



**HAKA**

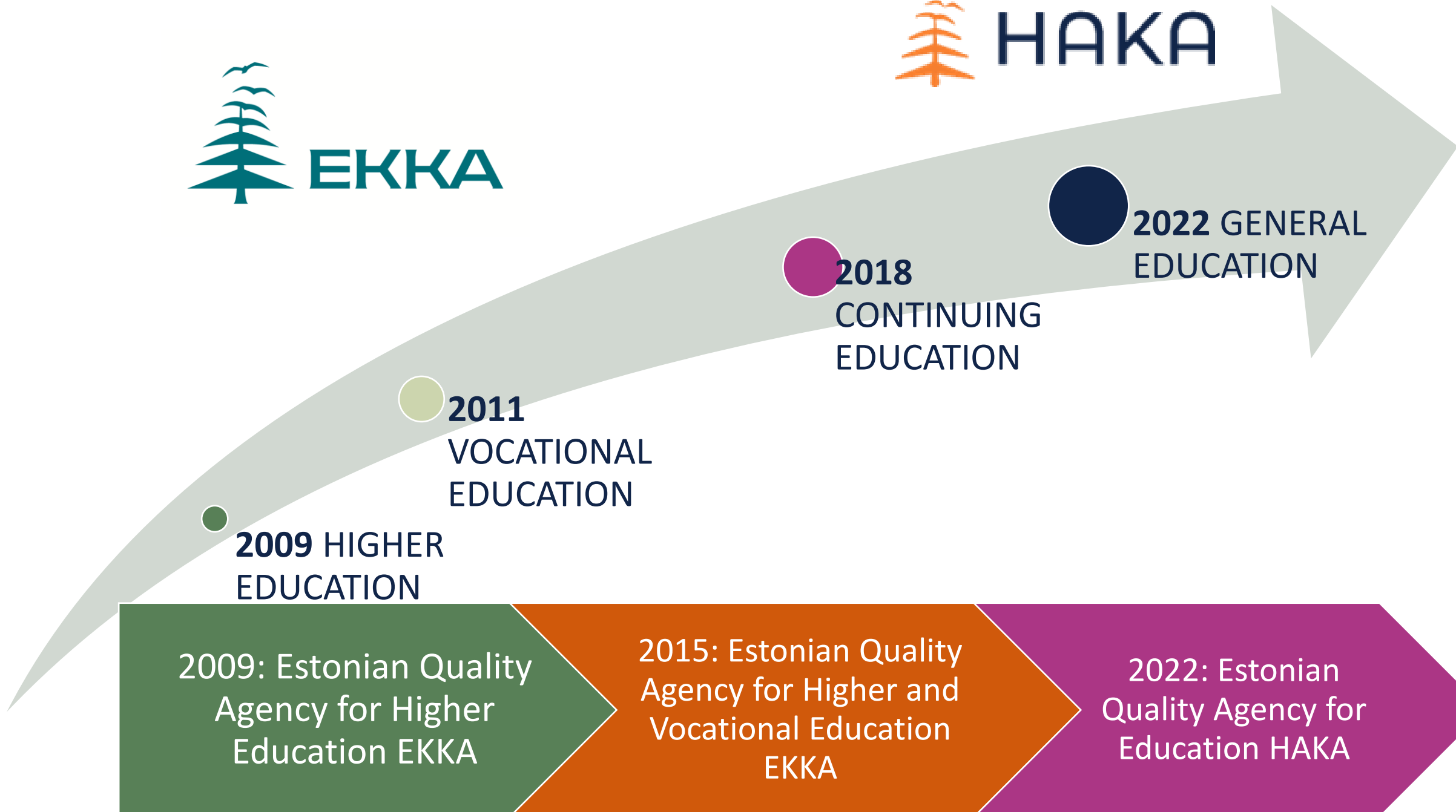
Eesti Hariduse  
Kvaliteediagentuur

# Time and quality

Heli Mattisen

Hannover  
2024





# Activities of HAKA in a nutshell

HIGHER EDUCATION	VOCATIONAL EDUCATION AND TRAINING	CONTINUING EDUCATION	GENERAL EDUCATION
<ul style="list-style-type: none"> <li>➤ Institutional accreditation</li> <li>➤ Initial assessment of study programme groups</li> <li>➤ Thematic review</li> </ul>	<ul style="list-style-type: none"> <li>➤ Quality assessment of study programme groups</li> <li>➤ Initial assessment of study programme groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ Developing the system for EQA in continuing education</li> <li>➤ Quality assessment of continuing education (piloting)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Developing the system for quality enhancement in general education</li> <li>➤ Development programmes for quality enhancement</li> </ul>
<p>Development of standards and guidelines, trainings, analyses, international activities</p>			

# TOPICS

- 1) Temporal norms vs individual learning paths
- 2) Quality of time and perception of „time flow“ in the process of quality improvement
- 3) How to manage temporality in EQA?



