

The European Students' Union

REPRESENTING STUDENTS SINCE 1982



Impact Evaluation of Quality Assurance from the Perspective of Students in the EHEA: Expectations, Disappointments and Hopes

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What is ESU?



The **European Students' Union** (ESU) is an umbrella organisation of 45 National Unions of Students from 38 different countries. Through its members, ESU represents over 11 million students in Europe.

The aim of ESU is to represent and promote the educational, social, economic and cultural interests of students at the European level towards all relevant bodies.

Premises



Bologna Process

2003:

- National quality assurance systems should include ***participation of students***
- Students are ***full partners*** in higher education governance

2015:

- Actively involvement of students, as full members of the academic community, as well as other stakeholders, ***in curriculum design and quality assurance***
- Support and protection for students and staff in exercising ***their right to academic freedom*** and ensure their ***representation as full partners in the governance*** of autonomous higher education institutions

ESG 2015 – a big change!

2.4 Peer-review experts

External quality assurance should be carried out by groups of external experts *that include (a) student member(s)*.

Expectations



Active Engagement

At all levels

students

student representatives

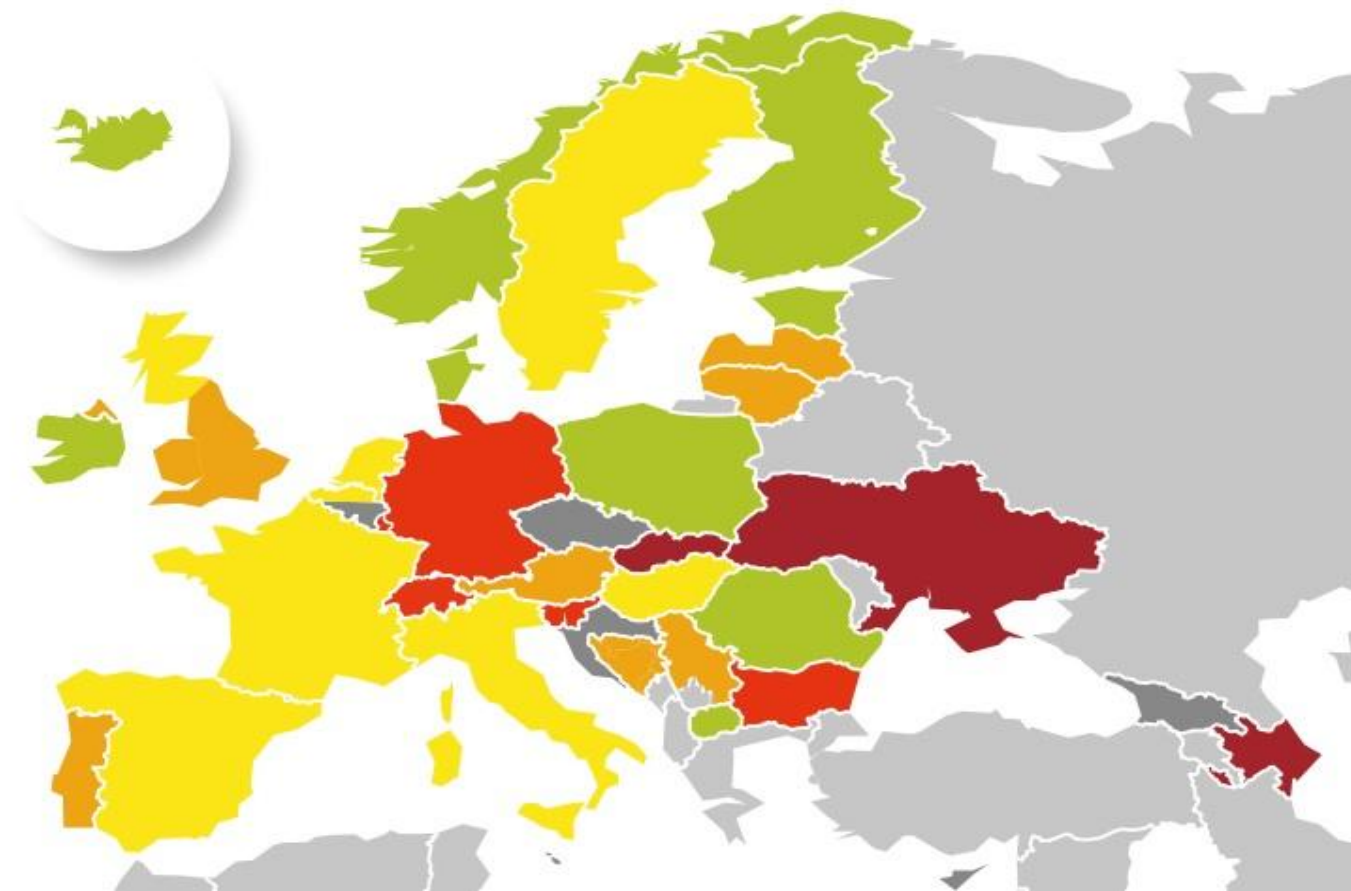
higher education institutions

agencies

Student involvement in IQA



- No participation
- Very little participation
- Some participation but far from being enough
- Participation is high, but still lacking in some places.
- Equal partners



