

ENQA Webinar for agency CEOs on their strategic response to COVID-19

20 May 2020

Transcript of webinar chat box

00:30:22 Anna Prades: AQU has already carried out 3 online site visits, and we have scheduled 74 more (out of the 84 planned for this year)

00:30:36 pwalsh: QQI has already started to use validation (programme accreditation) visits online.

00:30:55 siggi: Iceland may conduct online site visits. We will decide in consultation with our stakeholders in the very near future.

00:32:20 Christoph Grolmund: For us the key question is how to transfer the trustbuilding aspects of the peer review process into the virtual site visit.

00:32:31 Sebastian Chavez (AAC-DEVA): AAC-DEVA has a protocol for visits online but did not have to use it this year yet.

00:32:42 Mercedes Siles Molina, ANECA: In ANECA we have on-site visits.

00:33:09 francoispernot: In these exceptional circumstances, Hcéres decided to replace (partly or entirely) the on-site visit planned for the external evaluation of an institution or training course (and research labs too) by an adapted procedure, in agreement with the institution. It consists in replacing the visit to the institution by a virtual visit, using a videoconference platform.

The quality of the evaluation is preserved, as it is an adaptation of means and form and not of expertise.

00:33:31 francesco uricchio: antonio uricchio anvr italy good morning in italy at the moment we have only site visit

00:33:40 d.blackstock: We have always had the facility to have 'desk-based' reviews if necessary, or where partnership provision overseas is part of a larger review then to have video conferences. Where we are proceeding with some reviews this year we are having virtual visits, with the proviso if we cannot see all the necessary evidence we may require a visit at a later date.

00:33:56 Linda Prescott-Clements: RCVS in the UK is currently developing proposals for online reviews - particularly for overseas accreditations

00:34:26 iordan petrescu: ARACIS has made some pressure on Ministry of Education to change the legislation to allow online site visit. The legislation has been temporary changed so from now on we can approach site visit online

00:34:28 Anke Rigbers: evalag switched at the end of March to "online visits" and carried out up to now 7; it needs technical and organisational adaptations, but worked very good; besides we carried out several Webinars with about 5 to 88 participants

00:35:10 Lou McLaughlin (Eaquals) : Eaquals has both on-site and now an online review/accreditation provision. We are now in process of scheduling the online reviews for Q3/Q4.

00:35:12 Klemen Subic: At NAKVIS, we are actively preparing for online site-visits (in evaluation procedures), we have adopted guidelines that cover mainly the technical and organizational aspects of the site-visits and we provide assistance to higher education institutions.

00:35:24 d.blackstock: For the long-term.... the universal site visit seems like an anachronism to institutions that may have already had four or five reviews over the last 25 years

00:36:33 iordan petrescu: ARACIS has modified Standards and Guidelines for QA of Distance Education to accommodate in more details online teaching and learning

00:37:31 Marie-Jo GOEDERT: CTI Board will validate specific guidelines for virtual site visits next week. Not all procedures will qualify; the first virtual visits will take place in June and July.

00:38:35 d.blackstock: Some consequences of the recent adaptations... as an agency we have saved €000s on travel and hotel costs and reduced our environmental impact

00:39:51 Janet Bohrer: BAC has completed some interim on line visits and currently developing protocols for completing all visits on line

00:40:41 iordan petrescu: ARACIS Council will validate a Guide for online site visit next week.

00:40:50 akilebuke: As YODAK we continued working online. We had some site visits (still taking precautions) as well (in North Cyprus there were no cases for about 15 days). For online programs we evaluated online using passwords

00:41:00 d.blackstock: Cambridge University has announced all lectures will be 'online' for academic year 20-21 https://www.bbc.com/news/amp/education-52732814?__twitter_impression=true

00:42:03 d.blackstock: University of Bolton to reopen in September with temperature scanners and compulsory face masks https://www.manchestereveningnews.co.uk/news/greater-manchester-news/university-bolton-reopen-september-temperature-18278337.amp?__twitter_impression=true

00:43:15 d.blackstock: This shows the dynamic environment QAA will need to adapt to, with most predictions of a second wave of pandemic in autumn/winter

00:43:15 Elena: In Moldova our Ministry of education postponed the evaluation process. ANACEC is at the stage of consolidating the Methodology of evaluation through the elaboration of a specific Procedure with several more online oriented elements, which will be applied in the external evaluation process (i.e. online interviews etc.) .