# Temporal norms and individual learning paths

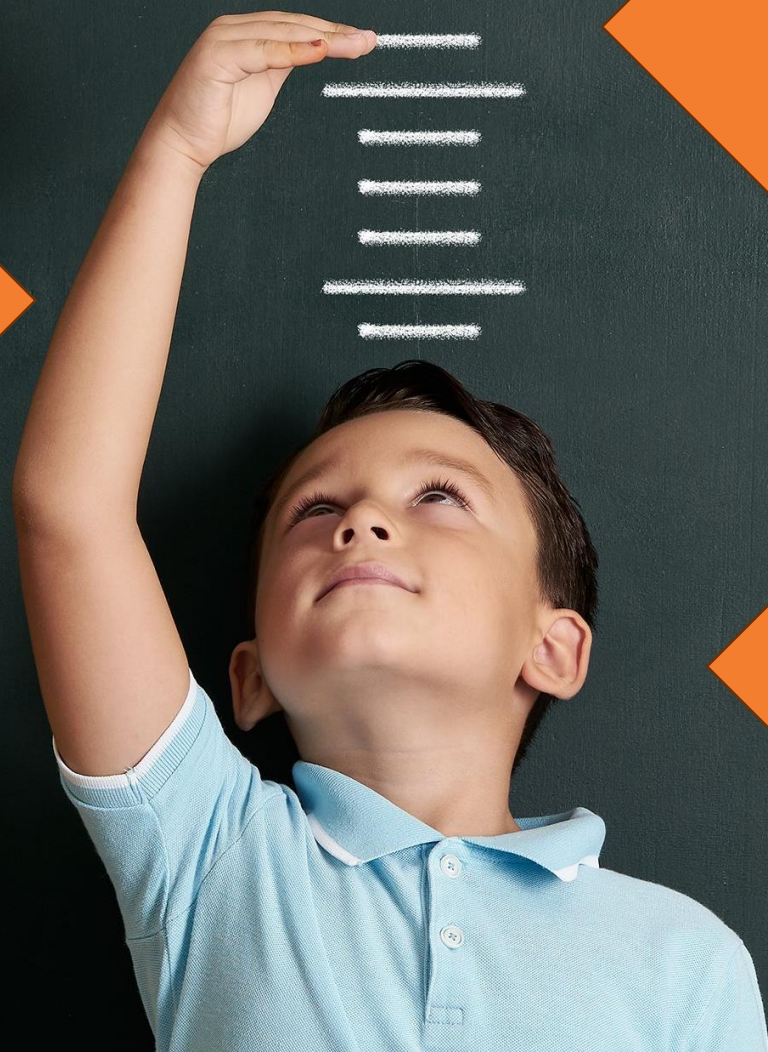
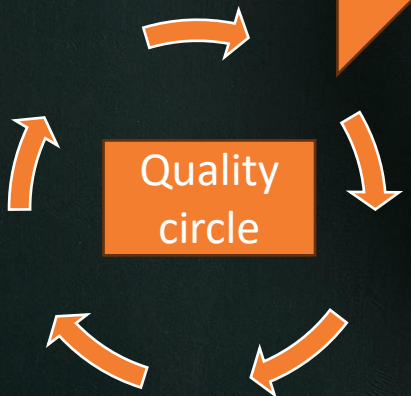


## MISSION of HAKA

We empower educational institutions and other stakeholders in advancing the quality of learning and teaching as well as **supporting the development of learners.**



Continuous monitoring, formative feedback, and improvement



Student centered approach

Quality criteria

Organisational growth

**Self-determination theory** (*Edward Deci and Richard Ryan*) – a theory of human motivation.

- 1) Autonomy:** the need to feel agency and choice in one's actions (ownership).
- 2) Competence:** feeling effective and capable of achieving desired outcomes; importance of challenges and feedback in promoting skill development and proficiency.
- 3) Relatedness:** The desire to feel connected to others, to have a sense of belongingness.





# Quality of time and perception of „time flow“ in the process of quality improvement



# NO TIME FOR IMPROVEMENTS?

The higher the quality of time,  
the lower the perceived passage of time



# How to measure the quality of time?

- 1. Productivity and efficiency** – goals met, tasks completed
- 2. Satisfaction and fulfillment** – individual emotions, joy, pleasure
- 3. Engagement and focus** - intensity of work, without any distractions
- 4. Impact and value** - the value created during the time, in terms of personal growth, positive influence on others, contributions to larger groups

...





## Ergo ...

the time spent on quality assurance is also of high quality, if:

- 1) the activities are purposeful and systematic,
- 2) their necessity and usefulness are understood and embraced by the participants,
- 3) the activities generate added value for the participants,
- 4) the activities have specific outcomes that positively affect all parties,
- 5) people feel that they are doing something relevant together and they enjoy being there.

## A sample: Perceived impact in EQA of continuing education: preliminary results 2024

- **87%** of respondents saw QA as an **opportunity for (self-)development**.
- **77%** of respondents would be willing to **repeat the process** (in different programme group or other reason).
- **84%** of respondents felt, that **self-assessment** was **beneficial** for them.
- **55%** of respondents agreed that self-assessment helped to **improve organising studies/learning processes**.
- **71%** of respondents stated that **self-assessment increased their workload**.





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# How to manage temporality in EQA?



# Some options

1. Let's talk (and implement) quality culture rather than QA systems
2. Quality management should be an integral part of strategic management
3. Quality standards must be sufficiently general and challenging to allow for variations arising from time and space, and ensuring that they will stay „up to date“.
4. HEIs are responsible for quality of education – they should be the owners of the IQA and EQA processes.
5. ...



Time for reflections!

