

Quality In Education: How do we know?

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Goal



Quality as a concept

Concepts

- ▶ Quality (business), the *non-inferiority* or *superiority* of something
- ▶ Quality (philosophy), an attribute or a property
- ▶ Service quality, comparison of expectations with performance in a service

Quality

- ▶ perception,
- ▶ an attribute of an object,
- ▶ comparison of a perceived expectation

Quality in Education ?

- ▶ European Commission on Education
- ▶ 2002 IOM Health Professions Education: A bridge to Quality
<https://www.ncbi.nlm.nih.gov/pubmed/25057657>
- ▶ Accreditation standards
- ▶ Technology

European Commission Education: Higher Education

- ▶ High quality and relevant higher education is able to equip students with the knowledge, skills and core transferable competences they need to succeed after graduation, within a high quality learning environment which recognises and supports good teaching.
- ▶ Quality assurance allows people to have confidence in the quality of higher education. Every higher education institution should have a rigorous system of internal quality assurance, assessed by Quality Assurance Agencies which make external checks.
- ▶ There is a strong need for flexible, innovative learning approaches and delivery methods to improve quality and relevance while expanding student numbers. One key way of achieving this, in line with the EU policy paper on Rethinking Education, is to exploit the transformational benefits of ICTs and other new technologies to enrich teaching, improve learning experiences and support personalised learning

Defining the Quality of PharmD Programs

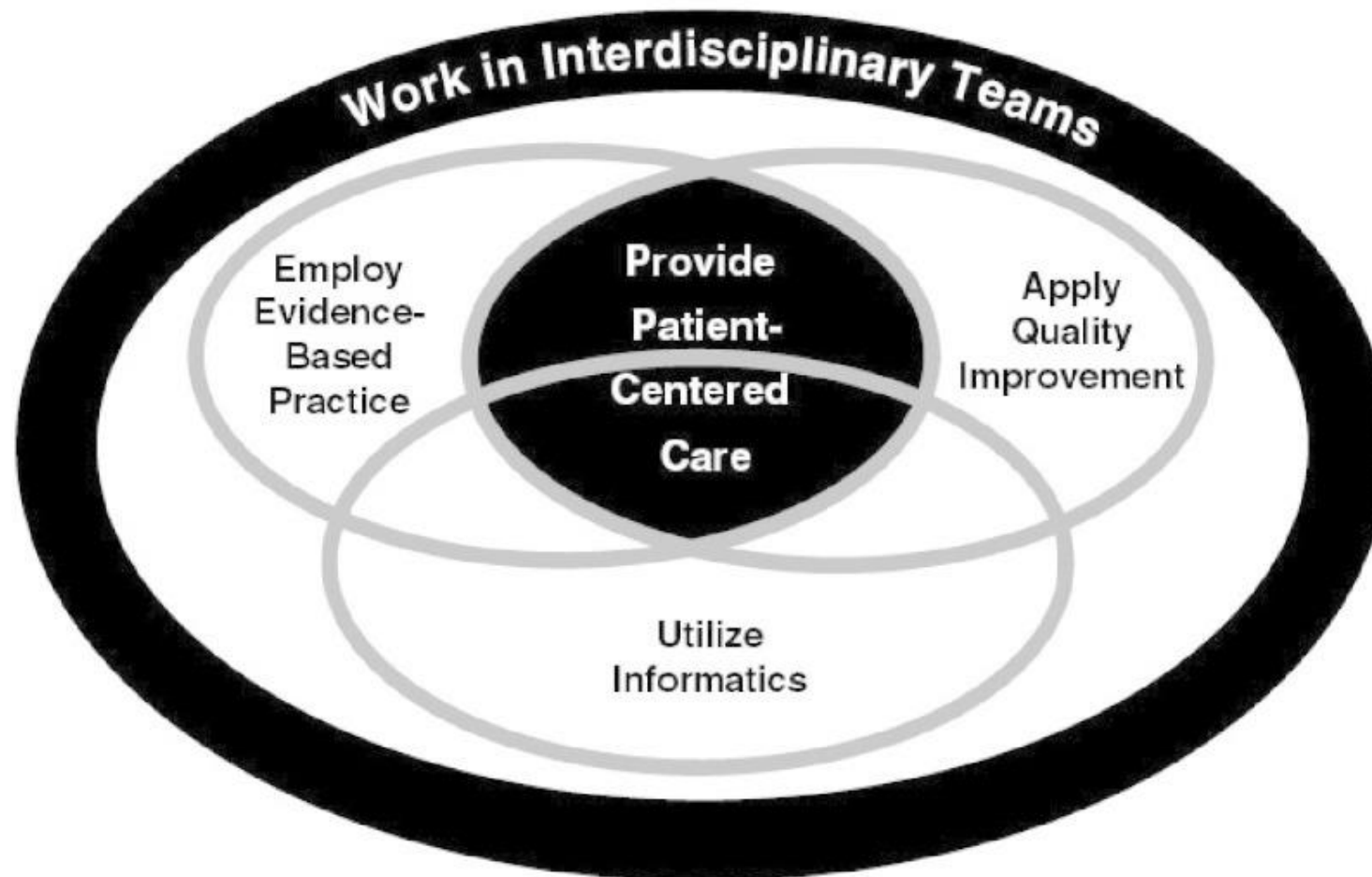
Category	Description	Agreement (%) ^a
Curriculum	Items specific to the curriculum of the program.	93
Placement	Metrics involving the placement of students following graduation.	93
Stakeholder Feedback	Quantitative and qualitative feedback from students, faculty, staff, alumni and others regarding the quality of the school of pharmacy.	93
Scholarship	Metrics involving scholarly activity and extramural funding.	89
Student Success	Student performance while enrolled in the school of pharmacy.	89
Testing	Standardized testing conducted at various levels including tests required for a pharmacist license.	89
Recruitment	Metrics related to the recruitment of students, faculty, staff, and external partners	85
Operational	Metrics pertaining to the basic function and operations of a school of pharmacy.	81
Service	Metrics related to service activities by students, faculty, staff, and alumni of the school.	81

