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Abstract

Since (higher) education is more important than ever in knowledge societies, high priority should be ascribed to quality management in higher education institutions and its effectiveness. However, there is still a lack of systematic evaluation of the latter, particularly analyses which are not restricted to ex-post gathered data and expert assessments. The articles in this special issue contribute to overcome these shortcomings in several ways: One article is reflecting on success factors and un-/intended effects of quality management, another one is analyzing more discursive ways of evidence-informed guidance of quality management policies which are complementary to rigorous impact studies. Five articles investigate quality management effectiveness by ex-post and simultaneous impact evaluation in European case studies, including assessments of students, teachers, quality managers and leadership. Finally, a SWOT analysis of impact evaluation of quality management in higher education institutions is carried out and suggested as a tool for bridging the notorious gap between methodology and implementation.(HRK / Abstract übernommen)