



FROM THEORY TO PRACTICE EURASHE REPORT ON IMPLEMENTATION OF ESG IN (P)HEI

EURASHE Nicosia Seminar

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Plenary Session I

- Introduction : ESG, map & revision
- Methodology
- Findings & comments : Awareness
- Findings & comments : Implementation
- Findings & comments : Appropriateness
- Findings & comments : Aims
- Findings & comments : Revision
- Conclusions & recommendations on IQA
- Fundamental questions on IQA

● ESG

- ✓ Task from Berlin ministerial conference 2003
- ✓ ENQA in cooperation with EUA, EURASHE & ESIB (ESU)
- ✓ Bologna ministerial conference : 2005 Bergen
- ✓ Meant to become “*a widely shared set of underpinning values, expectations and good practices in relation to quality and its assurance, by institutions and agencies across the EHEA*”

● ESG : table of contents

- ✓ Context, aims & principles
- ✓ ESG : principles, purposes, objectives, external QA
- ✓ Standards & Guidelines
- ✓ Part 1 : ESG for IQA within HEI
- ✓ Part 2 : ESG for EQA of HE
- ✓ Part 3 : ESG for (E)QAA's
- ✓ Peer review system for QAA's : cyclical ENQA-membership & EQAR registration

- **Map ESG (see Fiona)**

- ✓ E4 project (2010-2011)

- ✓ Aims :

- ✓ How the ESG have been implemented & applied in the 47 Bologna signatory countries in HEI & QAA's

- ✓ To launch a thorough discussion on the ESG (revision)

• Map ESG : conclusions (see Fiona)

➤ Purpose & scope :

- ✓ maintain the concept of general principles
- ✓ Tension between common reference point for QA & compliance tool
- ✓ Link to Bologna tools and overarching principles?

➤ Clarity & usability :

- ✓ Increase clarity of terminology & remove ambiguity

➤ Implementation & impact :

- ✓ Widely implemented & significant impact
- ✓ Awareness & ownership should be raised

 Improve instead of revise completely

● ESG revision

- Task from ministerial Bologna conference Bucharest 2012
- ✓ *“revise the ESG to improve their clarity, applicability and usefulness, including their scope”*
- ✓ E4 in cooperation with EQAR, Education International & BusinessEurope

- ✓ Steering Group (7x1) & drafting group (E4x1)
- ✓ Methodology : fundamentals (SG), proposals (SG), analysis & synopsis of proposals (DG), discussion (SG) & vice versa; consistent wording (DG)
- ✓ Timeline : 2014/02 initial proposal to BFUG



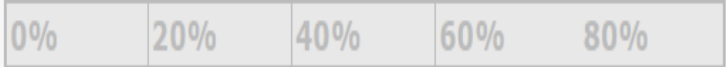
- E4 Map-ESG project : aims & chapters
- On-line questionnaires to (PO)HEI (heads, QA coordinators, students & stakeholder), QA experts, stakeholders
- Workshop (EURASHE conference Nice)
- Formatted in-depth (tele)interviews
- Managed & edited by EURASHE WG 5 QA

- Map-ESG interim report
- Full report :
- 230 fully completed responses
- 26 EHEA countries + 12 non-EHEA
- 21 in-depth interviews from 8 countries

- Findings : very diverse picture!
- Well-weighted recommendations
- Full on-line questionnaire
- (EURASHE's policy statement on QA)
- **CONCENTRATE ON PRACTICE OF IQA**

7. Do you know European Standards and Guidelines for Quality Assurance (ESG)?

(Each respondent could choose only **ONE** of the following responses.)

Response	Total	% of responses	%
1 YES	153		67%
2 NO	77		33%
Total respondents: 230 Skipped question: 0			

Success-story?

EURASHE ESG report awareness

8. If so, tell us to what extent are you familiar with the different chapters.

(Each respondent could choose only **ONE** response per sub-question.)

Sub-questions	Resp.	% of responses			
PART I - Internal Quality Assurance (QA)	153	29	47	22	
PART II - External Quality Assurance (QA)	153	18	45	35	
PART III - Quality Assurance Agencies (QAAs)	153	11	37	42	10


