



FINNISH EDUCATION  
EVALUATION CENTRE

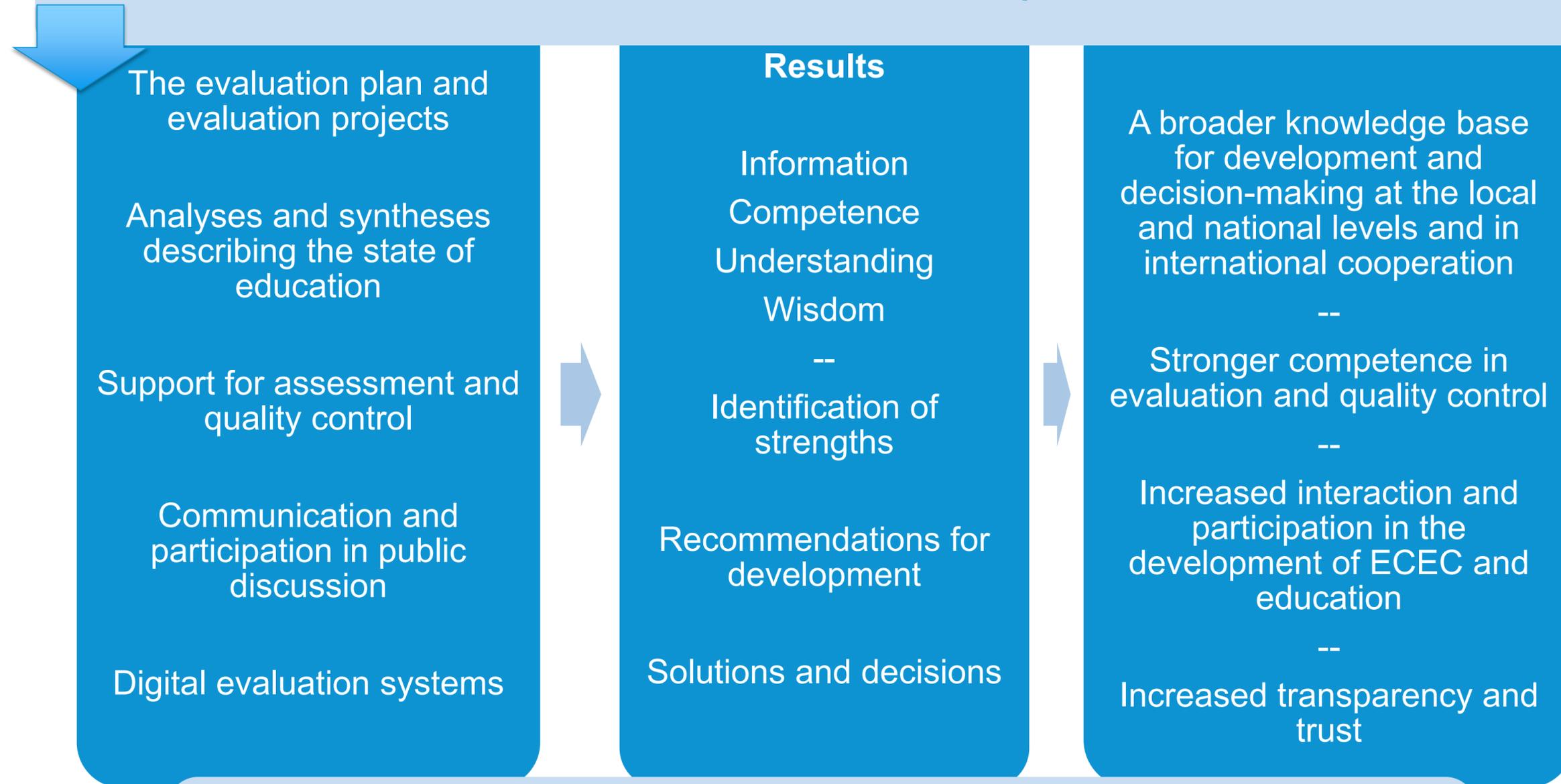
# FINEEC'S approaches in promoting and measuring effects and impact of HE quality audits

NOQA meeting  
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Finnish Education Evaluation Centre (FINEEC)

# FINEEC's GENERAL FRAMEWORK: Evaluation activities, results, and impact

Societal information needs and collaboration with information producers



**FINEEC'S general impact goals:**

- Changes in learning and competence, equality, the functionality of the education system and the conditions for continuous development
- The realization of sustainable development

