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# **EFFECTIVE INVOLVEMENT OF STAKEHOLDERS IN EXTERNAL QUALITY ASSURANCE ACTIVITIES (ESQA)**

**WPI STUDY RELATED TO STAKEHOLDERS' INVOLVEMENT IN  
EXTERNAL QUALITY ASSURANCE ACTIVITIES – FIRST RESULTS**

**GHENT, 17 JANUARY 2020**



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# SCOPE AND OBJECTIVES OF THE STUDY

- A start-up activity to document the current state of stakeholder involvement in external QA activities in the EHEA and to identify examples of good practice
  1. Survey to QA agencies in the EHEA
  2. Analysis of selection of ENQA Agency Review reports
  3. Interviews on examples of good practice
  4. Description of ESQA partner QAAs' stakeholder involvement
  5. Main conclusions from the peer-review activities (Bucharest and Copenhagen workshops)
  6. EURASHE and ESU constituencies' perspective on EQA
- Reference document for other project activities, especially for the Guideline on involvement of stakeholders



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# SURVEY TO QAAS IN THE EHEA

- Survey format developed within the consortium and distributed to ENQA member and affiliate QA agencies in July 2019, DL 15 September
- Responses from 34 QA agencies from 20 member countries of the EHEA
  - Belgium, Cyprus, Czech Republic, Denmark, Estonia, France, Georgia, Germany, Greece, Italy, Kazakhstan, Latvia, Lithuania, Netherlands, North Macedonia, Republic of Moldova, Romania, Spain, Switzerland, and UK
  - Most responding agencies are national or regional QA agencies
  - Some responses from discipline-oriented QA agencies as well
- Multiple choice and open questions



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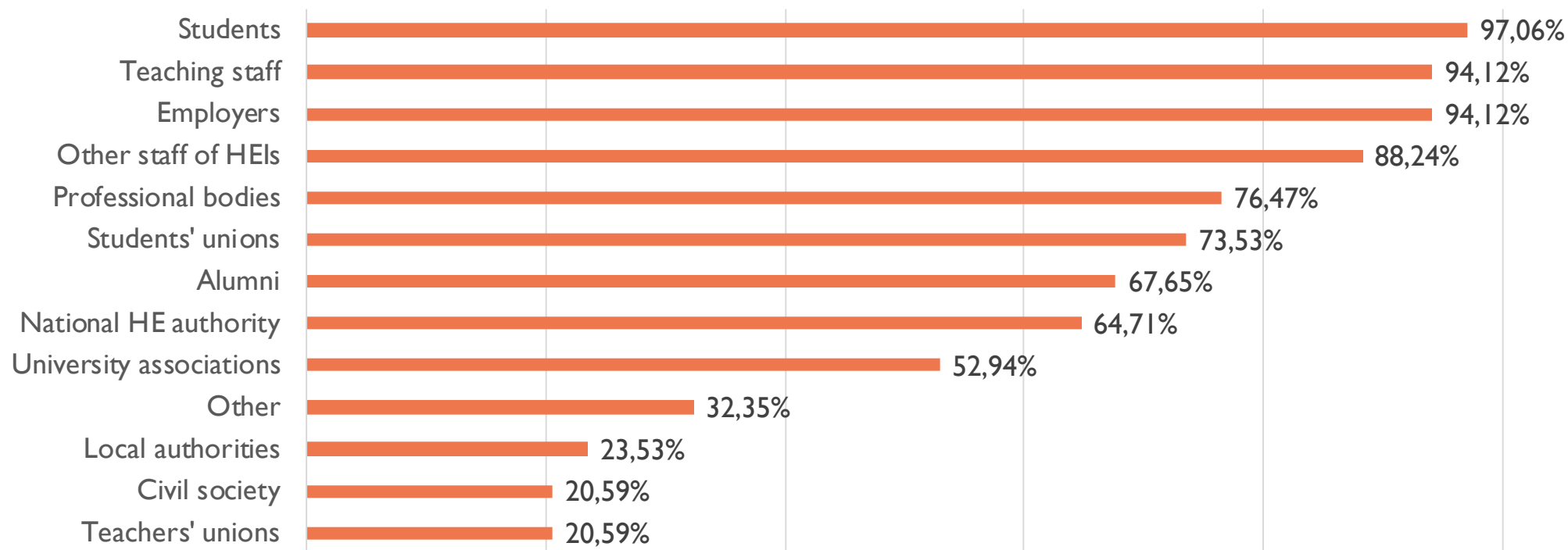
# CONTEXT

- Anyone who directly takes part in or has the ability to affect the performance of HEIs should be considered a stakeholder, and therefore relevant for and directly or indirectly involved in QA.
- Stakeholders can be internal to HEIs:
  - university leadership, teachers, researchers, administrators, and students.
- They can also be external:
  - employers, industry representatives, government or funding agencies, alumni, local/regional governments, prospective students and parents, general public and media.



