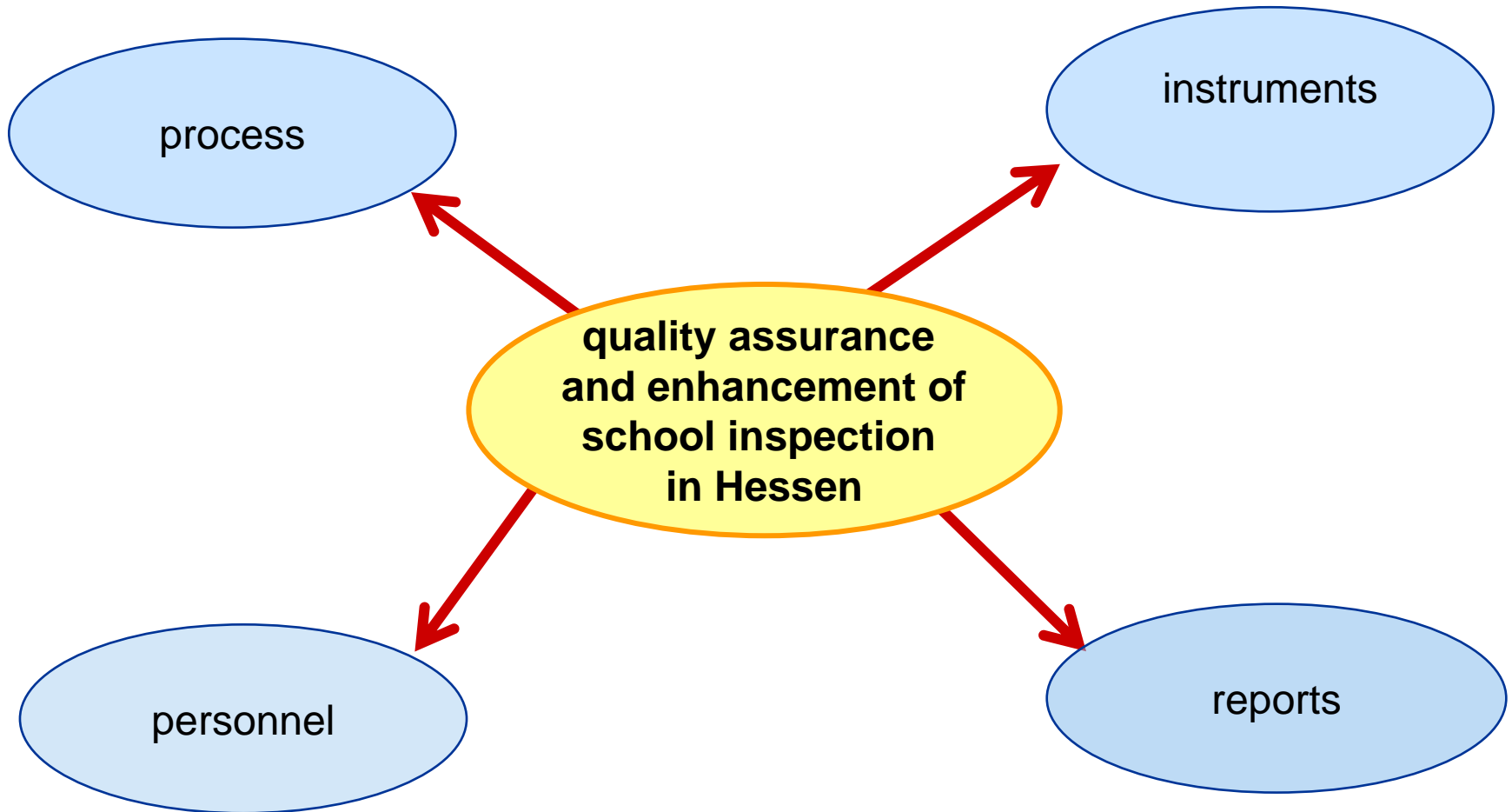


School Inspection in Hessen / Germany – Aspects of Quality Assurance and Enhancement of the Process

