

Quality Assurance in Greek Higher Education

Vassilis Stylianakis
University of Patras
Greece



Rankings have many faults and do not adequately describe universities and cannot show whether one institution is better than another...

...but I am very happy when Cambridge is rated as the top university in the world

Alison Richard

Former Vice-Chancellor, University of Cambridge



Law 3374/2005

fundamental objective of Greek Higher Education

- assurance of quality in universities and the programmes of study and qualifications they offer

in order to best meet the needs of society and the expectations society places on Institutions of Higher Education.



Law 3374/2005 (cont'd)

- The relevant legislation behind the quality assurance system for higher education and technological education institutions, and the credit transfer system
- links accreditation of the higher education institutions with an internal evaluation conducted every two years and an external evaluation conducted every four years
- provides the authority for the body to deal with organising quality assurance. This body makes administrative and organisational services available for accreditation of higher and technological education institutions and the European credit transfer system
- Due to the internal opposition from educational institutions, the implementation of the law has been delayed and, hence, other issues relating to students' competencies, academic programmes and the accreditation process are still to be considered.



Quality Assurance (QA)

- systematic
- structured
- continuous
- committed to quality

Calls for the establishment of an internal system of

- Principles
- Criteria
- regulations,

attested by periodic procedures of internal and external assessment.



Evaluation and Accreditation of higher (AEI) and technological education institutions (TEI)

- every two years (internal) and every four years (external), as required by Law 3374/2005 (FEK 189A)
- Internal evaluation by members of the academic unit to be accredited
- external evaluation organized by an independent agency established by the Law
- The agency will not conduct evaluations itself
- Rather by committees of independent experts appointed by recognised authorities A
- majority of professors of higher education institutions, but also representatives of students and of research institutions and professional organisations.



Agency of Quality Assurance for Higher Education (ADIP)

- To offer administrative and organisational services to the institutions
- President appointed by the Minister of Education based on a proposal from the Greek Parliament's Committee on Educational Issues
- Members six university professors, four professors from the technological sector, one student representative, one representative of non-educational/research institutions selected jointly by the Minister of Education and the Minister of Development, and one representative of the Central Union of Chambers (Technical Chamber, Trade Chamber, etc).



OPPOSITION FROM ACADEMIC STAFF

- AEI academic staff in Greece members of the Hellenic Federation of University Teachers Association (POSDEP)
- The Federation supports the interests of its members and provides opinions on issues of importance to its members to the Ministry of Education that may provide relevant input to laws and regulations introduced by the Ministry
- POSDEP expresses opinions on the implementation of such laws and regulations in education



Main Arguments

- Reduction of government funding leading universities towards economic bankruptcy and forcing universities to seek funding from the private sector, turning them therefore, into *competing enterprises* selling educational services and research products (requiring the introduction of tuition fees for graduate studies programmes and entrepreneurial research activity within the universities). This policy was agreed upon at the Convention of the Ministers of Education of the OECD countries held in Athens in 2006.
- Low salaries and poor working conditions humiliating for Greek academics, taking into account their social status, role and position in society. The net monthly salary of lecturers is approximately €1,200, and these represent about a quarter of academic staff in large universities and about half in small universities, working mainly as part time teachers (Presidential Decree PD 407/80).
- The policies applied to research and university vision set aside basic research sponsored by the government, and support the concept of the *entrepreneurial university* for non-basic research and the *invasion* of universities by private companies.



Main Arguments (Cont'd)

- Poor student support in the form of libraries, computer laboratories, study rooms, presentation halls, lecture rooms, dormitories and restaurants pushing students from small universities in small cities and towns to larger universities, thus creating a student increase at universities of Athens and Thessalonica. Hence, the *cost free* education for students is not exactly as it should be.
- Adopting the Bologna Process has led to the degradation of education. The government has issued presidential decrees to make three-year studies at universities abroad equal to five-year studies at Greek universities.
- Breaking the sequence of Greek programmes of study and adjusting courses to meet the requirements of the implementation of the credit units system, which is a prerequisite for the commercialisation of education, means that degrees will be broken down into smaller and smaller parts, leading to the elimination of the professional-unions' rights of the graduates. The announcement of financial support for the adoption of the credit system coming from the 4th European Community Support Framework will result in full implementation of this system.