Student involvement in EQA



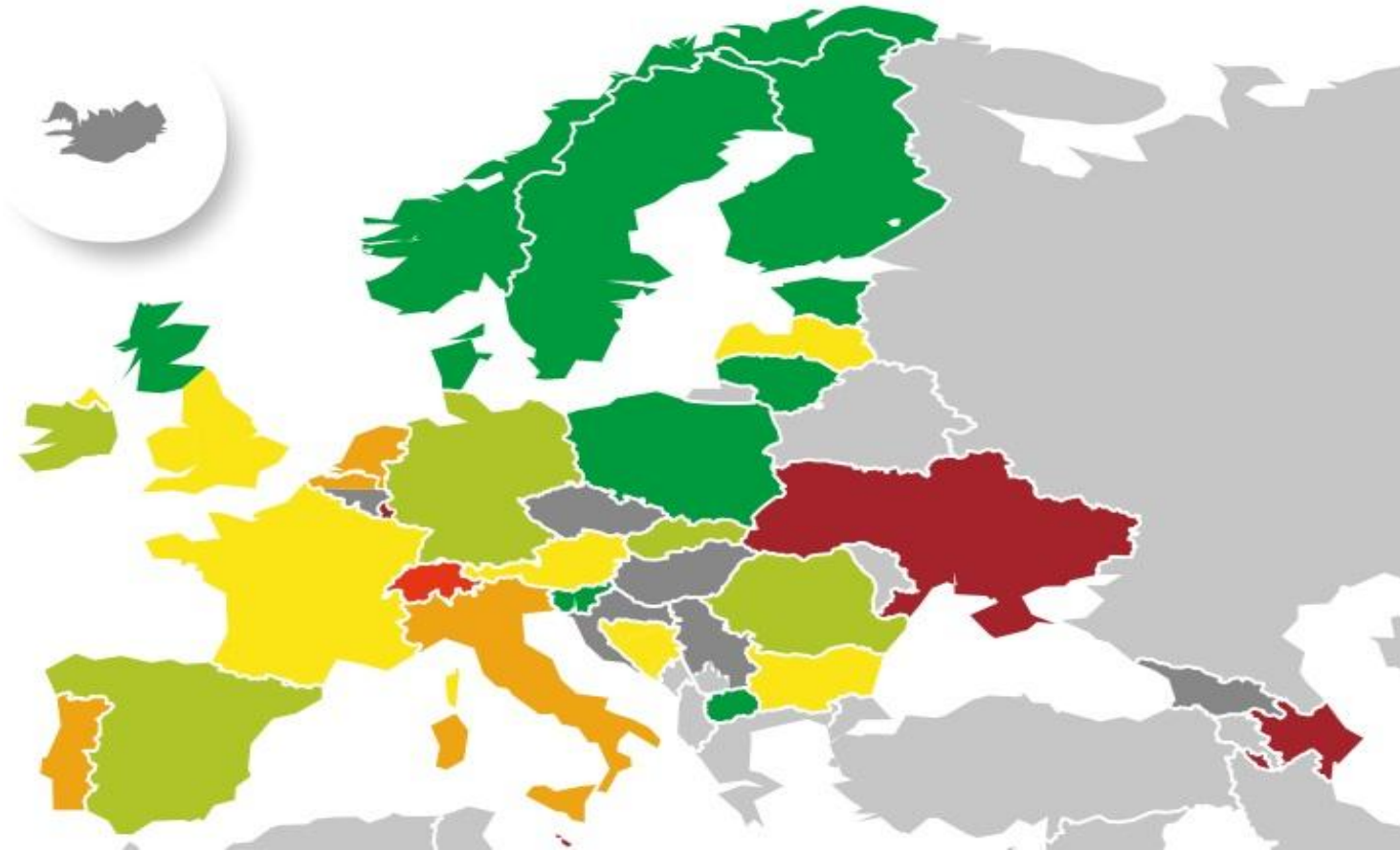
- No independent QA body/agency
- Students are not consulted
- Students are interviewed by the external panel.
- Observers of the external panel
- Full members in external evaluations.
- Including position of chair/secretary



Student involvement in governance of QAAs



- No independent QA body/agency
- No participation at this level
- Only members of consultative bodies.
- Members of governance bodies without voting rights
- Full members of governance bodies.
- Planners of evaluation processes, members of consultative bodies and full members of governance bodies.



