



Harmonization and Standardization of European Dental Schools'  
Programs of Continuing Professional Development for Graduate  
Dentists – *DentCPD*

Work Package 2 – Deliverable 2.2

“Indicators to Assess Progress and Quality”

Quality Assurance Strategy

**Education, Audiovisual and Culture Executive Agency**  
**Lifelong Learning: Erasmus**

PROJECT NUMBER – 509961-LLP-1-2010-1-UK-ERASMUS-EMHE  
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Workpackage 2 has been designed to measure the performance and Quality of the project by monitoring performance through developing indicators and criteria, and through periodically measuring progress and results along these indicators and criteria.

**Monitoring** is the continuous keeping up of project implementation in relation to agreed schedules and resources, and of the use of inputs, infrastructure, and services by project beneficiaries. Monitoring is simply needed because it is known that things don't always go according to plan (no matter how good we are prepared). Next to that it is needed to react appropriately to deviations of and to changes in plans. Monitoring provides stakeholders with continuous feedback on implementation. It identifies actual or potential successes and problems as early as possible to facilitate timely adjustments to project operation.

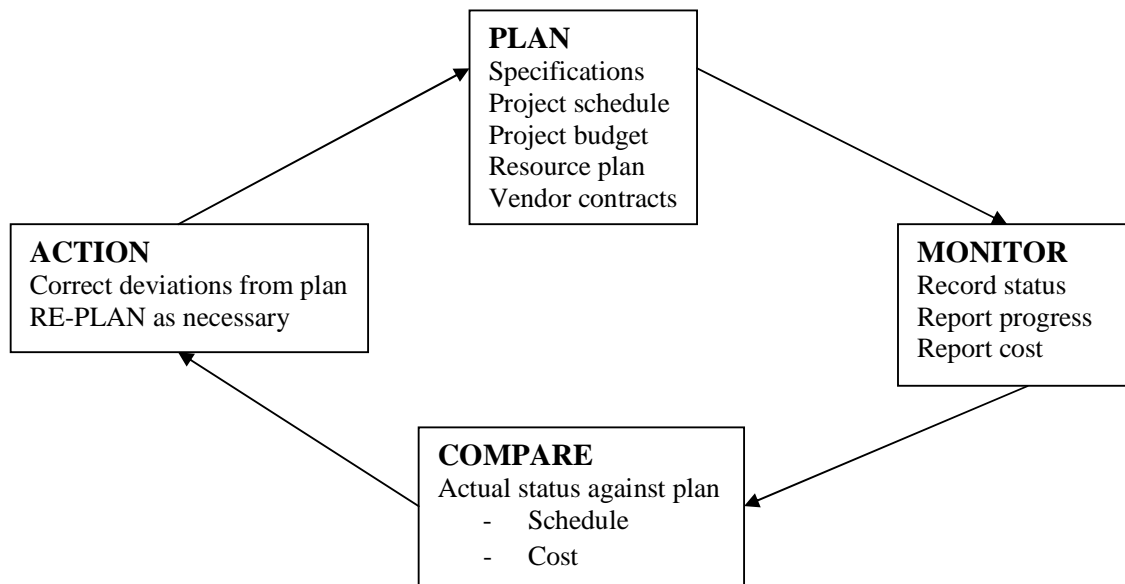
Monitoring in the Life Long Learning project will be done in first instance during the scheduled meetings, but also in between through email questions and during teleconferences. More or less monitoring will take place continuously.

**Evaluation** is the periodic assessment of a project's relevance, performance, efficiency, and impact (both expected and unexpected) in relation to stated objectives.

An evaluation is focused on measuring changes, preferably improvement in a problematic situation. Mostly a form of research into this situation is needed and always a systematic way of assembling data should be executed.

The purpose is to provide an understanding of the project's progress so that appropriate corrective actions can be taken when the project's performance deviates significantly from the plan.

## PROJECT CONTROL CYCLE



In evaluating, one can judge the process and judge the effects: process evaluation and effect evaluation.

**Process evaluation** is on:

- spending money
- spending hours
- executing work
- actions according to planning
- participating institutions
- participating people.

With process evaluation one gets insight:

- into the costs during and at the end of the project
- in the way the project evolves
- whether it all proceeds according to the planned schedule
- if the goals at the end and in between have been reached
- how the different participants have performed
- how many hours have been spent by different groups according to the planned schedule and budget.

The information that comes available from evaluation during the project should be used to adjust processes where needed.

**Impact evaluation** focuses on the results of the project. Are the goals reached? Are the products of the project consistent with the plans? Do the products have any positive effects? Where any unexpected effects noticed?

An **indicator** is a perceptible indication of processes or products, that actually shows that a certain goal or effect has been reached. An indicator should be relevant towards the goal, user friendly and available during the project. An indicator should be specific for each of the deliverables to be monitored.

When an indicator is used to assess a subject a **criterion** is needed to judge if the result of monitoring is positive, neutral, or negative. For each indicator a criterion must be available. With a quantitative indicator, the criterion can also be quantitative; with a qualitative indicator, the criterion will normally also be qualitative.