Claudia Henning
Jannah Couch



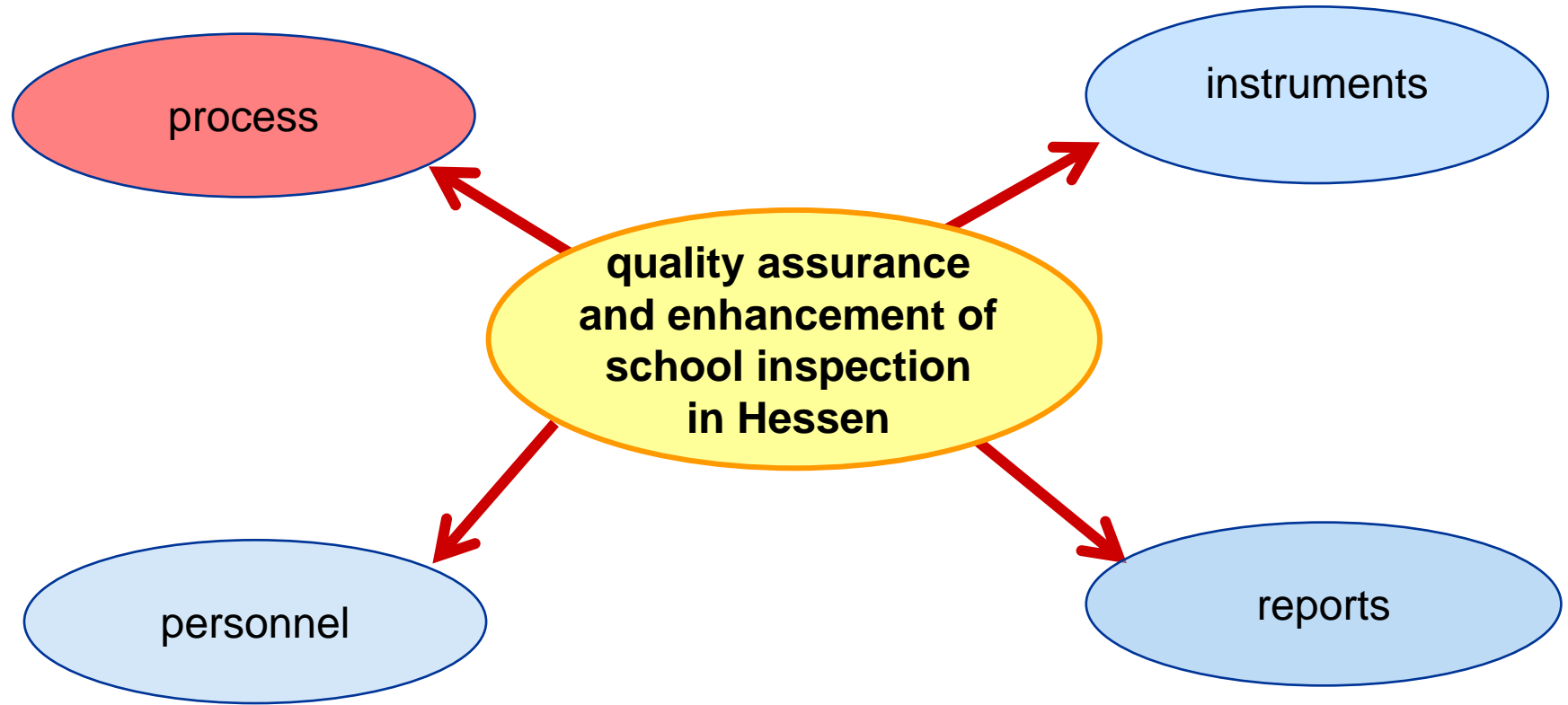


Conception for school inspections in Hessen

	Pilot project (50 schools)	Implementation (to date: 950 schools)			
Concept	Concept phase I			Concept phase II	
	Pilot project report			Main results in a regional report for Hessen	
Personnel	Personnel: selection, qualification, training on the job				
Organisation	Setting-up of the inspectorate	Development of the inspectorate	Adjustment of organisational structures		
Process and Instruments	Development of processes and instruments			Standardisation of processes and instruments	
	2005	2006	2007	2008	2009



01.06.08



Internal quality assurance: process

Questionnaires

- for school inspectors
 - at the end of the qualifying training for new personnel
 - once per school year for all school inspectors
- about
 - contents and structures of training
 - leadership competences
 - cooperation in the inspectorate

