



CEENQA

CENTRAL AND EASTERN EUROPEAN NETWORK  
OF QUALITY ASSURANCE AGENCIES IN HIGHER EDUCATION

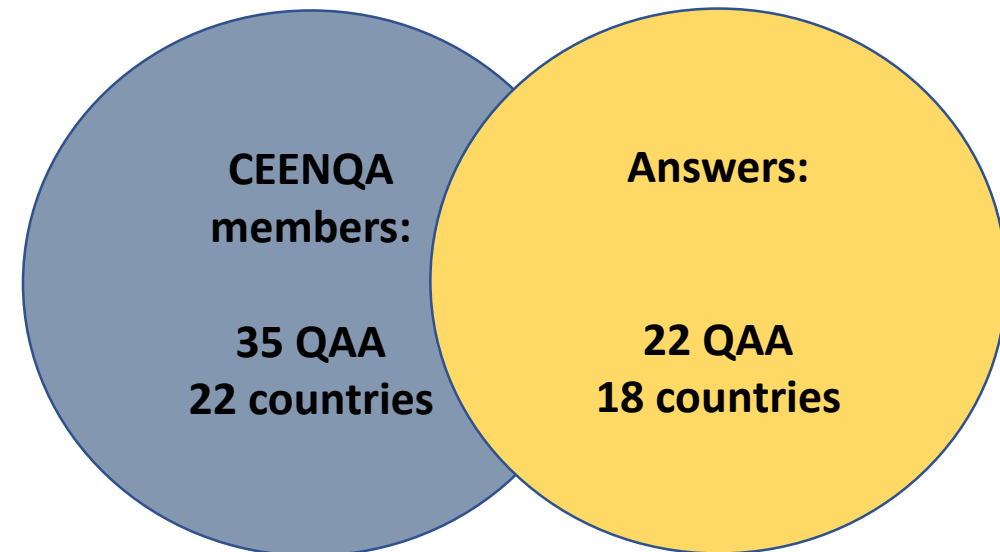
# Involvement of stakeholders in external quality assurance activities