# SOME SURVEY RESULTS

Q5: What categories of stakeholders does your agency involve in external QA processes and activities?  
Check all that apply. (N=34)



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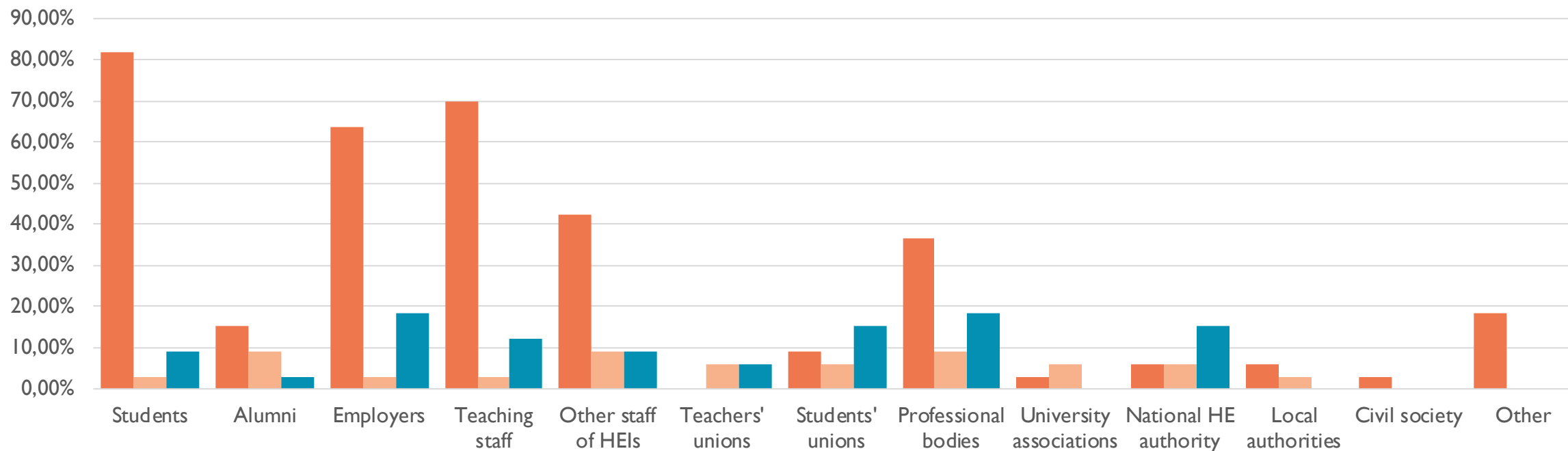
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# SOME SURVEY RESULTS

Q11: How are stakeholders involved in the assessment of study programmes? Please check all that apply.

(N=33)



- Full member of the panel with voting right and participating to the elaboration of the evaluation
- Observer, with no voting rights
- Participation in decision-making



