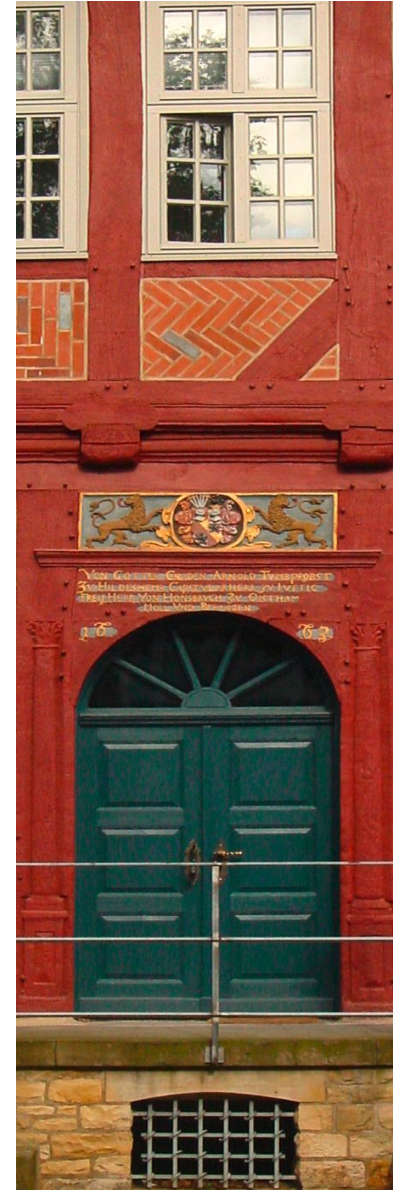

SICI Workshop

“Evaluating process quality in schools”

