



Quality Agency for
Higher Education

The importance of communication and feedback on the online evaluations

CEENQA workshop on
Online evaluations and external quality assurance

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Quality Assessment Procedures

Licensing of a study programme

- non-cyclical procedure for each new study programme

Accreditation of a study field

cyclical procedure for a study field in each HEI, every 2 or 6 years

Accreditation of a higher education institution

- only once for each HEI shortly after the HEI has started operating

Assessment of substantial changes

- non-cyclical activity based on the request of HEIs

Peer Review – Experts panel



Accreditation of HEI **7 experts**

- Labour market representative
- Student representative
- Academic field
- **At least 2 foreign experts**



Accreditation of study fields **at least 5 experts**

- Student representative
- Labour market representative
- Academic field
- **At least 2 foreign experts**

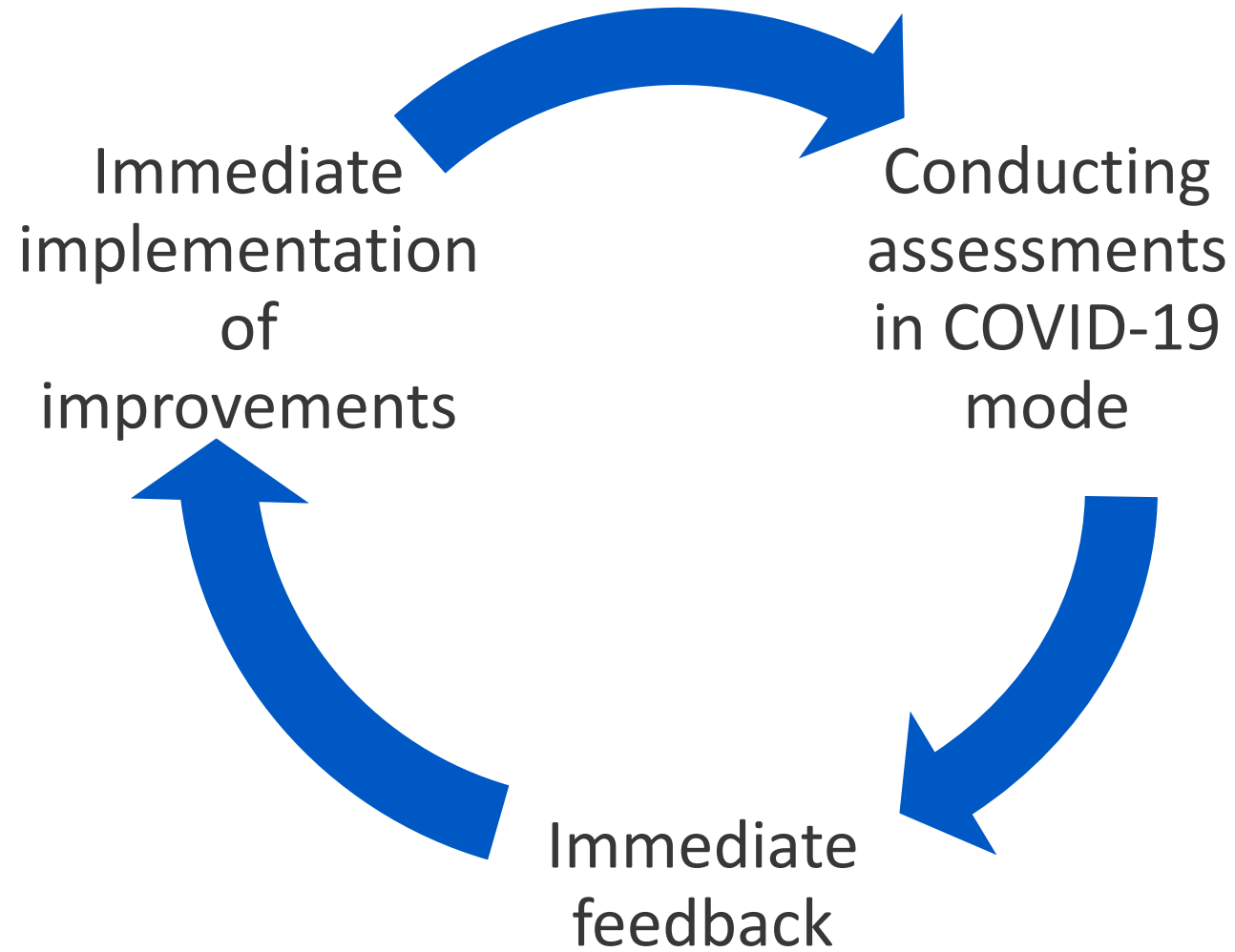


Licensing of study programme **3 experts**

- Student representative
- Labour market representative
- Academic field

Changes in the Assessments due to the COVID-19





Amendments to the Assessment methodologies

Partially remote visits

- Experts participation is possible both on-site and online
- Chair of assessment experts group always participates onsite
- Agency coordinator always participates onsite

