

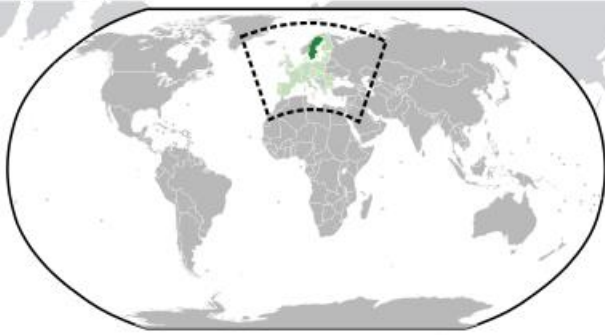
Quality of administration in higher education – the Swedish example

13th European Quality Assurance Forum

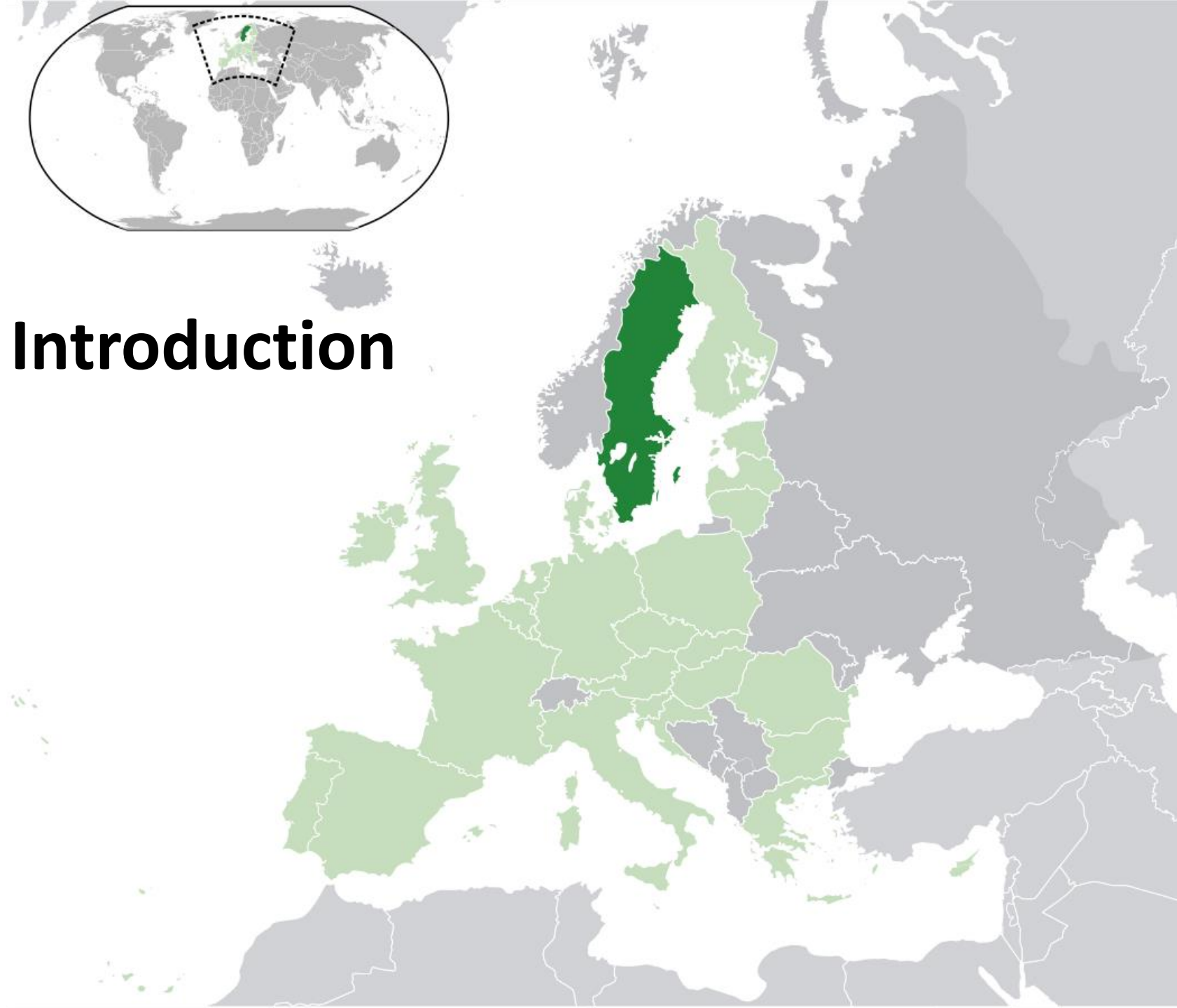
15 - 17 Nov 2018 Vienna

Dr. Åsa Kettis, Uppsala University

Director Eva Öquist, Stockholm University of the Arts

