



The multiple purposes of external quality assurance review reports and their role as a tool of transparency

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It's not easy to write a review report!

Key Questions:

Why do we have to write a report?

For whom do we write the report?

What do we have to write in the report?

What are the addressees doing with the report?

ESG and reports

2.5 Reporting

„Reports should be published and should be written in a style, which is clear and readily accessible to its intended readership. Any decisions, commendations or recommendations contained in reports should be easy for a reader to find.“

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2.4 Processes fit for purpose

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2.2 Designing processes fit for purpose (ESG new)

“All external quality assurance processes should be defined and designed specifically to ensure their fitness to achieve the aims and objectives set for them, while taking into account relevant regulations. Stakeholders should be involved in the design and continuous improvement of processes.“

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External Quality Assurance: What for?

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- To assist HEI in assuring/enhancing its quality, in developing its internal structures and procedures, in achieving various aims?
- To measure quality?
- To check compliance with certain (legal) requirements?
- To assess effectiveness/success of certain policies?

External Quality Assurance: What for?

- To provide independent information about quality of HEI/programmes/HEI-systems?
- To provide independent information for comparing programmes/HEI?
- To provide independent information for decision making (funding, enrolment, collaborative work)?
- To provide independent information for certain constituencies?



External Quality Assurance: For whom?

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- HEI management
- Teachers
- Students
- Employers
- Cooperation partners
- Political decision makers
- Society at large
- Media

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Consequences for reporting: Various types of information are requested

- summative vs. formative conclusions
- descriptive vs. analytical
- quantitative vs. qualitative
- comparable vs. individual
- comprehensive vs. focused



Conclusion: Two Questions

Purpose and addressees of reporting

Is a single report appropriate at all?

or

Do we have to publish various documents?



Quality Assurance and transparency:

Is transparency a purpose of quality assurance as enhancement and accountability are?

or

Is transparency a principle/a standard of quality assurance?



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