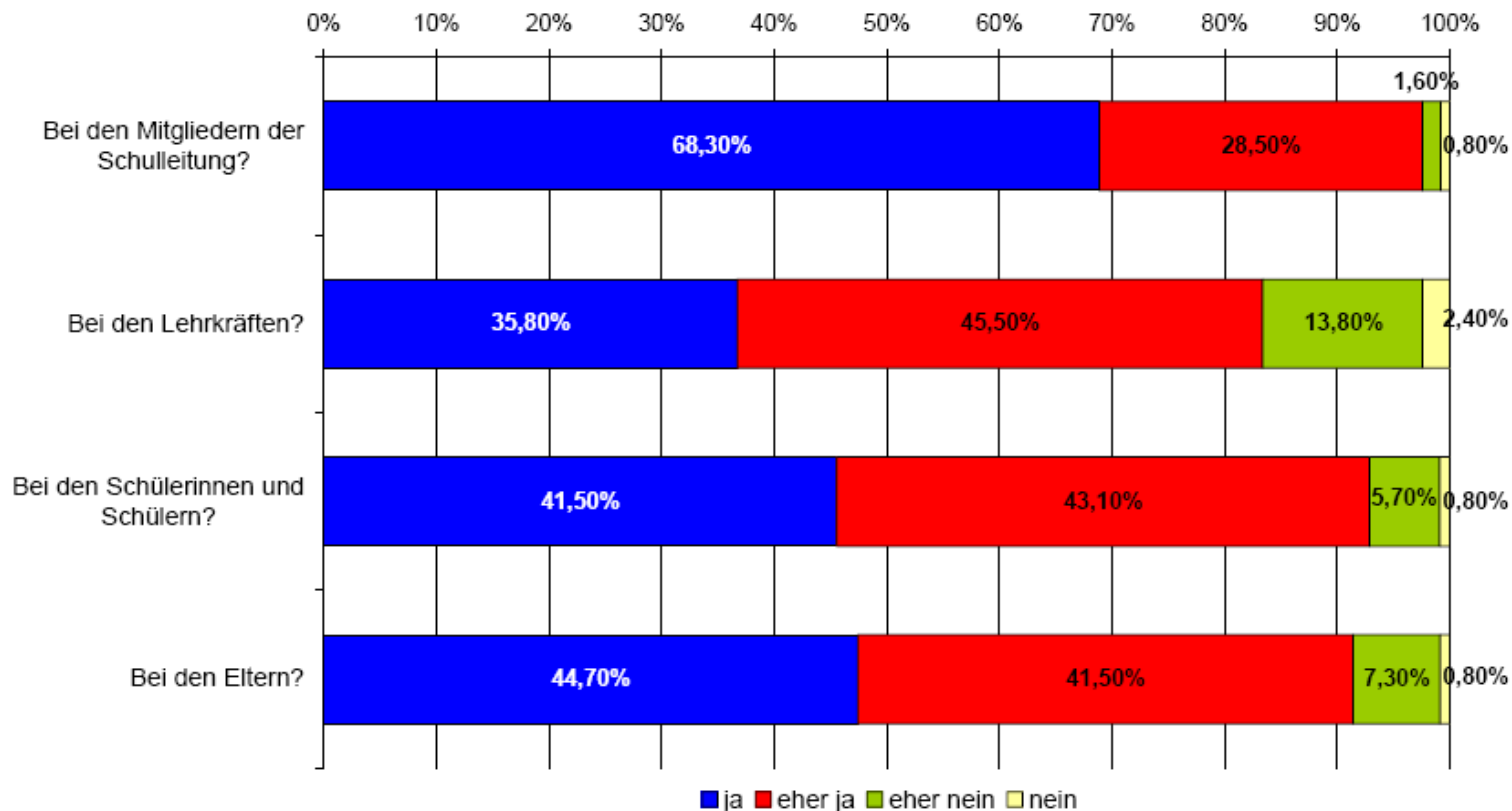
Internal quality assurance: process

Questionnaires

- **for head teachers**
 - **questionnaires for all head teachers after the inspection**
 - **telephone interviews with 20% of head teachers**
- **about**
 - **preparation for the school inspection**
 - **appearance of the inspection team at school**
 - **validity of school inspection results**
 - **quality of the report**
 - **acceptance of school inspection**
 - **contentedness with school inspection**