Braunschweig, Germany, 3rd – 4th September 2013

Using statistical data to improve
quality management processes

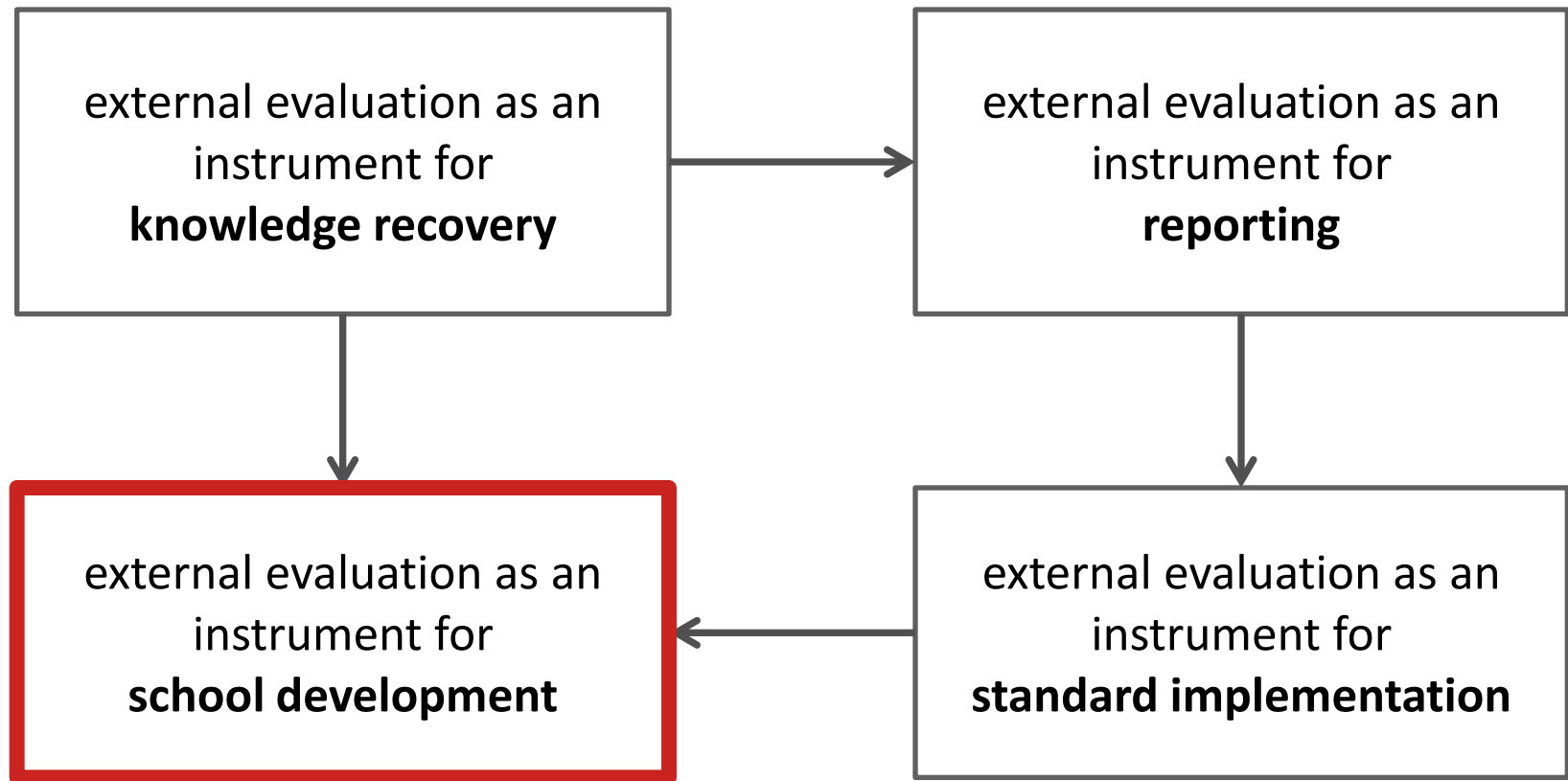
Dr. Theresa Röhrich



Overview

- ▶ introduction: evidence based quality management
- ▶ collected data and data feedback
- ▶ opportunities of quality management at school level
- ▶ work in progress

Impacts of external evaluation (Husfeldt & Landwehr)



Process of evidence based quality management

character of
collected data

characteristics of
the schools

effects on
quality management



**What could be the impact of school inspection for
evidence based actions and decisions at school to
improve quality management processes?**

Collected data

quality of teaching and learning

view of
school

view of
inspectorate

quality of supporting processes

Quality Estimation of the School (QES)

quality of supporting processes

Core Task Model (KAM)