Average: 2,24 — Median: 2

- 1. In detail
- 2. Well
- 3. Notions
- 4. Not at all

Varied, but normal & expected

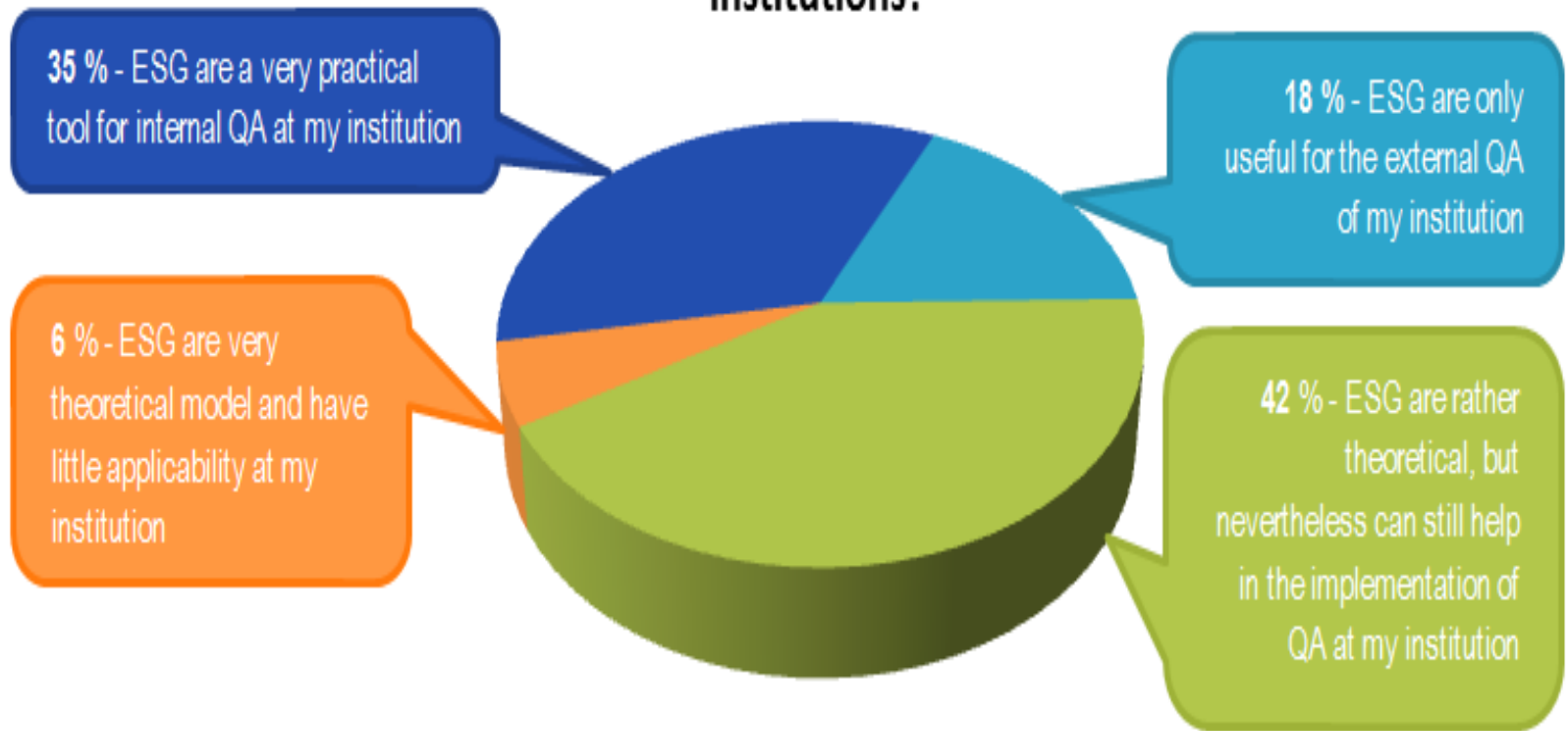
EURASHE ESG report implementation

9. Are the following elements part of the Internal QA of the institution you are connected to?
(Each respondent could choose only **ONE** response per sub-question.)

Sub-questions	Resp.	% of responses	
Policy for QA	230	88	12
Procedures for QA	230	88	12
Periodic review of programme	230	88	12
Assesment of students	230	87	13
QA of teaching staff	230	81	19
Learning resources	230	80	20
Student support	230	78	22
(A) system(s) to gather information for the management of the study programmes	230	75	25
Information about programmes and awards available to the Public	230	74	26
Average: 1,18 – Median: 1			
			

ESG-proof IQA is still high, but IQA is still rolled-out...

13. What is your opinion about the usefulness of the ESG for your institutions?



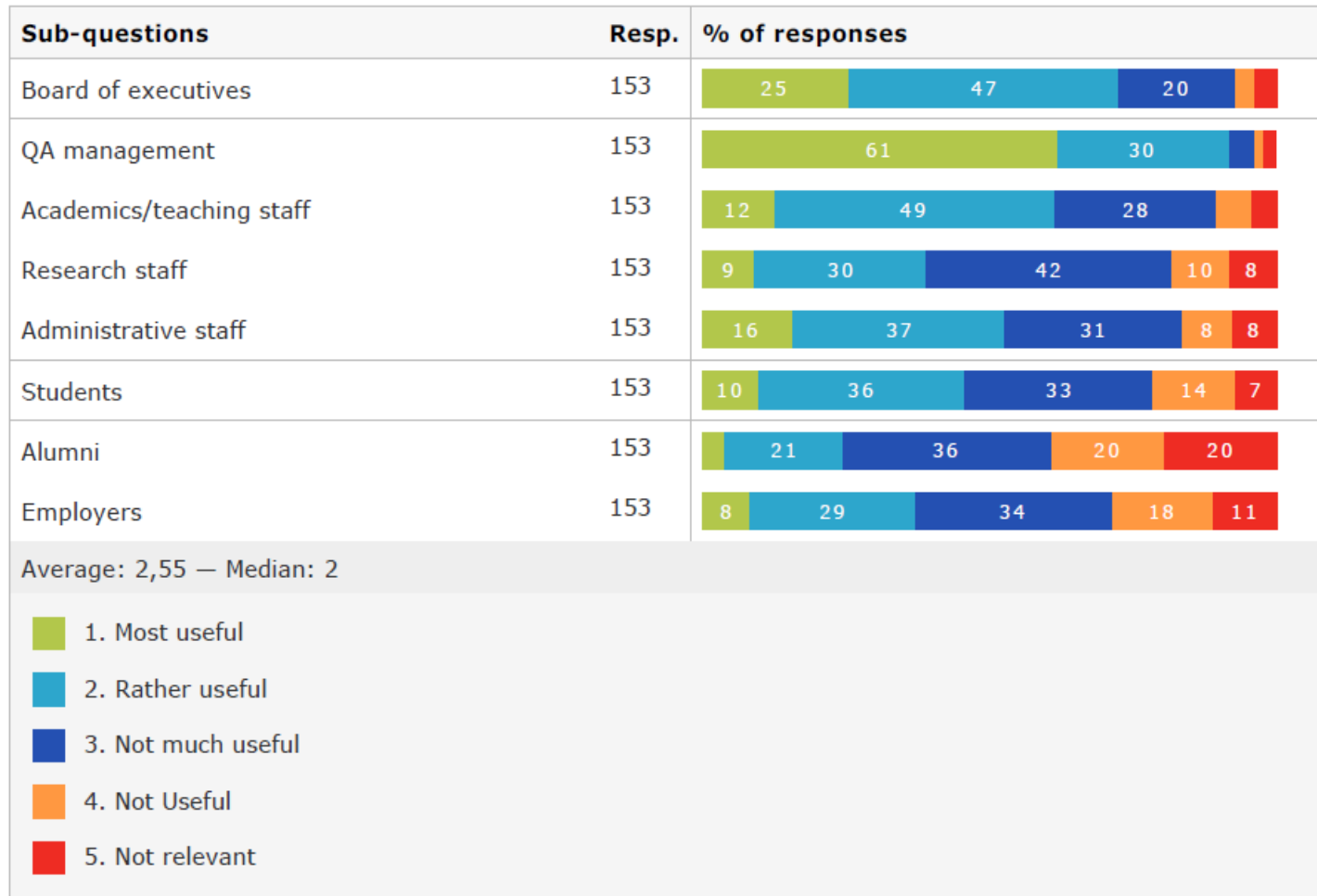
ESG-proof IQA is still high, but IQA is still rolled-out...
yet in IQA roll-out the ESG are only a help...