Main Arguments (Cont'd)

- Ranking of universities will follow the implementation of the system of Quality Assurance and Accreditation to the Higher Education. Thus an effect on university funding and influence of market competition on the very existence of departments and institutions.
- Self management of universities and abolition of academic independence by the Ministry of Education will result in the appointment of private managing agencies by the universities, with *ad-hoc* definitions of equality between university departments (to perform student transfers between universities).
- Abolition of unified public and free higher education resulting in the transformation of universities into *private enterprises* that will operate on the separate basis for each university with four-year contracts with the Ministry of Education, with financial independence, forcing universities to become strict schools that bear full responsibility for students and teachers.
- Revision of Article 16 of the Constitution leading to the abolition of free public higher education and the recognition of the Centres of Liberal Studies as universities, which have acquired their titles from foreign universities, as equivalent to the public universities. These were rejected by the students' during their long-term strikes in 2007. However, Law 3696/2008 was issued on the establishment and operation of colleges.



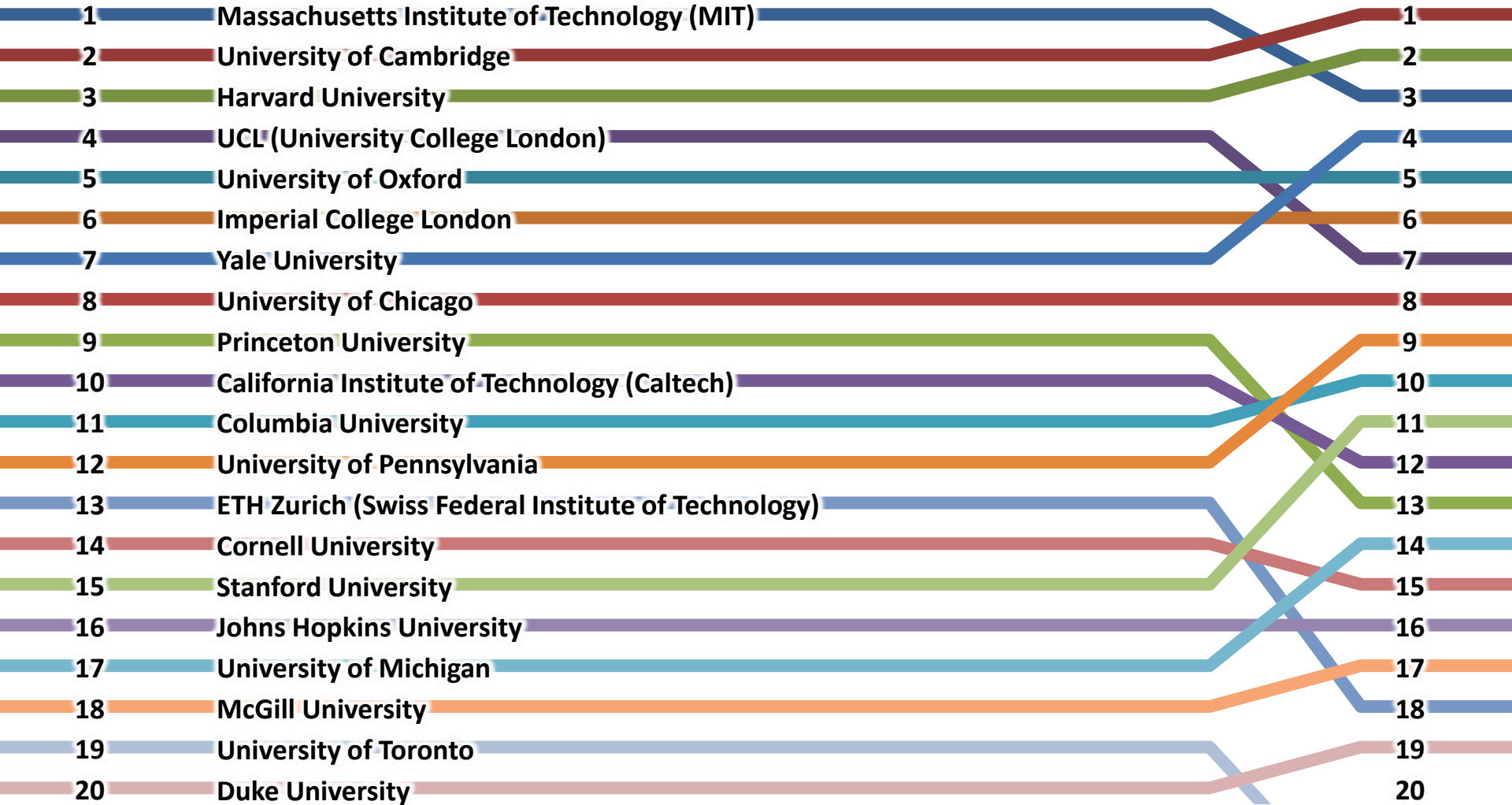
Arguments in Summary

- The reduction in government funding will oblige the universities to seek funding from the private sector to perform non-basic research, and will cause that staff salaries and student support will be inadequate.
- Accreditation will create a ranking system that will lead to the commercialisation of universities
- The credit transfer system will disrupt the sequence of studies
- all these will damage free higher public education in Greece.

