

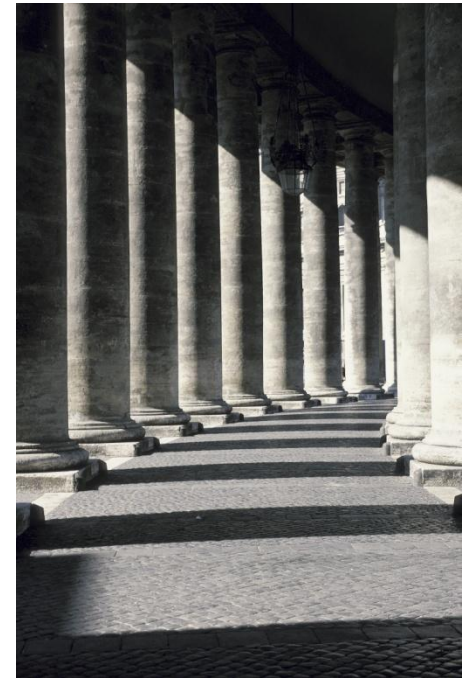


Measuring Effectiveness in the Verification and Follow-Up Processes: Strategies of AGAE

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**Agency for Quality Assurance in HE and Research in Andalusia
(AGAE)**





Introduction

- What is an effective agency?
- What is measured when we measure effectiveness?
- How to measure effectiveness?



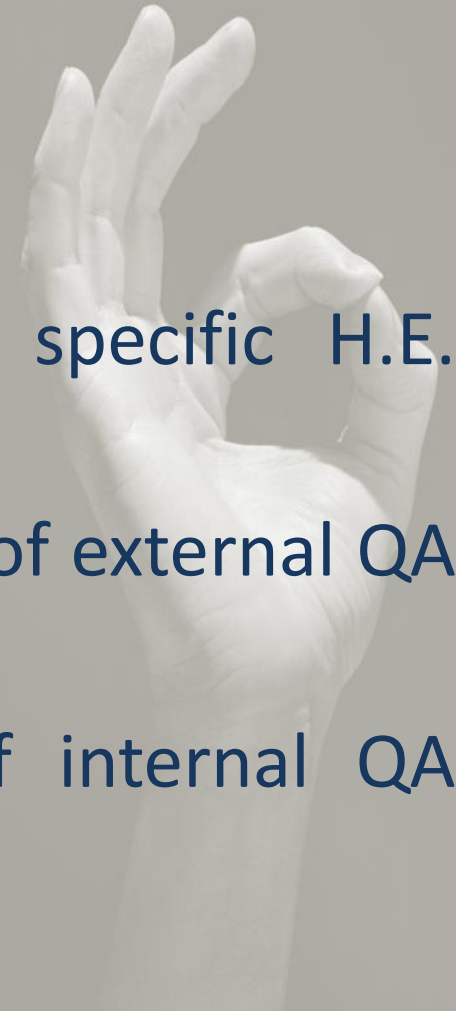


What is an effective agency?

It's not just defined in terms of its volume of activity

It must:

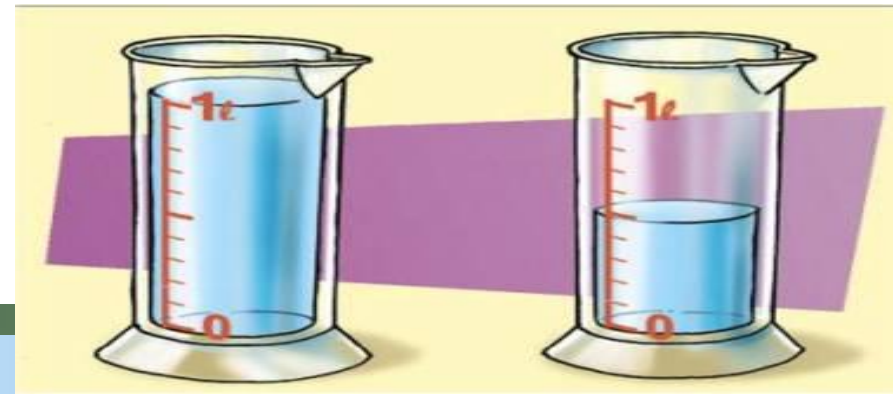
- (a) address the actual needs of specific H.E. systems
- (b) contribute to the sustainability of external QA schemes
- (c) promote the establishment of internal QA mechanisms within HEIs.





What is measured when we measure effectiveness?

