



Integration of a graduate tracking system in the quality assurance of organizations



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QUALITY MANAGEMENT =

**CONFIDENCE
CONSOLIDATION
GROWTH
DEVELOPEMNT**



BASIC PILLARS OF MANAGEMENT SYSTEM



QUALITY MANGEMENT SYSTEM (QMS)-QUALITY PRINCIPLES



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QUALITY SYSTEM MANAGEMENT-IMPROVEMENT

Customer Focus
Continuous improvement
Evidenced-based decision making



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IMPROVE YOUR PROFESSIONAL DEVELOPMENT
IMPROVE SKILLS AND PERSONAL DEVELOPMENT

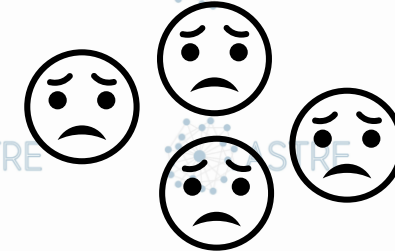
NEEDS AND
EXPECTATIONS

Egressed
Student

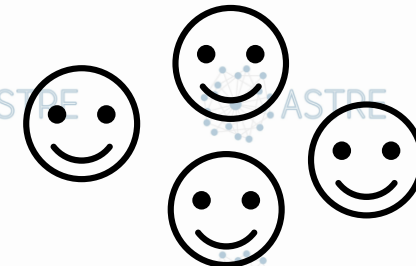
SATISFY

CUSTOMER

NOT ENROL



ENROL ANTOHER MOOC

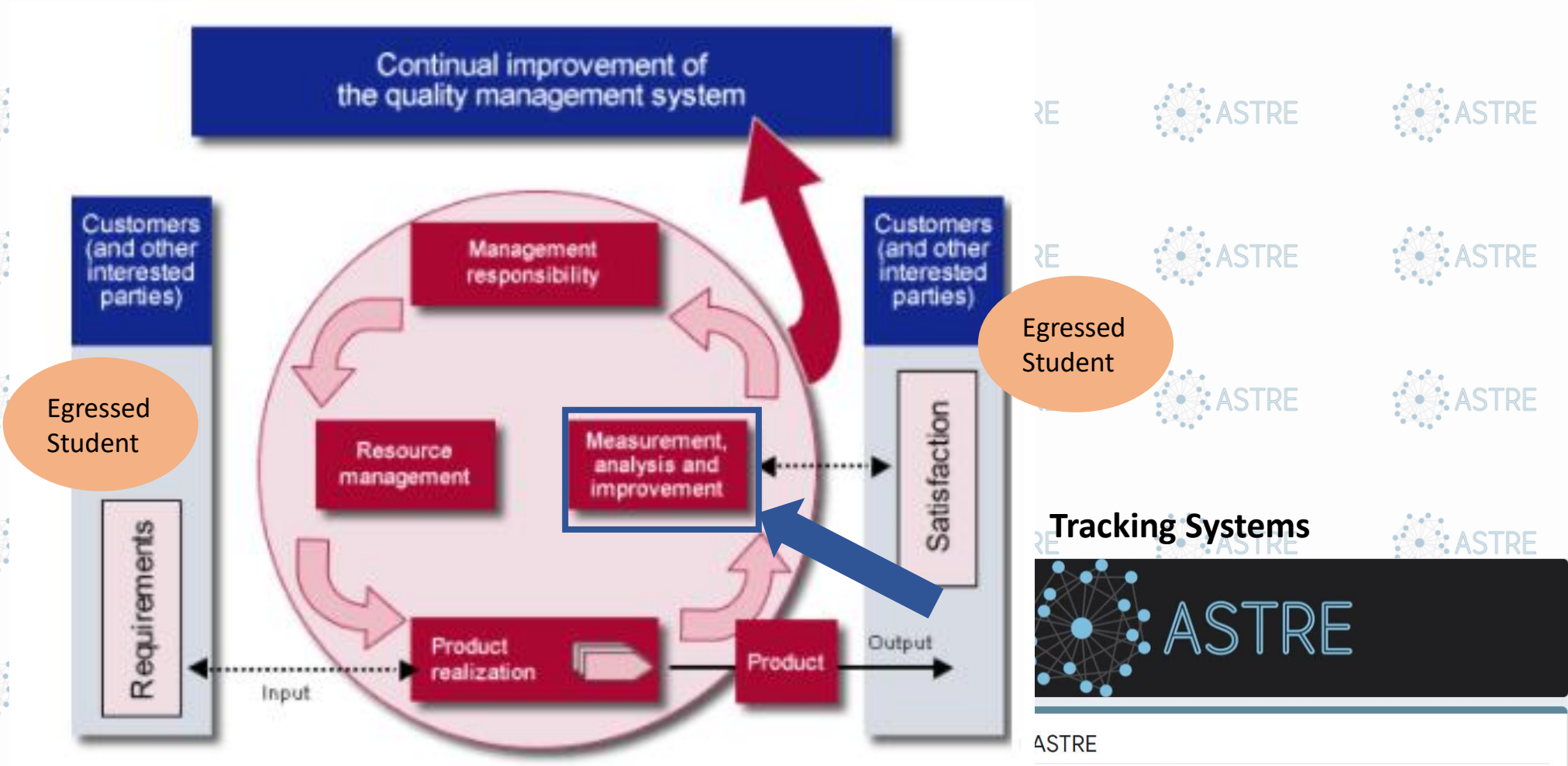


QUALITY SYSTEM MANAGEMENT-IMPROVEMENT



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Customer Focus
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Tracking Systems



