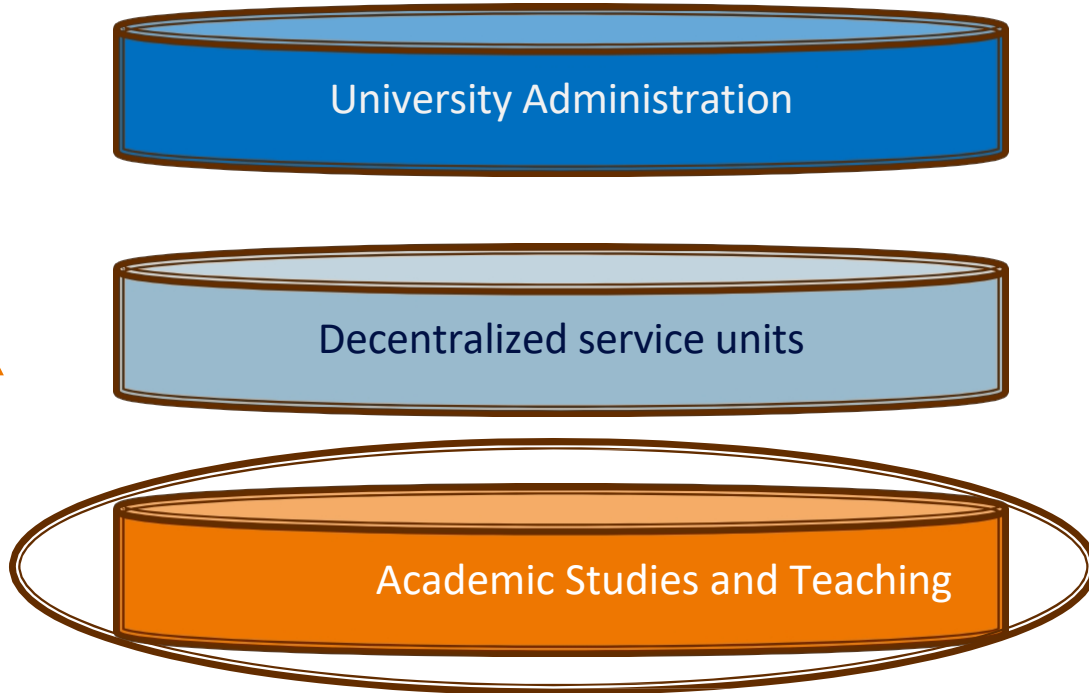
QM responsibilities

- ▶ System accreditation since March 2021
- ▶ QM department: 1.5 FTE:
 - ▶ Coordination of accreditation procedures
 - ▶ Concept development
 - ▶ Conducting quality audits
 - ▶ Document and process management
 - ▶ Support for university committees and university administration
 - ▶ Liaison with the Academic Council and the Ministry
- ▶ Approximately 3–4 different accreditation procedures per academic year

The HSD's QMS

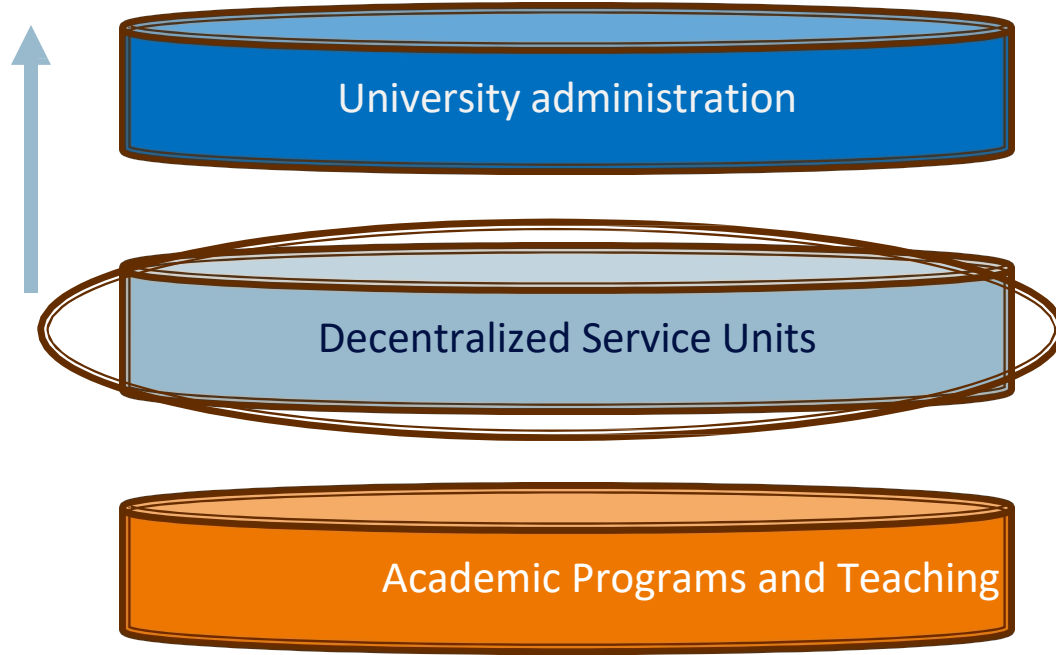
- PDCA at every level
- Annual reports with results and planned measures
- Annual steering meeting of the university administration: Quality adjustments, strategic development measures
- Annual quality audit: Review of a specific area of the QMS
- Interaction between the levels





Defined “QM routines”:

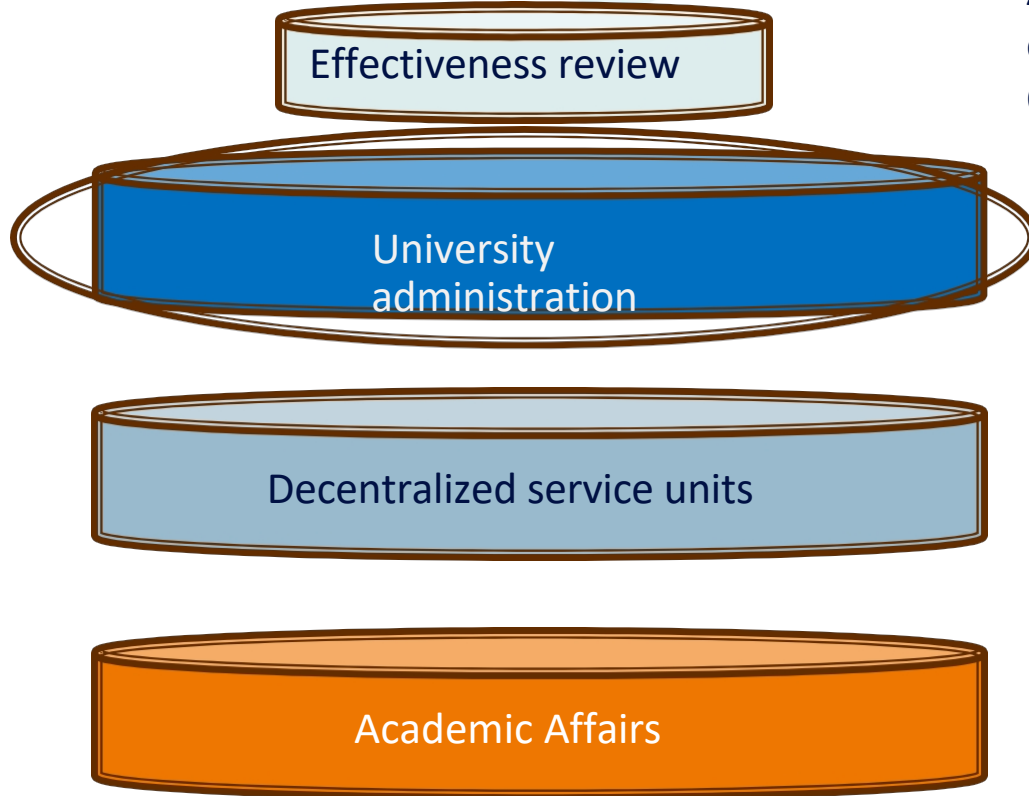
- Semester: Cohort Speaker Meetings
- Semester: Course evaluations
- Annual: Program evaluation
- Annual: Quality Report
- Annual: Update of module handbooks



Established “QM routines”:

- Semester: Dropout Statistics
- Annual: Graduate Survey
- Annual: Service evaluation
- Annual: Departmental report
- Annual: Accreditation process
- Ongoing: Process adjustments

QMS Annual Cycle



Annual quality audit to assess effectiveness (review of a sub-area of the QMS)

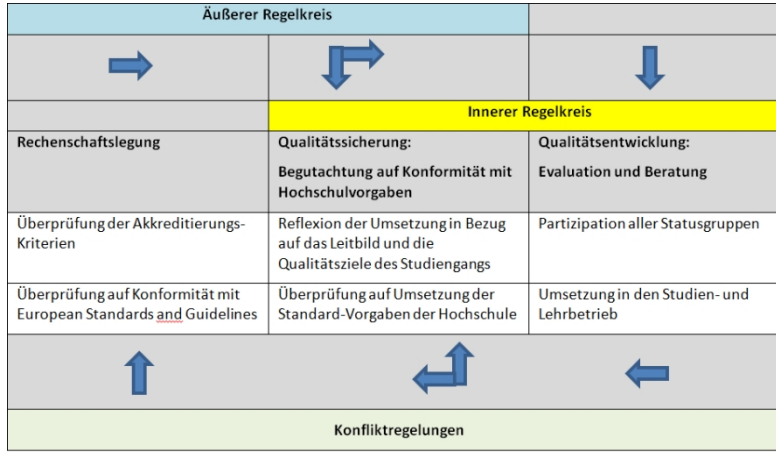
Established “QM routines”:

- Annual: Steering Committee Meeting
- Annual: Reports to the Ministry
- Ongoing: Revision of regulations

Accreditation process integrated into the QM cycle

Program Accreditation

- For new degree programs



Re-accreditation

- After initial accreditation according to RSZ + 1 year
- Thereafter: after 8 years

Dealing with Conditions and recommendations

- Recommendations: Presentation in the quality report
- Requirements: External evaluation

Program changes: Accreditation of changes, if necessary

- Planned changes are presented in the quality report; university leadership decides at the steering committee meeting
- Non-substantial: Responsibility lies at the program level
- Significant: Conducting a modification accreditation

Approaches to efficiency

- ▶ **Quality Management = University Governance**
 - Quality management must also benefit the university, not just meet external standards: Adaptations to HSD
 - Quality procedures are part of “daily business”
- ▶ **Templates / standards** provided in the QM portal
- ▶ **Systematic process development** with consensus-oriented problem-solving
 - Clear responsibility for processes at the departmental level -> Processes should help structure and systematize one’s own work
 - Timely involvement of relevant groups
 - NO complex process management tool

Approaches to efficiency

▶ Avoiding additional bias

- Support and review by QM: where do I need to omit something, if necessary, Instead of adding something to achieve the goal?

▶ Management of accreditation procedures

- Changes to degree programs: Integration into the QM cycle
- Templates: AR templates as a starting point – adapted to the needs of the HSD
- Guidelines for milestones and support for development teams by QM

Thank you very much for your attention!

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