

2025 ANNUAL REPORT

QUALITY ASSURANCE GROUP

Contents

03	QUALITY AS A STRATEGIC PILLAR
	NATIONAL REQUIREMENTS RIGOROUS PROCESS AND COLLECTIVE ENGAGEMENT CONSOLIDATION AND PROGRESS IN 2025
05	OUR QUALITY ASSURANCE COMMUNITY
	QA COMMITTEE MEMBERS QA WORKING GROUP MEMBERS
07	2025 KEY ACHIEVEMENTS
	SATISFACTION SURVEY: KEY RESULTS
09	ONGOING CHALLENGES
09	GOAL FOR 2026

Quality as a Strategic Pillar

The Geneva Graduate Institute grounds its work in a commitment to excellence supported by a solid and coherent quality assurance system fully integrated into its governance. This approach takes on particular importance as the Institute prepares for the institutional accreditation scheduled for 2026, a key requirement since the entry into force of the Federal Act on the Funding and Coordination of the Swiss Higher Education Sector (HEdA/LEHE) in 2015.

National Requirement

Renewable every seven years, institutional accreditation is mandatory in Switzerland for institutions wishing to use the title “university” and receive federal funding. It does not evaluate the organisation itself, but rather the coherence and effectiveness of its internal quality assurance system.

To be accredited, higher education institutions must demonstrate compliance with 18 standards defined in the HEdA Accreditation Ordinance, grouped into five areas:

- Quality assurance strategy;
- Governance;
- Teaching, research, and services;
- Resources;
- Internal and external communication.

These standards are aligned with the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), while allowing each institution the flexibility needed to account for its specific characteristics.

Rigorous Process & Collective Engagement

Accreditation is carried out by the Swiss Agency of Accreditation and Quality Assurance (AAQ). The procedure comprises several stages: submission of the application, preparation of a self-evaluation report, a visit by international experts, analysis of strengths and areas for improvement, and a final decision by the Swiss Accreditation Council. The process mobilises the entire institutional community and provides a valuable opportunity for collective reflection.

Since 2023, a committee and a working group bringing together members of the management, administrative staff, and student associations have coordinated quality assurance efforts, ensuring coherence across actions and encouraging broad participation.

Consolidation & Progress in 2025

The year 2025 was marked by significant initiatives that strengthened the Institute's quality culture. Several satisfaction surveys were conducted to assess the courses offered and staff working conditions, providing essential data to inform decision-making. The exploration of new communication formats — interviews, videos, podcasts — also helped promote the quality assurance approach to a wider range of audiences. This report aims to present the progress achieved, the challenges encountered, and the perspectives ahead.

This momentum reflects a strong and transparent community commitment to continuous improvement. It strengthens existing mechanisms, highlights achievements, and reinforces the Institute's ambition for excellence in teaching, research, and service to society, positioning it to approach the 2026 accreditation process with confidence.

“Quality assurance is an ongoing process implemented throughout the year, often on a daily basis. It relies on a committed team that prioritises high-quality service, as well as a working environment that encourages suggestions for improvement.”

THE LIBRARY TEAM



Our Quality Assurance Community

We are Institute members from all areas of the Institute.

- The **Quality Committee** is responsible for developing and monitoring an annual action plan and a four-year projection of the quality approach. The Committee members meet on a quarterly basis.
- The **Quality Working Group** is responsible for implementing the action plan developed by the Quality Committee and validated by the management. The Working group members meet on a monthly basis.

QA Committee Members

The members of this committee are as follows:

BRUNO CHATAGNAT

Administrative Director

VANESSA VALERIO

Head of Projects

LAURENCE ALGARRA-AL MADHOUN

Director of Cabinet

DR. DOMINIC EGCEL

Executive Director, Research Office

DR. LAURENT NEURY

Executive Director of Studies

SOPHIE FLEURY-DI GUARDO

Head of Corporate Communications

AURÉLIA GOMILA

Executive Education: Marketing
and Customer Relationship Manager
(from September 2025)

ANGELLO LEON

GISA President (until May 2025)

VAYUNAMU BAWA

GISA President (from May 2025)

REPRESENTATIVE OF THE
ASSOCIATION DES ASSISTANTS (ADA)

QA Working Group Members

The members of this committee are as follows:

BRUNO CHATAGNAT

Administrative Director

VANESSA VALERIO

Head of Projects

EMMA CRANFIELD PERIN

Administration Coordinator
with the Direction of Studies

GWENDOLINE MUNCH

Housing Administration

OCÉANNE FRY

Student Services Officer
(until July 2025)

FIONA LENTÉ
Student Services Officer
(from October 2025)

PIERRE-ANDRÉ FINK
Deputy Head of Library

SOPHIE FLEURY-DI GUARDO
Head of Corporate Communications

LENKA KEPKOVA
Research Office

MARTA ROSA
Human Resources Director

ANGELLO LEON
GISA President (until May 2025)

