



Agència  
per a la Qualitat  
del Sistema Universitari  
de **Catalunya**

[www.aqu.cat](http://www.aqu.cat)

# How did we do it? The case of AQU Catalunya

Josep Grifoll

ENQA Workshop to agencies undergoing an external review  
CTI. Paris (21-22 January 2013)

- Background
- The self-assessment
- Interaction with the stakeholders
- Final comments



Public universities
U. Barcelona
U. Autònoma Barcelona
U Politècnica Catalunya
U. Pompeu Fabra
U. Girona
U. Lleida
U. Tarragona
Catalonia Population
7.250.000
Barcelona Metro (4.5)

Private universities
U. Oberta Catalunya
U. Ramon Llull
U Internacional Catalunya
U. Abat Oliba
U. Vic



Students	Teachers	Bachelors	Masters	PhD Prog.
246.665	18.572	445	483	263

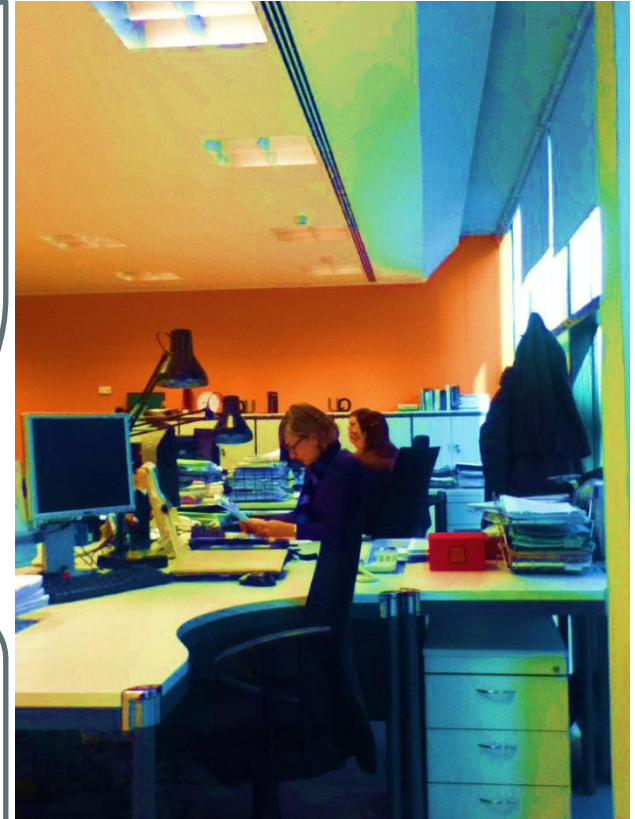


**3 M Euro**  
(Annual budget transf. Gov. of  
Catalonia)

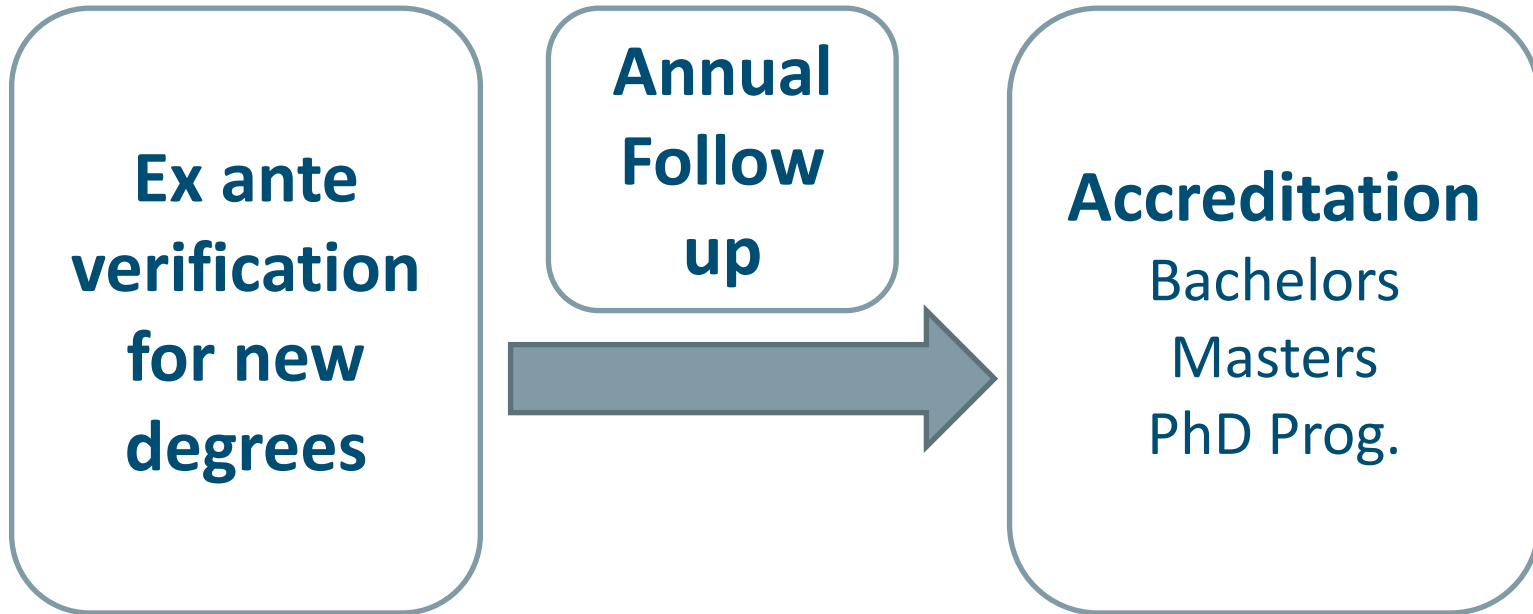
**43 staff members**

Board of Direction  
Strategy and  
management

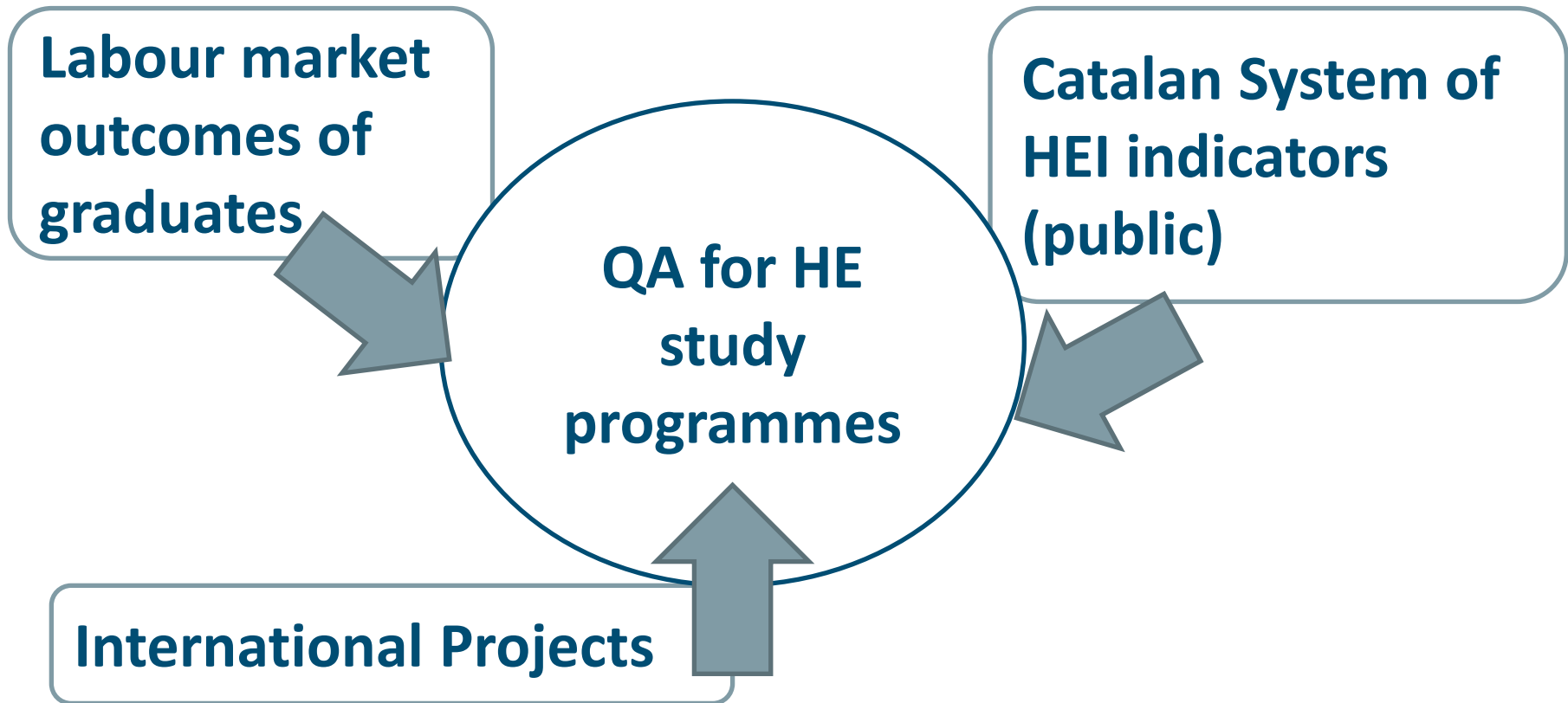
QA commissions  
Programme and  
institutions  
Teaching staff  
evaluation



