

Quality Enhancement



Continually “taking deliberate steps to bring about improvement in the effectiveness of the learning experiences of students” *ELIR Handbook (3rd Ed.)*

“Positive Restlessness”



Quality Culture

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graph LR; A[Quality Culture] --- B[shared values, beliefs, expectation, and commitment to quality]; A --- C[well defined processes that enhance quality and co-ordinate effort]
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shared values, beliefs, expectation, and commitment to quality

well defined processes that enhance quality and co-ordinate effort

shared values, beliefs, expectation, and commitment to quality

“ A joined-up and collaborative sector, helped by its modest size and a Scottish ethos of education as a public good.” *British Council (2013)*

“The distinctive feature of the Scottish Quality Enhancement Framework was to establish a sense of ownership of reform by the higher education community ...” *Gvaramadze (2011)*

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Trust

Openness

Transparency

Collegiality

Rigor

Trust

“Staff and Students are our university’s biggest asset, and a deep sense of trust in their willingness to be professional and committed should be the cornerstone of the quality system” *Akesson (2012) Vice-Chancellor of Uppsala University*

“They [the indicators] endorse the view that quality is not a management function but a professional - and often personal responsibility” *SHEEC Indicators of Enhancement (2008)*

Quality Enhancement Framework



Quality Enhancement Framework

Five Pillars

Enhancement-Led Institutional Review (ELIR)

Institution-Led Subject/Programme Reviews

Student Engagement/Representation

Public Information about Quality

Enhancement Themes

Evaluative and reflexive

Student Engagement/Representation



Student Engagement/Representation

“Scotland’s approach to student engagement is unique and pioneering” *Celebrating Student Engagement*, sparqs.

Student Engagement Framework

“Students have moved to a position where their involvement in matters relating to learning and teaching, governance and quality is taken for granted” *Celebrating Student Engagement*, sparqs.

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Involvement in formal Review Processes

National Engagement

involvement in Enhancement themes

Governance

School Representation

Class representation

Student-Led Learning and Teaching Awards

Still more to do

National Engagement

Scottish Higher Education Enhancement
Committee (SHEEC)



UQWG



Scottish Higher Education Enhancement Committee (SHEEC)



“A vibrant, reflective, collegial community of higher education leaders, promoting a culture of quality enhancement to empower staff and students and improve the experience of higher education in Scotland”

Terms of Reference



Terms of Reference



“engender an enhancement-led culture and practice and engage staff and students at all levels within the HEI”

“Students have moved to a position where their involvement in matters relating to learning and teaching, governance and quality is taken for granted” *Celebrating Student Engagement*, sparqs.