VAYUNAMU BAWA
GISA President (from May 2025)

RAMI MOTTU
Vice President of Master's Programmes
(until May 2025)

INÉS GIMÉNEZ
Vice President of Master's Programmes
(from May 2025 only)

HAMMA CHOCHAN
GISA Administrative Director
(from September 2025)

STÉPHANIE SCHWEITZER
Academic Departments Office

VINCENT ZUBILLER
Executive Education
(from September 2025)

REPRESENTATIVE OF THE
ASSOCIATION DES ASSISTANTS (ADA)



2025 Key Achievements

Working closely with services across the Geneva Graduate Institute, our team continued to strengthen the quality monitoring and communication in 2025. Some of our key achievements included:

- **Update of the Course Satisfaction Survey**, in close collaboration with GISA, by refining questions related to teaching and learning. The evaluation was significantly streamlined, and new items addressing technology use and classroom inclusivity were incorporated.
- **Development around quality initiatives** by introducing more engaging and accessible formats, including student testimonials and various interviews with colleagues across the Institute. In particular, we conducted an interview with a colleague in Student Housing following the satisfaction survey implemented in June 2024, highlighting key insights and actions taken. As part of this approach, we also produced an AI-supported podcast based on another interview, offering a dynamic and innovative way to promote our quality agenda. All interviews are available on the Quality page of our website, ensuring easy access to these insights.
- **Launch of an Employee Satisfaction Survey** to gather staff feedback and identify opportunities to improve the workplace environment. Following the survey, the Management held two follow-up meetings to further examine key areas of concern. The first, focusing on well-being at work, led to the creation of eight working groups comprising heads and deputy heads. The second brought together administrative staff to reflect on relations with the Management, internal communication, and staff recognition, resulting in three additional working groups. Insights from these discussions will shape the development of an action plan for submission to the Director for approval in 2026.
- **Introduction of our first annual Quality Report** to strengthen transparency and communicate progress in quality evaluation across the Institute.

“We monitor our activities on a daily basis, measure their outcomes regularly, and continuously analyse the results (...), including funds raised for scholarships and alumni awards, as well as partnership proposals, articles, and other initiatives.”

CARINE LEU BONVIN

Satisfaction Survey: Key Results

Academic: Satisfaction Rate for Doctoral Students Who Graduated Between 2023–2025

The total number of students who officially submitted the manuscript during the above mentioned dates = 158. The rate of response to the satisfaction survey is approximately 43%.

In general, how would you describe your experience at the Graduate Institute? (68 responses)

40%

Excellent, I would recommend the Institute to a friend.

38%

Good, I would recommend the Institute to a friend.

17%

Satisfactory, I would however recommend the Institute to a friend.

5%

Bad, I would not recommend the Institute to a friend.



Housing – Overall Satisfaction Rate in 2025 (62 responses)

44%

Very satisfied

44%

Satisfied

11%

Dissatisfied

2%

Very dissatisfied



Administrative Staff Satisfaction Survey

A series of participatory workshops led to concrete proposals on wellbeing at work, workload, communication, and staff recognition, which are now feeding into a formal action plan.

Ongoing Challenges

- While departments and services actively engage in evaluation activities, approaches to survey design and report sharing vary, highlighting the need for clearer, shared standards to ensure more consistent and systematic reporting across the Institute.
- Efforts are underway to improve the reliability and usability of quality data, with the aim of reducing follow-up requests.
- The current quality database has proven valuable but remains limited in terms of structure and analytical functionality, and budgetary constraints restrict the development of a fully customised solution.
- Qualtrics training is essential to strengthening internal capacity in survey design and data analysis and to supporting robust evaluations and the effective use of collected data.
- The Employee Satisfaction Survey marked an important step in capturing staff experiences and expectations; however, sustaining engagement and ensuring that findings translate into visible and meaningful actions remains an ongoing challenge.
- As quality assurance activities expand, ensuring clear and engaging communication remains a priority, requiring continued creativity and exploration of new channels.
- Continued efforts are needed to broaden engagement and explore alternative ways of connecting with community members to ensure inclusive participation.

Goal for 2026

In 2026, our main focus will be to ensure that Quality Assurance documentation aligns with accreditation standards and requirements, while initiating the re-accreditation evaluation process.

“GISA’s role in the Institute’s quality approach is really to make sure that the student experience is prioritised, and we do this by identifying gaps and drawing attention to angles or ideas that may have not been considered.”

VAYUNAMU J. BAWA, GISA President






INSTITUT DE HAUTES
ÉTUDES INTERNATIONALES
ET DU DÉVELOPPEMENT
GRADUATE INSTITUTE
OF INTERNATIONAL AND
DEVELOPMENT STUDIES

Quality at the Institute

graduateinstitute.ch/discover-institute/quality-at-the-institute/quality-institute

Cover & back cover: polesnoy/iStock



CP 1672 – CH-1211 Genève 1
+41 22 908 57 00
graduateinstitute.ch