EURASHE ESG report

implementation

15. Tick the degree of usefulness of the ESG to the different actors in your institution.

(Each respondent could choose only **ONE** response per sub-question.)



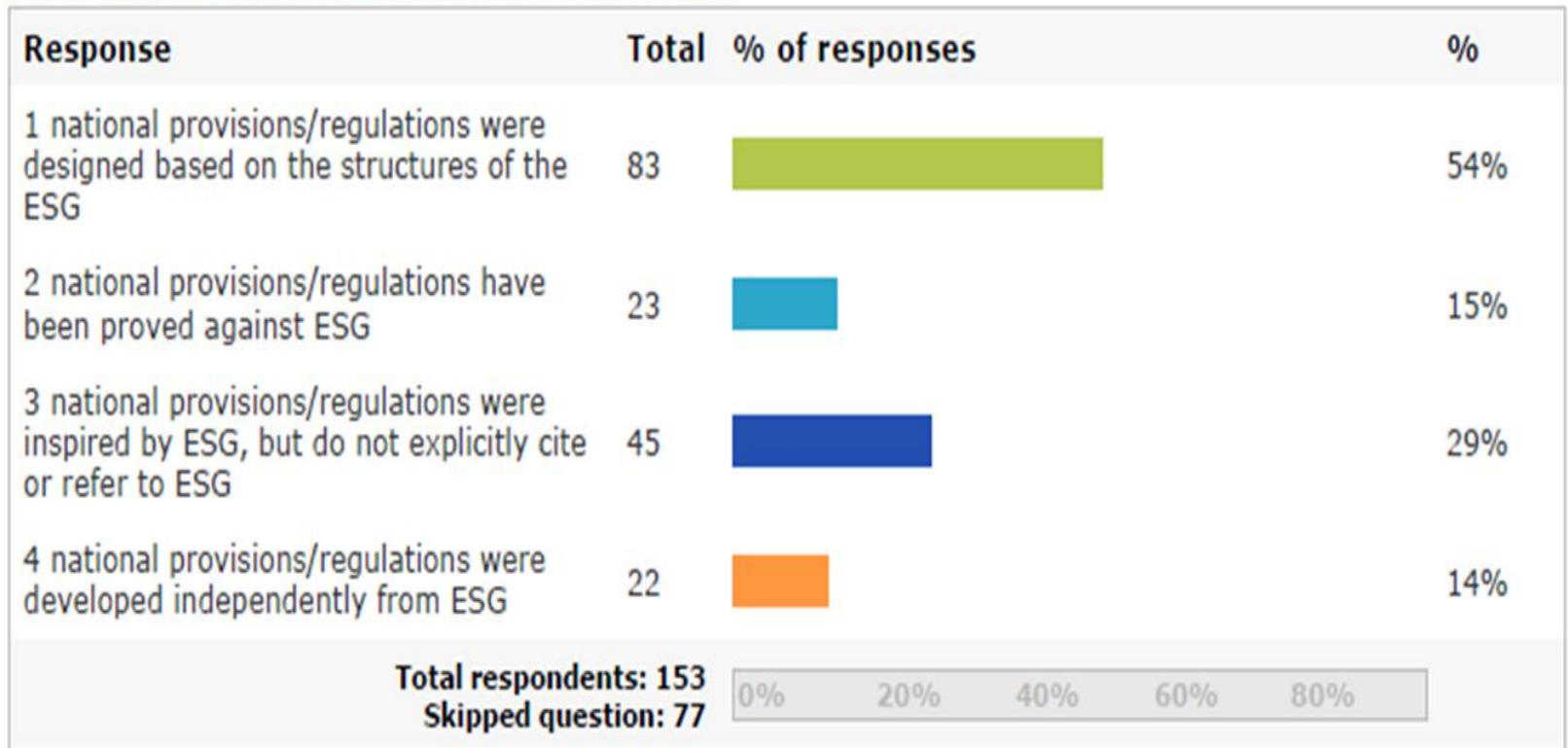
ESG-proof IQA is still high, but IQA is still rolled-out...
yet in IQA roll-out the ESG are only a help...
primarily to management

