International quality assurance systems in higher education vs. the Moroccan quality assurance system

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Introduction

Morocco has engaged in the development of a quality assurance system in its higher education system.

The evolution of the higher education field lead the globalization

- to seek to satisfy national and international academic standards
- to set up quality assurance systems that enable them
  - to monitor and improve the quality of educational service offered
  - to establish confidence and professional recognition of diplomas
QUALITY ASSURANCE IN HIGHER EDUCATION - Definition

The quality assurance concept is generic in the higher education field.

Quality assurance in higher education can be defined as:
- A set of predetermined systematic actions
- Continuous process of evaluating the quality
- Or planned and systematic review process

of:
- A system
- An institution
- Or a program

Focus on both accountability and improvement, providing information and judgments (not ranking) through an agreed upon and consistent process and well-established criteria to:

- Determine that acceptable standards of education, scholarship, and infrastructure are being maintained and enhanced
- Ensure that the producers or final users get a standard quality product or service.
QUALITY ASSURANCE IN HIGHER EDUCATION - components

A quality assurance system in higher education is a combination of one or more components. The main ones are:
- accreditation,
- assessment,
- and quality audit.

DIFFERENT APPROACHES TO QUALITY ASSURANCE IN HIGHER EDUCATION

- In the United States,
  - institutional accreditation,
  - program accreditation,
  - the assessment of institution and student learning

- In France,
  - entitlement (authorization) of programs,
  - institutional evaluation,
  - four-year contracts processes.
DIFFERENT APPROACHES TO QUALITY ASSURANCE IN HIGHER EDUCATION

- In the Netherlands and Germany,
  - the accreditation
  - the assessment

- In the UK,
  - academic subject review
  - institutional audit
  - Accreditation: institutional accreditation and program accreditation.

QUALITY ASSURANCE IN MOROCCAN HIGHER EDUCATION SYSTEM

In Morocco the accreditation and the assessment process have complementary roles in the quality assurance process.
QUALITY ASSURANCE IN MOROCCAN HIGHER EDUCATION SYSTEM

- **Accreditation process**
  the accreditation is mandatory for all national higher education programs, public or private.

  - private programs
  - programs under public universities
  - programs under the responsibility of public institutions outside the public universities

  - the Coordination Commission of Private Higher Education (COCESP).
  - the National Commission for Higher Education Coordination (CNCES).
  - Coordinating Council of institutions outside the University (CCERPU).

- **Evaluation process**
  - the evaluation process is global, regular and concerns institutions and programs.
  - The self-assessment
  - the presentation of evaluation outcomes to national and regional elected agencies
  - the communication of these results to the public

The evaluation should be conducted by autonomous and independent agencies such as
  - the National Evaluation Authority (INE)
Achievements and Prospects

Morocco has created the main agencies needed for the functioning of its quality assurance system in higher education,

- CNCES in 2003,
- COCESP in 2005,
- INE under the Higher Education Council (CSE) created in 2006,
- CCERPU,
- quality assurance units have been created at some Moroccans universities.

The accreditation agencies created perform effectively their roles.

Evaluation mechanisms are in place but they are not effective,

- The quality assurance standards are being developed but still being validated.
- nationwide, regular and external evaluations are not yet conducted.
- internal evaluations (self-evaluation) were performed but their outcomes are not communicated and seldom used for the continuous improvement of the higher education system.
QUALITY ASSURANCE IN MOROCCAN HIGHER EDUCATION SYSTEM

- Achievements and Prospects

How can we then overcome this and run the Moroccan quality assurance system?

We recommend
- the activation of the evaluation process i.e. accelerate the validation of the national quality assurance standards
- implement evaluations outcomes in the process of continuous improvement of Moroccan higher education system.

some universities have made significant progress in the implementation of a quality assurance system

a benchmark would be very fruitful for the universities experiences.

Thank you