



Agència  
per a la Qualitat  
del Sistema Universitari  
de Catalunya

# Measuring impact, enhancing EQA

Panel: Impact of quality assurance

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ENQA Members' Forum 2012

23-24 April Paris

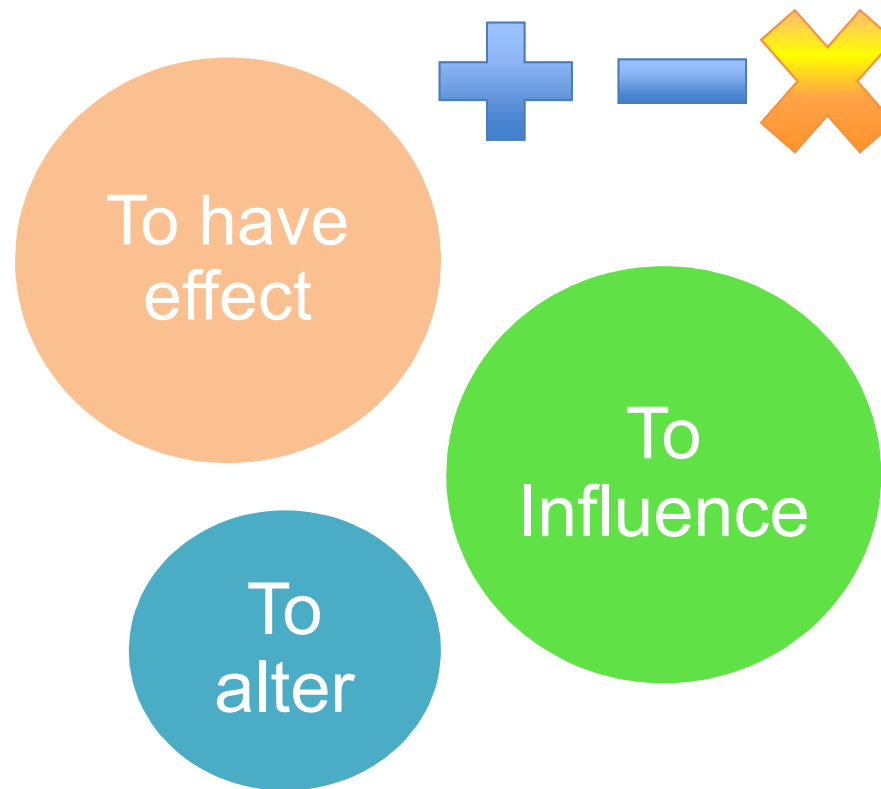
## Japan Credit Rating Agency:

AA/Stable Rating  
on Senior Debts of the University K

Report of 1  
page in  
English

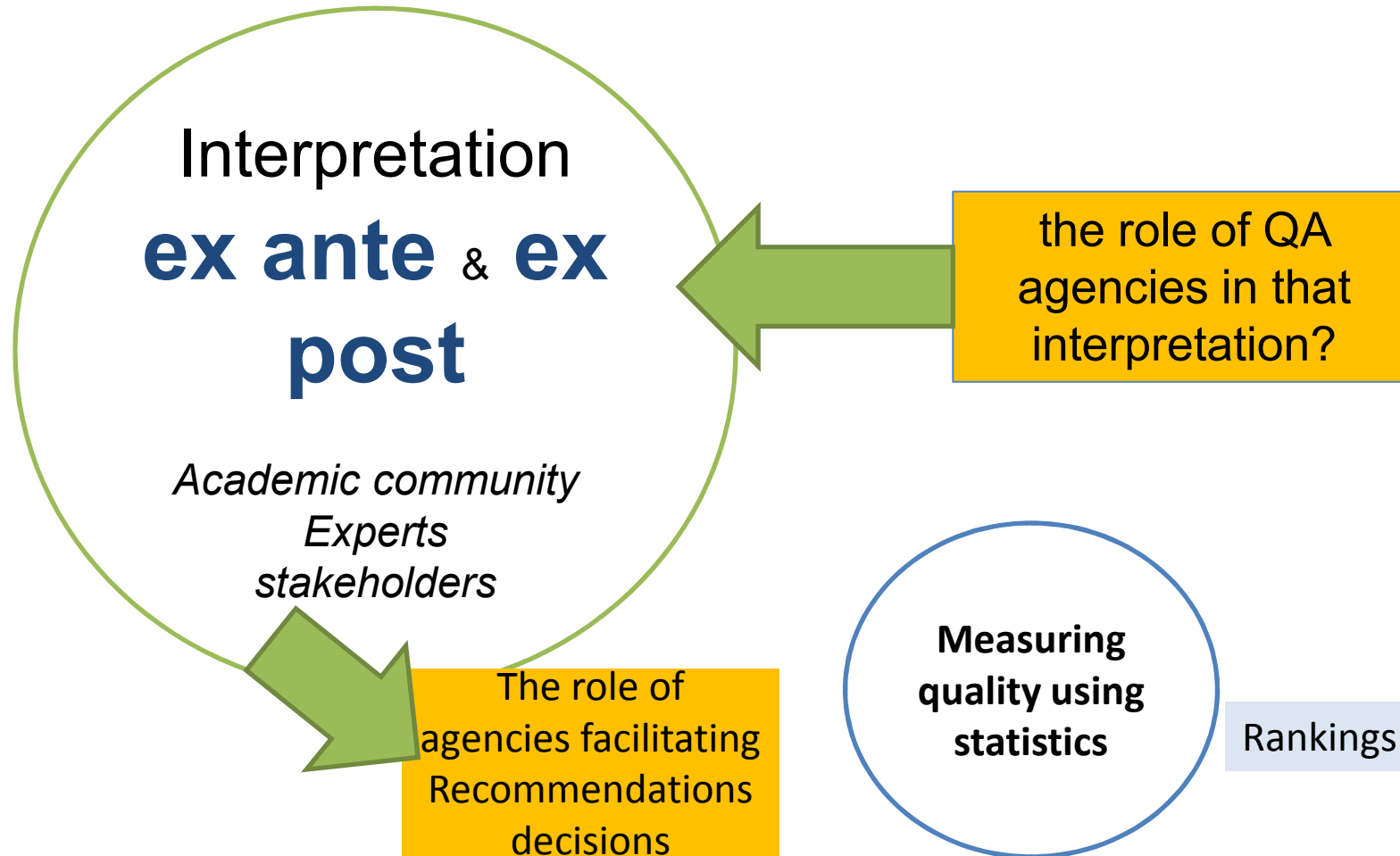
“...the **University K** is working on improving the quality of education and enhancing public relations. Thanks to such efforts , the number of applicants for enrollment is back on the upward trend...”

