



**ANQAHE**  
Arab Network for Quality  
Assurance in Higher Education

# **Quality Assurance of Higher Education in the Arab Region**

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*President of the Arab Network for Quality  
Assurance in Higher Education (ANQAHE)*

Prof. Nadia Badrawi

CHEA conference, 2009  
Washington ,DC

# Scoping Study conducted by The Arab Network for Quality Assurance in Higher Education (ANQAHE)

## Participants

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**Badr Aboul Ela**

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**Feisal Al Haj**

**Salim Rasvi**

**Ekhleif Tarawneh**

**Hala Salah**

**Saleh Hashem**

**Tariq AlSindi**

**Issam Naqib**

**AbdAllah Mussalam**

**Mohamed Saad Salim**

**Mohamed El Subu**

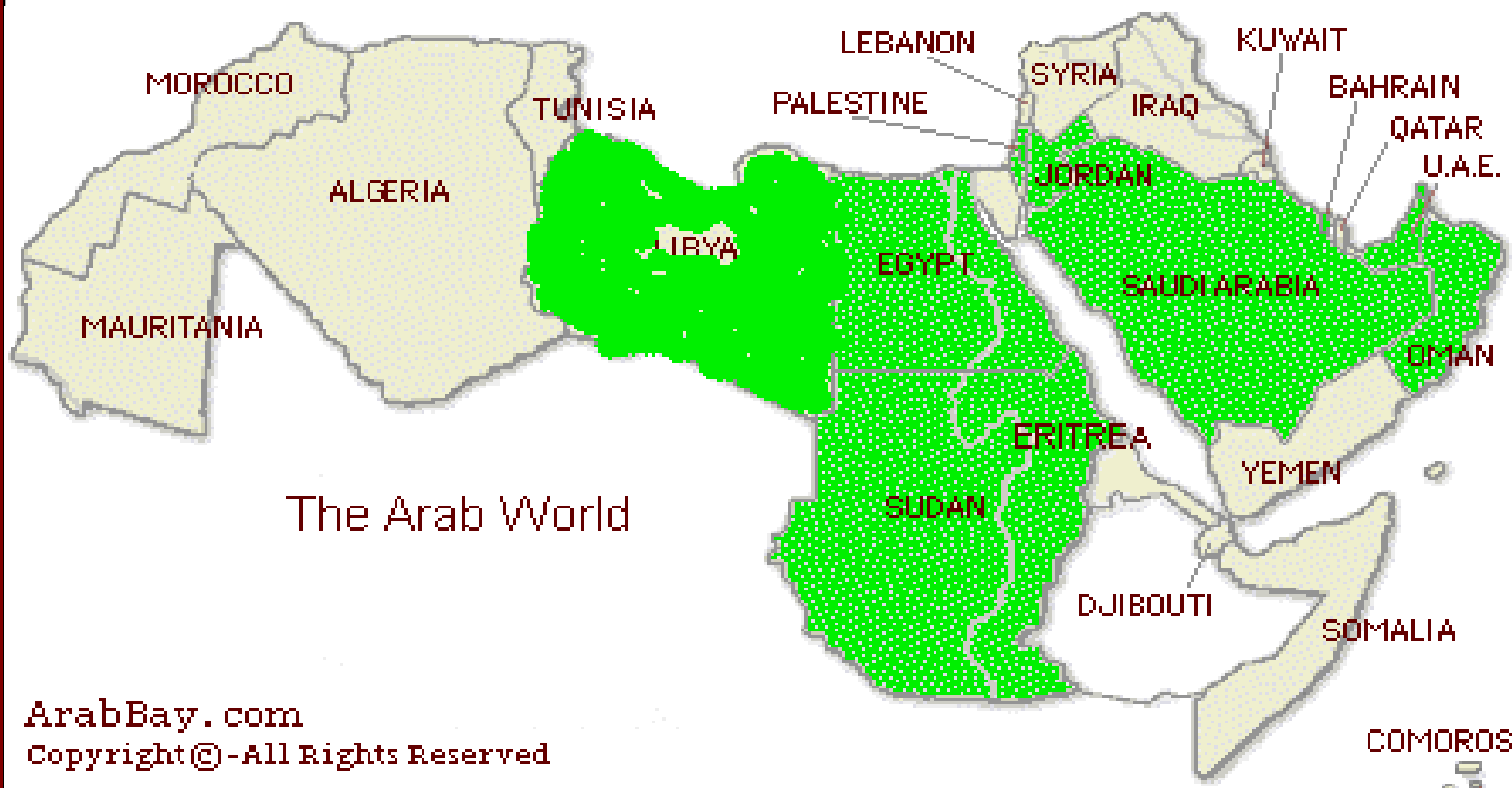
# **The Arab Network for Quality Assurance in Higher Education (ANQAHE)**

**ANQAHE is a regional  
network that operate as an  
independent, non-profit  
nongovernmental  
organization**

# Goals of ANQAHE

- **To support and enhance quality assurance organizations in the Arab region;**
- **To develop capable human resources and establish a mechanism of cooperation in the field of quality assurance in higher education in the Arab region;**
- **To sustain regional and international cooperation in quality assurance in higher education;**
- **To exchange information on quality assurance in higher education in the Arab region.**

# Members of ANQAHE



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# Scoping Study

**Needs assessment in the form of survey to map out the situation of the individual EQAAs in the Arab region against international good practices to achieve ANQAHE goals.**

**Scoping study was initiated with support from a World Bank /UNESCO development Grant (GIQAC)**



# **Objectives of the scoping study**

- 1. Assess the situation of each Quality Assurance organization in the Arab Region;**
- 2. Identify gaps and areas in the QA system in the Arab States that needs enhancement;**
- 3. Prepare short-term and long term strategies on the specific activities to be undertaken to support the establishment of QA system in Arab States;**
- 4. Support Arab States agencies to plan for their activities;**
- 5. Construct framework guidelines for QA in Higher Education in the Arab States**

# Survey Design

- **Development of Survey questionnaire by a core group from ANQAHE board to include both quantitative and qualitative questions**
- **Reviewing of the survey to ensure that it is comprehensive and clear;**
- **Validation of the Survey questionnaire ;**
- **Intended sample size was 22 Arab countries;**

## **Survey Design (cont.)**

- **The survey covered many areas such as legal basis and governance of the QA body, its objectives, selection and training of reviewers, site visits, and coordination among the various QA players in the country and the good practices**
- **The survey included a glossary and instructions for selection of the alternatives.**

# Survey Design (cont.)

**The survey comprised three sections:**

- 1. closed- end questions,**
- 2. list of documents that could be attached**
- 3. an open-end questions**

# Implementation

- **Search the proper contact personnel**
- **Distribution of the survey by both post-mail and email to 22 Arab Countries**
- **Follow up by telephone conference**
- **Personal interview to complete the survey during QA conference in Cairo**

# Results

- **16 QA organizations from the Arab countries responded**
- **13 surveys were analyzed**
- **A descriptive statistics analysis using SPSS V -11 program was done**
- **The results were presented in the form of frequency tables, histograms and pie charts**

# Arab Countries

**Algeria**

**Djibouti**

**Iraq**

**Lebanon**

**Morocco**

**Qatar**

**Sudan**

**UAE**

**Bahrain**

**Egypt**

**Jordan**

**Libya**

**Oman**

**Saudi Arabia**

**Syria**

**Yemen**

**Comoros**

**Eritrea**

**Kuwait**

**Mauritania**

**Palestine**

**Somalia**

**Tunisia**



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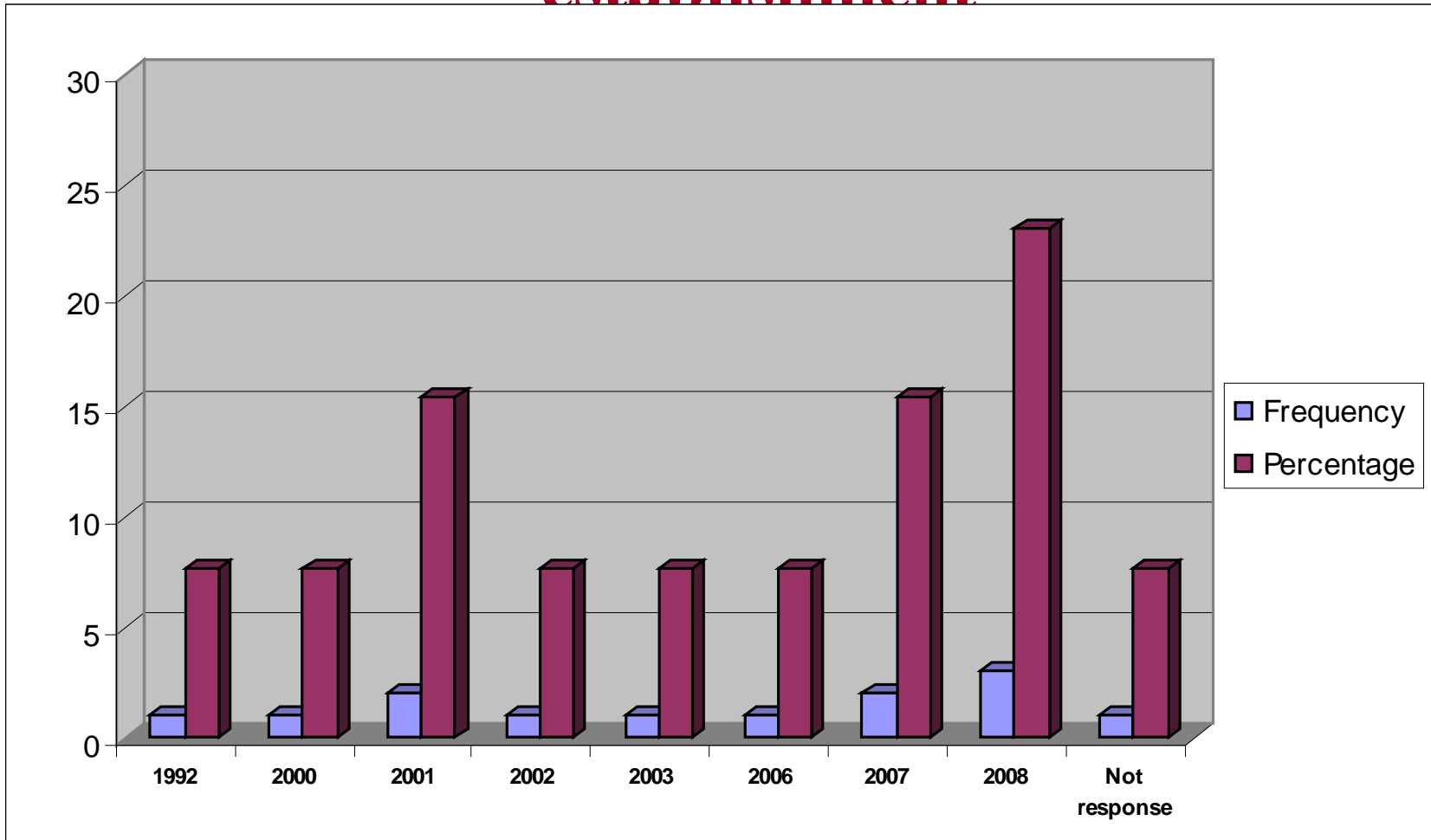
# Analysis of the results

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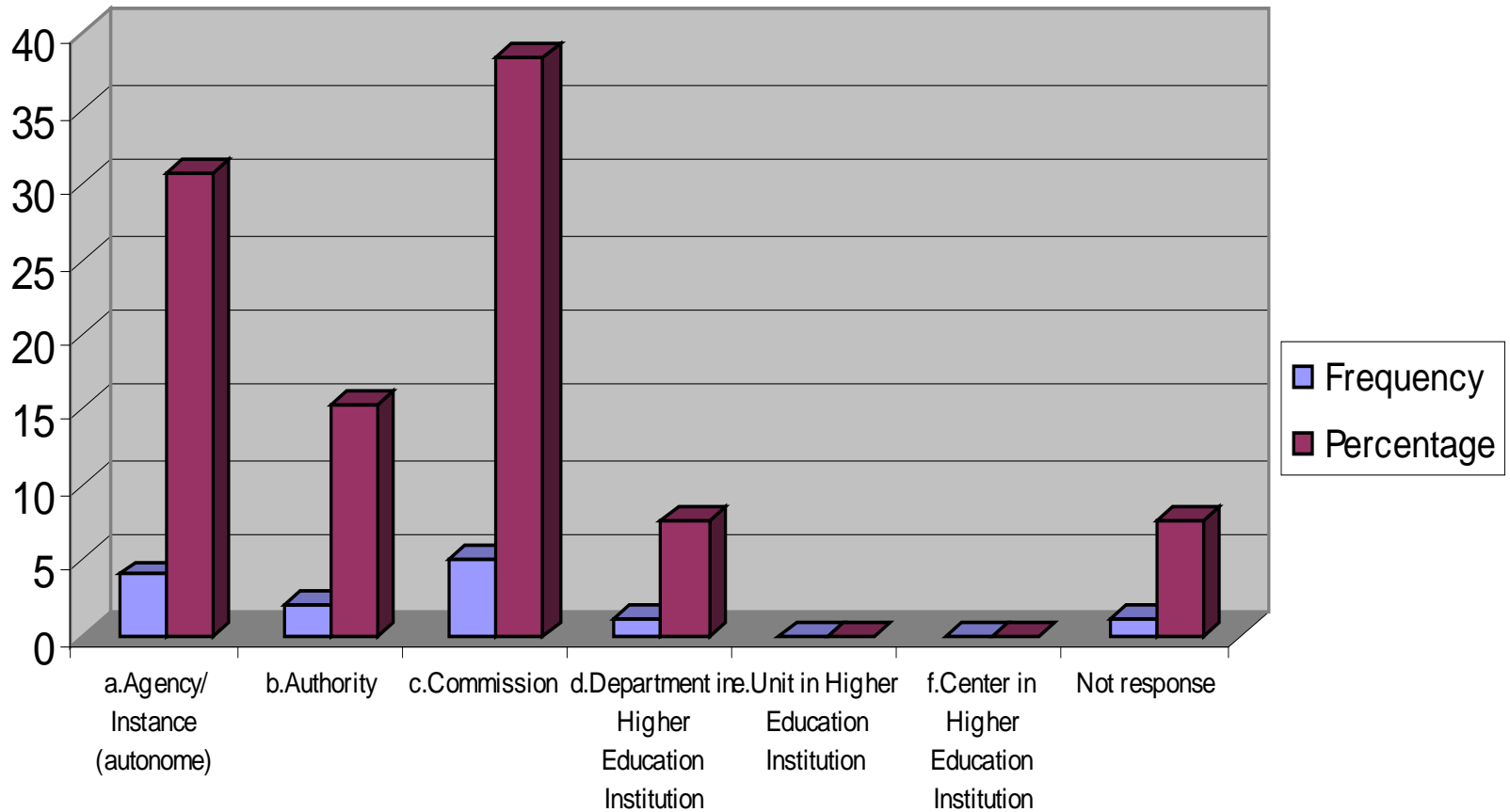
# Frequency distribution of the year of establishment



washington ,DC



# Governance: The agency is considered as:

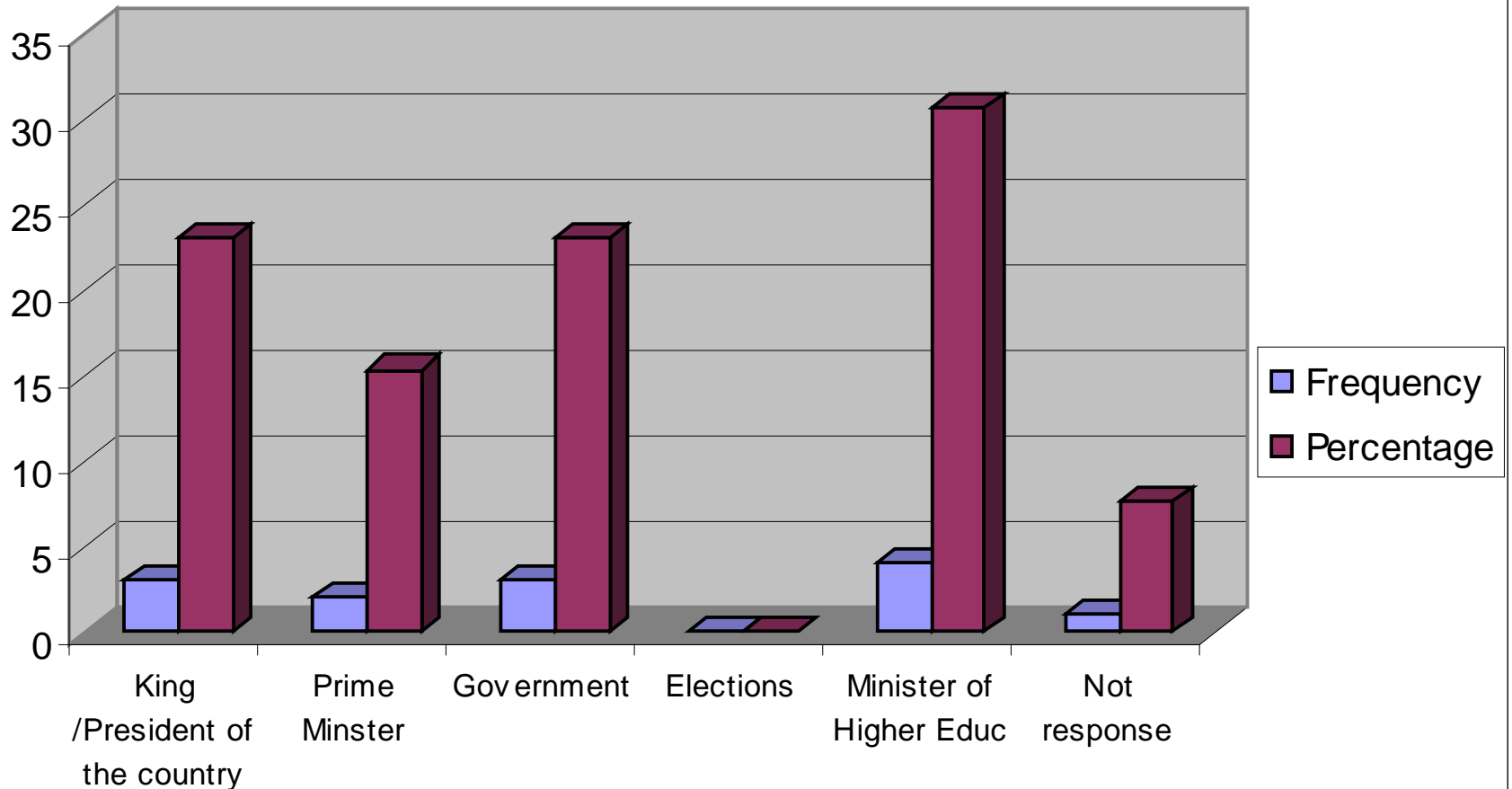




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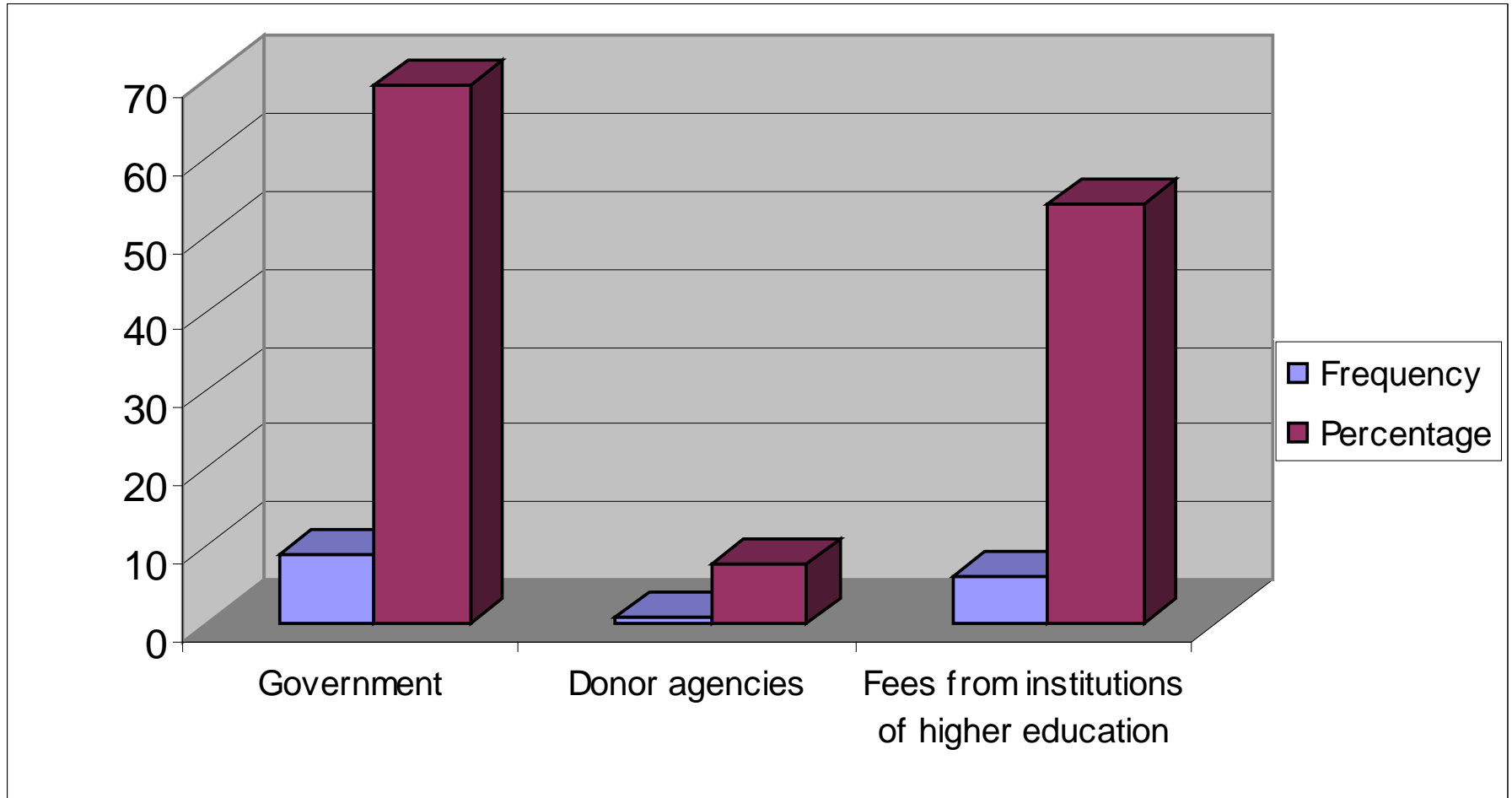
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# Who appoints the members of the EQAA governing body?