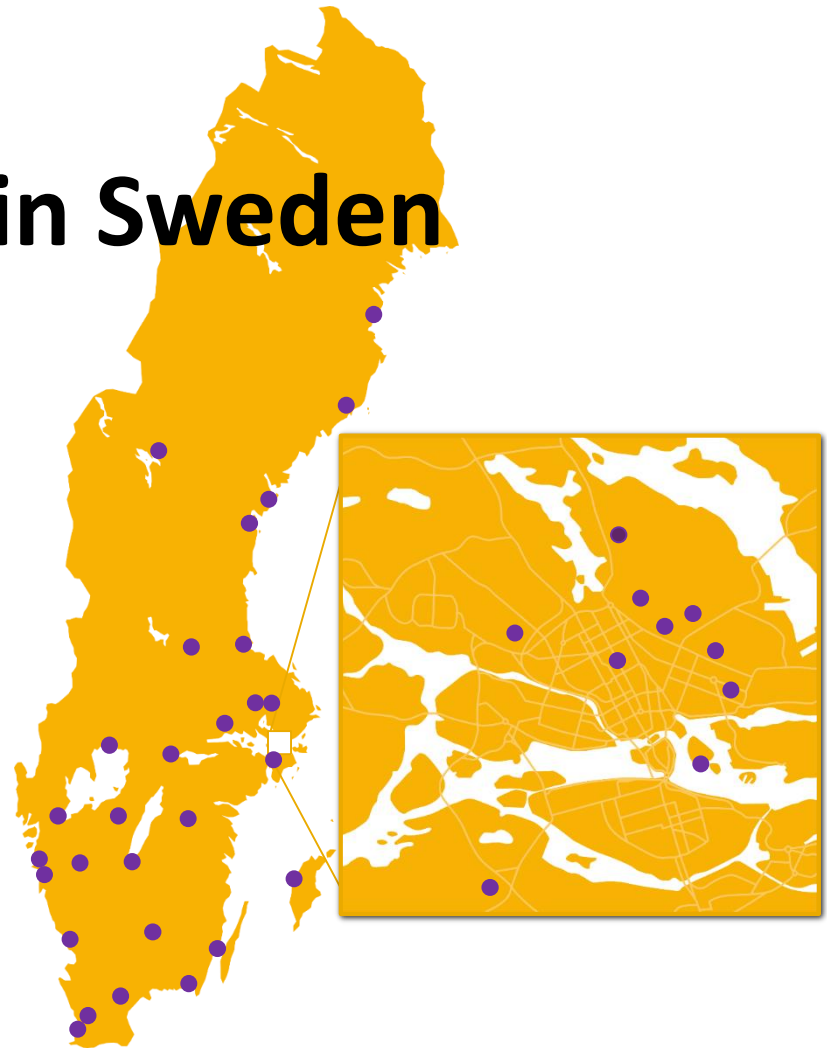


Introduction



HEI in Sweden

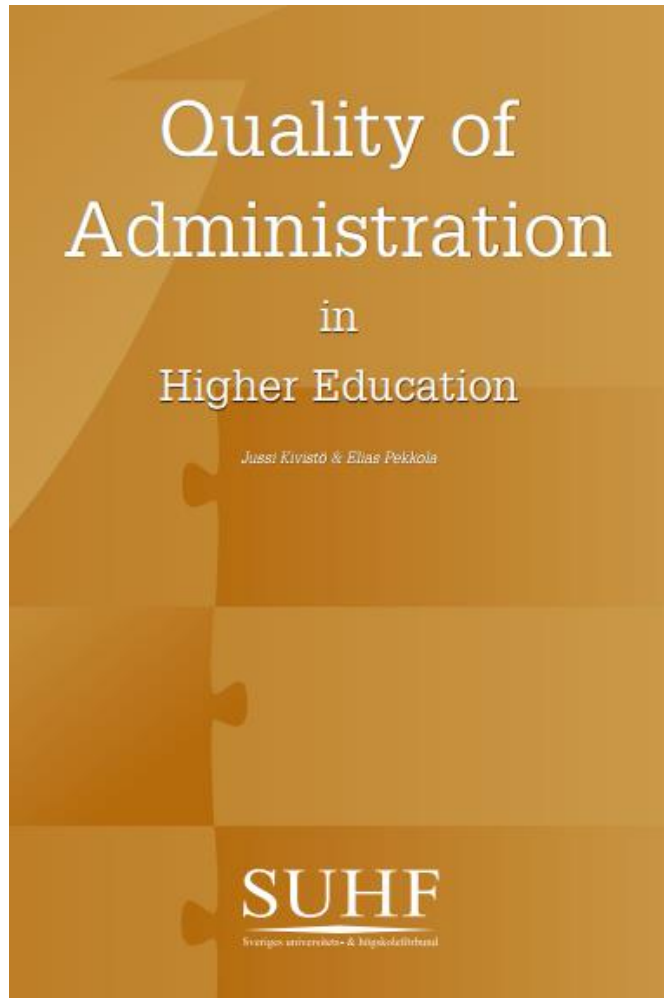
National QA
system



The Swedish examples

- Borås University, QA system for admin
- 15 universities analyzing the student support department