# Impact?

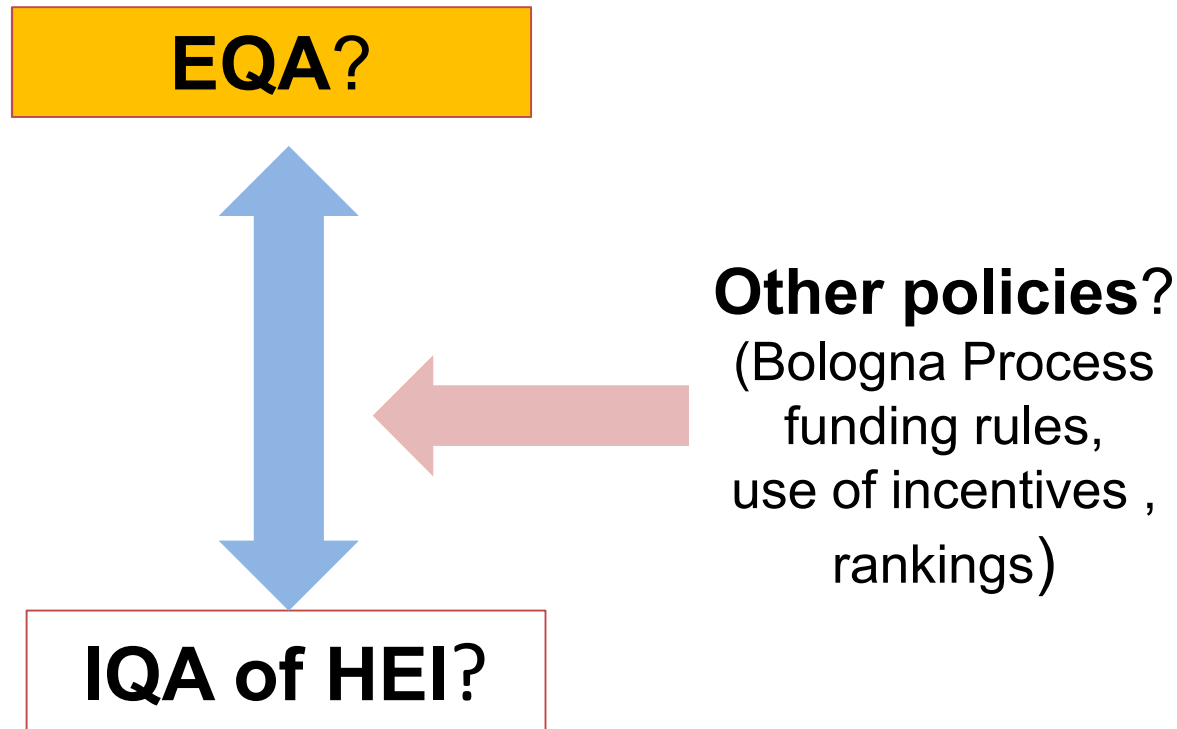


## What is quality?

## Who and how is interpreting the concept of quality?



# Generators of impact



## Areas of impact?

- QA and European dimension of HE?
- QA and improvement of national HE systems?
- QA and better management of HE institutions?
- QA and the quality of educational processes?
- QA and risk management?  
*(weak “products” are not accepted in the system)*
- Information policies of QA and public confidence

## Observing particular impacts ?

What EQA is doing to promote the implementation of QF?

Impact of EQA on the international reputation of our national HE system?

EQA improving students participation in HE enhancement?

EQA producing changes in the admission of new students?

EQA promoting greater autonomy of HE institutions?

EQA and new type of governance for HE institutions?

What EQA is doing for transnational education?

Etc....

What EQA says about the impact of the Bologna Process?

# What is EQA?

## Comprehensive approach:

- All mechanisms conducted by QA agencies to enhance **the quality of HE**

## Focused approach:

- Fulfillment of minimum std + enhancement
- Quality assurance of processes (efficiency) and results (efficacy)
- Quality assurance to promote specific policies:
  - on public information, excellence, employability, mobility...
- Assuring costumer needs / consumer protection

Inspection?



## What EQA's carry out?

- Checking units operating above threshold standards,
- Preventing inadequate institutions (gatekeeper)
- Helping institutions to improve (capacity building)
- Holding institutions to be accountable (achieving mission)
- Accountable for the use of funds
- Advice to the government
- Programmes that satisfy national specifications
- Establishing international relations

(D. Woodhouse, 2011)

## Agencies Cost-benefit analysis?



### Resources

- Expertise (staff & reviewers)
- Methodologies
- Financial resources
- Contributions from HE institutions (implementation of QA)



### Production

- EQA operations (number and type)
- Promotion of IQA operations
- Training activities
- Reports: recommendations + commendations (number and type)
- International links

