Stakeholder Engagement in Developing a New Cycle of Reviews

Example from IAQA

NOQA Annual Conference
Oslo, 5-6 September 2024

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

Why do we engage?

- Our primary purpose is to support the HEIs in engaging with EQA and fulfilling their responsibilities for IQA.

- Consulting and informing the sector is key to how we work and an integral part of our development process as an agency.

- Respecting and recognising different institutional experiences, following sectoral development.

- Fostering ownership by the HEIs.

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

Who do we engage with?

- The Icelandic Rectors' Conference (RC).

- The Quality Forum for Icelandic Universities (QF).

- The National Union of Icelandic Students (LÍS).

- The Research Evaluation Advisory Committee (REAC).

- The Ministry.

- (Labour market representatives)

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

How do we engage?

On-going dialogue

- Formal and informal meetings with each stakeholder group.
- Institutional Board Visits.
- Annual Quality Dialogues.
- Annual enhancement-oriented conference and pre-conference with students.
- Other platforms for exchange and peer-learning.

Formal feedback on framework

- Survey after each IWR.
- Survey after each cycle.
- Monitoring and regular review of each cycle.

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

Developing QEF3 with our stakeholders

- Testing of ideas and outlines at early stages, main changes from QEF2 to QEF3 gradually introduced.

- In-depth work with sectoral committees on specific evaluation themes (QF, REAC).

- Sharing of written material in multiple draft forms.

- Feedback loop throughout the 2-year development process.

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

Developing the third cycle

- Collaboration on the "Effectiveness Statements" and the "Indicative Questions" (see [toolbox online](#)).

- Handbook, guidelines and templates in final draft form shared before launching QEF3.

- Glossary of terms in Icelandic co-developed with the QF.

Gæðamat háskóla
Icelandic Agency
for Quality Assurance

Risks

- Information sharing vs dialogue vs consultation.

- What to take on board from stakeholder feedback?

- Sensitive timing of feedback.

Gains

- A clear picture of stakeholder feedback on QEF2 had already emerged before starting developing QEF3.

- No surprises on QEF3 at the time of launch.

- The whole HE sector on board

- A sense of sectoral ownership and transparency.

Gæðamat háskóla
Icelandic Agency
for Quality Assurance