- Gothenburg University, peer review audit
- Uppsala-, Gothenburg- and Lund University, benchmarking
- Karlstad University, customer design
- Dalarna University, feedback survey & indicators

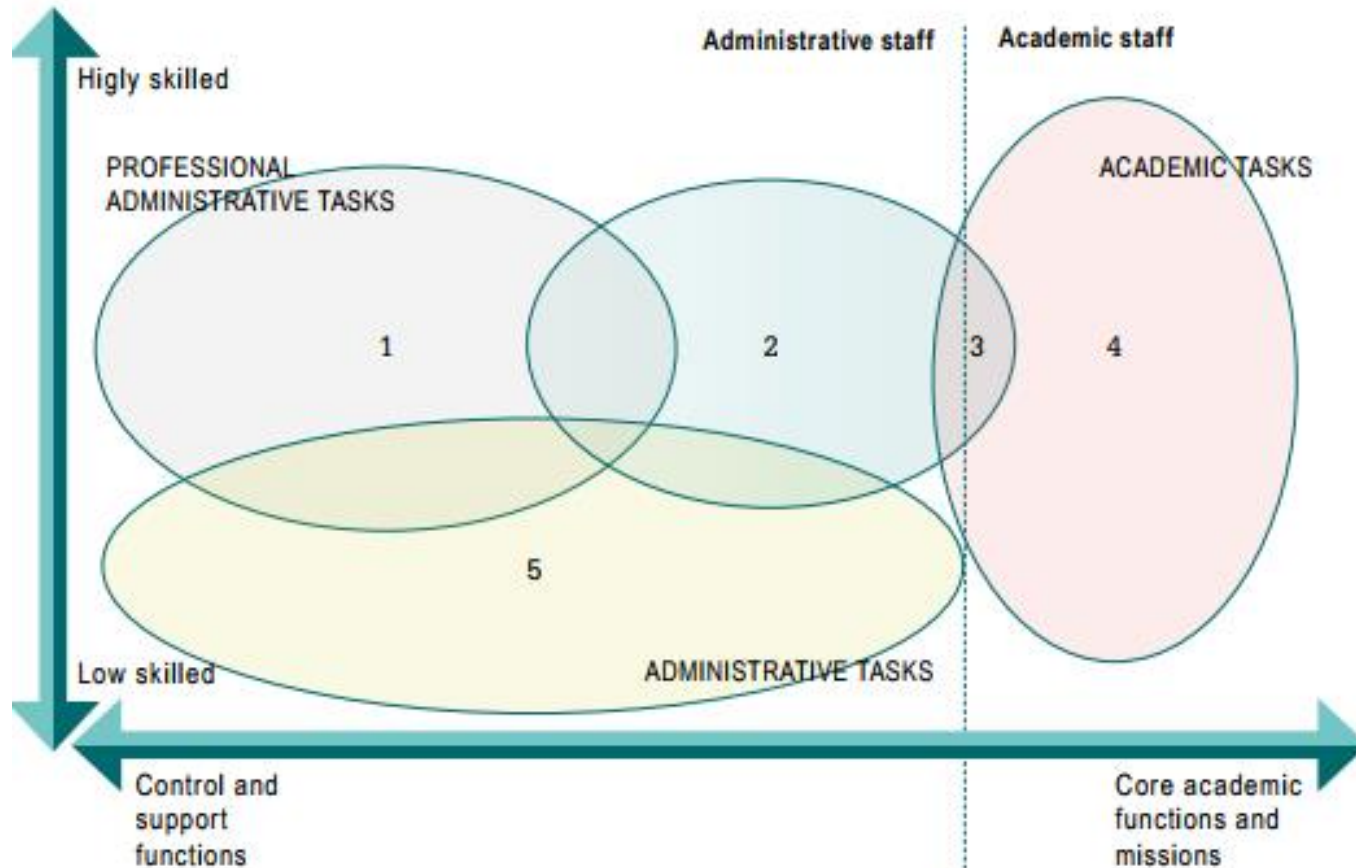
Recommendations from the Swedish examples