## QA for study programmes



## Knowledge generation and international projects



**1st Evaluation in 2007**

Fully compliant 2 (Official Status) & Accountability)  
Substantially compliant the rest of the std. Part 3

## **Recommendations from the first review:**

- 1) Simplification & more diversity of the Board of Direction
- 2) Long term and integrated system for QA
- 3) Need for a strategic plan
- 4) Formal mechanism for complaints



## You need time for:

- Planning
- Designing the structure of your report
- Communication (internally and externally)
- Consultation with adequate audiences
- Managing feedbacks
- Re-read the contents of the report
- Translation of documentation
- Use of the website as documentation repository





## Elements for information and communication:

- Rapporteurs: experienced staff in Administration & QA for HE
- Information of the process (Web, newsletter, letters)
- Reporting (draft) in the working language of the agency
- Good identification of audiences (internally and externally)
- International views are important
- Timing for draft distribution
- Make synthesis of the draft contents for active participations
- Prepare evidences in English
- Direction involved

## Main steps:

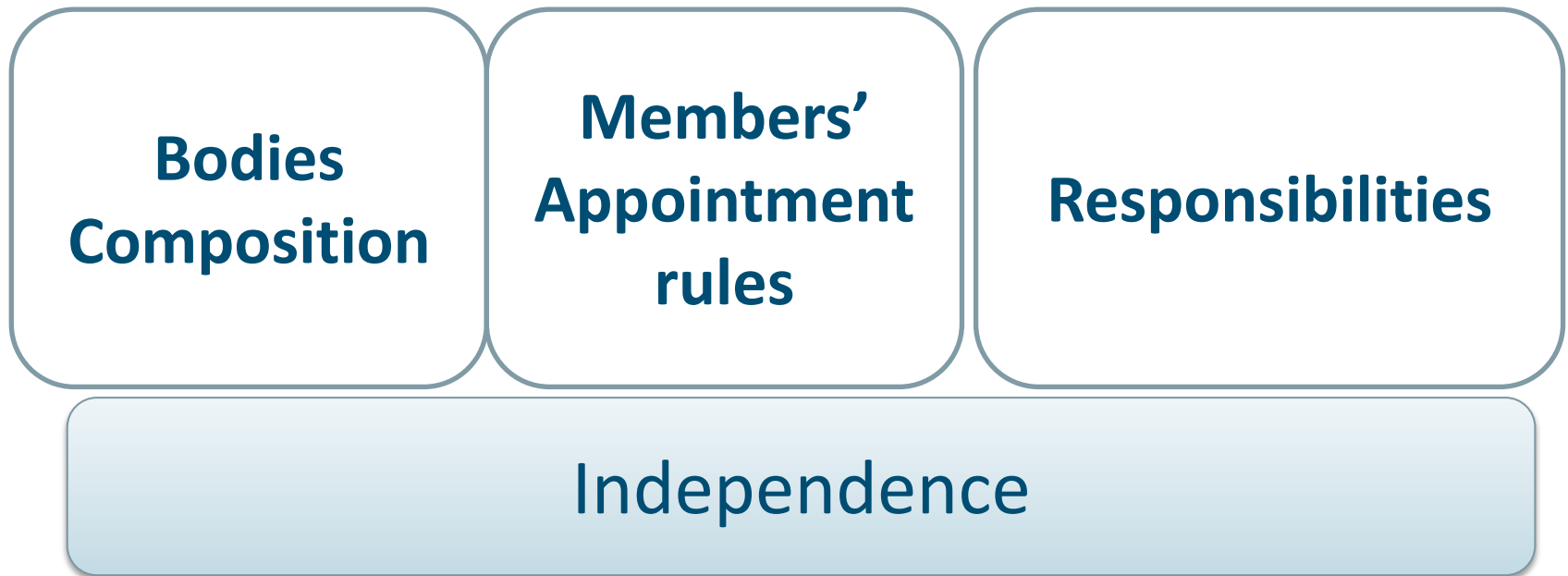
- Calendar is approved
- Rapporteurs write a first draft for internal consultation
- Main evidences should be available in the agency website
- Collection of new evidences if needed
- Match sections of the draft and audiences to be consulted
- Rapporteurs and direction deal with audiences feedbacks
- Draft is approved by the Board of Direction



## Chapters (ESG analysis plus contextual information):

- The Catalan University System (universities and dimension)
- Legislation concerning QA for HE
- The agency (objectives, functions and history)
- Previous review of the agency
- Activities 2008-2012
  - QA of programmes and institutions
  - Assessment of teaching staff (B)
  - Internationalisation
  - Strategic direction and communication
- Structure of the agency and functions of the internal decision making bodies