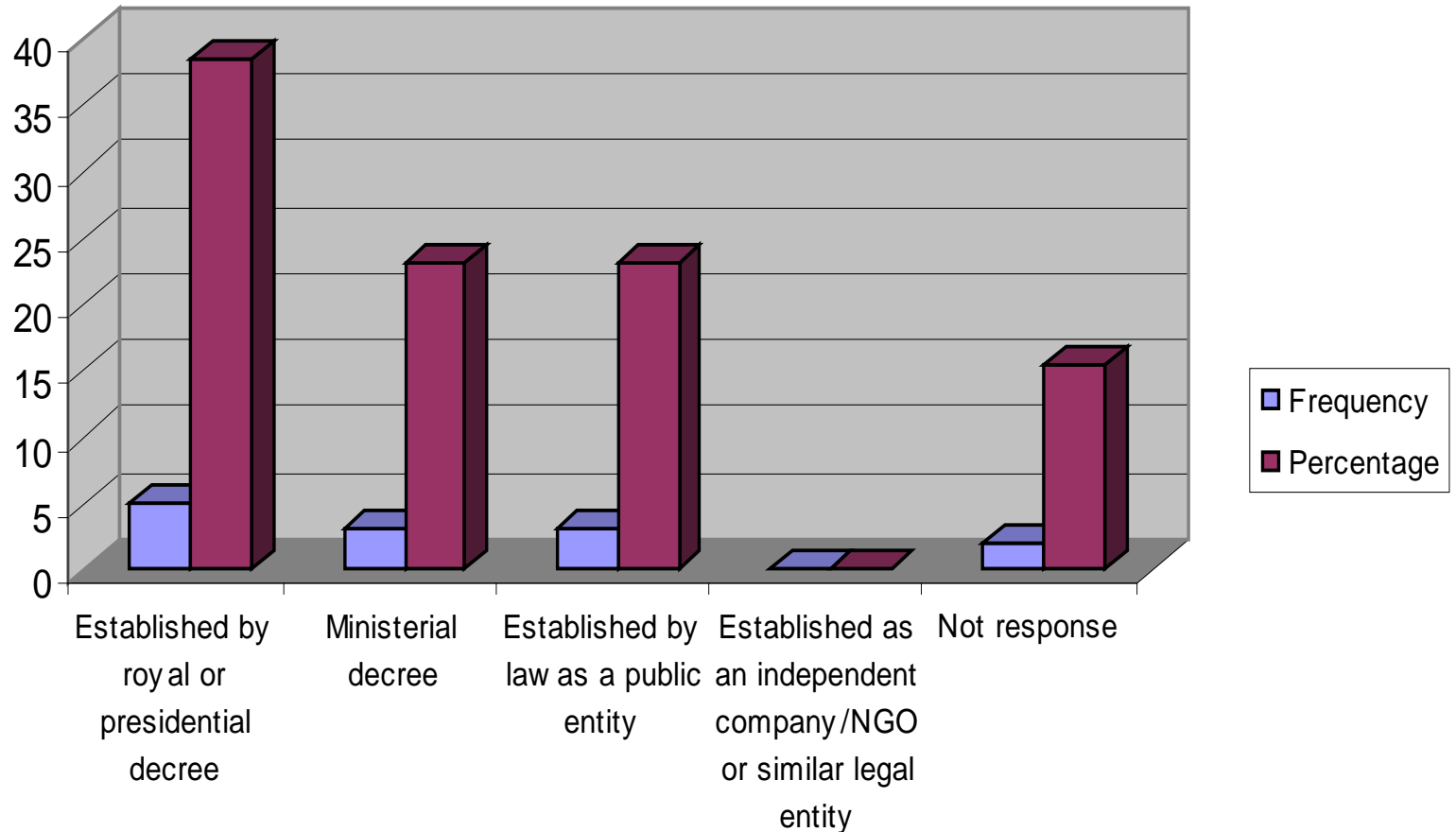


# Financial resources



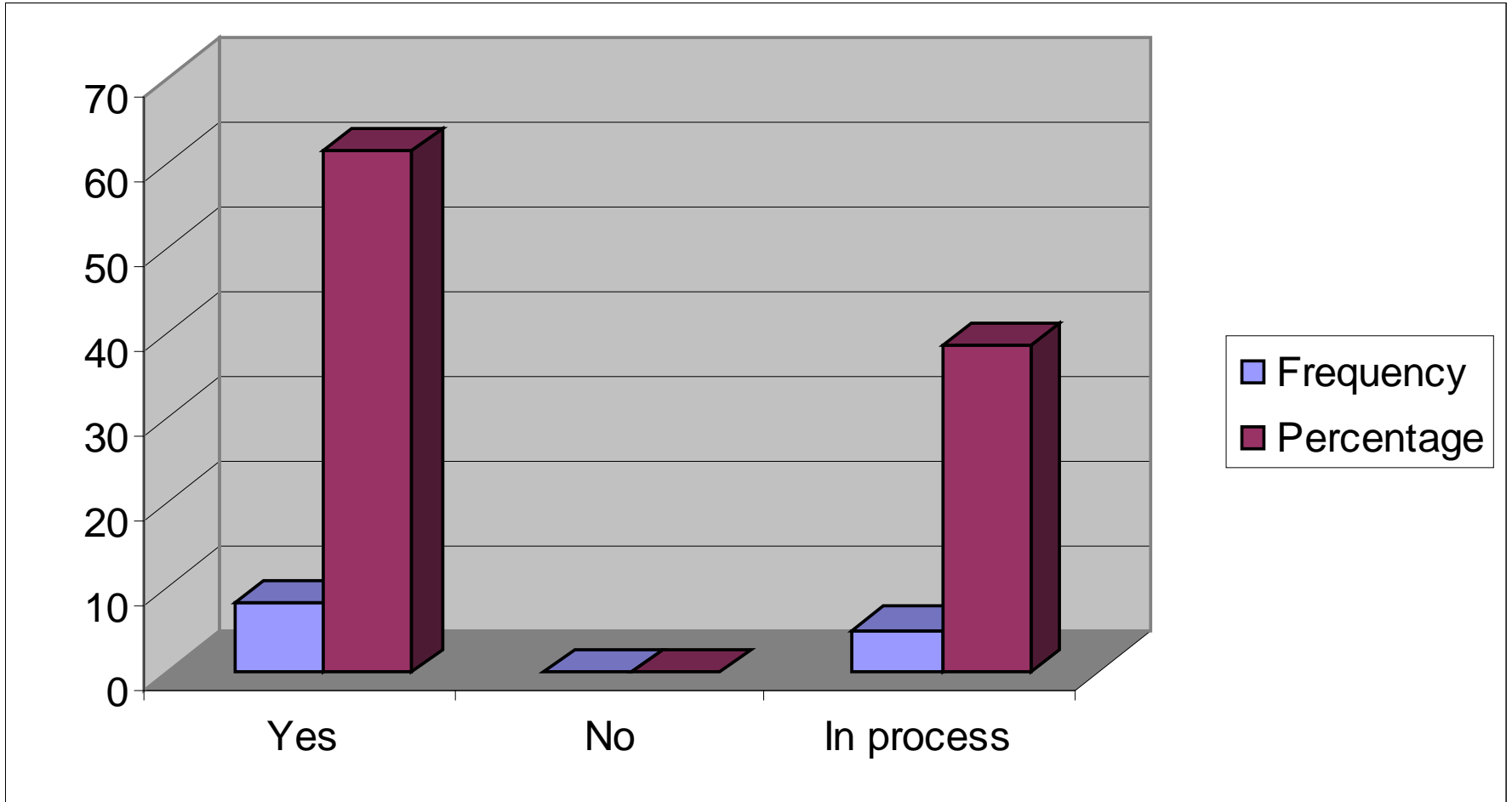


# The legal status of the EQAA is:



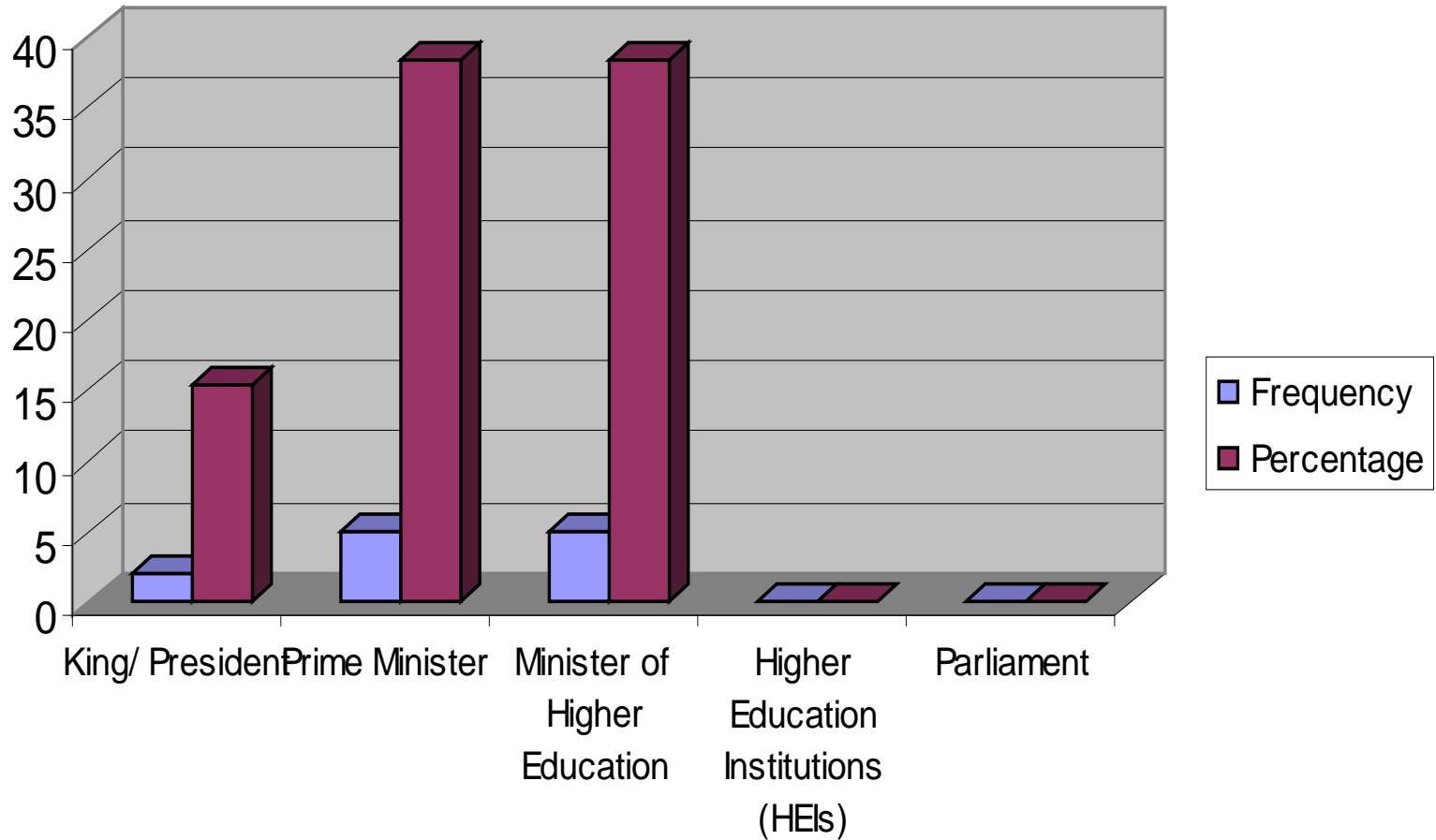


# A clear policy on conflicts of interest



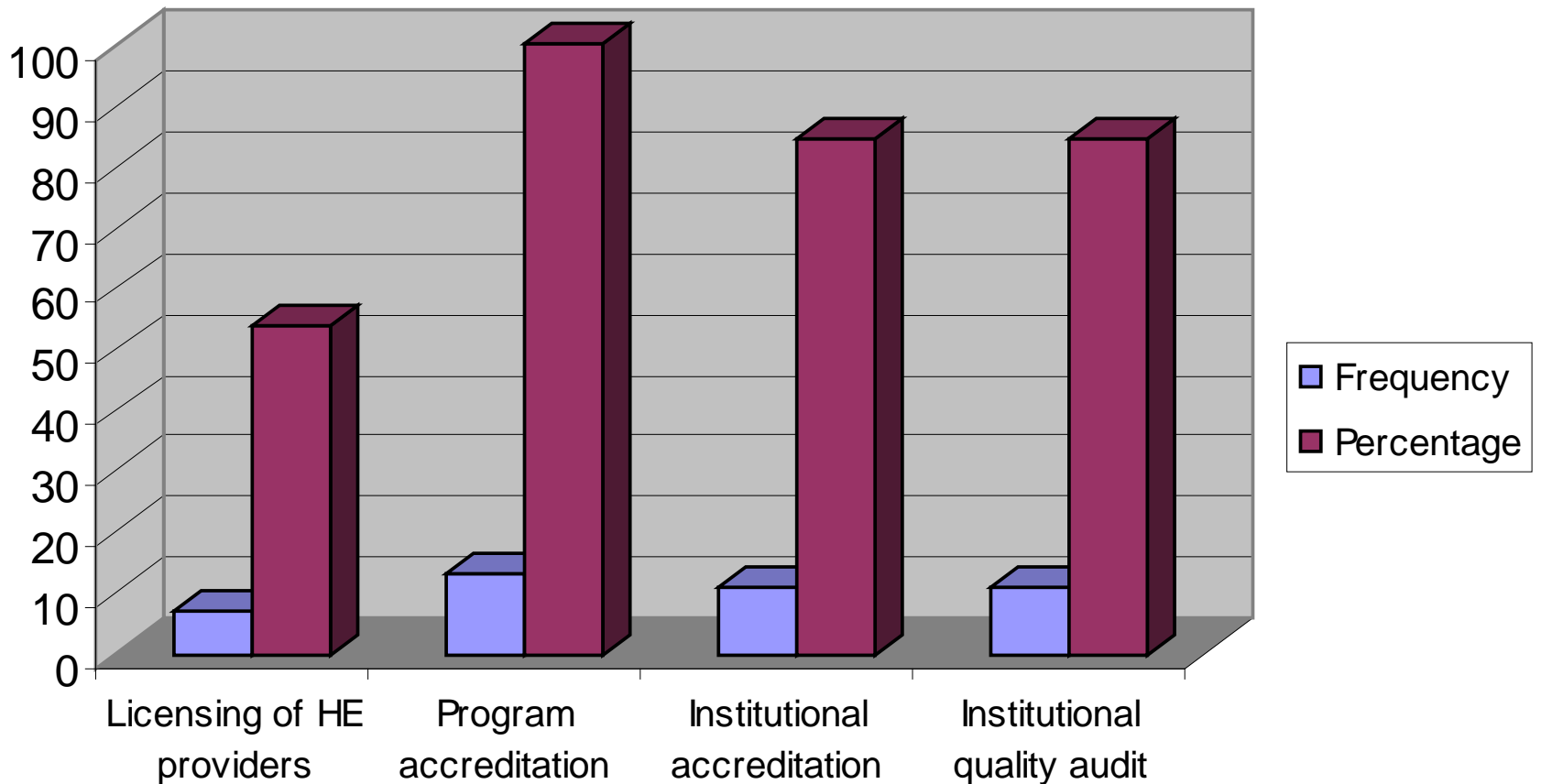


# Reporting

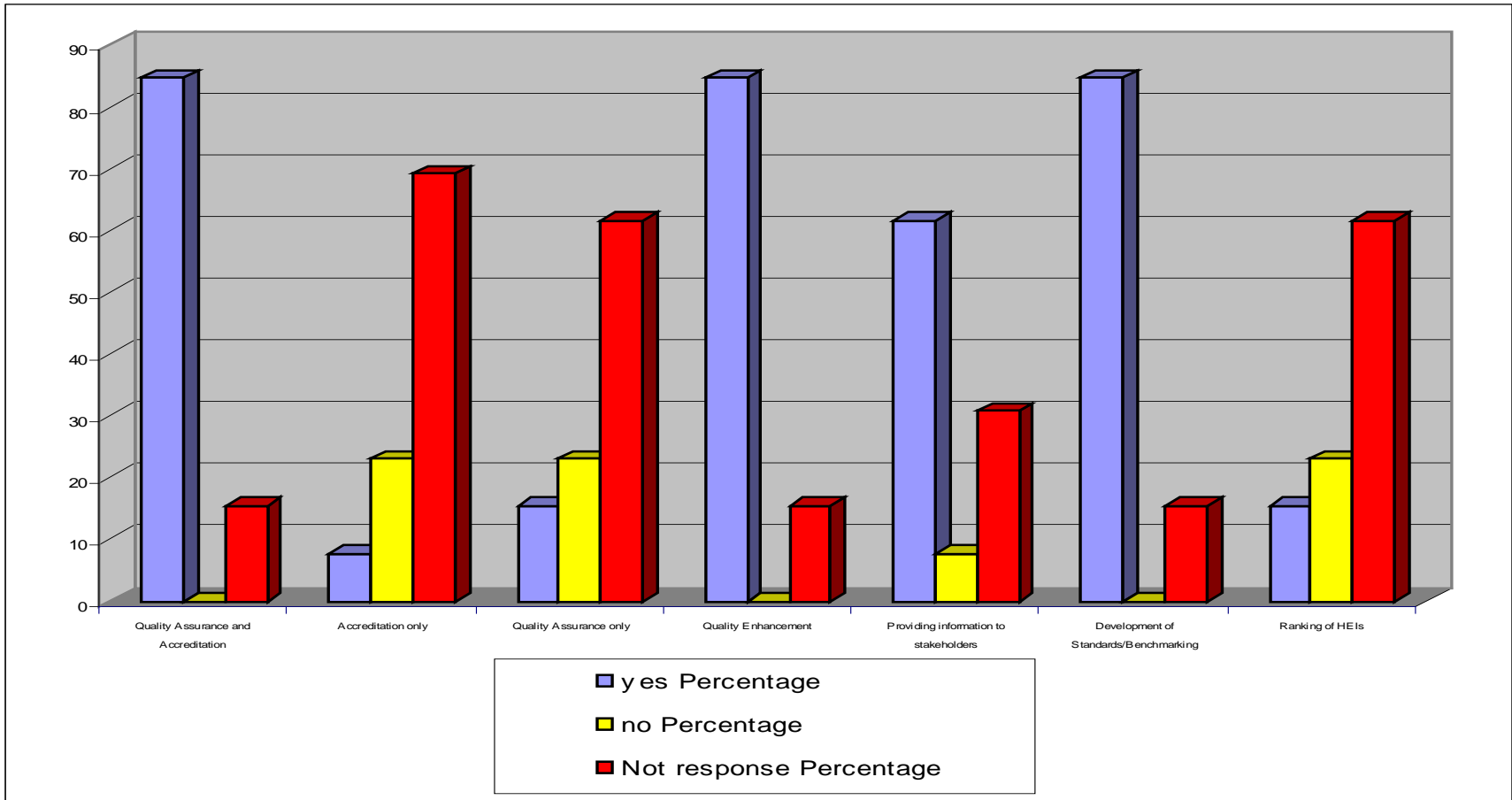




# The EQAA Framework



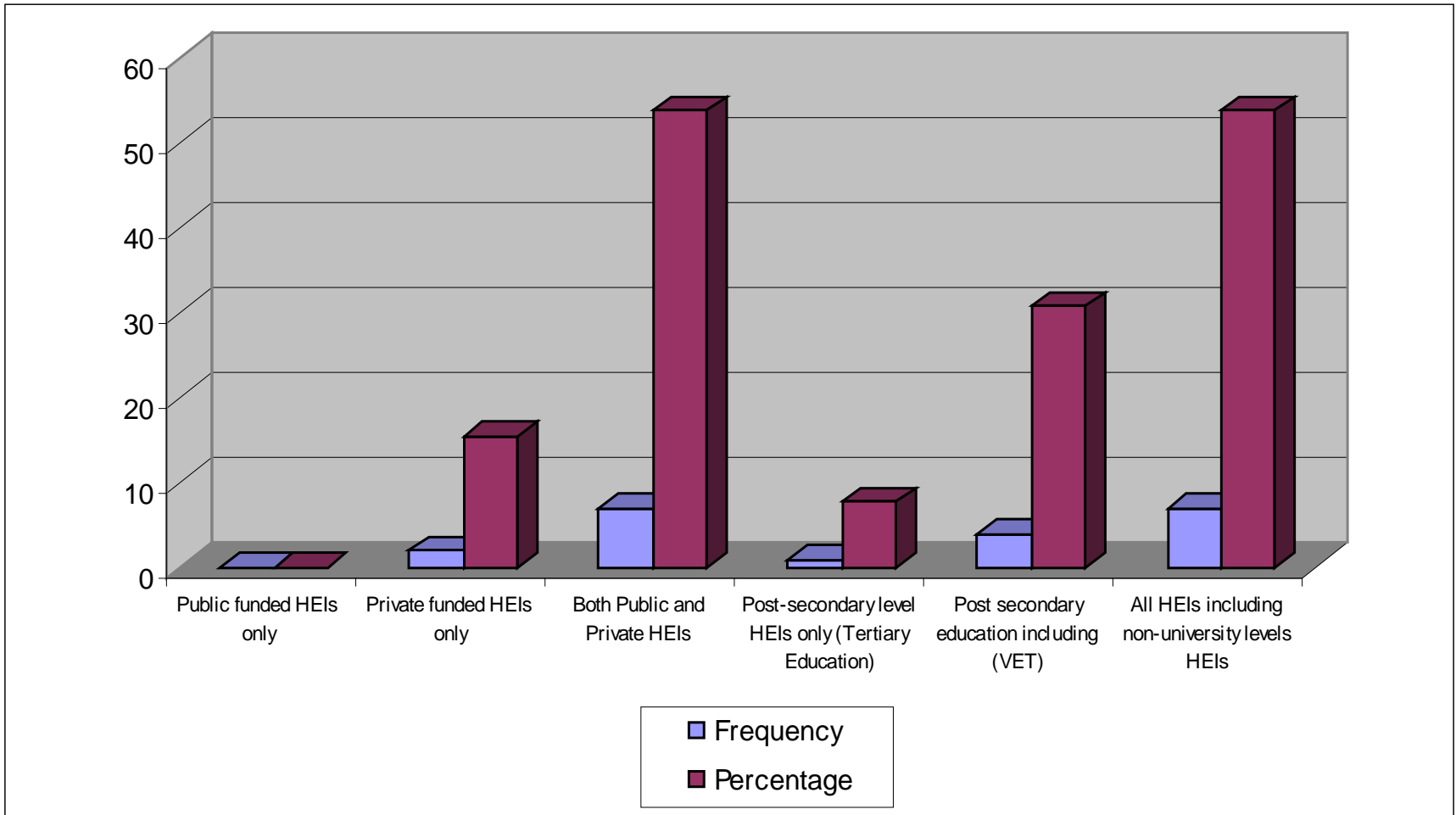
# Most significant activities of the EQAA