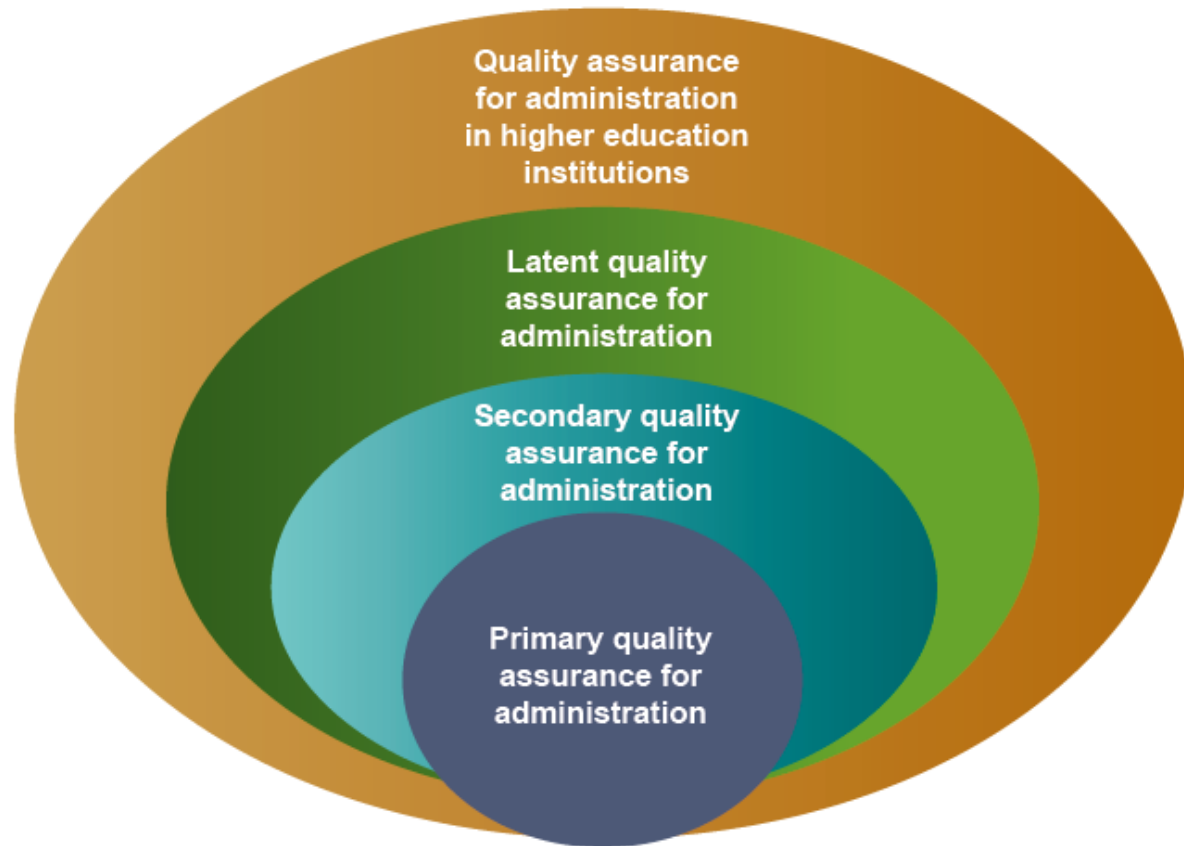
Objective:

to enhance understanding for the **development of administrative quality** and **quality assurance** in HEI

Administrative tasks



Dimensions of quality assurance for administration



QA instruments, strengths and weaknesses

1. Quality assurance guidelines and manuals, action plans
2. Administrative audits, assessments, evaluations and reviews
3. Feedback surveys
4. Statistical data and performance indicators
5. Benchmarking
6. Internal forums for open dialogue



Aspects to consider when building your QA system for admin

- Administrative tasks - so many different things
- Three dimensions
- QA instruments, strengths and weaknesses
- Different stakeholders
- It all relies on people and culture!

Q&A



Quality of Administration in Higher Education

Jussi Kivistö & Elias Pekkola

SUHF
Svenska universitet- & högskoleförbundet

www.suhf.se/storage/media/969fb54833644022be8d5137713d0b88/9e3fa327f1804cbbbfd67a8fb6e4788f/pdf/ECD3C7C2913E7AB0AA01355B6D41315FF2DD809B/Quality%20in%20admin_SUHF_170824.pdf