

# QUALITY CIRCLE MODERATION GUIDE

Prototypical settings and ideas for the methodical implementation

## PHASES OF A QUALITY CIRCLE



1. INPUT



2. DISCUSSION AND  
FEEDBACK



3. DETERMINATION OF  
OBJECTIVES & FORMULATION  
OF MEASURES

# PHASES OF A QUALITY CIRCLE (QC)

## GENERAL INFORMATION

### 1. INPUT



- Welcome different QC participants and groups
- Give an overview of the QC procedure, goal of the QC and explain different phases
- Review measures of the last teaching report
- Conduct a target-actual analysis “What is the current status?”
- If helpful, present central points from the data on the study program (LVEs, system surveys, screenings)

### 2. DISCUSSION & FEEDBACK



- Set priorities according to needs (see suggestions for conflicts in the study program and feedback on specific ideas)
- All participants of the QC should be treated equal in the discussion
- All groups involved in the study program should have their say
- If time is short, set up ‘parking lot’ for topics


### 3. DETERMINATION OF OBJECTIVES & FORMULATION OF MEASURES




- Summarize results of feedback and discussion
- Formulate goals or measures and define responsibilities (suggestions for objectives)
- Give an outlook
- Record/document the results (photos/screenshots if necessary)
- Create teaching report



# ADVICE FOR THE PREPARATION OF THE MODERATION


 View the teaching report from the previous Quality Circle beforehand

 View data on the study program in advance (LVE, system surveys, monitoring)

 Schedule appointment (in presence or digital)

 Invite the participants

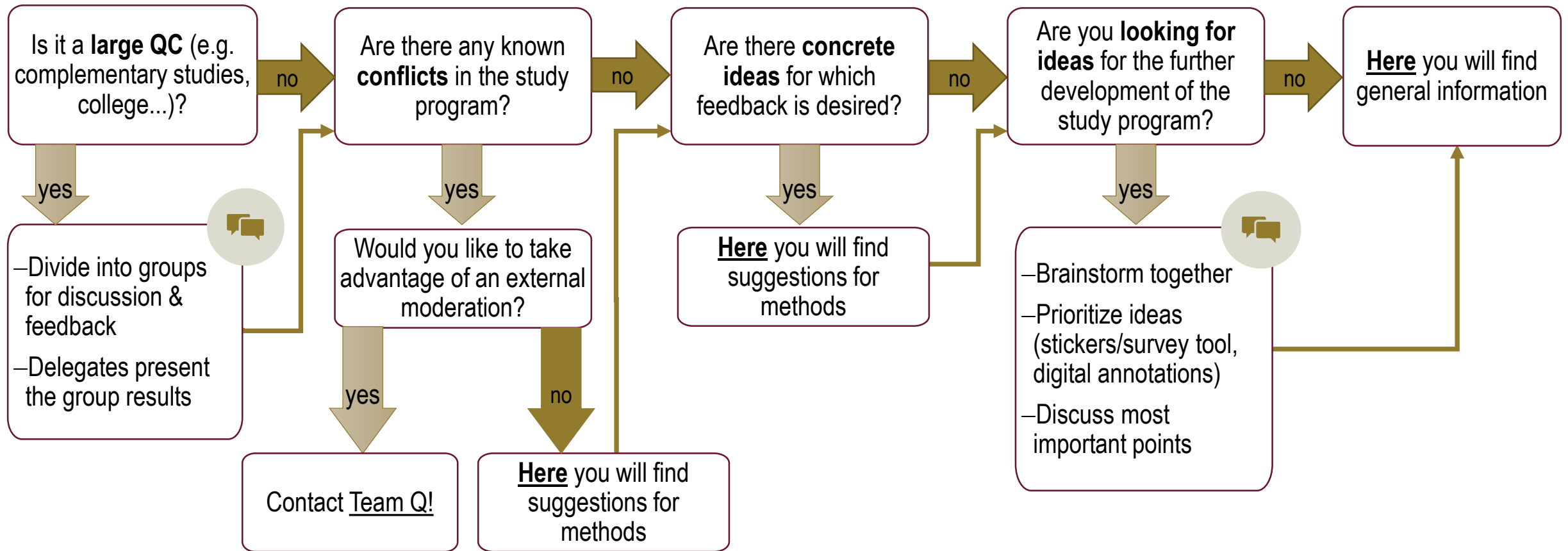
 Announce focus if necessary

 Preparatory meeting:

- *Which method should be used to design the Quality Circle?*
- *Which materials are required?*
- *How can all participants/groups be appropriately involved?*



# QUALITY CIRCLE ORIENTATION GUIDE FOR PROTOTYPE SETTINGS



# SUGGESTIONS AND TIPS FOR THE METHODOLOGICAL DESIGN CONFLICTS IN THE STUDY PROGRAM

## 1. INPUT

- Compile central problems on one slide
- Include measures from last QC, justify implementation or non-implementation
- Include data from system surveys and LVE
- If necessary, use flash response technique (one sentence!) to set the mood in the study program

**Core message:** "We know that there are problems and we want to address them openly."

## 2. DISCUSSION & FEEDBACK

- Set up mixed working groups (teachers and students)
- Collect positive aspects and constructive criticism (This is going well/we wish...)
- Collect and summarize positive aspects and criticism in plenary

**Core message:** "We need constructive criticism to become better".

## 3. DETERMINATION OF OBJECTIVES & FORMULATION OF MEASURES

- Note concrete (first) solution steps (e.g. setting up a working group, participation in certain committees...)
- If possible, define responsibilities and time horizons
- Make information such as teaching reports accessible to all participants

**Core message:** "We won't solve the problems today, but we take them serious and work on solutions. "



# SUGGESTIONS AND TIPS FOR THE METHODOLOGICAL DESIGN

## FEEDBACK ON SPECIFIC IDEAS

### 1. INPUT



- Link ideas to feedback/data from the last academic year
- Explain why the ideas promote the interests of all stakeholders
- Leave room for concerns and further contributions

**Core message:** "The ideas should be discussed in this quality circle and supplemented in the interest of all participants."

### 2. DISCUSSION & FEEDBACK



- Present the ideas with emphasis on the points that can be co-designed
- Participants write down suggestions and criticism (cards/chat)
- Cluster topics (pin board/digital whiteboard)
- Build working groups on topics, present results after 20 minutes

**Core message:** "Your expertise is important for the discussion."

### 3. DETERMINATION OF OBJECTIVES & FORMULATION OF MEASURES



- Note down individual measures with responsibilities (metaplan wall/digital table)
- Inquire further interests in the study program and derive appropriate measures (e.g. subsequent meetings of individual participants)

**Core message:** "Your expertise is required for the implementation."



# OBJECTIVES SHOULD BE SMART

**S**

**Specific:** Objectives should be defined precisely. The wording should not be vague, but clear and understandable for all.

**M**

**Measurable:** Objectives should be measurable. I need clear criteria for success that tell me when I have reached my goal.

**A**

**Attractive:** Objectives should be formulated positively and desirable for preferably all participants. The formulation reflects what is to be achieved (without negations "not", "no").

**R**

**Realistic:** Objectives should be achievable. Otherwise, it is better to formulate a smaller sub-goal. Because achieving goals motivates! Objectives which are not reached have a demotivating effect.

**T**

**Terminated:** Each objective must be accompanied by a clear deadline, by when the goal should be reached.



# CONTACT

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