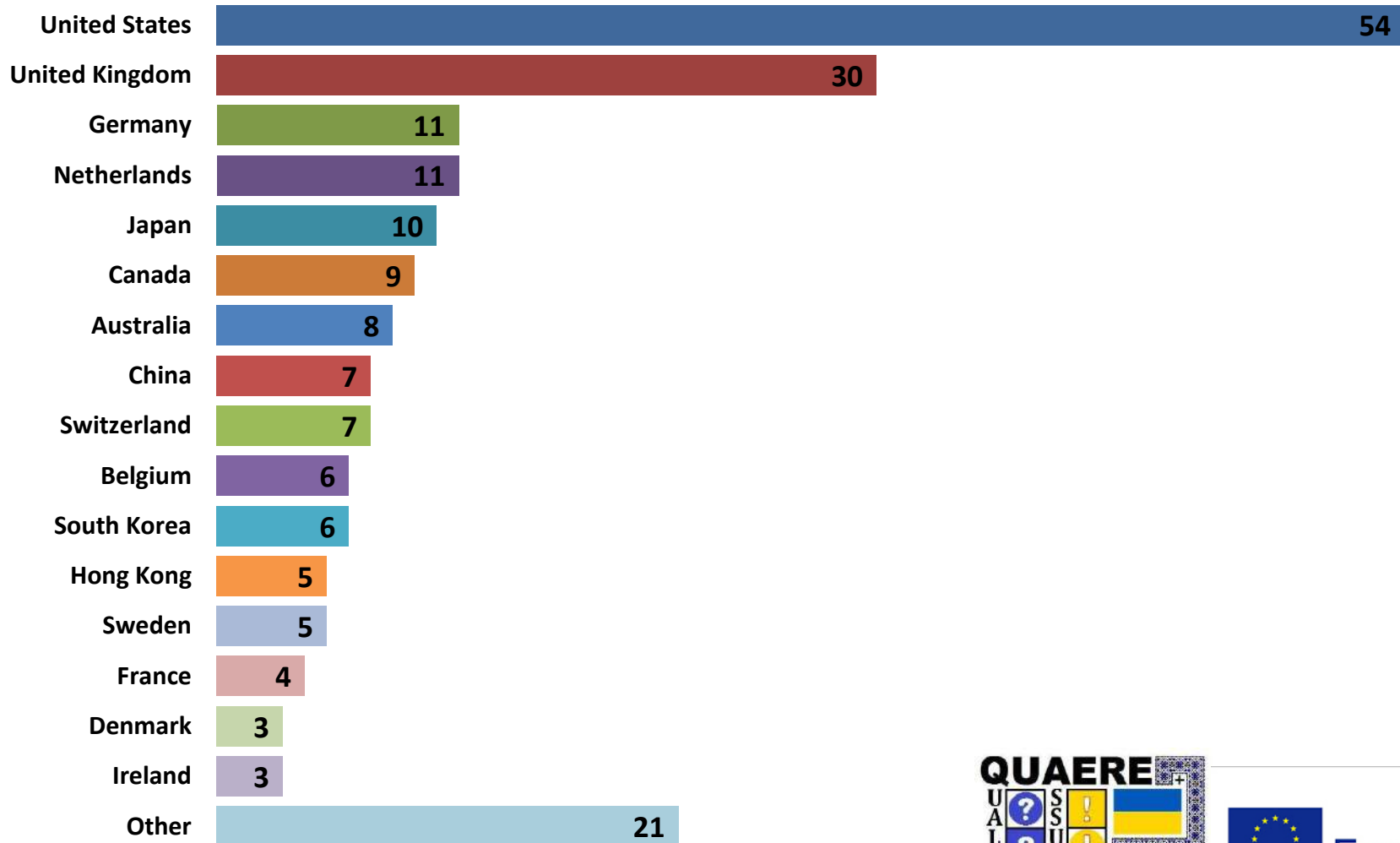




2012-2013: TOP 20

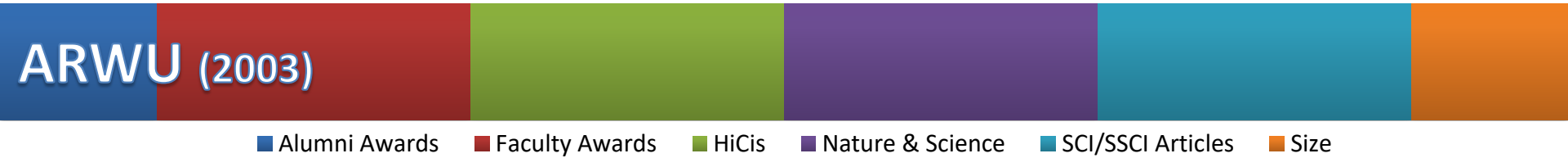


INSTITUTIONS IN TOP 200





Comparing Methodologies





Comparing Results



ARWU	QS	Webometrics	THE
1 Harvard	MIT	Harvard	Caltech
2 Stanford	Cambridge	MIT	Harvard
3 MIT	Harvard	Stanford	Stanford
4 Berkeley	UCL	Berkeley	Oxford
5 Cambridge	Oxford	Cornell	Princeton
6 Caltech	Imperial	Minnesota	Cambridge
7 Princeton	Yale	Pennsylvania	MIT
8 Columbia	Chicago	Wisconsin	Imperial
