

# ENQA ONLINE MEMBERS' FORUM 2021: WEBINAR – STAKEHOLDER INVOLVEMENT IN EXTERNAL QUALITY ASSURANCE

## EFFECTIVE INVOLVEMENT OF STAKEHOLDERS IN EXTERNAL QUALITY ASSURANCE ACTIVITIES (ESQA) PROJECT

MAIN PROJECT OUTPUTS: STUDY AND GUIDE

MILJA HOMAN, PROJECT AND REVIEWS OFFICER, ENQA



Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

**enqa.**

# THE ESQA PROJECT

- Erasmus+: KA3 – Support to Policy Reform – “Support to the implementation of EHEA reforms - 2018-2020”. STRAND I: Support to the activities related to the Bologna Peer Groups
- examines and explores stakeholder involvement in EQA & aims to make this engagement effective and diversified
- Website: <https://esqa.ro/>



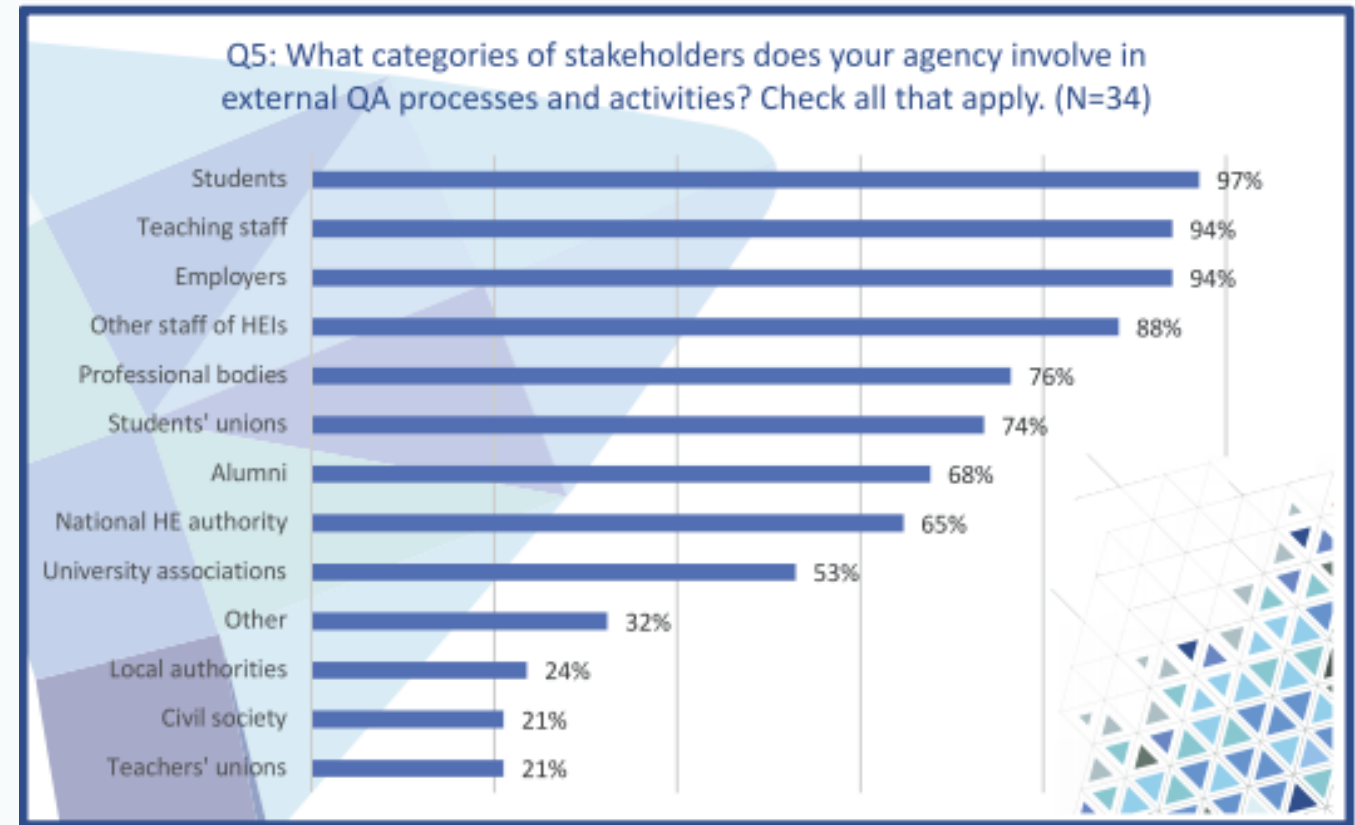
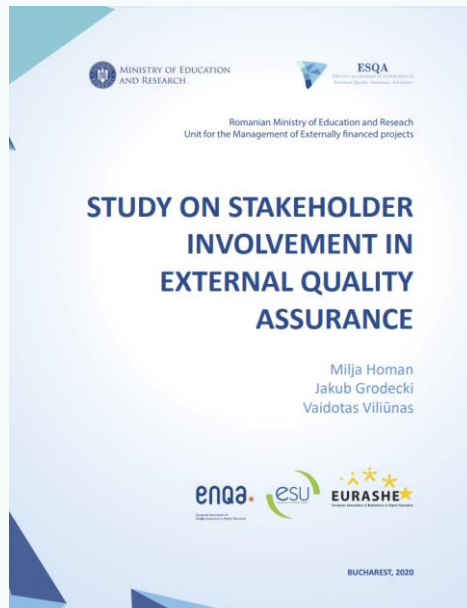
Co-funded by the Erasmus+ Programme of the European Union