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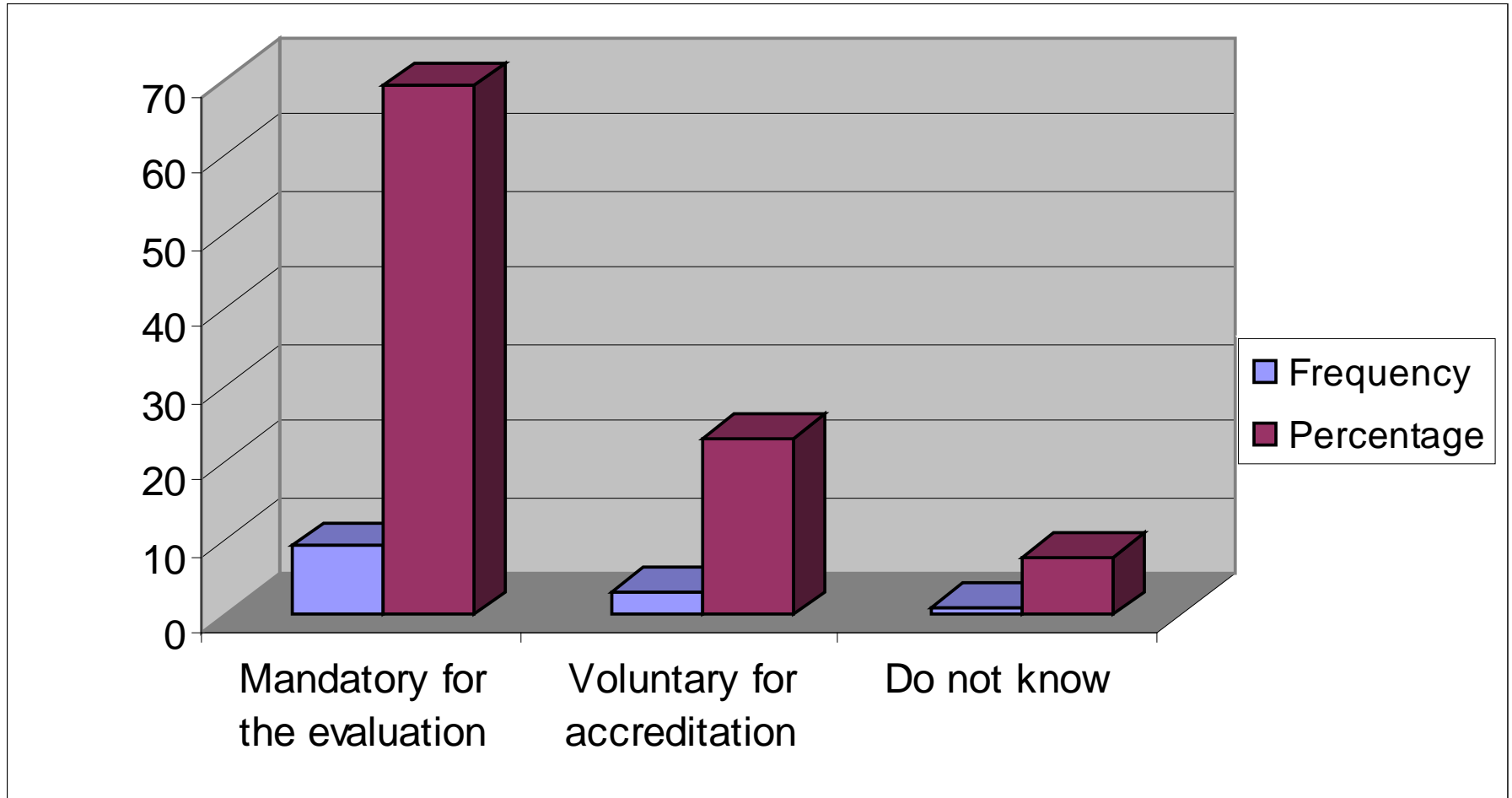


# Type of institutions covered by the EQAA



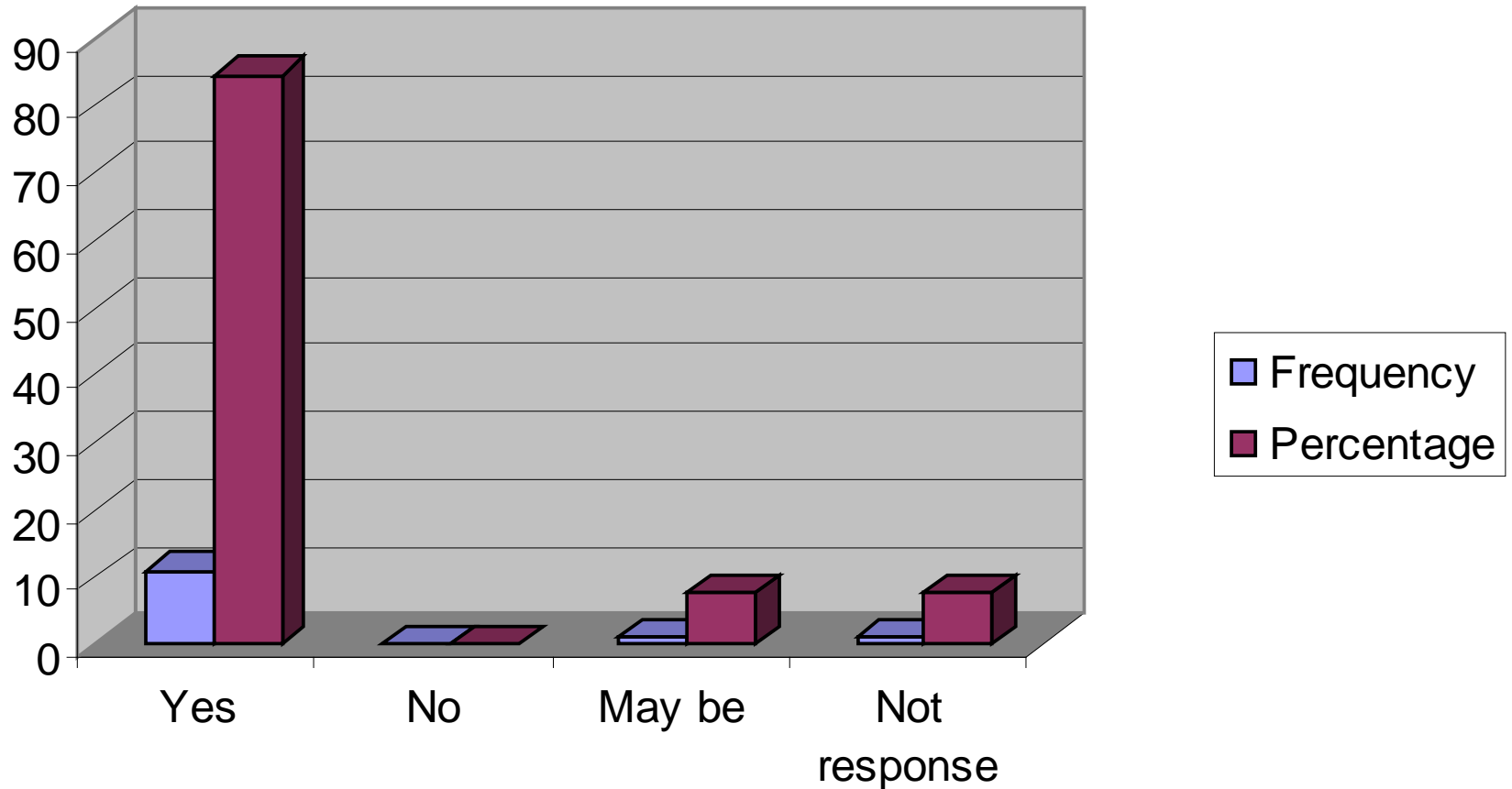


## The processes of the EQAA for HEIs are:



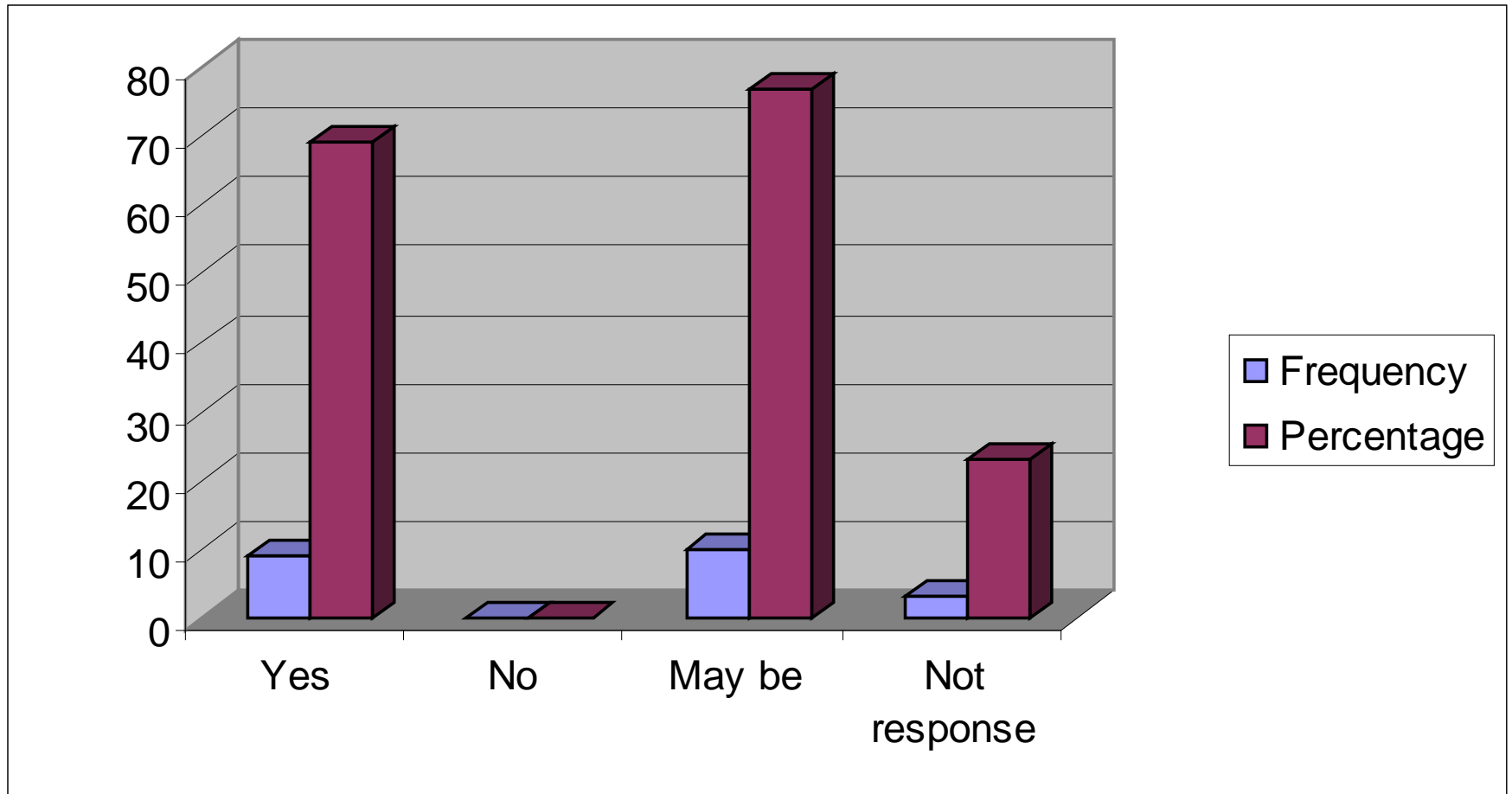


# EQAA developed explicit qualitative standards/ criteria for quality assessment



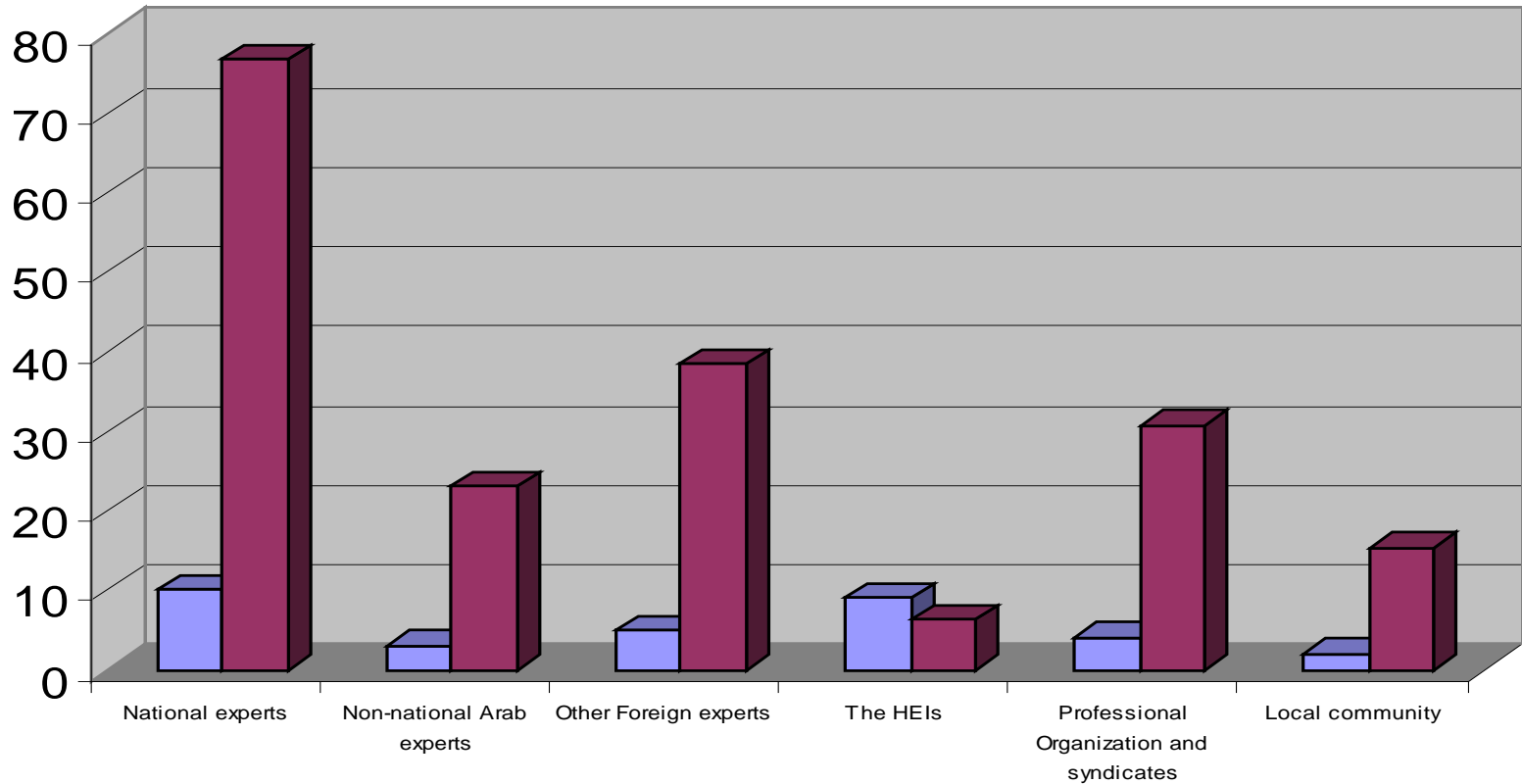


# EQAA developed explicit **quantitative** standards/ criteria for quality assessment





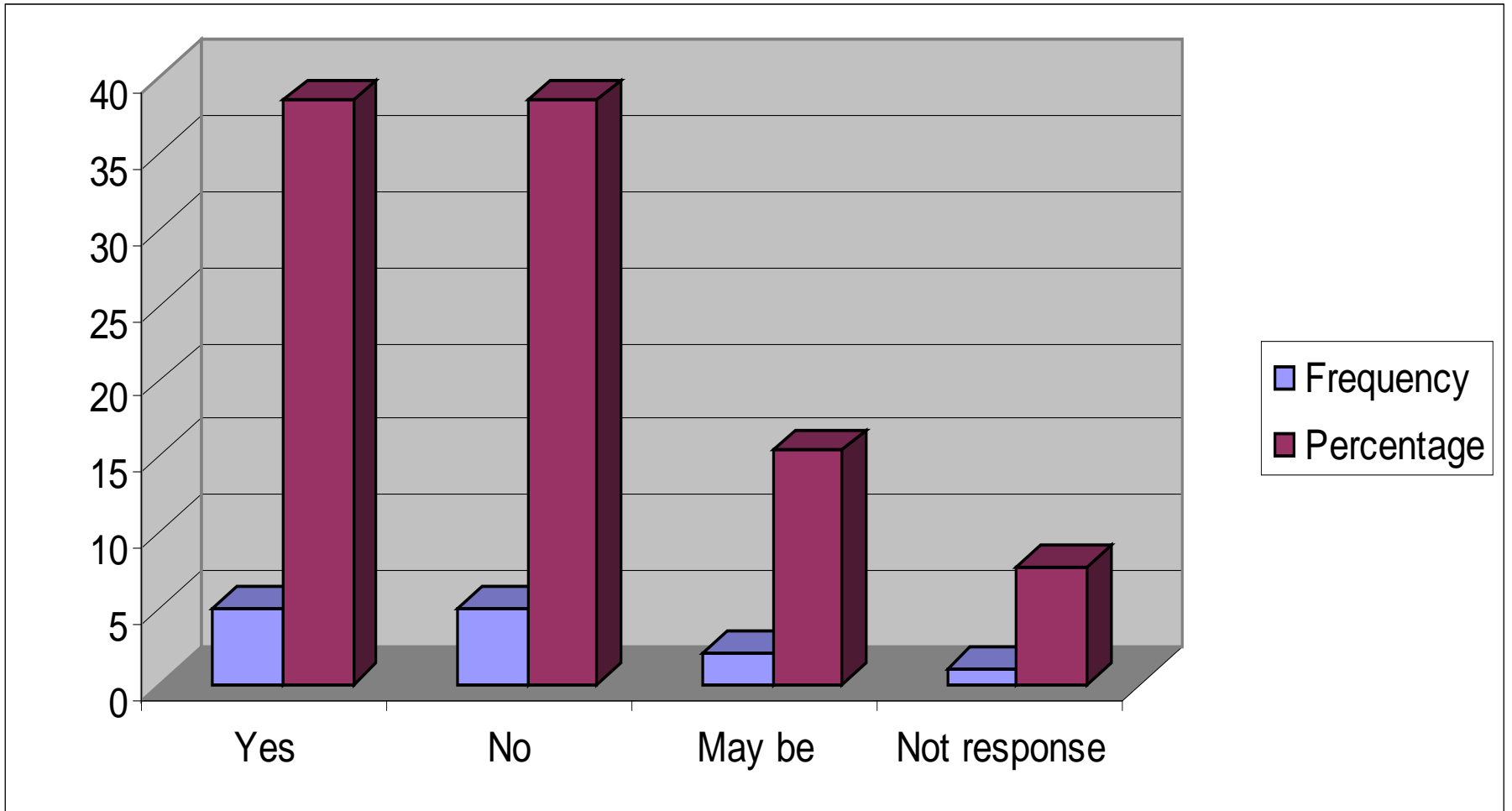
# Participated in the Development of Standards/ Criteria