EURASHE ESG report implementation

- Causes of varied picture (in-depth interviews & workshop)
- ✓ In the EHEA IQA & EQA was introduced at different times
- ✓ W-Europe : IQA & EQA before 2005=before ESG
in national redesigns ESG was inspirational
- ✓ E-Europe : national EQA were more based on ESG
EQA designed/s IQA
- ✓ ESG were introduced in IQA via EQA
- ✓ Influence & implementation of ESG in both IQA & EQA was influenced by the national feeling towards Europe (France)
- ✓ PHE is/was sometimes subject of other national systems of external QA
- ✓ IQA is often developed later in PHE
- ✓ PHE is sometimes subject to specific QA models/
instruments/label (eg MBA, AACSB, ISO, maritime)

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implementation

10. How are your national QA provisions or regulations connected to the ESG?
(Each respondent could choose **MULTIPLE** responses.)

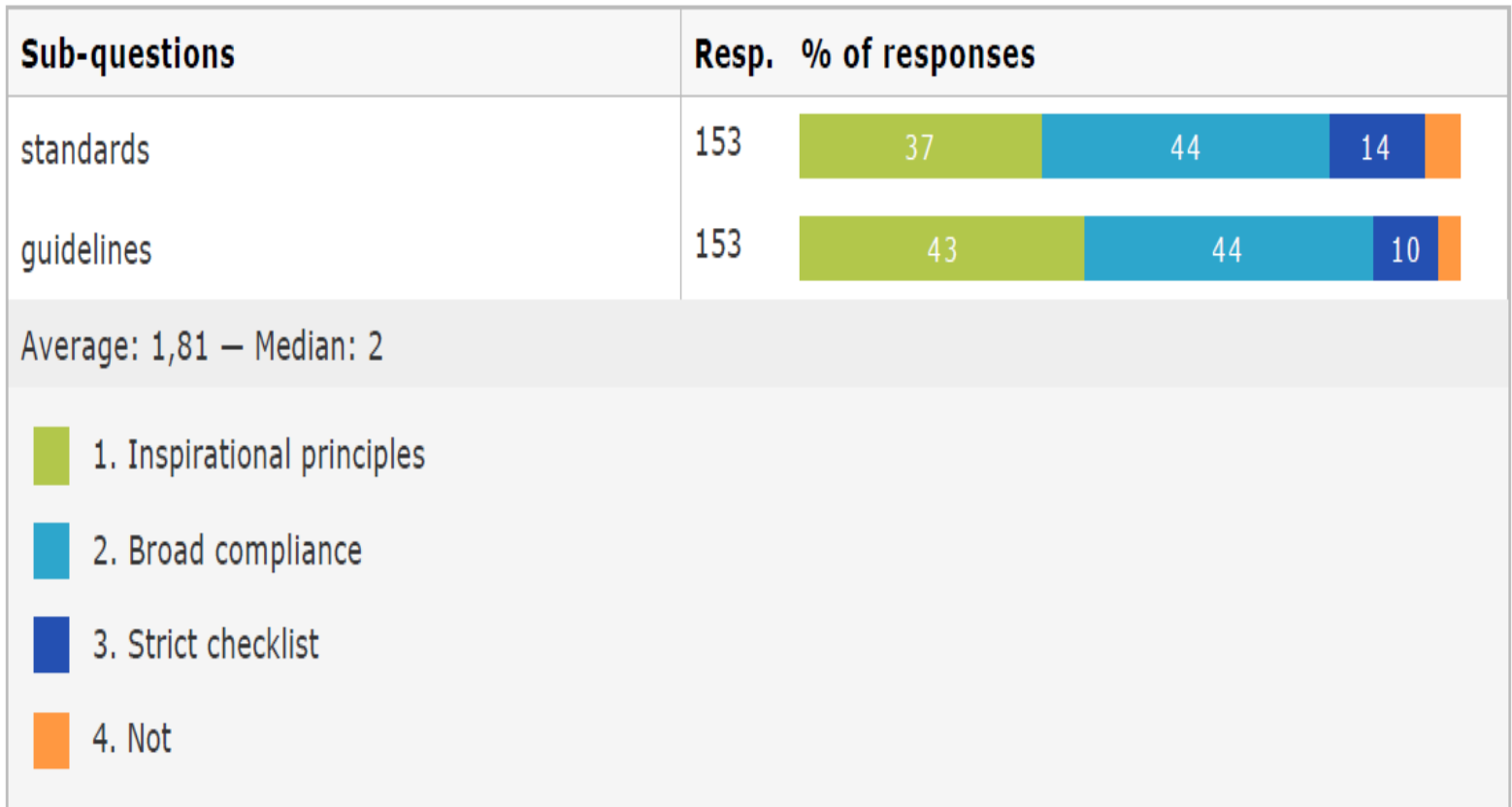


Proof of varied picture, yet...
disguising historical & national differences

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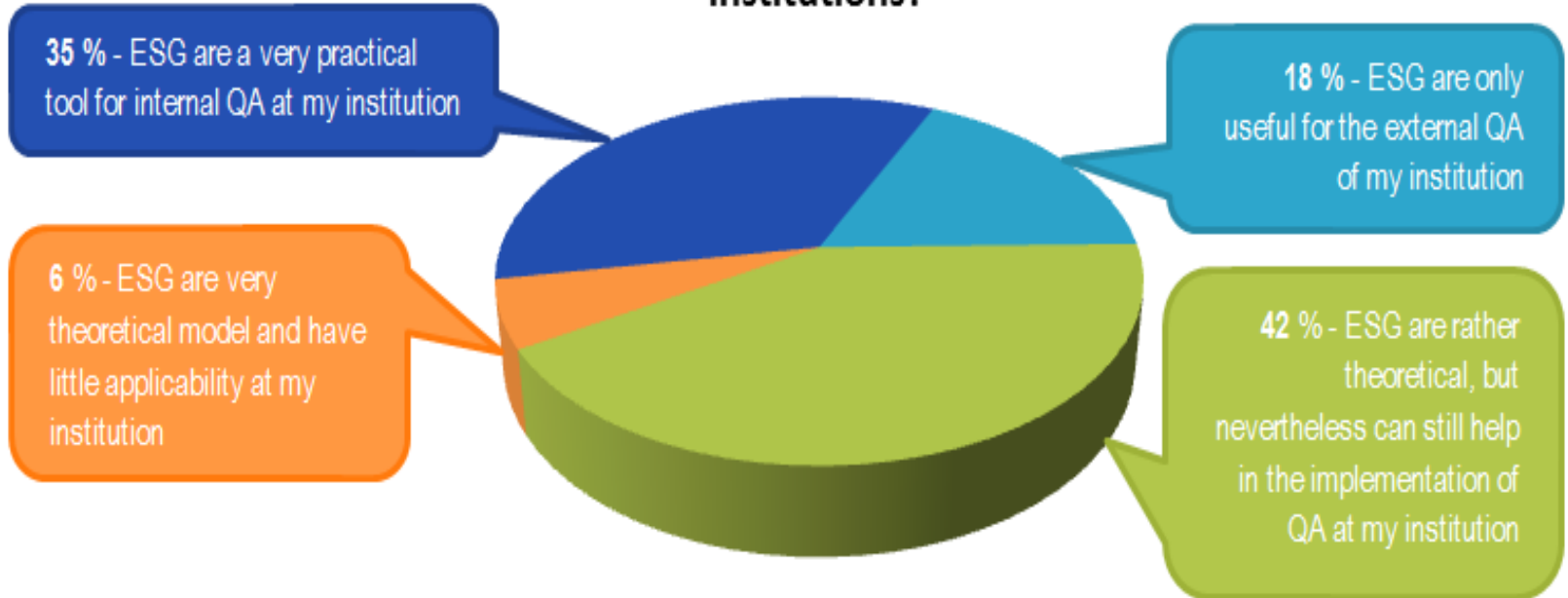
17. How do you use the ESG?

(Each respondent could choose only **ONE** response per sub-question.)



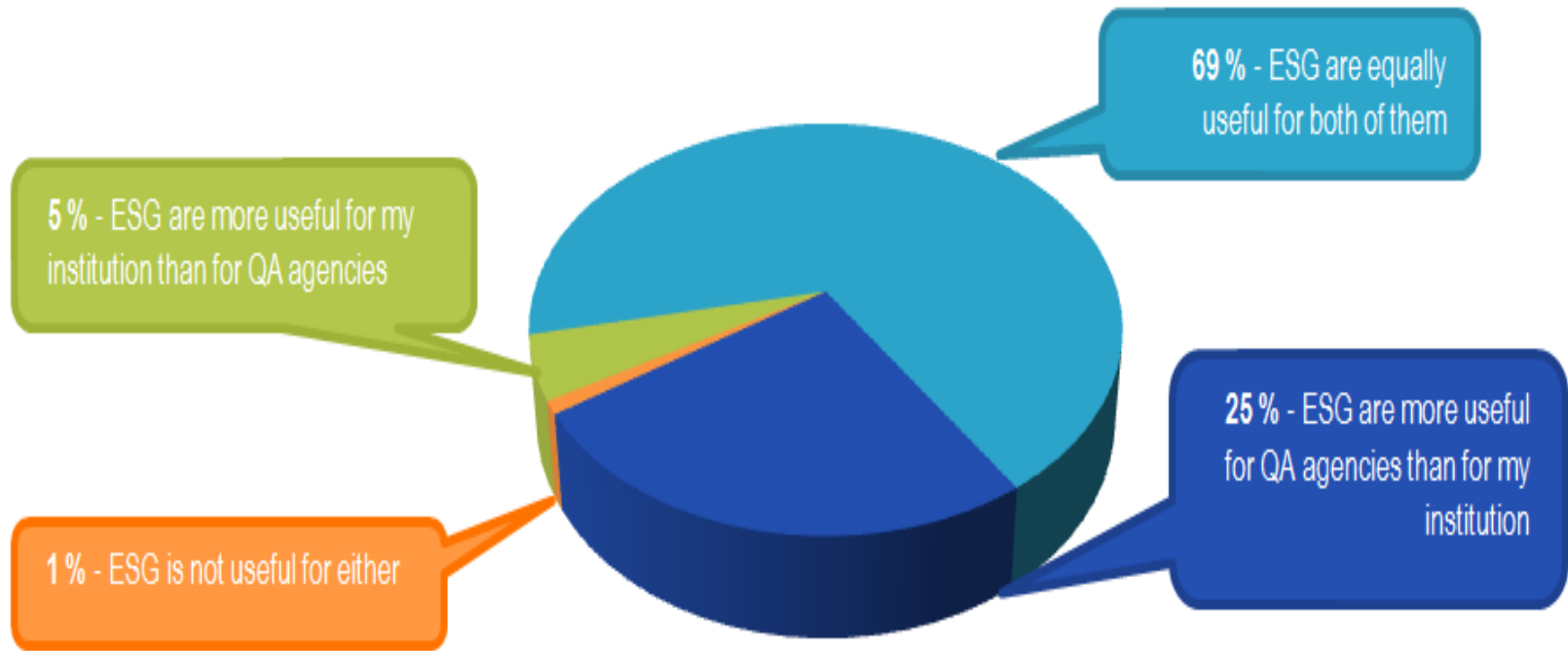
Proof of varied picture, yet...
disguising historical & national differences
disguising the relationship between IQA and EQA