estimation of achieving **basic requirements**



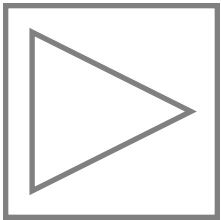
estimation of fulfilling **core tasks**



view of
school

view of
inspectorate

QES-Tool



Lesson observation

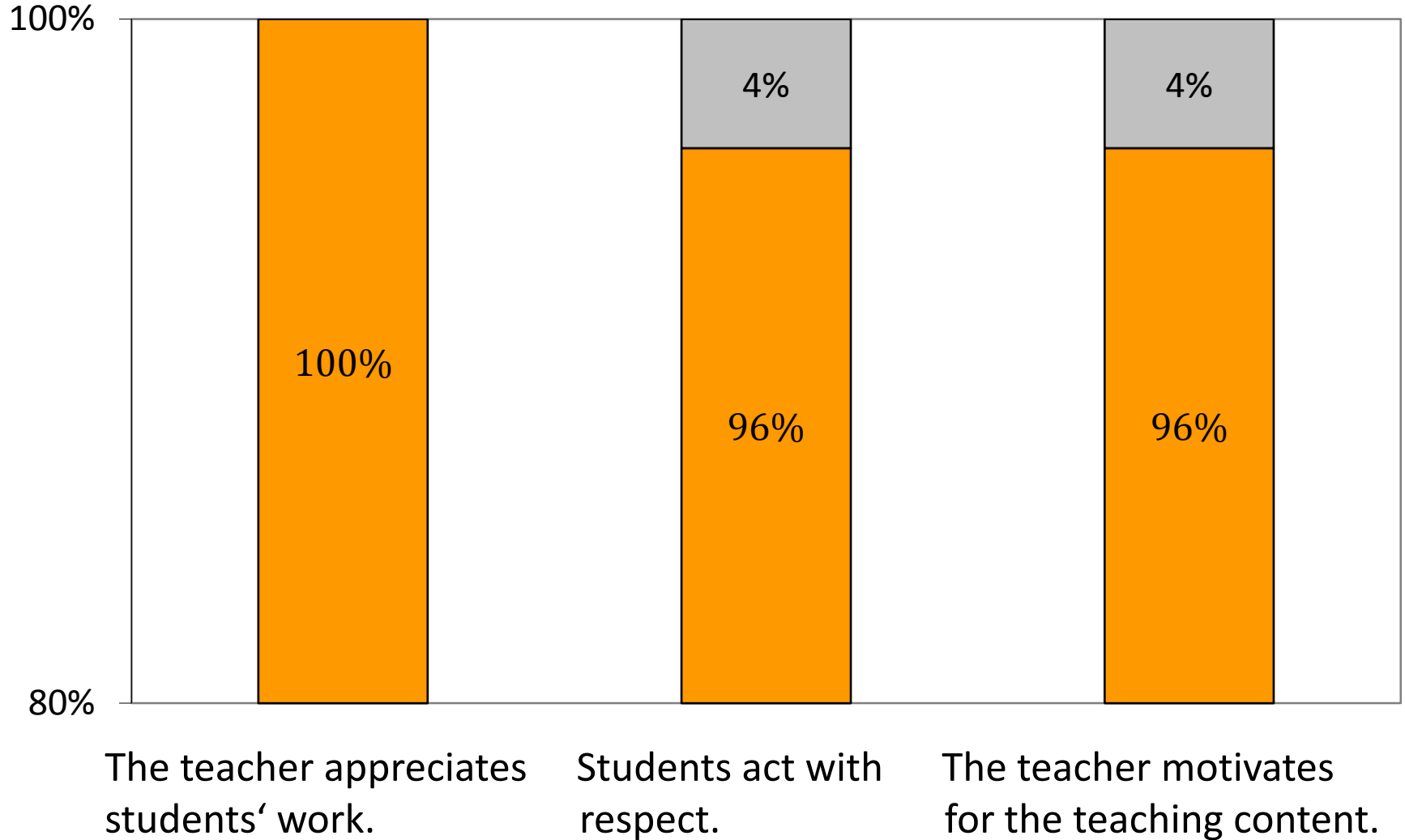
quality of teaching and learning

- ▶ observation sheet for teaching and learning processes
 - » fundamental consensus of good teaching
 - » supporting self-directed and problem-oriented learning processes
 - » observable actions of teachers and students
 - » dichotomous estimation scale