■ Frequency  
■ Percentage

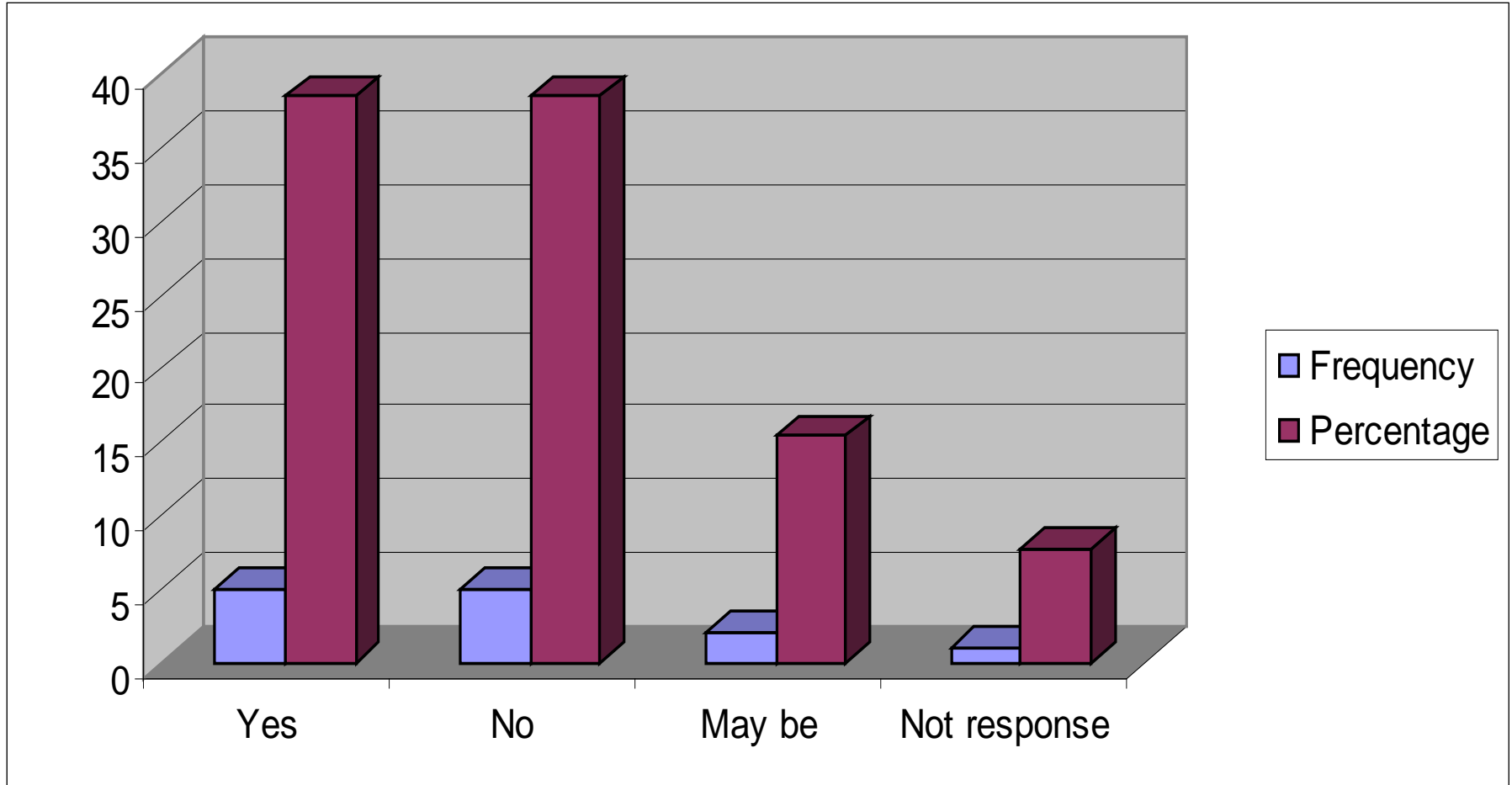


# Publication and implementation of standards





# The process of EQA requires a Self-Assessment Report by HEIs

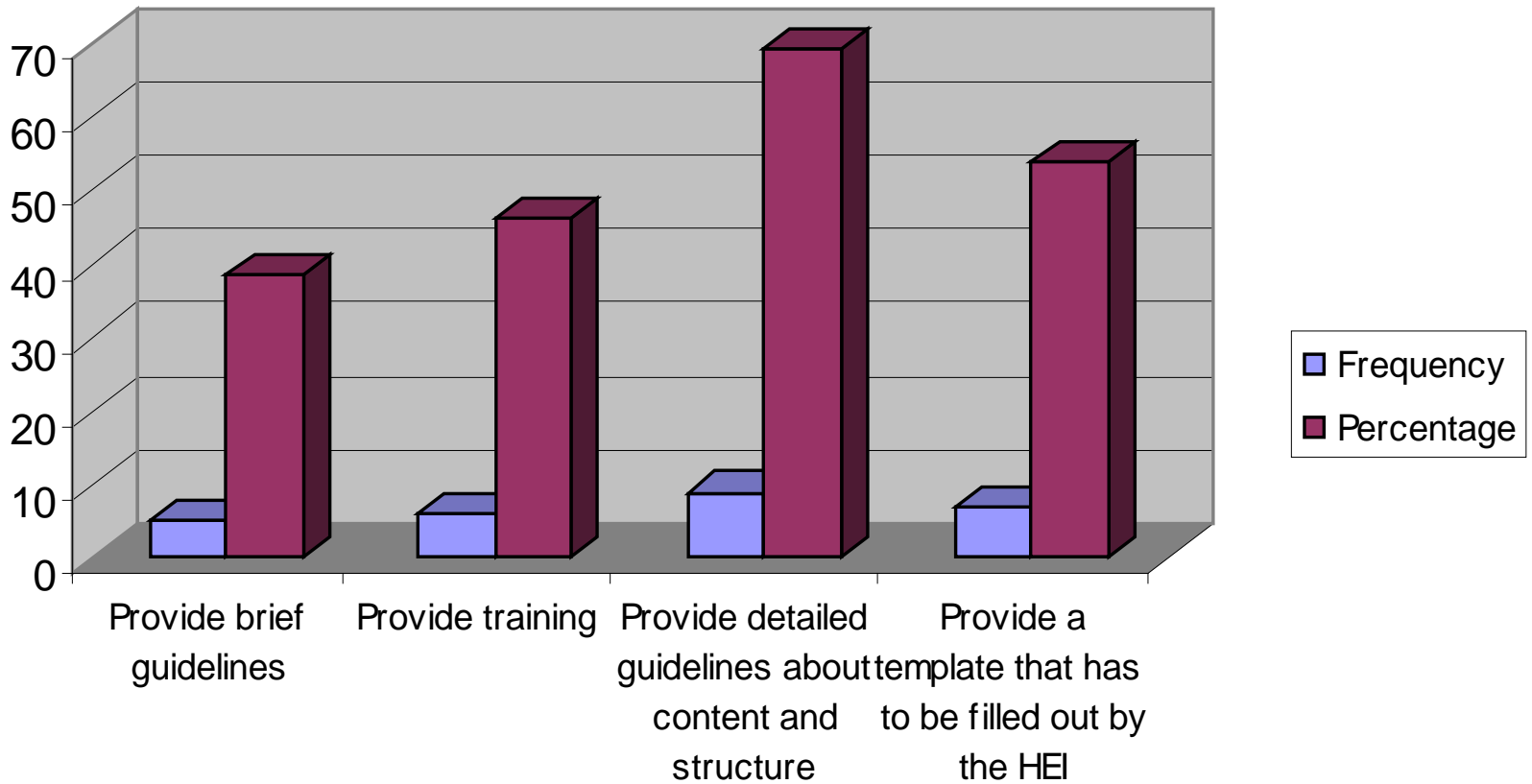




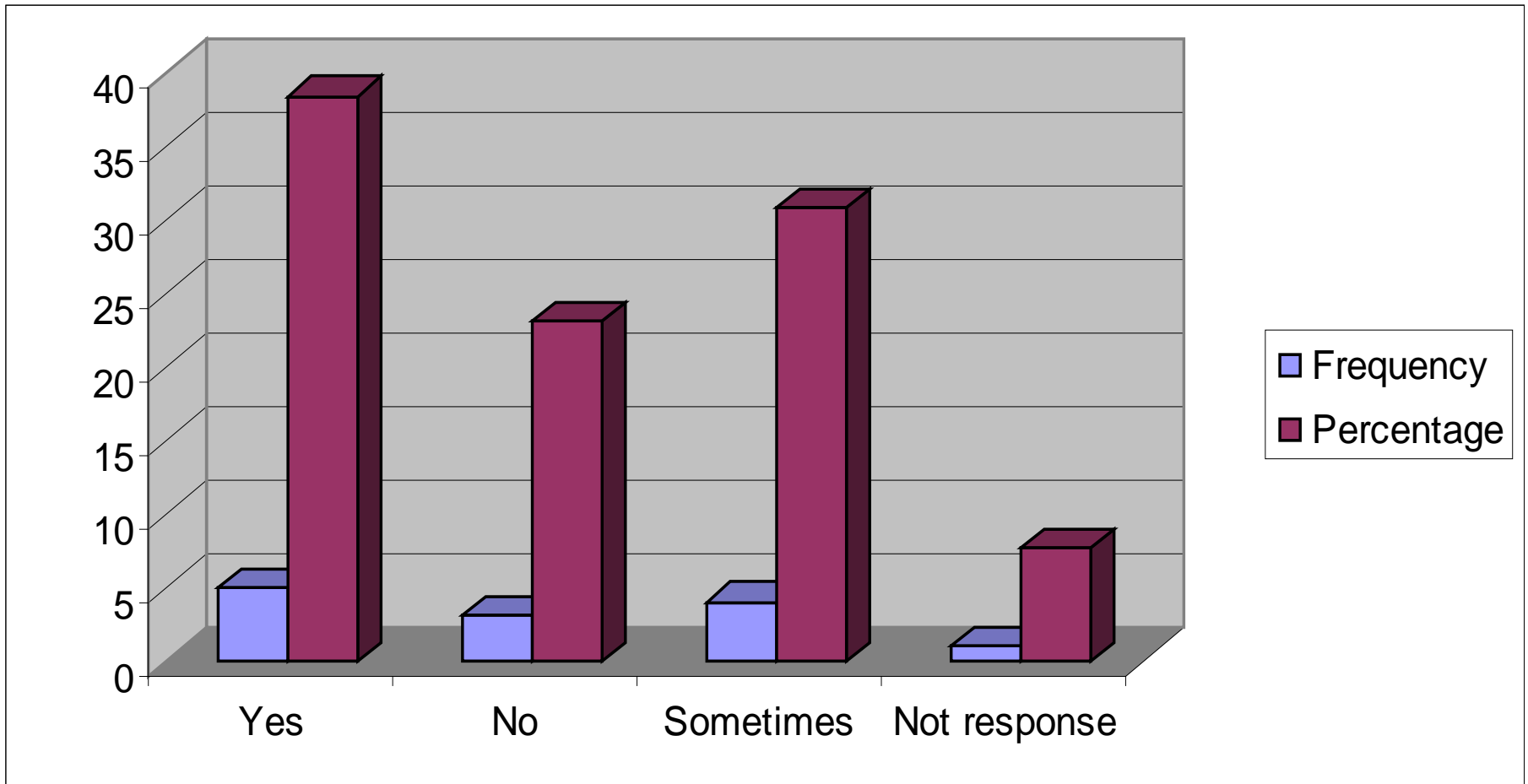
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# The EQAA helps HEIs to prepare the Self-Evaluation Report