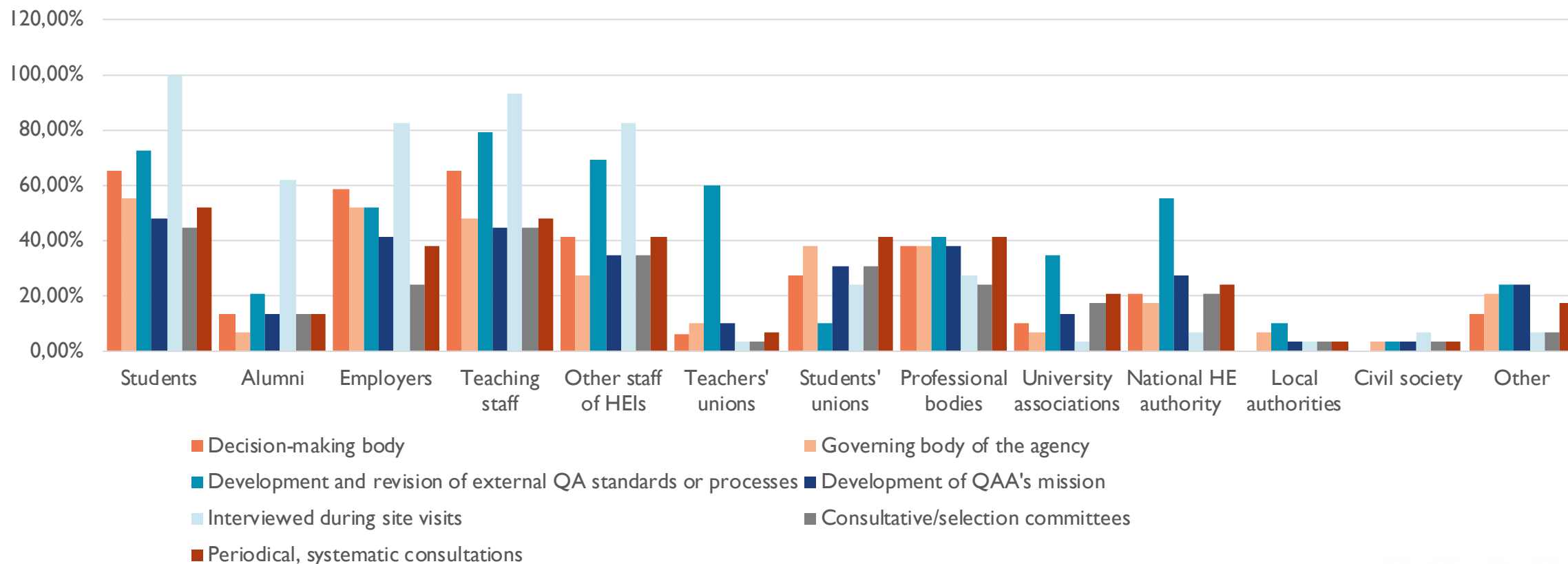
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# SOME SURVEY RESULTS

Q12: Which groups of stakeholders are involved in the different type of quality assurance activities? Check all that apply in each column. (N=29)



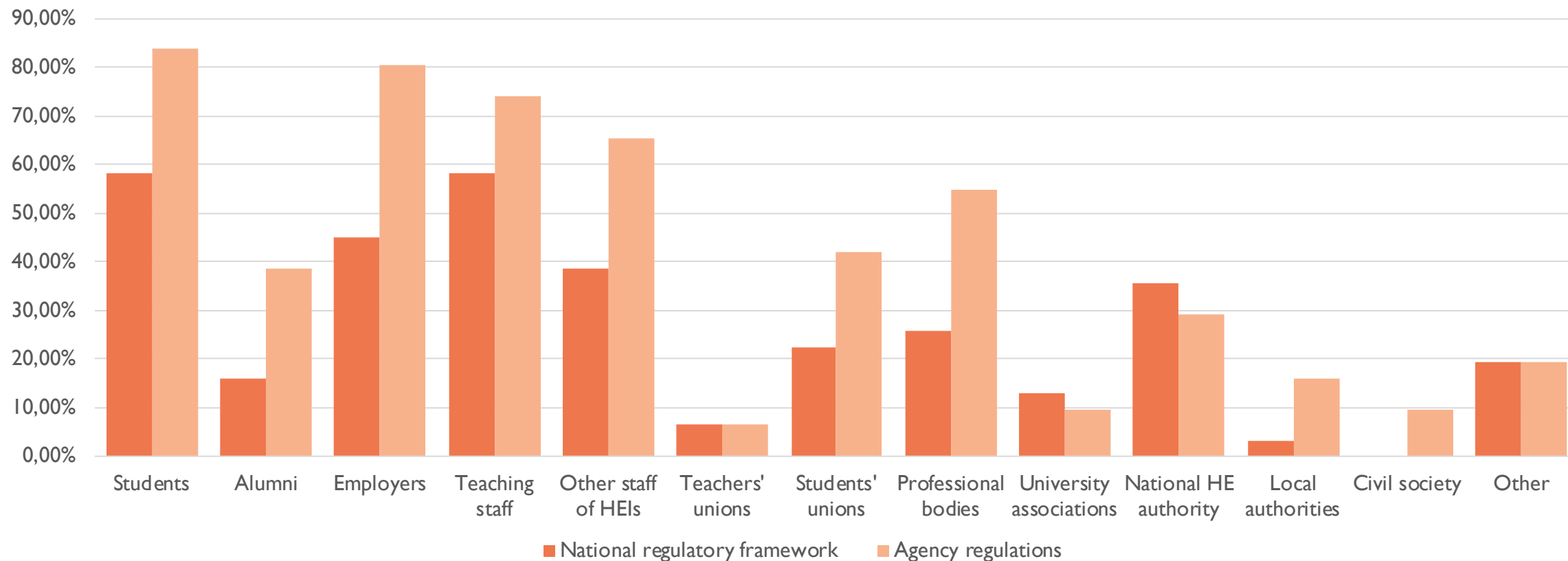
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# SOME SURVEY RESULTS