Fully remote visits

- All experts participate remotely (online) but Agency coordinator onsite
- All experts and Agency coordinator participate remotely (online)

Combination of both ways is possible

Minimum technical requirements

- A computer or other device able to operate an online platform
- Screen / projector
- Sound equipment according to the area of the room to ensure the audibility
- Stable internet connection, according to the requirements of the online platform
- Microphone(s)
- It is prohibited to make audio and / or video recordings on the online platform
- In order to ensure the identification, all participants of the online visit must register on the online platform with their name and surname, as well as must have a microphone and a camera to provide a real-time image of the participant

Responsibility of HEI

- to provide all technical equipment and resources for full and high-quality provision of the online visit
- for the content and truthfulness of the information provided in any format (visual, oral, written, online platform, etc.)
- for the provision and use of high-quality and process-appropriate material and technical base.

Clearly communicated and shared responsibilities for experts



Before the visit, the experts prepare and distribute the set of questions for which each expert is responsible

Assessment of remotely organized study process

Additionally, HEI's were required to **describe the approaches and resources used in the distance learning process.**

Assessment experts were also invited to assess the study process in the form of distance learning.

Technical equipment for the provision of studies

Distance learning materials

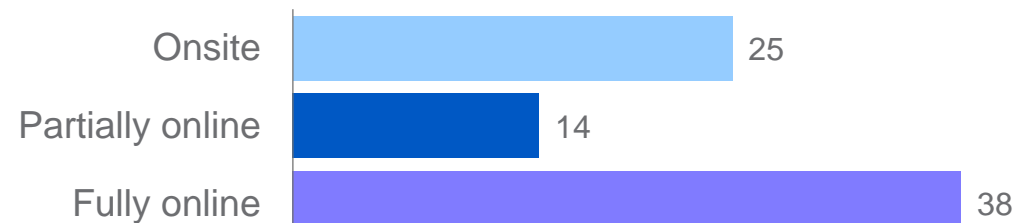
Informative and methodological materials, including adapted descriptions of study courses