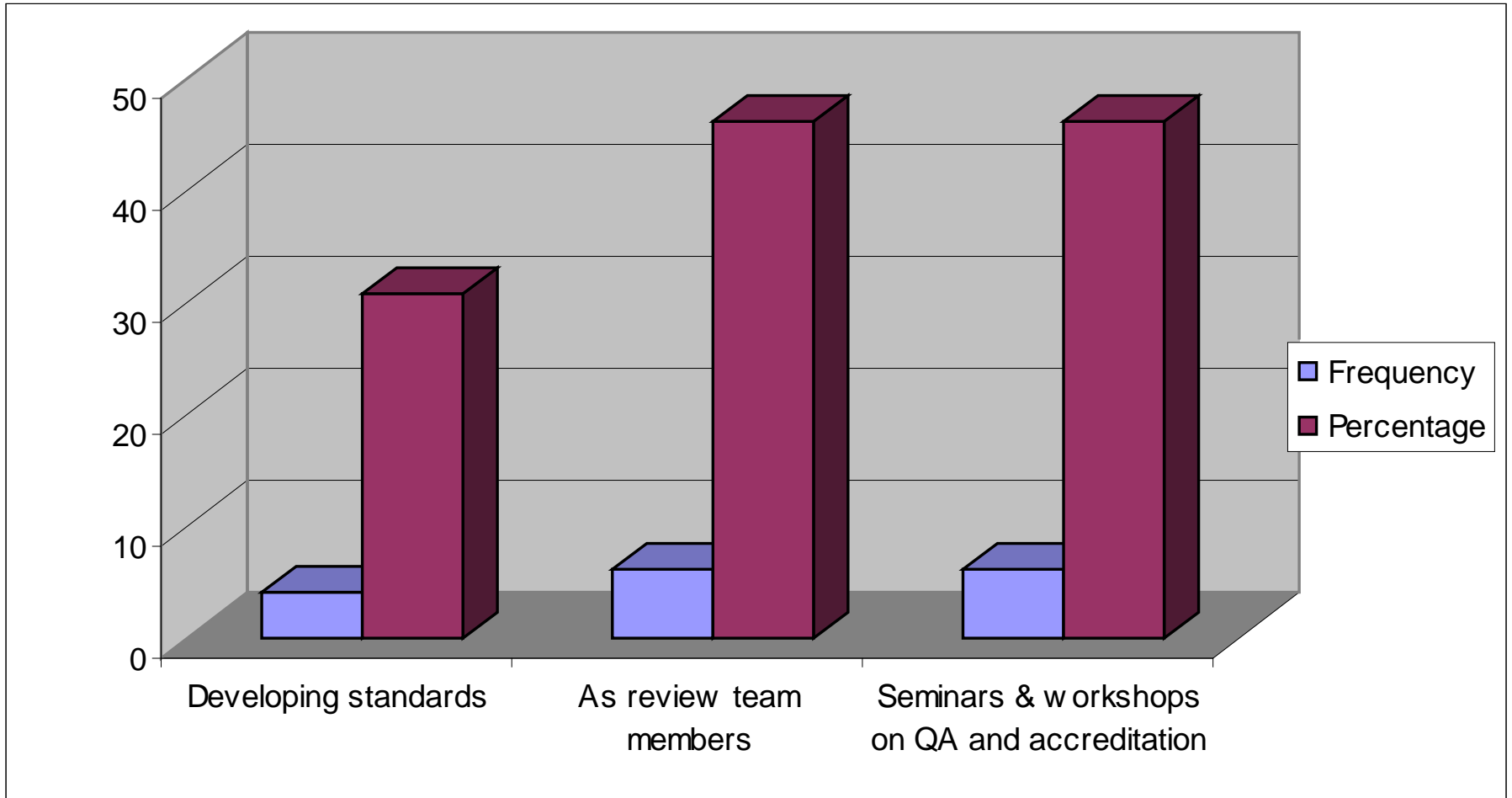


# The EQAA involve international experts



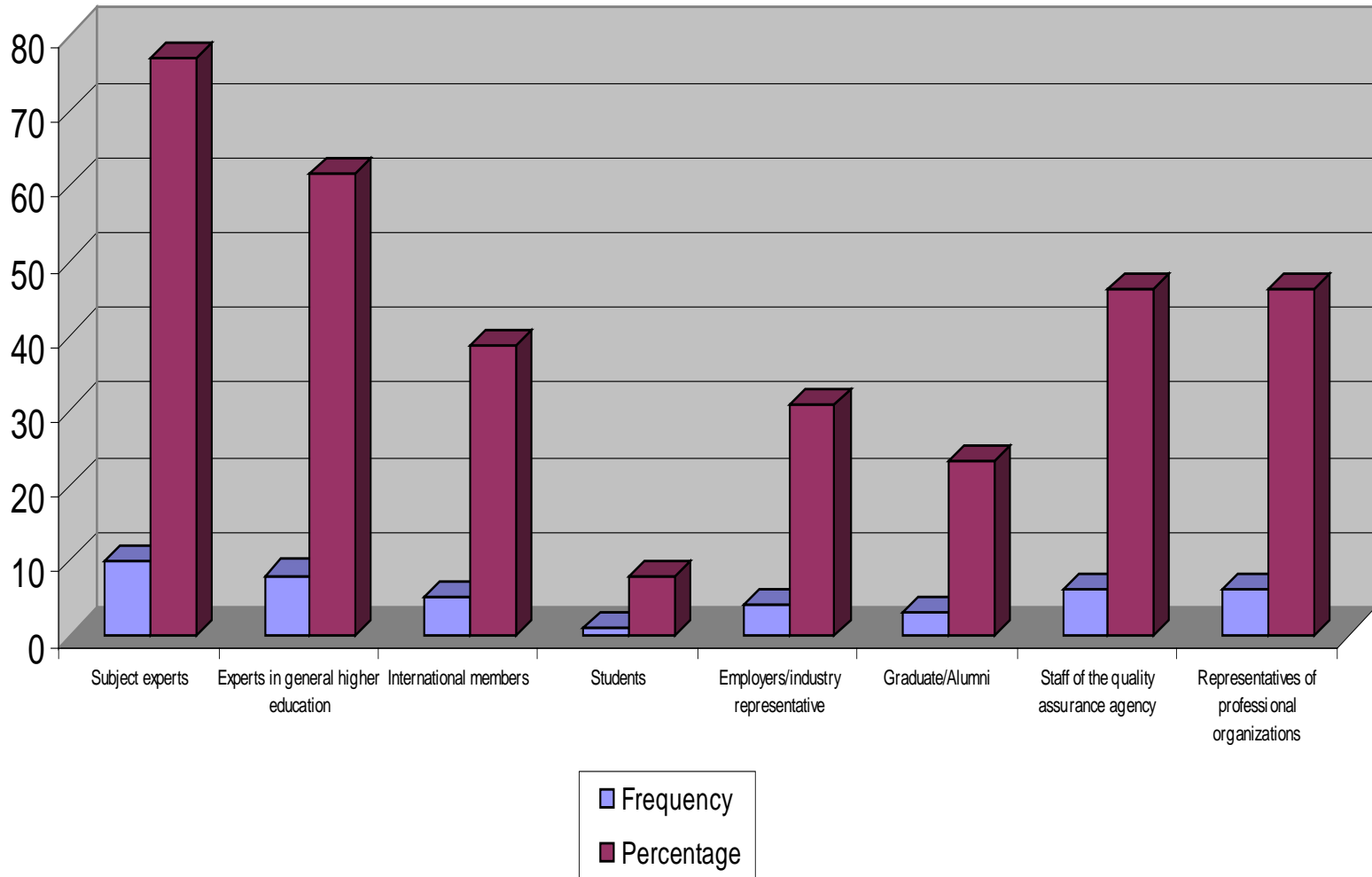


# The main areas of experts' involvement



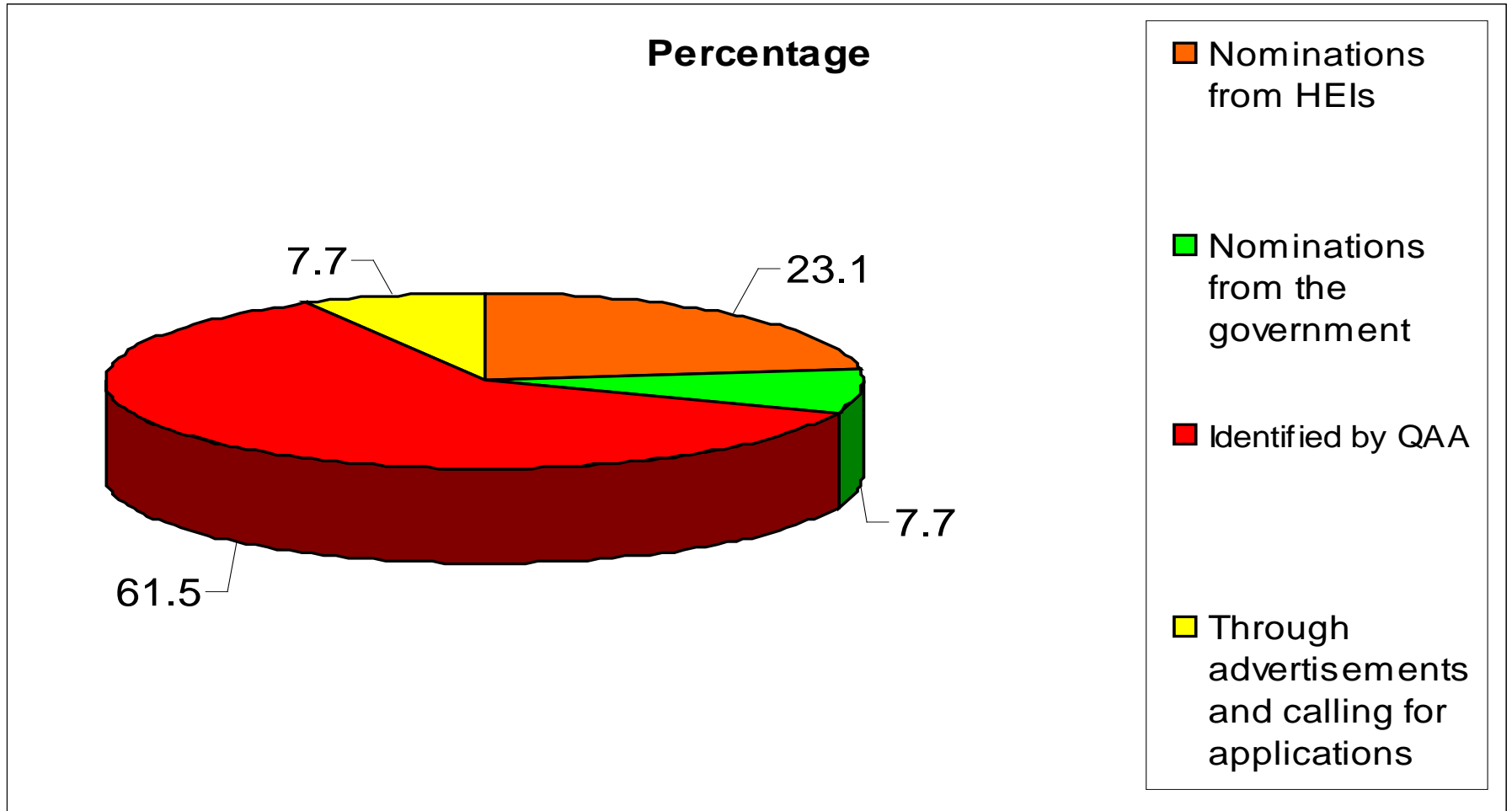


# The composition of the review panels



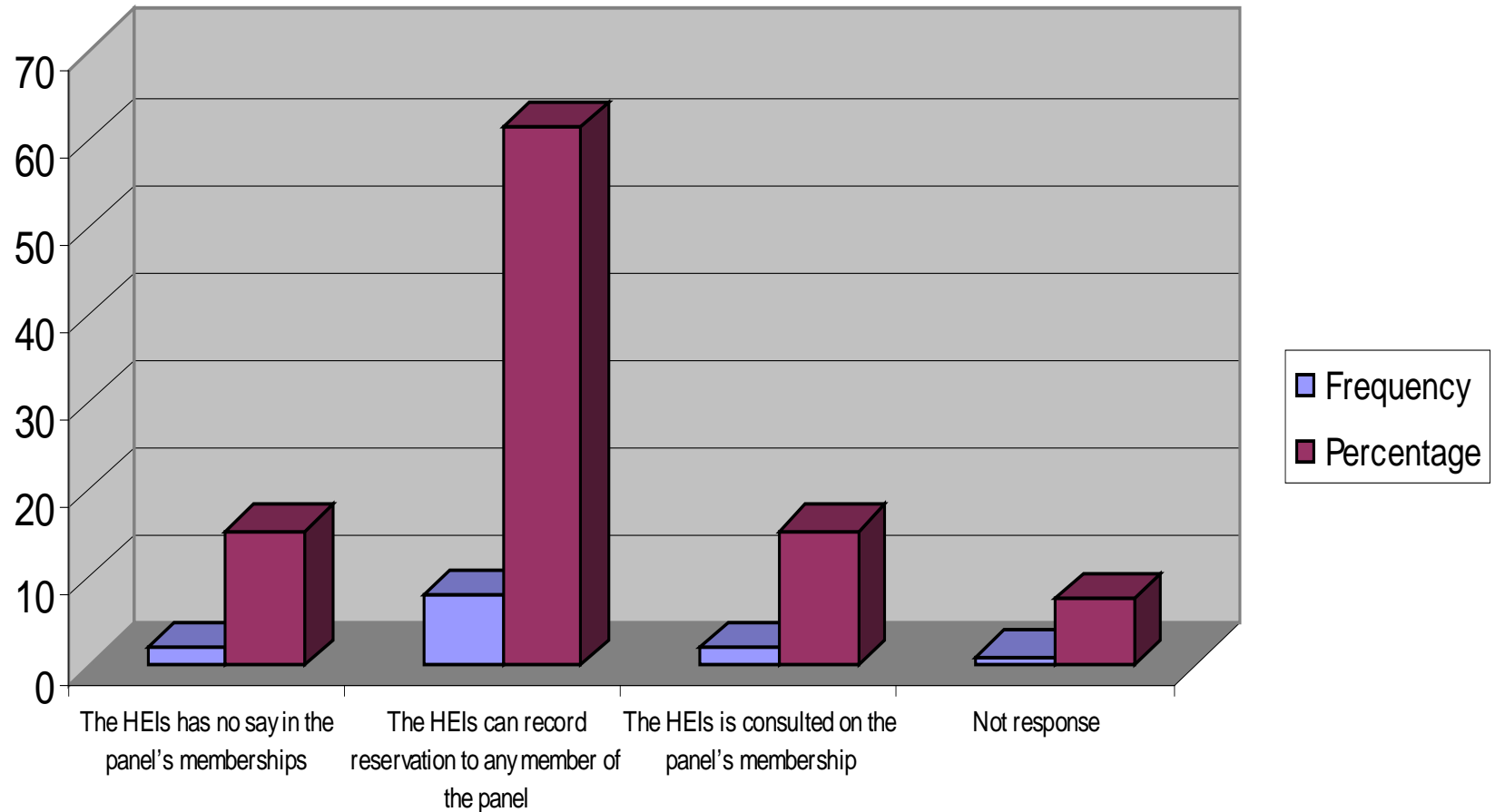


# Potential reviewers identified



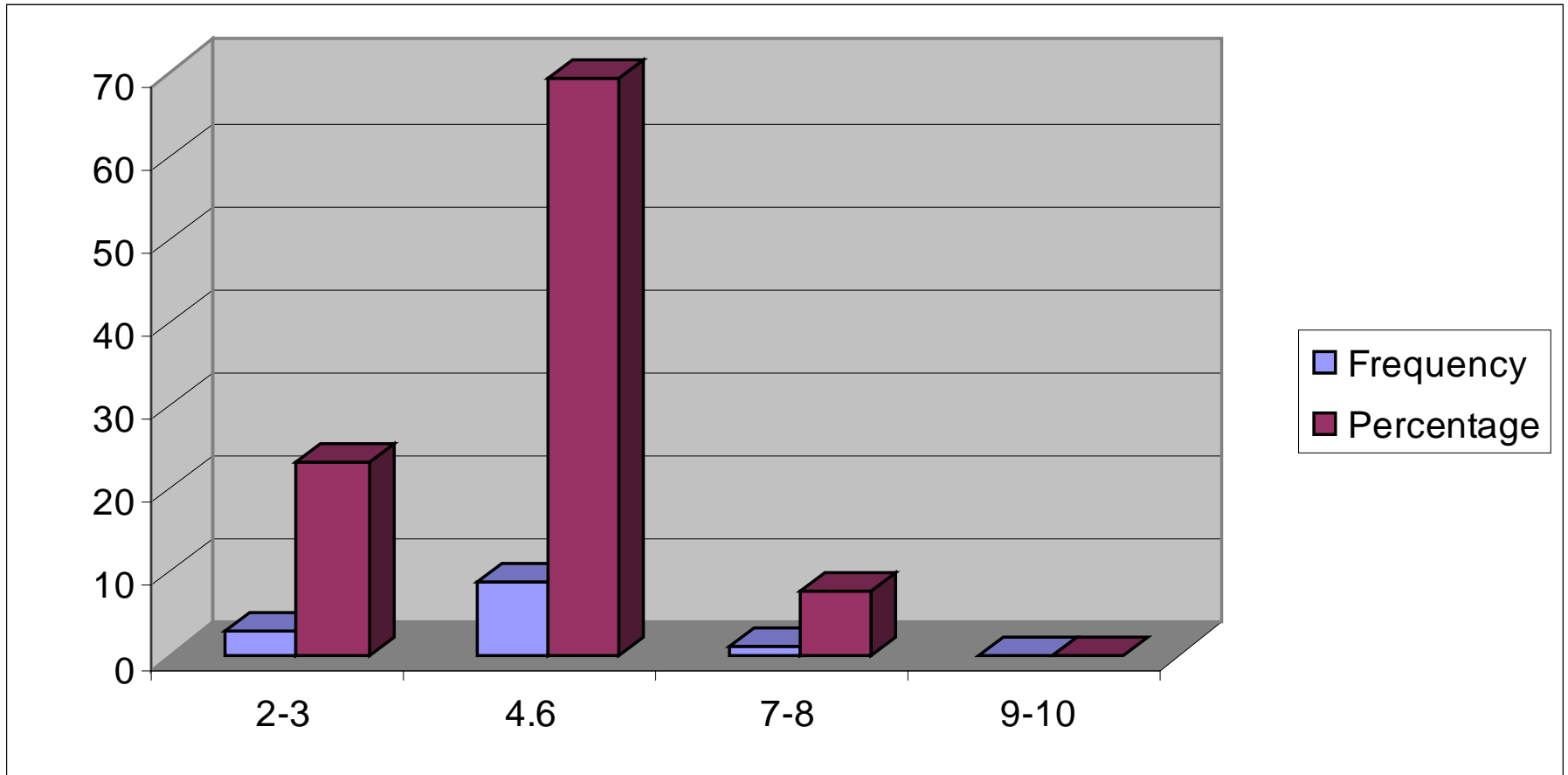


## Role of the HEIs in appointing the review panel



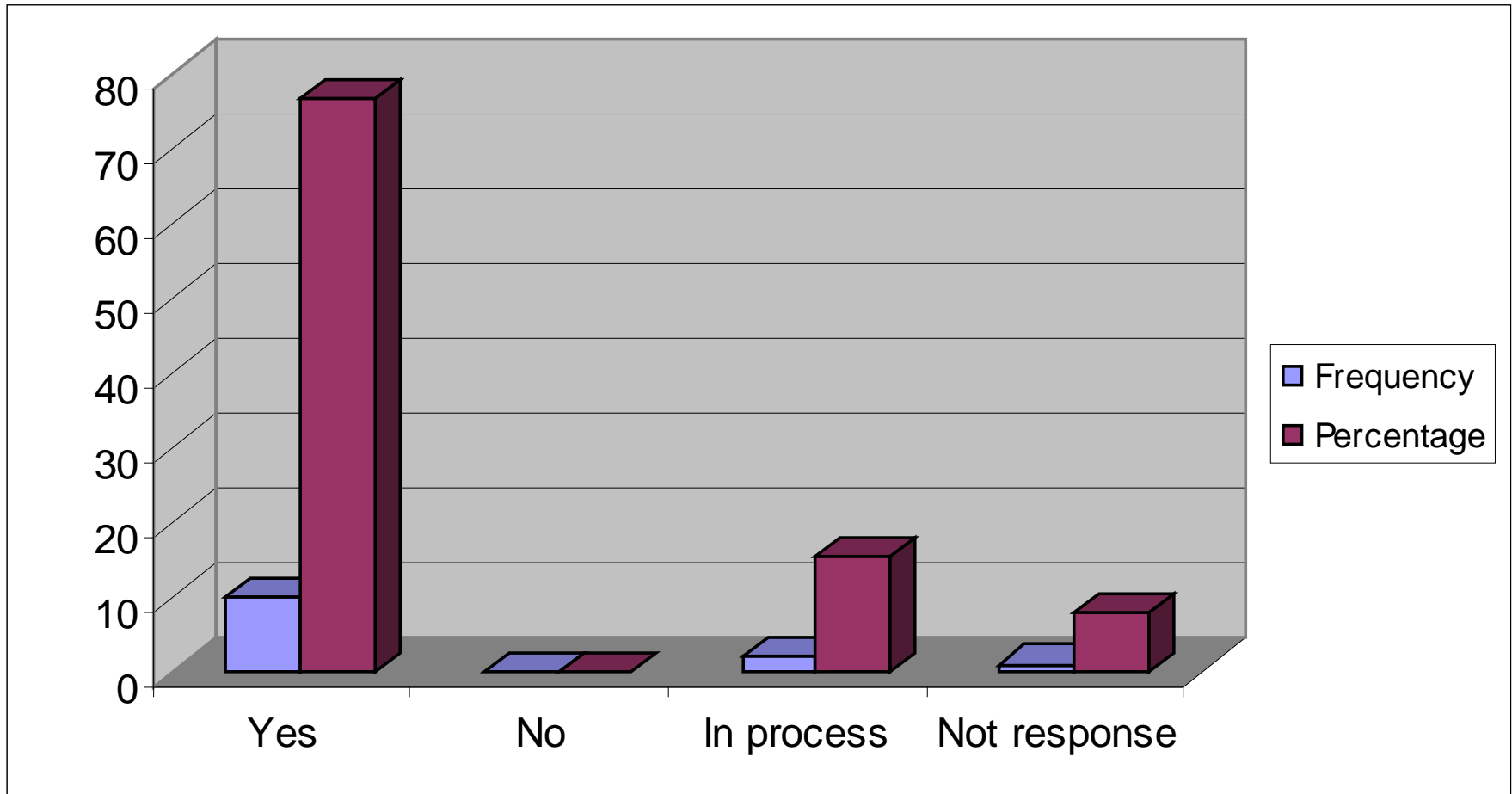


# The typical size of the review panel



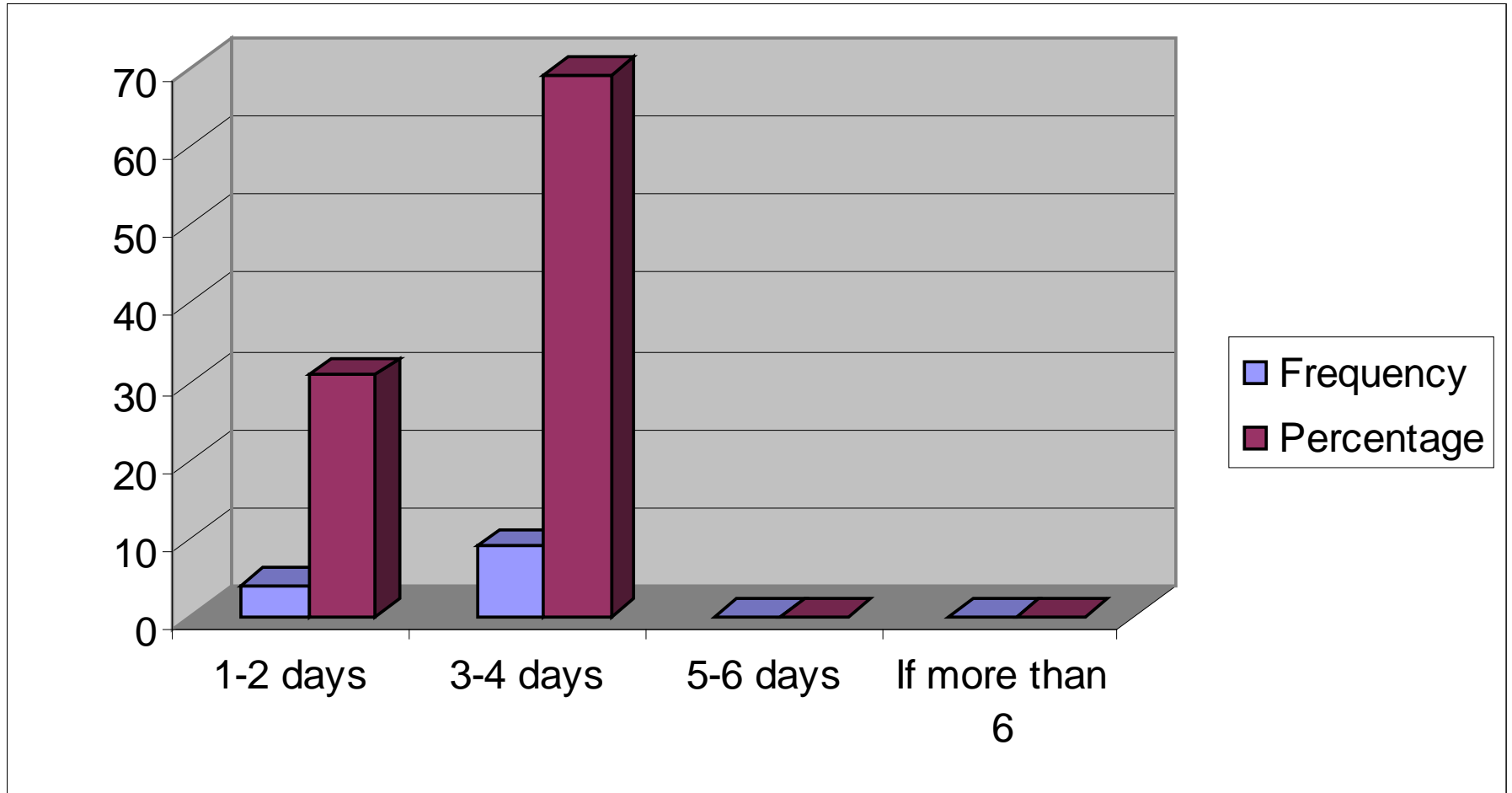


# Does the quality assurance / accreditation process include a site visit to the HEI by a review panel?



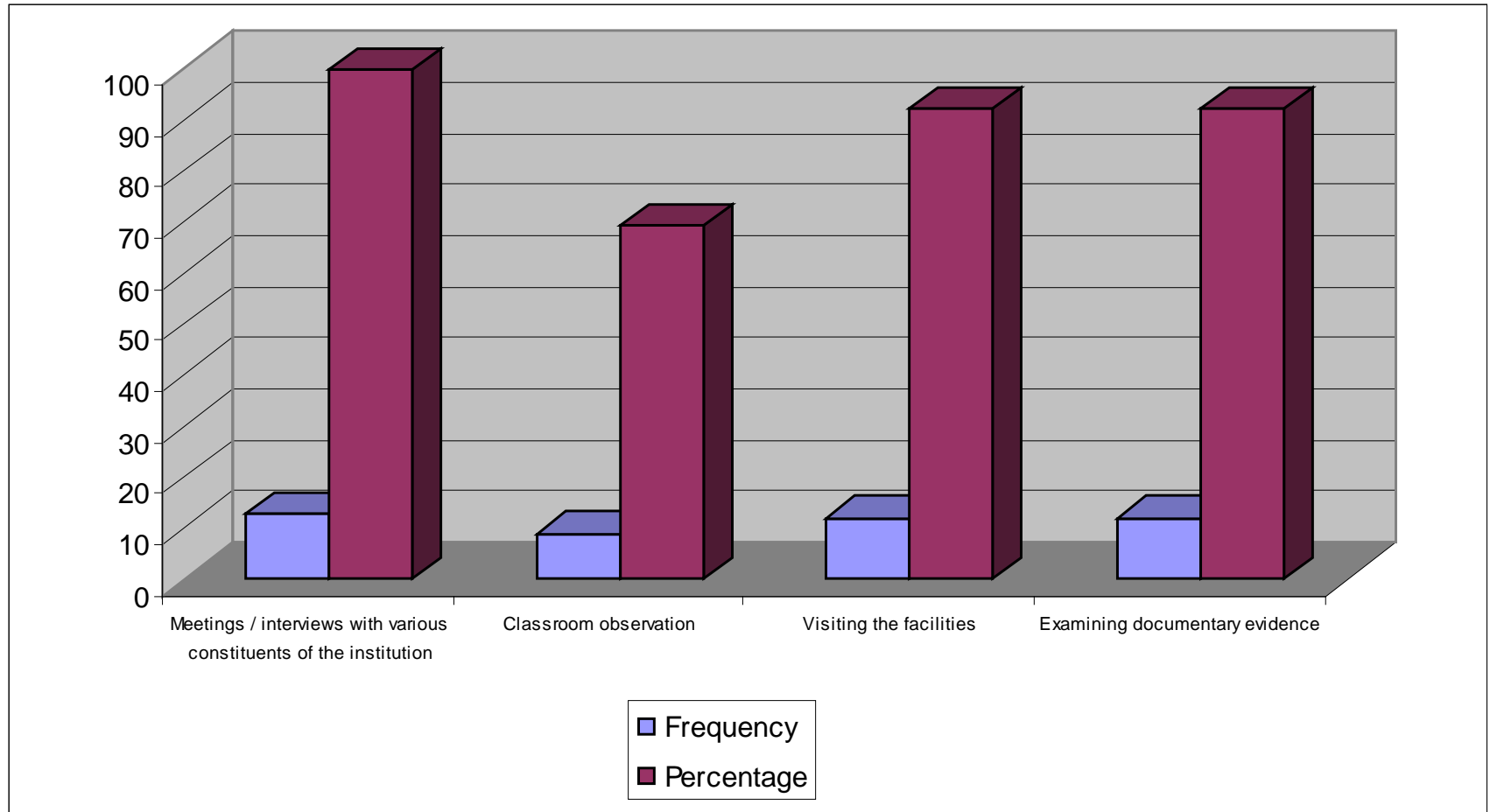


