


Methodology - Feedback

## Methodology - Feedback

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### In this seminar


- I. Relevance of the theme (activity scheme, ESG)
- II. Feedback to be collected by HEI, by agency
- III. Examples
  - NCHE
  - ASHE
  - HAC
- IV. Working group exercise

Questions, comments at any time!

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### Overview of evaluation steps (recapitulation)

1. Criteria and procedures
2. Self evaluation
3. Expert tasks
4. Selection of experts
5. Training of experts
6. Site visit
7. Evaluation report
8. The results of evaluation
9. Feedback
10. Monitoring and follow-up
11. Closing the quality loop




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### Note on terminology<sub>1</sub>

“Feedback - 1”

Oral and/or written *ex post* information

- asked by the HEI / programme
- provided by
  - students
  - alumni
  - partners / stakeholders of HEI
- on
  - teaching and learning processes and results
  - learning resources and support mechanisms
  - other services by HEI




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### Note on terminology<sub>2</sub>

“Feedback - 2”

Oral and/or written *ex post* information

- asked by the agency (responsible for the Eval.)
- provided by
  - the subject of Evaluation (HEI, programme) (external)
  - experts performing the Evaluation
  - partners / stakeholders of agency (HE)
  - staff and Council/Board of agency (internal feedback)
- on
  - procedure and substantive elements of Eval.
  - operation of the agency in general



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### Recapitulation: activity scheme – relevance of feedback

	evaluation	Accreditation	Audit
Institution new / operating	(✓) / ✓	(✓) / ✓	(?) / ✓
Programme new / operating	(✓) / ✓	(✓) / ✓	(-) / ✓
Theme	✓	X	X

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I.

### ESG: Reference to feedback-1?

2.3.2 Approval, monitoring and periodic review of programmes and awards  
(Standard for HEIs!)

[G] *The quality assurance of programmes and awards are expected to include:*

- regular feedback from employers, labour market representatives and other relevant organisations;

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I.

### ESG reference (feedback-1)<sub>2</sub>

2.3.4 Quality assurance of teaching staff  
(Standard for HEIs!)

[G] *Teachers (...) can access feedback on their own performance.*  
(from students)

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I.

### ESG reference (feedback-1)<sub>3</sub>

2.3.5 Learning resources and student support  
(Standard for HEIs!)

[G] *Learning resources and other support mechanisms should be readily accessible to students, designed with their needs in mind and responsive to feedback from those who use the services provided.*

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I.

### ESG reference (feedback-2)

2.6.8 Accountability procedures (Standard for agencies)  
[G]

- *the agency has in place internal quality assurance procedures which include an internal feedback mechanism (i.e. means to collect feedback from its own staff and council/board); (...) and an external feedback mechanism (i.e. means to collect feedback from experts and reviewed institutions for future development) in order to inform and underpin its own development and improvement.*


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II.

### Feedback - 1

Is to be collected by HEI from

- employers
- labour market representatives
- “other relevant organisations”
- students
- alumni



Written (and oral?)

- Analysis and discussion of results
- Enhancement measures for programmes

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II.

### Feedback – 1<sub>cont.</sub>

To be checked during internal / external scrutiny of HEI:

- Do feedback mechanisms of HEI / progr. exist? **P**
- Are these mechanisms working?  
(Is feedback asked for regularly?) **D**
- Are feedback results analysed? **C**
- Do they have any impact?  
(Have there been enhancement measures implemented?) **A**

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II. **Feedback - 2**


Is to be collected by agency (Council/Agency?) from

- HEI
- expert panel
- Agency officer

} after (each) evaluation

- Council
- Agency staff
- stakeholders

} annually (regularly)



Written (and oral)

- Analysis and discussion of results
- Enhancement measures for agency/Council

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II. **Feedback – 2<sub>cont.</sub>**

To be checked during internal / external scrutiny of agency:

- Do feedback mechanisms of agency exist? **P**
- Are these mechanisms working? **D**  
(Is feedback asked for regularly?)
- Are feedback results processed? **C**
- Do they have any impact? **A**  
(Have there been enhancement measures implemented?)

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II. **Feedback - examples**

evaluation   Accreditation   Audit

	NCHE	(HAC)	ASHE
Institution			
Exist. progr.			
New progr.			
Theme			


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II. **Feedback – 1, NCHE**

Institutional evaluation (accreditation) by NCHE

Feedback collection by HEI - to be checked

- HEA:  
*Higher education institutions shall perform an evaluation of the study by students using questionnaires or in another appropriate manner. Evaluation results shall be used for planning curricula and scientific programs at higher education institutions. Article 88. 5)*
- Ordinance on evaluation: no mention
- NCHE documents:



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II. **Feedback – 2, NCHE**

Institutional evaluation (accreditation) by NCHE

Feedback collection by NCHE (ASHE)?


- HEA: no mention
- Ordinance on evaluation: no mention
- NCHE documents: ???
- ASHE documents: ???

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II. **Feedback – 1, ASHE**

Audit of institutional QAS by ASHE

Feedback collection by HEI - to be checked



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II.


### Feedback – 2, ASHE

Internal feedback

- In relation to ISO 9001?
- Questionnaire (+ meetings) for staff?

External feedback (institutional audit)

- Feedback questionnaire for experts?
- Feedback questionnaire for HEIs

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II.


### Feedback – 2, example of HAC

Internal feedback

- SWOT questionnaire for Committee members
- Questionnaire (+ meetings) for staff

External feedback (institutional accr.)

- Feedback questionnaire for HEIs
- Feedback questionnaire for experts

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### Group Discussion

Group 1:  
Discussing NCHE feedback plans  
(evaluation)

Group 2:  
Discussing ASHE feedback plans  
(audit)

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### Group Discussion - Questions

Are the plans appropriate?

1. Compliance to ESG?
2. Relevance to quality of HEI / ext. body?
3. Is this the right form?
4. Workload for HEI?
5. Workload for experts / Council / Agency?

Any proposal for possible changes?

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### Summary Discussion

NCHE ASHE1 ASHE2

Are the plans appropriate?

1. Compliance to ESG?
2. Relevance to quality of HEI/ext. body?
3. Is this the right form?
4. Workload for HEI?
5. Workload for experts/Council/Agency?

Any proposal for possible changes?


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Thank you for your attention!

