

QUALITY ASSURANCE IN HIGHER EDUCATION

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Definition of QUALITY

Stakeholder groups for higher education

- Fund providers (taxpayers, state, community,..)
- Users of products and services (students, industry, NGOs,..)
- Users of outputs like graduates (employers, community,..)
- Employees of the sector itself (academicians, administrative personnel,..)

Two main definitions

- ❖ Fitness for purpose
- ❖ Satisfying consumer expectations

Perspective

- Purpose: quality is conformance to mission/vision and standards
- Accountability: quality is optimal use of resources and delivery of accurate educational products and services
- Transformative point of view: quality is positive change in student learning experience, and professional and personal development
- Rankings and reputation: quality is achievement of distinction and exclusivity through the fulfillment of high standards

Definition of QUALITY ASSURANCE

ISO definition: ‘part of quality management focused on providing confidence that quality requirements will be fulfilled’

Definition for HE: ‘the totality of planning and implementation principles and their documentation for education, R&D, societal contributions and administrative processes of a university which are developed in compliance both with the mission and goals of the institution and with national needs and international standards.’

Basic Principles:

- A QA system should be in compliance with the mission, vision, strategic goals and objectives of the university.
- It should be in compliance with its declared quality policy principles (widely known, accepted and owned)
- Personnel and students should be encouraged to see the quality processes as part of their fundamental responsibilities.
- Processes should be managed in concordance with institutional values and goals. The principles, definitions and job descriptions for all the processes should be in written form and be implemented as they are enscripted.
- Performance indicators should be defined which are supervised and improved continuously within internal and external institutional evaluation processes.
- PDCA or PDSA loops should be iterated repeatedly for continuous improvement institution wide in all processes.
- Last but not least, the success of a QA system is closely related to institutional continuity, leadership and organizational culture.

THEQC – Turkish Higher Education Quality Council

Primary Duties:

- Performing external evaluation of higher education institutions,
- Coordinating the authorization and recognition processes of accreditation agencies,
- Ensuring the internalization and dissemination of quality assurance culture in higher education institutions.

THEQC is a member of

- ✓ European Association for Quality Assurance in Higher Education (ENQA) and
- ✓ Asia Pacific Quality Network (APQN) since April 2020,
- ✓ International Network for Quality Assurance Agencies in Higher Education (INQAAHE) since May 2020,
- ✓ Association for Quality Assurance Agencies of Islamic World (IQA) since February 2021.
- ✓ Turkish Higher Education Quality Council (THEQC) has been approved as a member of International Quality Group (CIQG) by the Council of Higher Education Accreditation (CHEA) for 2019-2020 and 2020-2021 periods.

There are also bilateral agreements with associations from Russia and France.

University autonomy?

Institutional evaluation, both internally and externally, supports institutional autonomy, strategic leadership, agility and sustainability. It improves the effectiveness of the quality culture. + QA is about integrity, i.e. supports university to hold promises.

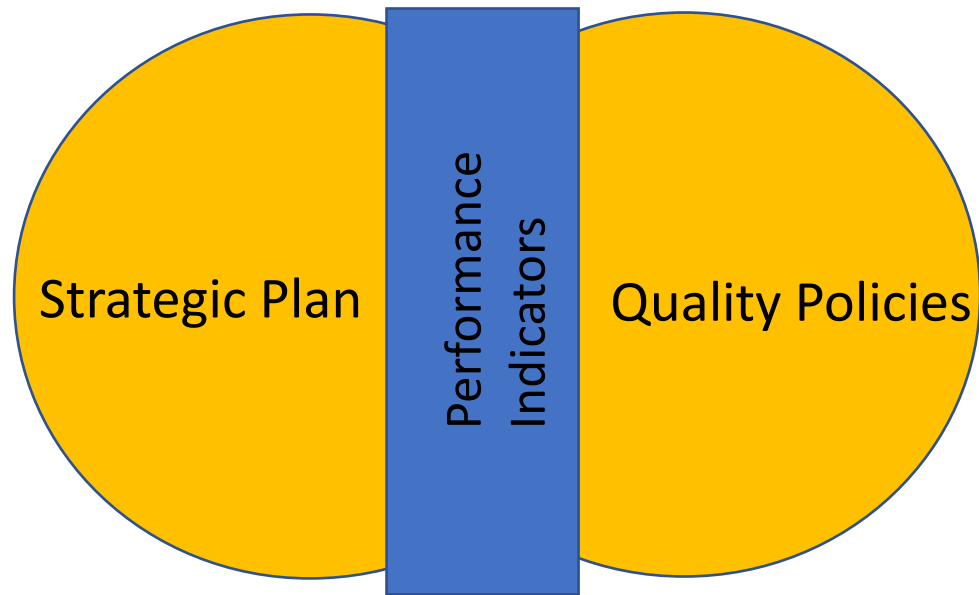
The university decides on what its mission, vision and goals are.

The evaluation processes reflects on how effective the university is working towards its own goals as it announces in its strategic plans and quality policies.

The four key questions addressed are:

- What is the institution trying to do?
- How is the institution trying to do it?
- How does the institution know it works?
- How does the institution change in order to improve?