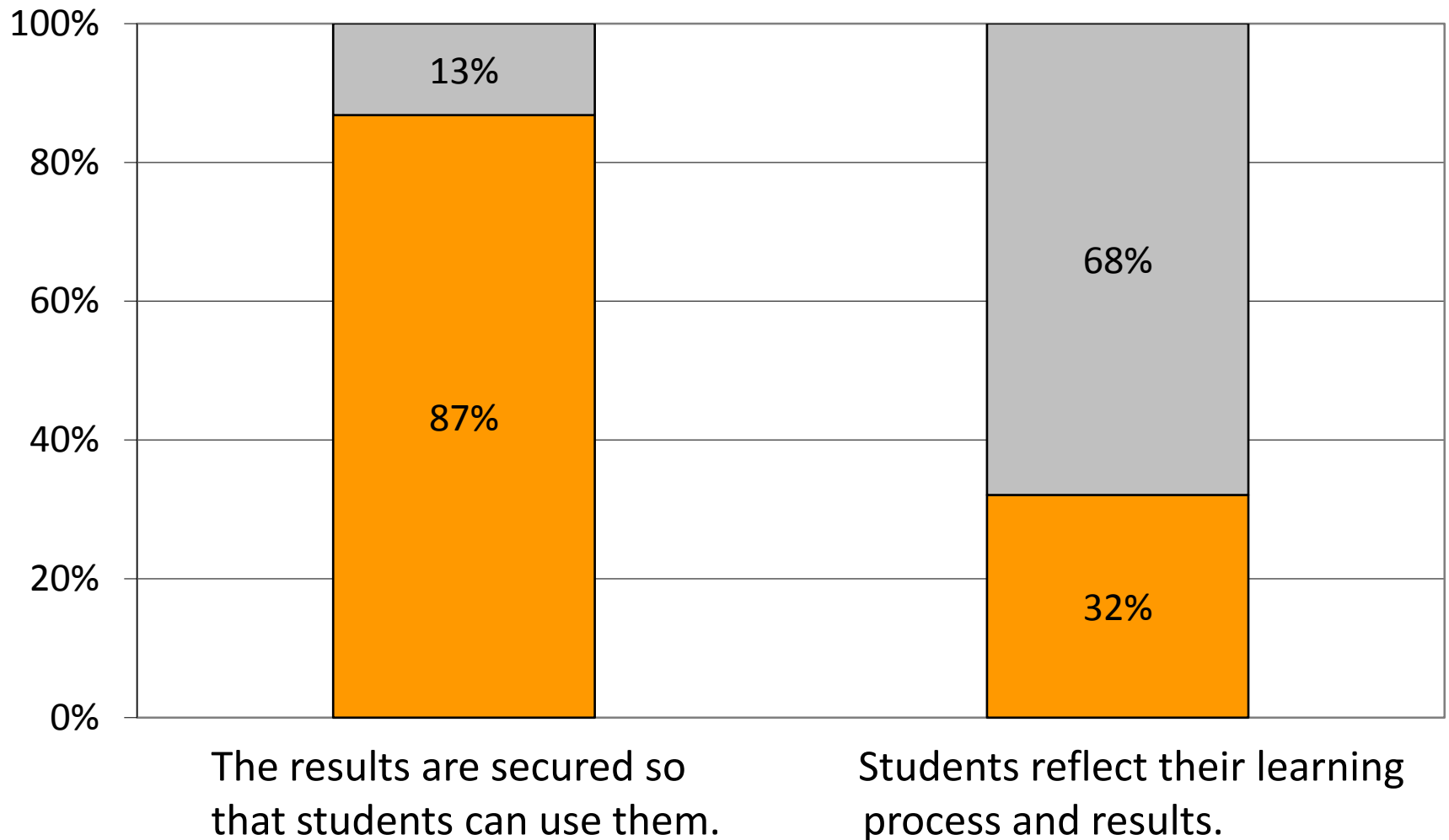
Feedback of lesson observation

- ▶ feedback at aggregated school level
- ▶ feedback of single item values
- ▶ feedback on a descriptive level linked with quality statements
- ▶ no standardization, no failure

