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I currently work as a Quality Advisor at South East European University, Republic of Macedonia, where I am involved in both quality assurance and management processes and initiatives with staff and departments at all levels of the University. I was previously Head of Inclusion and Skills Development at Barnet College of Further Education, North West London with responsibility for Disability Access, Basic Skills, 14 – 16 years vocational programmes and courses for students with learning difficulties. I am an English teacher by trade.



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[Shifting Institutional Culture, Promoting Teaching Excellence and Evaluating Progress](#)

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Abstract

We describe and evaluate how far a discursive, reflective approach linked to research and the use of an observation procedure has contributed to a shift in teaching, classroom practice and quality culture. In doing this, we have taken into account current trends and developments in quality assurance and the promotion of effective learning and teaching in higher education. We also present an institutional research survey, conducted with a culturally specific setting. The survey analyses staff perceptions and beliefs with regard to their role as teachers, what staff identified as constituting excellence in teaching, how far institutional initiatives have supported quality teaching and whether other factors were perceived to have had a positive influence. This facilitates analysis and debate concerning how change may be fostered at institutional level.