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# **Stefan Delplace**

## **Experiences of external review**

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## CHALLENGES/UNRESOLVED ISSUES FOR REVIEWS OF AGENCIES

Mix-up of responsibilities of different parties in QA process

Suitability of legal provisions for QA

Evidence if a ESG criterion is met?

Systemic evaluation: collection & checking of such evidence

How to measure the real & long-term impact of QA provisions?

## **On-site interpretation of ESG**

- the 'involvement of SH' (also non-academic) is a verifiable item, but still undervalued (2.2)
- 'moderating conclusions' may be purely formal, and an excuse for cumbersome proceedings (2.3)
- 'fit for purpose' not only to apply for processes, but also to the overall European dimension (2.4)

## On-site interpretation of ESG

- Cultural differences determine the degree of openness concerning 'reporting' requirements (2.5)
- Consistency in 'follow-up procedures' is subject to general interpretation of purpose of an external review (2.6)
- Wealth of information to be gathered from QA reviews:
- its ('system-wide') value for all SH is underestimated (2.8)

## On-site interpretation of ESG

Programme/institutional reviews require different mindset & proceedings (3.1)

- Grip on non-accredited HEIs not guaranteed by existence of 'official agency' (3.2)
- Competitive position of official agency depends on its wide range/ scope of 'QA activities on a regular basis' (3.3)
- Current available resources no guarantee for permanent

# On-site interpretation of ESG

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Current available resources no guarantee  
for permanent

compliance; staff development on all  
levels (3.4)

Mission statement is an 'action paper'  
towards SH (3.5)

'Independence' & 'accountability' not to be  
seen as conflicting

principles, but truly complementary  
(3.6/3.7)

## Conclusions

- ❖ new 'lay-out' of ESG was overdue
- ❖ review proceedings seem adequate
- ❖ feedback on HE structure & role of QA
- ❖ more stakeholders in HE than we are aware of?