

“External quality assurance and accreditation in the European Union: ACSUG experience”

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ACSUG has implanted a Quality and Environmental Internal Management System certified by AENOR according the ISO 9001:2008 and ISO 14001:2004 Standards and Eco-Management and Audit Scheme (EMAS)

Agency included in the EQAR



ACSUG is a full member of ENQA



- **Introduction**
- **Main aspects to take into account in the accreditation processes**
- **Main external quality assurance and accreditation activities that ACSUG carries out**
 - ❑ Assessment, follow-up and accreditation of degrees
 - ❑ Establishment and accreditation of internal quality assurance systems in the Galician University System (SUG) centers
 - ❑ Accreditation of teaching staff prior to their hiring by the SUG universities
 - ❑ Teaching performance assessment
 - ❑ Accreditation of international university faculties
- **Conclusions**

ACSUG Mission

- The fundamental mission of ACSUG is to contribute in the quality improvement of the Galician University System (SUG). **To do so, it takes actions in the area of drafting reports, evaluation, certification and accreditation for the activities conducted by Galician universities, especially related to teaching, research, knowledge, transfer and management.**

In addition to this:

- **Importance of external relationships and benchmarking:**

National Level: Spanish Association of Quality Assurance Agencies (REACU).

International Level: European Association for Quality Assurance in Higher Education (ENQA), European Quality Assurance Register (EQAR), international projects,...



1) Accreditation organizations have to be recognized by its transparency, independence and credibility

- A good way is starting with the internal quality
- You only obtain credibility carrying out activities during some years.

2) Stages of the accreditation process

- The criteria and procedures of the process have to be published previously. (transparency)
- The process has to include a self-assessment, external evaluation, final report and appeal procedure.

3) External evaluation committees

- It's important have a good selection procedure for the experts.
- The selection criteria has to be available publicly and also the composition of the panels (In this way the university or person which is going to be assessed can report a possible conflict of interests)

4) Independence

- The final body responsible for the reports and accreditations hasn't to be influenced by third parties in relation with the accreditation results.
- The appeal procedure is extremely important to assure the objectivity of the process (a good idea is that different experts evaluate the appeal).

1) Assessment, follow-up and accreditation of degrees

Structure of the University Degrees in Spain:

Grade: 4 academic years Master: 1 or 2 academic years

PhD: depending of the university.

ACSUG is the responsible of this activity in Galicia. The evaluation of degrees has three different stages:

1.1) Evaluation prior to the establishment of the degree in the university system.

Requirements to take into account by the universities:

- Degree description, justify the interests and benefits of implanting the degree, objectives and competences of the graduates, admission of students procedure, teaching planning, academic staff, material resources, results estimated, internal assurance system of the center and schedule of the degree implantation.

The universities elaborate a self-assessment report according the previous characteristics.

Then ACSUG make a external evaluation of the reports. External expert panels are used (with academics, professionals and students).

Like in all accreditation processes, the body responsible for drafting reports in ACSUG (CGIACA) finally decides the final result (which normally is the same as the expert panels).

1) Assessment, follow-up and accreditation of degrees

1.2) Yearly follow-up during 4 years (master) and 6 years (grade and PhD)

When the universities has the permission to start with the degree they are obliged to make a yearly follow-up which is revised by ACSUG (with the participation of external panels again).

It' a good tool by means of which the universities (and ACSUG also) can check yearly if the degrees are developing according the initial planning.

1.3) Accreditation process after the follow-up

The aim of this activity is to verify that the study plan is being undertaken in line with its initial project. The aspects to be revised by ACSUG (with external committees) are subsequently the same as in the evaluation prior of the degree establishment.

If the accreditation is OK the degree continues in the university system and it has to carry on with the yearly follow-up until the next accreditation process.

If the result of evaluation is negative, the degree cease to be official and valid and the study plan is cancelled. In this case, the university has to apply for a new evaluation prior for the degree.