*CEENQA members survey results*

Kyrenia, 17<sup>th</sup> of May 2019

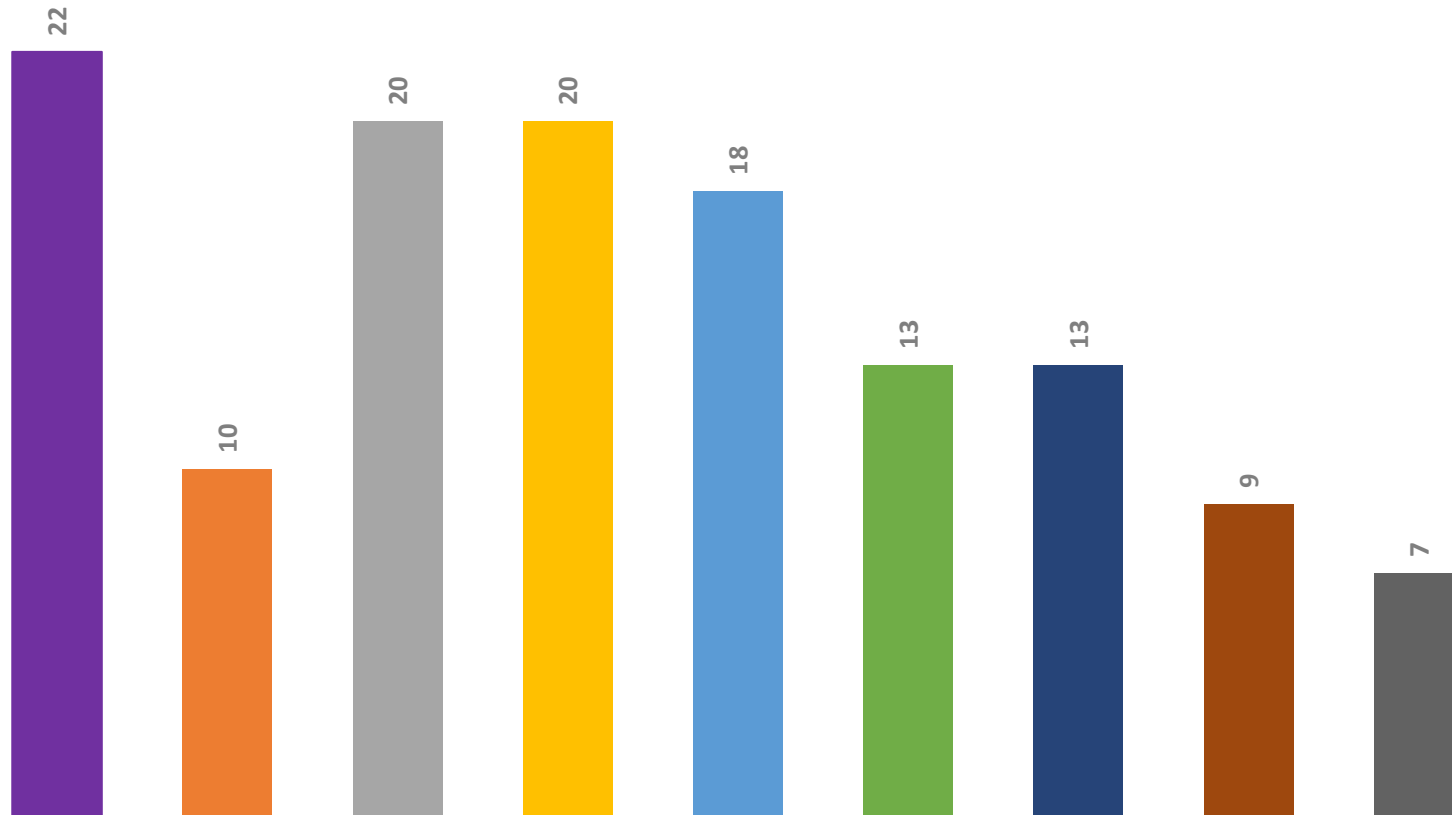
# Methodology

- applied to CEENQA members;
- filled in using a google form;
- structured in 10 questions, that implied selecting certain options, but also offering the possibility to comment in text fields.



# Categories of stakeholders involved in external quality assurance

Students Alumni Employers  
Teaching staff representatives Professional bodies Universities' associations  
HE authority Local authorities Civil society

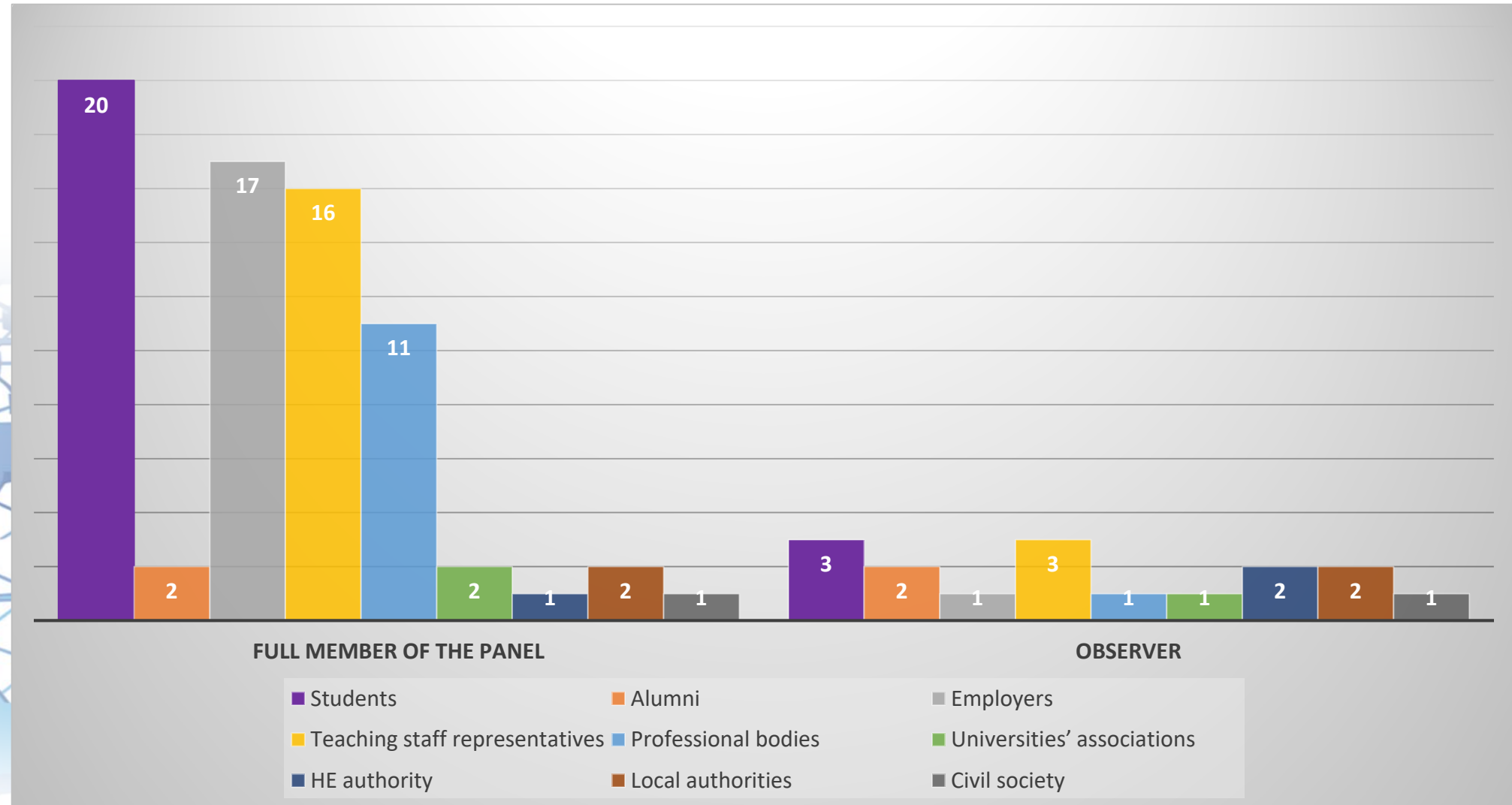


Research  
institutions! (1)

