

# HE and Quality: Expectations, Quality Standards and Tools

What kind of information do we *provide*?  
And for what purposes?

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## **EUA's Work in QA**

- Institutional Evaluation Programme since 1994
- Policy work:
  - ✓ E4 co-operation with ESU, ENQA and EURASHE since 2001
    - ESG (European Standards and Guidelines for Quality Assurance in HE)
    - EQAR (European Quality Assurance Register in HE)
- Projects:
  - ✓ Quality Culture, 2002 – 2006
  - ✓ Creativity project, 2006 – 2007
  - ✓ Quality Assurance for the Higher Education Change Agenda (QAHECA), 2008 – 2009
  - ✓ Examining Quality Culture in European Higher Education Institutions, 2009 – 2011
- European Quality Assurance Forum, 2006 –

## **EUA's own work to promote transparency**

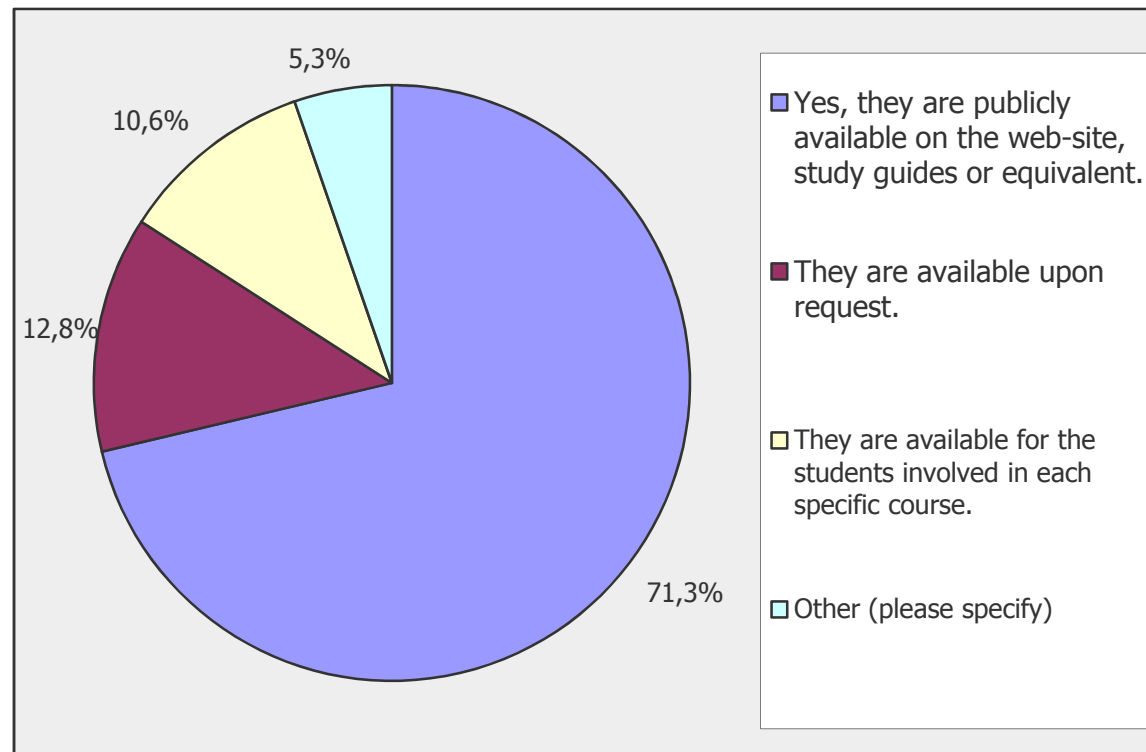
- Promoting transparency and dialogue through project work
  - ✓ Quality related projects mentioned earlier
  - ✓ Diversity study
  - ✓ Autonomy Scorecard
  - ✓ Trends series
- Sharing good practices
- Policy on quality:
  - ✓ Balance between accountability and enhancement
  - ✓ Universities must be prepared to provide accurate information about institutional missions, activities, performance and results obtained to learners employers and other stakeholders

## Examining Quality Culture -project

- Co-funded by the EC's Lifelong Learning Programme
- Started in October 2009
- Two phases:
  - ✓ a survey questionnaire to HEIs addressing the part of the ESG dedicated to internal QA within HEIs.
  - ✓ Examining the most promising good practices and reflecting their relationship to and in the development of an institutional quality culture
- Results of the first phase are due in September 2010
  - ✓ In the following data is based on the first 190 answers, not final results!