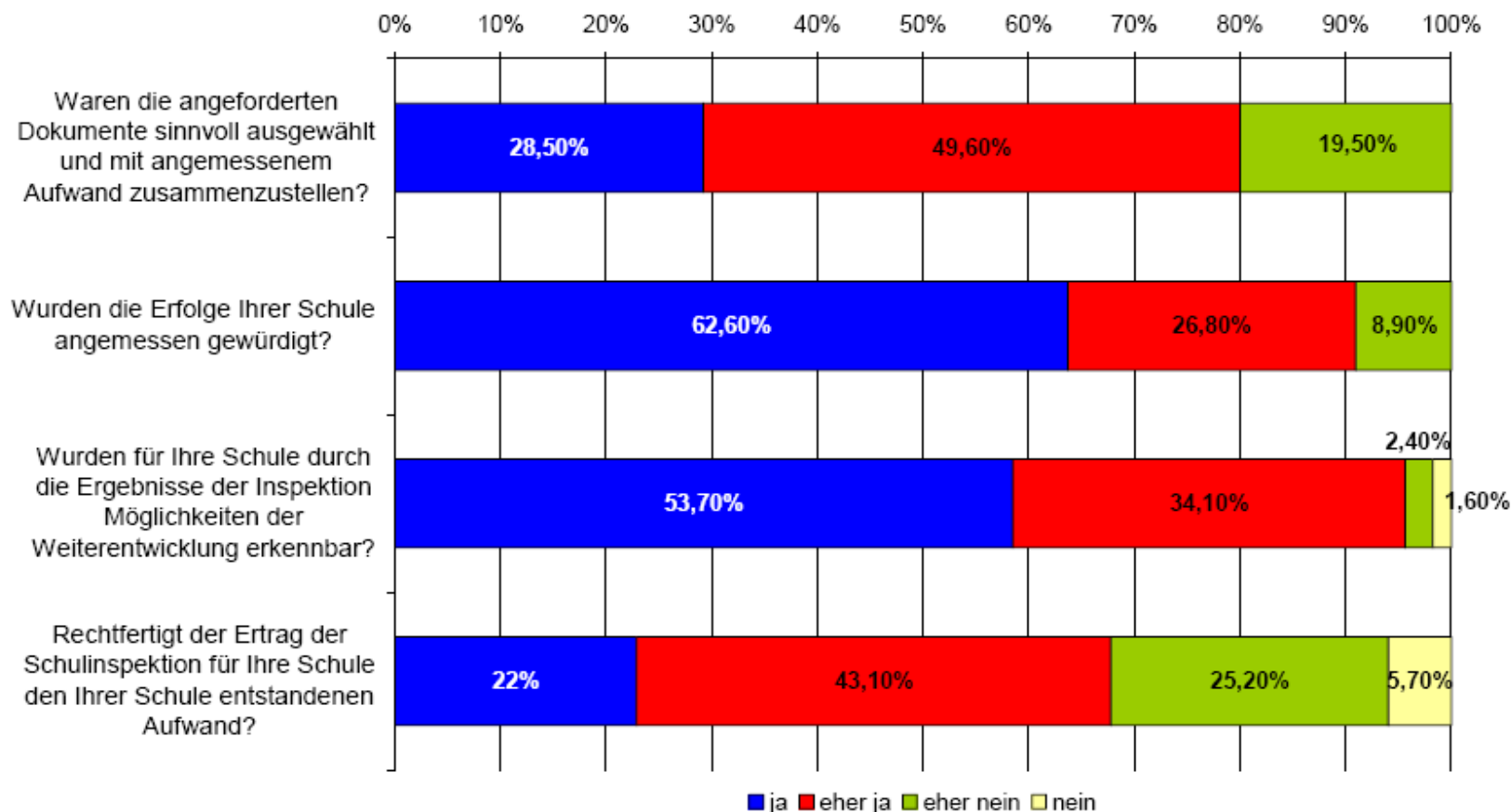
Questionnaires for head teachers: acceptance of process, personnel and results

