

An Evaluation of the *Quality* (*Assurance*) *Evaluation* – Case Study: The University of Bucharest

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Quality Assurance Evaluation (QAE)

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What does **QAE** mean?

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What does **QAE** mean?

1. What does **Quality Assurance** mean?

Quality Assurance Evaluation (QAE)

What does **QAE** mean?

1. What does **Quality Assurance** mean?

2. What does it mean to **evaluate** *quality assurance*?



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Quality Assurance means the totality of the procedures, processes and systems used by a Higher Education Institution (HEI) in order to manage and improve the quality of its educational and administrative activities.



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How can one **evaluate** *quality assurance* of HEIs?

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Using **indicators**...

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What is **the role** of this quality indicators?

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Quality indicators measure the degree of implementation and efficiency of a quality management system in a HEI.

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Using **indicators**...

What is **the role** of this quality indicators?

Quality indicators measure the degree of implementation and efficiency of a quality management system in a HEI.

(!) Quality indicators do measure **quantitatively** the quality of an institution...



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What's **quality**?

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That's a very deep philosophical question...

What's **quality**?

What would be then *the philosophy* of quality assurance?

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What quality assurance indicators can/cannot measure?

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What quality assurance indicators can/cannot measure?

They cannot really measure the existence of a **culture of quality**.

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What would be then *the philosophy* of quality assurance?

What quality assurance indicators can/cannot measure?

They cannot really measure the existence of a **culture of quality**.

What does this mean?

Quality Culture presupposes (at least):

- the involvement of the central management;
awareness of all participants;
- the existence of an efficient evaluation system.

Quality Culture means also:

- *horizontally*, a better coordination and collaboration between academic and administrative departments,
- *vertically*, a better coordination and communication between central management and its local counterpart.

Philosophically, in short, **Quality Culture** means:

to write down everything you do

Philosophically, in short, **Quality Culture** means:

*to write down everything you do, and to do all you
have written*

(!) An evaluation focuses primarily on the first component, on the **documentation** of the institution, and the second, the **implementation** of the procedures, if wanted, in the case of an evaluation, could easily be mimed. Yet, exactly the second part is important for the inner life of an institution: the existence of a ***quality culture***.

An instance of a Quality Assurance Evaluation – The case of *The University of Bucharest*

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Two negative aspects:

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Two negative aspects:

- **lack of communication and coordination**
(the example with the indicator concerning the ratio between the number of professors and the number of students)

An instance of a Quality Assurance Evaluation – The case of *The University of Bucharest*

Two negative aspects:

- **lack of communication and coordination**

(the example with the indicator concerning the ratio between the number of professors and the number of students)

- ***Ivory Tower Symptom***

(to consider that *qua* professor your job is only to teach and research, and not to provide any administrative job)



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Conclusions:



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Conclusions:

- There are at least two ways **to enhance quality assurance** in an higher education institution:

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to increase the **inter-departmental communication and coordination**;

Conclusions:

There are at least two ways **to enhance quality assurance** in an higher education institution:

1. to increase the **inter-departmental communication and coordination**;
2. to augment the degree of **administrative involvement** of professors.



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Questions for further reflections and discussions:

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- How can we detect the presence of a quality culture in an institution?

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- How can we enhance inter-departmental and inter-personal coordination?

Questions for further reflections and discussions

- How can we detect the presence of a quality culture in an institution?
- How can we enhance inter-departmental and inter-personal coordination?
- How to deal with the *Ivory Tower* disease?



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Thank you!