

## MINUTES 111<sup>TH</sup> FC MEETING – 12 MAY 2009

### Attendees

FC Members	Guests	MT	Official Secretary
Frank Wijen		Dominique Campman	Catheleyne Jurgens
Martine Schey		Eric Waarts	
Jan Sirks			
Patrick van Straalen			
Vinay Tiwari			
Jimmy Tseng			
Erik van Veen			
Bart Ariëns			
Linda Huinink			
Gianna O'Brien			

### 1. Opening

Frank opens the 111<sup>th</sup> FC meeting and welcomes everyone.

### 2. Agenda

There are no questions or further points to be added to the agenda.

### 3. Minutes

The minutes are approved without further remarks or amendments.

### 4. Announcements

The FC makes one announcement:

- The FC Elections are up and running. Two suggestions are made for improving the EUR electronic voting system: (1) It is not crystal clear if one should log-in with the ERNA account or the email address, and (2) the "enter" button should be more visible on the starting page of the voting system. Catheleyne will communicate these suggestions to further facilitate voting to the EUR Voting Office.

### 5. Quality of Education

The FC opines that no good systematic framework is in place for an overall course evaluation. Jan presents the outcome of a brainstorm session by several FC members, which has led to a framework of possible indicators that could play a role in order to interactively evaluate the quality of a course (see presentation). For example, student evaluations are useful, but should not be the only indicator in assessing the quality of a course since undergraduate students cannot adequately assess course contents; interactive media means more than just slide presentations; literature should present different views, so that students can develop a balanced point of view; feedback is very important, so that next year's courses can be improved. A framework with guidelines should lead to a much more structured, content-based, consistent assessment (cf. the evaluation form for MSc theses). A tool is needed to improve this process. Therefore, the FC suggests the establishment of a working group that will take stock of this issue.

Eric Waarts mentions that most of the courses are of a high quality at RSM. This is confirmed by the positive assessments of external auditors, who check programme contents, mechanisms, literature, media tools, etc.

Programme Management constantly strives towards improving all programmes. The evaluation of a course occurs at three levels:

1. By students through student evaluations;
2. By academic departments concerning the contents of a course
3. By programme management concerning deliverables.

The contents of a course are the responsibility of a lecturer, who should discuss the quality of a course within her or his own department. Sometimes, departments fail to evaluate courses for a number of years, which is undesirable. The current assessment process operates through peer reviews and alerts. Student evaluations are held twice for BSc courses: after the final lecture and after the exam. Programme management does not evaluate lecturers, but looks at signals and discusses quality indicators with a lecturer if necessary. Whether programme management operates well is evaluated by external reviewers through interactions with department heads and academic coordinators, and via yearly appraisal meetings. An extensive evaluation among faculty about the educational process has not happened for a long time and Eric commits himself to undertaking such an evaluation. The FC will be informed on the outcome of this evaluation.

- Update on projects/ BSc & MSc programmes

Boost the Bachelor. Most courses had positive reviews. Those which did not will be revised. Gianna argues that for some courses there are too many deadlines, while the number of credits is not justified compared to the workload. Lucas Meijs is investigating general ways in which the skills of students can be improved. Programme management seeks agreement on more partnerships for the IBA Programme and intends to set up threesome constructions with other business schools. IBA has currently a numerus fixus of 400 students and the number of applications is double. Discussions are going on regarding increasing to 500-600 students; this is mainly contingent on capacity. The intake in the Dutch BA Programme is still growing. To increase the level of students, RSM invites incoming students to a classroom situation to give better information regarding the contents of the programmes and requirements. A survey can be done on the website, which can lead to an invitation to an intake conversation, to be held in May and August. The early-BSA ('binding study advice') is in place and includes a stricter advice after the first trimester.