## Duration of the site visit



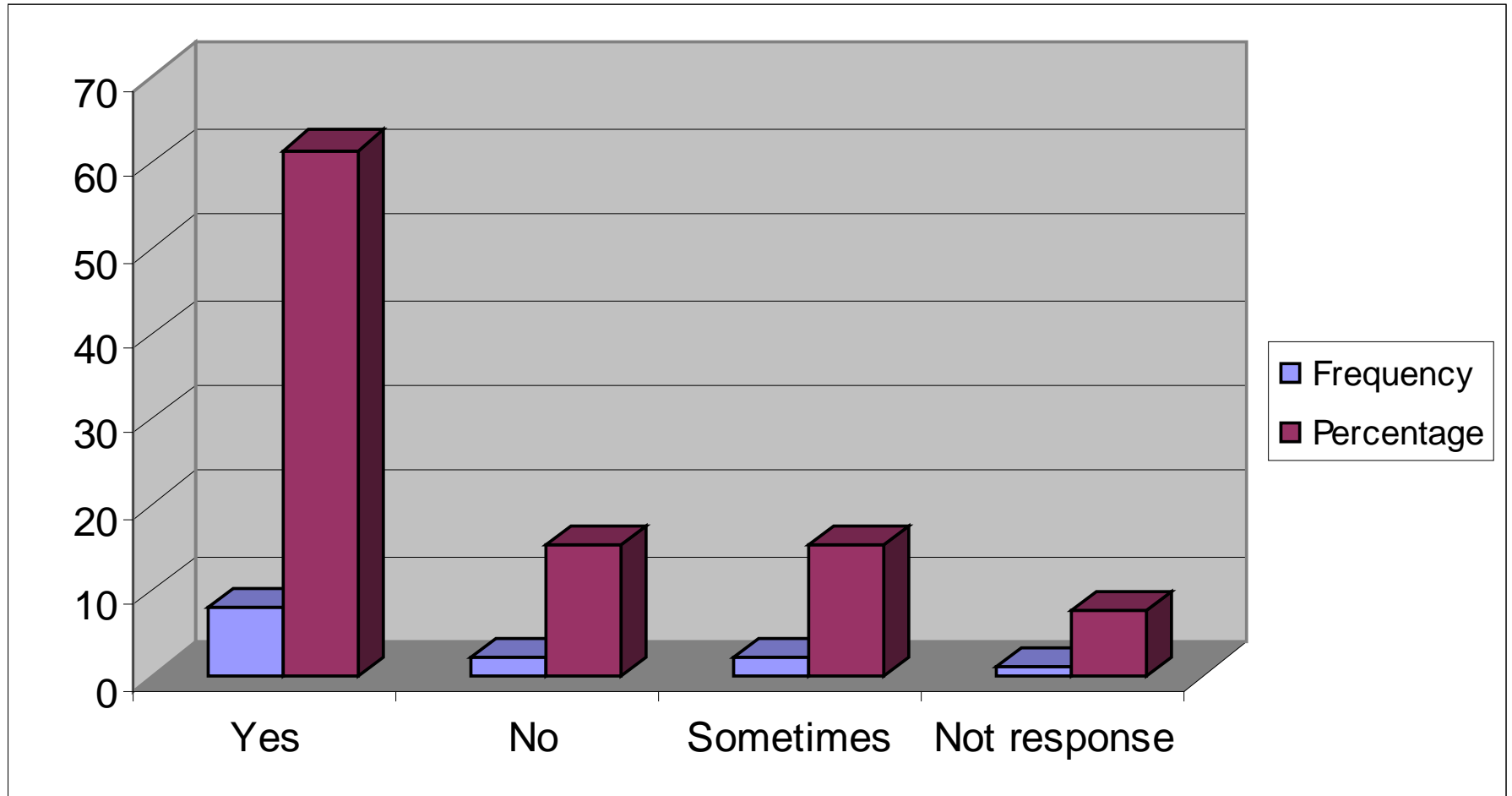


# Activities conducted by the review panel during the site visit include



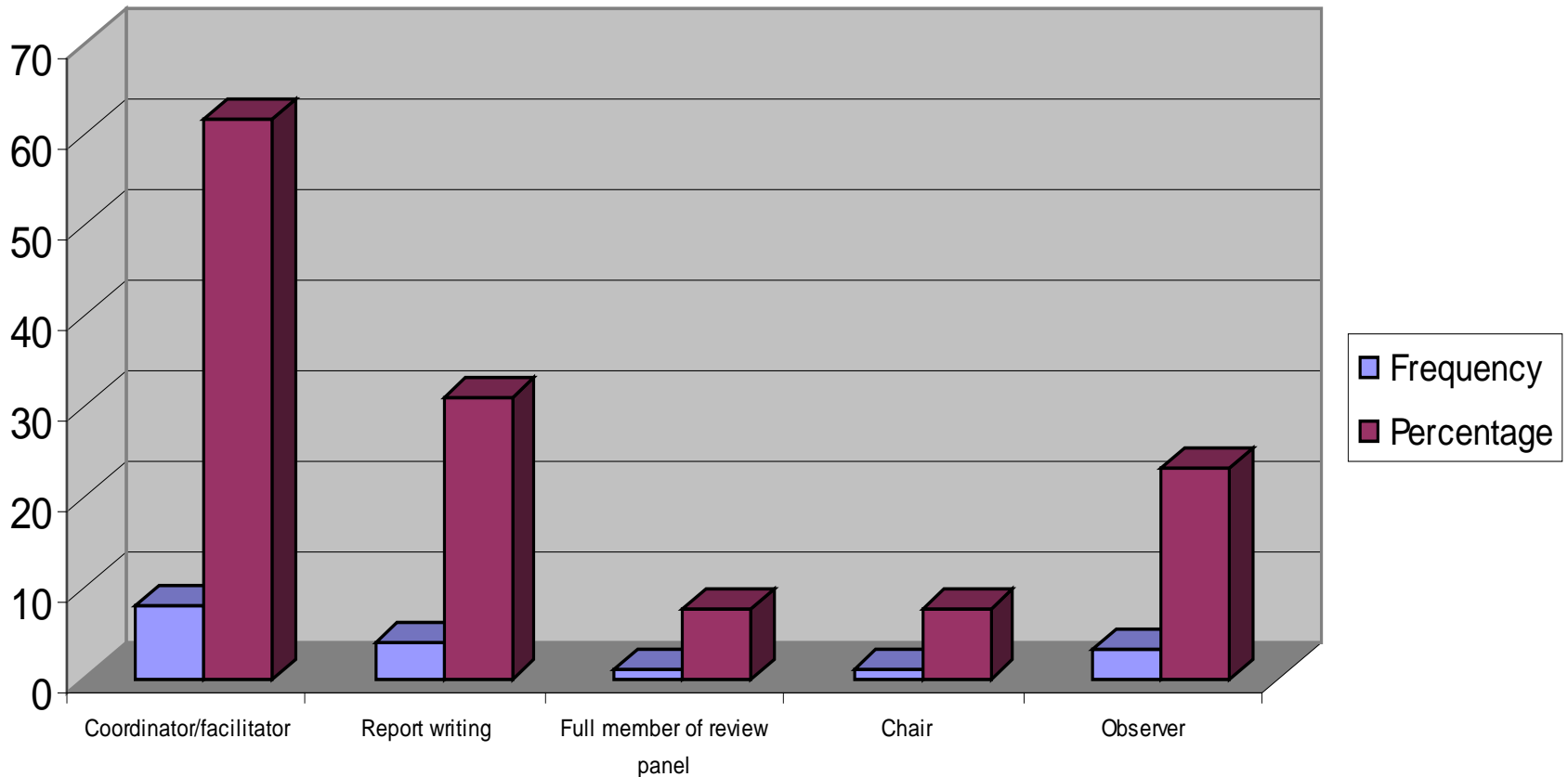


# Do EQAAs staffs join the site visit if the review panel comprises external members?



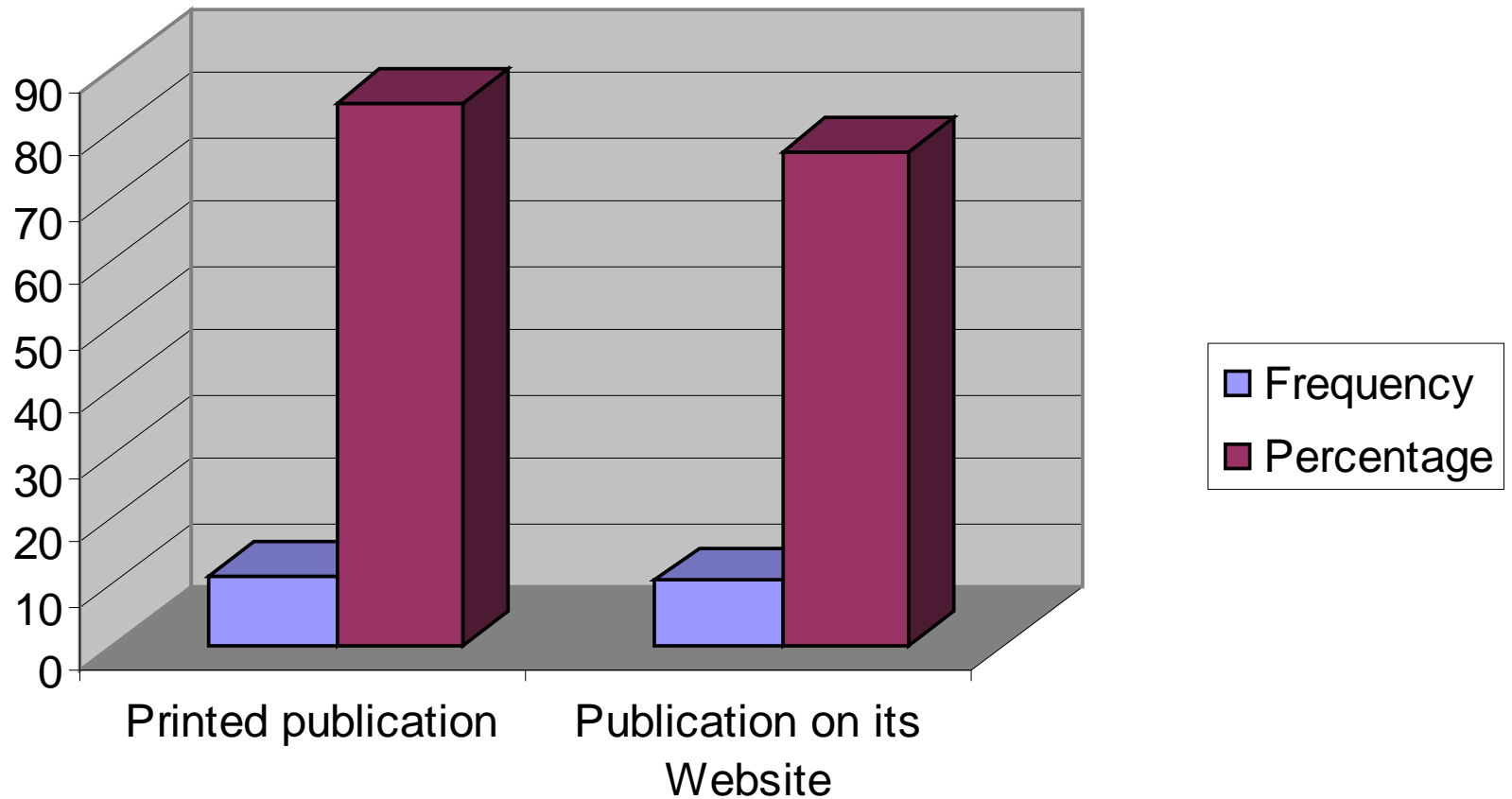


# The role of the agency staff member



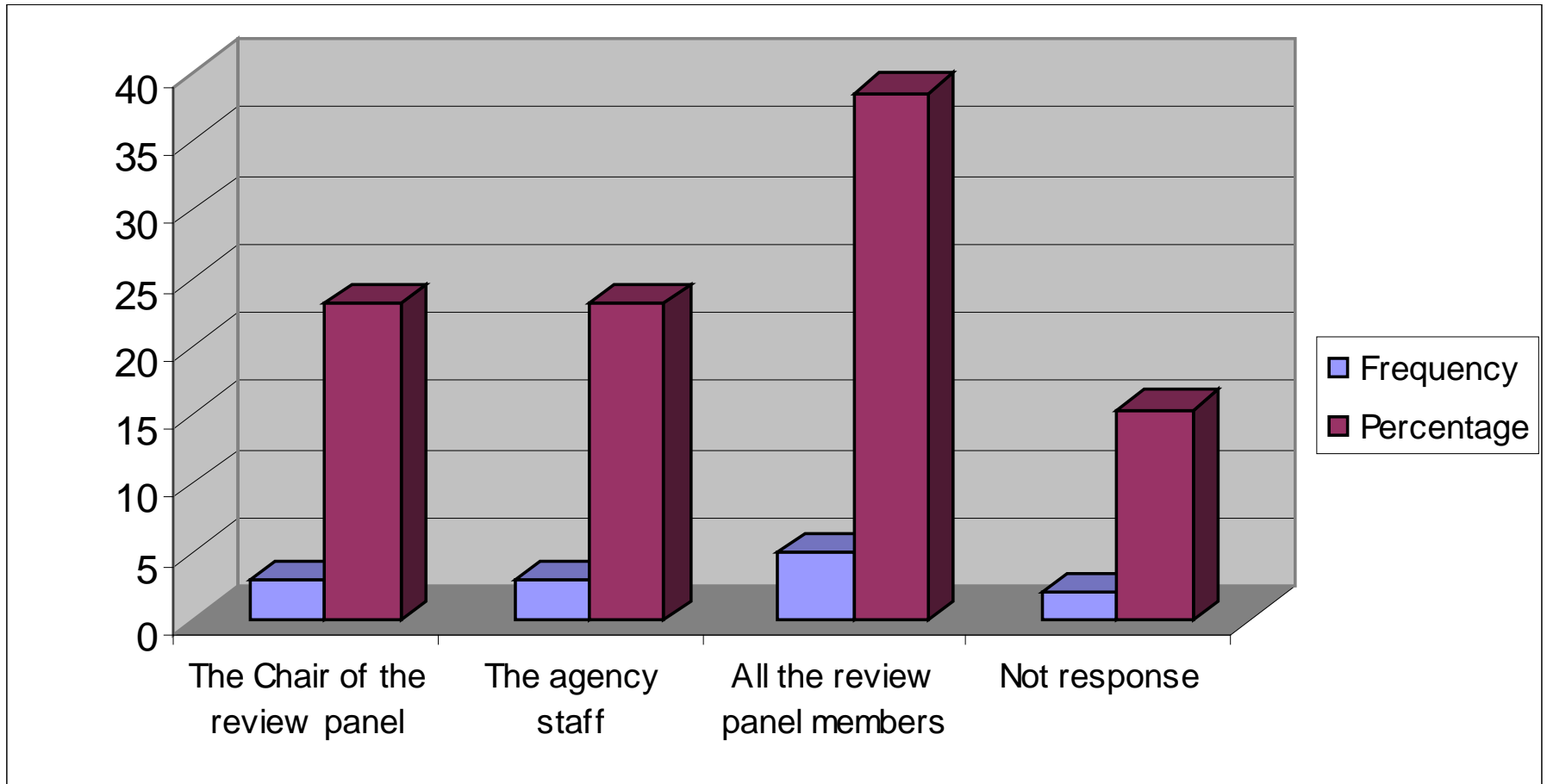


# Dissemination of QA Policies and Procedures to reviewers and HEIs



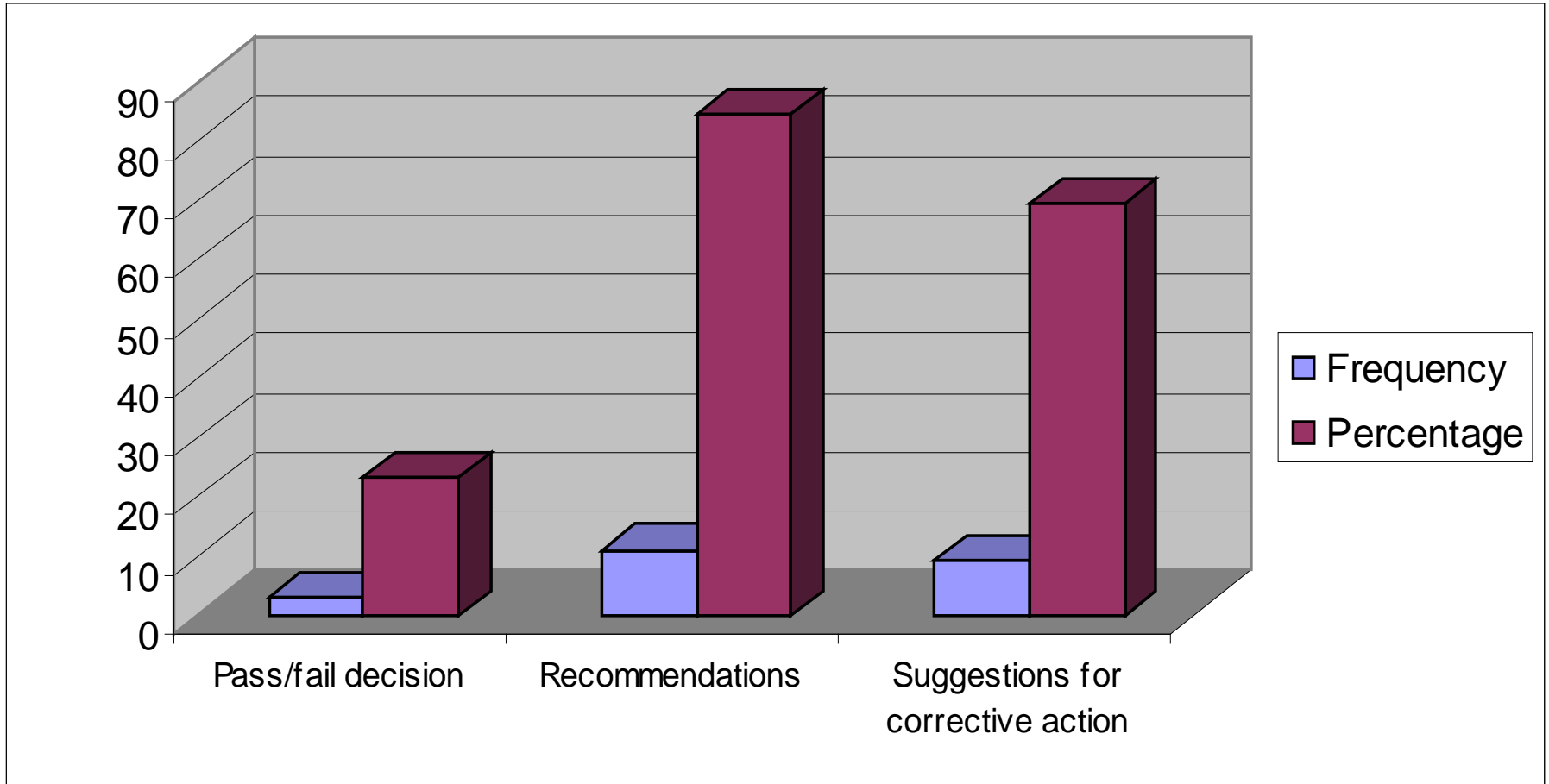


# Responsibility for writing the report



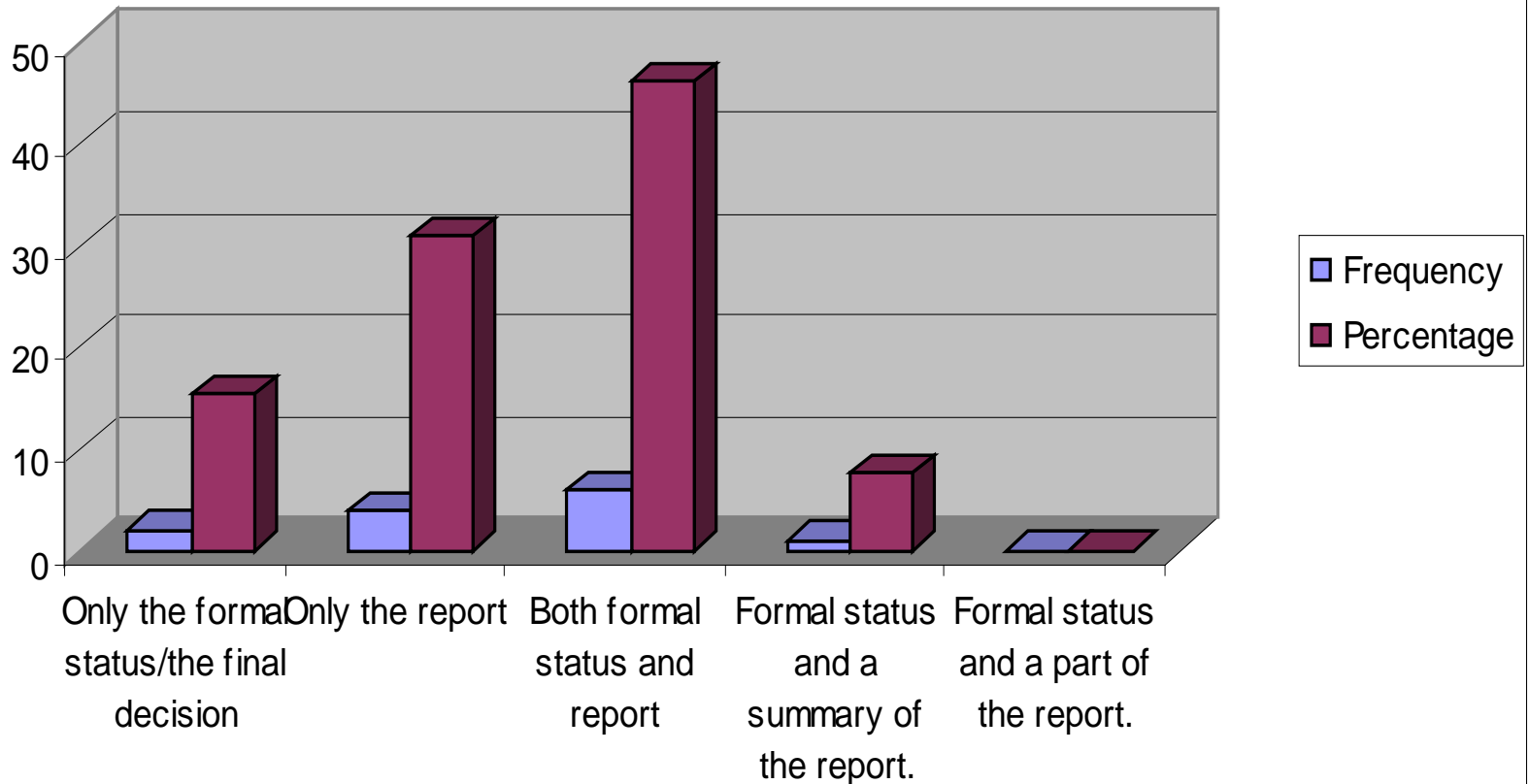


