

ENQA Working Group on Impact of QA

CEENQA Workshop

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Agency	Country	Agency	Country
<i>AAC/ AQA AQ Austria</i>	<i>Austria</i>	<i>AQU Catalunya</i>	<i>Spain</i>
<i>ACE Denmark</i>	<i>Denmark</i>	<i>A3ES</i>	<i>Portugal</i>
<i>ACQUIN</i>	<i>Germany</i>	<i>CTI</i>	<i>France</i>
<i>ACSUCYL</i>	<i>Spain</i>	<i>ENQA Secretariat</i>	
<i>ACSUG</i>	<i>Spain</i>	<i>EVA</i>	<i>Denmark</i>
<i>AEQES</i>	<i>Belgium</i>	<i>EVALAG</i>	<i>Germany</i>
<i>AERES</i>	<i>France</i>	<i>NOKUT</i>	<i>Norway</i>
<i>AGAE</i>	<i>Spain</i>	<i>OAQ</i>	<i>Switzerland</i>
<i>AKKORK</i>	<i>Russian Federation</i>	<i>QAA</i>	<i>United Kingdom</i>
<i>ANECA</i>	<i>Spain</i>	<i>SKVC</i>	<i>Lithuania</i>

Overview

- What is a QA agency?
- How QA agencies work?
- Areas of impact
- Measuring the impact of QA

What kind of QA agency?

Who?

Governmental
organisation

Non-governmental
organisation

Authority

Provider of service

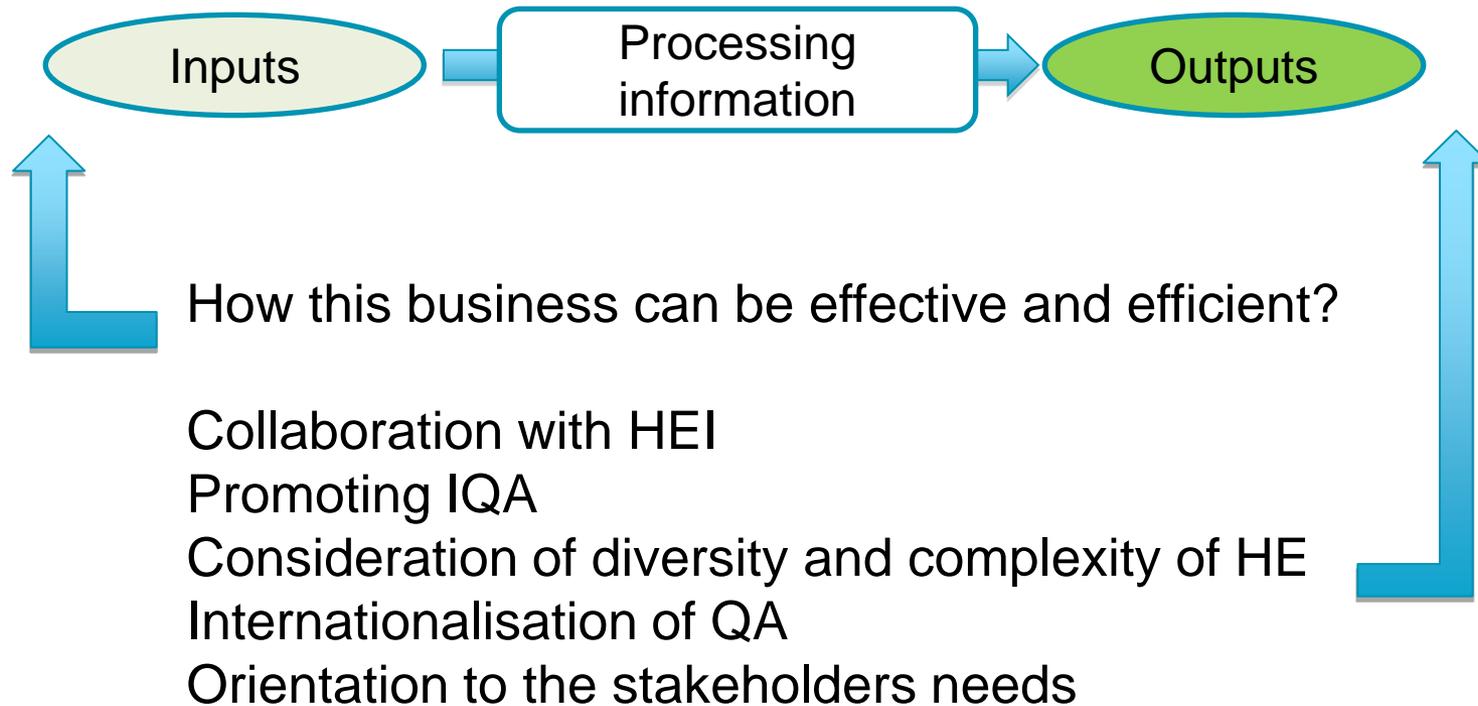
Influence?