^aAgreement defined as a concurrence of 75% or more for the responses “agree” or “strongly agree.”

T. Joseph Mattingly II, Frank Romanelli, Jeff Cain, and Lauren S. Schlesselman (2017). Measuring Up - Defining the Quality of PharmD Programs. American Journal of Pharmaceutical Education: Volume 81, Issue 9, Article 6071.

From the IOM: A Bridge to Quality report

Overlap of Core Competencies for
Health Professionals



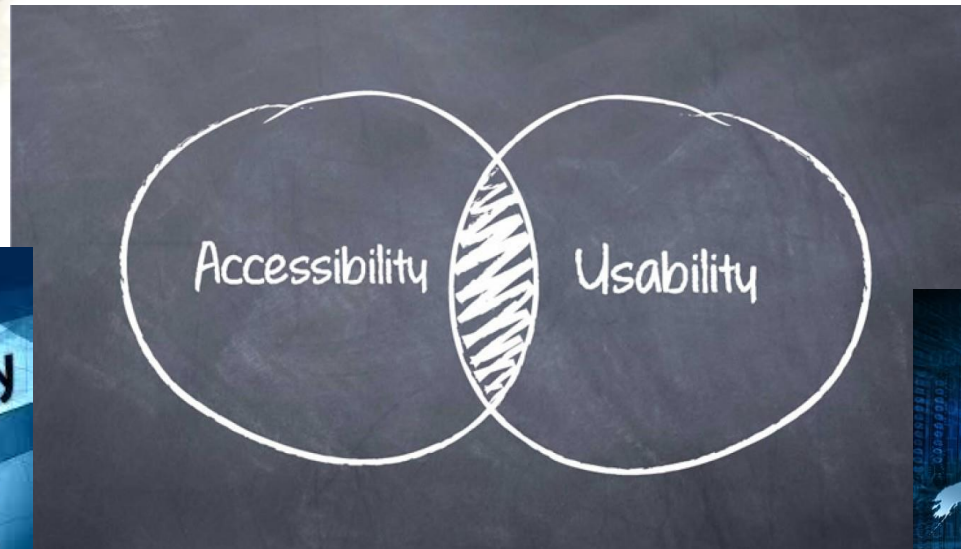
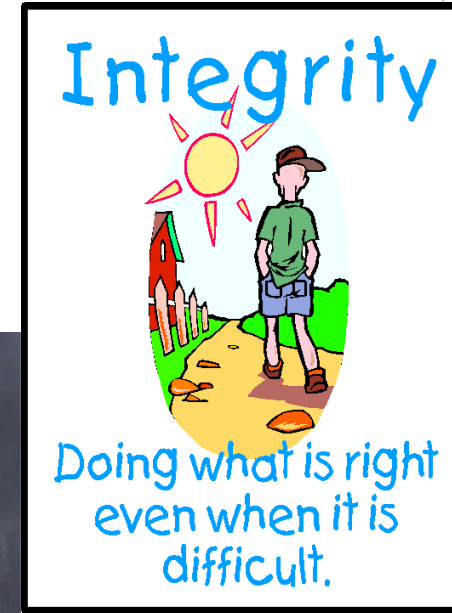
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Things that Impact Quality



