

Promoting Quality Culture in Higher Education Institutions The role of QA agencies

12-13 September 2013

Fondation Universitaire, Brussels

While the majority of higher education institutions (HEIs) in Europe have built up quality assurance (QA) systems, recent research shows that those in charge of managing quality at universities feel the need for further incentivising of all stakeholders (students, academic and administrative staff) to take on the responsibility for quality, i.e. to put Part 1 of the ESG into practice and build quality cultures.

This workshop aims to examine the role of QA agencies in the process of building and fostering quality culture in HEIs. The workshop will start by looking at the findings of recent ENQA work on the impact of external quality assurance and the recent EUA studies on quality culture. The participants are then invited to discuss how agencies can use the external QA procedures which they design and carry out to support HEIs in fostering and promoting quality culture at all levels. Some good practice examples will be presented.

Day 1 – Thursday 12th September

9.00 *Registrations and coffee*

9.30 **Opening and welcome**

- Welcome words, Henrik Toft Jensen, Chair of the PQC Steering Committee
- Setting the context: Presentation of the project and the aims set for the workshop, Maria Kelo, ENQA

9.45 **Impact of EQA on quality culture – reflections from the ENQA working group on Impact**

Chair: Tia Loukkola

- Presentation by Josep Grifoll, ENQA Board
- Discussion

10.45 *Coffee break*

11.15 **In pursuit of quality culture - presentation of the outcomes of the “Examining Quality Culture” and “Promoting Quality Culture” projects**

Chair: (to be selected from among the registered agency participants)

- Presentation by Andrée Sursock, EUA, and Oliver Vettori, Vienna University of Economics and Business
- Discussion

Directions for working groups

12.30 *Lunch*

13.30 **Working groups** – participants are divided into three groups which will discuss how agencies assess/take into account quality culture when evaluating an institution and/or how o agencies support the institutions not only to comply with criteria but to strive for a quality culture. Guide questions will be prepared.

15.30 *Coffee break*

16.00 **Outcomes from the working groups and discussion among all participants**

Chair: Tia Loukkola, EUA

- Reports on the working group discussions by the facilitators
- Discussion

17.00 *End of day 1*

19.30 *Dinner*

Day 2 – Friday 13 September

9.00 **The role of QA agencies in building quality culture in HEIs – a double perspective**

Chair: Josep Grifoll

- Institutional expectations on agencies' contribution to building quality culture, Freddy Coignoul, University of Liege
- Agency experience in supporting institutional quality culture/in detecting and encouraging quality culture, Caty Duykaerts, AEQES
- Discussion

10.30 *Coffee break*

11.00 **Outcomes of the PQC project and the way forward for the future**

Chair: Henrik Toft Jensen, Chair of the PQC Steering Committee

- Report on the conclusions of the workshop, Maria Kelo, ENQA and Tia Loukkola, EUA
- Discussion

12.30 *End of workshop and lunch*