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QA in Pandemic Times: Lessons Learnt by NAQA (Ukraine)

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NAQA Response to covid-19: Remote accreditations

- On March 12, 2020 and March 26, 2020 - orders to cancel site-visits to HEIs during covid-19 quarantine
- March 18, 2020 provisional accreditation procedure adopted
- Principles: temporary measures; full expertize including all meetings with stakeholders and evaluation of all accreditation criteria; no face-to-face contacts, all interviews should be done using videoconferencing and other IT tools only.
- March 2020- September2021: more then 2500 online accreditations
- ENQA collection of cases, ENQA anniversary publication, EQAF presentation, Going Global, Central Asian QA Forum

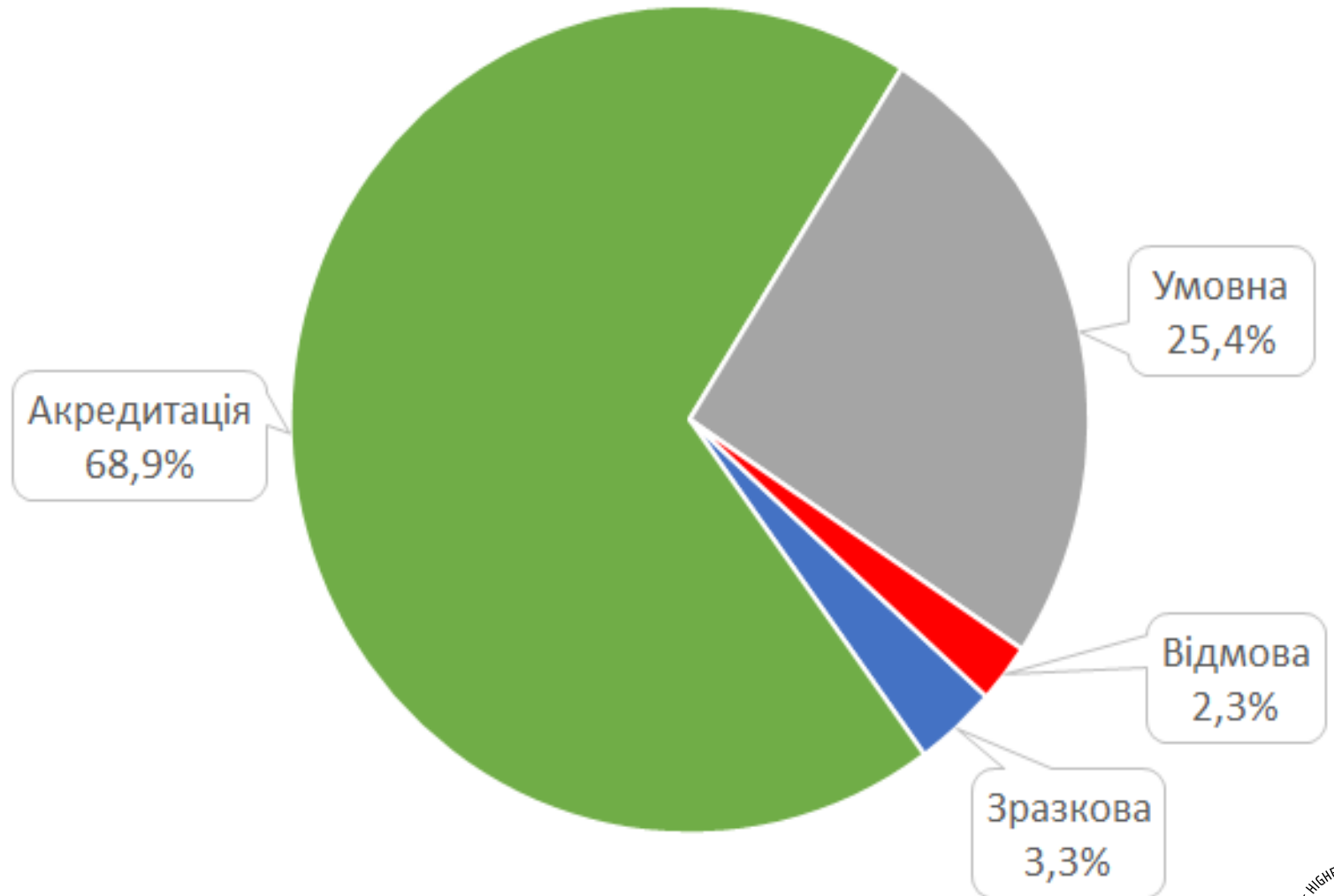
NAQA Final Decisions (2000/21):

A - 3.3%

B - 68.9%

E - 25.4%

F - 2.3%



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Positives and negatives of remote site visits

Positives	Negatives
<ul style="list-style-type: none">- No delays in external quality assurance- Transparency of the process- Availability of such stakeholders as employers and alumni located in different cities and countries- Time saving process for experts (no need to travel)- Cost-saving process for NAQA and HEIs	<ul style="list-style-type: none">- Initial threats and concerns of Universities representatives- More documents required as evidence- Some technical challenges- No feeling of 'the University spirit'- Risk of misleading and providing false information

Digitalization of QA processes: Lessons Learnt by NAQA

- Remote site-visit is appropriate alternative to regular face-to-face site-visit (400 regular site-visits vs 2500 remote)
- Improving digital competencies of expert panel, Agency staff, University representatives - Additional training for experts and heads of panels is required (more than 250 trainings during 2020-21)
- Supportive communication with stakeholders is critically important in emergency times - The academic public's trust is imperative in emergency situations
- Social media tools, webinars, Q&A sessions, open communication playing crucial role when face-to-face communication is not available
- Cross-Border QA in pandemic times: mentality & culture of quality, not to conduct accreditations for HEIs which you don't know, consult with the local agency



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Thank you for your attention!



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