# The conclusions in the report include

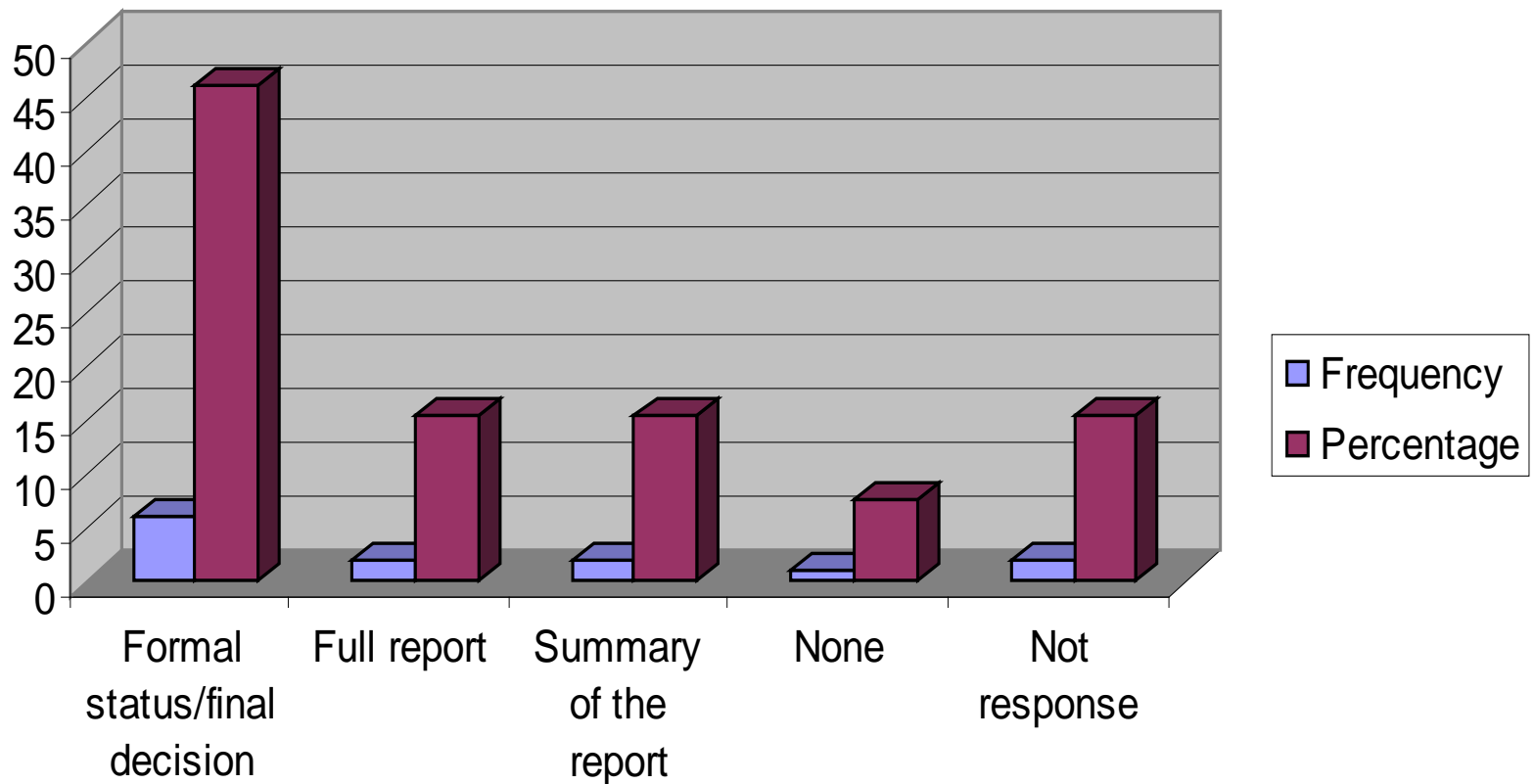




# The outcome of the site visit is given to the institution

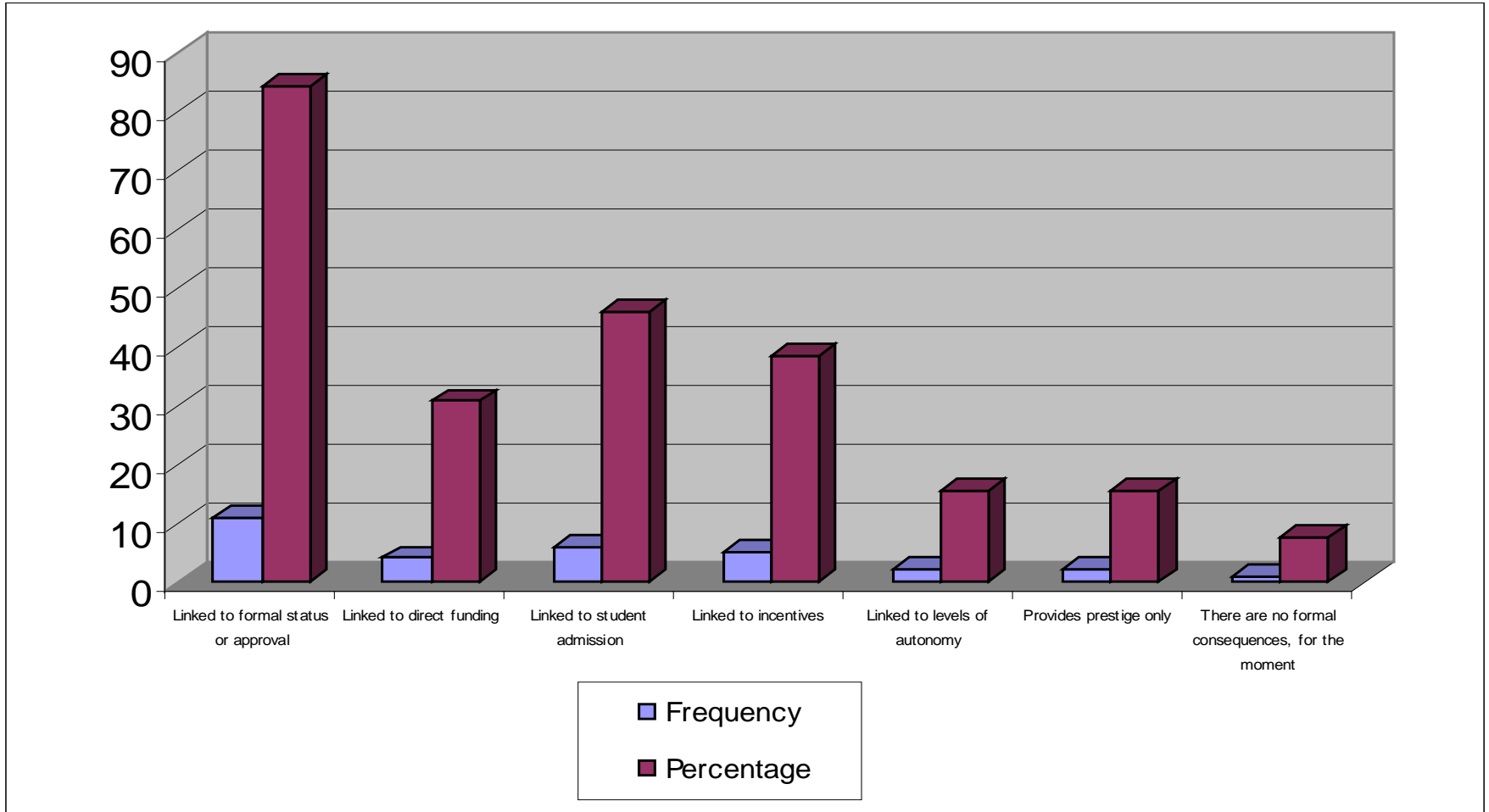


# The part of the outcome is made public



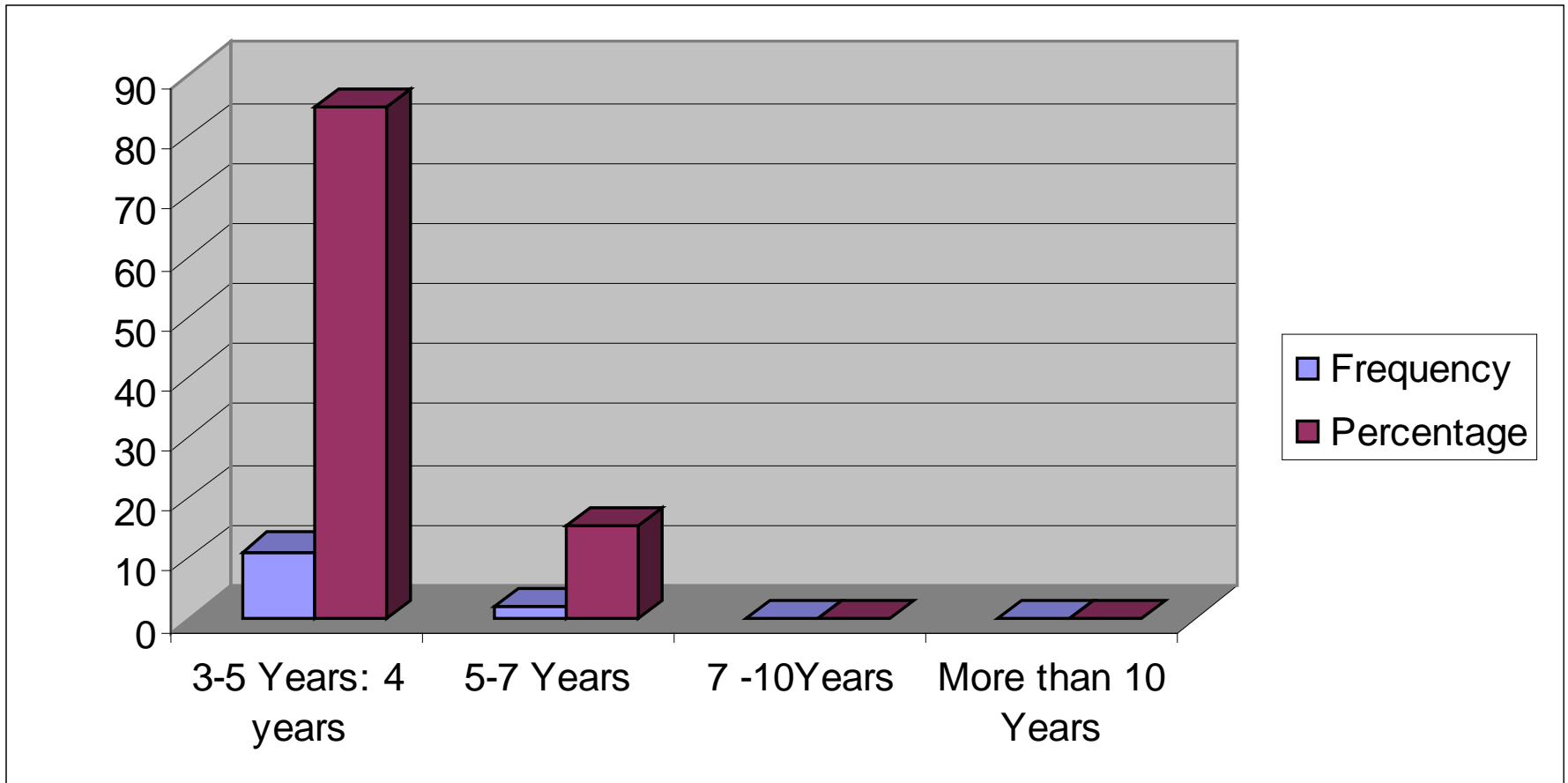


# Implications of these outcomes





# Period of validity of the external quality assurance outcome

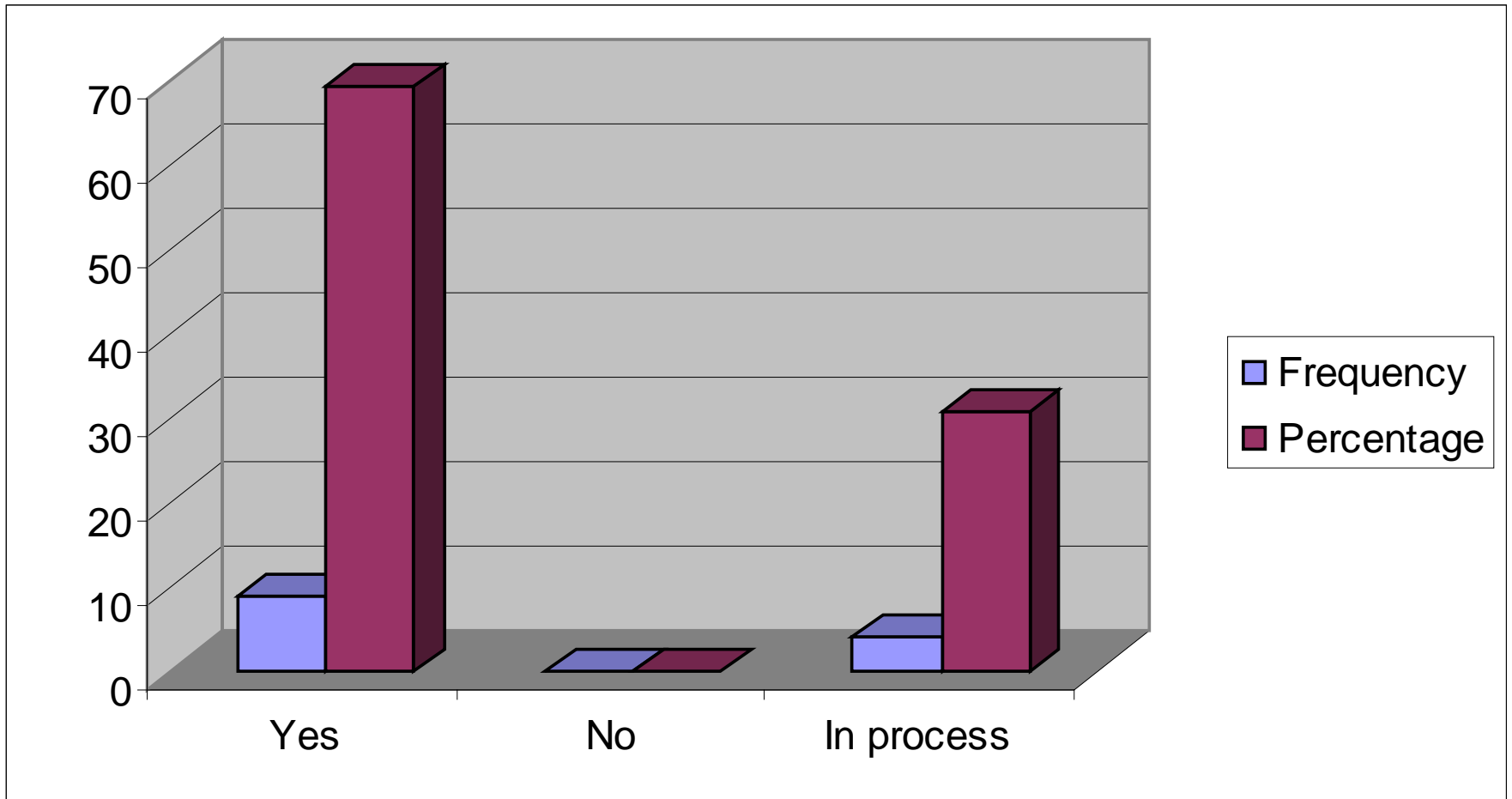




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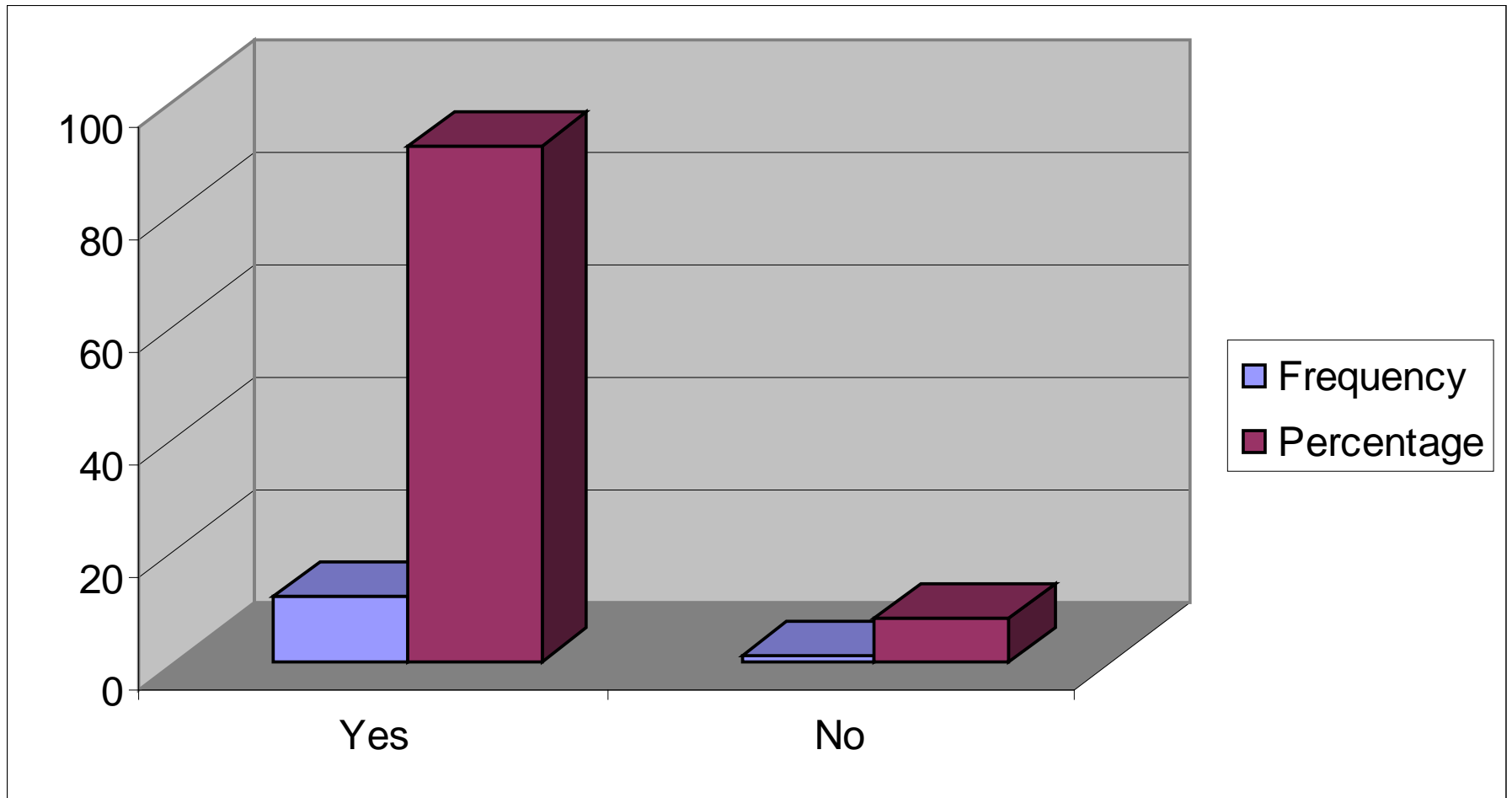
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# HEIs have access to an appeals mechanism if it does not agree with the EQAA outcomes