A fluid communication builds knowledge and provides information of facts and situations as they really are. Two other measures in the effectiveness equation are: questionnaires to collect evidence from HEIs on account of an agency's objectives, activities, accomplishments and failures together and site visits.





How to measure effectiveness?

✓ Description of the Verification Process

✓ Strategies used to measure and increase effectiveness





Description of the Verification Process and Results

Prior to the publication of the final report, a provisional report was issued by the Committees containing recommendations for improvement or modifications so that the institution under examination could fulfill quality standards.

This consideration allowed committees to balance what could be done against what should be done and give advice in realistic terms.



Strategies for Measuring and Increasing Effectiveness

✓ Satisfaction Questionnaires

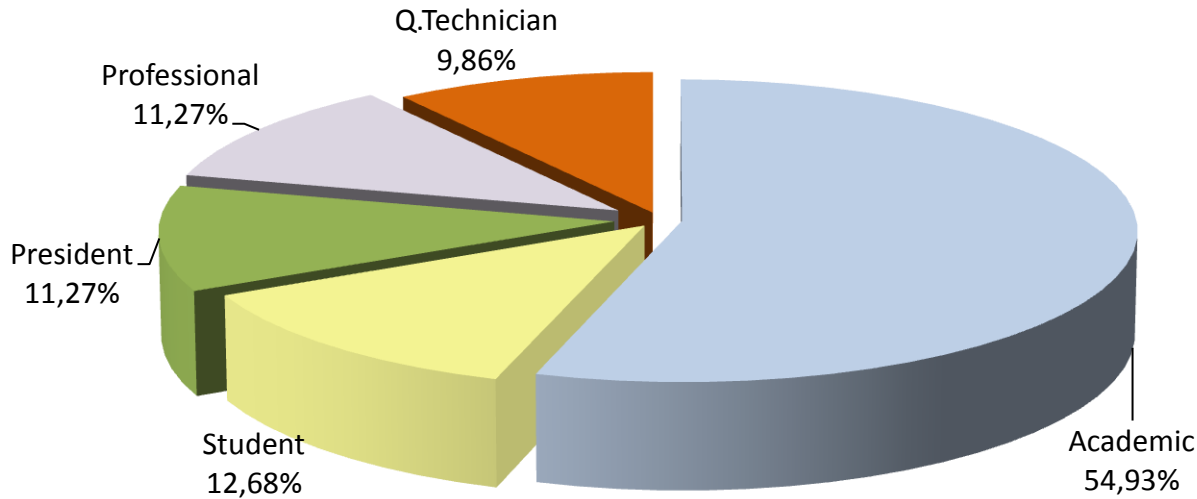


✓ Site Visit





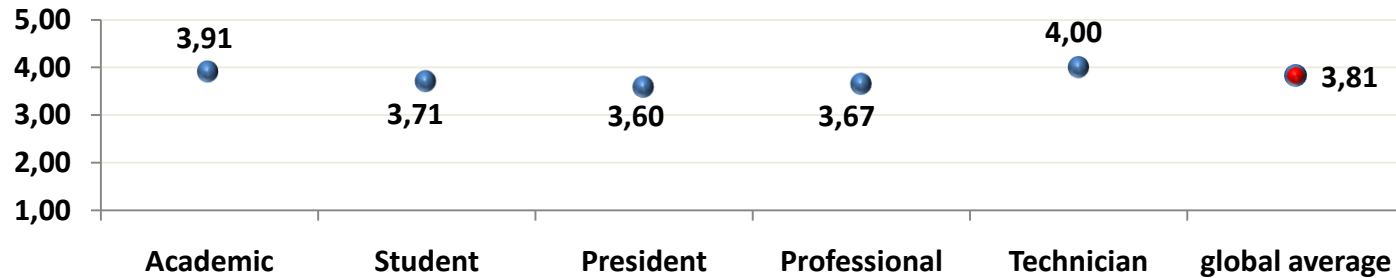
Satisfaction Questionnaires



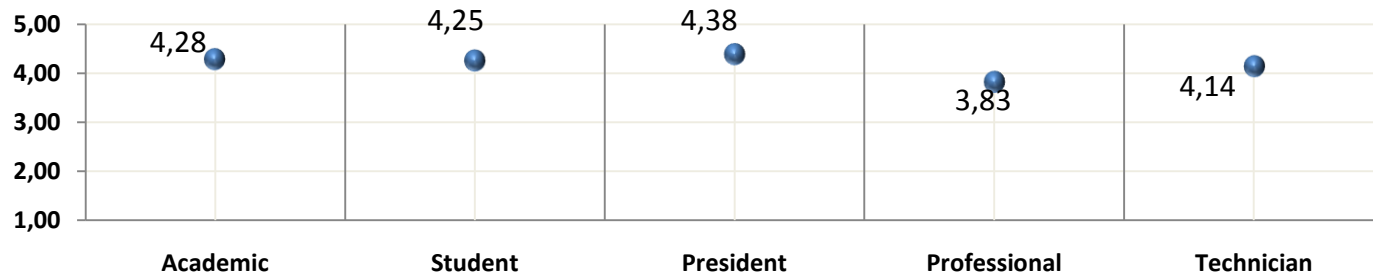
Questionnaires surveyed satisfaction (from 1 which means that the informant is very unsatisfied to 5 which indicates the s/he is very satisfied) in terms of: (a) the evaluation process followed; (b) tools used; (c) AGAE's role and (d) the whole experience.

The evaluation process followed

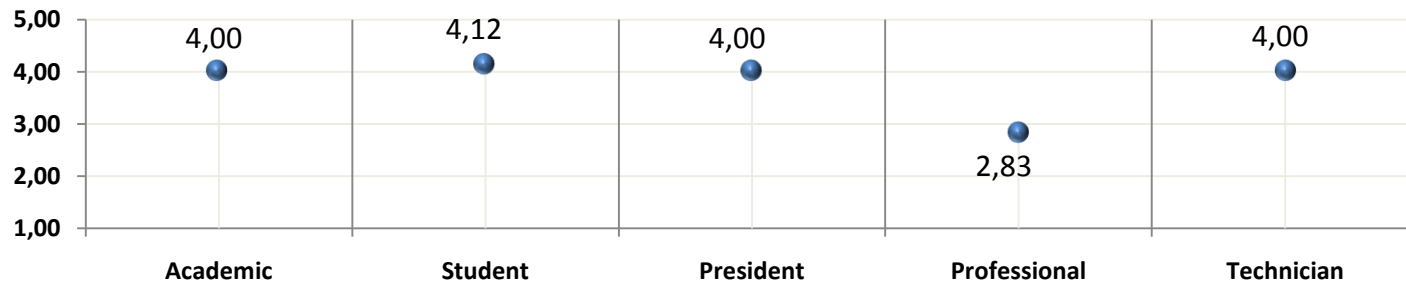
Graphic 2. Level of Satisfaction with Training Sessions



Graphic 3. Satisfaction with Composition of Panels (global average=4,23)



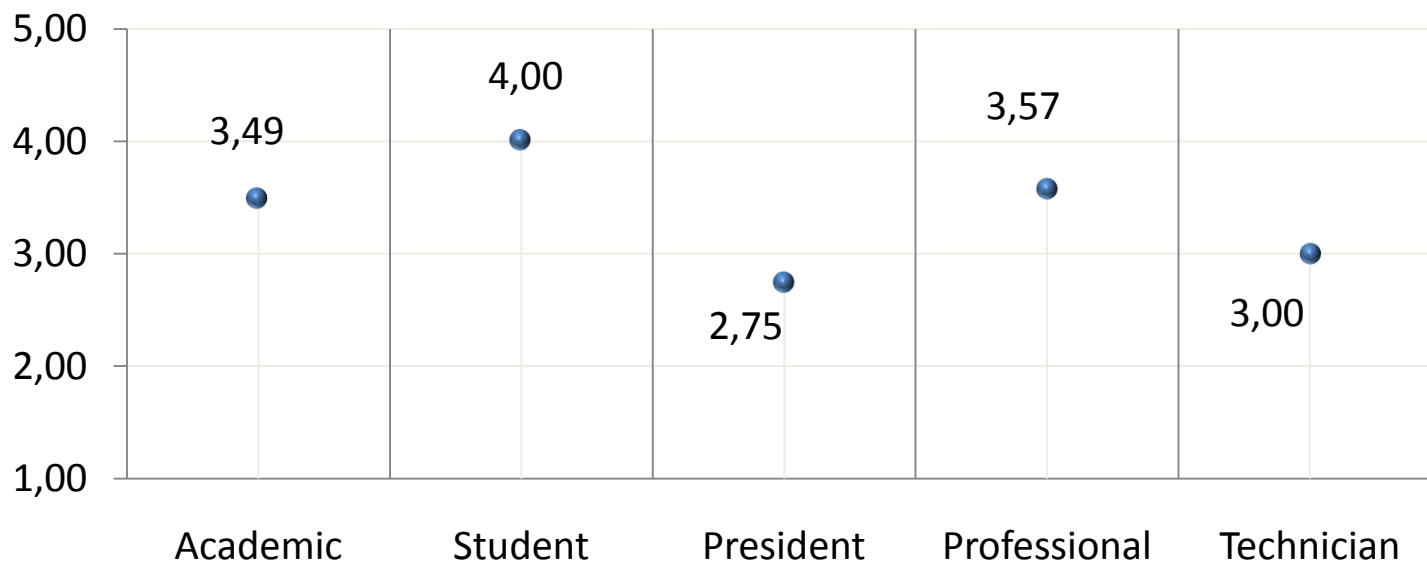
Graphic 4. Satisfaction with Temporality (global average = 3,91)