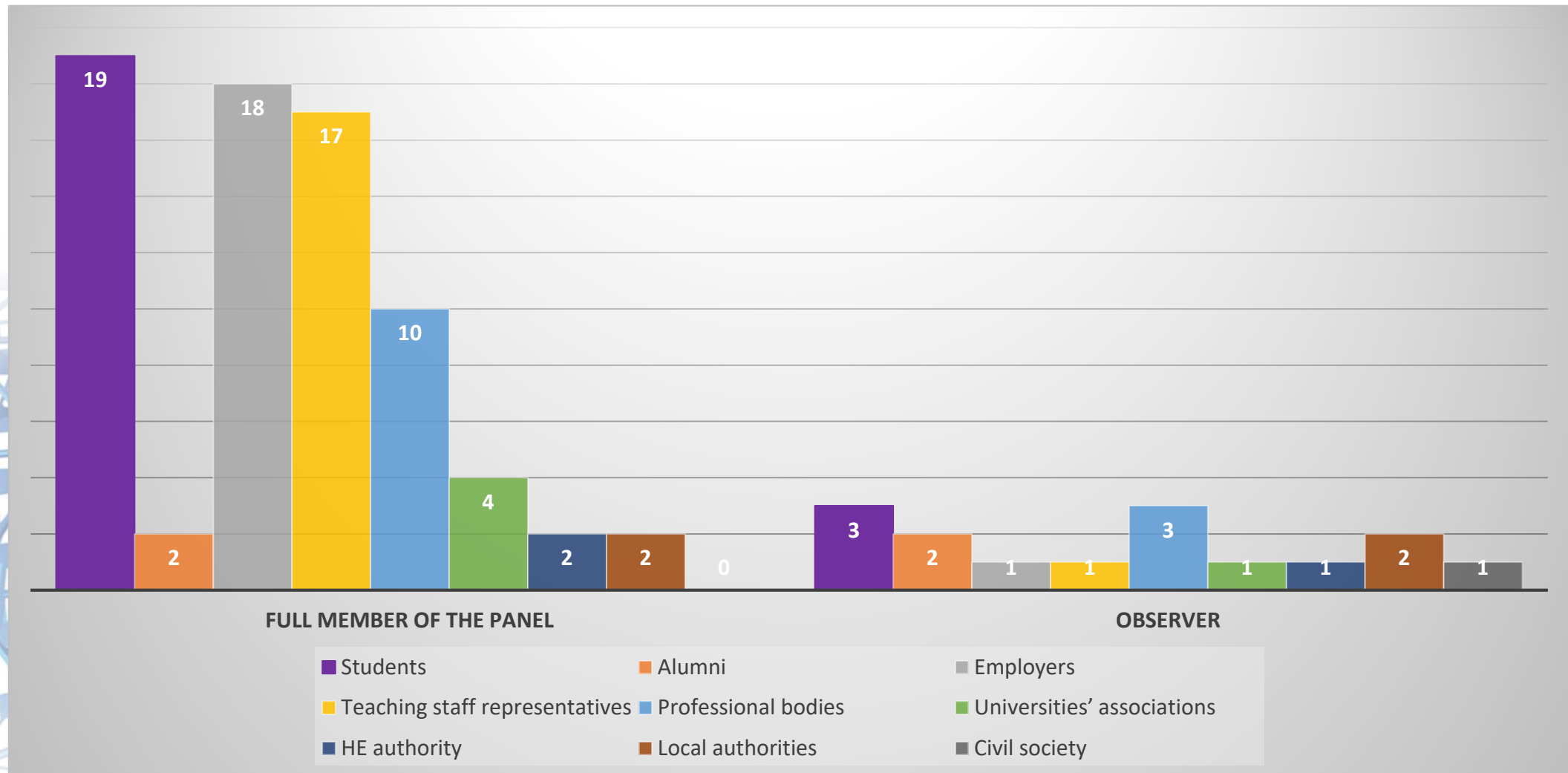
# Categories of stakeholders and types of external quality assurance activities