13. What is your opinion about the usefulness of the ESG for your institutions?



Confirmation of varied picture of ESG usefulness,
(52% useful for IQA, 48% only helpful or not)
disguising the relationship between IQA and EQA

14. With which statement do you agree?

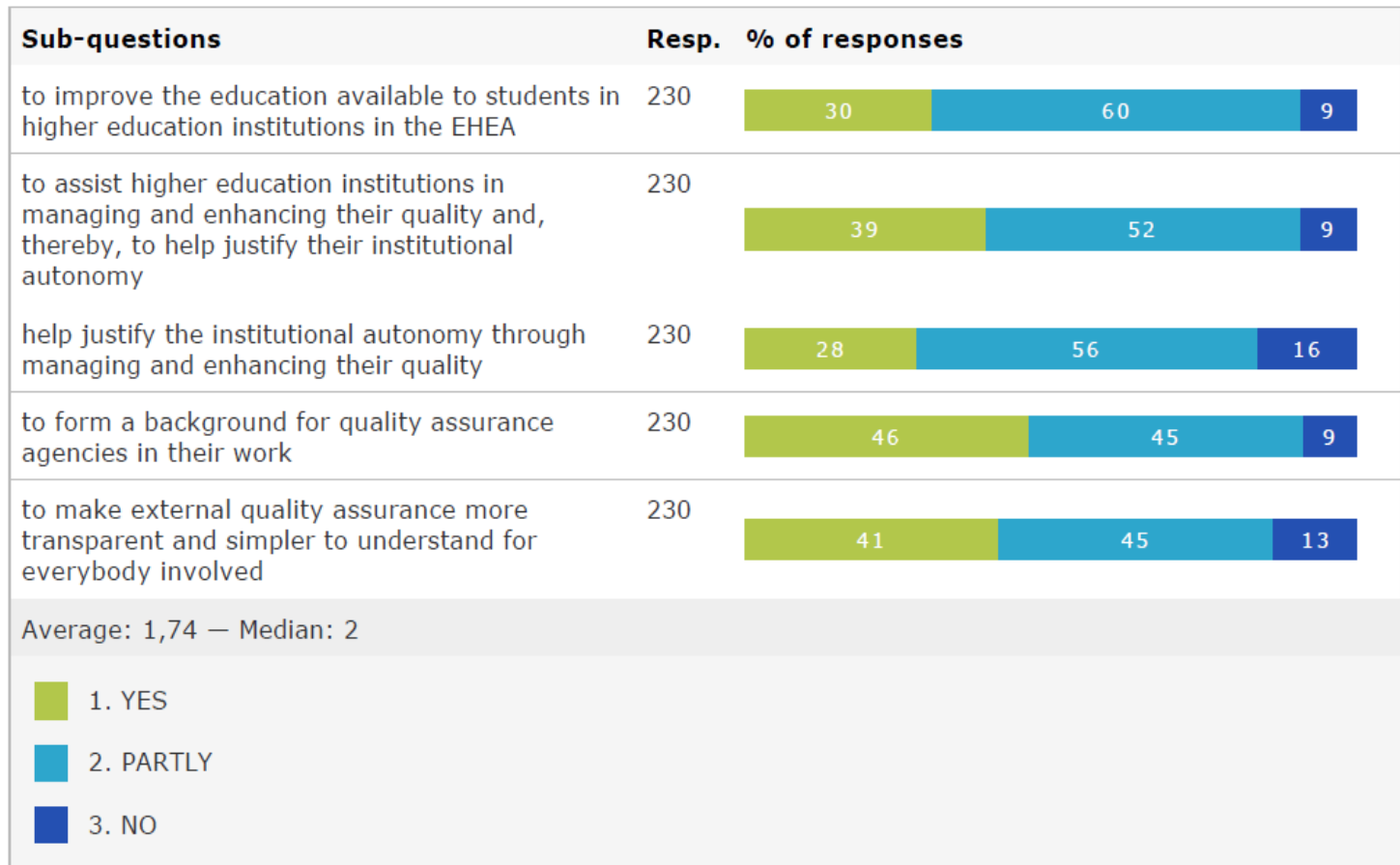


Confirmation of varied picture of ESG usefulness, (52% useful for IQA, 48% only helpful or not) making clear the relationship between IQA and EQA while acknowledging the external drive (25%+69% vs 5%)

