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Ist TPG C meeting

Parallel Sessions - Recommendations for the digitalisation of QA processes

Friday 29 November, **11:30 – 12:15**

(Room Kazim , Room Remi, Museum café)

Brief

Digital transformation has become a vital tool for enhancing the efficiency and effectiveness of quality assurance processes and procedures. Quality Assurance Agencies (QAAs) are increasingly adopting digital tools and systems to streamline operations, improve transparency and enhance communication among stakeholders in both internal and external QA processes. The implementation of digital transformation in quality assurance processes extends beyond the simple adoption of new technologies; it implies changes in human resources, values, systems, and overall organizational frameworks.

Many QAAs are implementing software solutions for data management, document handling, and communication, facilitating better data analysis and reporting that allows for more informed decision-making. The growing use of online platforms for submissions and evaluations enables institutions to submit reports and evidence digitally, significantly reducing reliance on paperwork and physical meetings.

Online peer reviews have gained popularity, particularly in the post-COVID-19 era. This shift ensures that QA processes continue seamlessly without geographical limitations, while optimising resources. However, with increased digital activity, ensuring data protection and privacy has become a critical concern.

The study conducted within the IMINQA project examines the digital transformation of quality assurance procedures and practices undertaken by QAAs in member states of the European Higher Education Area (EHEA). It explores the extent of digitalization in quality assurance, with a focus on data management and sharing. Additionally, the study identifies best practices suitable for broader implementation across the EHEA.

As a result of the analysis of survey data, a series of recommendations have been formulated to enhance the digital transformation within QA Agencies, as follows:

- ✓ Develop a comprehensive digital transformation strategy
- ✓ Address resistance to change
- ✓ Invest in staff training and development
- ✓ Strengthen data security and privacy
- ✓ Prioritize interoperability
- ✓ Secure adequate resources
- ✓ Strengthen collaboration with HEIs
- ✓ Continuously monitor and evaluate progress
- ✓ Embrace emerging technologies

The objective of the parallel sessions is to discuss the proposed recommendations, and potentially identify new ones, reflecting on the following questions:

- ✓ Describe best practices related to the digital transformation of quality assurance processes and procedures, and of quality assurance agencies' functioning.
- ✓ Describe best practices in the use of data related to higher education and quality assurance at the national level.
- ✓ Which of the proposed recommendations you find most relevant?
- ✓ Which of the proposed recommendations you find less relevant?
- ✓ What other recommendations you think should be included?

Moderators and rapporteurs

Room Kazim (2nd floor) - Patricia Marx and Ulf Hedbjork

Room Remi (4th floor) - Tereza Krepelova and Yiannis Kasoulides

Museum Café (ground floor) - Aleksandar Susnjar / Blazhe Todorovski and Juergen Petersen