Back to the future: Taking quality assurance to the next decade

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Workshop overview

- Introduction
- Looking back: Group work
- Looking forward: Group work
- Take home message
Looking back: QA in 2005
Development of quality assurance

• Control → total quality management
• TQM:
  – Structural/planned
  – Systematic
  – Integrated
    • Challenge
    • Linked to development of quality culture
Looking back: illustration

Characteristics of quality assurance: 5 Phases

- structural
- systematic
- integrated

1. Least developed → 5. Ideal situation
Group work

• Assignment:
  – Discuss and motivate in small groups/neighbour which phase (1-5) fits your institution in general
Plenary discussion
FHML, Maastricht University, NL Phase 3-4

- Structural: after each unit
- Systematic: all relevant aspects
- Standard questionnaire
- Developing student involvement
- Not consistent lead to improvement
- Challenge: development quality culture
Looking towards the future

• A lot of work is done, but we’re not there yet!

• General challenge:
  – Integrated quality assurance:
    • Integrated in normal working patterns at all levels of the organization
    • More than just a system but a quality culture
Definition quality culture

An organization culture or a shared value and a collective responsibility for all members of an institution that intends to enhance educational quality permanently (EUA, 2006)
Group work

- Assignment: Small groups/pairs reflect on good practices to develop tips:
  Develop and contribute to an integrated quality assurance system (3-5 tips)
Plenary discussion - clustering

• Group presentations
Sticker

- Please put a sticker for the most valuable tip
Take home messages

- Partnership between staff - students
- Communication about results
- Focus on continuous improvement
- Collective responsibility
- Stimulate commitment and involvement
Looking forward: QA in 2025
Thank you!

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