

Quality Reviews as Dialogue

Prof. Dr. Peter Purg

University of Nova Gorica, Slovenia



Dearbhú Cáilíochta
agus Cáilíochtaí Éireann
Quality and
Qualifications Ireland

Person & Purpose

- Thanks to QQI for the occasion
- International review chair experience
- Reviews across Ireland, Europe, beyond, very different HEIs
- Aim: share reflections & lessons, open discussion

- Collegial but rigorous friends
- ESG & QCI standards/criteria/guidelines as compass
- Authentic evidence over polished performance
- Seeking coherence across mission>strategy & QA
- Dialogue for sustainable growth, not compliance

The Review Panel Mindset

Dialogue thrives within a clear values framework.

QQI values

shared responsibility

consultative

collaborative

inclusive

trust

integrity

independent

learning

innovation

research

insight

analysis

Lessons from a recent Irish Review

Strengths

- Stable, agile governance (culture)
- Strong IT & cyber systems (culture)
- Student feedback well-integrated
- Responsible external engagement
- Collegial staff culture

Growth Areas

- Link strategy & QA with KPIs
- Broaden governance with externals
- Balance staffing for research
- Clarify research ambitions and links to pedagogy
- Strategic QA-led internationalisation

Broader Lessons & Good Practice

Common Challenges

- Reliance on few individuals
- Strategy not embedded in QA
- Student voice weak in governance

Advice

- Whole-institution SER process
- Honest reflection, realistic plans
- Define own, "local" quality indicators
- Build resilient QA systems (quantitative + qualitative)
- *AI does not care for QA*

Common Good Practice

- advanced-IT data dashboards
- Student reps feeding into strategy
- Transparent QA with externals
- Digital/blended QA alignment
- Deep entanglement of QA (culture) across the institution

- Quality thrives with openness
- Reviews are for learning
- Not perfection, but progress
- Panels support with rigor & care

The Dialogue Takeaways

Prof. dr. Peter Purg
peter.purg@ung.si
www.pleter.net