National

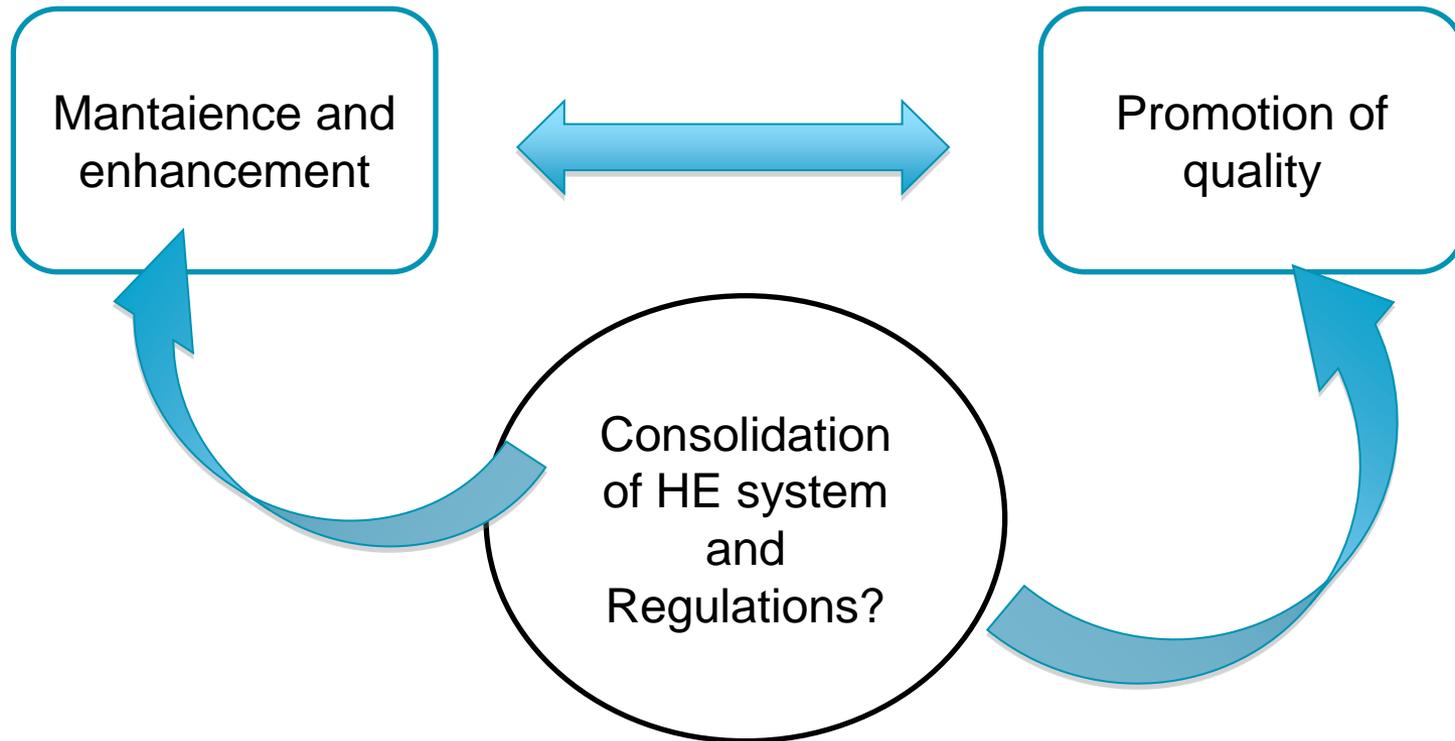
International

How QA agencies work?