Involvement in formal Review Processes

National Engagement

involvement in Enhancement themes

Governance

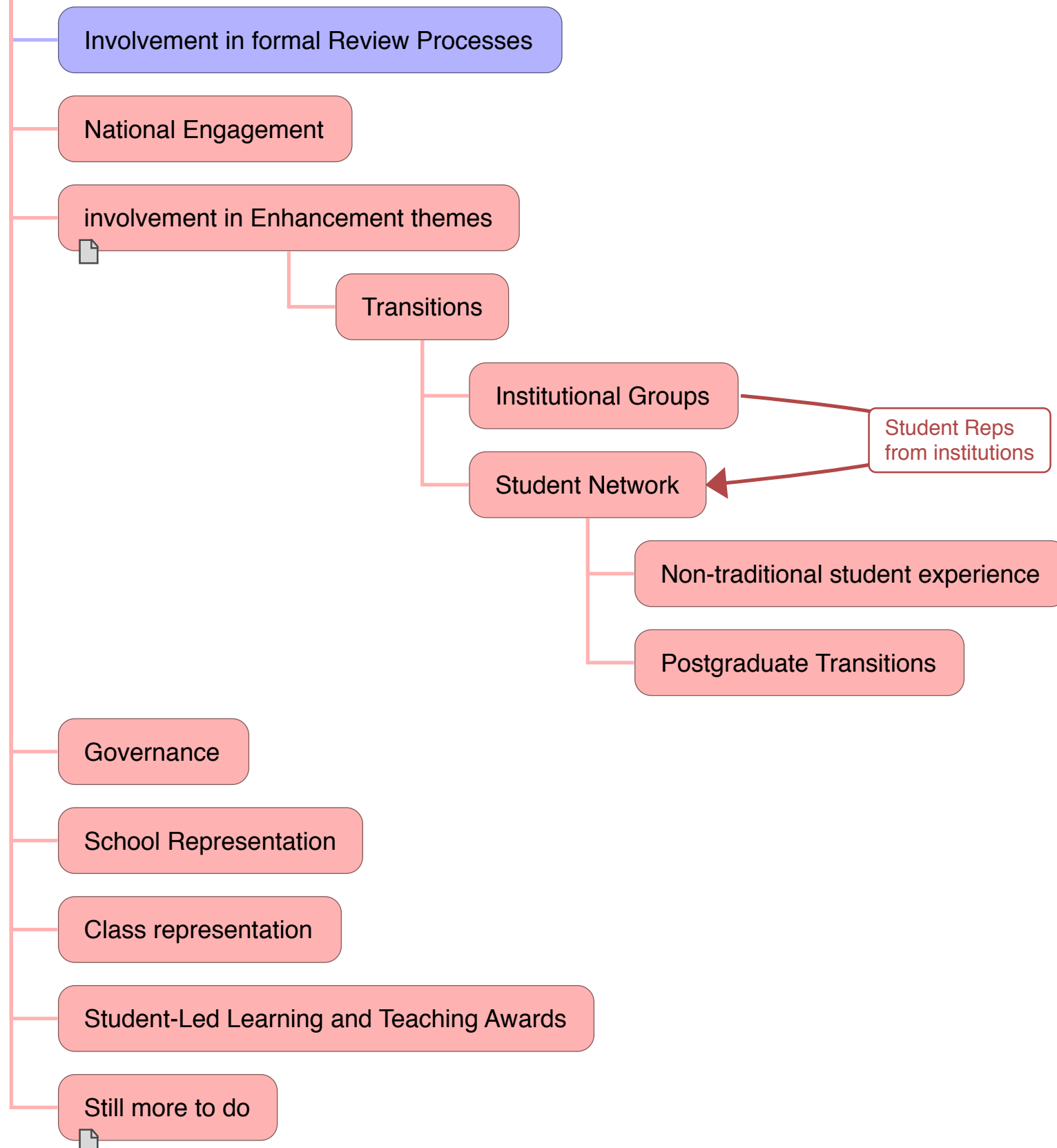
School Representation

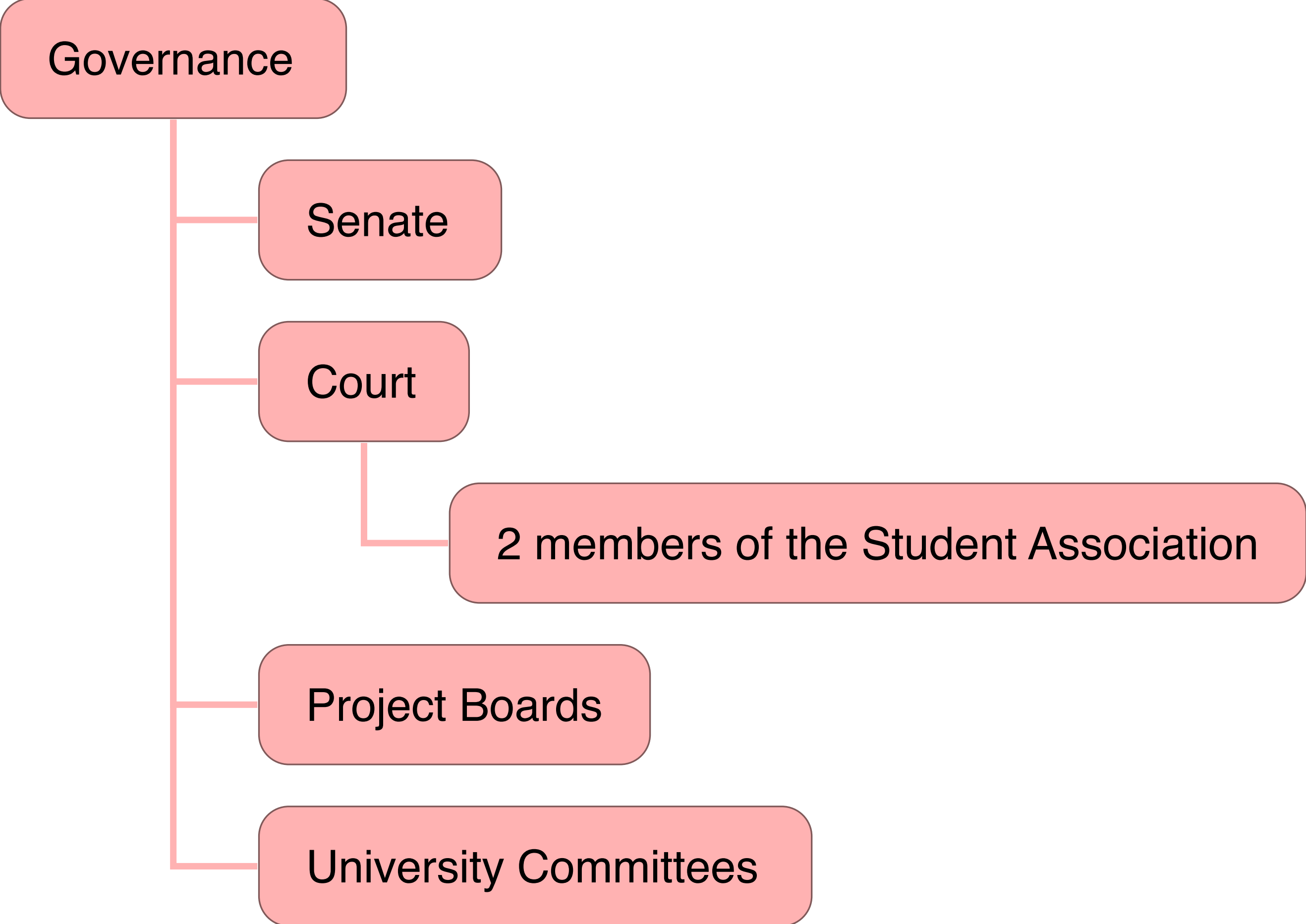
Class representation

Student-Led Learning and Teaching Awards

Still more to do

“Students have moved to a position where their involvement in matters relating to learning and teaching, governance and quality is taken for granted” *Celebrating Student Engagement*, sparqs.





Governance

Senate

Court

2 members of the Student Association

Project Boards

University Committees

Senate

19 out of 129 Student Members

Student Association President

Postgraduate representatives from each college (3)

School Convenors (13)

President & Vice-President (Education and Employability)

Court

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graph LR; Court --- Members[2 members of the Student Association]
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2 members of the Student Association

“Students have moved to a position where their involvement in matters relating to learning and teaching, governance and quality is taken for granted” *Celebrating Student Engagement*, sparqs.

Involvement in formal Review Processes

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involvement in Enhancement themes

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Still more to do

Still more to do

Challenges (Institutional approaches to self assessment (IASE) Project Report 2013)

