



CEENQA

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

Major findings of the UNESCO Scoping Study

// conducted by INQAAHE secretariat and CEENQA //

**“Scoping Study on the State of Affairs and
the Impact of Quality Assurance and
Accreditation on Tertiary Education in
Eastern Europe, Caucasus and Central Asia“**

CEENQA – workshop „What makes a successful Quality Assurance Agency?“
in Prishtina, May 23rd, 2014

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Key objectives

- to assess the situation of QA in the three subregions
- to identify gaps as well as good practices
- to assess the impact of QA in the sub-regions with a focus on the landscape of QA in the region(s)
- to provide recommendations for future improvement and enhancement.



Key responsibilities

CEENQA:

1. Development of the questionnaire
2. Administering the questionnaire (electronically + „paper-based“ version)
3. Follow-up: clarification of incomplete answers etc.
4. Feedback on report draft

INQAAHE Secretariat:

1. Analysis of the data
2. Drafting the interim and draft reports
3. Feedback on the questionnaire



List of respondents

Country	QAA/QA body	Country	QAA/QA body
Albania	PAAHE	Russia	NCPA
BiH	HEA		NAA
	HEAARS		AKKORK
Bulgaria	NEAA	Slovakia	AC
Croatia	ASHE	Slovenia	SQAA
Estonia	EKKA	Turkey	TEPDAD
Hungary	HAC		
Kosovo	KAA	Armenia	ANQA
Lithuania	SKVC	Georgia	NCEQE
Latvia	AIKNC	Mongolia	NCEA
Poland	UAC	Kazakhstan	IAAR
Romania	ARACIS		IQAA



Questionnaire/methodology

Structured according to Quality Assurance dimensions:

- QA approaches and agency accountability
- Assessment instruments
 - Procedures
 - Criteria
 - site visits
 - external evaluation reports
 - expert teams
 - Role of EQAA staff
- Human capacity Development (Staff and peers; HEI workshops)
- Qualifications Frameworks and Learning outcomes based approach



Key findings: Good practice

- Inclusion of int. experts in the Governing Boards of the QAAs → diversity and impartiality → reducing conflict of interests;
- key stakeholder and international peers in the external reviewers' panels (bilingual/reports in EN enhance international recognition) → Good stakeholder inclusion in various QA activities;
- National Qualifications Frameworks in most countries
- Steps of eval. procedures correspond to the int. practices
- Development of criteria by benchmarking the international good practice → identifying local needs → including piloting
- Some agencies are already externally reviewed (e.g. ENQA)
- Increased involvement of the EQAAs in the international networks seems to be a trend.



Aspects for improvement

- Governments and ministries' interference in HEI and EQAA is still very tangible
 - detriment autonomy & accountability
 - Governance of the agencies still influenced by ministries/ government representatives
- Multiple QA tools duplicate work and increase the burden on HEIs instead of using energies
- Several NQF are in place or being developed; first tools measuring and assessing alignment of study programmes with these NQFs have been launched, most of the systems have not started the process of alignment yet



Aspects for improvement

- Capacity building of the QAA staff members, peers and IQA experts is partly in place but can be improved
- inadequate staffing to ensure system-wide research, identification of trends and further enhancement of the system;
- risk of underfunding; lack of alternative revenue sources;
- direct transfer of international criteria without further refinement to the local needs
- Further development of accountability mechanisms (QA of agencies)
- Stakeholder involvement: scarcity of capacity building events and dissemination activities; lack of inclusion in the decision-making processes;



Conclusions: next steps in the subregions

After two decades of quality assurance, there is still major need of

- further emancipation of QA from ministries
- further development of NQF and sectorial frameworks → tools for achieving and checking the alignment of programmes & QFs needed
- Capacity development by professional networks & dissemination
- Strict closing of the quality loop (coherent follow-up)
- Revision of approaches to funding and generation of alternative incomes: Consulting to HEIs, further projects, donations etc.
- Enhancing the quality culture (system-wide analysis, designing general strategy etc.)



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Thank you for your attention!