Public Trust and Accountability: A View from Continental Europe

Andrée Sursock, European University Association (EUA)

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Conceptual framework: Power, accountability and trust

• Power is about who defines (and redefines) quality and accountability mechanisms

• Accountability is about how this is done

• Trust is about the confidence placed in the accountability mechanisms and ultimately in higher education

Stensaker and Harvey (2011)
The triangle(s) of accountability: 
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A 10-point action agenda for universities

1. Be inclusive

2. Strengthen links with employers and provide opportunities for traineeships and internships

3. Develop soft-skills, including critical thinking and out-of-the box thinking in their graduates

4. Provide lifelong learning and up-skilling opportunities

5. Engage in socially-relevant research
6. Ensure the ethical behaviour of students, researchers and of the institution itself

7. Persist in providing scientific evidence for policy-makers and the public

8. Ensure that promotion criteria are in line with the high purpose of being a responsible, sustainable and engaged institution

9. Have a robust internal quality system that ensures internal buy-in

10. Provide public information on internal and external quality assurance results
Moving beyond the blame game
References

• How anti-globalisation switched from a left to a right-wing issue – and where it will go next, Rory Horner, Daniel Haberly, Seth Schindler and Yuko Aoyama, The Conversation (UK), 25/01/2018

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• Accountability in the United States: Sorting Through an American Muddle, Robert Zemsky, in Stensaker and Harvey (eds.) 2011