ENQA WEBINAR: ONLINE SITE VISITS IN TIMES OF COVID-19

#QAfromHome

- The webinar will start at 14.30 CEST
- Please listen to this webinar using Chrome or Firefox
- Please post your comments and questions in the chat box
- This webinar will be recorded and published on ENQA's YouTube channel

enqa.

ENQA WEBINAR: ONLINE SITE VISITS IN TIMES OF COVID-19

#QAfromHome

Speakers:

- Maria Kelo, Director, ENQA
- Peter Mall, Scientific Advisor, evalag (Germany)
- Esther Huertas Hidalgo, Head of Quality Assurance, AQU Catalunya (Spain)
- Elena Cirlan, Policy & Project Officer, IEP (Switzerland)
- Alastair Delaney, Director for Scotland, Wales and Northern Ireland, QAA (UK)

Facilitated by Anna Gover, ENQA Senior Project Manager

enqa.

MARIA KELO, DIRECTOR, ENQA

ONLINE DELIVERY OF SITE VISITS – EXPECTATIONS AT THE EUROPEAN LEVEL

enqa.

THE ESG CONTEXT FOR SITE VISITS

- ESG require normally a site-visit, but…exceptional times call for exceptional measures
- Priority to encourage agencies to be flexible and supportive towards HEIs
- For external reviews, two possible options
  - Postpone reviews (ESG do not determine duration, deviations from normal justified)
  - Go online (acceptable for ENQA and EQAR considering the circumstances)

EQAR registration and ENQA membership will not be under risk, nor will a substantial change report be required for **exceptional arrangements**

Consider national regulations!

CONSIDERATIONS FOR MOVING ONLINE

- All good practice and principles related to site visits remain relevant
  - Carried out by external experts, including a student member
  - Independence, professionalism
  - Confidentiality and safety (protected e-tools, identification of participants, etc.)
  - Training, briefing
  - Participation of/interviews with different stakeholders

- Preparation of the agency, of panels, and of the institution/programme even more important than usual
- Scope for experimenting new formats and structure of the visit(s) (can/should a 3-day visit be translated online 1:1?)

TODAY… AND TOMORROW

- Two case examples + shorter "snap-shots"
- Diversity and contextualisation + legal conditions → no one size fits all
- Keep sharing: send your case example to ENQA (anna.gover@enqa.eu)
  https://enqa.eu/wp-content/uploads/2020/06/External-QA-in-times-of-COVID-19_case-examples.pdf

- Exceptional situation that will make us reflect on EQA processes in the future → survey and analysis in Dec 2020-Feb 2021

THANKS!

evalag
EVALUATIONSAGENTUR
BADEN-WÜRTTEMBERG

How on-site visits can be converted into virtual web conferences

evalag's experiences and reflections

Dr. Peter Mall

evalag
EVALUATIONSAGENTUR
BADEN-WÜRTTEMBERG

Profile and general experiences of evalag

- Large range of activities: external quality assurance (accreditation, evaluation, audit, certification), advice, training, scientific support, HE research
- Besides on-site-visits, workshops, consultations, coachings etc. had to be transformed into virtual meetings
- Our concept: reliable technology, flexible, committed and reflective employees

Organisational Issues

- Length of meetings not longer than 60-70 min (if longer, take breaks in-between)
- Breaks of 15 to 30 min between every session
- Use additional expert rounds of 15-30 min between sessions (if necessary)
- Limit meetings to 10 participants (avoid more than 15-20 participants including experts)
- Clear discussion rules
  - Avoid welcome rounds and use (short) icebreaker rounds instead or
  - Participants may shortly introduce themselves (name, position) during discussion
  - Take advantage of a moderator (usually one of the experts)
  - Participants should keep microphones shut while not talking

Technical issues

- Pay attention to technical reliability, resilience and user-friendliness – but: there always is a trade-off
- Be aware of latest security notes (updates, data encryption)
- Use waiting room functionality and actively invide participants
- Backup your meeting with a co-host

- **evalag** mainly uses Zoom, but has experience with WebEx, Jitsi and BigBlueButton

And what about the assessment of the criteria?

- Both the HEI as well as the experts must have confidence in this procedure
- Prepare the discussions carefully
  - What has to be discussed and what can be clarified by written information?
- Use additional tools
  - HEI may send videos and/or pictures of rooms and laboratories
- In case of open questions after the virtual meeting
  - Do not hesitate to arrange another meeting

evalag
EVALUATIONSAGENTUR
BADEN-WÜRTTEMBERG

Conclusion

- On-site visits can be converted into virtual meetings if certain preconditions are observed
- Virtual meetings should not replace on-site visits, but they can be a good alternative
  - The personal contact between experts and HEI members is from time to time necessary
- Virtual meetings help to reduce travel costs and the ecological footprint

evalag
EVALUATIONSAGENTUR
BADEN-WÜRTTEMBERG

Thank you!

Dr. Peter Mall - mall@evalag.de

STRATEGY FOR ACTION OF AQU CATALUNYA IN THE EXCEPTIONAL CIRCUMSTANCES RESULTING FROM THE EFFECTS OF SARS-COV-2 CORONAVIRUS

Esther Huertas. June 2020

ehuertashidalgo@aqu.cat

Agència per a la Qualitat del Sistema Universitari de Catalunya

www.aqu.cat @aqucatalunya

El copyright d'aquesta presentació (en format paper i electrònic) pertany a l'Agència per a la Qualitat del Sistema Universitari de Catalunya. Qualsevol reproducció, distribució, transformació o presentació, total o parcial, del seu contingut requereix l'autorització expressa i per escrit d'AQU Catalunya, i la referència a AQU Catalunya com a font d'informació.

