

ENQA Workshop: How did EVA prepare for the external review in 2010?

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Content

1. EVA and EQA in Denmark
2. How EVA prepared for the external review
3. Some thoughts about the review











The cooking process shows...



- Quality is not just about living up to minimum requirements
- It is also about how how running professional processes leads to excellent results!

1. EVA and EQA in Denmark

The Danish Evaluation Institute (EVA)

- EVA was established in 1999 (succeeded the Evaluation Centre which existed from 1992-1999)
- Independent institution (financed by government)
- EVA evaluate at all levels – from day care centres and schools through upper secondary schools and vocational colleges to universities and adult education
- Tasks: Evaluations + EQA activities.

Development in EQA in HE in Denmark (I)

- 1992- primary focus on programme evaluations combined with some thematic evaluations.
- 2003 – 2007 + 2010/11 Institutional audits.
- 2004 – 2006: Accreditations of 69 medium cycle programmes and institutional accreditations of 17 University Colleges.

Development in EQA in HE in Denmark (II)

- 2007 - Introduction of accreditation of all new and existing higher education programmes in Denmark.
- 2007 – Establishment of ACE-Denmark for accreditation of university degrees.
- 2007 – EVA get responsibility for accreditation of programmes delivered by Business Academies and University Colleges.

New EQA system from July 2013

- Evaluations and surveys of different aspects of the HE system will continue + certain EQA processes will be carried out by EVA.
- Introduction of institutional accreditation combined with program accreditation.
 - Institutions can obtain “self-accrediting power”
 - All accreditation will be carried out by ACE-Denmark.
- Currently: Legislation is being passed by parliament.

First external review 2005

- Type B: Broad focus on EVA's activities.
- The Danish EQA system and EVA's tasks and procedures were completely different.
- Nearly all recommendations in the old review are no longer relevant.
- 2010: Next external review

2. How EVA prepared for the ESG external review

What we wanted to achieve

1. A positive review (compliance)
2. Use the chance to learn (also good for the review result. We wanted to be seen as reflective):
 - Dialogue with stakeholders
 - Internal discussions
 - Self-reflections writing the report
3. Use the chance to show what we do matters and to move the Danish EQA agenda
 - Self-evaluation report
 - Review teams conclusions and recommendations

Review type and panel

- Type A review: Focus on ESG compliance and only for EVA's HE activities
- Coordination (panel setup): Danish Ministry of Education
- Panel:
 - Peter Williams, former Chief Executive of the Quality Assurance Agency of Higher Education (UK) and Chair of ENQA, Chair
 - Staffan Wahlén, former Senior Advisor at the Swedish National Agency for Higher Education, Secretary
 - Inger Andersen, Head Executive of Education and Day-care Facilities, Municipality of Frederiksberg
 - Laust Joen Jakobsen, Rector of University College Copenhagen
 - Gertie De Fraeye, student of law at Ghent University and former Chair of the Flemish Student Union.

Review Setup - Internal

- Internal administrative planning
 - Signe Plough (EVA's methodology unit).
- Writing the report + follow up
 - Tue Vinther-Jørgensen, Christian Moldt, Julia Salado-Rasmussen.
- Internal consultation processes (involvement of staff).
- Approval by executive director + EVA board

Undergoing the ENQA review process

1. Understanding the requirements: Review training + talking with other agencies + reading good reports.
2. Choosing review type, design, planning the process etc.
3. Take off meeting within HE-unit: Discussing EVA's strong and weak points in relation to ESG.
4. Preparation of self-evaluation report by 3 people (1-2 weeks).
5. Circulation and discussion of report draft + presentation for the EVA board.
6. Invitation of key stakeholders (from HEIs who knows EVA's processes directly) to meet panel. No briefings of stakeholders before meeting the panel.
7. Secretary and chairman invited for initial meeting with management.
8. Panel visit: EVA recommended panel to meet all accreditation staff.
9. No formal dinner for panel during the visit!
10. Feedback to review draft.
11. Follow up report.

