

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

***EXPLORING EXTERNAL  
QUALITY REVIEW  
FOR NON-INSTITUTIONAL  
PROVIDERS***

***A CHEA/CIQG WEBINAR  
AUGUST 11 AND 12, 2014***

***Judith S. Eaton  
President, Council for Higher Education Accreditation***

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

# ***INTRODUCTION***

© *COUNCIL FOR HIGHER EDUCATION ACCREDITATION 2014*

# ***CONTEXT FOR DISCUSSION***

## ***NON-INSTITUTIONAL PROVIDERS OF EDUCATION AND QUALITY***

### ***EXPLORING A “QUALITY PLATFORM”***

#### ***A QUALITY PLATFORM PILOT***

##### ***YOUR COMMENTS, IDEAS, SUGGESTIONS***

# ***CONTEXT FOR DISCUSSION***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***THE NON-INSTITUTIONAL SECTOR IS ATTRACTING STUDENTS: LOW-COST OR FREE AND CONVENIENT MEANS TO OBTAIN A HIGHER EDUCATION EXPERIENCE***

***GOVERNMENT AND EMPLOYERS ARE LOOKING TO THESE PROVIDERS - PART OF THE SOLUTION TO ACCESS, AFFORDABILITY AND WORKFORCE DEVELOPMENT***

***ALTHOUGH THEY HAVE INTERNAL QUALITY REVIEW PRACTICES, PROVIDERS ARE NOT REVIEWED FOR QUALITY BY EXTERNAL PARTIES***

***“NON-INSTITUTIONAL  
PROVIDERS”***

Council for  
Higher Education  
Accreditation

***CHEA***<sup>®</sup>

***PROVIDERS OF EDUCATION  
EXPERIENCES OPERATING  
APART FROM TRADITIONAL  
COLLEGES AND UNIVERSITIES***

# ***WHO ARE THESE PROVIDERS?***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***COURSERA, UDACITY, edX, FUTURELEARN, FRANCE  
UNIVERSITÉ NUMÉRIQUE, OPEN2STUDY, VEDUCA, UDEMY:  
ONLINE COURSES OR MODULES FOR CAREER, GENERAL  
EDUCATION OR GENERAL INTEREST***

***KHAN ACADEMY: ONLINE, FREE CONTENT AND  
ASSISTANCE***

***STRAIGHTERLINE, PEARSON: PRIVATE, LOW-COST ONLINE  
COURSES THAT MAY BE USED FOR COLLEGE CREDIT***

***MOZILLA OPEN BADGES: ELECTRONIC TOOLS TO ARRAY  
EVIDENCE OF SKILLS AND ACHIEVEMENTS OF INDIVIDUALS***

# ***CHARACTERISTICS OF NON- INSTITUTIONAL PROVIDERS***

***OFFER EDUCATION EXPERIENCES EITHER SIMILAR IN  
LENGTH TO COURSES OR LESS THAN COURSES IN  
DURATION SUCH AS MODULES***

***MAY BE CAREER-FOCUSED, GENERAL EDUCATION OR  
GENERAL INTEREST***

***DO NOT OFFER CREDITS OR DEGREES***

***MAY OFFER CERTIFICATES OR BADGES***

***PRIMARILY ONLINE***

***TYPICALLY FREE OR LOW-COST***

# **CHARACTERISTICS - 2**

***MAY HAVE “COURSE NAVIGATORS” OR “COURSE ASSISTANTS” RATHER THAN TRADITIONAL FACULTY***

***RELY ON MARKET FOR QUALITY JUDGMENT, NOT FORMAL EXTERNAL QUALITY REVIEW***

***STUDENTS ATTEND EPISODICALLY***

***SCALE MAY BE A FACTOR IN SUCCESS***

***IN THE U.S., DO NOT RELY ON FEDERAL STUDENT AID***

***© COUNCIL FOR HIGHER EDUCATION ACCREDITATION 2014***

Council for  
Higher Education  
Accreditation

**CHIEA<sup>®</sup>**



Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

# *QUALITY PLATFORM*

© COUNCIL FOR HIGHER EDUCATION ACCREDITATION 2014

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

# ***WHAT IS A “QUALITY PLATFORM”?***

***A REVIEW, A PROCESS AND A TOOL***

***EXTERNAL REVIEW OF THE  
PERFORMANCE OF NON-  
INSTITUTIONAL PROVIDERS OF  
EDUCATION FOR THEIR QUALITY***

# ***WHAT IS ITS PURPOSE?***

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

***SERVE STUDENTS AND THE PUBLIC BY  
ASSURING AND IMPROVING QUALITY IN THE  
NON-INSTITUTIONAL SECTOR***

***EQUIP STUDENTS AND THE PUBLIC WITH  
RELIABLE INFORMATION ABOUT A  
PROVIDER'S QUALITY AS ITS OFFERINGS  
ARE USED FOR IMPROVEMENT OF WORK  
SKILLS, GENERAL EDUCATION, GENERAL  
INTELLECTUAL DEVELOPMENT OR PURSUIT  
OF COLLEGE CREDIT***

