

Abstract

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The Finnish Education Evaluation Centre has conducted an audit of Humak University of Applied Sciences and has awarded the institution a quality label that is valid for six years from 18 June 2018. The quality system of Humak University of Applied Sciences fulfils the national criteria set for the quality management of higher education institutions and corresponds to the European quality assurance principles and recommendations for higher education institutions.

The object of the audit was the quality system that the institution has developed based on its own needs and goals. The optional audit target chosen by the institution was *Learning on the digital campus*.

The following were regarded as key strengths of the quality system:

- The values listed in the strategy of Humak University of Applied Sciences – we respect each other, we are open, we succeed together, we are brave in the way we renew and are renewed – have been clearly recognised as the basis for the quality culture. Open interaction fosters giving direct feedback and strengthens a participatory, established quality culture. The staff's commitment to quality work enhances strategic development of the operations.
- The curriculum process for degree education is comprehensive and follows the PDCA (Plan-Do-Check-Act) cycle. The process has been developed systematically, based on the self-evaluation of the previous curriculum process. The processing of feedback data is systematic and there is evidence that feedback has influenced the planning, implementation, assessment and enhancement of all audited degree programmes.
- The quality system of Humak is built on the principle of continuous development and applies the PDCA-cycle, which is used consistently in strategic and operational management.

Among others, the following recommendations were given to Humak University of Applied Sciences:

- Humak University of Applied Sciences does not have a set of confirmed, explicit procedures for the assessment and development of the quality system. Forming such procedures on the basis of existing practices would create a clearer foundation for assessing the quality system as a whole, the achievement of objectives set for the quality system – customer satisfaction, renewability and capacity – and the achievement of the quality system’s three ways of working – open knowledge and competence, dynamism and acting as a network.
- The audit team recommends improving the communication of quality work to the students, using channels and forums students find useful and functional. For example, the use of HumakWiki could be expanded to communicate information on the feedback received as well as the development action resulting from the feedback. When developing the feedback system, it is necessary to ensure that the system provides enough information also on the functionality of training, guidance and online studies.
- Humak University of Applied Sciences should strengthen the integration of degree education and RDI-activities for the students and the related communication. Quality management should ensure especially that studies aligned with the learning outcomes is implemented also in studies linked with working and RDI-activities.

Keywords

Audit, evaluation, higher education institutions, quality, quality management, quality system, university of applied sciences