ENQA eqar ISO 9001 ISO 27001

AQU and State of Emergency

AQU

Contingency plan

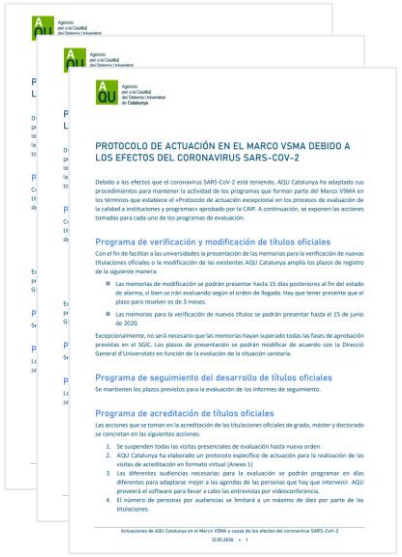
- Protect health of AQU staff.
- Activities continue to operate.
- Comply with instructions issued by the Government.

Higher Education System

- **Support and guidance**
- **Safeguarding students' rights**

Timeline – Activities AQU

Normal period | *State of emergency* | *Apatation to 'new normality'* →


PROTOCOLO DE ACTUACIÓN EN EL MARCO VSMA DEBIDO A LOS EFECTOS DEL CORONAVIRUS SARS-COV-2

Programa de verificación y modificación de títulos oficiales

Programa de seguimiento del desarrollo de títulos oficiales

Programa de acreditación de títulos oficiales

01	02	03	04
Review procedures	**Time limits**	**Meetings**	**Remote procedures**
Continue normal	*Defer the time limits for submission and resolution*	*Review committee meetings are to be held online.*	*Adaptation of procedures that can be undertaken remotely with full safeguards for institutions and quality assurance*

Re-schedule – Programme / Institutional reviews 2020

Agència per a la Qualitat del Sistema Universitari de Catalunya

Programme accred.	Initial Planning '20	Re-planning '20	
	84 TOTAL	74 TOTAL site visits	135 TOTAL programmes
	43 FIRST SEMESTER	28	(-15)
	41 SECOND SEMESTER	46	(+5)

- 10 site visits postponed 2021.
- 7 online site visits.

12 online visits – Institutional evaluation (IQAS certification)

Challenges

In general

- Management of uncertainty.
- HEI concerns (teaching and learning process; review procedures).
- Preserve students' rights.
- Mitigating impact on reviews (ensure the same quality of the assessment procedure).
- Overload of teaching staff.
- Personal contact (missing).

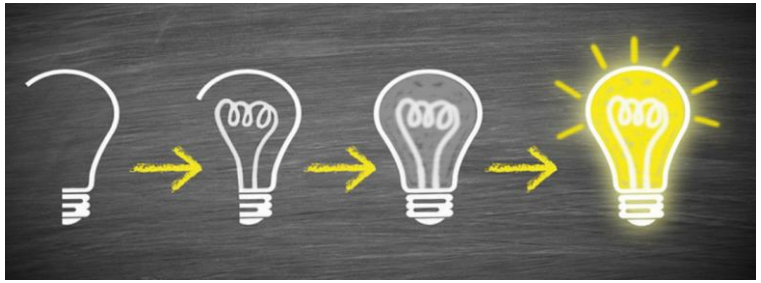
Challenges

AQU point of view

- Fast and accurate responses to HE system demands.
- Effective communication with HEI.
  - Permanent contact director with 12 HEI (every 10-15 days).
  - Technical staff (daily).
- Design of an effective review procedure (avoid overload).
- Re-planning (very fast) – agreement HEI.
- Accreditation of health sciences degrees.
- Visit to facilities.

Lessons learnt

- Elaborate **clear instructions** for online site visits (peers and HEI).
- **Training** of experts.
- HEI demands more assistance (new elements).
- Select a **robust and easy-use system for teleconferences** with a waiting room.
- Guarantee **confidentiality**.
- Involving/Including centers that have been visited previously (re-accreditation).
- HEI can present further evidences, when required by peers, through email.
- **Agenda** should be adapted.



Lessons learnt

- Avoid work sessions of a full day, split in sessions of ½ day.
- Interviews. Participants:
  - 5-8 people from HEI
  - Peers
- Peers should distribute their direct participation during the interviews.
- 15 min break in between each session.
- No recording.

BEGINNING

TO END

Universities were a little bit sceptical with the new format and worried about the possible impact of the procedure on the result of the programme accreditation.

This perception has changed after having the experience and **they show their satisfaction** to AQU Catalunya through informal channels.

Agència
per a la Qualitat
del Sistema Universitari
de Catalunya

www.aqu.cat @aqucatalunya

Thank you!

El copyright d'aquesta presentació (en format paper i electrònic) pertany a l'Agència per a la Qualitat del Sistema Universitari de Catalunya. Qualsevol reproducció, distribució, transformació o presentació, total o parcial, del seu contingut requereix l'autorització expressa i per escrit d'AQU Catalunya, i la referència a AQU Catalunya com a font d'informació.

ENQA WEBINAR: ONLINE SITE VISITS IN TIMES OF COVID-19

#QAfromHome

- The recording will be published on ENQA's YouTube channel
- Share your practices and resources on social media **#QAfromHome**

ENQA members/affiliates:

- Send short case examples (max. 1 page) to anna.gover@enqa.eu for publication on the COVID-19 page on ENQA's website
  - What were your agency's immediate actions?
  - Are you moving site visits online?
  - Do you encounter any regulatory issues?
  - What are you doing to directly support institutions?

enqa.