# ***WHAT ARE THE BENEFITS OF THE QUALITY PLATFORM?***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***EXTERNAL QUALITY REVIEW CAN PROTECT STUDENTS AND SOCIETY FROM SUBSTANDARD PROVIDERS***

***COLLEGES AND UNIVERSITIES BENEFIT FROM THE REVIEW WHEN MAKING JUDGMENTS ABOUT ACCEPTANCE OF OFFERINGS FOR CREDIT FROM THESE PROVIDERS***

***QUALITY ASSURANCE AND ACCREDITING ORGANIZATIONS BENEFIT WHEN REVIEWING THEIR INSTITUTIONS AND PROGRAMS' WORK WITH NON-INSTITUTIONAL PROVIDERS***

# ***WHO ARE THE AUDIENCES FOR A QUALITY PLATFORM?***

Council for  
Higher Education  
Accreditation

**®  
CHEA**

***STUDENTS***

***THE PUBLIC***

***QUALITY ASSURANCE AND ACCREDITATION  
ORGANIZATIONS***

***HIGHER EDUCATION INSTITUTIONS***

***GOVERNMENT AGENCIES***

***EMPLOYERS AND BUSINESSES***

# ***WHAT ARE KEY ELEMENTS OF A QUALITY PLATFORM?***

Council for  
Higher Education  
Accreditation

**®  
CHEA**

***STANDARDS WITH A PRIMARY EMPHASIS ON STUDENT OUTCOMES***

***SELF-EVALUATION BY THE PROVIDER BASED ON STANDARDS***

***EXTERNAL REVIEW BY PEER EXPERTS AND THE PUBLIC (EXPERT TEAM) BASED ON STANDARDS***

***DECISION BY EXPERT TEAM WHETHER THE PROVIDER MEETS THE STANDARDS***

***AWARD OF “QUALITY PLATFORM PROVIDER” STATUS***

***PERIODIC RE-EXAMINATION OF THE PROVIDER***

***TRANSPARENCY AND COMPARABILITY OF REVIEW AND RESULTS***

# ***WHAT IS THE PROCESS TO BECOME A QUALITY PLATFORM PROVIDER?***

***COMPLETE QUALITY PLATFORM APPLICATION***

***PROVIDE AND CERTIFY BACKGROUND INFORMATION***

***SUBMIT EVIDENCE THAT QUALITY PLATFORM STANDARDS  
ARE MET (SELF-REVIEW)***

***ENGAGE WITH QUALITY PLATFORM EXPERT TEAM AS  
REQUESTED (EXTERNAL REVIEW)***

***RECEIVE A POSITIVE JUDGMENT FROM THE TEAM OF  
EXPERTS***

***RECEIVE A “QUALITY PLATFORM PROVIDER” AWARD***

# ***EXAMPLES OF STANDARDS***

Council for  
Higher Education  
Accreditation

**CHIEA**<sup>®</sup>

***LEARNING OUTCOMES ARE ARTICULATED AND ACHIEVED***

***LEARNING OUTCOMES MEET POSTSECONDARY EXPECTATIONS***

***CURRICULA PROVIDE OPPORTUNITIES FOR SUCCESSFUL TRANSFER OF CREDIT***

***TRANSPARENCY IS MAINTAINED AND COMPARABILITY IS ESTABLISHED***

© COUNCIL FOR HIGHER EDUCATION ACCREDITATION 2014



# ***BACKGROUND INFORMATION TO BE PROVIDED***

***DOCUMENTATION OF LEGAL STATUS***

***MOST RECENT EXTERNAL FINANCIAL AUDIT***

***CURRENT INFORMATION ABOUT THE PROVIDER'S PURPOSE, OFFERINGS AND CREDENTIAL (IF ANY)***

***CURRENT STUDENT ENROLLMENT***

***DESCRIPTION OF CURRENT PRACTICES TO ASSIST AND SUPPORT STUDENTS: FACULTY, ADVISORS AND OTHER ACADEMIC PROFESSIONALS***

# ***WHO WILL BE QUALITY PLATFORM EXPERTS DOING A REVIEW?***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***ACADEMICS WITH SIGNIFICANT FACULTY OR ADMINISTRATIVE EXPERIENCE OR BOTH IN TRADITIONAL AND NON-TRADITIONAL HIGHER EDUCATION***

***MEMBERS OF THE PUBLIC: STUDENTS AND INDIVIDUALS FROM BUSINESS, GOVERNMENT, PHILANTHROPY***

***...PROFESSORS, FACULTY, STUDENTS, ACCREDITORS, EMPLOYERS...***

# ***ADDITIONAL QUESTIONS***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***HOW MUCH TIME DOES A REVIEW TAKE?***

***WHO DECIDES THE STANDARDS?***

***WHAT COUNTS AS EVIDENCE THAT STANDARDS ARE MET?***

***HOW DOES A PROVIDER “PASS” OR “FAIL”?***

***HOW MUCH DOES THE REVIEW COST?***

***FOR HOW LONG IS THE STATUS AWARDED?***

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

# ***QUALITY PLATFORM PILOT***

© COUNCIL FOR HIGHER EDUCATION ACCREDITATION 2014

# ***WHAT IS THE QUALITY PLATFORM PILOT?***

***A PROJECT TO APPLY THE QUALITY PLATFORM REVIEW WITH A SMALL GROUP OF NON-INSTITUTIONAL PROVIDERS AND EVALUATE THE EFFORT:***