Missions of QA agencies are different



Who is the main actor in quality maintenance and quality improvement?

“Our mission is to **encourage HEI** in assuring and enhancing the quality”

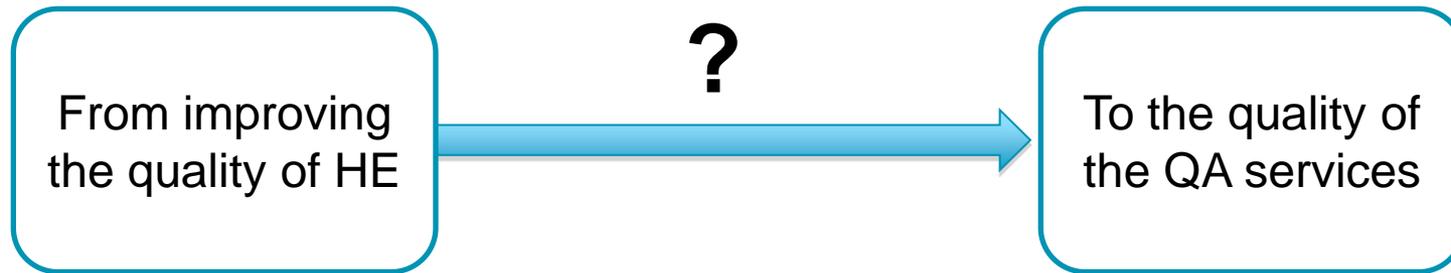
“Our **control helps** HEI to be active in quality improvement”

What is the balance between accountability (control) and improvement?

“The mission is to promote the **introduction of good practices**”

“The mission is to ensure that HE is subject to **regular evaluations**”

“we work to **identify and highlight good practices**”



Is the agency...

Providing expert and objective judgements?

Open, clear and transparent to the stakeholders?

Supporting HEI in developing internal QA?

Expert judgements should ...

Advice on quality improvement

Protect users from inadequate provision

Formulate suggestions for policymakers

Promote autonomy for HEI

Generate trust for international stakeholders



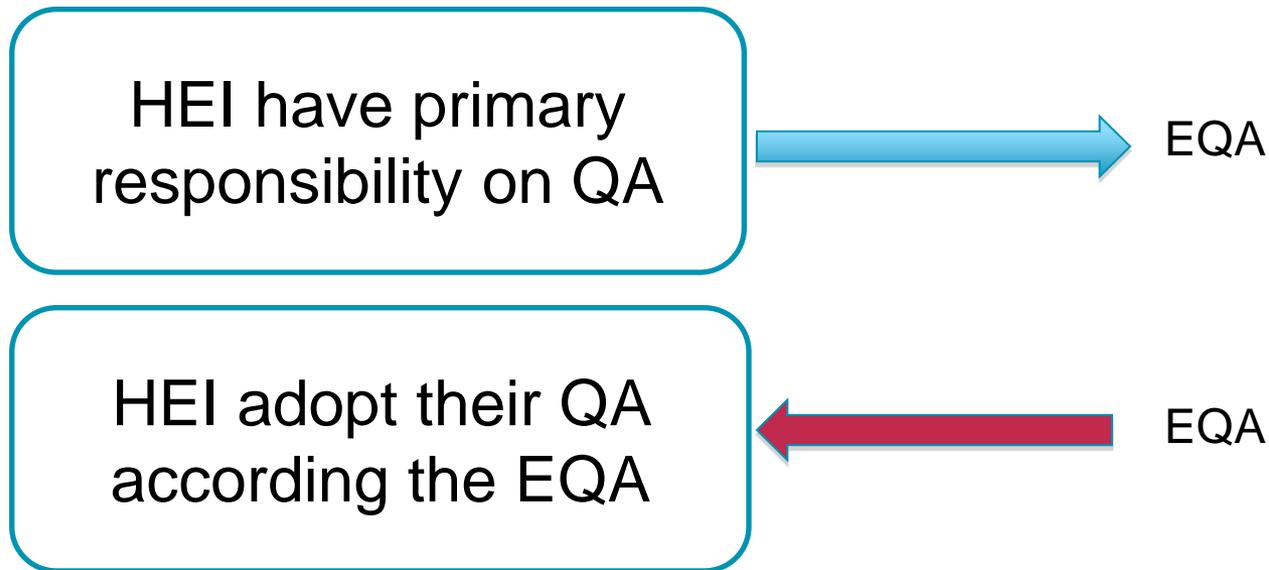
How much you put?
How much you get?

