



RISEBA KPI: External Partners' Assessment

Evidence of partnership continuity and external confidence in RISEBA quality

Indicator Description, Methodology and Results

EFQM Criterion 6 — Customer Perceptions

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OUR ACCOLADES:

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OUR ACCREDITATIONS:



PROUD MEMBERS OF:



Erasmus+



INDICATOR DESCRIPTION

KPI definition, measurement logic and conclusion

KPI OBJECTIVE

No negative feedback or initiative to terminate cooperation due to RISEBA quality.

ASSESSMENT PERIOD

From 2023 to September 2026

Long-term educational partnerships

EVIDENCE BASIS

- Continuation of long-term agreements
- Renewed / ongoing joint provision
- Public partner-university evidence

IMPORTANT INTERPRETATION

- The KPI is primarily evidenced through partnership continuity and the absence of quality-related termination signals.
- The supplied evidence does not constitute a structured partner satisfaction survey.

KPI CONCLUSION

MINIMUM REQUIREMENT MET

No quality-related negative feedback or termination initiative is reported for the long-term partnerships reviewed.

PARTNERSHIP CONTINUITY AS EVIDENCE

Long-term cooperation remains active across Latvia and international partner institutions

Since 2023, the supplied RISEBA evidence reports no partner-initiated termination due to RISEBA quality.

Partner	Cooperation evidence	Since	Status / interpretation
Rīga Stradiņš University (Latvia)	Joint Master's programme "Health Management"	2012	Continuing
KEDGE Business School (France)	Double degree — European Business Studies	2014	Continuing
KEDGE Business School (France)	Double degree — International Business	2021	Continuing
Haaga-Helia University of Applied Sciences (Finland)	Double degree — International Business	2011	Continuing
OTH Regensburg (Germany)	Double degree — International Business	2019	Continuing
SMARTlab / University College Dublin (Ireland)	Cooperation in doctoral studies in Arts	2024	Continuing
Holon Institute of Technology (Israel)	Academic research and doctoral education	2025	Continuing
Latvian Academy of Culture	Guest student / guest lecturer exchange	2025	Continuing
AKAD University (Germany)	Doctoral student recruitment for RISEBA	2026	Continuing

The evidence file also records one structural discontinuation and one transition linked to institutional mergers, not RISEBA quality concerns.

PUBLIC EXTERNAL CORROBORATION



Partner-side sources confirm ongoing cooperation and RISEBA's role in international study provision

Haaga-Helia University of Applied Sciences

Haaga-Helia describes RISEBA as a long-term partner for teacher exchange and double degree programmes and states that cooperation was strengthened.

[Open official source](#)

KEDGE Business School

KEDGE publicly lists RISEBA among its partner universities and identifies double-degree opportunities involving RISEBA.

[Open official source](#)

OTH Regensburg

OTH Regensburg's European Business Studies information lists RISEBA as a partner university for double-degree study.

[Open official source](#)

Riga Stradiņš University

RSU publicly describes Health Management as a joint programme offered by RSU and RISEBA.

[Open official source](#)

These public sources corroborate the existence and continuity of key partnerships.

TRANSPARENT INTERPRETATION OF CHANGES



Partnership changes recorded in the evidence are linked to institutional restructuring, not RISEBA quality

LIEPĀJA UNIVERSITY

Cooperation ended following the accreditation of the Arts study field because Liepāja University was incorporated into Riga Technical University.

BA School of Business and Finance

The doctoral cooperation is planned to continue until 31 August 2027, following BA School of Business and Finance incorporation into the University of Latvia.

WHY THIS MATTERS FOR THE KPI

- The evidence distinguishes quality-related partner dissatisfaction from changes caused by institutional mergers or restructuring.
- This supports a balanced conclusion: no quality-related partner termination signal is reported in the reviewed period.

EFQM CRITERION 6 — SUPPORTING EVIDENCE



External partner continuity contributes evidence of confidence, reliability and relationship quality

WHAT RISEBA DEMONSTRATES

- Long-term relationships are maintained.
- Joint study provision continues with established partners.
- International partners publicly recognise RISEBA as a partner.
- Quality-related termination signals are not reported.
- Changes are analysed rather than treated as unexplained attrition.

EFQM 6 CONTRIBUTION

Customer / stakeholder confidence

Evidence that important external relationships remain stable and mutually valuable.

Relationship management

Partner continuity provides a longitudinal signal of perceived quality and reliability.

IMPORTANT EFQM NOTE

This KPI should be used as supporting evidence for Criterion 6, alongside direct customer-perception measures.

External academic partners are stakeholders rather than customers in every relationship. Therefore, the strongest EFQM case combines this KPI with student, alumni, employer and other direct perception data.

RISEBA's quality system explicitly emphasises continuous improvement and openness to stakeholder feedback.

[RISEBA Quality Assurance](#)

EVIDENCE & PUBLIC REFERENCES



RISEBA-SUPPLIED EVIDENCE

6.5.4 External Partners' Assessment — partnership agreements, dates and status as at September 2026.

Key source statement: since 2023, no negative feedback or initiative to terminate long-term educational cooperation due to RISEBA quality is reported.

DOCUMENTATION PRINCIPLE

Use the RISEBA evidence file for the KPI conclusion and the public links as independent corroboration of selected ongoing partnerships.

PUBLICLY AVAILABLE SOURCES

[RISEBA — Double Degree](#)

[RISEBA — International Opportunities](#)

[RISEBA — Quality Assurance](#)

[KEDGE — Partner Universities](#)

[Haaga-Helia — RISEBA cooperation](#)

[OTH Regensburg — European Business Studies](#)

[RSU — Health Management](#)

[Latvian Academy of Culture](#)

[Holon Institute of Technology](#)

KPI RESULT: MINIMUM REQUIREMENT MET

FUTURE KPI MEASUREMENT — DIRECT PARTNER FEEDBACK



Moving from indirect evidence of partnership continuity to systematic measurement of partner perceptions

MEASUREMENT APPROACH

At least once a year

An online survey will be sent to active external partners involved in educational cooperation with RISEBA.

TARGET RESPONDENTS

Partners involved in joint study programmes, double-degree arrangements, academic cooperation, student / staff mobility and other long-term educational partnerships.

PROPOSED SURVEY DIMENSIONS

- Overall satisfaction with cooperation
- Reliability, communication and responsiveness
- Quality of joint academic activities
- Potential quality-related risks or concerns
- Open-ended suggestions for improvement

PROPOSED KPI OUTPUTS

- 1 Overall partner satisfaction
- 2 % of partners reporting quality-related concerns
- 3 Number / share of critical unresolved feedback cases

DEVELOPMENT OBJECTIVE: establish a regular, evidence-based feedback loop from external partners and use the results to identify and prioritise improvements.