

## ***The Quality of University Education: Harmonizing Purposes, Processes and Outcomes***

Course dates: 28 June – 2 July 2021

**Course Co-Directors: Pusa Nastase and Matyas Szabo** (Senior Managers, Yehuda Elkana Center for Higher Education)

### **Invited course faculty:**

- **Anguelina Popova**, Associate Professor and Director of American University Central Asia's Center for Teaching, Learning, and Technology
- **Erica Kaufman**, Director of the Institute for Writing and Thinking at Bard College, Visiting Assistant Professor of Humanities
- **Oliver Vettori**, Dean of Accreditation and Quality Management and Director of Program Management and Teaching and Learning Support at WU (Vienna University of Economics and Business)
- **Jacques Lanares**, former Vice Rector of the University of Lausanne in charge of Quality, Human Resources, Development of Teaching and Learning, former Chair of the Quality Delegation of the Swiss Rectors Conference

### **Aims of the course**

The course intends to help universities develop their own internal quality assurance and enhancement processes – including institutional self-studies, preparations for accreditations, program-reviews, faculty and course evaluations, evaluation of teaching and learning, quality of management and student services - and coordinate their efforts to ensure that the outcomes and processes of university teaching (including face-to-face, online and blended teaching) meet local and international standards simultaneously. The course will discuss the challenges of and best practices in fulfilling the many purposes of quality assurance at university level, such as accountability, efficiency, control, evaluation, accreditation, measurement and quality improvement.

### **Expected outcomes**

By the end of the summer course, participants will become familiar with European and international best practices of quality assurance and enhancement at university level, and be able to design tailor-made quality assurance mechanisms for their own institutions.

### **Target Audience**

The course intends to bring together university leaders, managers, administrators, faculty members, students and international offices' staff. We envisage that the course could be of interest for:

- University leaders and managers involved in institutional quality assurance, members of review and promotion committees
- Faculty members interested in ways of evaluating their research and teaching performances and involved in departmental or institutional quality assurance procedures
- Students involved in university governance
- Education think tanks

## **Course content**

### **Day 1: Overview of quality in higher education**

- 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

### **Day 2: National and European policies and international standards and guidelines of quality assurance and enhancement**

- 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 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

## **Preliminary Reading List**

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Hodson, P. J., & Thomas, H. G. (2010). Higher education as an international commodity: Ensuring quality in partnerships. *Assessment & Evaluation in Higher Education*, 26(2), 101-112. <http://dx.doi.org/10.1080/02602930020018944>

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Lewis J (2001): "Reflections on evaluation in practice". In *Evaluation* Vol. 7 pp 387-394

Loukkola, T. and T. Zhang. (2010). Examining Quality Culture: Part 1 – Quality Assurance Processes in Higher Education Institutions. European University Association: Brussels.

Matei, L. & Iwinska, J. (2016) *Quality Assurance in Higher Education: A Practical Handbook*. Budapest, Central European University

Newton, J. (2002). Views from below: Academics coping with quality. *Quality in Higher Education*, 8 (1), 39–63.

<https://www.tandfonline.com/doi/abs/10.1080/13538320220127434>

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