Overview of the Course

Day 1: Overview of quality in higher education (morning)
- Definitions of quality from various points of view: as excellence, as perfection or consistency, as fitness for purpose, as value for money, as value-added and transformation and empowerment of students
- Purposes of quality assurance, processes, related concepts: accountability, control, evaluation, measurement and quality improvement
- Internal and external quality assurance (differences, similarities, mechanisms)
- Enhancement-led quality assurance

National and European policies and international standards and guidelines of quality assurance and enhancement (afternoon)
- Quality assurance in the European Higher Education Area
- European and international frameworks, transnational organizations and agencies of quality assurance
- Quality assurance standard and guidelines for universities
- Double accreditation (European and US) – similarities and differences of various systems of accreditation
- Rankings and benchmarking in higher education
- National quality assurance policies, bodies, and processes of institutional accreditation

Day 2: Quality management outside the EHEA
- Case studies from Central and South-East Asia, Southern Africa and Latin America

Day 3: Institutional approaches to quality assurance:
- Types of institutional procedures of quality assurance and quality enhancement: outcomes-based self-studies, internal and external program reviews, enhancement-led peer-reviews
- Discussion of existing case studies: best practices, challenges, experiences

Day 4: Quality of research and teaching
- Faculty evaluation: productivity, quality of publications, services
- Evaluation of learning spaces
- Course evaluation (peer-reviews, student questionnaires)
- Evaluation of teaching, classroom practices (classroom observations, feedback mechanisms)
- Quality of online education and e-learning
- Evaluation and students’ assessment

Day 5: Quality of university management, governance, services, student support:
- Quality cultures, hidden values of universities
- Aligning management practices to the quality assurance culture
- Quality management systems, strategies of quality enhancement, transparency, integrity
- Auditing