- ***SELECT NON-INSTITUTIONAL PROVIDERS TO REVIEW***
- ***SELECT EXPERTS TO UNDERTAKE THE REVIEW***
- ***APPLY PILOT QUALITY STANDARDS THROUGH SELF-REVIEW AND EXTERNAL REVIEW***
- ***DECIDE QUALITY PLATFORM STATUS***
- ***EVALUATE THE PILOT***

# ***HOW WILL THE PILOT BE EVALUATED: ASK AND ANSWER***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***ARE THE QUALITY PLATFORM STANDARDS FOCUSED  
ON ISSUES CENTRAL TO STUDENT LEARNING AND  
ASSURING QUALITY?***

***WHAT STANDARDS MIGHT BE REPLACED? WHAT  
MIGHT BE ADDED?***

***WHAT WAS EFFECTIVE/INEFFECTIVE ABOUT THE  
REVIEW?***

***WHAT ADDITIONAL CHANGES, IF ANY, ARE NEEDED  
TO ASSURE A RIGOROUS AND EFFECTIVE PROCESS?***

***ARE ADDITIONAL PILOTS NEEDED?***

# ***HOW DOES THE QUALITY PLATFORM DIFFER FROM EXISTING QUALITY REVIEW EFFORTS?***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***QA/ACCREDITATION ORGANIZATIONS: QP DIFFERS BECAUSE IT REVIEWS NON-INSTITUTIONAL PROVIDERS OTHER THAN INSTITUTIONS AND PROGRAMS.***

***CREDIT RECOMMENDATIONS AND ASSESSMENT OF PRIOR LEARNING: QP DIFFERS BECAUSE THE FOCUS IS ON THE PROVIDER (ORGANIZATION) AND NOT ON SPECIFIC OFFERINGS AND NOT ON STUDENT COMPETENCIES***

***GOVERNMENT REVIEW: IN A NUMBER OF COUNTRIES, GOVERNMENT IS NOT CARRYING THIS TYPE OF REVIEW***

# ***NEXT STEPS***

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***SEEK INTEREST IN TESTING THE QUALITY  
PLATFORM***

***IF INTEREST, PROCEED WITH 1-3 PILOTS***

***EVALUATE PILOTS***

***DETERMINE WHETHER TO MOVE FORWARD  
WITH ADDITIONAL REVIEWS AND HOW***



# **SUMMARY**

Council for  
Higher Education  
Accreditation

**CHEA**<sup>®</sup>

***THE EMERGING NON-INSTITUTIONAL SECTOR MAY BECOME A MEANS BY WHICH A GROWING NUMBER OF STUDENTS WILL UNDERTAKE EDUCATION***

***AT PRESENT, THERE IS NO SHARED EXTERNAL MEANS TO EVALUATE THE QUALITY OF THE PROVIDERS OF NON-INSTITUTIONAL EDUCATION***

***THE QUALITY PLATFORM IS ONE APPROACH TO ESTABLISHING EFFECTIVE EXTERNAL REVIEW OF QUALITY***

***THE QUALITY PLATFORM PILOT IS A MEANS TO TEST AND EVALUATE THE PROPOSED QUALITY PLATFORM***

# ***WHAT ARE YOUR THOUGHTS, QUESTIONS?***

***HOW MIGHT THE QUALITY PLATFORM ADD VALUE TO  
ASSURING QUALITY?***

***WILL BEING A QUALITY PLATFORM PROVIDER ADD  
CREDIBILITY TO THE WORK OF NON-INSTITUTIONAL  
PROVIDERS?***

***IF THE QUALITY PLATFORM IS CONSIDERED EFFECTIVE  
FOR THE NON-INSTITUTIONAL SECTOR, WHO SHOULD DO  
THIS WORK?***

- ***CURRENT QUALITY ASSURANCE AGENCIES AND  
ACCREDITING ORGANIZATIONS?***
- ***NEWLY FORMED QUALITY REVIEW ORGANIZATIONS  
FOCUSED ONLY ON THE NON-INSTITUTIONAL SECTOR?***
- ***OTHER?***

# *TO CONTACT US*

Council for  
Higher Education  
Accreditation

<sup>®</sup>  
**CHEA**

*GENERAL MAILBOX: [CHEA@CHEA.ORG](mailto:CHEA@CHEA.ORG)*

*PRESIDENT JUDITH EATON: [EATON@CHEA.ORG](mailto:EATON@CHEA.ORG)*

*CIQG DIRECTOR MARK GRACE: [GRACE@CHEA.ORG](mailto:GRACE@CHEA.ORG)*

# *THANK YOU*

# *WWW.CHEA.ORG*