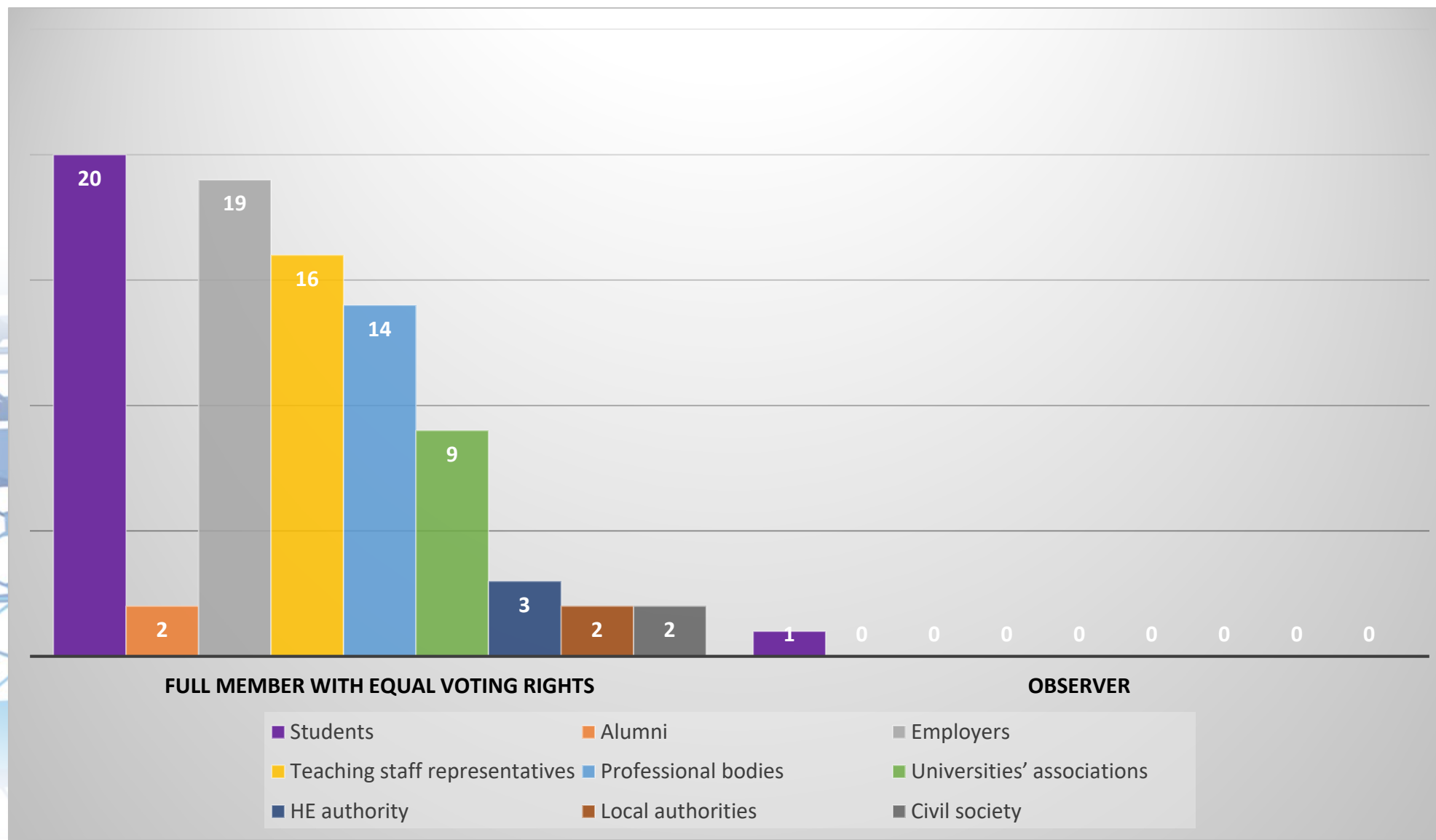
# Stakeholders involvement in institutional assessments as full members or observers in the panel