00:43:29 pwalsh: 3 of the 8 Irish universities have already cancelled their Erasmus programmes for Semester One 2020-21

00:43:50 Tia Loukkola: Institutional Evaluation Programme is currently piloting its first online site visit and prepares to do more considering the future perspectives for international travel

00:44:41 Maria Kelo - ENQA: ENQA has itself carried out three progress visits online. However we have not yet done an online full site visit and are currently elaborating a model

00:45:06 Christoph Grolimund: I would be interested to hear about challenges of online visits: what works what does not. Our agency is working under the assumption that a 3 day site visit cannot be transferred 1:1. So what changes? We are thinking of the timeline: breaking up the 3 days following a logic of function. Different parts serve different purposes.

00:45:08 Jolanta/ Aic: AIC (Latvia) has several online site- visits for ex-ante assessments, however the site visits for programme group accreditation are postponed for autumn in order to have usual site-visits

00:45:11 akilebuke: We also worked together with Ministry and universities. For foreign students (27000 stayed) support was organized

00:46:21 pwalsh: ESG is a universal anchor in EHEA. Recommended 'social distance' varies from 1m to 1.5m to 2m depending on where you are in EHEA!!

00:48:45 Anke Rigbers: Dear Christoph, and all, indeed online visits Need a different dramatury: more structure in the discussions, Shorter discussion (60 to 75 minutes), longer breaks, good Moderation, technical support etc.

00:50:25 skvc centras: SKVC (Lithuania) is currently doing on-line ex-ante evaluations of study programmes. Ex-post evaluations of study fields and institutional reviews are scheduled for autumn and spring. If full physical visits will not be possible, we will adapt.

00:53:57 Anna Prades: About changes in online visits: 1 day site visits -> 2 half days. Longer pauses between audiences (15'). Moderation (waiting rooms). Limit people attending -> this is a challenge (how to ensure wider participation).

00:53:59 d.blackstock: How 'commuter' students get to and from campus is also a huge issue in the large cities here. Other big concerns are 'digital poverty' with students who cannot afford laptops or broadband at home, those who have children, who are not at school and those who come from a care environment.

00:57:32 Linda Prescott-Clements: As the prospect of virtual / online reviews and accreditations appear inevitable in the short to mid-term, should we be thinking of a research study to collect data to evaluate the effectiveness of this approach, compared to our usual face-to-face approaches?

01:02:26 Maria Kelo - ENQA: Linda I think that is a good idea. It may take a bit of time to have a core number of reviews done first, but surely this will be important to evaluate

01:04:05 Maria Kelo - ENQA: Mercedes, I give you the floor back in a moment

01:04:19 Mercedes Siles Molina, ANECA: Thanks

01:04:57 Mercedes Siles Molina, ANECA: Can you tell me what is the last thing yo heard?

01:05:10 Federico Morán: Federico Moran, from MADRI+D. The group fo Spanish agencies (including Andora's agency) called REACU has published a paper with the positions of the agencies in this critical situation. This paper is not signed by ANECA

01:05:55 Anke Rigbers: I also would support that we collect and reflect the experiences with online visits in order to identify necessary preconditions for successful online visits and conditions which could allow that on-site-visits are replaced by on-line-visits ...

01:07:01 d.blackstock: <https://www.qaa.ac.uk/news-events/support-and-guidance-covid-19>
QAA guidance for providers is on these pages, including practice gathered from 10 countries

01:07:15 Linda Prescott-Clements: I would be happy to put a research proposal together if other organisations are interested in taking part

01:07:20 Maria Kelo - ENQA: Please write in the chat if you would like to take the floor!

01:08:02 Erika: From my point of view not only the online-site visits experience are crucial, also how to guide reviewers in terms of online site visits

01:09:55 Maria Kelo - ENQA: I have noted down your suggestion on both collecting and analysing experiences from online visits. At the end of the webinar I indicate how we would like to ask you start sharing about that and we will then have a webinar soon. I welcome ideas on how a more in-depth study could be devised and what it should focus on

01:10:22 Mercedes Siles Molina, ANECA: It is a good idea, Maria.

01:10:54 Anna Prades: Maria, I would like to take the floor, please :-)

01:11:33 Lali Giorgidze, NCEQE Georgia: During the pandemic outbreak the universities in Georgia had spring break and we at the NCEQE, Georgia used this time to develop as much guidance for HEIs on T&L as possible, it included students' rights too and guidance for institutions for shifting to e-assessments in emergency. We did one institutional review partly online and are currently considering to extend the dates of accreditation for institutions whose accreditation terminates in 2020. The reason for this was that most of the institutions have programmes in medicine and we would not like to have virtual visits of clinical training facilities. Another reason for the postponing of the visits was that there was the risk the if the institution would not be happy with the outcomes, they could make an appeal that the procedure was done online with no legal grounds. The NCEQE will certainly retain some of the features of online work in future and seek ways of bringing more innovations in its external QA activities.

01:13:15 Maria Kelo - ENQA: Who goes next?

