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Nota di contenuto	Preface -- Susanna Karakhanyan -- Acknowledgements -- List of Figures and Tables -- Acronyms -- Notes on Contributors -- 1 Introduction: The Background for and the Ambitions of the Current Book -- Susanna Karakhanyan and Bjørn Stensaker -- PART 1: The Global Study -- 2 External Quality Assurance: The Landscape, the Players and Developmental Trends -- Susanna Karakhanyan and Bjørn Stensaker -- 3 Quality Assurance: Legitimacy, Efficiency and Control Issues -- Bjørn Stensaker and Susanna Karakhanyan -- 4 External Quality Assurance: Comparative Reflections -- Susanna Karakhanyan and Bjørn Stensaker -- 5 Institutional Quality Management: Comparative Reflections -- Bjørn Stensaker and Susanna Karakhanyan -- PART 2: Regional Studies -- 6 QA in Higher Education in Africa: A Synoptic View -- Philip Ayoo, Wondwosen Tamrat and Mike Kuria -- 7 The Arab States: Quality Assurance Trends in Higher Education -- Susanna Karakhanyan, Badr Aboul-Ela, Tariq Alsindi, Bassam Alhamad and Nadia Badrawi -- 8 Internal and External Quality Assurance of Higher Education in the Asia-Pacific Region -- Angela Yung Chi Hou, Jianxin Zhang, Dewin Justiniano, Grace Lu and Guo Jun -- 9 Eastern Europe: Quality Assurance Trends and Challenges -- Susanna Karakhanyan, Erika Soboleva and Lemka Ismailova -- 10 Latin America and the Caribbean: Quality Assurance Trends and Challenges --

Christian Blanco, Judith Scharager, Milena Prado, Anely Ramírez, Ronald Brunton and Michael Bradshaw -- 11 Northern America: Quality Assurance Trends and Challenges -- Leah Matthews, Mary Catharine Lennon and Linda L. Baer -- 12 Western Europe: Quality Assurance Trends and Challenges -- Orla Lynch and Maria Kelo -- Index.

Sommario/riassunto

Globalization, massification of tertiary education, and ICT revolution have radically altered the tertiary education environment posing new challenges to governments, higher education providers and other key stakeholders in terms of relevance and credibility of provisions. With the radical alterations it became clear that the traditional means for internal and external evaluations are no longer adequate to ensure the acceptable level of tertiary education performance to meet the society development needs. Considering one of the primary roles of quality assurance in tertiary education is ensuring relevance and credibility of tertiary education provisions to the ever-changing needs of the macro world of industry, politics and society at large, more and more governments are currently prioritizing quality assurance to drive the required changes in governance of higher education systems, mutual recognition across national borders, and accountability to the public in different parts of the world. As part of its mission, the INQAAHE has undertaken a Global Study of both external and internal quality assurance developments worldwide in cooperation with the regional QA networks (e.g. ENQA, CANQATE, APQN, ANQAHE, CEENQA) in 2017-2018. The regions covered in this scoping study are as follows: Africa, the Arab Region, Asia-Pacific, Eastern and Western Europe, Latin America and the Caribbean, and Northern America. *Global Trends in Higher Education Quality Assurance: Challenges and Opportunities in Internal and External Quality Assurance* provides a comprehensive coverage of the trends and developments in higher education quality assurance as they refer to legitimacy/trust, efficiency and relevance.