Q14: Is the involvement of stakeholders regulated in the national legislative/regulatory framework or at the level of the agency? Please check all that apply. (N=31)



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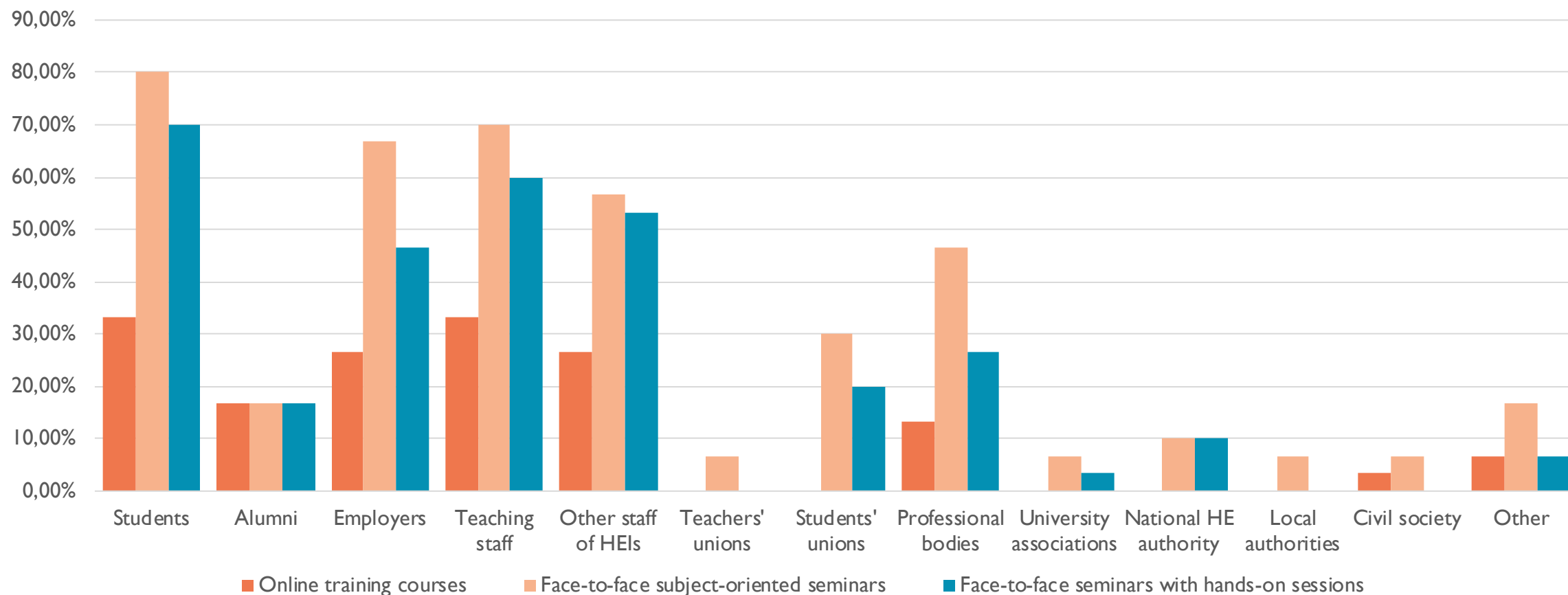
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# SOME SURVEY RESULTS

Q23: What kind of training are you delivering for stakeholders? Please check all that apply. (N=30)



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# SOME SURVEY RESULTS – BARRIERS FOR EFFECTIVE INVOLVEMENT

- **Students:** lack of sufficient knowledge or experience in QA (70%)
- **Employers:** lack of interest or motivation (66,67%), lack of time and/or financial motivation (66,67%), lack of sufficient knowledge or experience in higher education teaching and learning process (63,33%)
- **Teaching staff:** lack of time and/or financial motivation (50,00%), lack of sufficient knowledge or experience in QA (46,67%), lack of interest or motivation to be involved (46,67%)



# SOME SURVEY RESULTS – SUCCESSFUL ACTIVITIES

- Seminars, conferences and webinars
- In agency bodies and in panels
  - Stakeholders in general BUT also specifically students and employers
- Trainings
- Consultations
- Benefits:
  - spreading the knowledge about QA
  - helping to build and empower the HE society and to create a feeling of collective ownership for the quality of education