# FINEEC procedures to support and monitor usefulness and impact of audits – “theory of intervention”



**Planning of a new audit model – specific features in the on-going model for 2019-2024**

Benclearning project  
Optional audit target

**Participatory process, ownership of audits, obligatory audit targets and the HEI's own interests**



**Promoting impact through enhancement-led approaches during the audit process**

Self-assesment report  
All the reports published on FINEEC's audit platform

Concluding seminar of each audit – top management commitment to follow-up

**Participatory process, ownership of audits**



**Immediate feedback survey for HEIs after the audit**

Quantitative indicators: e.g. relevance of recommendations  
Qualitative feedback: e.g. on how the HEI intends to use the audit results

**Annual monitoring of indicators and feedback**

**Feedback used to improve FINEEC processes**



**Continous dialogue with quality managers at HEIs**

FINEEC colleagues visiting quality managers' meetings: Feedback how the model is working

**Both informal dialogue with HEIs as well as systematic annual meetings with quality managers**



**FINEEC's annual Quality seminar for HEIs**

Mid-term follow-up: Three years after the audit, the HEIs report on how they have developed their activities based on recommendations

**Testimonials**

**Progress reports of improvements at HEIs**



**Meta-analysis of audit reports**

Possibility to identify long-term effects and impacts of audits

**Changes from one round of EQA to the next**

Creating good preconditions for impact

Outputs

Outcomes

Effects

Impact

# Objectives for effects and impact of HE quality audits

- to make sure that the quality work in the HEI meets the European quality assurance standards (ESG),
- to fortify that the quality system produces relevant information for the implementation of the strategy and the continuous development of the HEI's activities, and results in effective enhancement activities,
- to encourage internationalisation, experimenting and a creative atmosphere at HEIs, and
- to accumulate open and transparent information on quality work at Finnish HEIs.