- Master the Master

The FC has received three 'Toets Nieuwe Opleidingen' ('Assessment for New Programmes') files. RSM is in the final stage before presenting these to the Executive Board. External Master applications are 30-40% higher. Our MSc Programmes ranked 8<sup>th</sup> in the Financial Times ranking. RSM is launching the MSc Chinese Economy & Business, together with Leiden University; the first year involves a maximum capacity of 20-25 students. A working group is developing a new MSc Management of Change programme starting in 2010. Before summer an initial feedback is expected. A separate accreditation is being prepared for the General Management (GM) programme. General Management consists of a foundation year and a specialisation year. The intention is to make it a programme of 90 ECTS as of 2010/ 2011.

## **6. Housing International Students**

The Committee Ringeling evaluated the housing situation of international students at the EUR. The committee came up with ten conclusions. The committee recommends giving the housing issue a clear position within the EUR policy through three measures:

1. An Erasmus Housing Centre to deal with housing at policy level;
2. A Housing Desk: a central point of contact for foreign visitors;
3. A Steering Group Housing to manage the Centre and achieve executive anchorage.

Short-term recommendations include, among other things, the appointment of someone who is present in August and will act as a contact person for relations with both [housing corporation] Stadswonen and those involved internally. The FC wonders if it is already known who this person will be. This is not clear. The issue will be followed up on.

### **7. Financial Update – April 2009**

The Financial Update April 2009 is about RSM's implementation of the 'Kadernota' ('Framework Note'). It shows the deviations from previous financial statements. The credit crisis is one of the developments which will lead to an increase of the pension premiums by 3%; it is not yet certain whether RSM will receive compensation. In part B about the state contribution it is mentioned that the EUR allocation model works on a three-year moving average of historical figures. Therefore, the model's outcome may differ from the actual work load regarding teaching and research. This means that RSM pre-finances its growth, which is getting harder since RSM has limited, shrinking financial reserves. RSM wants to ask EUR's Executive Board to obtain the money for the actual work load sooner. Since the state contribution is contingent on Dutch political developments, it is an uncertain factor.

### **8. Operations**

Coffee Facilities: Martine wonders if a cleaning procedure for the Nespresso machine is in place, in particular with respect to fresh milk. Dominique indicates that cleaning instructions are provided by Nespresso and that the coffee facility service cleans the machines every morning and refreshes the milk in the coffee machines. Frank expresses his concerns about the huge consumption of the unsustainable plastic coffee pads and argues that used pads should at least be recycled. Moreover, the coffee machines should be switched during the nights and weekends, thus calling for the use of timers. Dominique will follow up on these suggestions.

Office Space: The reduction of standard office space from 21 to 17 square metres will be implemented as of 2010/2011. Due to the growth of RSM, RSM is allowed to use more square meters at this moment, but in the future it will cost RSM € 300,000. A pilot with more flexibility in the use of office space is going on at the 6th floor. Altering one floor would cost some € 800,000. For now, RSM is looking for some office space on campus (e.g., the Q-building) where specialised centres (such as HOPE and E-ship) could be accommodated.

### **9. Any other business**

Erik van Veen wonders why students can receive credits when they participate in a research test of the Behavioural Lab since this does not contribute to students' academic orientation. Eric Waarts understands his point of view, since no direct link with the courses exists. On the other hand, students can actually learn from the research tests how research is being performed and can get feedback.

### **10. Closure**

Frank closes the meeting at 12.30 hrs.

**Next FC meeting 9 June 2009 10.30 am in T03-42.**

### **Action points FC meeting 12 May 2009**

1. Catheleyne will notify the EUR Voting Office about the suggestions for improving the electronic voting system;
2. Eric Waarts commits himself to undertaking an extensive evaluation among faculty about the educational process and interaction with programme management;
3. The FC will be kept updated by the MT about the housing situation of international students and improvements made by the EUR;
4. The FC will be kept updated by the MT regarding whether the EUR will pre-finance RSM's continuing growth;
5. Dominique will investigate whether the Nespresso packages can be recycled and the coffee machines can be switched off during the night and weekends;
6. A small committee will meet to take stock of issues regarding 'research quality', which will be discussed in the next FC meeting.