QUALITY ASSURANCE OF SERVICE TO SOCIETY

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EQAF 2019 Vienna

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The societal roles of science

Human understanding and world view

Research-based knowledge and abilities build, sustain and develop individuals' and societies' understanding of the surrounding world and their part in it.

Wealth and prosperity

Research-based knowledge and abilities open material prospects for sustaining and increasing the wellbeing of people and societies.

Basis for decision-making

Research-based knowledge and abilities underpin societal decision-making, policies and problem-solving; they can also ease individuals' choices.

Practice development

Research-based knowledge and abilities generate, sustain and advance competencies and professional practices.

STATE OF SCIENTIFIC RESEARCH IN FINLAND 2016

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Quality in the University of Turku

Quality features

- In line with the essence of university
- In line with the strategy
- *Sensitive to the stakeholder's expectations*
- Continuously good for everyone
- Top quality

QA focus

- Research
- Education
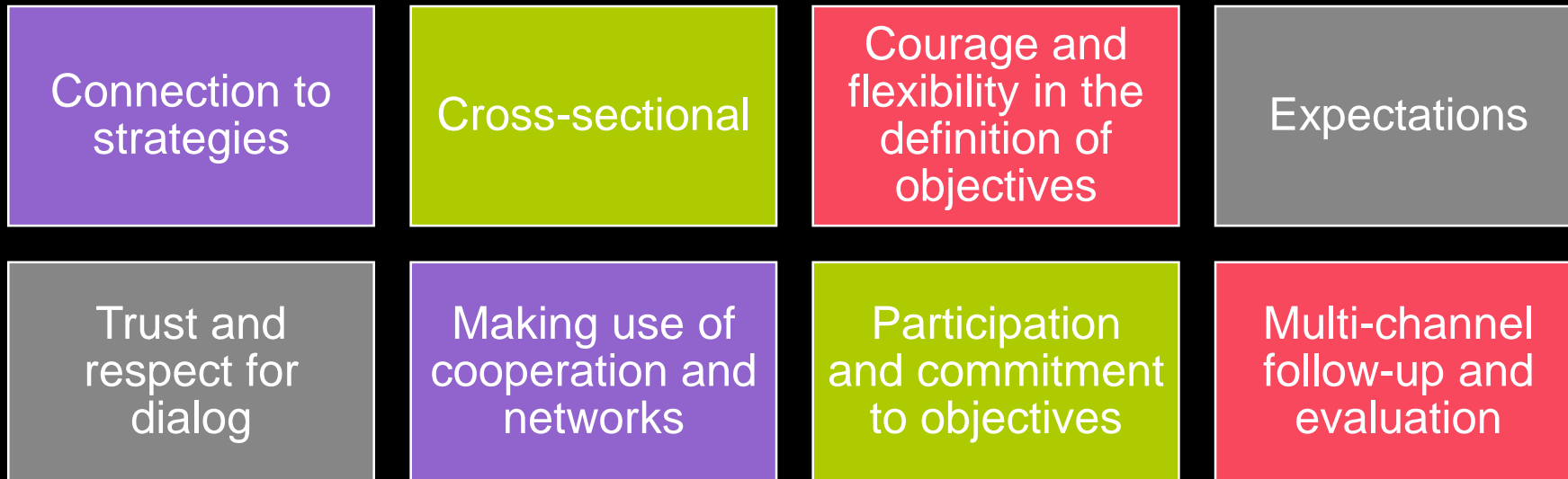- *Societal interaction*
- Support Services

Quality enhancement

- Academic culture
- Steering mechanisms
- Support services
- Quality management

Finnish system of university audits

- Legal obligation for external evaluations
- Focus on functional and consistent quality assurance systems
- Covering all functions of HEIs
- Principle of enhancement-led evaluation
- Two rounds since 2005, close to 100 % coverage of HEIs

- Audit target 4 c: *The societal impact and regional development work* (incl. social responsibility, continuing education, open university education and paid-services education)
- Specifications for the criteria of four stages: absent, emerging, developing and advanced

FINNISH EDUCATION EVALUATION CENTRE

See: FINEEC audit manual for the quality systems of higher education institutions 2015–2018

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Features of "developed" QA of societal interaction

Connection to strategies	Cross-sectional	Courage and flexibility in the definition of objectives	Expectations
Trust and respect for dialog	Making use of cooperation and networks	Participation and commitment to objectives	Multi-channel follow-up and evaluation

From the FINEEC "meta-analysis" of the audits in the 2nd round of audits, to be published later

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Towards valid QA of societal interaction in UTU

1. Construction of a documented conception
2. Compiling a comprehensive picture of the activities
3. Specification of the University's role
4. Realisation of the main development policies

5. Definition of legitimate structures
6. Linking the quality assurance and the executive functions
7. Developing the support services
8. Systemising stakeholder and network interaction
9. Involvement of students and staff

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European viewpoint: Enhancing the social dimension in HEIs

- Embedding into university strategic processes
- University organisation culture and practices
- Role of university leadership
- Confirmed QA systems
- Need for a research agenda

- Need for political support
- External inputs into the university's decision-making
- Expertise and networks
- Cooperation with stakeholders

COMMIT project 2013–2016 reminders
"Committed to the Social dimension of HE"

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FINEEC'S AUDIT MODEL PROMOTES SOCIETAL IMPACT

PROMOTES IMPACT AND RENEWAL

CREATES COMPETENCE

LEARNING

ENHANCES QUALITY AND WELL-BEING

HIGHER EDUCATION INSTITUTION

FINNISH EDUCATION EVALUATION CENTRE

First page of the FINEEC leaflet
for the third round of HEI audits 2018 - 2024

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Developing the follow-up system of societal interaction in UTU

Note! In addition to the follow-up of education and research
Follow-up of interaction rather than impact
No connection to resource allocation

Objectives

- Compact picture of the activities
- Enhancing the goal-orientation
- Support for reporting, evaluation, development and decision-making

Our approach

- Roles and aims of the faculties
- Relevant foci of follow-up
- Criteria of the indicators
- Measures following the foci + various roles of science
- Faculty involvement

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Criteria of the measures

- Clarity of focus
- Validity and reliability
- Sufficient coverage
- Availability of data
- Coherence of the system

- Promoting strategy
- Effective in relation to costs
- Clear and compact reports
- Support for decision-making

- Legitimate within the university
- Legitimate for stakeholders

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Follow-up of societal interaction "outwards" (UTU draft)

- Publication for professional commmunities and general public (number of publications)

- Development projects (volume of funding/€ outside the Min.Ed. model)

- Innovations, business collaboration and export of education (number of innovation ideas, volume of industrial activity and export/€, number of export deals)

- Cooperation with working-life in degree studies (number of commissioned master thesis)

- Non-degree studies (open university education credits, CPE students/credits)

- Expert tasks (number of tasks)

- Reaching the public (visitors in events and attractions)

- Joint use of resources (volume of leasing out in €, costs of co-ownership in €)

Follow-up of societal interaction ”inwards” (UTU draft)

- Participation of stakeholders in the realisation of the University missions

  (number of research partners, number of mentors)

- Participation in University decision-making

  (memberships in university decision-making and advisory bodies)

- Moneyflows from stakeholders

  (income from services/€ and donations)

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Next steps

- Consolidation of follow-up systems
- Consolidation of stakeholder practices
- Incentive systems
- Strategic partnerships/Partnership strategy

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