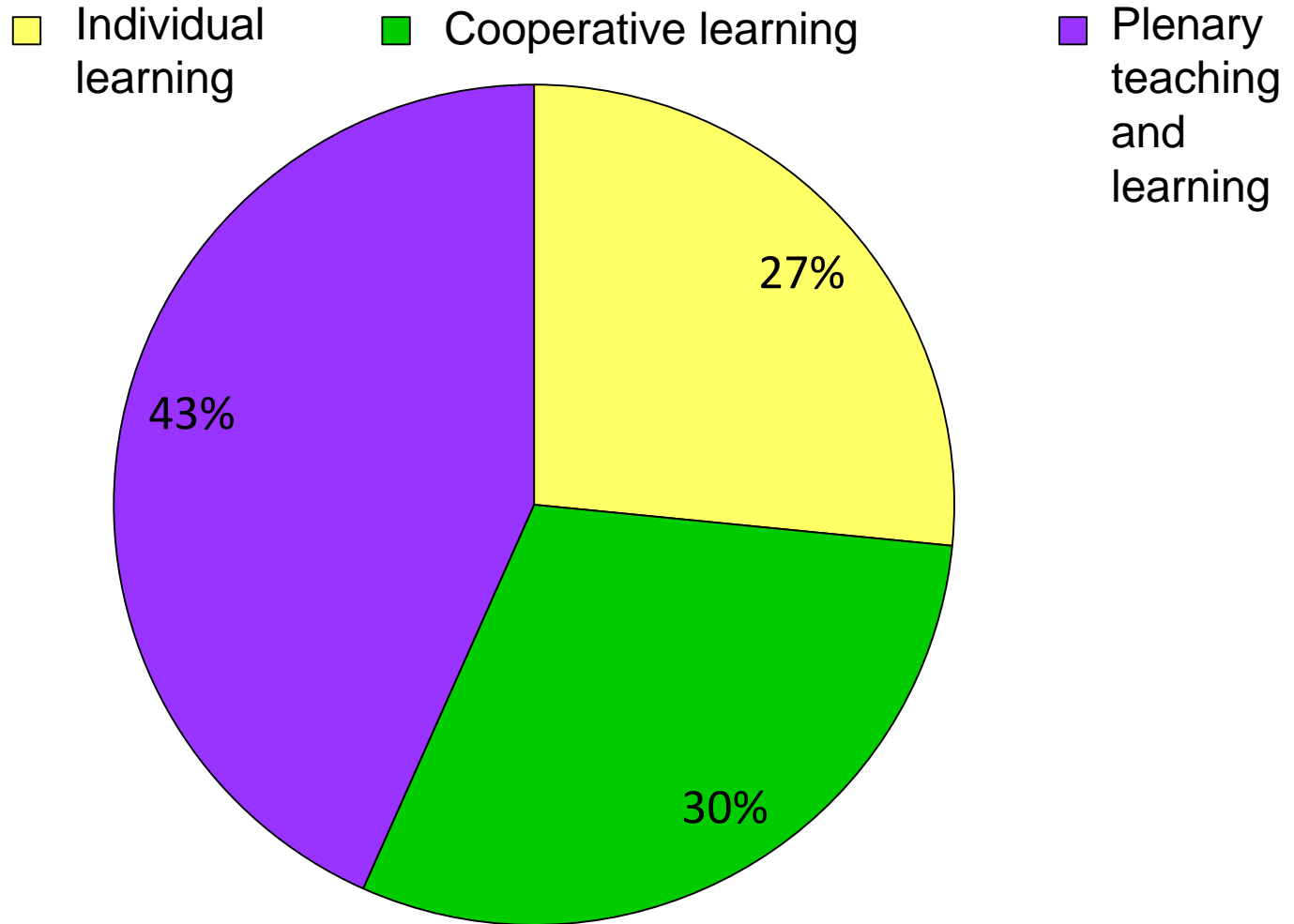
Climate that encourages learning



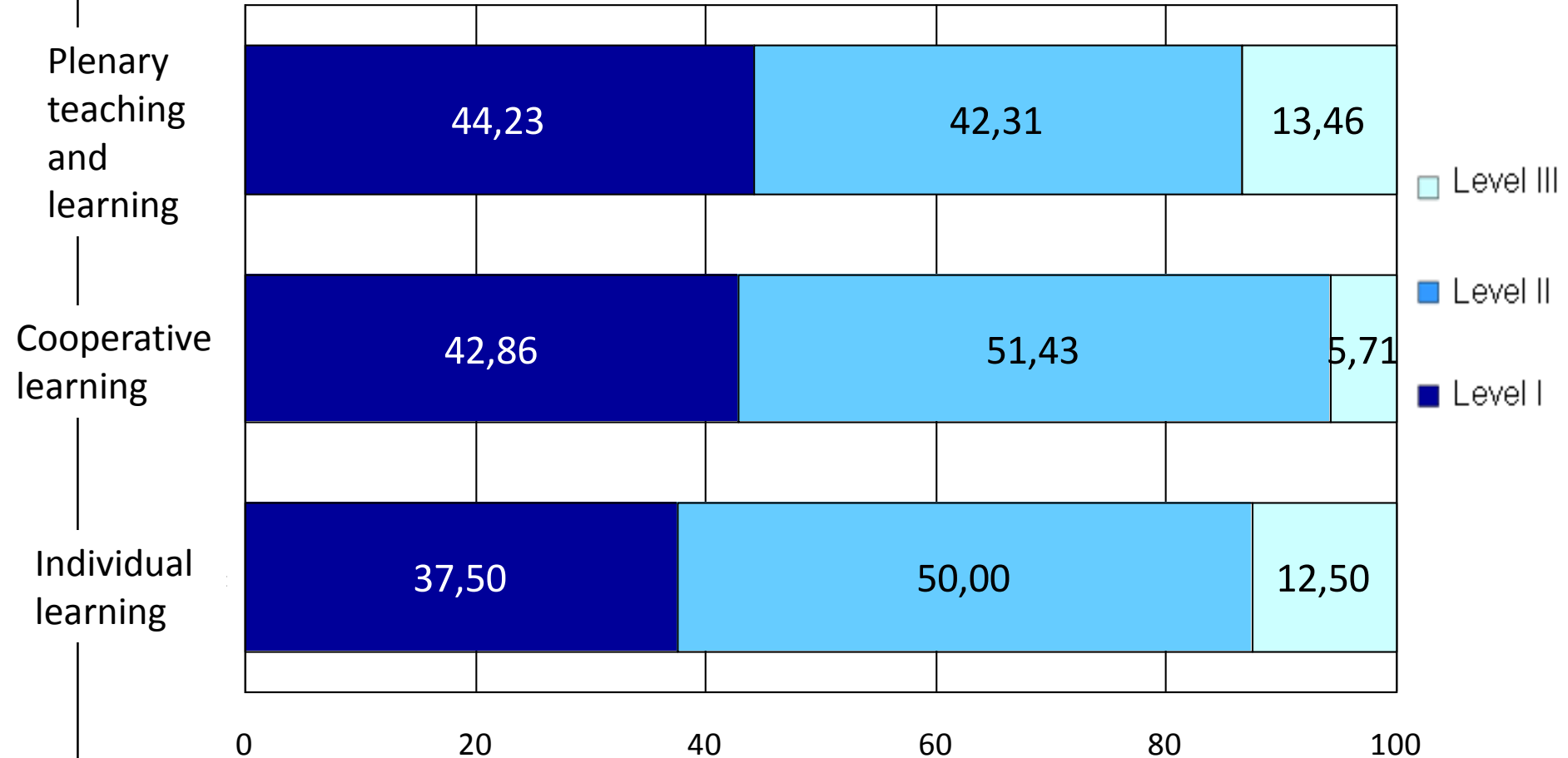
Consolidation



Time slice categories of interaction



Ratio of the level in the different categories of interaction



Importance of statistical data

- ▶ changing environment, insufficient knowledge of environmental and system factors and variety of interpretation alternatives
- ▶ school is always faced with new information and has to deal with these information

→ problem solving short-term

→ permanent observance

→ early exposure

space for decision making and self-organization

Management of systems and their quality as a
never ending consecution of problem solving
activities (c. Schreyögg & Noss)

Opportunities for the school level (1/2)

dialogue about increasing
quality

changing collective knowledge
through social interaction

support of reflection efforts

variation of subjective
interpretation and
organisational pattern

comparing external and self
evaluation

better information processing
and analysis

confrontation with targets

discussion about targets,
prioritization

questioning organizational
rules and routines

usefulness of supporting
processes

Opportunities for the school level (2/2)

alignment of inspection	incorporation of new knowledge into existing considering special conditions
internal account	evidence of efficiency
focus on data, intensive explanation of results	modified handling of data and knowledge
providing evaluation instruments	use within the school

Our aim: We give impulses for all schools.

Preconditions at school level

Is the school able to...

- ▶ handle changes of environment, critical incidents or other disturbances in a professional way?
- ▶ discover and work with discrepancies and errors?
- ▶ experiment with new solutions systematically?
- ▶ enable observation, reflection and feedback processes?
- ▶ specify the targets and criteria of attainment?