## Structure of the agency



Group	Participation in AQU
Students	Members in Assessment Commissions Specific Student Commission in AQU
Academic experts	Members in Assessment Commissions Members in AQU QA Commissions (include international members) Former directors of the agency
HEI Managers	Rectors (they are included in AQU's Board) Vice-rectors (they have a specific commission in AQU) QA Units at the universities
Society	Presidents of the Social Councils (each university)
Government of Catalonia	General Director of Universities (member of AQU's Board) General Director of Research (member of AQU's Board) Minister /General Secretary



## Their views about the draft:

- 1) **Confirmation of the draft content by the stakeholders**
- 2) **The document was considered long**
- 3) **Recommendation to organise the information with more clarity.**



## Difference between the first and the second self-assessment:

### 1st exercise (2007):

Self-reflection including some contextual limitations  
Improvement proposals were also included in the draft.

### 2nd exercise (2012):

Clear focus on how the QA agency fulfills the ESG.

## How should the 3<sup>rd</sup> exercise be organised?



## **2007-2012 The review process generates positive consequences:**

- Methodology
- Accountability
- Reporting...

**But, probably not sufficiently effective in changing policies**  
(when other bodies are implied)

**Is the focus on the fulfillment of the ESG reducing the capacity for self-reflection?**







Agència  
per a la Qualitat  
del Sistema Universitari  
de **Catalunya**

[www.aqu.cat](http://www.aqu.cat)

# Thank you!

[jgrifoll@aqu.cat](mailto:jgrifoll@aqu.cat)

El copyright d'aquesta presentació (en format paper i electrònic) pertany a l'Agència per a la Qualitat del Sistema Universitari de Catalunya. Qualsevol reproducció, distribució, transformació o presentació, total o parcial, del seu contingut requereix l'autorització expressa i per escrit d'AQU Catalunya, i la referència a AQU Catalunya com a font d'informació.