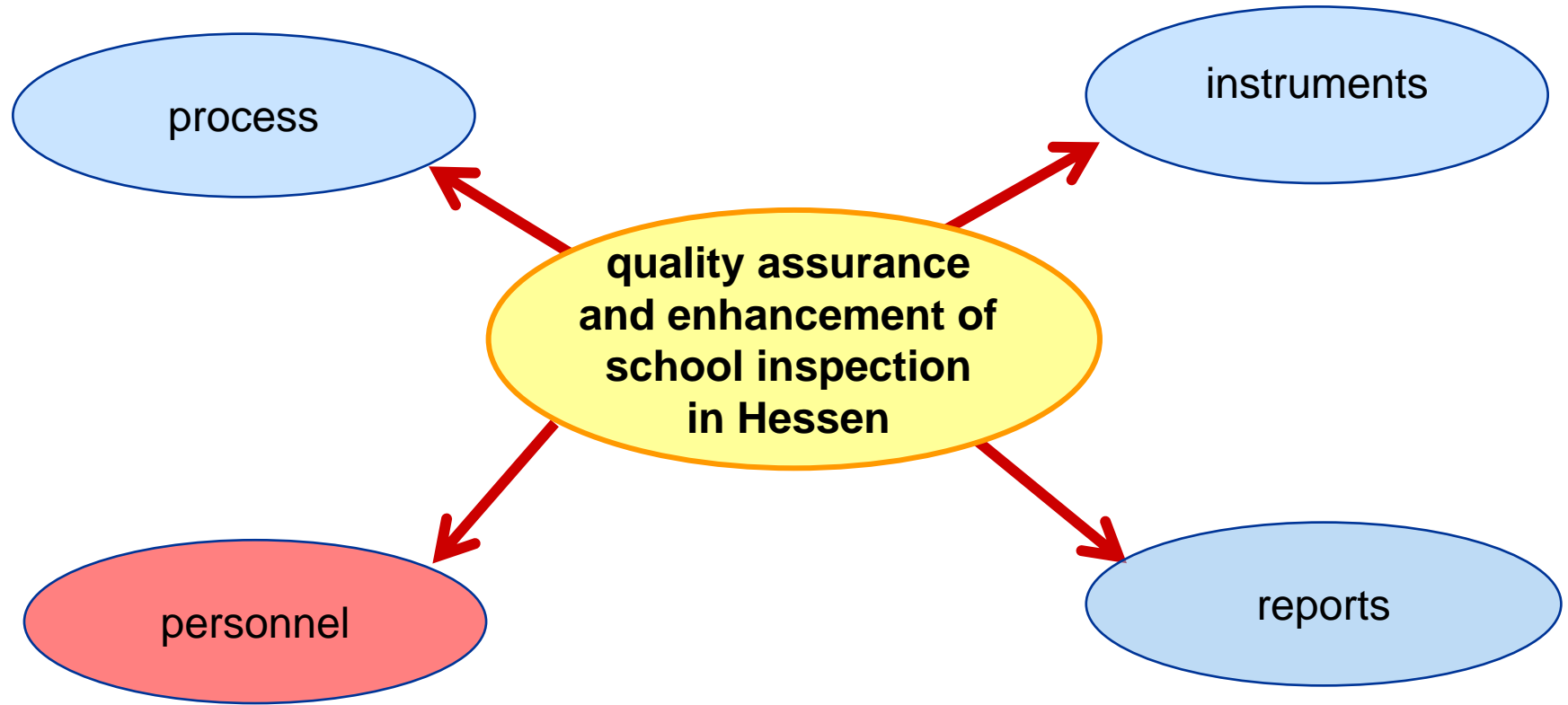
Stieß die Inspektion insgesamt bei den Beteiligten auf Akzeptanz ...