Work in progress

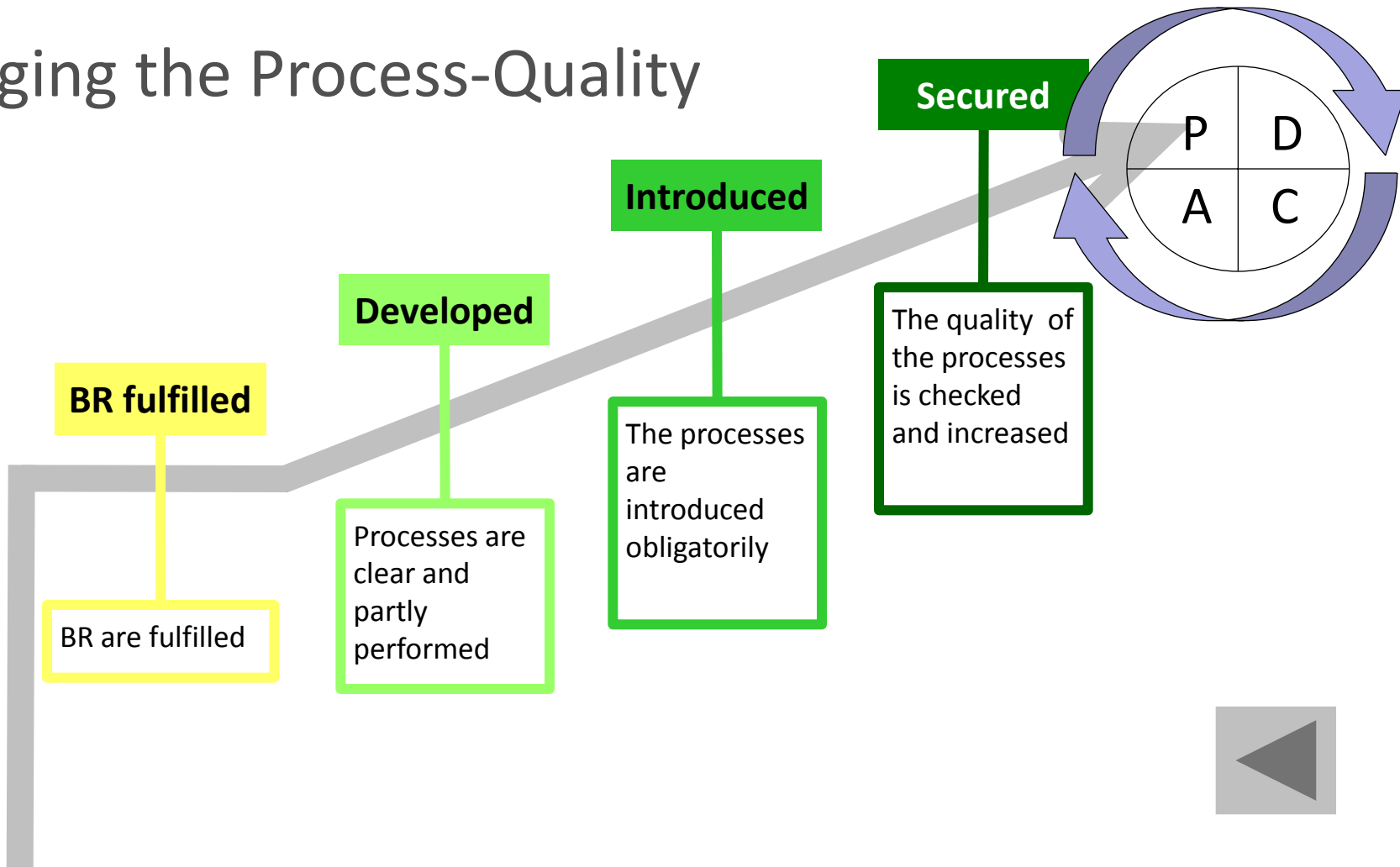
- ▶ use of official school statistics
- ▶ use of student achievement data
- ▶ demonstrating chronological development
- ▶ providing reference values
- ▶ providing software tool
- ▶ preliminary surveys of teachers, pupils and parents
- ▶ possibilities to combine feedback data
- ▶ understanding of the inspectors role
- ▶ development of rating agreement

Thank you for your kind attention!



- ▶ Data feedback to schools?
- ▶ Analysis at system level?

Judging the Process-Quality



BR not
fulfilled