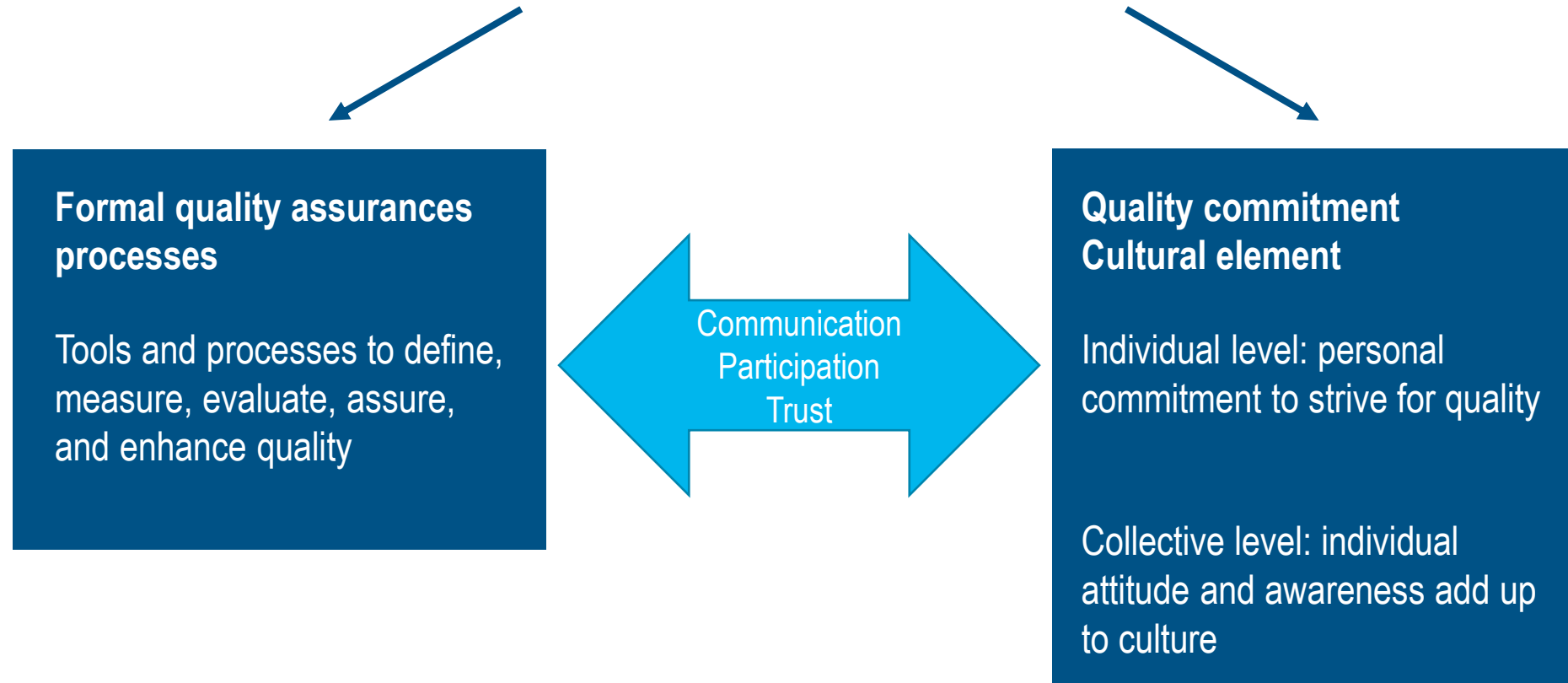


Building internal QA systems: trends, opportunities

@Tia Loukkola

Tia Loukkola
7 March 2019

QUALITY CULTURE



Quality culture vs. bureaucracy

- **Challenge no 1: motivating staff and students**
- **Ownership**
 - Engagement from early on until the follow-up actions
- **Sense-making**
 - What does it mean for me? What is in it for me?
- **Communication**
 - Filtering and translating

Three steps for developing a system

Laying the foundation – policy and context

- The context influences what kind of internal QA policy and system makes sense

From foundation to framework – structures and responsibilities

- Centralised or decentralised
- Specialised QA staff or additional task for academic staff
- Promote ownership and getting the whole institution on board
- Ensure relevance for institutional community

From framework to action – tools and processes

- Use a mix of several instruments to ensure good intelligence
- Carefully consider what information is required
- Close the feedback loop
- Invest in formal and informal communication

EUREQA Moments! Top tips for
internal quality assurance 2015

Key challenges, yet also success factors?

- **Link quality assurance to institutional strategic management**
- **Generate information valuable for both internal decision-making and external stakeholders**
- **Ensure the quality of student experience and success**
- **Link QA and the academic quality of learning and teaching**
- **Demonstrate that HEIs have in place robust measures to review their study programmes**

Thank you for your attention