9 Chicago	Princeton	UIUC	Chicago
10 Oxford	Caltech	Michigan State	Berkeley

August 2012

September 2012

July 2012

October 2011

QS COUNTRY REPORT – GREECE



COUNTRYNAME Greece
CAPITALCITY Athens
WORLDREGION Europe & Central Asia
INCOMEGROUP High income: OECD
CURRENCYUNIT Euro

QSSURVEYEDINSTITUTIONS 25
QSRANKEDINSTITUTIONS 6
AVERAGEINSTITUTIONAGE 103
AVERAGEINSTITUTIONSIZE 52,386
AVERAGEINSTITUTIONOUTPUT 8,231

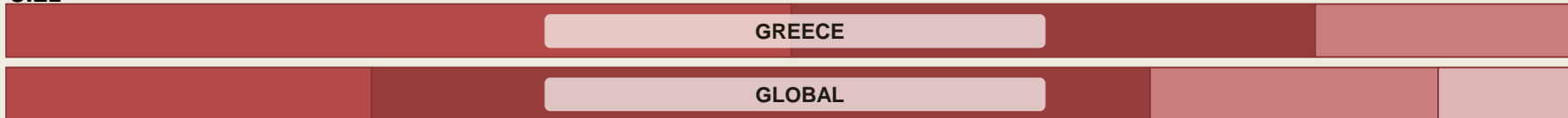
More than double
the average for the
world's top 600