External QA is very cheap... 12 Euro per student every year

Is the IQA also cheap? It depends on the Economies of scale

What should be transferred from EQA to IQA and viceversa?

Position of the QA leadership and direction of impacts



Areas of impact?



The working group identified 7 main areas of impact:

- Education/ teaching and learning processes
- Research
- Institutional management (IQA; institutional structure, institutional strategy, etc.)
- National HE system / National QA system for HE
- Public confidence
- Internationalisation of HE (trans-border HE, international QA for HE, etc.)
- Satisfaction of QA processes

Possible agents to be linked with the impact of quality assurance:

- Students
- Staff of higher education institutions
- Reviewers
- Employers
- Quality assurance agencies
- Programme managers
- Managers of Higher Education Institutions
- Government
- Society
- International community

QA agencies are now interested about impacts on:

- Education/ teaching and learning processes
- Institutional management (internal quality assurance, institutional structure, institutional strategy, etc.)

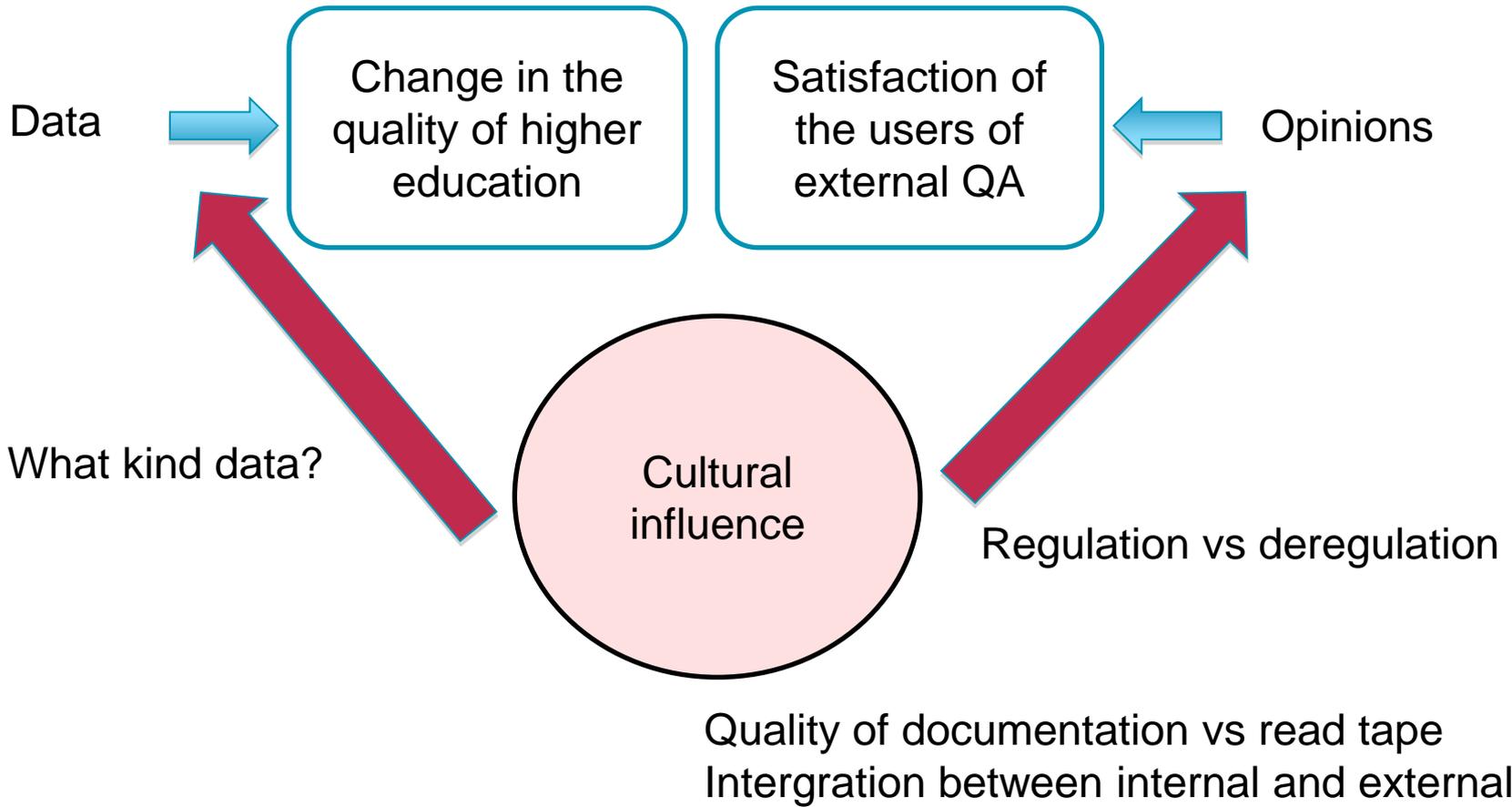
New possible areas of interest:

- Public confidence
- Internationalisation of higher education (trans-border higher education, international quality assurance for higher education, etc.)

Measuring the impact of EQA



Evidences



Cost of opportunity

How much resources ?

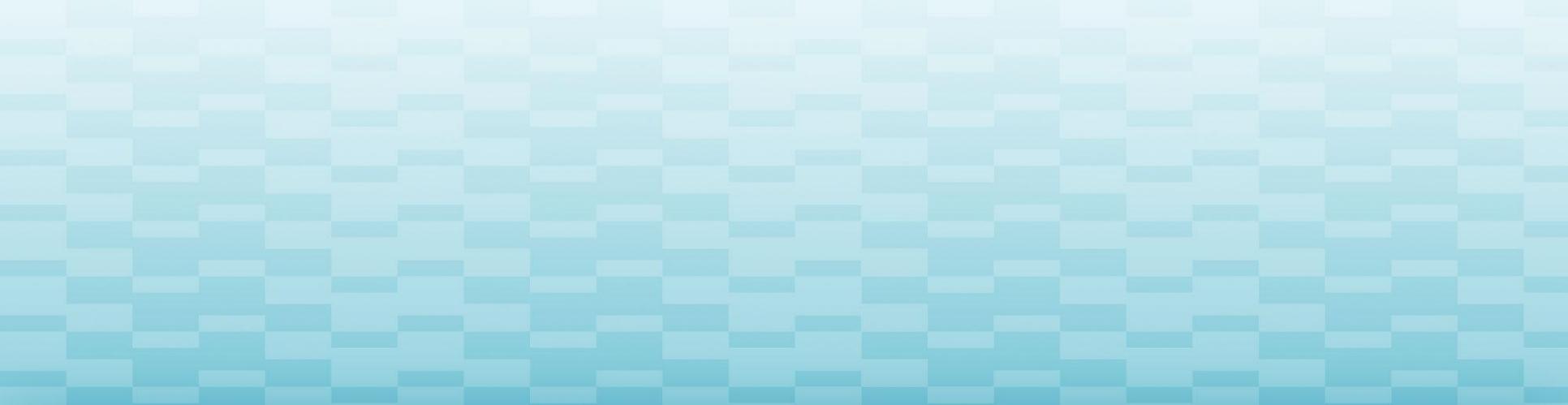


How much resources ?

**Free market
(non regulated)**

Externalities: Making the measurement a hard task





Thank you!

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