

# Expecting the unexpected

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Business 'as usual'? No, but **surprisingly little negative impact** of Covid-19 pandemic on external quality assurance. Also some **positive effects**.

Main reasons:

- **digital maturity** and **technical infrastructure** in place, both at HEIs and UKÄ
  - **common understanding** between UKÄ and HEIs (+ other stakeholders)
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## UKÄ:

- A few years' experience of online interviews
- First online ENQA agency review (2020)
- Government assignment 2020-2022
- Challenges: 'home office', adjusting processes, zoom fatigue...

# Experts (Institutional reviews, 14 respondents, Feb 2021)

- Digital meetings of experts:

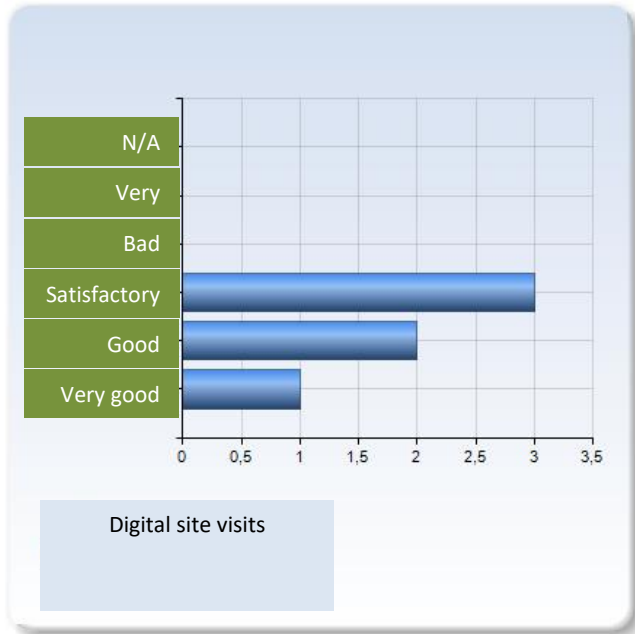


- Digital site visits:



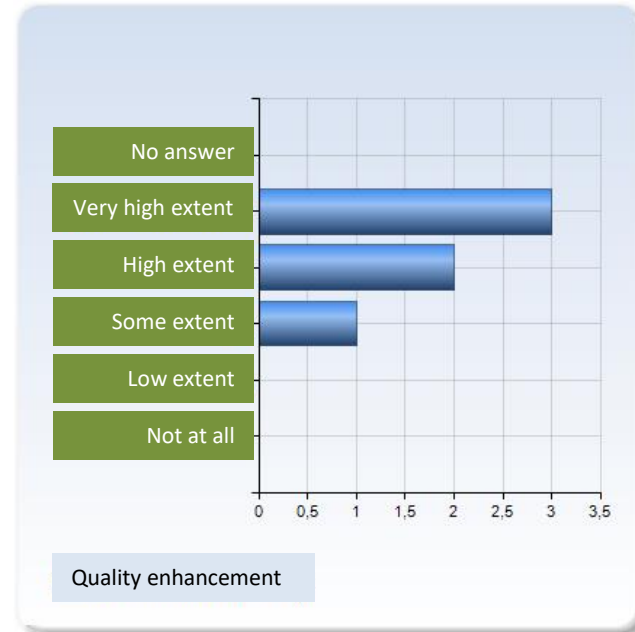
# HEI coordinators (Institutional reviews, 6 HEIs, Feb 2021,)

- Digital site visits:



So what should we expect?

- Supporting HEI quality enhancement:



– The unexpected!