01:13:15 Øystein Lund - NOKUT: One of the most important things that made us successful was that we had a crisis plan we had practiced in the past - including the interaction with other authorities. We are also the supervisory authority for such plans at the universities in Norway. Maybe it would have been wise to ensure that all QA agencies have such plans?

01:13:52 Péter Levente Lakatos - HAC, Hungary: You can find a brief overview on our website (HAC):

https://www.mab.hu/wp-content/uploads/2020/05/QA-from-home_HAC_2020MAY.pdf

01:14:02 Olaf Bartz: The informations given in the chat are very interesting and helpful. I suppose we will get a recording also of the chat?

- 01:14:37 d.blackstock: i have my hand raised Maria
- 01:15:06 Maria Kelo - ENQA: OK, douglas
- 01:16:18 akilebuke: I want to make a contribution and have a question
- 01:16:29 francoispernot: Very good idea Oystein this idea to have a emergency plan in each agency ; it could be mandatory
- 01:18:40 Erika: I agree with Oystein. It would be helpful for the agencies to make a workshop on what documents should the agency have as a crisis - contingency plan and how to make that plan
- 01:20:08 skvc centras: Can there possibly be a plan for every unexpected situation or rather some guiding principles and responsibilities outlined - swift reaction, frequent consultation, flexibility, continuous IT support etc.?
- 01:21:28 Maria Kelo - ENQA: Aurelija, I think this indeed. We cannot foresee all different possible disasters, but it would be good to have a mechanisms for when a quick reaction is required under exceptional circumstances
- 01:21:45 Maria Kelo - ENQA: Last call for a comment!
- 01:21:47 pwalsh: When the crisis hit, I took a look at our business continuity plan. But it envisaged something like a major snowstorm or an electricity blackout, it didn't really provide for a complete shutdown of the country. Some much for risk registers...
- 01:22:15 Maria Kelo - ENQA: Indeed...
- 01:22:35 Maria Kelo - ENQA: This is so global and long-term that it would have been very hard to imagine and prepare for fully
- 01:22:40 Øystein Lund - NOKUT: There are certain principles that will help in most situation, but the most important part is to exercise on different possibilities. And also exercise on Cooperation With others.
- 01:22:56 Maria Kelo - ENQA: Yes!
- 01:23:04 skvc centras: agreed
- 01:23:38 Sebastian Chavez (AAC-DEVA): Thinking in longer terms, contingency plans and risk prevention may be included in ESG, both internal and external. ESG were defined in the very stable environmental conditions that Europe has undergone during the last decades, but this crisis shows us that environment can suddenly change. Contingency plan should be a must.
- 01:24:06 d.blackstock: agree with Sebastian
- 01:24:23 Olaf Bartz: I wonder whether the ESG are the right place for general organizational matters
- 01:24:28 d.blackstock: Will enqa capture all the chat?
- 01:24:46 Øystein Lund - NOKUT: I do not think ESG is the Place...

- 01:24:46 Maria Kelo - ENQA: Yes, we will get the transcript of the chat
- 01:25:03 John Butler: EQ-Arts is developing online protocols and tools for reviews and is anxious this is not a replacement but sustains the confidence, integrity and trust.
- 01:25:14 Linda Prescott-Clements: Thank you everyone, very useful meeting. Apologies I need to leave to go to another meeting now, Linda
- 01:26:31 d.blackstock: surely esg 3.5 could have a minor modification
- 01:26:46 DUYKAE01: Thank you everybody - very important meeting indeed!
- 01:26:56 DUYKAE01: have to leave now
- 01:27:06 DUYKAE01: take good care of yourselves
- 01:27:08 DUYKAE01: caty
- 01:27:09 francesco uricchio: thanks a lot for the proposals. Best regards to all of you
- 01:27:10 John Butler: EQ-Arts is keen to hear about the difficulties and problems experienced in online reviews
- 01:27:22 siggi: Thanks everybody!
- 01:27:24 Péter Levente Lakatos - HAC, Hungary: Thank you everyone!
- 01:27:29 d.blackstock: Thanks Maria - and Anne and Oystein for taking the time to prepare
- 01:27:34 pwalsh: Thanks all. See you soon, hopefully. Padraig
- 01:27:42 Sebastian Chavez (AAC-DEVA): Contingency plans are not only a matter of organisation. For instance, alternative educational activities and assessment systems may be included when designing new studies.
- 01:27:56 Øystein Lund - NOKUT: Thank you all for sharing.
- 01:28:29 Sebastian Chavez (AAC-DEVA): Thank you for this very productive seminar
- 01:28:33 Anne Flierman: Thank you for participating, and good luck and all the best to all of you. Stay healthy
- 01:28:40 skvc centras: thank you and stay well
- 01:28:51 Ruben Topchyan (ANQA): Nice to meet all of you in a good condition,