Methodology - Guidance to Institutions

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In this seminar

I. Relevance of the theme (activity scheme, ESG)
II. Guidance for applications for Evaluation (new inst/progs)
III. Manual(s) for Evaluation of existing inst/progs
A) Guidance for HEIs on self-evaluation
[B) Guidance for expert panels (next seminar!)]

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 guidance to HEIs

	evaluation	Accreditation	Audit
Institution new + operating	✓	✓	✓
Programme new + operating	✓	✓	✓
Theme	✓		

I.

ESG: Reference to guidance to HEIs?

Not directly but implicitly, in relation to standards:

- 2.2 development of processes: publication
- 3.7 processes: 4 step model involving self-evaluation

Agencies are – self-evidently – expected to provide guidance and assistance to HEIs in matters related to

- external QA activities (must!)
- internal QA at HEIs (advisable)

I.

Types of guidance – external QA_1

1. Publication of EVERYTHING (transparency!)
   - relevant regulations
   - organisational setup of agency
   - by-laws (decison making mechanism, appeal system)
   - criteria
   - procedures
   - eval. / accr. / audit results and reports
   - national and international news and developments

Possibly on agency's website

I.

Types of guidance – external QA_2

2. Documentation required from HEIs
   - forms to be filled in for Eval. (→ see part II.)
   - guidelines for self-evaluation (→ see part III.)
3. Documentation for experts (→ next seminar)
   - Code of Conduct / Ethics
   - guidelines for external evaluation and report writing
   - training materials

I.

Types of guidance – internal QA at HEIs

Advice on establishing internal QA systems (QAS)
(recap., see seminar No. 1, slides 34-40)

1. Approach, philosophy (TQM)
2. Principles
3. Planning and design
4. Orientation for content
5. QAS elements
6. Implementation

I.

What to advise to HEIs? – 5

The QAS, system elements (recap.)

1. Qual. document ← (strategy ← SWOT / mapping) P
   - Quality goals (What?)
   - Mechanisms, procedures (How? All major activities!*)
   - Roles and responsibilities (Who? Involvement of students!)
2. Implementation D
3. Feedback and monitoring C
   - Internal (e.g. surveys, self evaluation)
   - External
4. Acting on findings, enhancement measures A

Closing the quality loop.

* ESG, Manual by H. Glanville p.33-34.

II.

Guidance for applications for $Evaluation_1$

(new inst/progr)

1. Designing application form(s)
   a) Basic info on institution/programme
   b) Criteria → data and info to be asked for *
      - fitness for purpose (types of HEIs, progs)
      - quantitative + qualitative
      - input – process – (intended) output
      - less is more (→ the Pareto rule!)
   c) Letters of intent by prospective staff (?)
   d) Approval by Senate/Council, signed by rector

* The current Croatian situation?

II.

Defining criteria

(to remember)

PURPOSE → criteria

Types of criteria:
- Qualitative
- Quantitative

↓

data and information needed
- Qualitative
- Quantitative

II.

Guidance for applications for $Evaluation_2$

(new inst/progr)

2. Making the form(s) public (agency website)
3. Receiving the applications (paper – electr.)
4. Permanent availability of agency staff for info
5. Regular check and updating of form(s)
   - feedback from institutions
   - feedback from reviewers, experts (Council)
   - feedback from agency staff!
   - "change management"
     (change of regulations, criteria → forms)

III.

Manual(s) for Evaluation

(existing inst/progr)

Manual for HEIs *

a) Aims and purposes of Evaluation
b) Methodology, procedure
c) Criteria
d) Self-evaluation guidelines
e) Data to be provided

* Manual for experts → next seminar

III.

Self evaluation$_1$ (Step 2)

Who?
- responsible team
- involvement of all, students!

Focus?
- attainment of learning outcomes (*prog*)
- achievement of aims and objectives (*inst*)
- internal QA system (→ *audit*)
- improvement opportunities

Frequency?
- as needed for external evaluation
- + regular internal monitoring!

“*including external panel members*” (ESG 1.2)

III.

Self evaluation$_2$

What?
- Context, mission, profile, organisation of HEI / progr
- Strategic goals, aims (intended learning outcomes)
- Description + quantitative data (evidence, indicators)
  students, staff, infrastructure, research, financing etc.
- Analysis
  constraints + SWOT
  attainment of learning outcomes, employability of students
- Internal QA (feedback from students, staff, employers)
- Improvement measures + tasks

Next cycle!

III.

Self-evaluation guidance - examples

	evaluation	Accreditation	Audit
Institution			FINHEEC
Exist. progr.	TEEP 2		
New progr.			
Theme			

III.

Self evaluation manual – TEEP 2

see handout

1. Background info on TEEP 2
2. Framework (criteria) for evaluation
3. The self-evaluation process
4. Themes for self-evaluation
   a) basic info (facts and figures)
   b) description and analysis according to criteria
   c) summary (strenghts and challanges)

SER: maximum 25 pages!
+ annexes (QA strategy, progr. description, reading lists)

III.

Audit manual – FINHEEC$_1$

“Audit material”

1. Basic material
   - organisation, number of students and staff
   - description of QA system
   - quality manual of HEI
   - short history of the QA system
   - link of QA system to HEI’s management system
   - SWOT analysis of the QA system
   - development targets and measures indicated by the QA system

III.

Audit manual – FINHEEC$_2$

2. Material substantiating the performance of the QA system - proof concerning the ten auditing targets (~criteria)
   - how the HEI monitors the quality of education
   - how are data and findings used for development
   - communication (internal + external) of QA results
   - how the QA system influenced the development of education and other activities

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Thank you for your attention!

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