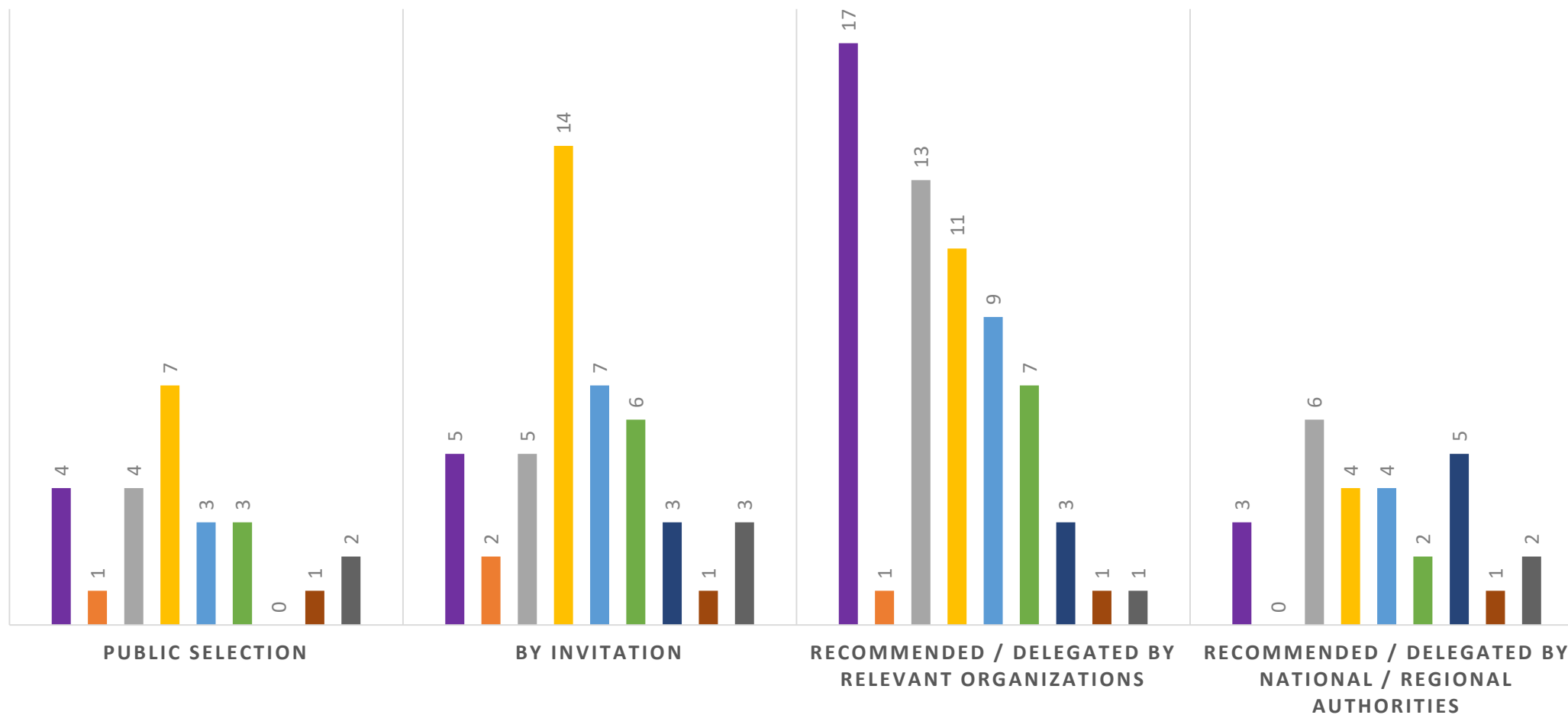
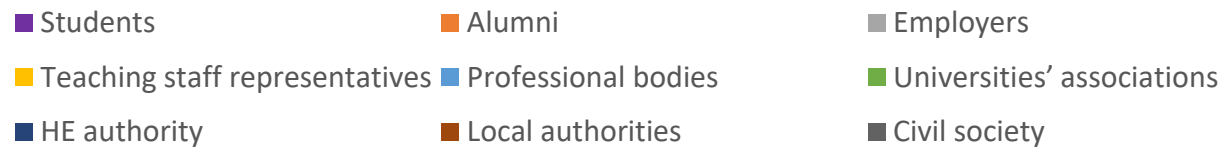
# Stakeholders involvement in study programs assessments as full members or observers in the panel



# Stakeholders involvement in the governing structures of the agency as full members or observers



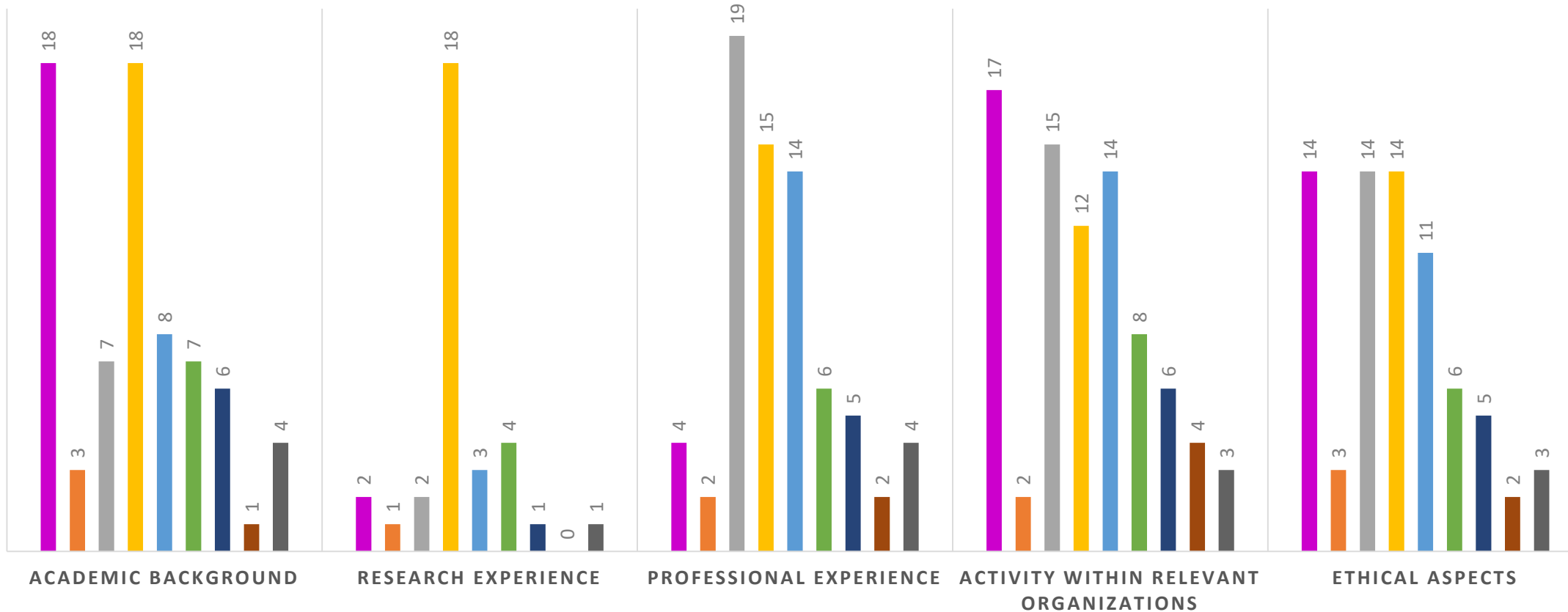
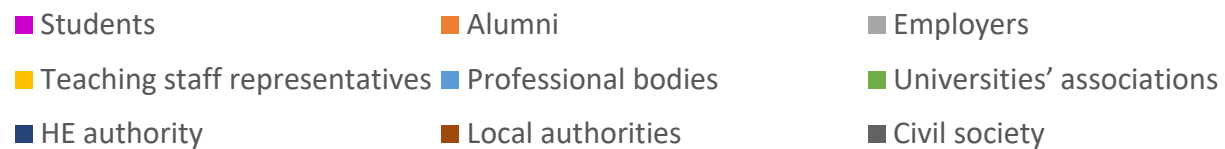
# Selection of stakeholders