Since the assessment of the project (periodically and finally) by the agency with the help of external assessors, will be along an assessment sheet with seven subjects, these seven subjects will be leading in the periodical reports as well as in the final report. This means that in the reports insight is given into the procedural aspects and quality of:

- objectives, results and products
- coherence between work plan and activities
- partnership
- management
- financial management
- quality assurance
- dissemination.

What will be monitored, are the deliverables of the project.

These are:

- 1.1 creation of Taskforce
- 1.2 project work plan and financial handbook
- 1.3 final report of the project

- 2.1 identification of Evaluator
- 2.2 indicators to assess progress and quality
- 2.3 interim reports
  
- 3.1 taskgroup meeting
- 3.2.a questionnaire on the status of dental CPD
- 3.2.b literature and internet research
- 3.3 agreement on core components of CPD
- 3.4 inventory of CPD for graduate dentists in Europe
  
- 4.1 draft guidelines for CPD managers and educators
- 4.2 taskgroup meeting
- 4.3 presentation to a European meeting/ conference
- 4.4 guidelines for CPD managers and educators
- 4.5 publication of the guidelines (EJDE, Internet)
  
- 5.1 taskgroup meeting
- 5.2 development of an exemplar teaching module
- 5.3 electronic educational interactive website
- 5.4 teaching module guidelines
- 5.5 final face to face taskgroup meeting
  
- 6.1 project website management
- 6.2 presentation at European meetings
- 6.3 website uploads
- 6.4 publications
  
- 7.1 promotion of the project and utilisation

Deliverables 1.1, 1.3, 2.1 and the work plan from 1.2 will be excluded from monitoring because they were either part of the project application or as end product do not leave room for monitoring.

<b>1.2 financial handbook</b>	Indicator	Criterion
Results and products	Availability	before 01-04-11
Coherence	in line with requirements and consistent with EU format	yes/no
Partnership	establishment in cooperation agreement in project group	yes/no
Management	communication leadership number of hours congruent to schedule	yes/no sufficient sufficient not more than 20% mismatch
Financial management	spending of budget congruent with plan	not more than 10% * mismatch
Quality assurance	operating congruent to monitoring and evaluation agreements	only deviation from this agreement after consultation
Dissemination	not applicable	

\* according to the Project Handbook, one has to submit an amendment in case of > 10% deviation

<b>2.2 indicators</b>	Indicator	Criterion
Results and products	applicable transparency	yes/no yes/no
Coherence	appropriate	yes/no
Partnership	establishment in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/ no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	not applicable	
Dissemination	not applicable	

<b>2.3 interim reports</b>	Indicator	Criterion
Results and products	availability  congruent with plan transparency congruent with Agency rules	before 01-04-11, 01-10-11, 01-04-12 yes/no yes/no yes/no
Coherence	building on previous reports	yes/no
Partnership	agreement in project group	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/ no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	not applicable	
Dissemination	congruent with plan	yes/ no

<b>3.1 task group meeting</b>	Indicator	Criterion
Results and products	availability effective according to planned agenda	yes/no yes/no yes/no
Coherence	appropriate	yes/no
Partnership	constructive cooperation	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	process and output evaluation	yes/no
Dissemination	not applicable	

<b>3.2.a questionnaire</b>	Indicator	Criterion
Results and products	logic transparency understandable in Europe	yes/no yes/no yes/no
Coherence	appropriate serving project's goals	yes/no yes/no
Partnership	agreement in project group	yes/no
Management	leading	yes/no

	flexibility decisive risk management	yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	user feedback	feedback leading to modifications
Dissemination	congruent with plan number of European countries	yes/no 80% of countries reached

<b>3.2.b literature and internet research</b>	Indicator	Criterion
Results and products	transparency international approach common scientific method	yes/no yes/no yes/no
Coherence	not applicable	
Partnership	distribution of effort agreement on approach	sufficient yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	user feedback	feedback leading to modifications
Dissemination	not applicable	

<b>3.3 agreement on core components</b>	Indicator	Criterion
Results and products	number of agreed core topics	2 to 8
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	appropriate methodology	yes/no
Dissemination	not applicable	

<b>3.4 inventory of dental CPD</b>	Indicator	Criterion
Results and products	article & presentation	see deliverables 4.3/ 4.5/ 5.3 (?)/ 6.4
Coherence	not applicable	
Partnership	in agreement	yes/no
Management	leading flexibility decisive	yes/no yes/no yes/no

	risk management	yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	not applicable	
Dissemination	article in international journal presentations distributed over Europe	see deliverables 4.3/ 4.5/ 5.3 (?)/ 6.4

<b>4.1. draft CPD guidelines</b>	Indicator	Criterion
Results and products	reflect international standards	yes/no
	fitting national conditions	yes/no
	transparency	yes/no
Coherence	appropriate logic result of questionnaire	yes/no
Partnership	in agreement	yes/no
Management	leading	yes/no
	flexibility	yes/no
	decisive	yes/no
	risk management	yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	user feedback	feedback leading to modifications
Dissemination	congruent with plan number of European CPD providers	yes/no more than 50% of CPD providers with positive reaction