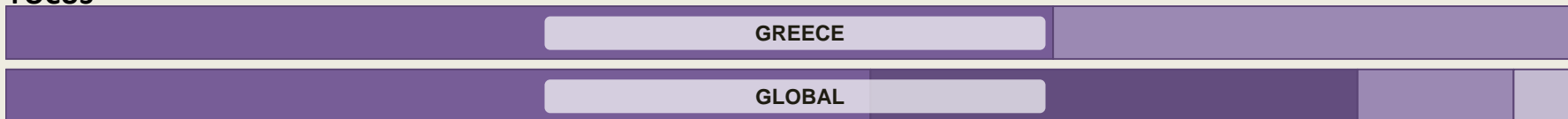
QS CLASSIFICATIONS



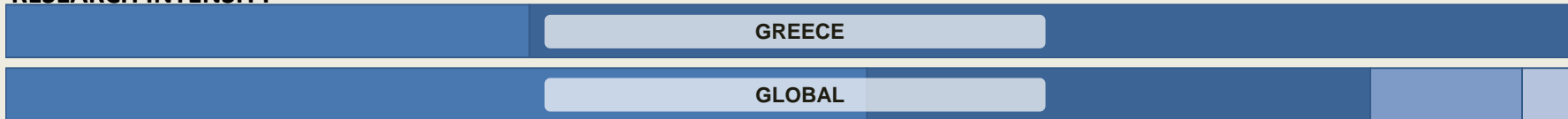
SIZE ■ Very Large ■ Large ■ Medium ■ Small



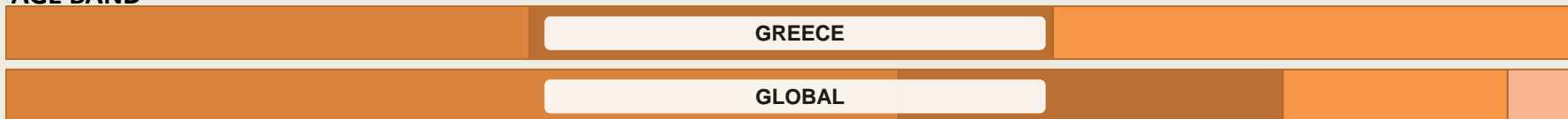
FOCUS ■ Fully Comprehensive ■ Comprehensive ■ Focused ■ Specialist



RESEARCH INTENSITY ■ Very High ■ High ■ Moderate ■ Limited or None



AGE BAND ■ Historic ■ Mature ■ Established ■ Young ■ New



STATUS ■ Public ■ Private not for profit ■ Private for profit





Top Universities



Institution	2012	2011
Aristotle University of Thessaloniki	451-500	451-500
University of Crete	451-500	451-500
National and Kapodistrian University of Athens	501-550	387
National Technical University of Athens	551-600	551-600
University of Patras	601+	551-600
Athens University of Economics and Business	601+	601+

Greek University Ranking 2016

Greece

ranking	World Rank	University
1	196	Aristotle University of Thessaloniki
2	247	National and Kapodistrian University of Athens
3	345	National Technical University of Athens
4	535	University of Patras (incl University of Western Greece)



Standards and guidelines for quality assurance adopted by the Bergen 2005 Conference

A. European standards for internal quality assurance within the higher education institutions	B. European standards for external quality assurance
<ul style="list-style-type: none">• Policy and procedures for quality assurance;• Approval, monitoring and periodic review of programmes and awards• Assessment of students• Quality assurance of teaching staff• Learning resources and student support• Information systems and public information	<ul style="list-style-type: none">• Use of internal quality assurance procedures• Development of external quality assurance procedures• Criteria for decisions• Processes fit for purpose• Reporting• Follow-up procedures

Law 3374/2005

fundamental objective of Greek Higher Education

- assurance of quality in universities and the programmes of study and qualifications they offer

in order to best meet the needs of society and the expectations society places on Institutions of Higher Education.



