

20.8.2024

Author

ECKSTEIN, Brigitte

Title

Roles and challenges for external change agents in implementing a quality management system for learning and teaching / Knut Eckstein ...

Publication year

2011

Source/Footnote

In: Leadership and governance in higher education : for decision-makers and administrators - Berlin : Raabe.- 1 (2011) 3, S. 15 - 32

Inventory number

31226

Keywords

Hochschulen : Erlangen-Nürnberg U : Studentenschaft, Studium ; Studentenschaft : Studienverhalten ; Prüfungsordnungen : Wirtschaftswissenschaften

Abstract

This article is to illustrate the methods applied and the experience gathered by a large school of business and economics when designing and implementing a "quality process"-based internal quality assurance system for teaching and learning in cooperation with a business organization acting as an external change agent. The success factors of such undertaking, which can be seen as a possible example for similar public-private non-profit partnerships in developing internal quality assurance schemes, is highlighted from the perspectives of both partners, the university and the external institutional advisers who act as change agents. (HRK / Abstract übernommen)