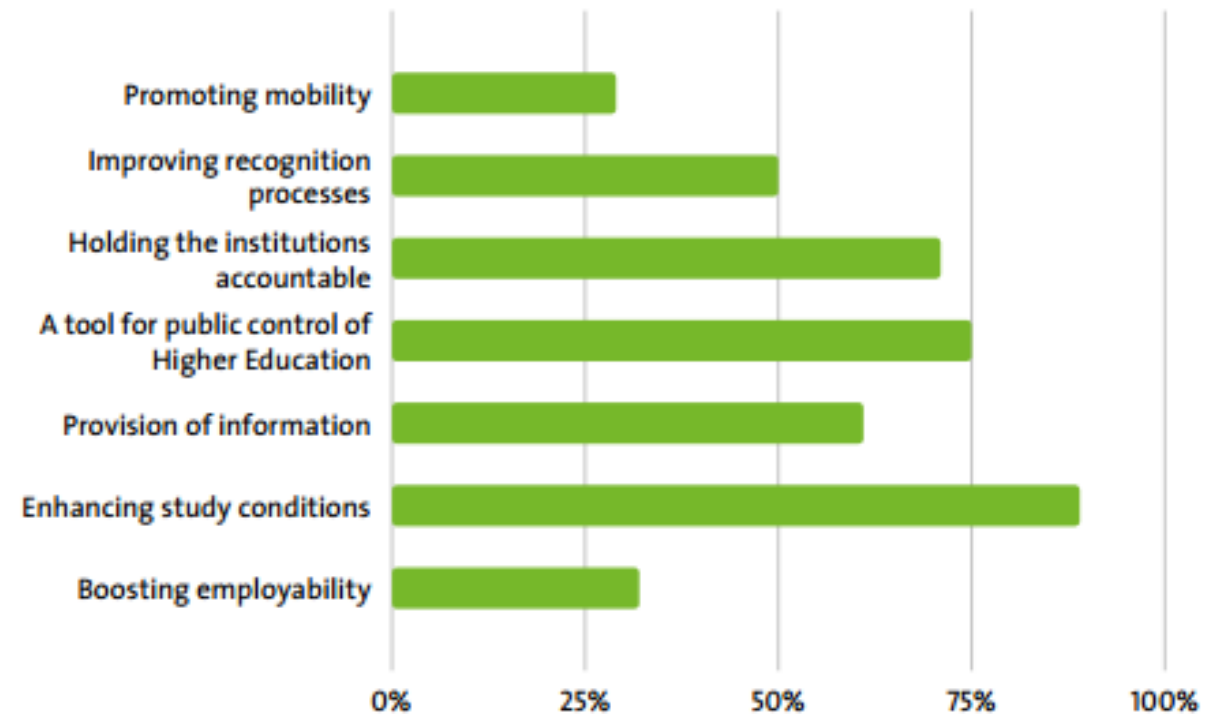
Expectations



Usefulness of procedure

- Enables MOTIVATION
- Students must feel ownership
Of QA system

fig. 1 The usefulness/purposes of QA is generally seen by your national union of students (NUS) as:



Expectations



Role of students in the QA

Necessary at all levels

Very different in EHEA countries

In 87% ENQA members students are a part of evaluations, but only in 37% ENQA members they are equal partner