Academic accreditation

- The academic accreditation procedure concerns programmes of study established after the passing of the law
- programmes offered HEIs at the time of the passing of Law 4009/11 were considered accredited until the completion of the quality assurance procedures of the academic units on the basis of Law 3374/2005, and their subsequent invitation by the HQA to be accredited.



Series of actions foreseen by the current provisions

- the new programmes of study initially accredited by the Rector of the HEI, on a proposal by the Dean's Office and the agreement of the Senate (article 32, Law 4009/11) with the active and meaningful participation of the Quality Assurance Unit (QAU) of each institution in the internal procedures.
- The programmes are then submitted to the HQA for academic accreditation by expert committees, in accordance with articles 70–72 of Law 4009/11
- with the responsibility of the HEI, the above new programmes of study can be offered before their accreditation by the HQA.



Institution evaluation

- Law 3374/2005: Fundamental objective of Greek Higher Education the expectation and assurance of quality in universities and their programmes of study and qualifications , in order to best meet the needs of society and the expectations society places on Institutions of Higher Education.
- Quality Assurance (QA): a systematic, structured and continuous commitment to quality
- Establishment of an internal system of principles, criteria, and regulations, the proper functioning of which is attested by periodic procedures of internal and external assessment



Template for structure and content of the basic criteria foreseen by article 72 on “Accreditation Criteria” of Law 4009/11

- the academic nature and orientation of the programme of study,
- the learning outcomes and expected qualifications, in accordance with the National Qualifications Framework
- the structure and organisation of the programme of study,
- the quality and efficacy of the teaching
- the suitability of the qualifications of the teaching staff,
- the quality of the research being done by the academic unit,
- the degree of association between the teaching and the research,
- the labour market demand for the acquired qualifications, and
- the quality of the support services, such as administrative services, libraries and student welfare services.



Law 4009/2011, Accreditation at both levels a) of the Institution b) of the programmes of study

- The awarding of Accreditation is entrusted by the State to the independent Agency for the Hellenic Quality Assurance and Accreditation Agency in Higher Education, upgraded under the same Law.
- The aim of the HQA is the development of a unified framework of Quality Assurance teaching and research in institutions of higher education at the national and international level, with a view to the national interest but also to the further development and continuous improvement of the European Higher Education Area (EHEA).
- In particular, the HQA has been given responsibility for the formulation, organization, completion, specialization and standardization of principles, criteria and indicators, as well as for the methodology and accreditation procedures in the above framework.



External Evaluation: the last phase of each cycle of the procedure for Quality Assurance

- consists of the critical and analytical Evaluation of the results of the Internal Evaluation procedure by a Committee of Independent Experts.



Purpose of the External Evaluation

Determine the

Completeness

transparency and

objectivity of the Internal Evaluation

its documentary data and

the formulation of an objective neutral opinion



Objectives

- to point out good practices and areas for improvement
- to highlight and provide documented support for the logical requests of the Unit made at the level of the Institution or the State
- to collect and promote the best practices nationwide



Procedure

- External Evaluation initiated by the submission of the Internal Evaluation Report to the HQA
- Direct meeting with the Academic Unit (visit and exchange of views),
- Based on the Internal Evaluation Report and following the meeting, the External Evaluation Committee prepares the External Evaluation Report.



External Evaluation Report analysis of the internal evaluation



- the achievements of the Academic Unit (or Institution)
- the areas for improvement or corrective actions
- the effectiveness of the actions already taken by the Unit in order to assure and improve the quality of the work performed, and
- in general, the adherence of the Unit to its mission and objectives.

External Evaluation Committee

- Five members from the [Register of External Experts](#), maintained by the HQA.
- The Register of External Experts is compiled following the suggestions of higher education institutions and the HQA, updated every four years.
- HQA invites the Academic Units and Institutions to recommend experts in their respective fields to be included in the Register of External Experts that is being prepared by the Authority.



The Register of external experts

HQA

- compiles and maintains a register of independent experts/evaluators on the basis of criteria defined in article 8 of Law 3374/2005
- forms committees of external evaluators specific to each academic discipline of the academic units and in collaboration with them.

