Principal challenges of QA in HEIs and responses for success from the perspective of globalization and integration

Pham Thi Thanh Xuan, M.Ed, Phung Ba Sy, M.A, Bui Thi Hau

Center for Quality Assurance, Hanoi University of Agriculture

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- ➢ Principal challenges of QA in HEIs & responses for success;
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INTRODUCTION

➤ UNESCO (2007, p 3), "They [globalization & integration] have created both challenges & opportunities in QA in education to which countries & regions have responded in various ways, depending on their traditions, culture, resources & priorities";

➤ Diversification of skillful labor force & multi-purpose products in education area;

INTRODUCTION

➢ Competitions among student enrolment expansions;

➢ Newly local established HEIs & wide range engagements of foreign universities;

➢ Growing needs for mutual recognition of curriculum, conflicts between HEIs' scope & QA;

➢ Across border tendency of international students.

PRINCIPAL CHALLENGES OF QA IN HEIs AND RESPONSES FOR SUCCESS

1. Learner employability & HEIs' accountability to stakeholders;
2. Development of study programs & textbooks;
3. Quality of training & research activities;
4. Leadership role & communication;
5. External quality accreditation;
6. Establishment of quality culture

1.Learner employability & HEIs' accountability

➢ Employability:

>   ➢ "…A set of skills, knowledge and personal attributes that make an individual more likely to secure and be successful in their chosen occupation…" (Farhana et al. (2010)

>   ➢ "…Learning outcome of a programme with parallel personal development like work experience and extra-curricular activities…" (Farhana et al. (2010)

1.Learner employability & HEIs' accountability

➢ Relationship between integration and employability;

➢ Social accountability of HEIs:

  ➢ Attract as many as students;

  ➢ Graduates not meet jobs; short of "soft skills";

  ➢ "…Claims about quality, accountability and the enhanced employability of students will no longer be channeled to academic bodies with -sluggish decision-making abilities.." (Hénard and Mitterle (2009, p.25)

Dissolving Boundaries for a Quality Region

1.Learner employability & HEIs' accountability

➤ Contribution to advance of societies & world-wide civilization;

➤ Kind of citizens?

➤ Skills & values: cross cultural communication, cultural adaptability, problem analysis, information management, negotiation/mediation, self-promotion;

➤ Culture of accountability

➤ Steps to ease impacts by economic crisis, Gibbons, (1998, p.58)

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2.Development of
study programs & textbooks

➤ Qualifications, degrees, curriculum to be transferred/ recognized;

➤ Shortage of qualified academic staffs;

➤ Pressure on student enrolment expansions

➤ "The finance-driven provision of higher education deteriorated the quality of higher education", Pham (2012)

➤ Responses:
  ➤ Redefine qualifications & curriculum frameworks;
  ➤ Construct curricula;

2. Development of
study programs & textbooks

➢ Responses for success:

➢ Continual improvements of quality services;

➢ Cooperation & shared experiences in designing curricula;

➢ Get mutual recognitions and transfers

3.Quality of training & research activities

- ➢ Challenges:
  - ➢ HEIs' ranking, trust & fame to be blurred & lost;
  - ➢ Number of international research articles;
  - ➢ Financial support from Government;
- ➢ Responses for success:
  - ➢ Strengthen their research capability;
  - ➢ Exchange research tools and technology;
  - ➢ Develop & sustain dynamic & internationally competitive research sector;
  - ➢ Seriously suppress plagiarism

4. Leadership role & communication

➢ Challenges:

> ➢ *"…a university which stands on the three legs of accountability for public money, close links with the market for its services, and the trust of its local communities is surely not only more stable but also more autonomous" (Trow, 1996, p. 313);*

> ➢ *"…insufficient and ineffective educational management capacity and standards at both institutional and ministerial levels", (Pham, 2009,p.126);*

> ➢ <u>Disconnection</u> between policies' managers & stakeholders

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4. Leadership role & communication

➢Responses:

  ➢Different communication tools =>Institutional stakeholders' significance of quality assurance;

  ➢Leaders have academic experiences & understand HEIs' operation area;

  ➢Quality assurance requires long-term well-planned & guided-process;

  ➢Flexible approaches on problems in QA;

5. External quality accreditation

➢Challenges:

　➢Wide range expansion & diversification of HEIs=>quality control;

　➢Autonomy mechanism with accreditation;

➢Reponses:

　➢Transparency in accreditation; ranking;

　➢Policies, support and autonomy dedicated to accredited HEIs;

　➢Maintain a 5-year cycle of accreditation;

　➢Submit periodic self -assessment reports for review

6. Establishment of quality culture

➢Challenges:

  ➢IQA mechanisms not in line with quality culture;

  ➢Vu (2012), "quality of IQA activities will be unstable in case statutory documents & orders from HEIs ownerships are delivered to all stakeholders without clear instructions & sufficient information";

➢Reponses:

  ➢Develop organic & mutual relationship between quality culture & IQA

  ➢Provide HEI's accurate information to stakeholders;

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Concluding remarks

➢ Globalization & integration make HEIs, governments & be more active in solving challenges by a flexible combination of solutions across disciplines, institutions & other stakeholders;

➢ Challenges to be gradually minimized =>QA in HEIs to be improved;