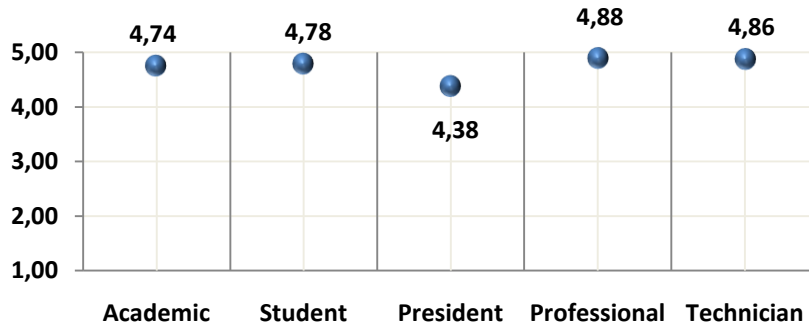
Tools

Graphic 5. Satisfaction with Computer Tools (global average= 3,43)

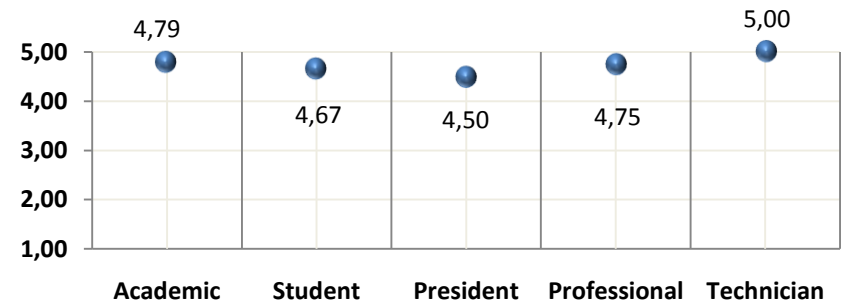


AGAE's role

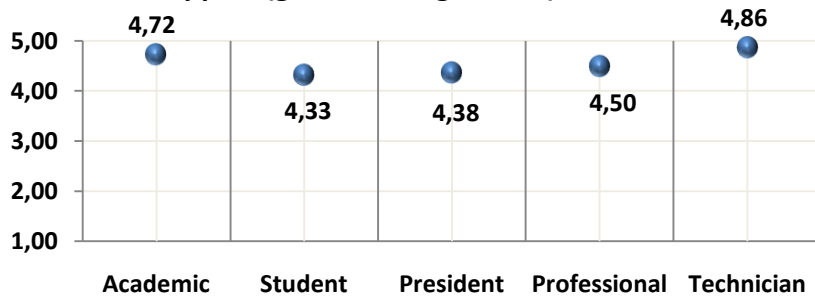
Graphic 6. Satisfaction with AGAE's administration Services (global average= 4,73)



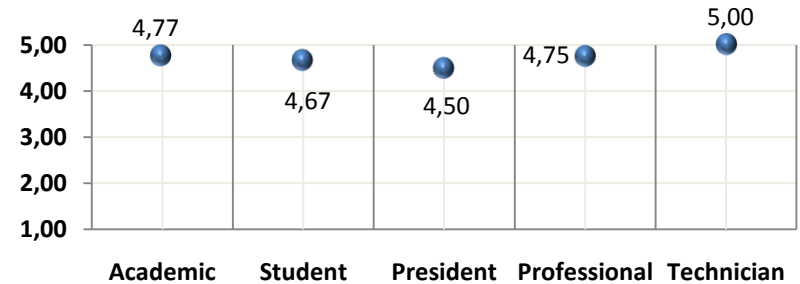
Graphic 8. Satisfaction with Speed in Solving Problems (global average= 4,76)