1) Assessment, follow-up and accreditation of degrees

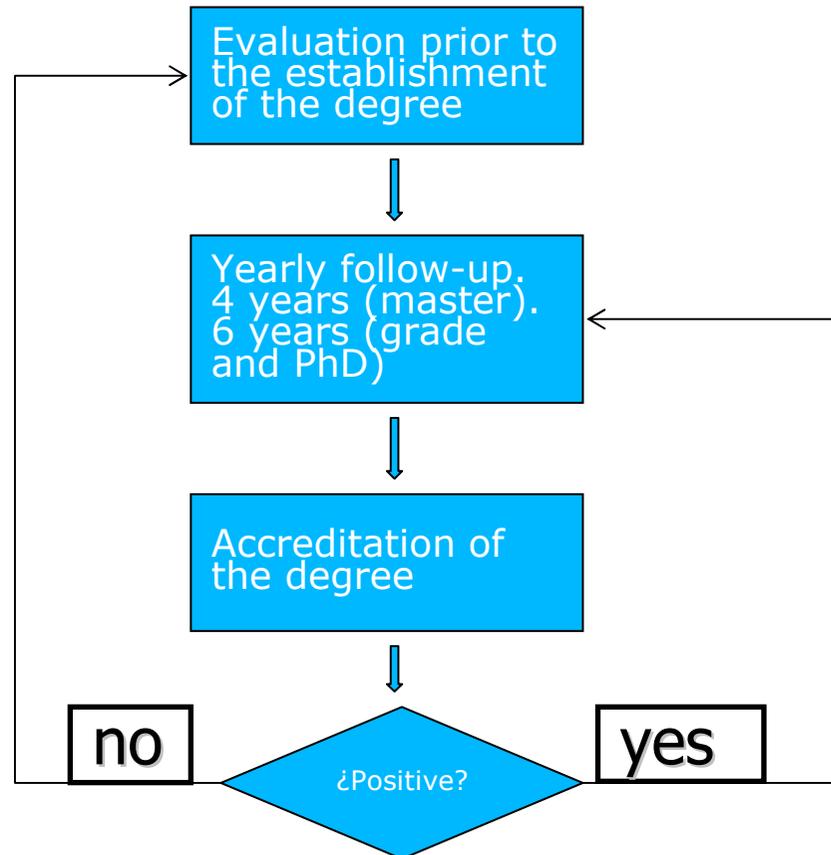
In 2008, only ANECA (the national spanish agency) could undertake evaluation of degrees

Number of evaluation prior of degrees carried out by ACSUG (2009 and 2010):
136

Follow-up (we are starting with it):
10

Accreditation:
In 2012 first masters,
In 2014 first grades.

SUMMARY



2) Establishment and accreditation of internal quality assurance systems in the Galician University System (SUG) centers

- Tool to help universities in the compilation of all the information in relation with the quality assurance and needed for the degree assessment.
- The university centers design an internal quality assurance system based in:
 - Standards and guidelines for Quality Assurance in the EHEA
 - Criteria of the evaluation, follow-up and accreditation of degrees
 - EFQM and ISO standards.
- Then ACSUG evaluate the internal quality assurance system, with the participation of external expert panels (academics, professionals and students), After that the system is implanted in the center. The system can be certified by ACSUG after 5 years of system operation.
- Centers assessed by ACSUG

UDC: University of A Coruña

USC: University of Santiago

UVI: University of Vigo

Call	1 st Call (2008)			2 nd Call (2009)			3 rd Call (2010)		
University	UDC	USC	UVI	UDC	USC	UVI	UDC	USC	UVI
	22	0	11	3	8	11	0*	15	2

After the 3rd Call launched this year 2010 all Galician centers will have been evaluated with the exception of 5 centers in USC and 5 centers in UVI.

2) Establishment and accreditation of internal quality assurance systems in the Galician University System (SUG) centers

The internal quality assurance systems has to cover minimum the following points

CRITERIA	SUBCRITERIA
1. Planning and development of the teaching	1. Study plan objectives
	2. Teaching planning
	3. Teaching development and evaluation of the knowledge
2. Support services for the students	4. Student Admission
	5. Student orientation
3. Support resources for the teaching	6. Academic staff
	7. Services and resources
4. Results	8. Public information and results

3) Accreditation of teaching staff prior to their hiring by the SUG universities

One of the most important developments in the Spanish Organic Universities Law (LOU) was the introduction of external evaluation mechanisms designed to provide independent evaluations, with objective and transparent criteria, of the lecturers' activity in each phase of their career.