Register

- containing the names of eminent Greek and foreign scholars, professors in higher education institutes or distinguished researchers in research foundations in Greece or abroad, preferably with experience in evaluating higher education institutions, recommended by the HEIs and the HQA, either on its initiative or at their own request
- Also including representatives of professional and other scholarly organisations recommended by the HQA, either on their own initiative or that of the related organisations



The Register of external experts (cont'd)

- maintained according to academic discipline and categories of independent expert (Register of Greek independent experts, Register of foreign independent experts, Register of representatives of professional and other scholarly organisations).
- The external experts are informed in detail and in depth by the HQA on the education system in Greece, the institution of quality assurance and the evaluation procedure, as well as the expected format of the External Evaluation Report.
- For transparency, objectivity and independence, during the first phase of the implementation of the procedure only university professors or researchers who work in institutions abroad were used.
- The members of the HQA are to be excluded from the Register during their term of service with the Authority, as well as all types of research staff involved with the HQA in any way.
- For evaluating the experts included in the Register, the HQA may form advisory committees for each academic discipline.



Hellenic Quality Assurance and Accreditation Agency (HQA) 2006

The guardian of issues of quality in higher education governed by its president and the board, comprised of

- 10 HEI professors (6 university, 4 TEI),
- a representative of the country's research centers
- a common representative of the Technical, the Geo-technical and the Economic Chambers of Greece.

An Independent body, overseen by the Ministry of Education, and centrally responsible for quality assurance in tertiary education.



Purpose of the HQA

- Promote within the country's Higher Education Institutions its guidelines for the procedure of evaluation
- oversee, coordinate and support all evaluation procedures in higher education institutes.



HQA neither a controlling or intervening body in the operations, mission and nature of Higher Education

- Develop and implement a unified quality assurance system, as a reference point for the achievements and work of the Higher Education Institutions.
- Collect and codify the vital information that would guide the state in effective support for Higher Education in the country.



University of Patras the first Greek Higher Education Institution that recognized the importance of quality assurance

Conducted an external evaluation in December 1999, in the context of the processes involved in the Rector's Synod – CRE (The Club of Rectors of Europe).



Quality Assurance Unit (MO.DI.P.)

- Set up according to the provisions of Articles 14 and 80 of Law 4009/11 to support and coordinate the quality assurance procedures of the University of Patras.
- Headed by the [Vice-Rector of Academic and International Affairs](#), professor Nikolaos Karamanos, and [composed](#) of five Faculty members, one representative of the undergraduate students and one representative of the postgraduate and PhD students appointed according to the provisions of Article 49, (2)(b), of Law 4009/2011.
- In addition, according to the above provisions, the following categories of personnel can be represented when issues concerning them are discussed:
 - - a representative of the administrative personnel
 - - a representative of the Special Scientific Personnel
 - - a representative of the Laboratory Teaching Personnel
 - - a representative of the Special Technical and Laboratory Personnel



Quality Assurance Unit (MODIP)

Based on the existing legal framework, updates and verifies through an integrated digital system the

- Configuration
- Development
- implementation of the Quality Assurance System.



Central Unit of the University

- informs and coordinates the procedures of internal and external evaluation of the Academic Departments and of the entire University
- organizes and coordinates the gathering of available resources needed for the development of educational and research work
- proposes ideas and actions essential for the quality enhancement of the evaluation processes of the University
- participates in conferences and workshops and promotes proposals towards HQA (A.D.I.P.) and the state, in order to assure the quality and the improvement of the educational procedures





MODIP Website



English Ελληνικά

- Home
- MODIP
- OMEA
- Reports
- News
- Useful Links
- Contact Us



Home

Welcome to the website of the **Quality Assurance Unit (MO.DI.P)** of the University of Patras.

The monitoring and evaluation of the elements related to education and research, the administration services, the technological support and the international mobility, contribute to the continuous improvement of the quality in education and research, as well as in the projection of the University's achievements in the society.

