

How to assess the quality of internationalisation?

Internationalisation as a distinctive quality feature

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Internationalisation in Europe

- Increasing importance of internationalisation of HE
- Preparing students for working in an increasingly globalised and multicultural work environment
- Internationalisation integrated in the curriculum
- Assessing and improving the quality of internationalisation can enhance the general quality of a programme

Internationalisation and NVAO

- NVAO's binational nature
- HEIs of the Netherlands and Flanders actively engaged in internationalisation
- Internationalisation integrated in accreditation framework but no specific standard
- Existing initiatives focus on the *institutional* level
- With the input of experts from institutions NVAO developed a **distinctive quality feature for internationalisation** at the *programme* level

The distinctive quality feature...

- Provides an incentive for those concerned with internationalisation
- Develops an additional information tool for students, teachers and HEIs
- Completely voluntarily: HEIs can request assessment of internationalisation for 1 or more programmes

Framework: principles

- Internationalisation assessed at the level of the programme
- Ambition level regarding internationalisation should be defined in a vision or policy statement
- Reflected in intended & achieved learning outcomes
- Internationalisation must have significant impact on the quality of the programme
- Assessment by experienced and authoritative panel

Framework: standards

1. Vision or policy on internationalisation
2. Learning outcomes: international and intercultural
3. Teaching and learning
4. Staff
5. Services
6. Students
 - 4 point grading scale: unsatisfactory, satisfactory, good, excellent; distinctive feature for programmes that are assessed as satisfactory;
certificate for programmes that are assessed good or excellent

Assessment methods

- Self-evaluation report written in English
- 1 day site-visit by team of international experts:
 - Chair
 - Subject specific expert
 - International QA expert
 - Student Process Coordinator and Secretary (NVAO)
- Draft report
- Consistency check
- NVAO Board takes final decision



Participants in the pilots

- 13 institutions:
 - 10 Dutch, 3 Flemish
 - 5 research universities (10 programmes) and 7 universities of applied sciences (10 programmes), 1 specialized HEI
- 21 programmes, involved disciplines:
 - Business programmes (8)
 - Engineering (4)
 - Law (3)
 - Health (2)
 - Social Studies (2)
 - Arts (2)

Results of the pilots

- 10 distinctive features and certificates for “good” internationalisation
- 7 of the certificates to programmes of research universities; 2 to programmes of Universities of Applied Sciences; 1 to the specialized institution
- 8 distinctive features for “satisfactory” internationalisation
- 3 “unsatisfactory”

Results on standards

Standard	Unsatisfactory	Satisfactory	Good	Excellent	Totals
1. Vision	1	9	9	2	21
2. Learning outcomes	2	8	9	2	21
3. Teaching & Learning	0	4	12	5	21
4. Staff	0	5	7	9	21
5. Services	0	5	12	4	21
6. Students	1	1	15	4	21
	4	32	64	26	126

Feedback from programmes

- SER and assessment often led to intensive discussions within HEI about internationalisation; positive experience, learned a lot
- Time spent for preparation by HEI varied (100-800 hours): combination with accreditation procedure preferred
- Framework helpful for writing self-evaluation **but:**
 - More guidance on criteria and for writing SER needed, particularly on international and intercultural learning outcomes

“The self-assessment revealed detailed information and leaves us with room for improvement”



“The idea of international and intercultural competences at the programme level led to some discussion”

Feedback from panels and NVAO

- Appreciation for the variety of initiatives on internationalisation
- Experts positive about framework; standards are the right ones
- More guidance on standards vision and learning outcomes, and on assessment rules needed
- Suggestions for improvement of framework, site visit schedule, panel induction, etc.

Revised framework (1)

- NVAO will connect the DQF Internationalisation to the regular accreditation procedure

1. Policy

- a. clear and shared vision
- b. objectives
- c. evaluation

2. Learning outcomes

- a. intended learning outcomes
- b. assessment
- c. graduate achievement

Revised framework (2)

3. Teaching and learning

- a. curriculum
- b. teaching methods
- c. learning environment

4. Staff

- a. composition
- b. international experiences and competences
- c. services provided to staff

5. Students

- a. student group composition
- b. international experiences and competences
- c. services provided to students

Towards a European certificate

- Proposal for European Certificate has been submitted to the European Commission
- 20 pilot procedures with participants from: The Netherlands, Flanders, Germany, Austria, Poland, Croatia, Slovenia, Spain and France
- Strong requirements: only good and excellent programmes will receive the certificate.

Thank you for your attention

More information:

http://nvao.com/distinctive_quality_feature_internationalisation



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