**ESQA**  
Effective involvement of Stakeholders in External Quality Assurance Activities

# STUDY ON STAKEHOLDER INVOLVEMENT IN EXTERNAL QUALITY ASSURANCE

- Maps stakeholder engagement in external QA in the EHEA and presents examples of good practices
- Themes include: **benefits, barriers, communication, recruitment, training, independence**



Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

# SOME STUDY RESULTS – AGENCIES’ OBJECTIVES & BENEFITS

- Key objectives
  - Make the QA system more **comprehensive and responsive to societal needs** (70%)
  - Increase **trust and mutual understanding** (60%)

- Benefits:

“helps to build and empower the HE sector and to create feeling of collective ownership for the quality of education”

“external evaluation results are becoming increasingly credible for HEIs”

“increasing students’ awareness of the importance of active involvement in EQA processes”



Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

## SOME STUDY RESULTS – BARRIERS FOR EFFECTIVE INVOLVEMENT

- **Students:** lack of sufficient knowledge or experience in QA (70%), lack of interest or motivation to be involved (40%)
- **Employers:** lack of interest or motivation (67%), lack of time and/or financial motivation (67%), lack of sufficient knowledge or experience in higher education teaching and learning process (63%)
- **Teaching staff:** lack of time and/or financial motivation (50%), lack of sufficient knowledge or experience in QA (47%), lack of interest or motivation to be involved (47%)



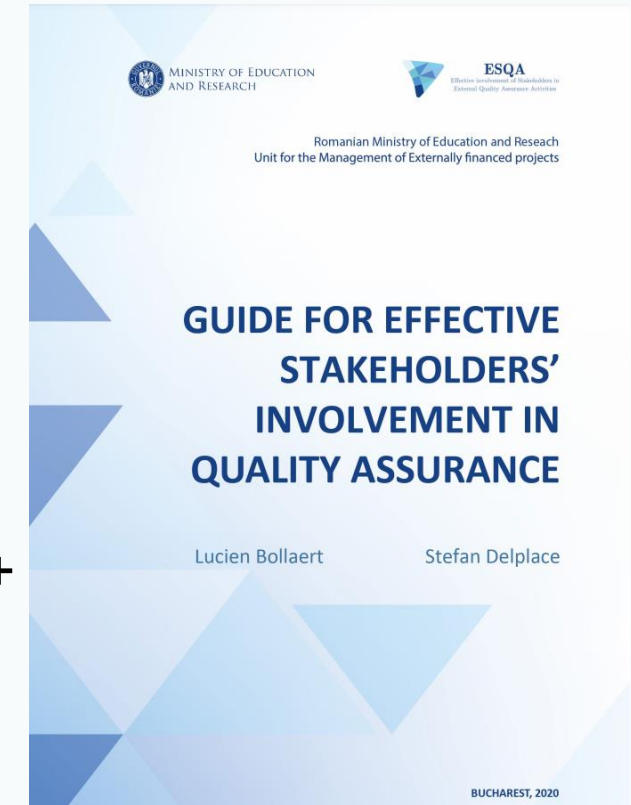
Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

# GUIDE FOR EFFECTIVE STAKEHOLDERS' INVOLVEMENT IN QUALITY ASSURANCE

- Provides guidelines with the aim to
  - strengthen dialogue and co-operation with stakeholders
  - deepen engagement to make it more effective
- Target audience is primarily QA agencies and national authorities + stakeholders themselves!



Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

# ESQA GUIDE – 10 THEMES

**Theme 1:** Sharing underlying concepts of quality in HE and QA systems

**Theme 2:** Diversity of categories of stakeholders and their different roles, especially in consultations

**Theme 3:** Objectives of stakeholders' involvement

**Theme 4:** Recruitment/Selection of stakeholders

**Theme 5:** Training of stakeholders

**Theme 6:** Involvement of stakeholders in reviews

**Theme 7:** Involvement of stakeholders in the governance and organisation of QA agencies

**Theme 8:** Independence vis-a-vis stakeholders' involvement

**Theme 9:** Communication and transparency towards stakeholders

**Theme 10:** Strategic approach to stakeholder engagement and supporting activities



Co-funded by the  
Erasmus+ Programme  
of the European Union



**ESQA**  
Effective involvement of Stakeholders in  
External Quality Assurance Activities

## YOUR FEEDBACK MATTERS!

- If you have read the Study and Guide, please give us your feedback on them: <https://esqa.ro/questionnaire/>





THANK  
YOU

enqa.