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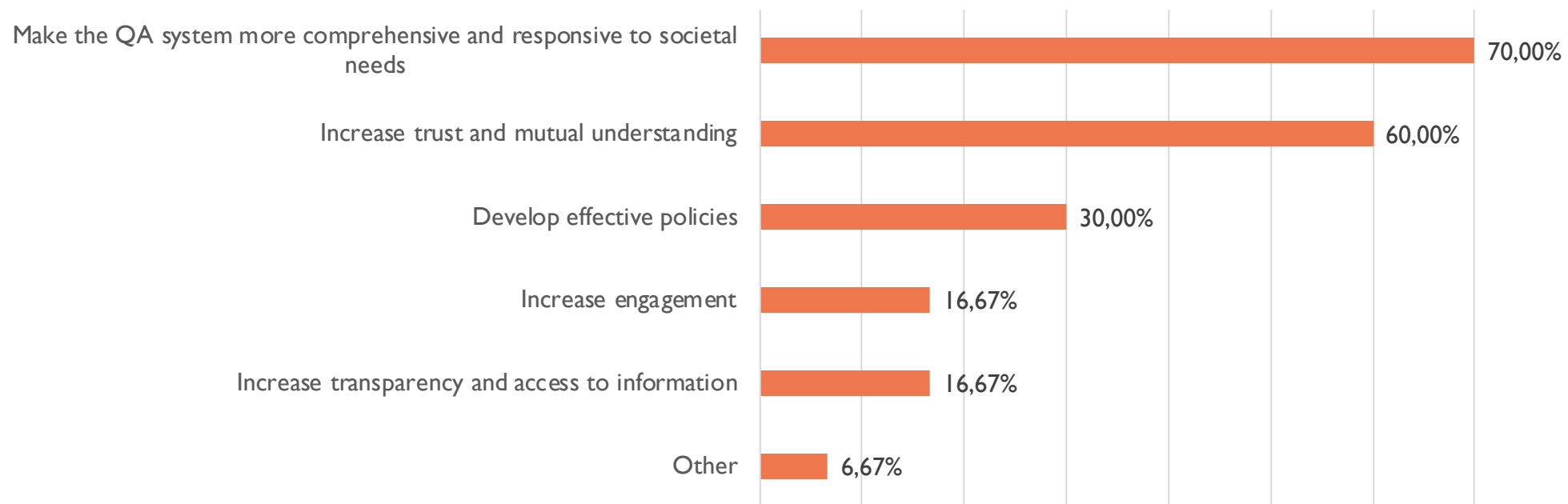
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# SOME SURVEY RESULTS – KEY OBJECTIVES

Q27: What are the key objectives that your agency aims to achieve through involvement of stakeholders in external QA? Please choose a maximum of two of the options below.

(N=30)



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## SOME SURVEY RESULTS

- The survey results indicate that the involvement of the main stakeholder categories is secured at least formally (although some difficulties for students and employers can be observed)...
- ...BUT a question still remains:

How can the agency ensure that all stakeholders involved, are involved effectively (i.e. going beyond “token presence”)?



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# ANALYSIS OF ENQA AGENCY REVIEW REPORTS – COMMENDATIONS

## ESG 2.2 DESIGNING METHODOLOGIES FIT FOR PURPOSE

Stakeholders should be involved in [EQA's] design and continuous improvement.

- **Example 1: QQI, Ireland** *“The way in which policy and external quality assurance methodologies are developed through comprehensive and engaging consultation with stakeholders.”*
  - publication of Green Papers setting out the issues under consideration and seeking feedback
  - which in turn enables the publication of White Papers that set out draft policy for consultation
  - Stakeholders felt that the model of Green and White Papers provides a clear, robust and staggered approach to consultation which brings “no surprises” and engenders trust in the system.



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# ANALYSIS OF ENQA AGENCY REVIEW REPORTS – COMMENDATIONS

## ESG 3.1 ACTIVITIES, POLICY, AND PROCESSES FOR QUALITY ASSURANCE

Agencies should ensure the involvement of stakeholders in their governance and work.

- **Example 2: ANQA, Armenia** *“The panel would like to commend the agency for the Students’ Voice programme, which helps to promote the participation of the students in institutions and prepare students for ANQA experts’ panels.”*
  - to increase students’ awareness on educational reforms and to reveal students’ concerns
  - to refill student-experts database and provide student-experts for accreditation processes through continuous trainings
  - to establish students’ network for collecting and studying their opinions and publishing the results
  - Yearly call for new students
  - ANQA collaborates with Student Councils and the Armenian National Students’ Association



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# FINAL STUDY

- The work continues
- Final study available online in March 2020 and distributed at the Rome Ministerial Conference in June 2020



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# DISCUSSION

- Do these results correspond to the situation in your country?
- What would you want to know about stakeholder involvement in EQA?
- What would you want to see in the guideline on stakeholder involvement in EQA?



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