ASTRE

CUSTOMER SATISFACTION – MEASSUREMENT - IMPROVEMENT



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✓ A QMS should include components for monitoring and measuring customer feedback.

✓ It should contain effective procedures for the receipt, register, evaluation, investigation and reporting of feedback by the customer.

✓ The results of this analysis should then be used as a driver for designing and implementing improvements to your system.

HOW TO IMPLEMENT A TRACKING SYSTEM



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1. Select
Platform

2. Create
own
survey

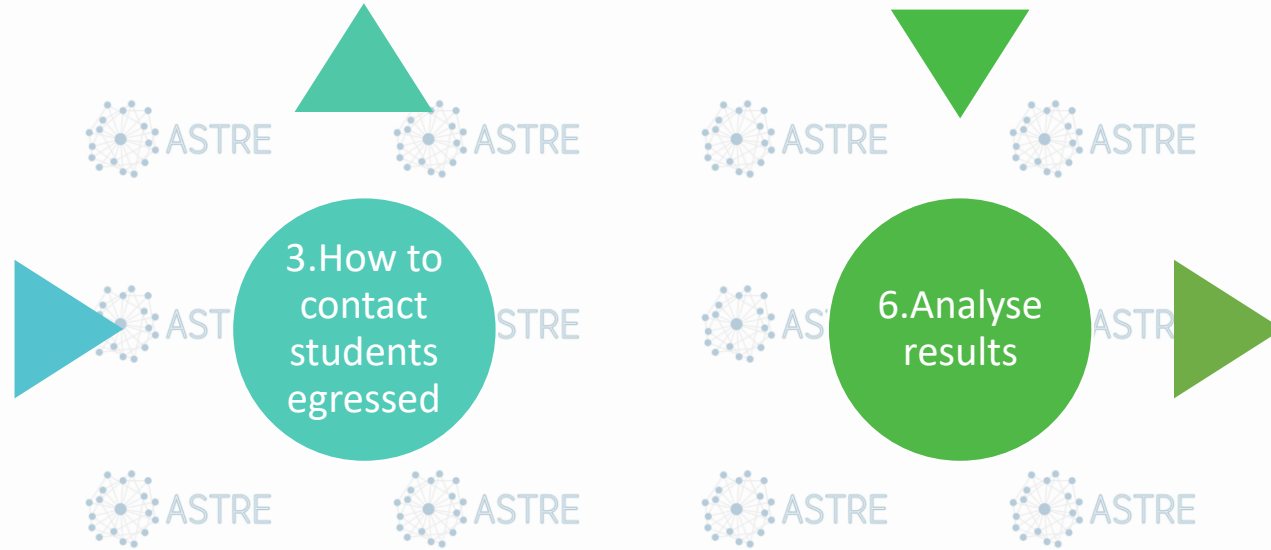
4. Launch
Survey

3. How to
contact
students
egressed

5. Gather
results

6. Analyse
results

7. Implement
changes



HOW TO IMPLEMENT A TRACKING SYSTEM



1. Select Platform

- EuSurvey
- Google Forms
- Lime Survey
-

2. Create your own survey

- Create your own survey
- Include new questions if you consider it convenient for your analysis
- Insert the necessary parameters to define the survey (only one answer per student, deadline, etc.)
- You can use the tool created by ASTRE project. This tool is available in GoogleForms y EUsurvey.

HOW TO IMPLEMENT A TRACKING SYSTEM



3. How to contact egressed

- E-mail
- Online survey in Institutional/course web page
- Social net (LinkedIn, Twitter, Facebook ...)
-

4. Launch Survey

- Motivate egressed to answer (free course, career advise, benefits on the next MOOC certificate....)
- Remind the survey is active from time to time
- ...

5. Gather results

- Select the files from the survey to download results
- Convert them into a suitable one (Excel, etc) to analyse.

HOW TO IMPLEMENT A TRACKING SYSTEM



6. Analyse results

- Organise results by indicators
- Prepare graphics
- Analyse
- Get conclusions

7. Implement changes

- Decide which changes are priority
- Evaluate the viability of implementing changes
- Update the MOOC/Online Course.



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Thank You
For Your
Attention

<http://trackinglearners.eu/es/>