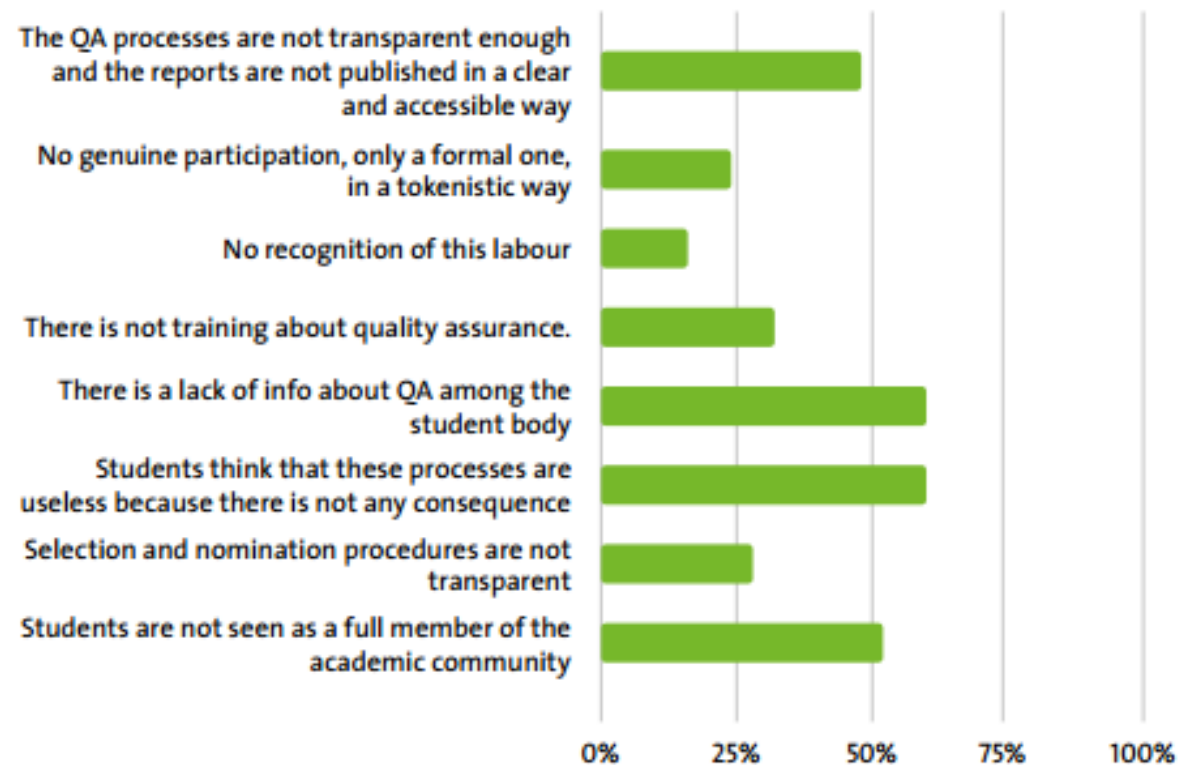
Disappointments

Main barriers

QA procedures are often implemented only on paper

Students' involvement does not mean that students are actively engaged

fig. 3 What are the main barriers that students find in their involvement?



Disappointments



Main barriers

Main problems are with procedures!

- 1. Lack of information about QA among student body**
- 2. Procedures are useless, there no consequence**
- 3. Students are not an equal partner**
- 4. Students cannot be involved because they are busy**
- 5. Terminology of QA is not accessible**
- 6. Students are not prepared for their role**

Solution -> transparency and information campaigns

Disappointments



Use of information sources provided by higher education institutions (percentages calculated within categories of responses)

Website of the programme	Not available	1.2%
	Did not use	9.6%
	Used	89.2%
Printed brochure of the programme	Not available	8.2%
	Did not use	43.0%
	Used	48.9%
Website of the institution	Not available	0.6%
	Did not use	6.6%
	Used	92.8%
Printed brochure of the institution	Not available	6.9%
	Did not use	46.8%
	Used	46.3%
Information/Open Days organised by institution	Not available	2.8%
	Did not use	63.0%
	Used	34.2%

Use of other information sources (percentages calculated within categories of responses)

Social media	Not available	5.0%
	Did not use	63.4%
	Used	31.6%
Media reports	Not available	6.7%
	Did not use	62.0%
	Used	31.3%
University rankings	Not available	2.7%
	Did not use	44.9%
	Used	52.4%
Website of public authorities	Not available	3.5%
	Did not use	84.2%
	Used	12.3%
Recommendation from someone who studies/studied there	Not available	6.5%
	Did not use	33.8%
	Used	59.6%
Employment statistics and labour market opportunities	Not available	4.2%
	Did not use	65.5%
	Used	30.2%
Student Union	Not available	2.5%
	Did not use	88.0%
	Used	9.5%

Hopes



Increasing standards of student participation in the QA within the whole EHEA

Active engagement

Institutions will notice benefits of including students in QA – inspiring new solutions

Involving students at the lowest level, high participation in internal QA – noticing usefulness

Procedures becoming more understandable – ESG as a good example

Student-centred QA

The best way to learn democracy!

Sources:



ESU's publications:

Bologna with Student Eyes 2012 and 2015

QUEST for quality for students. Going back to basics

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THANK YOU!

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