

Lessons learnt from yesterday taking things forward

Tia Loukkola, EJA

4 May 2017



Current issues in QA

- Changing focus of external QA and its implications
- Tension between political and economic demands/context and QA agencies' activities
- QA losing momentum?
 - metrics, indicators and other proxies for quality
 - Value added of peer-review?
- Reducing the workload related to external QA
- Involving international experts

Purpose of HE

- Traces of all purposes could be identified both at system level and in external QA processes
- However, in particular 'active citizenship' not usually explicit
- Importance of context

Quality

- Examples of each concept of quality
 - Difference between aspiration and reality
 - Purposeful and accountability the most common in external QA
 - Exceptional/excellence splitting views
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- How many of your QAAs have in place criteria on HEIs or programmes needing to demonstrate that they have a IQA system that leads to continuous improvement?

Some additional reflection

- Agency's role as supportive body
- Who writes the agency's reports? Link to the purpose of the EQA reports?
- Communication on QA/transparency of QA

Why all these questions?

- A study
 - examining the impact of the ESG
 - discussing the status and future of QA
 - Highlighting innovative ways to tackle the challenges
 - Making policy recommendations
 - Drawing on existing studies, previous activities of the project and focus groups
- To be published late 2017 or early 2018
- Some tentative ideas to be discussed in the report
 - Various stakeholder perspectives
 - QA in context

Questions and comments welcome



The work is not over yet

The next exercise: Gallery walk

- 4 flipcharts, each with a theme
- Split in 4 groups
- 25 min for each flip chart
- Note down your thoughts in answer to the question, comment on the previous group's remarks
- After two questions a coffee break and then we continue
- At the end of the 4th question we'll regroup for conclusions

Topics for discussion

When addressing student-centred learning, what specific aspects should *internal* QA processes look at?

What are the key concerns in terms of quality that your QA approach needs to tackle?

How does your agency examine the link between QA and strategic management in institutions? Is it implicit or explicit in your criteria? Please provide examples, where possible.

What are the typical processes you see in institutions for them to review and ensure the quality of their programmes?

So, let's get started!