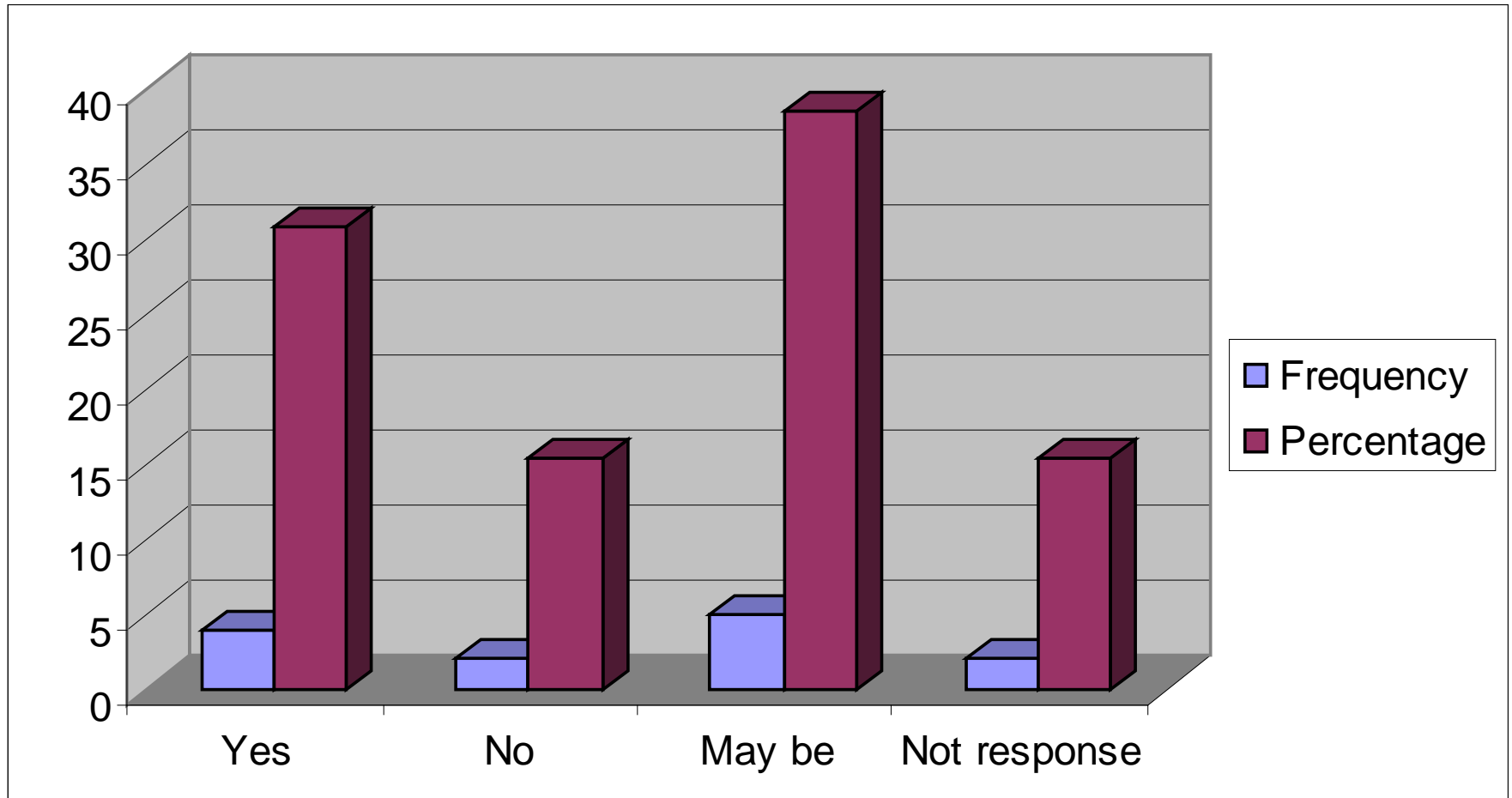


# Quality assurance process include a requirement for HEIs to submit a follow up reports



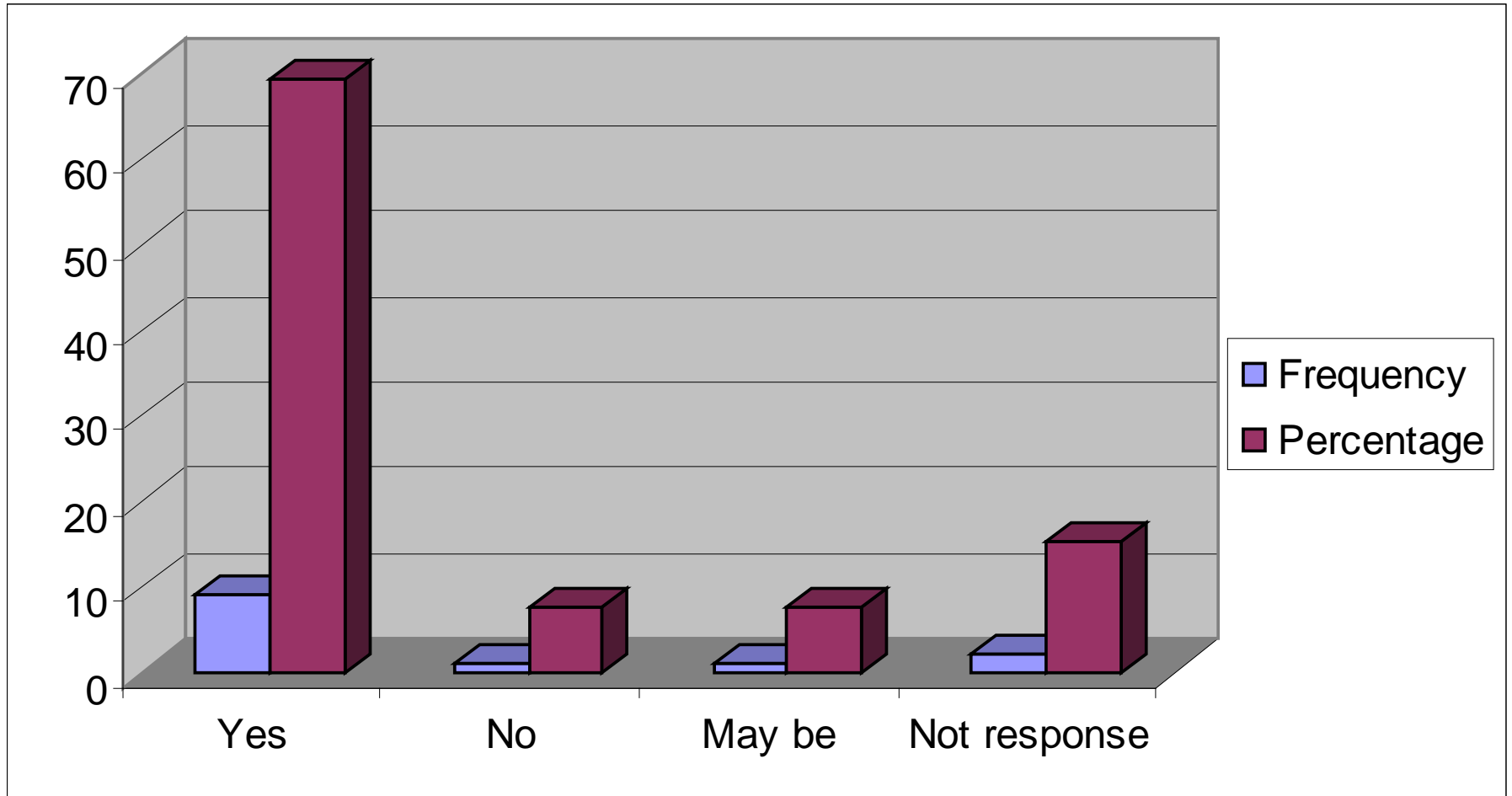


# Mandatory programs review in all the country's for public HEIs



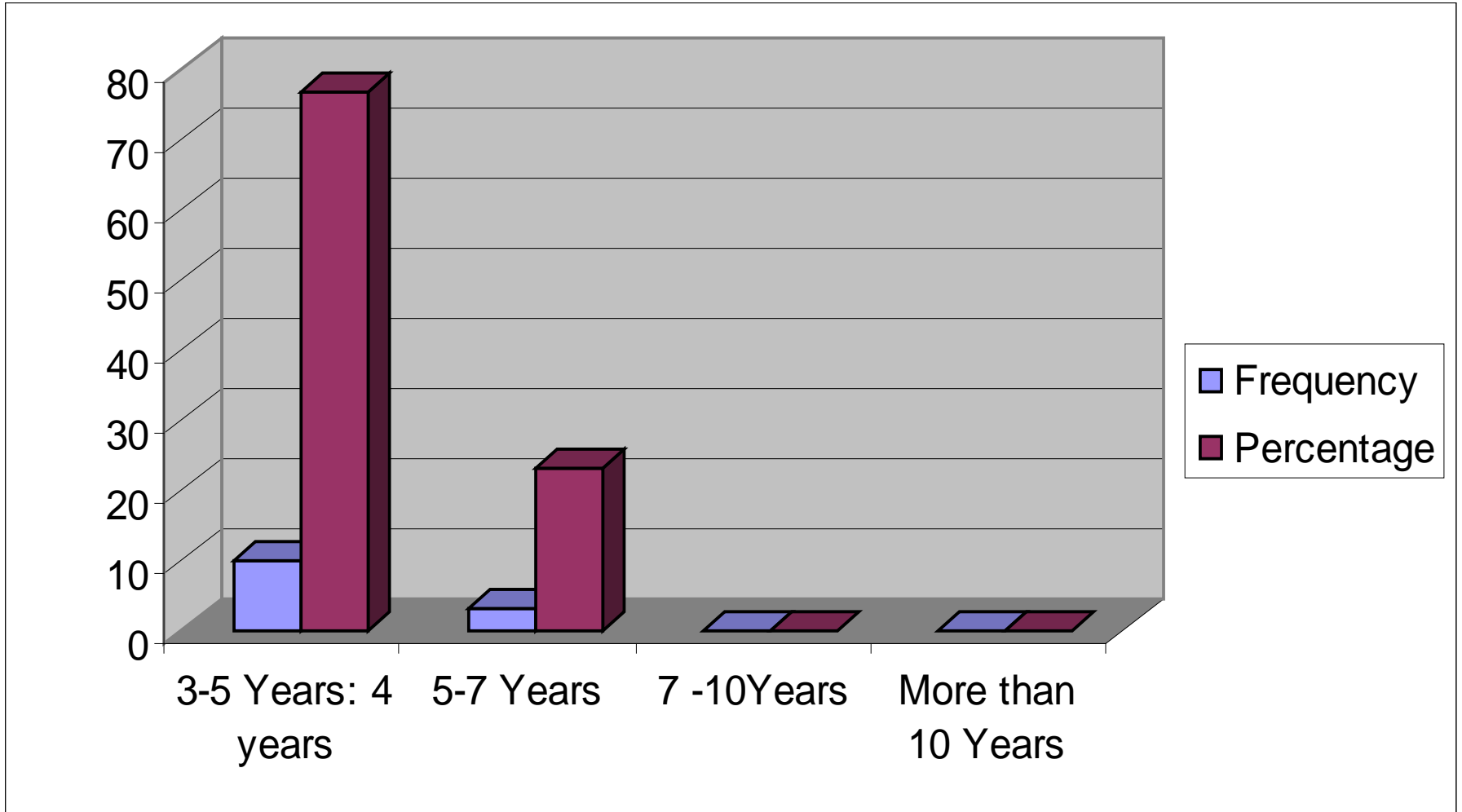


# Mandatory programs review in all the country's for private HEIs



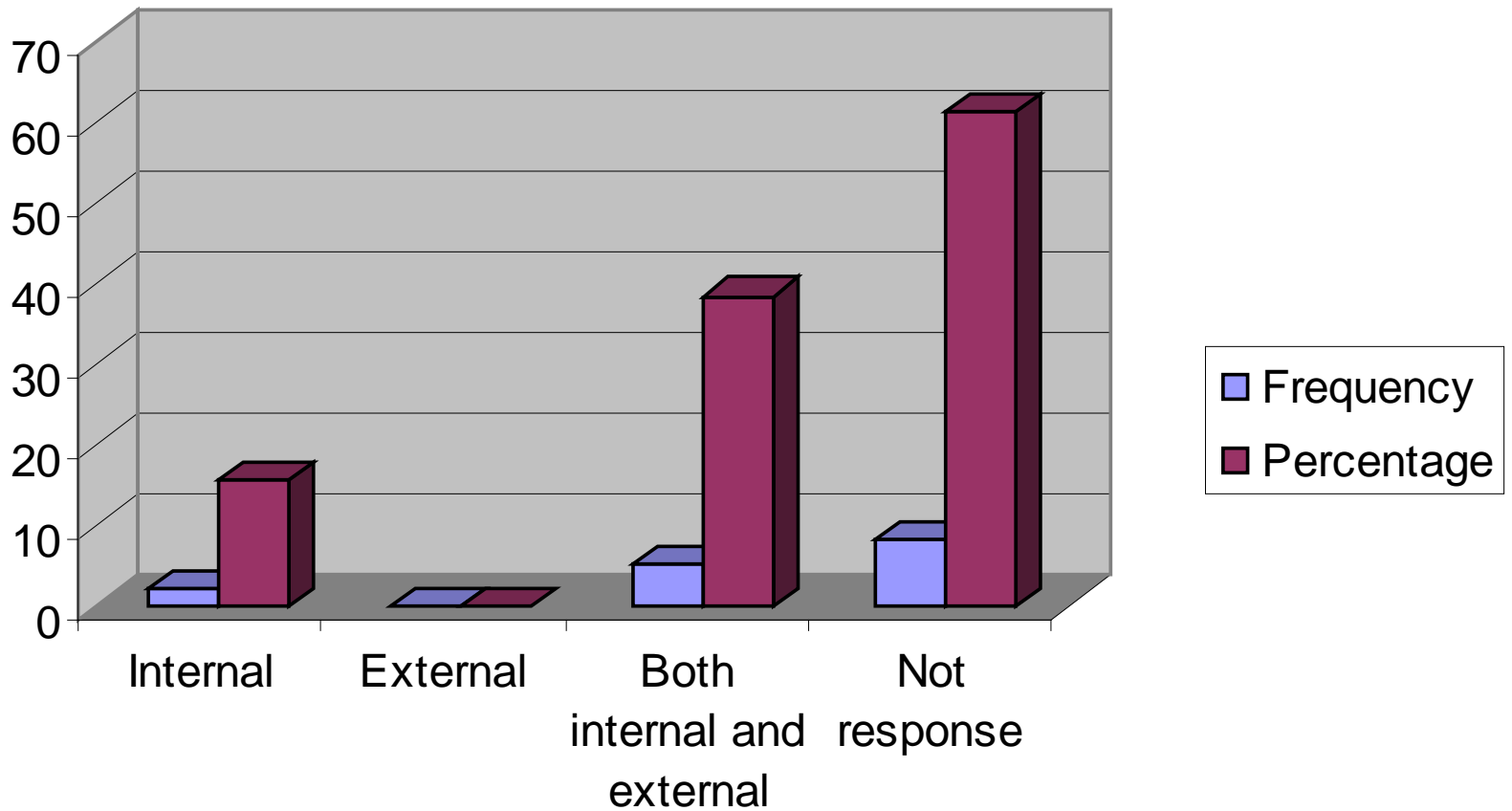


## Frequency of the program review



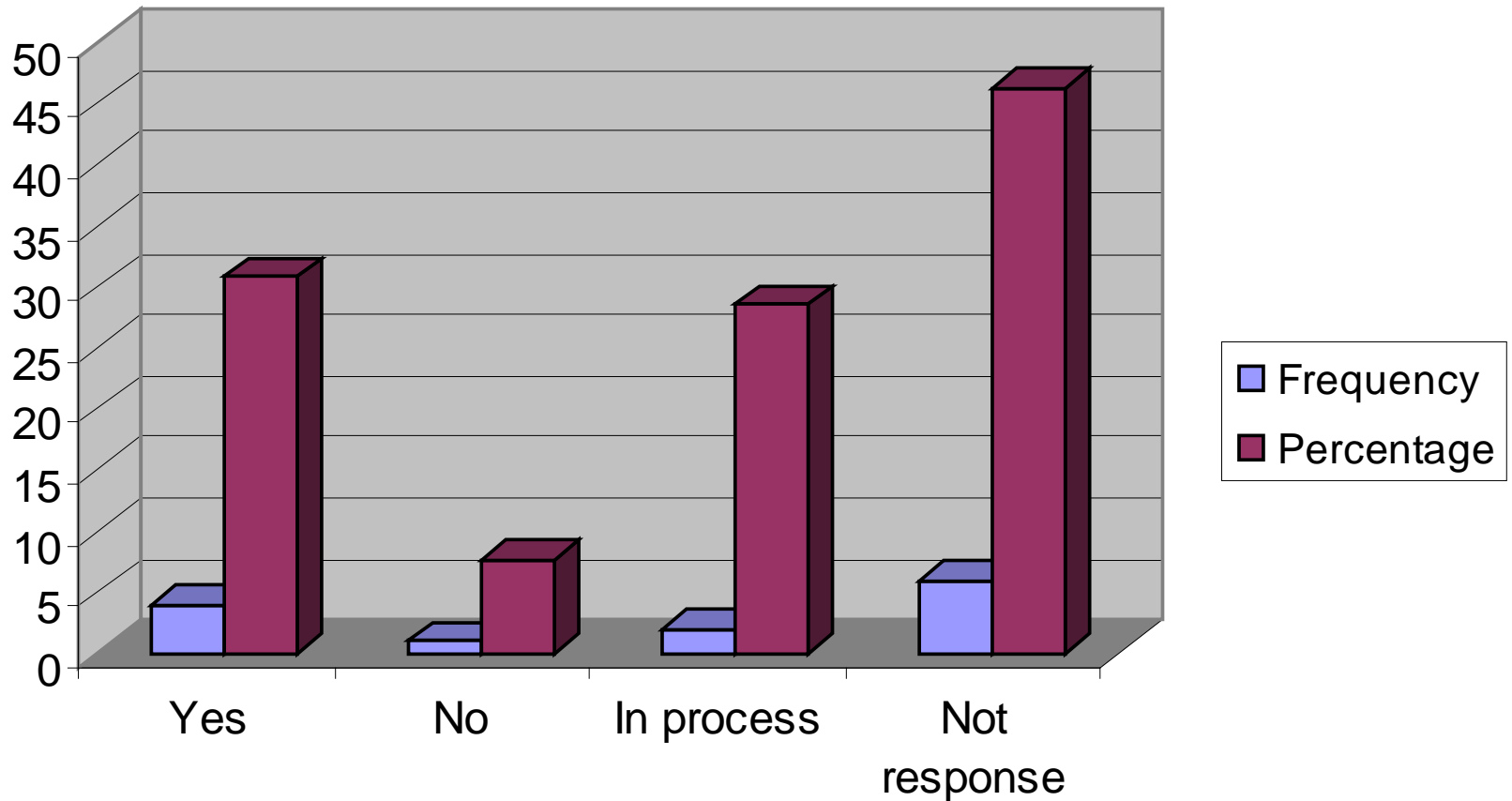


# Quality Assurance of EQAAs



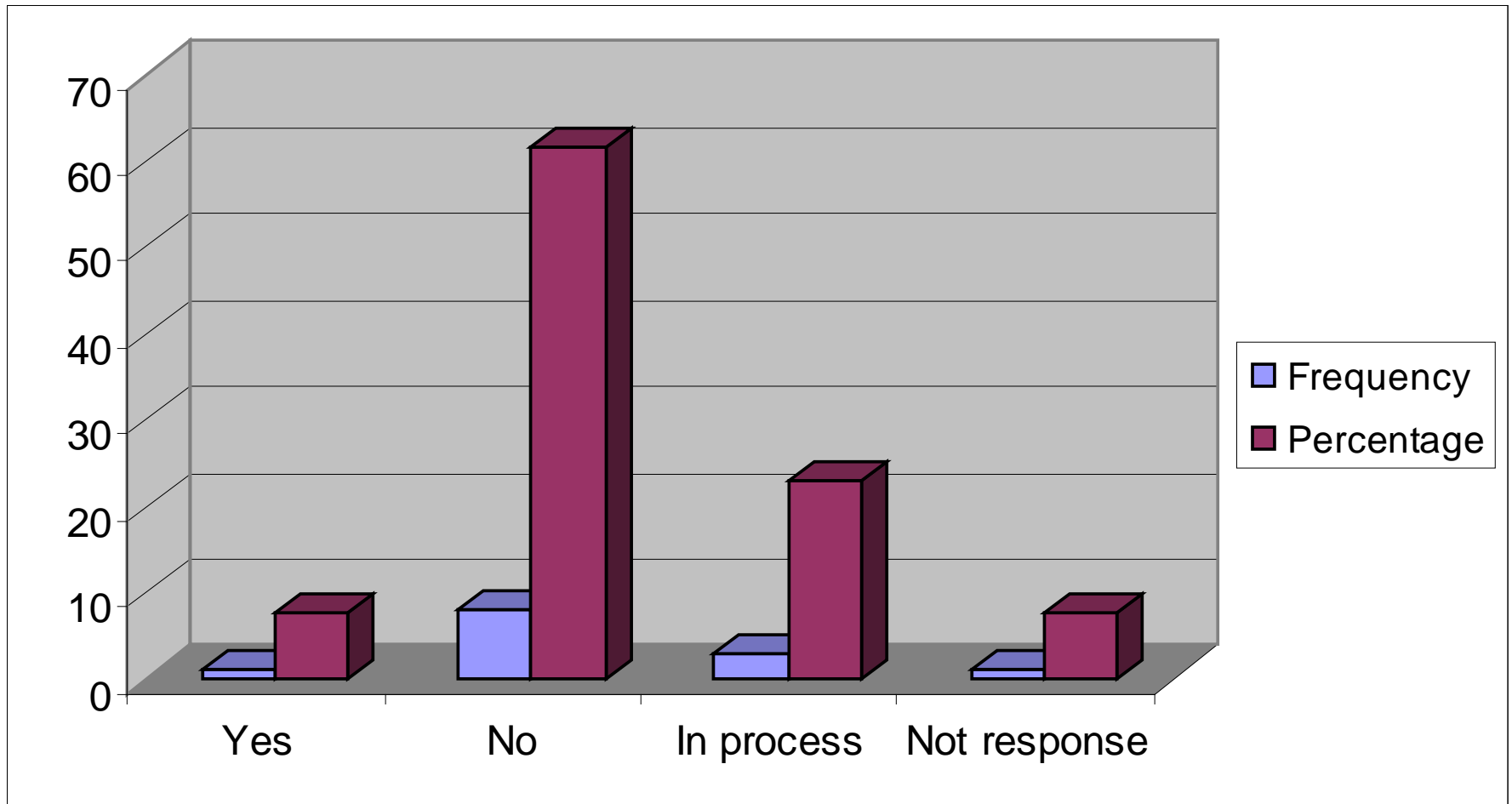


# Changes in Policies & procedures significantly changed on the basis of the review results



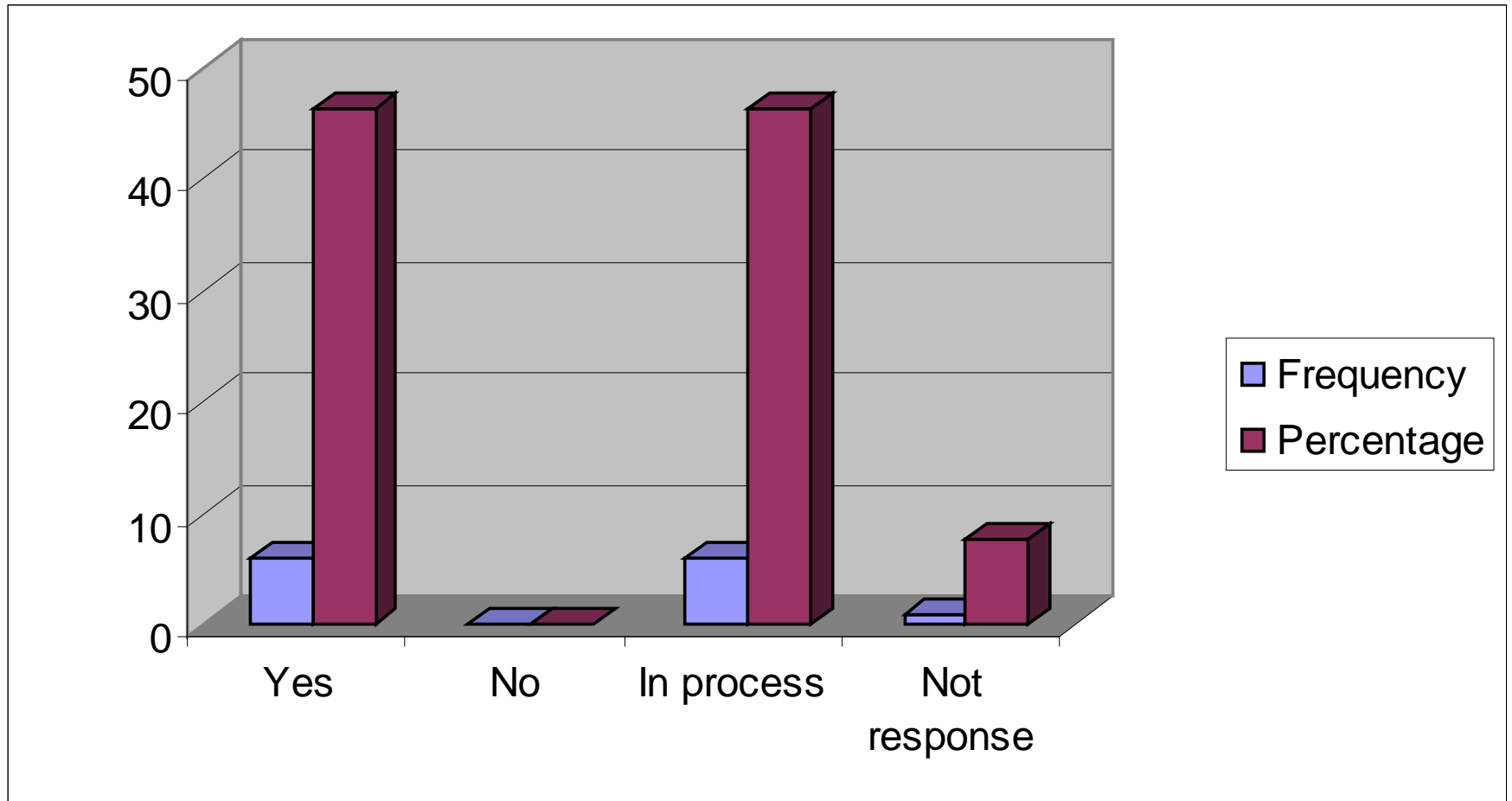


# Is there more than EQAAs in your country?





# Collaboration with other EQAAs in other countries



# Challenges

- **Ensuring the delivery of the survey to the proper person or issued governmental office able and allowed to complete the survey;**
- **Motivation to complete the survey within timeline;**
- **Break the fear of comparison between the countries;**

# Challenges

- **Taking the permission of the Ministry of Higher Education in the participated countries to complete the survey;**
- **Some of the completed survey was not following the designed format and numbering of the questions;**
- **Variability of quality assurance system in different Arab Countries, and lacking of a formal body for quality assurance.**

# Conclusions

**Similarities**

**Dissimilarities**

**Review the results against the guideline of  
good practice in QA**

# Recommendations

- 1. Develop a glossary in Arabic, English and French using the good practice quality Assurance data base of INQAAHE( Japanese /English glossary)**
- 2. Develop a regional and international data base for consultants and peer reviewers**

## **Recommendations (cont.)**

- 3. Construct and conduct training materials for workshops on **establishing new Quality Assurance Agencies** in French, English and Arabic for the North Africa region, Tunisia, Morocco and Algeria and for Libya, Syria and Yemen**
- 4. Conduct workshops for training **external peer reviewers****

# Recommendations (cont.)

5. **Awareness for the role of students in the EQAA system**
6. **Develop guideline framework for QA system in higher education in Arab States (in process)**
7. **Develop core institutional standards (in process) for Arab Region**
8. **Develop core standards for Academic reference standards (DAAD and British Council)**

## **Recommendations (cont.)**

- 9. Motivate the Arab EQAAs to use regional reviewers in their panel of site visits**
- 10. Develop a perception of internal quality assurance system for the EQAAs**
- 11. Introduce the concept of external review for EQAAs in the region**

*Thank you*

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