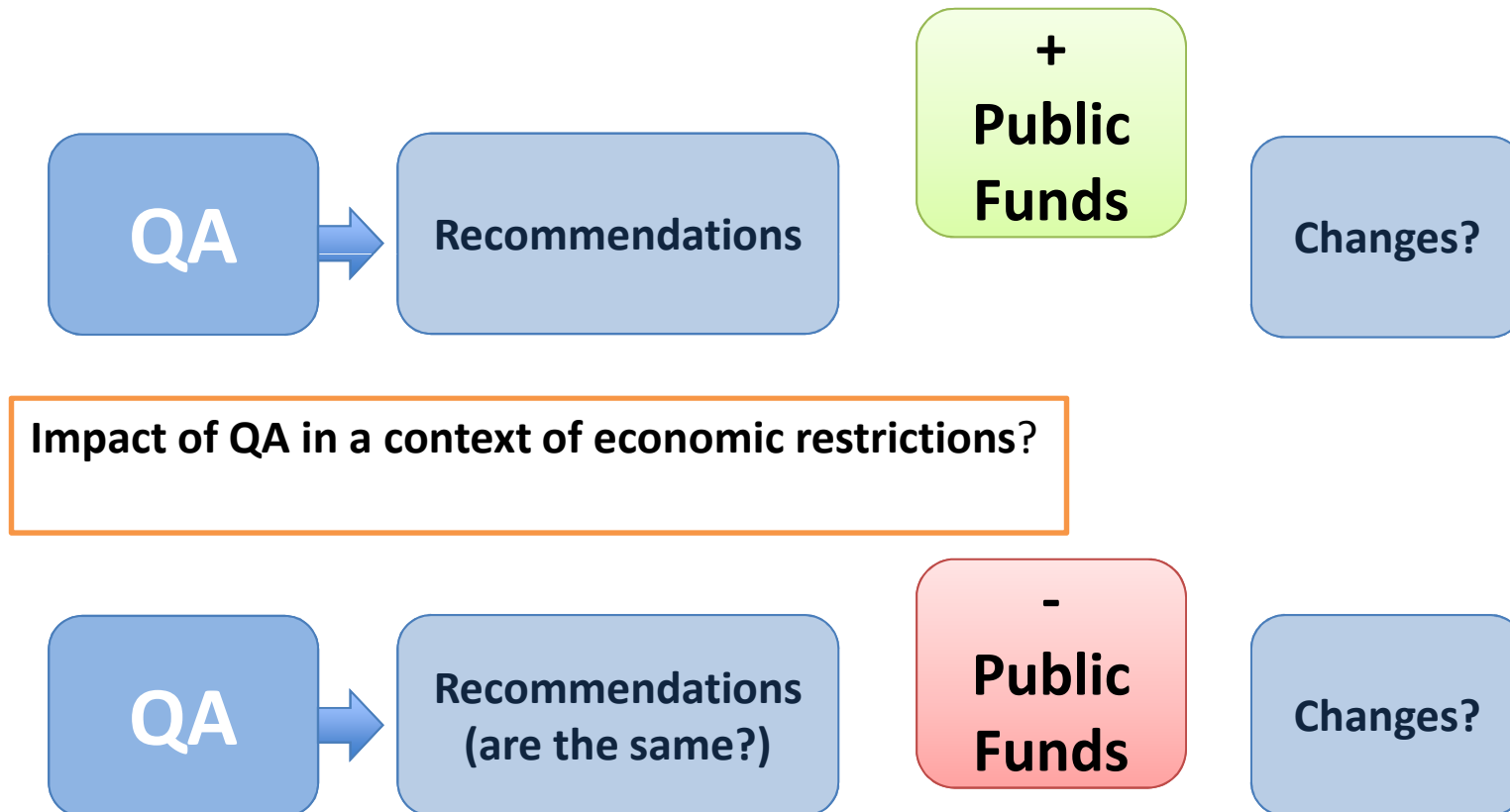


### Results

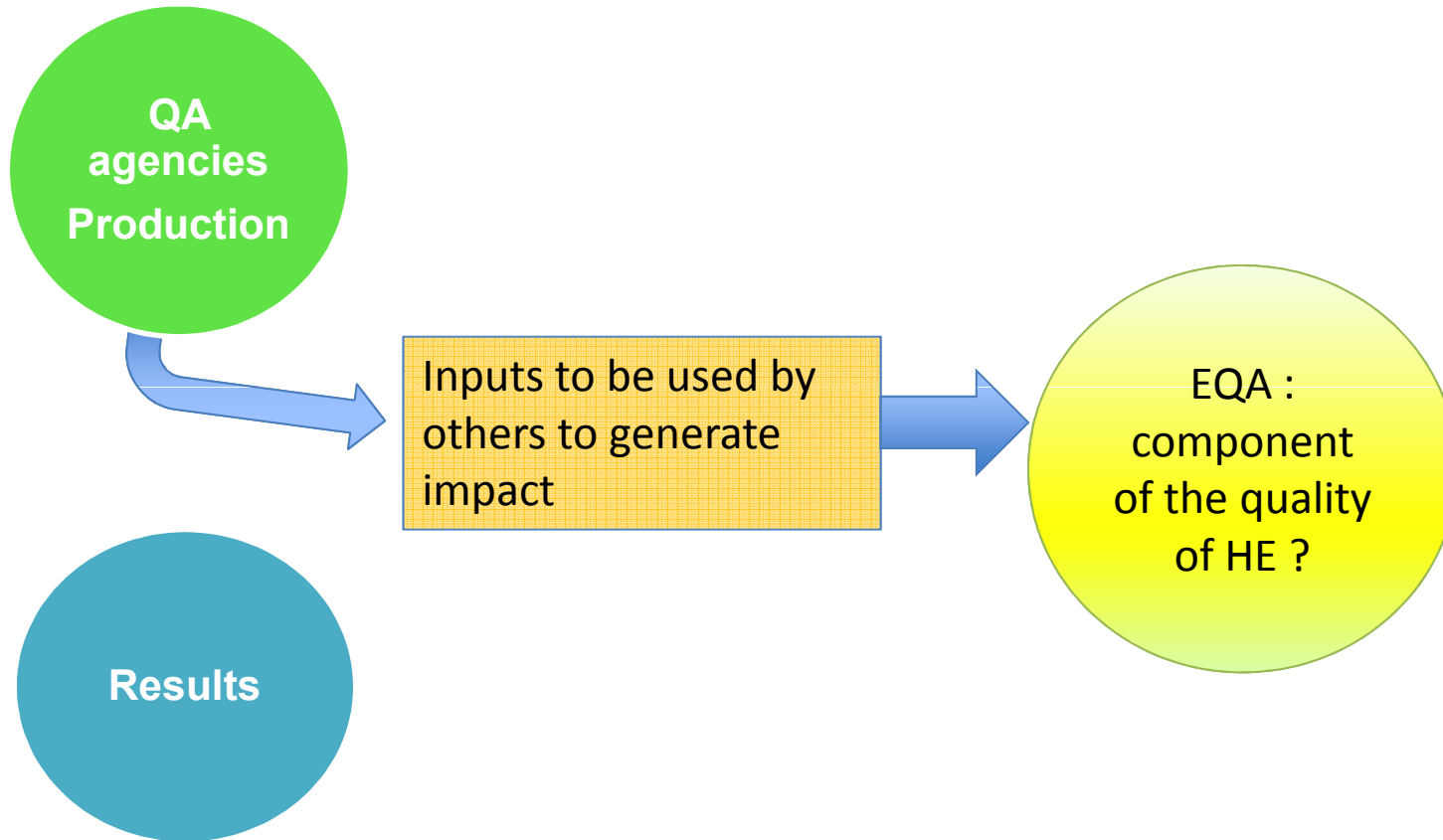
- Readers and users of the information provided by QA agencies?
- Changes introduced in HE according recommendations?
- EQA results and KPI evolution in HE institutions?
- Improving efficiency and efficacy of QA?
- Satisfaction of users and stakeholders about EQA