Die Daten beziehen sich auf das Schuljahr 2006/2007

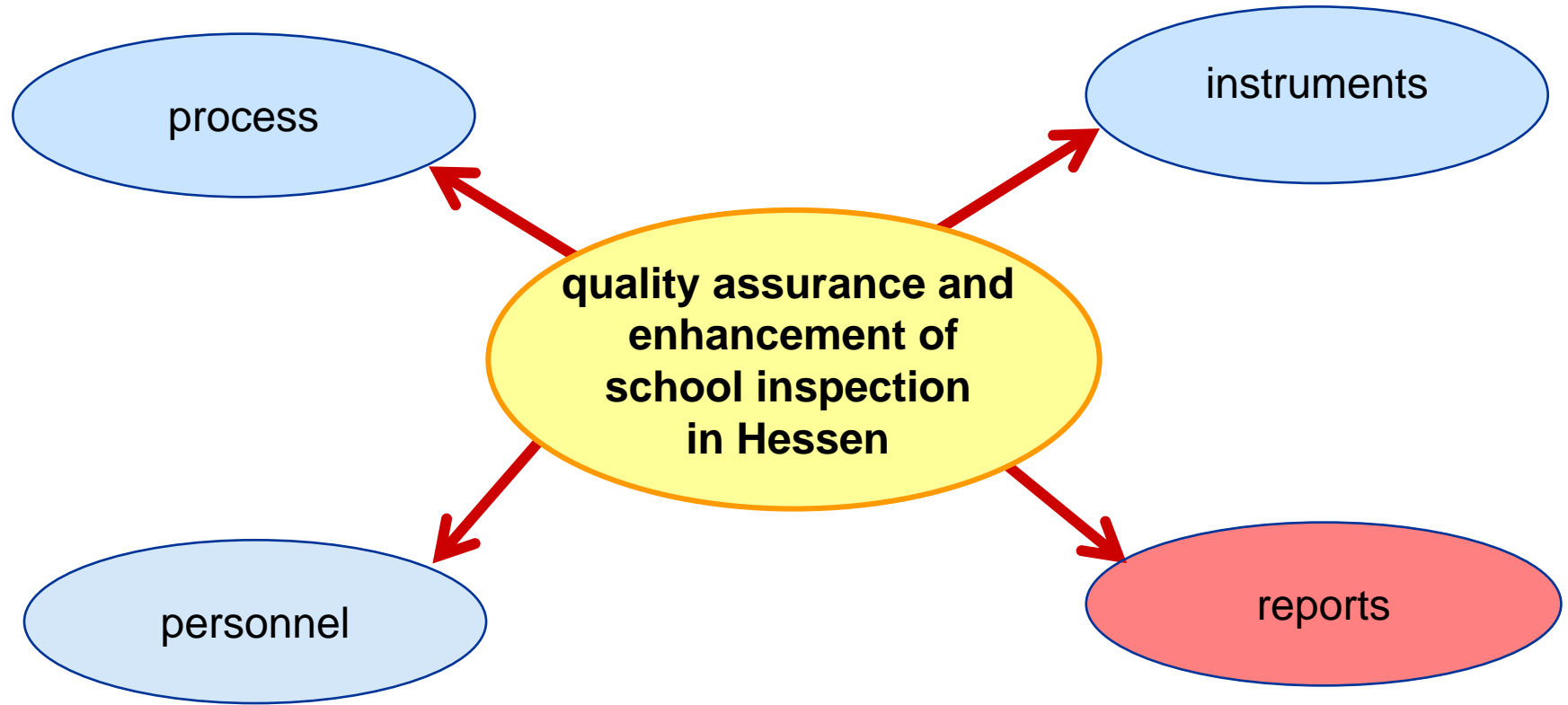
Questionnaires for head teachers: contentedness





