



***Benchmarking activity:
FOLLOW UP ON FEEDBACK***

***Annual ENQA Internal Quality Assurance Seminar
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Characteristics of the contributing agencies II

- **AEQES:** responsible for the **external evaluation** of the quality of higher education in the French-speaking Community of Belgium.
 - ❖ Evaluates the **study programmes** (bachelor and master levels) provided by **universities**, “**hautes écoles**” (non-university HEIs), **art academies and conservatories** and **adult learning institutions**.
 - ❖ It is in charge of the **policies and guidelines** concerning the external evaluation of HEIs and their programmes in the area.
 - ❖ **IQA:** Classical **Plan-Do-Check-Act process**.

Characteristics of the contributing agencies I

- **ACSUCYL:** external evaluation body of the Autonomous Region of Castilla y León since 2001.
 - ❖ Main activity **designing processes** and **defining standards** for the assessment of higher education institutions in Castilla y León as well as **promoting and fostering** quality in higher education institutions within the Region of Castilla y León
 - ❖ Lines of action: Evaluation of **teaching staff, research, study programmes** and **institutional quality, studies and training**
 - ❖ **IQA: ISO 9001:2008/ 27001.** Process map of quality management system. **Monitoring** all procedures including follow up of feedback.

Characteristics of the contributing agencies III

- **OAQ:** assuring and promoting the quality of teaching and research at Swiss academic institutions
 - ❖ **Quality audits**, establishes guidelines for internal quality assurance at academic institutions and provides the relevant services.
 - ❖ Develops **guidelines and quality standards** for academic accreditation in Switzerland and carries out **accreditation procedures** on the basis of Guidelines introduced by the SUK/CUS (Swiss University Conference)
 - ❖ Conducts **institutional accreditation procedures** in **Germany**, on behalf of the German Akkreditierungsrat.
 - ❖ **IQA:** Monitoring of all procedures; satisfaction external participants

Characteristics of the contributing agencies IV

- **QAU-VLIR:** VLIR umbrella organization of the Flemish universities. **QAU** (Quality Assurance Unit) of the VLIR.
 - ❖ **QAU** assigned to **coordinate external quality assurance** (i.e. educational assessments) of the academic programmes/joint educational assessments
 - ❖ **Flemish universities** responsible for outcomes and Follow up of IQA study programmes
 - ❖ **IQA**
 - ❖ **Internal dialogue:** staff meetings/quality assurance and Accreditation working groups
 - ❖ **External dialogue:** contact with stakeholders+tailor made feedback mechanisms and follow-up system/interviews and meetings/informal contacts

Similarities and differences I

➤ Similarities:

Two circles of involvement:

- ❖ Closely involved people

Surveys

- ❖ More loosely involved people

Informal meetings

Focus group discussions...

Similarities and differences II

➤ Similarities:

- ❖ Strong resemblance of methods/ mechanisms/tools used to collect data
- ❖ Different themes addressed in questionnaires
- ❖ Data collection and analysis procedures to obtain feedback

Similarities and differences III

➤ Differences:

- ❖ Mission
- ❖ “Perceived distance” from institutions
- ❖ Intended readership of the reports
- ❖ Different scopes of activities

Similarities and differences IV

➤ Differences:

- ❖ Various levels of autonomy to make changes in procedures and protocols
 - ❖ Internal
 - ❖ External

Issues addressed in the surveys I

➤ Themes. Areas covered:

- ❖ Educational process evaluation
- ❖ Support and guidance by agency/executive unit
- ❖ Value estimate about the methods applied-instruments used...
- ❖ Satisfaction
- ❖ Professional quality of the staff

Issues addressed in the surveys II

➤ **Methods for sending**

- ❖ Questionnaires sent by post
- ❖ Online Questionnaires

➤ **Groups:**

- ❖ Experts
- ❖ Institutions/users
- ❖ Students

Issues addressed in the surveys III

➤ Response Rate:

AGENCIES	GROUPS	RESPONSE RATE	OVERALL
AEQES (2009/2010)	INSTITUTIONS	39%	47%
	EXPERTS	85%	
	STUDENTS	16%	
OAQ (2007/2009)	EXPERTS	71%	83%
	INSTITUTIONS	95%	
	From OUTSIDE CAMPAIGN	<75%	
VLIR (2006/2008)	EXPERTS	42%	45%
	INSTITUTIONS	48%	
	STUDENTS	16%	
	COORDINATORS	6%	
ACSUCYL (2009/2010)	EXPERTS	75%	59%
	INSTITUTIONS/USERS	44%	

Challenges

➤ Common challenges

- ❖ Feedback about surveys, addressing the processes and satisfaction of our stakeholders about our ways of working.
 - How to communicate results
 - How to make traceability

CONCLUSIONS

➤ What new ideas have we learned?

- ❖ Similar challenges communicating outcomes
 - How to address society at large
 - How to determine who to talk to
- ❖ Hearings and discussions with stakeholders about the results of surveys
 - Feedback in different ways
 - Part of communication plan of the IQA
 - Transparency

VLIR, AEQES, OAQ, ACSUCYL

THANK YOU FOR YOUR ATTENTION

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