

14.8.2024

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Title

Twenty years of quality assurance in higher education : what's happened and what's different?

Publication year

2010

Source/Footnote

In: Quality in higher education. - 16 (2010) 2, S. 173 - 175

Inventory number

28484

Abstract

Ausland : USA : Hochschulwesen allgemein ; Qualitätssicherung

Signature

Twenty years ago, the federal government in the US first required institutional accrediting organisations, America's principal mechanism for quality assurance in higher education, to review institutional practices with respect to the assessment of student