

Developing quality assurance for online higher education in Georgia for the post-pandemic 'New Normal'

Lali Giorgidze, Anca Greere

Online quality assurance – experiences from ENQA members
Part 2

05/05/2021

enqa.



SETTING THE CONTEXT

- HEIs imposed to shift to online emergency mode of T&L;
- Particular challenges for HEIs in Georgia due to legislative restrictions on providing fully online degree courses before the pandemic outbreak;
- Concerns in relation to the quality of students' online experiences;
- Lessons learnt: window of opportunity for the NCEQE to start envisioning quality assurance of online HE in Georgia in context of post-pandemic world
- EWMI/USAID and NCEQE collaboration: supporting future decisions on online higher education at system's and institutional level in Georgia, while ensuring quality of online education provision.

PRIORITY CRITERIA

Less risky (i.e. more awareness)

- update management structure and responsibilities, incl. QA
- revise policies and procedures
- upskill staff/ CPD
- invest in infrastructure
- set up technical support
- business continuity plans
- revise teaching methodologies
- balance of synchronous and asynchronous activities

- work-based learning
- more formative assessments
- psychological/wellbeing support

More risky (i.e. less awareness)

- consider mission/vision
- rationale realistically articulated
- communicate strategic direction
- institute new policies
- acknowledge interdependencies
- adjust QA mechanisms
- interplay between f2f and online
- fully re-plan programmes (TLA)
- investment to be mission-critical
- refine workload matrix
- data protection and copyright
- appeal procedures
- closure procedures/sustainability

POST- PANDEMIC FUTURE

- can envisage online components, and/or full online delivery, being retained for some programmes
- staff and students feel knowledgeable, equipped and confident
- momentum should not be lost for growth!

IMPORTANT!

- strategic decisions need to be made (digitalisation/technologisation or blended/online delivery)
- clear distinction between Covid-variant and embedded online delivery
- required level of investment (time, effort, money) vs. targeted institutional gains (budgetary, sector positioning, societal, reputational).

=> NCEQE in dialogue with MoE, stakeholders, HEIs to support its sector!

Thank You

enqa.