aims

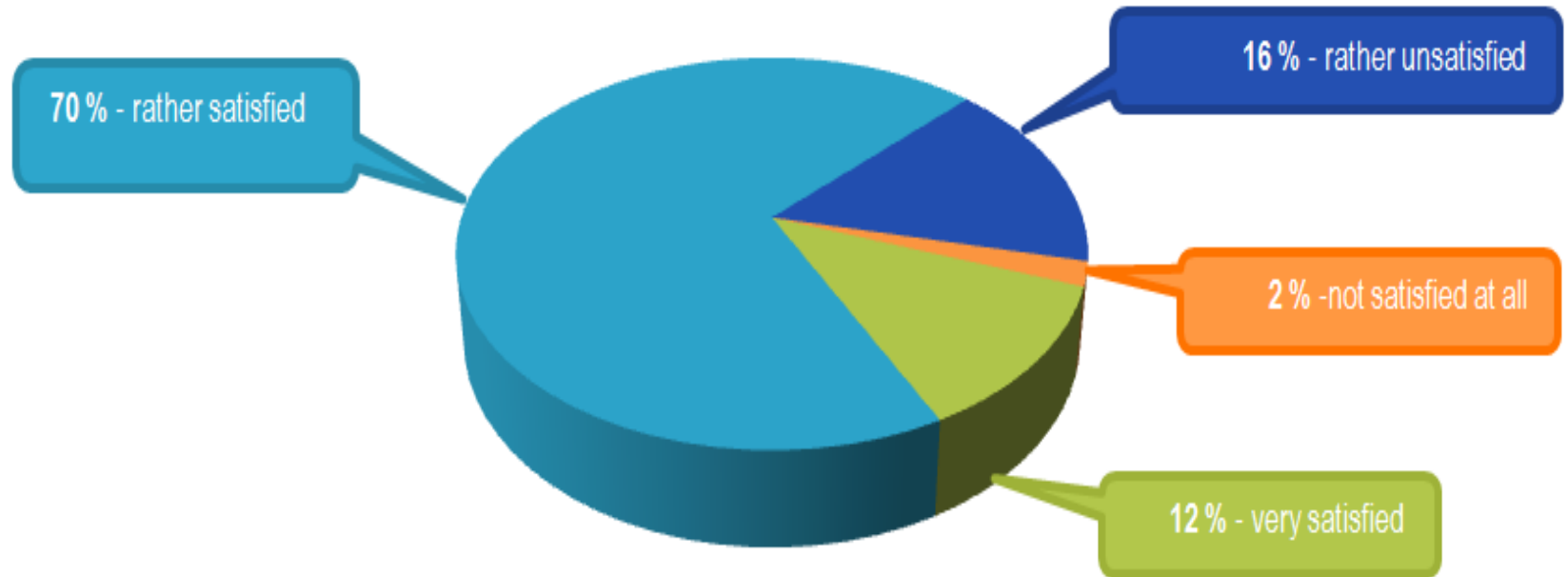
12. Do you think the stated purposes of ESG have been realized?

(Each respondent could choose only **ONE** response per sub-question.)



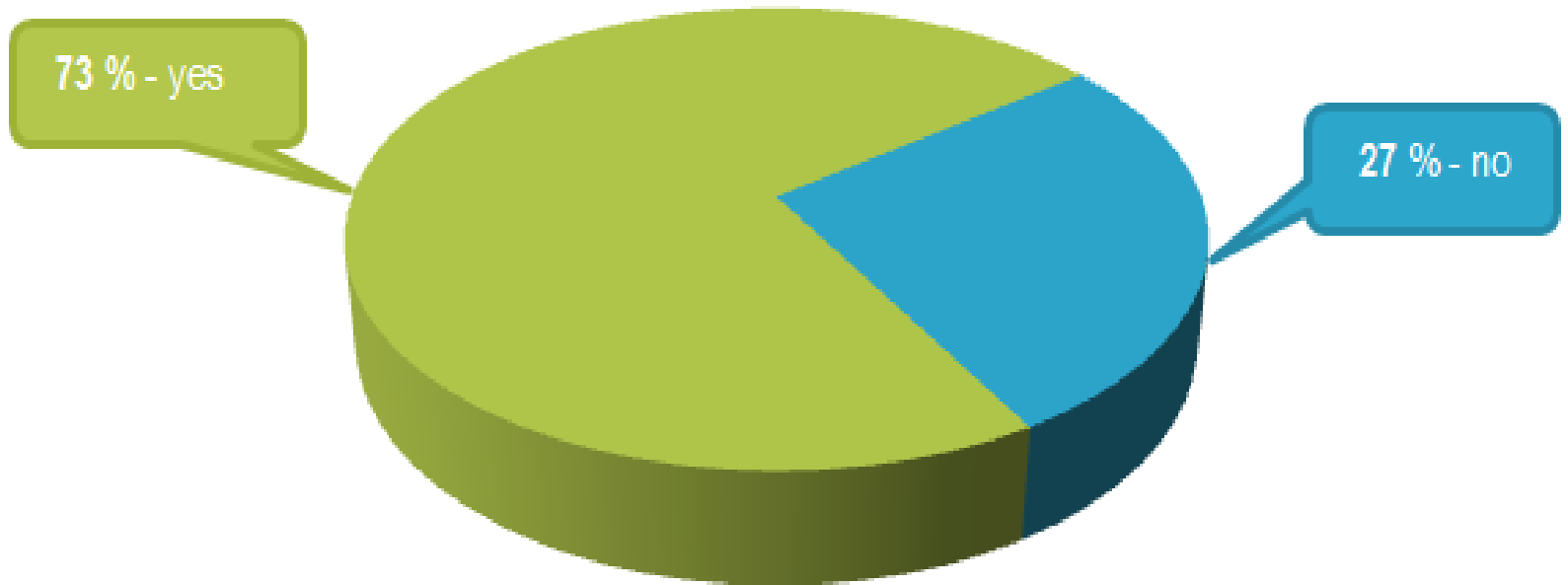
Confirmation ESG aims are more realized in EQA by QAA's (national systems, ENQA, EQAR) than in IQA (students & Qculture)