On the one hand, it strives to guarantee a more objective, transparent system in the selection of new lecturers, based on merit and ability, requiring an evaluation prior to selection by the universities, with different forms of contracts.

ACSUG is the responsible for carrying out this activity in Galicia. We evaluate all the forms of teaching staff contract but not the professors with a chair.

The assessments are conducted by a review panel of experts (completely formed by academics).

From 2004 to 2009 ACSUG has completed more than 5000 teaching staff assessments.

3) Accreditation of teaching staff prior to their hiring by the SUG universities**Summary of the criteria included in the evaluations:****1) Research activity:**

- Number and importance of the publications, studies, etc
- PhD Thesis directed
- Mobility

2) Teaching activity:

- Teaching experience and its quality (evaluation by the students)
- Didactic training for the teaching activity

3) Academic training:

- University formation of the applicants
- Another type of training coursed, grants and awards obtained

4) Professional activity: Development of jobs in relation with the academic field in relation with the application (most valued) and another experience.**5) Experience in management: positions in university management and another management merits.**

4) Teaching performance assessment (when they are already teaching in the university)

The DOCENTIA Programme was launched in 2007 by ACSUG with the aim of satisfying the demands of the universities and the requirement of the education system for a model and procedure for guaranteeing the quality of teaching activity of the university teaching staff, and for promoting its development and recognition.

The importance of this programme is evident given the links it forges with other activities being undertaken today by the universities, such as the university degrees assessment. All universities of the **SUG** have participated in this activity.

Stages of the activity.

- a) The universities design a model (or process) to evaluate their teaching staff (including an internal evaluation committee that is going to conduct the individual evaluation of the teachers).
- b) This design is assessed and it has to be approved by ACSUG to allow universities to start working with it (once again external experts are used).
- c) The universities make a yearly follow-up report during two years which are revised by ACSUG (external experts).
- d) After two years of functioning of the teaching staff evaluation model, it can be certified by ACSUG (external experts).

4) Teaching performance assessment (when they are already teaching in the university)

DIMENSION	ELEMENTS	
I. TEACHING PLANNING	1. Organization and coordination	Types of organization
		Coordination with other teaching actions
	2. Planning of the teaching and learning according with the subjects	Expected results of the learning
		Expected learning activities
		Criteria and methods of evaluation
		Materials and resources for the teaching
II. TEACHING PERFORMANCE	3. Development of the teaching and learning evaluation	Activities of teaching and learning carried out
		Evaluation methods applied
III. RESULTS	4. Results in relation with the training objectives	
	5. Review and improving of the teaching activity: training and innovation	

5) Accreditation of international university faculties.

ACSUG has developed a Guide for evaluation and accreditation of external university centers.

ACSUG is going to evaluate two university centers in Peru using this method.

Phases of the process: Self-evaluation, external evaluation including a visit of the review panel to the center, drafting a provisional report, period of claims and explanations and report with the final result.

Guidelines for making the self-assessment report and the final report:

- a) Learning-teaching process: design, review and improve of the programs**
- b) Human resources: teaching and administrative staff**
- c) Teaching resources: New technologies, good library, tuition, etc**
- d) Teaching evaluation: Analysis of the progression of the students**
- e) Information: available for all the stakeholders**
- f) Relations of the institution with the environment and society in general**
- g) Research**
- h) Govern of the institution: Feedback with the stakeholders**

- **The universities want and need to certify and accredit the quality of their activities. (By an external, independent and credible agency).**
- **It's important the participation of external experts to insist in the objectivity and transparency of the evaluations carried out. When it's possible include in the panels professionals and students profile (besides the typical academic profile)**
- **Trying to undertake an open range of accreditation processes: Evaluation of degrees, centres, teaching staff, etc**

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THANK YOU
FOR YOUR ATTENTION



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SISTEMA UNIVERSITARIO de
GALICIA