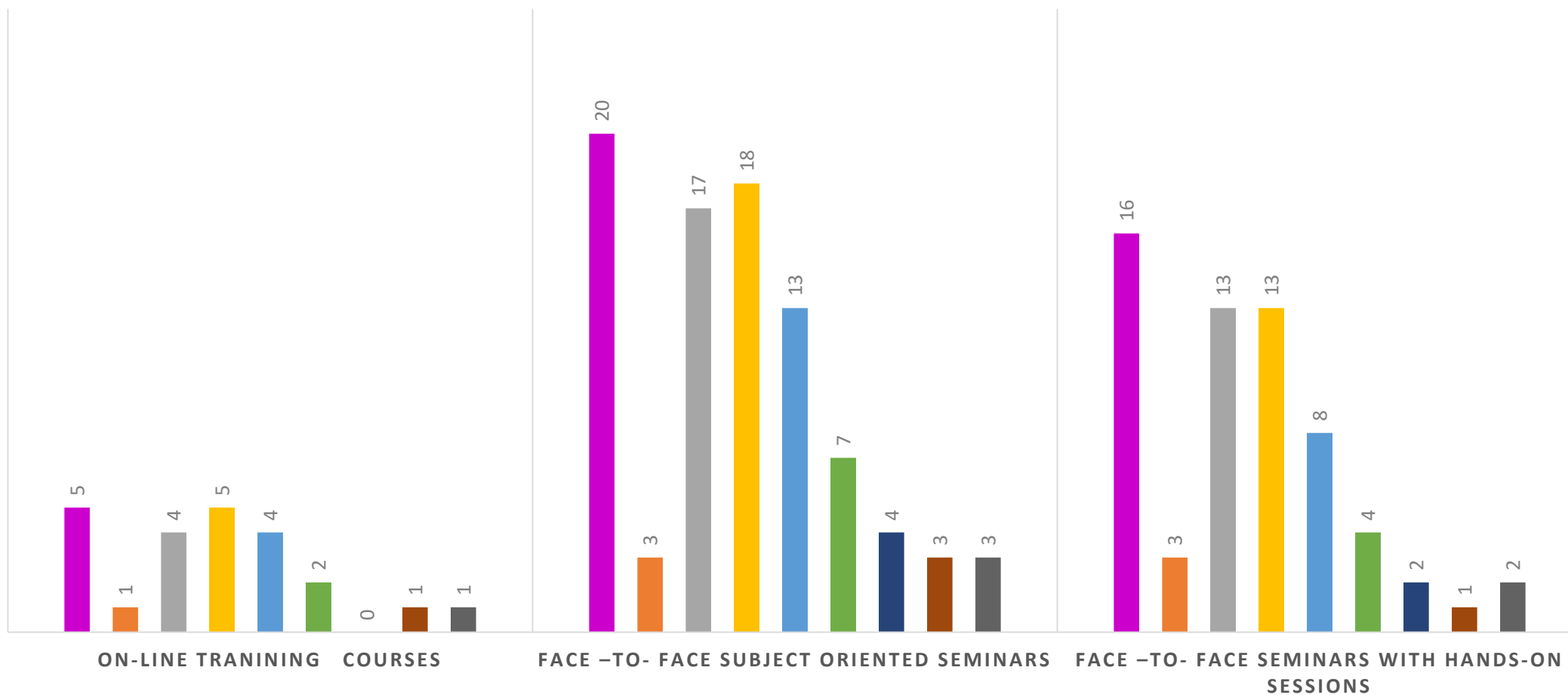
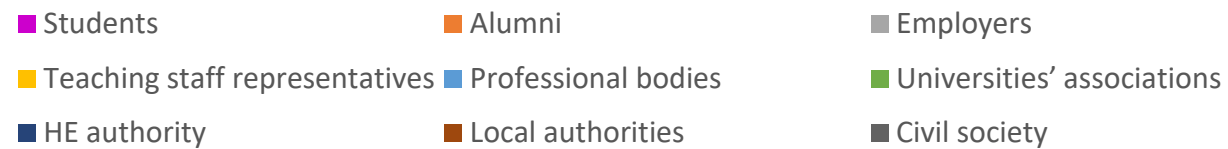