# What kind of information does a university provide? I

Information on intended learning outcomes publicly available:

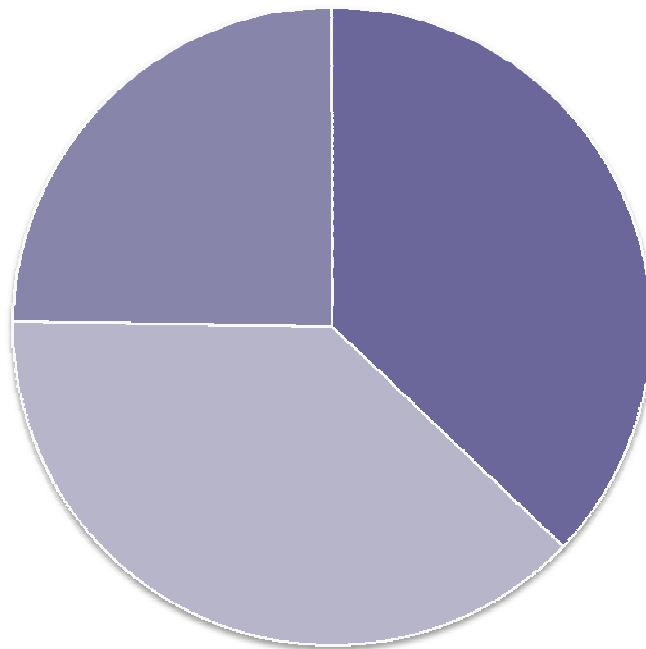


## What kind of information does a university provide? II

- University's own information system typically includes the following data on study programmes:
  - ✓ qualifications granted by the programme
  - ✓ the intended learning outcomes of the programme
  - ✓ the teaching, learning and assessment procedures used within the programme
  - ✓ the learning opportunities (e.g., traineeships, exchange programmes, mobility possibilities, scholarships...) available to the students of the programme

## What kind of information does a university provide? III

- Are the results of internal evaluations made public?



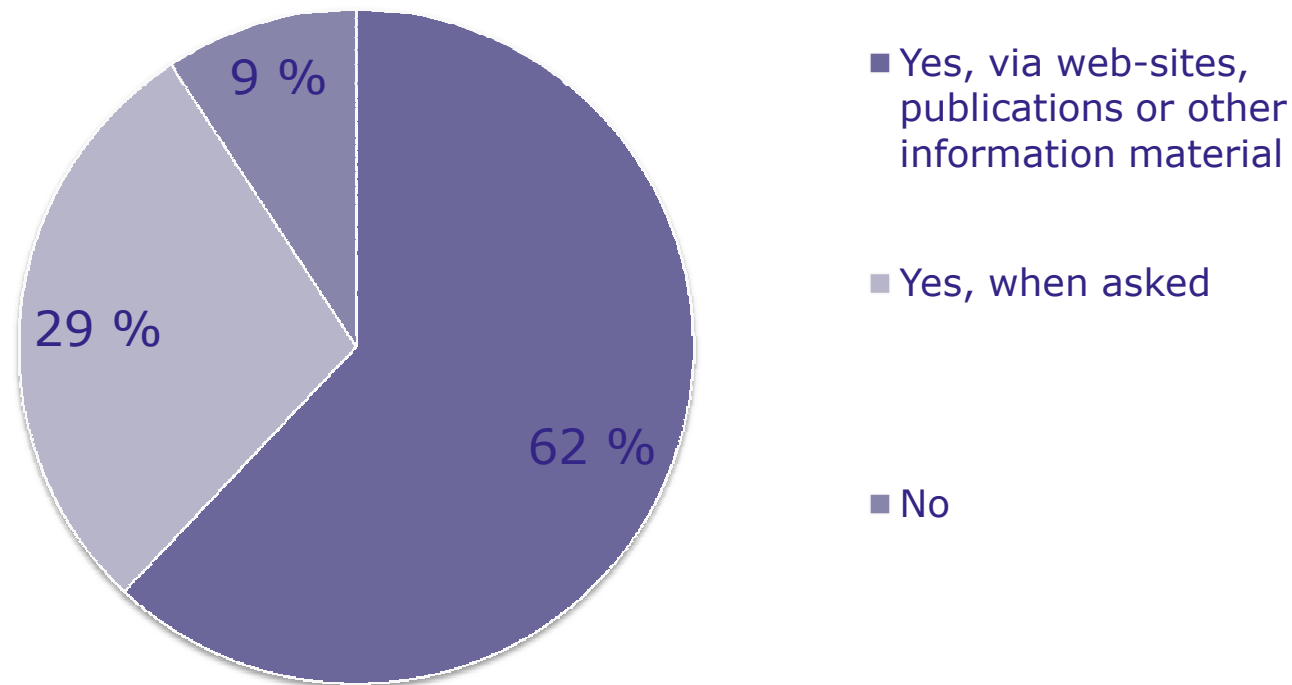
■ Yes, via web-sites, publications or other information material

■ Yes, when asked

■ No

## What kind of information does a university provide? IV

- Are the results of external evaluations made public?





## To conclude

- What kind of information should be made public?
  - ✓ Balance between accountability and enhancement
- ESG: “institutions should publish up to date, impartial and objective information, both quantitative and qualitative, about the programmes and awards they are offering”