



CEE Network

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The 2nd European Quality Assurance Forum
Implementing and Using Quality Assurance:
Strategy and Practice

Exploring the European Standards and
Guidelines

at Central and Eastern European QA
Agencies



Membership: 19 agencies in 16 countries

- **Austria** (Acc. Council, Fachh. Council, AQA)
- **Albania**
- **Bulgaria**
- **Croatia**
- **Czech Republic**
- **Estonia**
- **Germany** (ACQUIN)
- **Hungary**
- **Latvia**
- **Lithuania**
- **Macedonia**
- **Poland** (UC + State Commission)
- **Romania**
- **Russian Federation**
- **Slovakia**
- **Slovenia**



An Affiliate Organisation of



16 November 2007

Central Europe





Main Objectives

- to share experiences & foster cooperation
- to exchange information on background, aims, procedures and outcomes of activities of members
- to recommend experts
- to assist each other in elaborating measures for harmonizing activities in quality assurance
- play a proactive role in shaping the European higher education area.

ESG

- Questionnaire on state of compliance with ESG, May 07
- Survey purpose was ESG discussion, not serious research: replies often pertained to a part of the question but not all its implications
- Of 19 member agencies 16 returned questionnaires



Questionnaire results

Standards Part 1 (for QA at HEIs)

- Of the three sections, here least number of positive replies: internal QA at HEIs not fully implemented,
 - not at all HEIs have implemented the standard (most replies)
 - or: not all parts of standard are fulfilled
- Amendment of acts or regulations considering ESG are planned or were just passed and implementation is just beginning



Questionnaire results

Standards **Part 2** (for agency evaluation of HEIs)

- Overwhelmingly “yes” replies (median: 12, for Parts 2.1, 2.5, 2.6), range: 11 (2.4, 2.8) to 15 (2.2), with 2 14-s (2.3 and 2.7)
- Least = 11 yeses for “system-wide analysis” (2.8): seems that over half the CEEN members do some sort of analysis about the state of quality assurance in our countries based on our reviews
- And also “only” 11 yeses for “processes designed for set aims and objectives” (2.4): comments range from having a variety of approaches for various evaluations but lack of coherence, to approaches not varied according to aims

Questionnaire results

Standards **Part 2** (continued)

- Least problematic in this section:

- Objectives of external reviews set before QA processes are developed + by all those responsible incl. HEIs + and are published (15 yeses for 2.2),

- published criteria in place + are applied consistently (14 yeses for 2.3)

- reviews on cyclical basis (14 yeses for 2.7) **But:**

- are HEIs involved in developing the criteria in all cases (which is part of standard 2.2)?

- and while criteria may be published, is consistency in application so clear-cut?



Questionnaire results

Standards **Part 3** (for QA of agencies)

- Most positive replies were in this section: 15 or 14 yes replies (1 and 2 “No answers” except 3.6 /Independence/, where everyone answered)
- Exceptions: 3.4 (5 nos), 3.8 (6 nos)
 - 3.4: over one third of respondents feel that their human and financial resources are not adequate
 - 3.8: „Accountability procedures”. Problem areas: Internal and external reflection and feedback mechanisms; appeals procedures; internal QA at agencies; external review of agencies
 - 3.6: 2 “no” responses – only (!) – for “Independence”.
Is it so clear-cut?

Conclusions

- ESG have had an impact in the CEE countries and likely there were further developments since May
- Functioning internal QA management at HEIs under development
- Independence is a sensitive issue, and due to differences for cultural/historical reasons, will need to be assessed in context
- In how far agencies tailor their processes to individual evaluations needs to be addressed
- Agencies' internal Q management, external review, and formal appeals procedures are new concepts that need time for implementation

Conclusions

And mainly:

- Many of the standards are implemented to a degree BUT many of the DETAILS may still need to be defined at each agency