# Selection of stakeholders - criteria

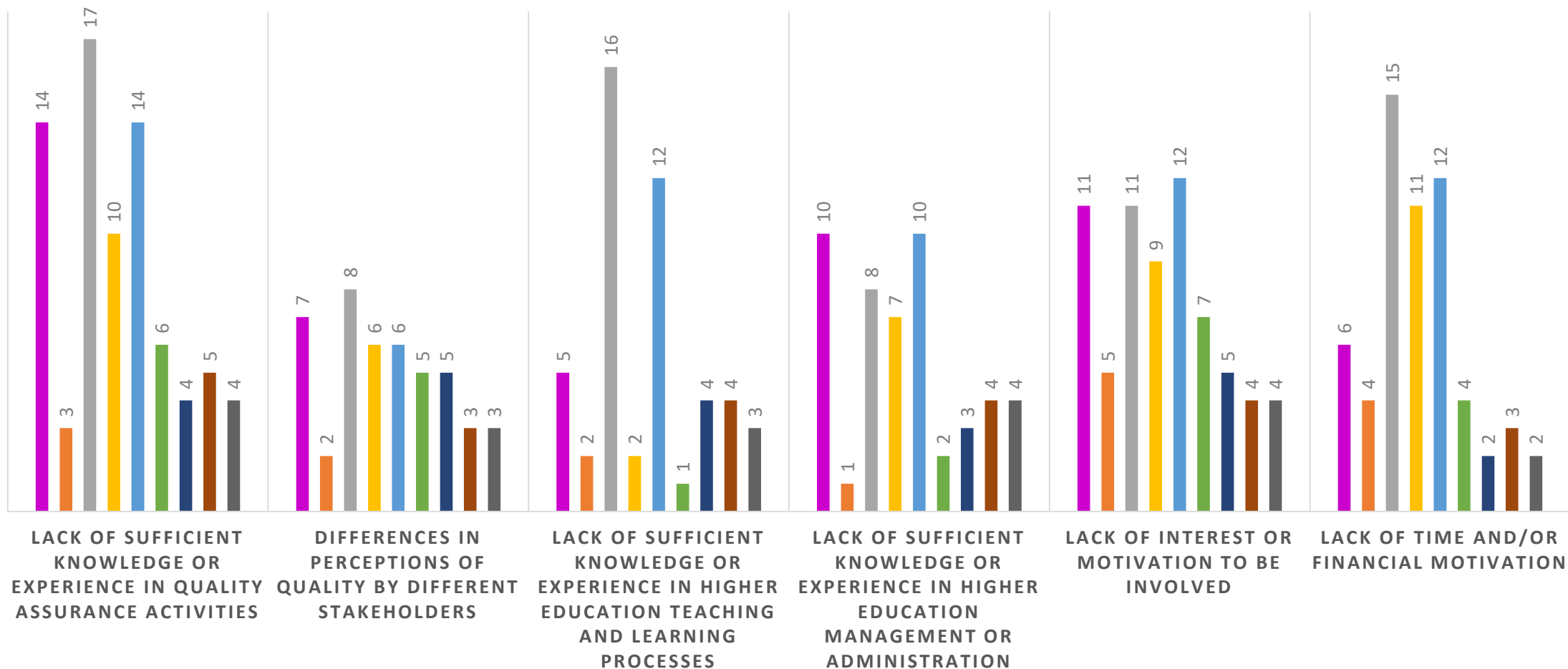
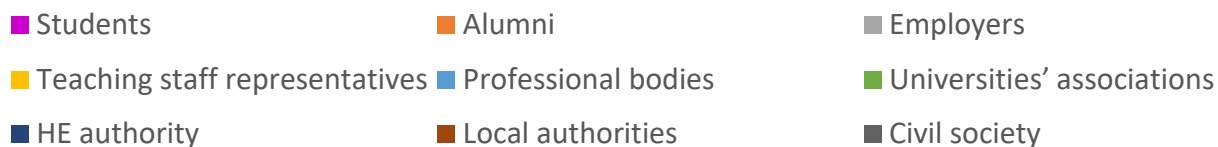
Knowledge of QA methodology!