Support mechanisms for teachers and students

Organization of distance learning process

Assessment visits 2020 March – 2021 September

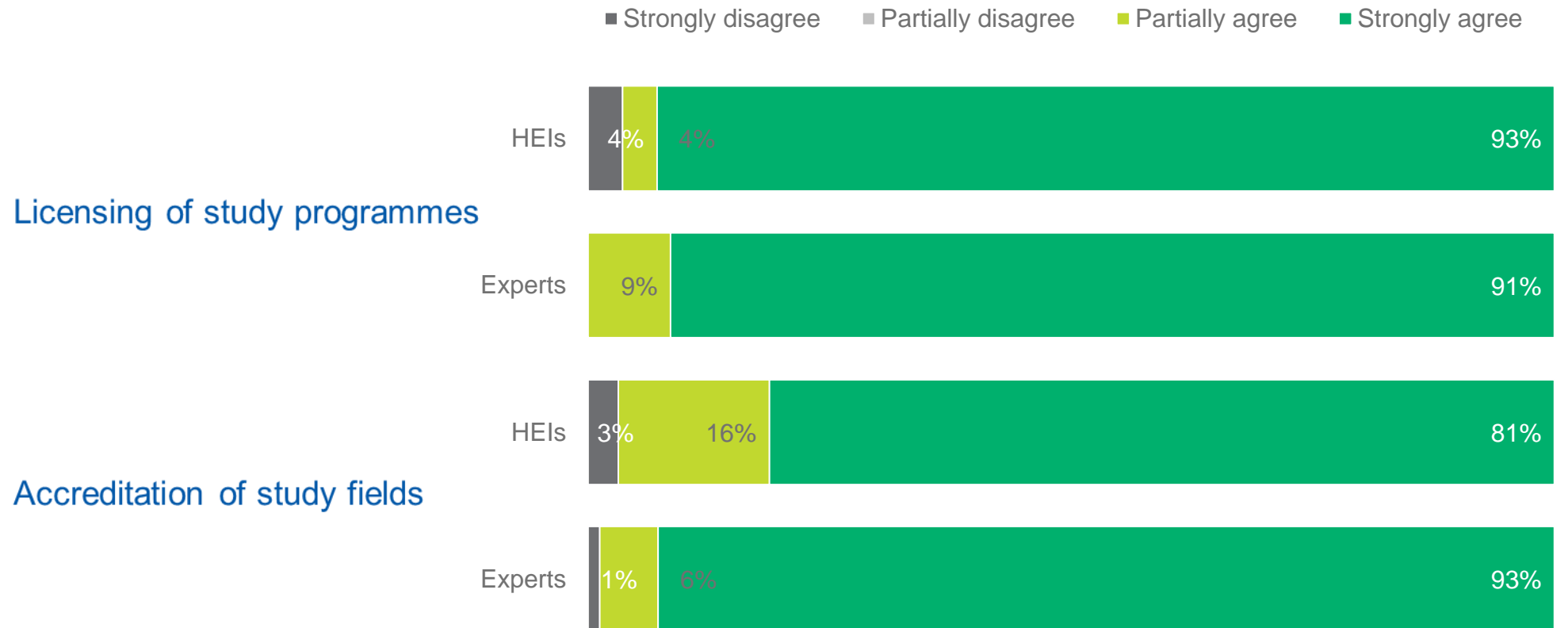
Licensing of study programmes



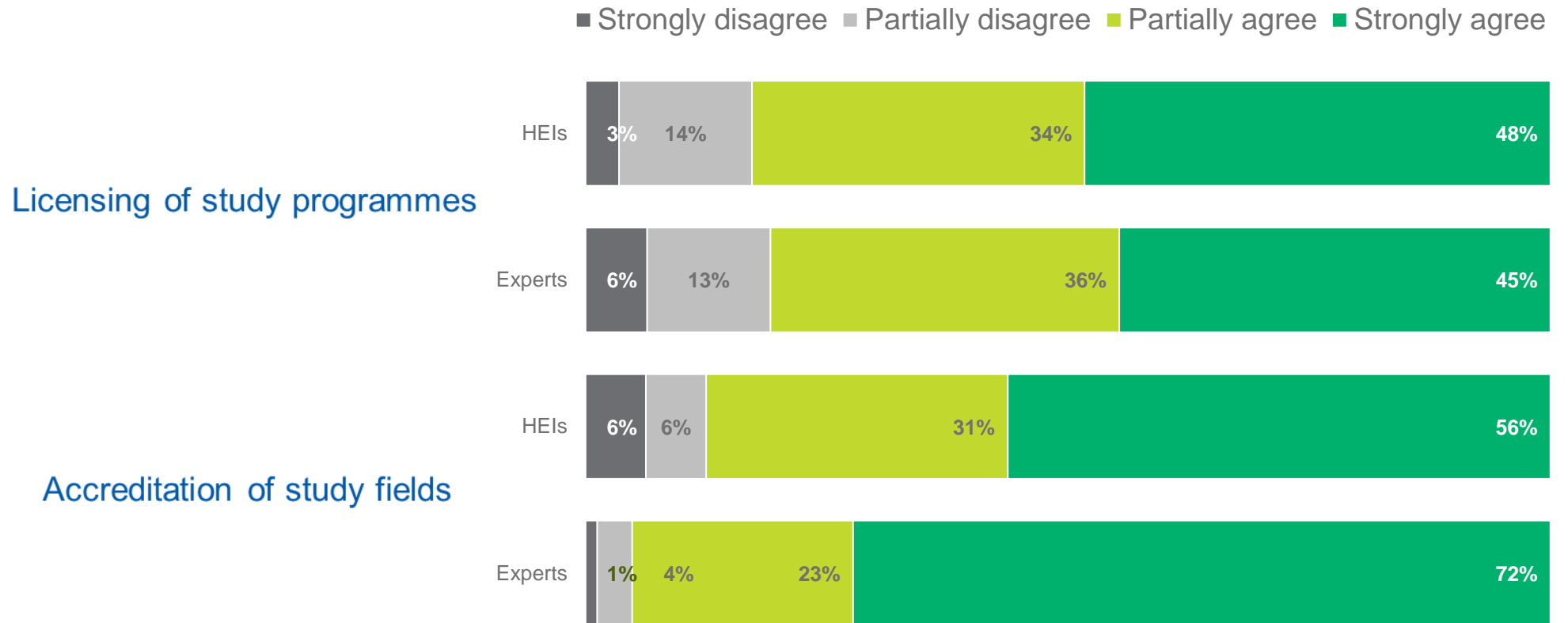
Accreditation of study fields



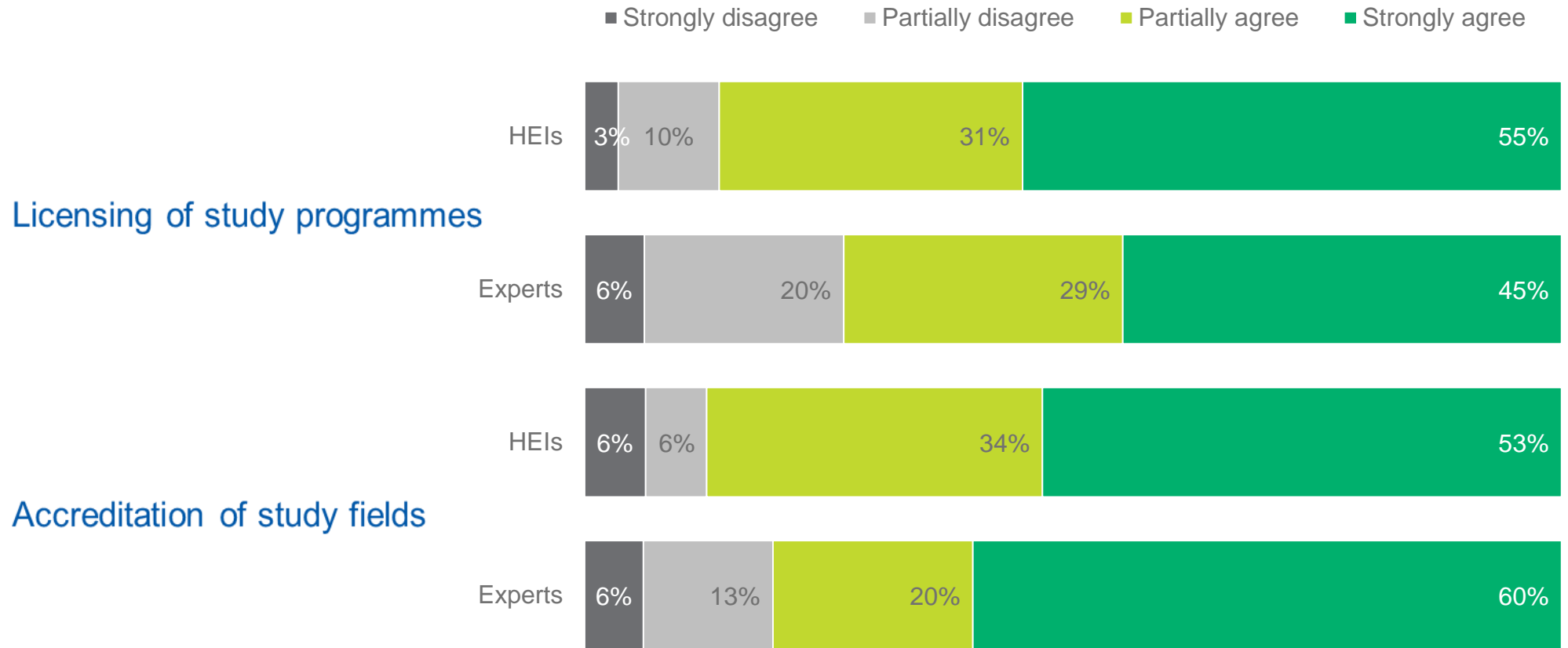
Information on online visits was clear and received in a timely manner



Possibility to sufficiently demonstrate/ assess the material and technical resources



It is advisable to keep the concept of fully/ partially online site visits also in the future



Success factors

- **Individual approach to every assessment procedure**
- Thorough preparation together with HEI and expert panel (testing equipment and step-by-step explanation of the procedure)
- Regular discussion of methods used and experience in internal meetings of Agency
- Immediate feedback and improvement

Lessons learned/ suggestions for future

- Fully online assessments should be avoided but **partially online assessments could replace the onsite assessments** in specific circumstances
- **Expert training** is more focused if organised in an online mode and **in several separate sessions**
- Expert internal discussions after the site visit are more productive and can be better supported by the assessment coordinator, if organised in an online mode
- In some assessments, an online participation of some interviews that would not be interviewed onsite (partner institutions, international stakeholders) adds to the quality of the assessment
- Organize the assessment of the material and technical base using online video instead of recorded presentations or videos

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