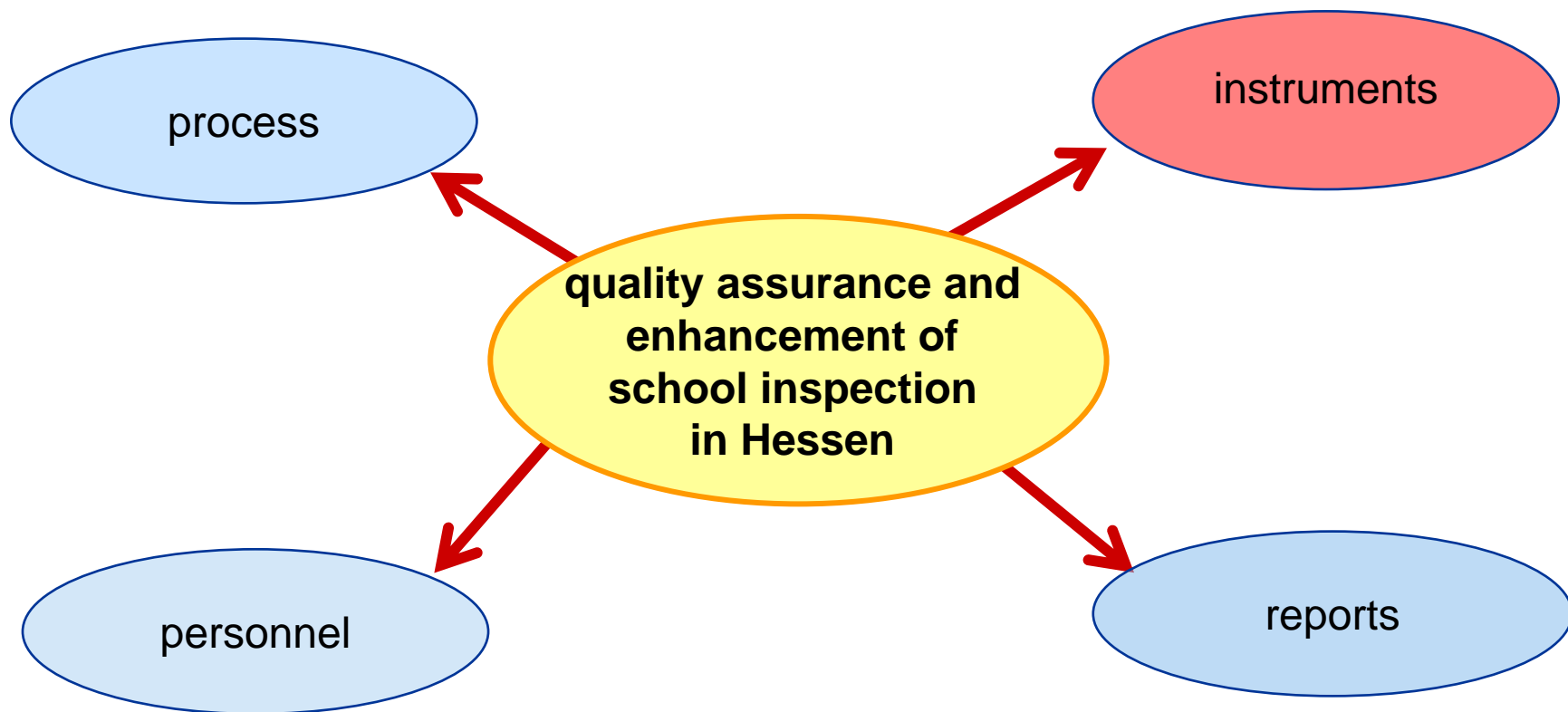
Internal quality assurance: personnel

- **portfolio-concept: components**
 - **competence profile for the position of school inspector:**
 - professional competence
 - research competence
 - social competence
 - **feedback in the inspection team**
 - **appraisal interviews**



Internal quality assurance: report

- Two different ways to assure quality:
 - before the reports are sent to the schools
 - cross-reading by school inspectors from different regions
 - concerning contents and formal aspects (layout, spelling, grammar...)
 - After the reports were sent to the schools
 - countercheck by experts according to a checklist
 - helps to gain data on the development of the quality of reports
 - enhances the authors' proficiencies



Internal quality assurance: instruments

Inter-Rater-Reliability (IRR)

monitoring

- teaching processes
- interviews

Monitoring teaching processes

- determining reliability
 - internal: sustainable training for observational accordance among inspectors in **Hessen**
 - Regularly scheduled trainings for watching and evaluating videotaped lessons
 - Approximately 4 times per school year
 - external: participation in a project for observational accordance among inspectors in **Germany**
 - Participants work on their own and foreign observation forms, evaluating the same videotaped lessons
 - Getting hints at advantages of certain forms that help to improve our own instrument

Monitoring interviews

- reliability of written protocols for interviews
 - goals
 - increase the accordance in written protocols
 - create qualitative continuity for the process
 - recognize specific needs for future trainings
 - methods:
 - all school inspectors write protocols of the same interview sequence (audio tapes)
 - Evaluate the protocols by comparing them with the transcript

Monitoring interviews

- **Results:**

- protocols can cause irregularities
- there is a difference between handwritten protocols and those that are taken immediately on the pc

- **Consequences:**

- Awareness about the source of mistakes
- Regularly scheduled trainings for writing proper protocols

Questions left open

- Quality assurance and enhancement: process
 - How has the process of inspection got to be altered in the „second round“?
- Quality assurance and enhancement: personnel
 - How can supportive systematic feedback among team members be implemented and documented?
- Quality assurance and enhancement: reports
 - How will the reports have to be changed under the influence of standardisation?
- Quality assurance and enhancement: instruments
 - Are there other approaches for protocolling interviews properly?

NEVER STOP BEGINNING – NEVER BEGIN STOPPING