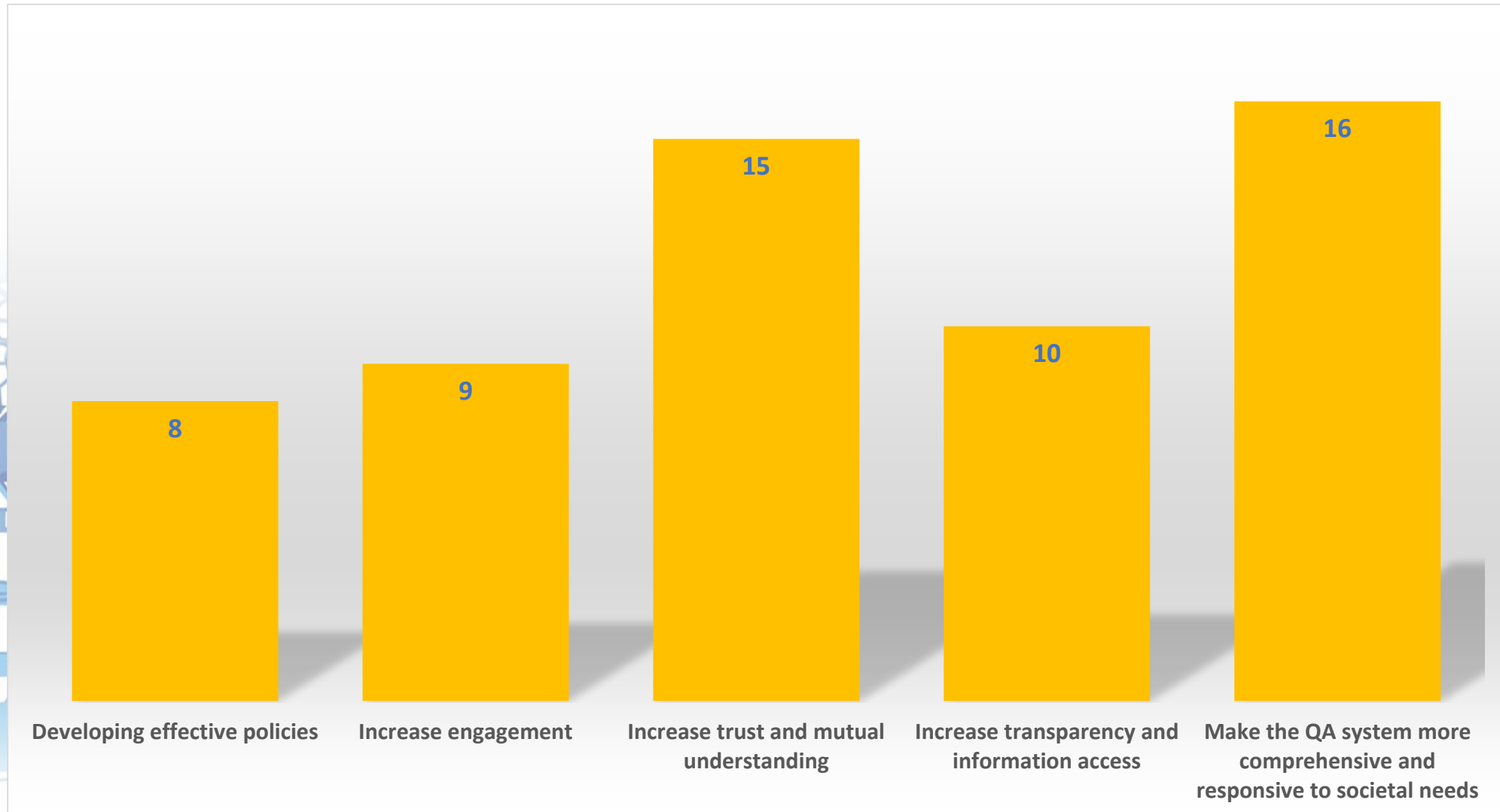
# Training of stakeholders



# Main barriers for effective stakeholders involvement in external quality assurance process



# Key objectives aimed through the stakeholders involvement in external quality assurance



# Conclusions

- Different categories of stakeholders are involved both in evaluation activities and governing structure of the QAA, as equal members;
- Students are the preferred partners;
- As lack of knowledge in the field of QA and HE have been identified as main barrier ☒ reinforce training, making use of ITC technologies and using more hands-on approaches;
- The societal role is identified as one of the main objectives of stakeholders involvement, but the representatives of civil society are involved by few QAA, the consultations with stakeholders is not a preferred modality of involvement, nor the membership to different consultative commissions.

**Thank you  
for  
attention!**



## Stakeholders



## Users