# Impact in different contexts?

- Impact of QA in a context of economic growth?

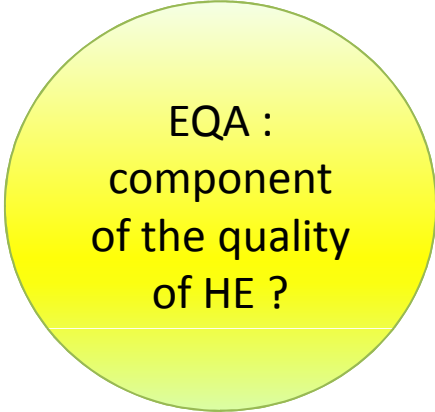


# Additional benefits?



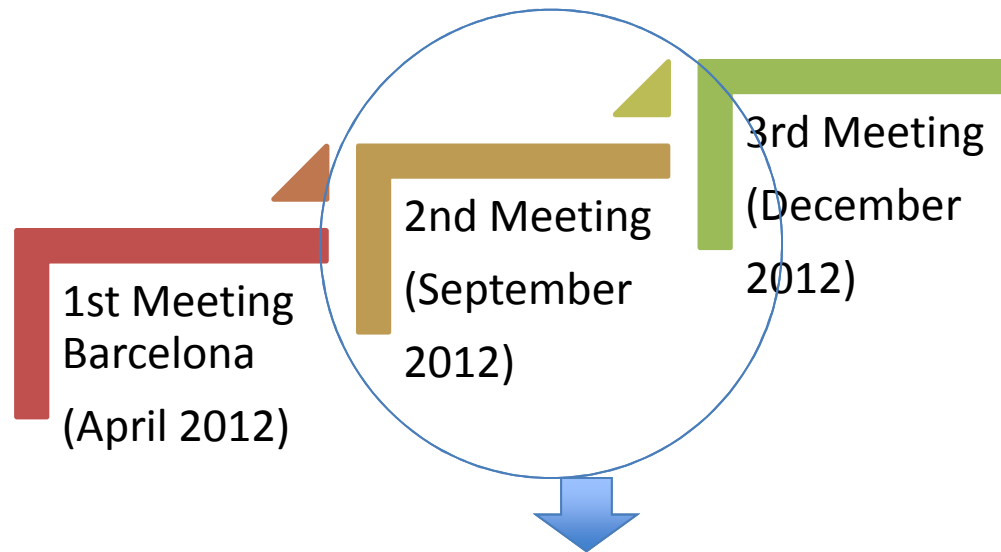
## The impact of tags!

- Euro Safety test.
- Ecofriendly tag
- ISO certified
- Origin denominations
- Ethically produced
- Made in
- Recognitions of extra quality



EQA :  
component  
of the quality  
of HE ?

# Agenda of the WG



1. Inventory of practices to measure impact of EQA
2. Reasons to change/adapt EQA methodology and impact?
3. Possible strategies to measure impact at different levels

# ENQA Working group :19 agencies



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Impact of EQA (Barcelona meeting ENQA  
WG) Josep Grifoll (April 2012)



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Thank you for your kind attention