16. How satisfied is your institution with the implementation of the ESG by QA agencies?



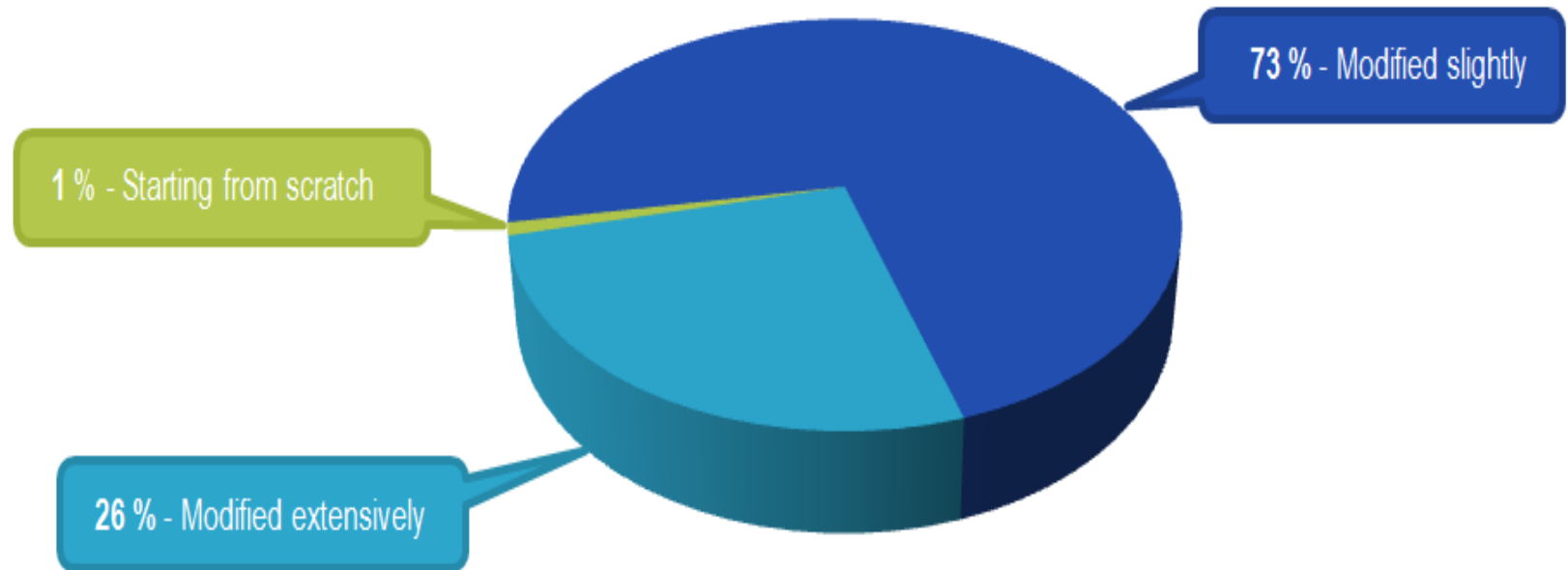
Confirmation ESG aims are more realized in EQA by QAA's (national systems, ENQA, EQAR) and satisfied (12%+70%=82%)

20. Should the ESG be revised?



Overwhelming majority is pro revision!
(the times they are changing)...








21. How should the ESG be revised?



Overwhelming majority is pro revision!
(the times they are changing)...
but only slightly...

22. If you suggested modification for ESG, tick what should be changed.

(Each respondent could choose only **ONE** response per sub-question.)

Sub-questions	Resp.	% of responses
Structure into 3 parts	112	
Distinction between Standards and Guidelines	112	
Addition of new elements	112	
'Must' instead of 'should'	112	
Level of awareness among the general public	112	
Average: 1,42 — Median: 1		
 1. YES		
 2. NO		

Overwhelming majority is pro revision!

(the times they are changing)...

but only slightly...

and mostly in order to be more well-known (& used)

IOA

- ❑ The ESG are known mainly through EQA by QAA's, who adapt their external evaluation to national systems
- ❑ National systems seem to be (re)designed along the ESG
- ❑ The ESG seem to be most effective when they give hands-on practical advice on an institution's QA
- ❑ There are important regional and historical differences in the use of ESG
- ❑ QA managers seem to take the greatest benefit from the ESG, not the academic staff, the students and alumni
- ❑ The ESG have contributed most to a QA policy rather than to IQA
- ❑ The ESG seem to be most supported for the QA system and not for Qculture, Qenhancement and public information
- ❑ The revised ESG should keep to their principles, but should improve on public clarity and can introduce new elements

IQA

- Fundamental questions on IQA (& revised ESG):
 - ✓ Is & (how) should IQA start(ing) from the vision & mission of the HEI?
 - ✓ Which are the PHE characteristics as far as (I)QA is concerned?
 - ✓ How much is & should the board of executives being involved?
 - ✓ Who are the PHE stakeholders?
 - ✓ How much are & should the stakeholders be involved?
 - ✓ Is (I)QA considered as a strategic option? Is (I)QA only a tool to manage the institution's strategy?
 - ✓ What is the relationship between QA, profiling and marketing?

IOA

- Fundamental questions on IOA (& revised ESG):
- ✓ How many financial & human resources are invested in IOA?
- ✓ Is IOA seen & experienced as primarily an administrative agenda? Should it be? Is it healthy?
- ✓ How much is IOA considered to be a necessary evil because of national EQA?
- ✓ How much is & should IOA be designed by EQA?
- ✓ What should be the balance between Qenhancement & accountability?
- ✓ What is the relationship between IOA and professional labels?
- ✓ What is the relationship between national EQA and professional labels?
- ✓ What is the relationship between QA, transparency tools and rankings?

Come to the workshops !

I.1. IQA : fundamentals & pitfalls

I.2. Mission & PHE

II.1. TQM & ESG

II.2. QA & professional labels

THANKS & Q & A