<b>4.2 task group meeting</b>	Indicator	Criterion
Results and products	availability	yes/no
	effective	yes/no
	according to planned agenda	yes/no
Coherence	appropriate	yes/no
Partnership	constructive cooperation	yes/no
Management	leading	yes/no
	flexibility	yes/no
	decisive	yes/no
	risk management	yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	process and output evaluation	yes/no
Dissemination	not applicable	

<b>4.3 presentation guidelines to European meeting</b>	Indicator	Criterion
Results and products	congruent with plan	yes/no
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading	yes/no
	flexibility	yes/no
	decisive	yes/no
	risk management	yes/no
Financial management	spending within plan	not more than 10% mismatch

Quality assurance	tested in group	yes/no
Dissemination	see WP 6 and 7	see WP 6 and 7

<b>4.4 guidelines for dental CPD and educators</b>	Indicator	Criterion
Results and products	reflect international standards fitting national conditions transparency	yes/no yes/no yes/no
Coherence	appropriate logic result of questionnaire	yes/no yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	user feedback	feedback leading to modifications
Dissemination	congruent with plan number of European CPD providers	yes/no more than 50% of CPD providers with positive reaction

<b>4.5 publication of the guidelines</b>	Indicator	Criterion
Results and products	article accepted in EJDE	yes/no
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	accepted for publication	yes/no
Dissemination	not applicable	

<b>5.1 task group meeting</b>	Indicator	Criterion
Results and products	availability effective according to planned agenda	yes/no yes/no yes/no
Coherence	appropriate	yes/no
Partnership	constructive cooperation	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	process and output evaluation	yes/no
Dissemination	not applicable	



<b>5.2 development of teaching module</b>	Indicator	Criterion
Results and products	content to reflect international standards in agreement with own guidelines	yes/no yes/no
Coherence	appropriate congruent with guidelines	yes/no yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/ no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	tested in group user feedback	yes/no feedback leading to modifications
Dissemination	availability	more than 80% dental schools

<b>5.3 educational site</b>	Indicator	Criterion
Results and products	in agreement with plan containing all relevant info	yes/no yes/no
Coherence	not applicable	
Partnership	not applicable	
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	tested in group user feedback	yes/no feedback leading to modifications
Dissemination	access for target group	yes/no

<b>5.4 guidelines teaching module</b>	indicator	criterion
Results and products	containing all relevant outcomes	yes/no
Coherence	not applicable	
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	reviewed by task group	yes/no
Dissemination	availability	more than 80% dental schools

<b>5.5 final task group meeting</b>	Indicator	Criterion
Results and products	availability effective according to planned agenda	yes/no yes/no yes/no
Coherence	appropriate	yes/no
Partnership	constructive cooperation	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	process and output evaluation	yes/no
Dissemination	not applicable	

<b>6.1 project website</b>	indicator	criterion
Results and products	in agreement with plan containing all relevant info transparency	yes/no yes/no yes/no
Coherence	not applicable	
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	tested in group user feedback  regular updates	yes/no feedback leading to modifications yes/no
Dissemination	not applicable	

<b>6.2 presentation at European meeting</b>	indicator	criterion
Results and products	availability	at least 2 ADEE meetings
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	tested in group	yes/no
Dissemination	international	yes/no

<b>6.3 website uploads</b>	indicator	criterion
Results and products	global accessibility	yes/no
Coherence	not applicable	
Partnership	not applicable	

Management	not applicable	
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	not applicable	
Dissemination	not applicable	

<b>6.4 publications</b>	indicator	criterion
Results and products	availability	at least 2 publications
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	accepted for publication	yes/no
Dissemination	international	yes/no

<b>7.1 promotion and utilisation</b>	indicator	Criterion
Results and products	reference manual reflect international standards in agreement with own guidelines international availability	yes/no yes/no yes/no yes/no
Coherence	appropriate	yes/no
Partnership	in agreement	yes/no
Management	leading flexibility decisive risk management	yes/no yes/no yes/no yes/no
Financial management	spending within plan	not more than 10% mismatch
Quality assurance	manual tested in group user feedback	yes/no feedback leading to modifications
Dissemination	European schools reached (Also professional organizations will be the target group but they are hard to evaluate.)	more than 80%

So far, monitoring and evaluation is concerning the past. But also some monitoring can be executed relating to the future. During meetings participants from different work packages will be questioned on future progress and expected problems.

Monitoring issues on future actions could be:

- What problems do you have and what is being done to correct them?
- What problems do you anticipate in the future?
- Do you need any resources you do not yet have?
- Do you need information you do not have yet?

- Do you know anything that will give you schedule difficulties?
- Any possibility your task will finish early/late?
- Will your task be completed under/over/on budget?

During the meetings while discussing the different subjects belonging to the workpackages, the people from WP2 will continually monitor the process and progress by using the indicators and criteria pertaining to these subjects. In case the criteria are not reached further discussion is needed. When the criteria are not met either an explanation should be given, or the plans should be adjusted, or a solution to the problem should be identified and implemented to resolve the issue.