

A. Personal data

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Job function	Collaboratrice scientifique

B. Expertise description on Quality – University Continuing Education

(max 50 words)

The team from the Continuing Education Center of University of Geneva can offer expertise on course design, individual coach on course building and course administration, Credit transfer system, Evaluation, e-learning, securised websites for participants, on-line, Computer editing of booklets, à la carte programmes, innovation topics, UCE communication and marketing, administration and financial management database.

c. Write 5 Keywords describing your experience in UCE (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

Customer – Teacher – Trainer – Organizer – Quality control – Product designer – Service Support – Quality manual – Quality plan – Quality rules

D. Relevant dates of Involvement in UCE (years)

Since 1991.

E. Involvement in Three Projects or Case Studies of Quality of UCE

(max 20 words each)

a) Data base Building: A centralised database has been built to register all participants of continuing education of University of Geneva in order to obtain global statistics on participants and programmes offered and to harmonize the different ways of administration and finances management.

b) Web tools: a practical guide on the web has been developed to help the newcomers coordinators of programmes to build up a new course, to administrate it and to make it evolve.

c) Procedures: an official procedure has been edited on the intranet of the University of Geneva to describe all phases, needs and obligations to create a new continuing education programme.