QA Basic Structures



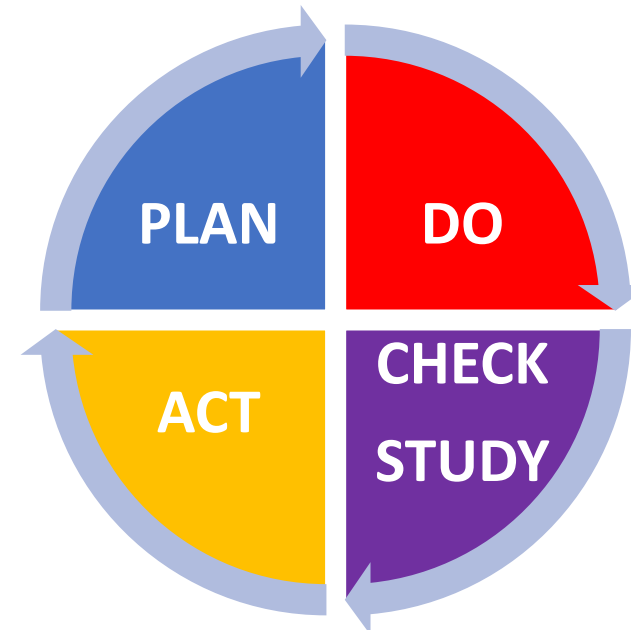
Key to success:

Systematic monitoring of the implementation of the strategic plan via performance indicators, evaluation of results with stakeholders, and improvement

The 'must's for a sound QA system:

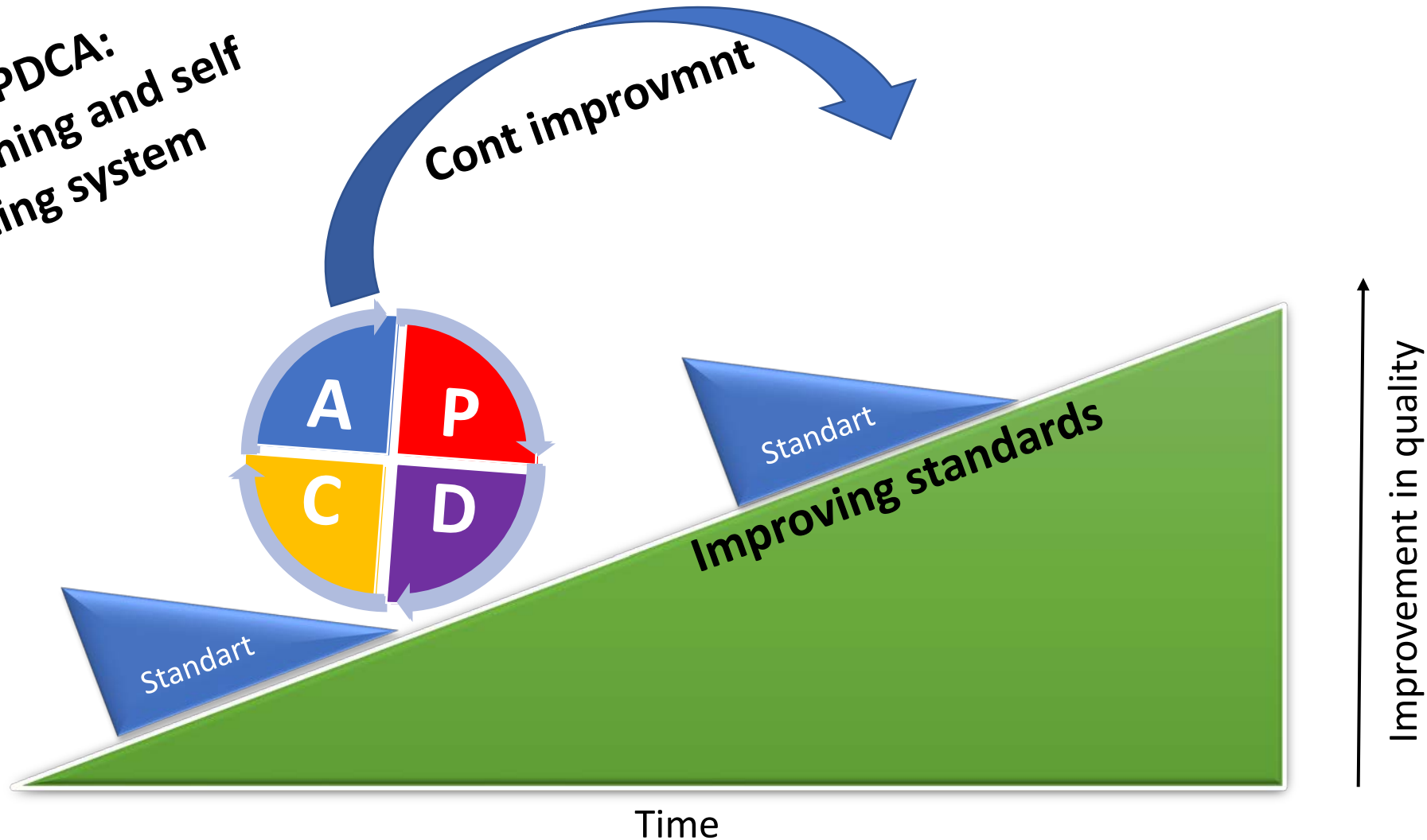
- System
- Stakeholders (internal and external)
- Continuous improvement
- ⇒ effective quality culture

Basic tool: PDCA in all processes



Continuous improvement

Iterating PDCA:
self learning and self
correcting system



Thank you for listening!