



University Quality Assurance

Good Practices and Recommendations

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Introduction

The **European University Association (EUA)** is the representative organisation of universities and national rectors' conferences in 47 European countries.

EUA plays a crucial role in the Bologna Process and in influencing EU policies on higher education, research and innovation.

Introduction

Universities, Sport Institutions, Federations, Academies are independent bodies. They award their own degrees and courses (in agreement with the national standards).

They manage their quality and standards.

Some important remarks...

- Academic standards: should be similar in every institution in a country
- Academic quality: quality of teaching and resources

Introduction

Quality assurance...

... is the process for checking the standards and quality of educational provision meet agreed expectations.

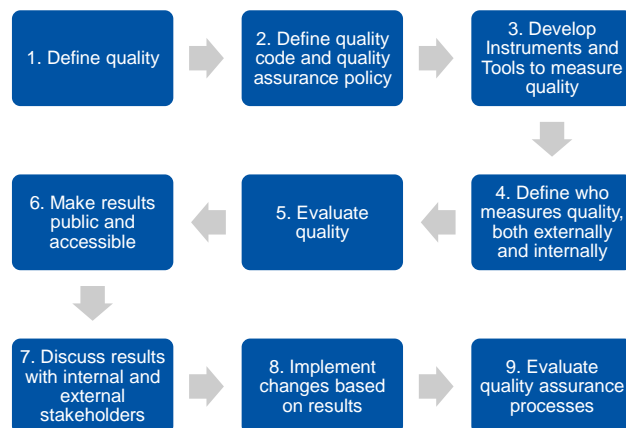
Having quality standards means that everyone can have confidence in the education process and offer of the institution!

Introduction

General process of a quality assurance program in an institution:

- Validation
- Annual monitoring
- Periodic review
- External examining

The Process





Standards for External Quality Assurance (1)

1. Consideration of Internal Quality Assurance

- External Quality Assurance should assess internal quality assurance processes

2. Design Methodologies Fit for Purpose

- Methodology should ensure

3. Implementing Processes

- External Quality Assurance should include self-assessment, a site visit, a report and follow-up

4. Peer Review

- External Quality Assurance should be done by independent, expert peer reviewers

5. Criteria for Outcomes

- Outcomes or judgements should be made based on explicit and published standards



Standards for External Quality Assurance (2)

6. Reporting

- Full reports should be clear, public and accessible to the Institution and academic community

7. Complaints and Appeals

- Complaints and appeals processes should be clearly defined



Standards for Internal Quality Assurance (1)

1. Policy for Quality Assurance

- A publically available policy should be developed in cooperation with internal and external stakeholders (including students and employers)

2. Design and Approval of Programs

- Institutions should have processes for design and approval of programs

3. Student-Centered Learning, Teaching and Assessment

- Students should take an active role in the learning AND assessment processes

4. Student Life Cycle

- Regulations should be in place for all phases of the student life cycle, from admission to certification

5. Teaching Staff

- Institutions should ensure the quality and standards of their staff



Standards for Internal Quality Assurance (2)

6. Learning Resources and Student Support

- Institutions should have adequate funding for resources and support

7. Information Management

- Institutions should systemically collect information on their programs and activities

8. Public Information

- Collected information should be public and accessible

9. On-Going Monitoring

- Monitoring and evaluation should take place on a regular, on-going basis

10. Cyclical External Quality Assurance

- Institutions should regularly engage in external quality assurance



Involving Students

- ✓ Make students aware of quality assurance and enhancement activities
- ✓ Solicit student feedback
- ✓ Make student evaluations of teaching staff and overall institution systematic and regular
- ✓ Include students in all committees related to Quality Assurance



Involving the Employment Market

- ✓ Universities should reach out to local (and international) employers, as well as professional associations
- ✓ The needs and perspectives of employers should be taken into account in the quality assurance process, both through formal surveys and informal discussions
- ✓ Employer feedback can help Universities stay ahead of emerging trends and needs
- ✓ Integrate/ invite representatives from the employment market into the teaching (e.g. Guest lectures)

Conclusions

- The concept of quality and the quality assurance policy need to be properly defined and developed
 - Stakeholders at all levels need to be included
 - Students, especially, should be made aware of the quality assurance process and included in every step
 - Policy, standards, measurement instruments and results should be public, accessible and open to discussion
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Discussion

- How is the internal quality assurance process within your programme organized?
 - How do you involve students into the quality assurance process?
 - How do you involve other stakeholders (such as Employers) into the quality assurance process?
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Resources/ relevant websites

ENQA <http://www.enqa.eu/>

EUA <http://www.eua.be/>

QAA <http://www.qaa.ac.uk/>

Build Your Own Quality Code: <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/build-your-own-quality-code>