Self-evaluation report design

Section 1: Introduction to EVA and the context (12 pages)

Purpose: Setting the scene:

Introduction to EVA

HE in Denmark

Section 2 and 3: How EVA complies with the ESGs (16 pages)

Purpose: Compliance.

ESG Part 2: How EVA's EQA processes comply

ESG part 3: How EVA as institution comply

Section 4: Critical reflections about the current system (4 pages)

Purpose: Showing we reflect + influencing future EQA in Denmark

Direct tone!

Analysis of current situation

Reflections on how the Danish EQA system might be improved.

No SWOT (but maybe we should have included it in this section)

Section 1

EVA and higher education in Denmark 9

- 1.1 Introduction to EVA 9
- 1.1.1 Historical overview 9
- 1.1.2 Organisation and status 10
- 1.1.3 Activities within higher education 12
- 1.1.4 Finances 13
- 1.1.5 National and international cooperation 13
- 1.2 The Danish higher education system 14
- 1.2.1 A binary system 14
- 1.2.2 Qualification levels and degree types 14
- 1.2.3 Admission and progression 16
- 1.2.4 Governance and financing of higher education 17
- 1.2.5 The structure and organisation of quality assurance 17
- 1.2.6 EVA's accreditation procedures 19

Section 2 and 3: Going through ESG part 2 and 3

For each standard:

Standard: Listed from **ESG**

Guideline: Listed from **ESG**

EVA compliance: The arguments listed in bullet points.

Total: 16 pages.

18 Annexes

- General information on accreditation
 - Principles for the use of experts
 - System-wide analysis of the Danish programs in Nursing
 - The National Qualifications Framework for Higher Education
 - Homepage of the Crossroads project
 - EVA's strategy 2009-2011
 - EVA's internal quality assurance policy
 - The EVA Act
 - The Accreditation Act
 - The Order of the Danish Ministry of Education on accreditation
 - The Order of the Danish Ministry of Culture on accreditation
 - Principles for expert panels
 - Procedure for quality assurance and quality development of accreditation Rotation plan 2010-2014
 - List of EVA's projects within higher education
 - Quality assurance of accreditation operators
 - Principles for commissioned work
 - Paper on 2nd generation accreditation model
- **The hardest work? Anyone in the panel who understands the local language?**

3. Some thoughts about the external review

The panels conclusions:

- "... excellent self-evaluation report".
- "The Panel considered that EVA's overall performance against the standards of the ESG is high. EVA is well-led and well-managed at both Board and Executive levels and has great capacity for change and development."
- "The Panel found that EVA complied fully with all the standards, except three: EVA's use of the institutions' internal quality assurance procedures; processes fit for purpose; and independence; all of which it assessed as substantially compliant."

The panels recommendations

Practical suggestions

- Active media policy
- Training of experts and interviewing technique
- Inclusion of students when accrediting new educations
- Inclusion of site visits when accrediting new educations
- Training of staff

System related suggestions:

- More attention to institutions' internal quality assurance
- Improve follow-up procedure
- Process for revision of accreditation criteria
- Student on the Board of EVA
- Responsibility for the rotation list
- No formal procedures of appeal concerning legal issues

Learning from...

1. Understanding the ESG as part of the process.
2. Internal discussions: What are our strengths and weaknesses?
3. Being af subject to external evaluation: Is this how the institutions feel?
4. External viewpoints: Do we agree with the experts?
5. Preparing the follow up report: How can we comply?
Is it realistic?
6. The panels viewpoints on the need for a new EQA system in Denmark

LEARNING AS MUCH MORE THAT JUST FOLLOWING
RECOMMENDATIONS

Some thoughts about the panels performance

- It meant a lot we experienced the panel understood our situation.
- We appreciated initial planning visit by chairman and secretary.
- We appreciated the experts agreed to meet all accreditation staff.
- The panels views on the weaknesses in the Danish EQA system has been important for new legislation.
- The panels view on accreditation of new programs: We know there are different perspectives.

References 2011 review

- Self-evaluation report
- Annexes
- The panels external review report
- Follow up report

See all at: <http://english.eva.dk/about-eva/external-review-of-eva-2010-1>

THANK YOU!

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Questions