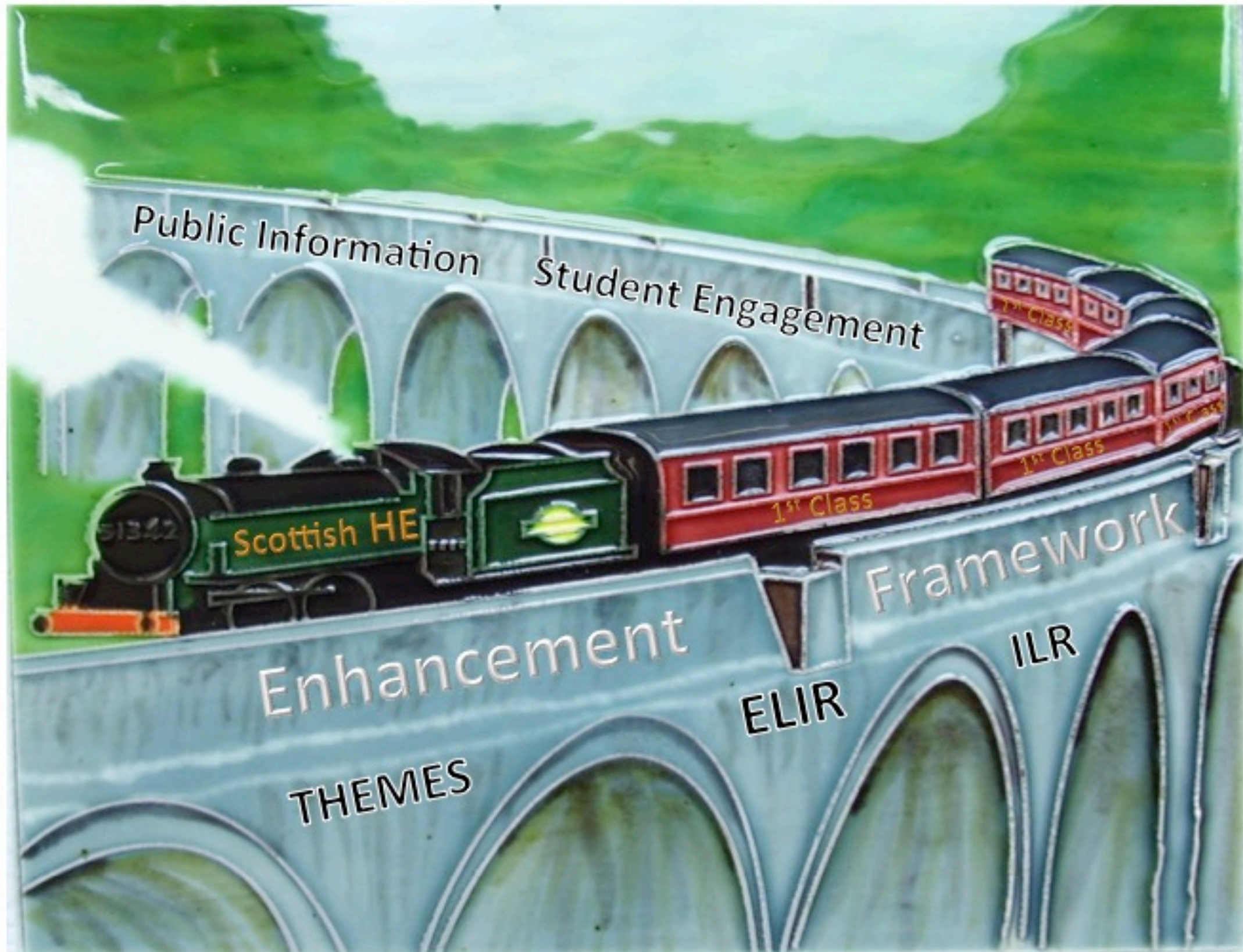
low survey response rates and possible over surveying of students

variation in the operation of SSLCs

recruiting sufficient representatives to fill all available positions

engaging students in 'harder to reach categories

increased engagement with curriculum design/ development



Quality Enhancement



/Quality Enhancement

1. Mature sector - demonstrated consistent excellence in quality assurance
2. High level of trust within and between institutions and between agencies and institutions
3. Recognition that:

“Evaluation approaches that are based on standards, quantitative methods, sets of criteria, or checklists, will not improve quality meaningfully ..” *Sursock (2006)*

/Quality Enhancement/Continually “taking deliberate.../“Positive Restlessness”

The QEF is improvement-oriented quality assurance, focusing on learner experiences and outcomes rather than compliance.

/Quality Enhancement/Continually “taking deliberate.../Quality Culture

European Universities Association define a quality culture (Sursock, A. 2006)

Sursock, A. (2006) European Frameworks for Quality. In Froment, E., Kohler, J., Purser, L., and Wilson, L. EUA Bologna Handbook, Making Bologna Work. Chapter B, 4.3 -1 Berlin: Raabe.