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**“When you’re feeling overworked,
stop and smell the roses that we
installed as an app on your BlackBerry.”**



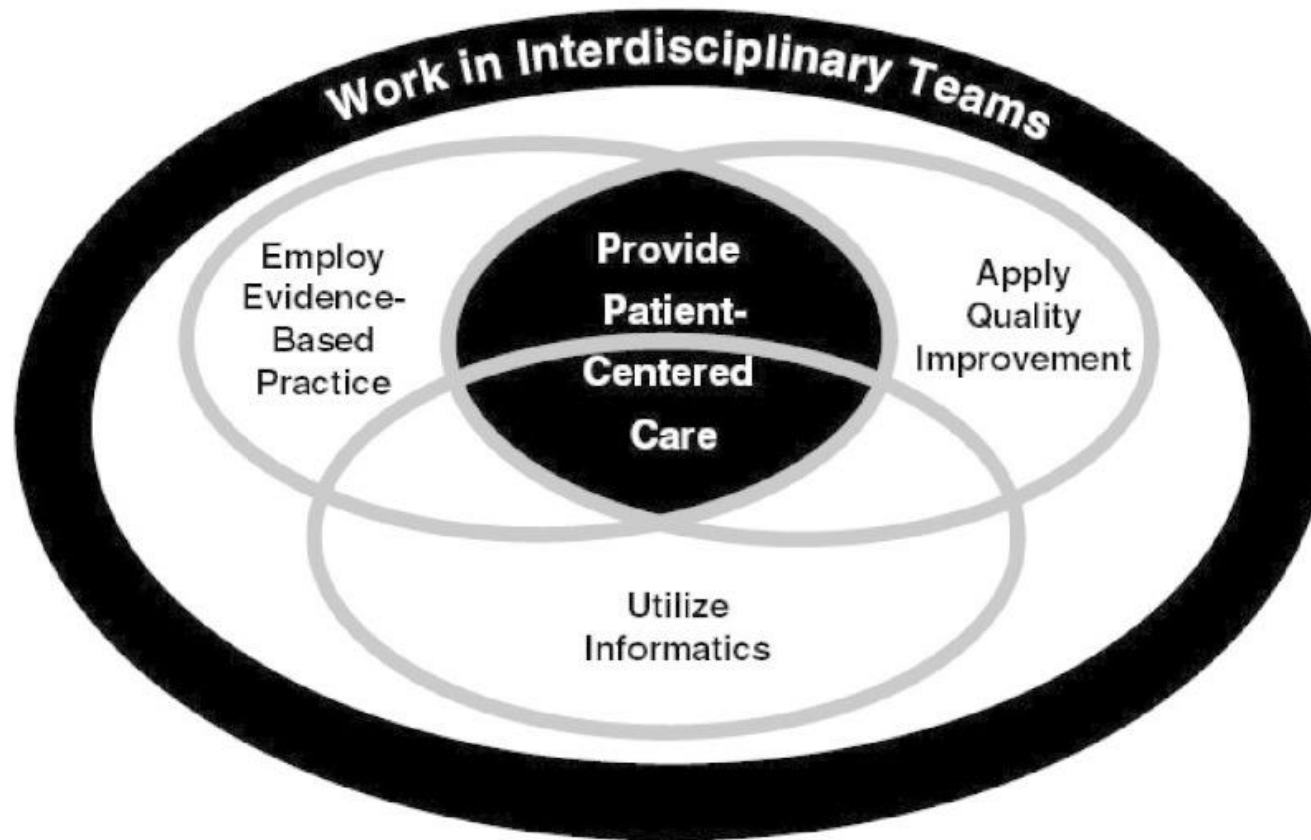
How do we plan for the future to ensure quality?