The University of Patras has recognised the importance of evaluation and has realised the first External Evaluation, as early as December 1999. Under the current legislative framework, MO.DI.P is the central Unit of the University, which informs and coordinates the procedures of internal and external evaluation of the Academic Departments and of the entire University. MO.DI.P organizes and coordinates the gathering of available resources, which are needed for the development of educational and research work, and proposes ideas and actions which are essential for the quality enhancement of the evaluation processes of the University.

Throughout the University's Internal and External Evaluation processes of the University, MO.DI.P aims at the

INFORMATION SYSTEM
QUALITY ASSURANCE

Latest Reports

- External Evaluation Report University of Patras 2016
Post: 01/ 07/ 2016
- External Evaluation Report Department of Biology (2014)
Post: 20/ 10/ 2014
- External Evaluation Report of Department of Environmental and Natural

MODIP (In collaboration with the Internal Evaluation Groups (OMEA) of the Academic Departments) deals with

- The completion by the students of the questionnaires to be used for the evaluation of the educational project
- The electronic questionnaires for subjects involving education and research to be completed by the members of the Academic staff
- The Annual Reports of the Academic Departments
- The External Evaluation procedures of the Academic Departments
- The self-evaluation Reports of the University of Patras





Members of MODIP

- **PRESIDENT**
- ***KARAMANOS K. NIKOLAOS***
 - Professor, Vice-Rector for Academic and International Affairs
 - *e-mail:* n.k.karamanos@upatras.gr
- **MEMBERS**
- ***VERGIDIS DIMITRIOS***
 - Professor, Department of Primary Education
 - *e-mail:* vergidis@upatras.gr
- ***BERBERIDES KOSTAS***
 - Professor, Department of Computer Engineering and Informatics
 - *e-mail:* berberid@ceid.upatras.gr
- ***PAPAIOANNOU DIONYSIOS***
 - Professor, Department of Chemistry
 - *e-mail:* dapapaio@chemistry.upatras.gr
- ***STATHOPOULOS CONSTANTINOS***
 - Professor, Faculty of Medicine
 - *e-mail:* cstath@med.upatras.gr
- ***KARALIS ATHANASIOS***
 - Associate Professor, Department of Educational Sciences and Early Childhood Education
 - *e-mail:* karalis@upatras.gr

Responsibilities

according to the provisions of **Law No 3374/05**
and **Law No 4009/11** (article 80, paragraph 12c)

with a view to the completion of the quality
assurance procedures of the University of Patras



Functions as the Internal Evaluation



Team (OM.E.A.) of the Institution

- Preparation and drawing up of the biennial Internal Report for the Institution's operation based on the Annual Internal Reports of the Departments.
- Composition of the Internal Evaluation Report regarding the Institution's operation conducted every four years.
- Coordination, support and implementation of the evaluation procedures for the academic units and the Institution's services taking under consideration the quality of the teaching and research activities, the quality of the curriculum and the quality of all the other services (administrative affairs, student care, infrastructure etc.)
- Monitoring the processing and timely submission of the Institution's Units Annual Internal Reports.
- Activation and support of the External Evaluation procedures of the academic units, by forwarding the Internal Evaluation Reports to the Hellenic Quality Assurance and Accreditation Agency (ADIP) and assisting the organisation by every means possible to ensure the in-situ visit of the external evaluators is carried out smoothly.
- Receiving the External Evaluation Reports and forwarding them to the respective academic units.
- Quality assurance and evaluation processes for the Institution, the academic units and its services, in the framework of ADIP's suggestions

Internal Evaluation Team (OM.E.A.)

- Set up following by the General Assembly of each Department
- Coordination and conducting of the procedures of internal evaluation of the Department
- collection of all the data needed for the process and submission of the Annual Internal Report.
- **Annual Internal Report** is the annual survey and recording of the educational and research work carried out by the Department. The primary and constantly repeated process, which provides the information and data needed for the
- **Internal Evaluation Report** drawn up every four years based on the quality analysis and comparative assessment of the four-year indicators and provides the basis for the External Evaluation Report.