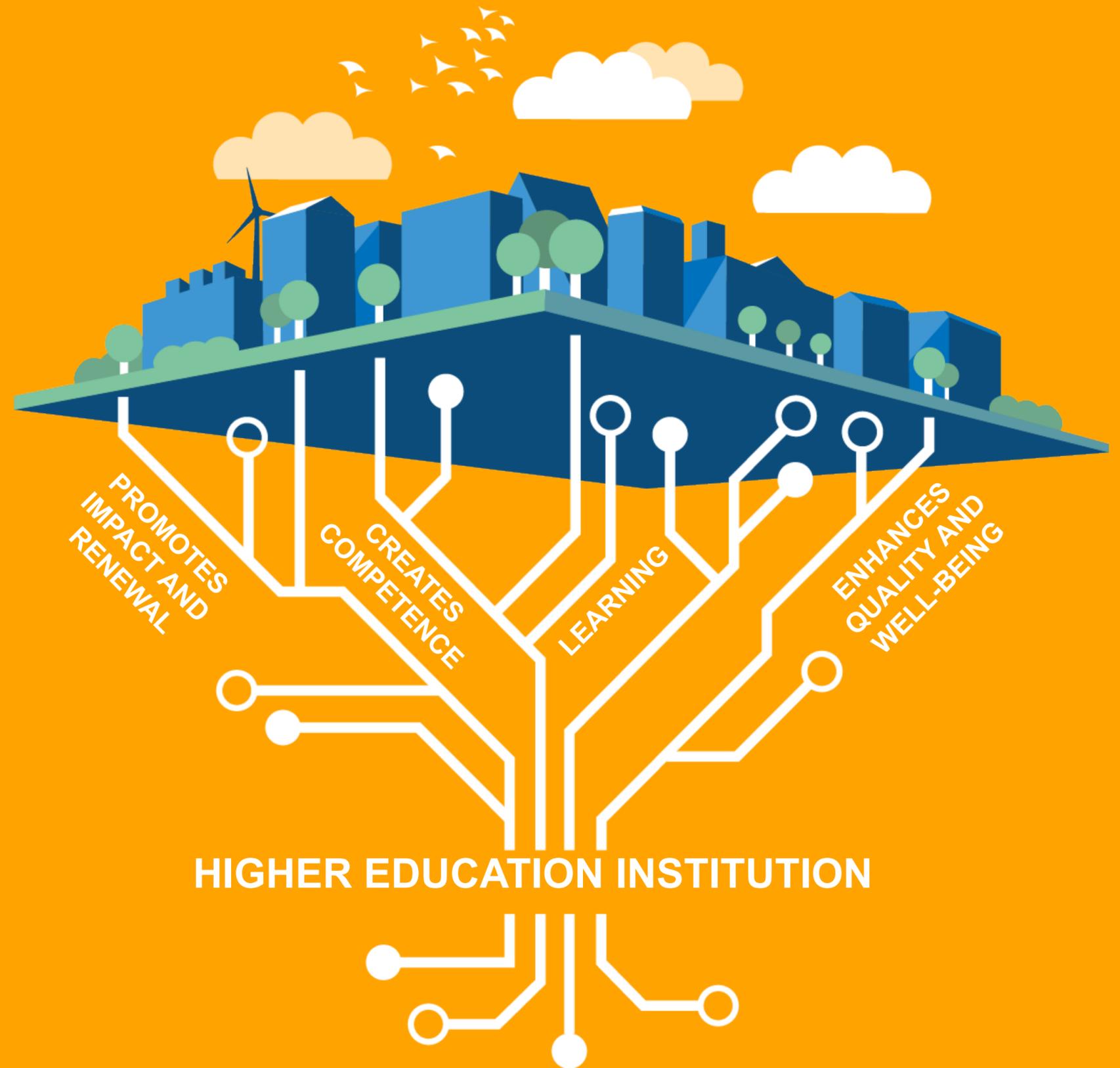
# FINEEC audits 2019-2024

1 HEI creates competence

2 HEI promotes impact and  
renewal

3 HEI enhances quality and  
well-being

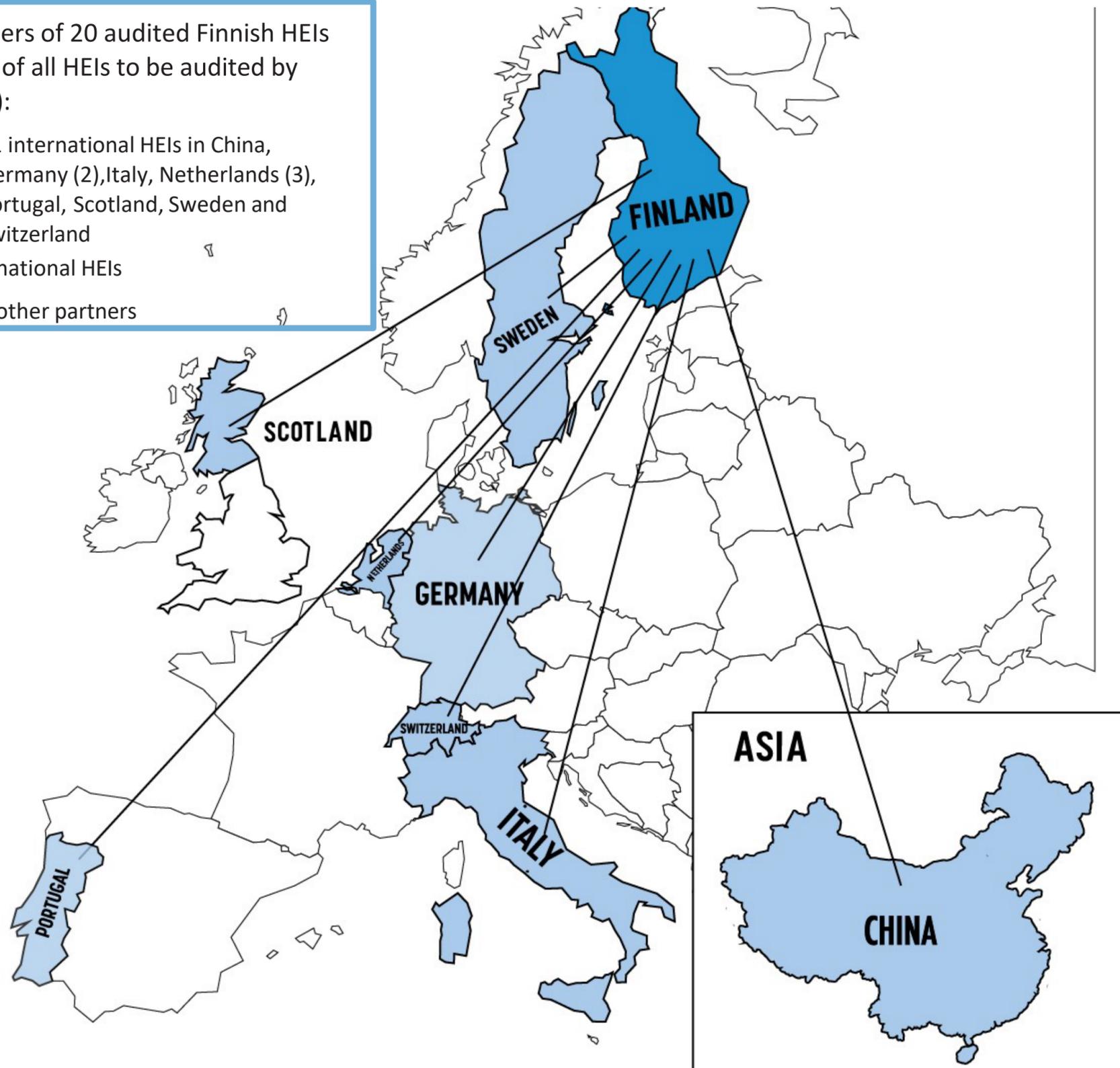
4 HEI as a learning  
organisation



# Benchlearning partnerships and themes

Partners of 20 audited Finnish HEIs (53% of all HEIs to be audited by 2024):

