

Gitte Duemose Hansen
Senior Consultant
University of Copenhagen
University Education Services
Fiolstraede 22
D-1171 Copenhagen K
TEL: +45 35323964 / MOB: +45 40160733
gidh@adm.ku.dk

Born: 21.02.66

2008: Senior Consultant, University of Copenhagen, University Education Services, Education Strategy Unit

2005: Danish coordinator of the OECD review of educational R&D in Denmark

2001-2008: Senior Consultant, Ministry of Science, Technology and Innovation, Danish University and Property Agency, Section of University Education.

1998-2001: Assistant Professor, University of Southern Denmark, Institute of Literature, Media and Cultural Studies

1998: PhD in Culture Theory and Culture Analysis, Aalborg University, Department of Communication

1994: MA in Nordic Literature and Philosophy, University of Copenhagen



Improving the quality of teaching from the institutional level in a complex, multi faculty university setting

How to increase quality without losing local ownership

Senior Consultant, PhD, Gitte Duemose & Vice-provost for Education, Dr. Hanne Harmsen, both University Education Services, University of Copenhagen, Denmark

Abstract

University of Copenhagen is a large research intensive institution, well placed on international university ranking lists, but without an equally strong culture regarding quality in teaching. The eight faculties (university schools) – two recently merged - vary in terms of size, subject area, degree of organisational integration and traditions for working with pedagogical issues. In this context of complexity, we enhance the culture of quality by designing and facilitating a number of incremental change processes, rooted in a systemic model of programmes, based on a learning approach, and actively working with creating legitimacy with the academic staff. The approach is demonstrated through a case on developing a university wide procedure for course evaluation. Key issues are how to design processes that create involvement, knowledge sharing and results. The contribution of the paper also includes a list of suggested key factors of success for organisational change projects in a complex university setting.