Extending Role of QA Agencies in Response to Pandemic Challenges

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2020 Challenges for Universities

<table>
<thead>
<tr>
<th>Worldwide covid-19 quarantine: everlasting ‘new reality’?</th>
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<tbody>
<tr>
<td>Quick shift from F2F to Remote and Hybrid Teaching</td>
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<th>2020-21 uncertainty and lack of experience in:</th>
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<td>University E-management</td>
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| Changes in the external QA: QA of the Emergency Remote Higher Education |

| Increasing demand for the consultancy services, the methodical support, the best practices |
Conceptual Background

• ESG-2015: “The role of QA is crucial in supporting HE systems and institutions in responding to these changes [the modern changes in HE such as a more ‘student-centred approach to learning and teaching, embracing flexible learning paths and recognizing competences gained outside formal curricula’] while ensuring the qualifications achieved by students and their experience of HE remain at the forefront of institutional missions.” (ENQA, 2015).

• The E4 Group’s statement: “the ESG remain valid and relevant in the current HE landscape” and suggested QA agencies to demonstrate flexibility and apply guidelines and standards depending on the situation, stakeholders needs and in each particular context (The E4 Group, 2020)
This study aims to investigate:

• How has the role of QA Agencies changed?
• What are key QA Agencies functions and tools to help their key stakeholders in emergency times?
• What is the Universities’ experience in working with QA Agencies?
• How do these changes impact the quality of HE quality?

The qualitative study based on case study and phenomenology method

• Interviews with 34 respondents - Rectors and Vice-rectors of the state and private different-size and diverse-specialization Universities located in various regions of Ukraine
• Review of the QA Agencies and Networks practices
Finding 1

- The consultancy and supportive functions of the QA Agencies are of the great importance for the stakeholders in emergency times

Key points

- need of additional support and recommendations to address the current challenges
- Social media tools (webinars, trainings, Q&A sessions)
- consultative support for policy-development and decision-making

Examples from practice

- Projects “NAQA_comments”, “NAQA_advices”, NAQA’s Q&A sessions
- Series of ENQA webinars
- INQAAHE, CEENQA CHEA thematic webinars
Finding 2

- QA agencies demonstrate flexibility and adoptability in the emergency situation

Key points

- Development of new procedures
- Adoption of QA process to remote teaching conditions
- Making legislative initiatives to legitimize the new procedures

Examples from practice

- NAQA has completed 500 remote accreditations
- AIC/AIKA, SKVC and the others
- The E4 statement, August 2020
Finding 3

The Universities highly appreciate the QA Agencies leadership during emergency situation and are open to such initiatives.

Key points

External QA innovations such as remote site visits stimulate development of the Universities’ internal QA systems and new technologies implementation.

Multiplication effect is evident.

Examples from practice

Cases of Ukrainian Universities: e-system and app of National University of Water Management (Rivne), hybrid e-management of DniproPolitech, online open lecturing by Ternopil National Pedagogical University.
Finding 4

• QA Agencies become platforms for collecting the best practices

Key points

• The University management good practices
• Quality of study programme in teaching and learning

Examples from practice

• NAQA School of Quality
• NAQA collection of best practices
• ENQA collection of case studies
### Role of QA Agencies at different levels

<table>
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<tr>
<th>Level</th>
<th>Functions</th>
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<tr>
<td>Institutional</td>
<td>Internal QA through External QA: accreditation, evaluation, audit ...</td>
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<tr>
<td></td>
<td>Recommendations and Guidelines</td>
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<td>National</td>
<td>Developing Quality Framework</td>
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<td>Societal role</td>
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<td>International</td>
<td>Cross-border QA</td>
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<td>Internationalization of higher education</td>
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<td>Meta-level</td>
<td>Consulting and platforms for best practices</td>
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<td>Enhancing culture of quality</td>
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Thank you for your attention!

The catalyst of positive change and improvement of higher education quality in Ukraine

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