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From the IOM: A Bridge to Quality report

Does this ensure future quality?

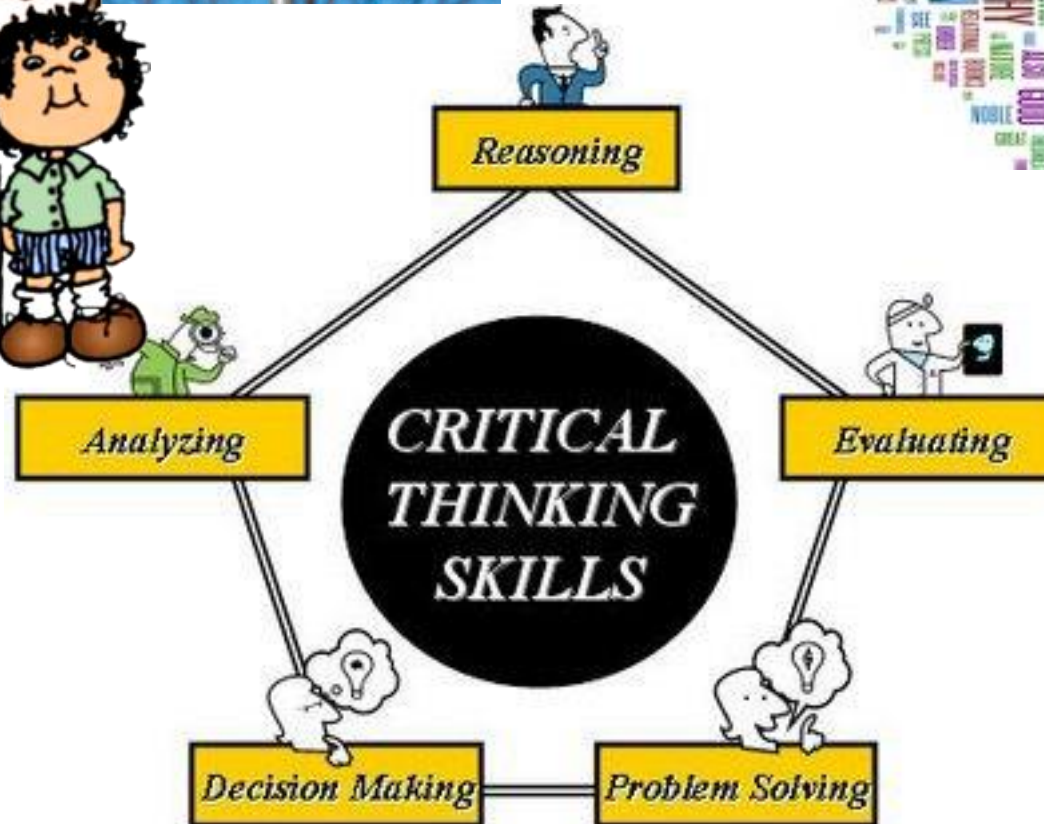
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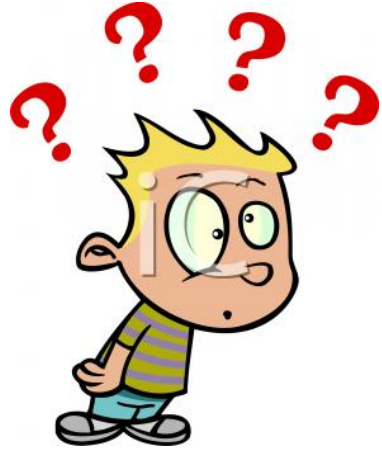
IN ONE OF
THE MOST
TRANSFORMATIONAL
TIMES



IN HUMAN
HISTORY



Quality in Education: How do we Know?



1. Keep asking questions?

DO we Meet/Exceed our own expectations
DO we Meet/Exceed stakeholder expectations
What ought to be the standard of education?



2. Keep reviewing what we do

DO we pay attention to the results and act on them
DO we update knowledge and skills of faculty?
DO we use technology appropriately?



3. Quality Standards- Government, Accreditation, State, Experts

- ▶ Do or Do not! There is no Try-



- ▶ Quality is not an act. It's a habit-



- ▶ Quality means doing it right when no one is looking-

