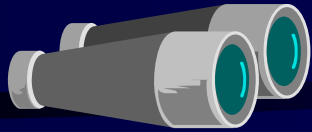


*Methodology -
follow-up*

Tibor Szanto
CARDS 2003

In-house seminar for AZVO, Zagreb, 17 January 2008



In this seminar

- I. Relevance of the theme (activity scheme, ESG)
- II. Follow-up activities
- III. Examples + discussion
 - NCHE
 - ASHE
 - MSES
- IV. Closing the quality loop

Questions, comments at any time!

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



I.

Recapitulation: activity scheme – relevance of follow-up

evaluation

Accreditation

Audit

Institution
new / operating

Programme
new / operating

Theme

✓ / ✓	✓ / ✓	(?) / ✓
✓ / ✓	✓ / ✓	(-) / ✓
✓		

ESG: Reference to follow-up?

2.4.4 Processes fit for purpose (Standard for ext. eval.) [G]

- *the use of the self-evaluation / site visit / draft report / published report / follow-up model of review;*

ESG reference (follow-up)₂

2.4.6 Follow-up procedures (Standard for ext. eval.)

[S] *Quality assurance processes which contain recommendations for action or which require a subsequent action plan, should have a predetermined follow-up procedure which is implemented consistently.*

[G]

(...) a structured follow-up procedure to ensure that recommendations are dealt with appropriately and any required action plans drawn up and implemented. This may involve further meetings with institutional or programme representatives. (...)

ESG reference (follow-up)₃

2.6.7 Criteria and processes used by agencies (Standard for agencies)

[S] (...) *predefined and publicly available* (...) *processes will normally be expected to include:*

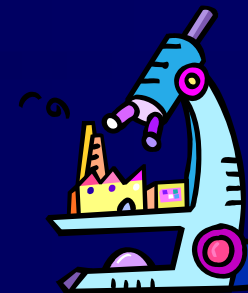
- *a follow-up procedure to review actions taken by the subject of the quality assurance process in the light of any recommendations contained in the report.*

Follow-up activities

Responsibilities of

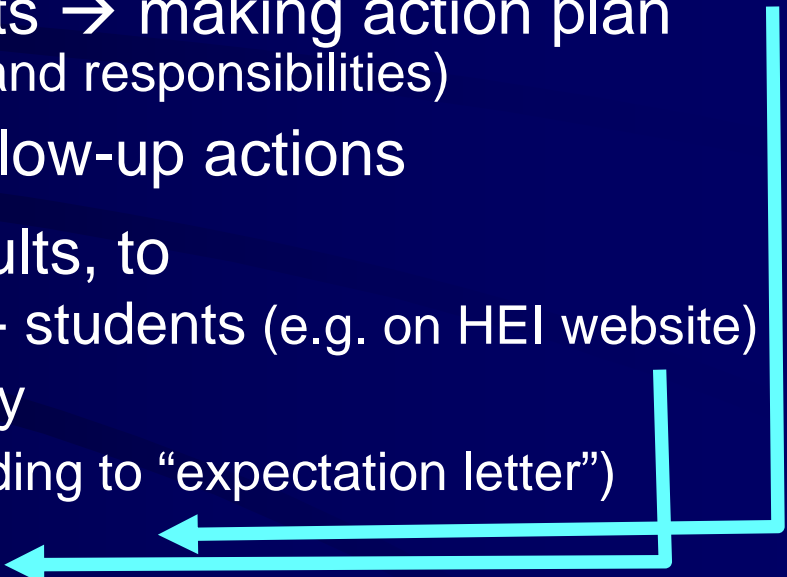
- HEI / faculty
- Council
- Agency
- Ministry (e.g. in case of “expectation letter”)

should be made clear



Follow-up – HEI (in general)

Responsibilities of HEI (faculty):

- a) sharing the ext. evaluation report (HEI - website)
 - b) discussing results → making action plan
(assigning tasks and responsibilities)
 - c) implementing follow-up actions
 - d) reporting on results, to
 - HEI personnel + students (e.g. on HEI website)
 - Council / Agency
 - Ministry (responding to “expectation letter”)
 - general public
- 

Letter of expectation (in Croatia)

Council's recommendation to Minister

1. issue an institutional / progr. accreditation
2. to forward a **letter of expectation** or
3. to deny an institutional / progr. accreditation.

HEA Article 18 (4)

“A letter of expectation is a document that indicates deficiencies in the quality of work of a scientific research institute or a higher education institution, or a specific curriculum, respectively, and expresses the expectation that identified deficiencies will be removed within a determined period. Following the expiration of this period an accreditation shall be either granted or denied in the form of a decision.”

Follow-up - examples

evaluation Accreditation Audit

Institution

Exist. progr.

New progr.

Theme

	NCHE	ASHE
		
		

Follow-up – NCHE₁

Institutional evaluation (accr.) by NCHE

Any follow-up planned?

- no mention in the HEA
- no mention in the *Ordinance* on evaluation
- NCHE eval. documents
 - Criteria: documentation on follow-up of employment of graduates requested (*Art. 3.c*)
 - Procedure:

“NCHE monitors the entire course and general results of the evaluation of HE institutions and, within the limits of its legal authority, proposes and encourages the adoption of measures for the improvement of higher education.” (Art. 16)

Follow-up - NCHE₂

Specific responsibilities of Council:

- a) making the ext. evaluation report public – ESG!
(e.g. website)
- b) any specific follow-up procedure as per HEI?
(in case of “letter of expectation” by Minister?)

General responsibilities of Council

- a) monitoring the inst. eval. process and results
(see previous slide)
- b) annual report to Parliament
- c) annual report on website? (for general public)

Follow-up – NCHE₃

Discussion, please!

(See questions on previous slide.)

Follow-up – ASHE₁

Related to evaluations (by Council):

Any follow-up tasks for Agency?

- a) making the ext. evaluation report public?
Agency and/or Council website?
- b) drafting the annual report

Related to audits by Agency



See handout

- a) audit report recomm. → follow-up plan by HEI
- b) report by HEI to audit group rrepr. on implementation
- c) draft report by AGR to audit group
- d) meeting of the audit group and representatives of HEI
- e) decision on when to conduct the next audit

Follow-up – ASHE₂

Discussion, please!

As to evaluation: questions on previous slide.

As to audit: see handout

Follow-up – Ministry₁

Specific responsibilities of Ministry:

Follow-up on “letter of expectation” by Minister?

(What happens?)

General responsibilities of Ministry:

Acting upon reports by NCHE?

(Has it happened?)

Discussion, please!

Actual situation?

Should the Ministry have any roles in follow-up?

- If yes, why and what?
- If not, why not?

IV. Closing the quality loop

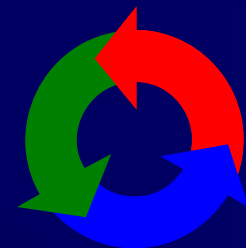
The PDCA cycle for

- HEI
- Agency
- Council

Implementation of enhancement measures

Policy development, strategy

A never ending story...



Thank you for your
attention!