/Quality Enhancement/Continually “taking deliberate.../Quality Culture/shared values, beliefs, expect.../“The distinctive feature of th...

Gvaramadze, I. (2011) Student Engagement in the Scottish Quality Enhancement Framework, *Quality in Higher Education*, 17(1) 19 -36

/Quality Enhancement/Continually “taking deliberate.../Quality Culture/shared values, beliefs, expect.../“The distinctive feature of th.../Trust/“Staff and Students are our un...

cited in Maher (2012) Institutional approaches to self-evaluation (IASE) Project. QAA Scotland.

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework

QEF introduced in 2003

Developed in partnership between SFC, QAA Scotland, Universities Scotland, NUS, and subsequently HEA
Numerous reports have highlighted the sector level ownership of QEF

5 pillars that have not changed since the inception of the QEF

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework/Five Pillars/Enhancement-Led Institutional ...

revised following consultations in 2007/2008 and again in 2011/12

Maher P. (2013) Institutional approaches to self-evaluation (IASE): Project Report. QAA Scotland.

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat...

A student reviewer was introduced from the very beginning of this process

SPARQS (Student participation in quality Scotland - established at the same time as QEF introduced.

It is common practice for students to be involved in the formulation, operation, and evaluation of the institutional approach to enhancement

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework/Five Pillars/Enhancement Themes

Scottish Higher Education Enhancement Committee (SHEEC) established 2005 to manage the Themes

Assessment (2003-04), Responding to Student Needs (2003-04), Employability (2004-06), Flexible Delivery (2004-06), Integrative Assessment (2005-06), The First Year (2005-08), Research-Teaching Linkages (2006-08), Graduates for the 21st Century (2008-11), Developing and Supporting the Curriculum (2011 -14), Transitions (2014 -)

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework/Evaluative and reflexive

Davidson, A. *Messages about impact from 10 years of the Scottish enhancement-led approach to quality*

/Quality Enhancement/Continually “taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../“Scotland’s approach to studen.../Student Engagement Framework

A student engagement framework for Scotland (SPARQs, Educational Scotland, HEA Scotland, NUS Scotland, QAA Scotland, Scotlands Colleges, SFC, Universities Scotland, December 2012)

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi...

To the extent that one question arising from the QEF review is whether the student engagement pillar is really a separate pillar or simply imbedded in the others.

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi.../involvement in Enhancement the...

Each institutional team comprises the Theme Leaders Group (TLG) member, other university staff and at least one student representative. These student representatives make up the Enhancement Themes Student Network. Three of our Student Network members also sit on TLG.

The Network are currently working on two projects - one focusing on the Non-Traditional Student Experience (Care Leavers) and the other on Postgraduate Transitions.

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi.../Still more to do

More engagement in curriculum design and development

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi.../National Engagement/Scottish Higher Education Enha...

The role of the Scottish Higher Education Enhancement Committee is to support and promote quality enhancement of the student learning experience within Scottish higher education and to ensure that Higher Education in Scotland continues to be at the forefront in terms of developing and enhancing the student learning experience and student success.

Members of the Committee are senior colleagues from across the sector who have institutional responsibility for teaching and learning (e.g. Vice-Principals, Assistant Principals or other staff with similar institution-wide responsibilities) and have a pivotal role in supporting the embedding of effective enhancement-led approaches to managing quality in higher education institutions.

<http://www.enhancementthemes.ac.uk/docs/publications/sheec-strategy-and-vision-2012-16.pdf?sfvrsn=4>

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi.../National Engagement/UQWG

UQWG is the Group charged with co-ordinating the arrangements for the Scottish Quality Enhancement Framework and includes members from Universities Scotland, Scottish Funding Council, Quality Assurance Agency, Education Scotland, National Union of Students, SPARQS, Higher Education Academy.

/Quality Enhancement/Continually "taking deliberate.../Quality Enhancement Framework/Five Pillars/Student Engagement/Representat.../"Students have moved to a posi.../National Engagement/Scottish Higher Education Enha.../Terms of Reference

<http://www.enhancementthemes.ac.uk/docs/paper/sheec-terms-of-reference.pdf>