Graphic 7. Satisfaction with AGAE's Technical Support (global average= 4,62)

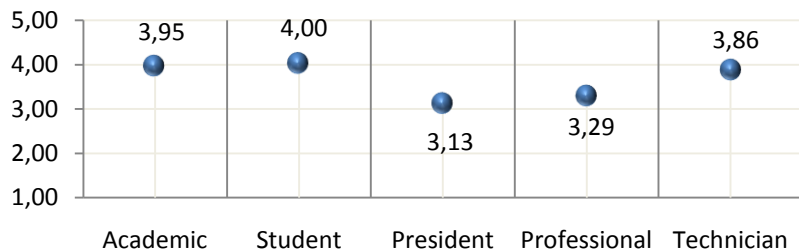


Graphic 9. Satisfaction with Usefulness and Adequacy of Answers (global average= 4,75)

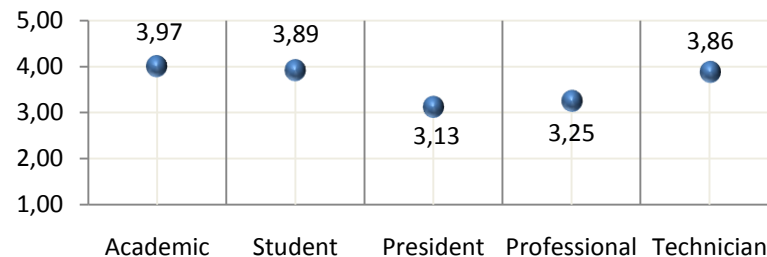


The whole experience

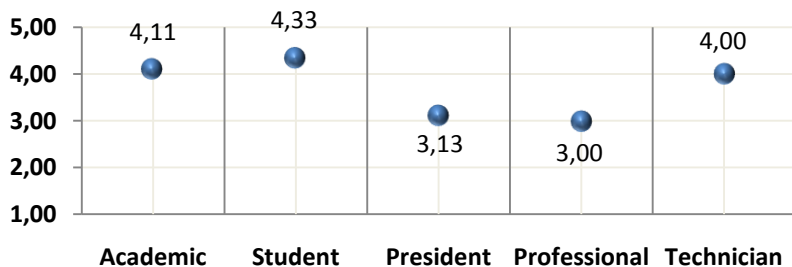
Graphic 10. Usefulness (global average= 3,79)



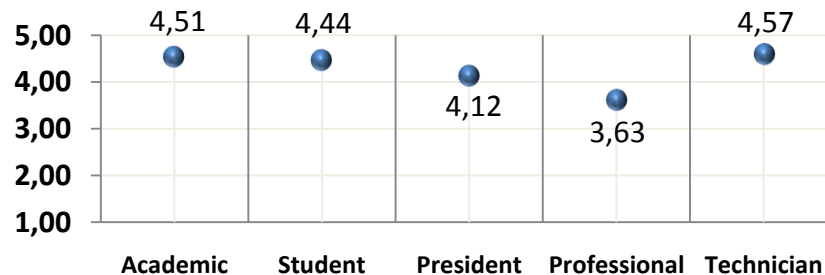
Graphic 11. Feasibility (global average= 3,77)



Graphic 12. Validity (global average = 3,90)



Graphic 13. Transparency (global average = 4,37)





Areas for improvement

- ✓ training sessions
- ✓ inclusion of more professionals
- ✓ a new computer tool to audit the activities of teaching, training and learning





Site Visits

AGAE had four points in its agenda



1. Familiarize Universities with the platform designed by AGAE to facilitate exchange of information.
2. Gauge institutional satisfaction with the information contained in the final reports issued by the different Evaluation Commissions.
3. Ascertain whether the recommendations and modifications suggested were being followed.
4. Debate the criteria on which the follow-up procedure must be based.



Site Visits

Special attention was paid to the criterion of Enhancement Orientation.

There is a need to focus on learning outcomes and design assessment procedures to measure achievement of the intended learning outcomes.





Conclusions

This essay aimed at measuring the effectiveness of the verification procedure conducted by AGAE. The questionnaires circulated among the agents involved targeted three areas in need of improvement. Decisions were made to secure the sustainability of the scheme. In order to prepare the follow-up protocol and support HEIs in the development of IQ schemes of their own site visits were planned. Special emphasis has been placed on enhancement orientation so as to prevent external QA orientation to yield no more than control effects. The effectiveness of site visits, however, is yet to be assessed.



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INQAAHE Conference 2011