- 11 international HEIs in China, Germany (2), Italy, Netherlands (3), Portugal, Scotland, Sweden and Switzerland
- 8 national HEIs
- 7 other partners



## 1. Supporting students and studying

- Development of student feedback systems
- Smoother thesis processes
- Comprehensive guidance of studies

## 2. Study paths and lifelong learning

- Flexible study paths and enabling year-round study
- Organisation and development of continuous learning
- Multi-modal teaching and stakeholder cooperation in continuous learning

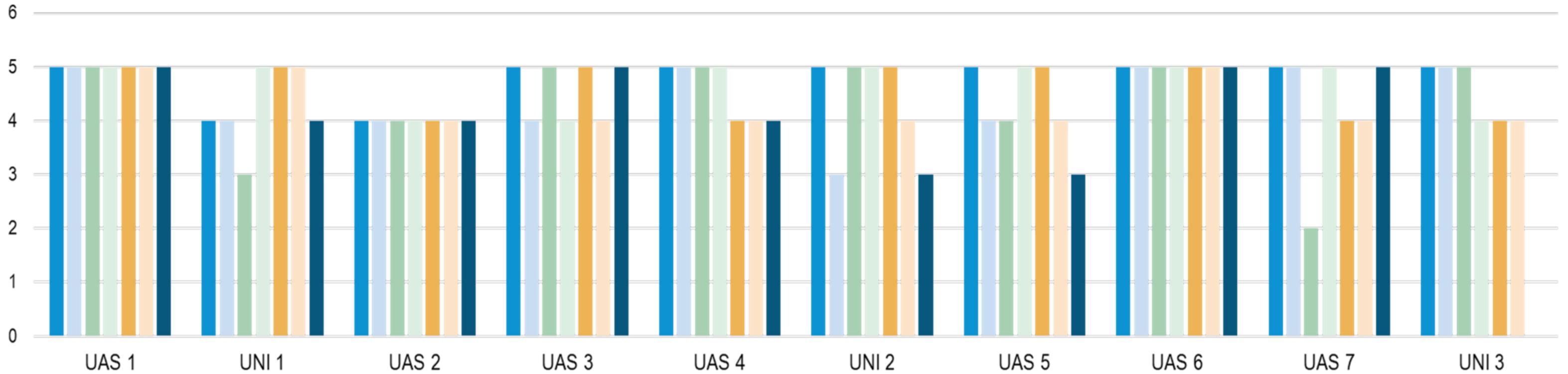
## 3. Wellbeing and competence development

- Staff and student well-being
- Teachers' pedagogical competence development
- Equality, Diversity and Inclusion (EDI)

## 4. Societal impact

- Managing social interaction
- Promoting effectiveness and innovation
- Development of strategic abilities and competence

# Feedback survey for audited HEIs, results year 2021-22



- 1. FINEEC's audit arrangements (instructions, communication, timetable) worked well.
- 2. The audit model is timely and relevant.
- 3. The audit criteria worked well.
- 4. The implementation of the self-assessment supported the development of our activities.
- 5. The information generated by the audit supports the development of our operations.
- 6. The recommendations made in the audit report are relevant and useful.
- 7. HEIs are treated equally in FINEEC audits.

# FINEEC's annual Quality Seminar

- Mid-term follow-up: Three years after the audit, the HEIs report on how they have developed their activities based on the audit report and recommendations
  - Written progress reports submitted by HEIs to FINEEC
  - Testimonials presented at the seminar
  - Benchmarking method applied: The HEIs' testimonial/oral progress report is commented by another audited HEI (and vice versa)
  - Seminars typically attended by 100-150 participants

” Preparing for the audit scheduled and accelerated the quality work. A comprehensive self-assessment of the audit process provided an in-depth understanding of the strengths and areas for improvement. Quality was "put on the agenda" of the management team. A more coherent quality culture started to take shape.



# Meta-analysis of audits

## Methods:

- Content analysis of audit reports
- Conducted by FINEEC project managers
- Classification and identification of typical strengths and recommendations by evaluation areas
- Possibility to identify change between audit rounds
- Possibility of producing national-level analysis of common strengths and areas for enhancement at HEIs

## Examples of effects and impact of audits between audit rounds

- Improvement in systematic planning and management of education
- More emphasis on competence-based and student-centred approach
- Better understanding of societal engagement and impact and improved process to embed these into education and research/RDI
- Improved and more varied ways to develop and monitor the HEI's activities



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Thank you!

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