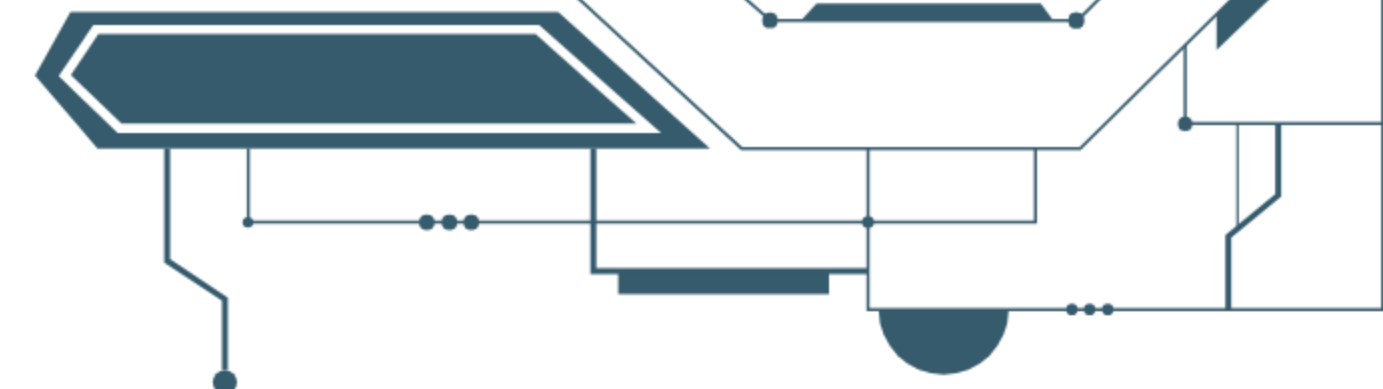


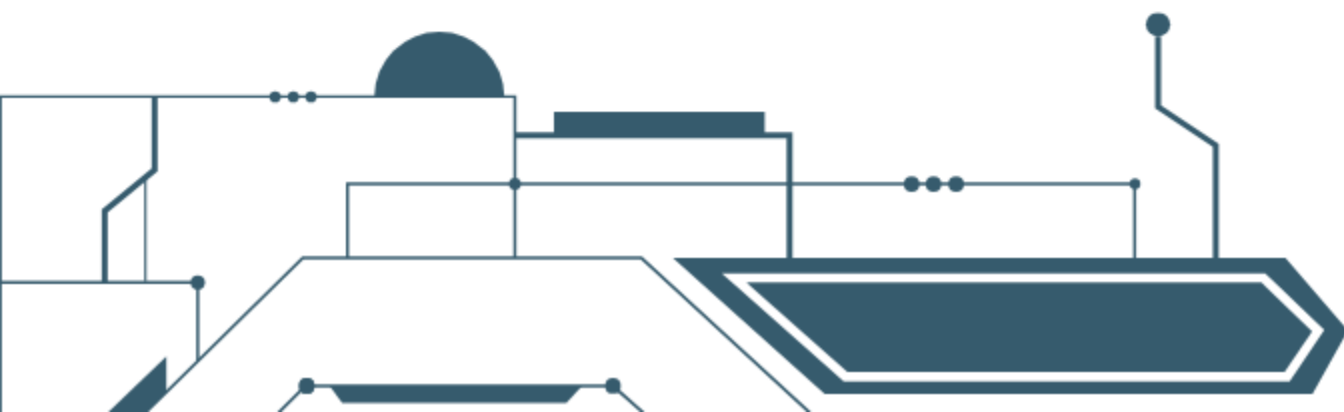


Digitalisation of QA processes – preliminary results of the survey

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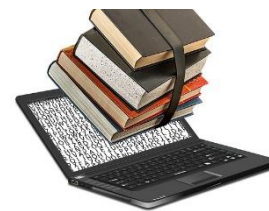
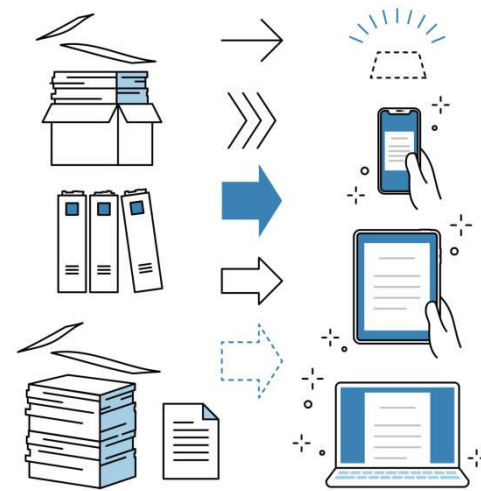
I'MINQA



Where are we now, and where do we aim to be?

Digitization

- Digital Tools
- Core content
- Skills



Early Adopters

Digitalisation

- Quality assurance
Eco - system
- Collaboration
Co - creators



Enablers

Digital Transformation

- Quality assurance
Culture changes
- QA approach
transformation
- Together online



Digital leaders



Digitalisation of Quality Assurance processes

Main objectives of WP7:

- mapping the situation of QA systems in EHEA countries from the perspective of digitalisation (including changes triggered by the COVID-19 pandemic) as well as data management and sharing
- reflecting on a medium-term vision for enhancing QA processes and procedures based on technology.



Proposed methodology

Documentation - Literature and QAAs webpage scanning

Survey-based studies on existing EQA models and mechanisms in the field of Digitalisation and Digital Transformation in quality assurance

Identifying of good practice examples regarding the use of digital tools during the implementation of EQA processes

Data management and data sharing to the recognized international data base (DEQAR, ETER....)

Survey objectives

Mapping the activities undertaken by QA agencies in EHEA and presenting the degree of digitalisation of QA processes and practices :

- Organizing internal workflow
- Submission of the reports and presentation of evidence
- Communication with universities and review panel of experts
- Digital (virtual) onsite visits
- Preparation and validation of final evaluation reports
- Training in building up online moderation competence
- Cross- border assessment
- Data sharing

About survey

The questionnaire is structured into 7 chapters:

1. General data – 3 questions
2. Internal work, procedures and external quality assurance – 7 questions
3. Sustainability and security – 4 questions
4. Partnership and communication – 6 questions
5. Risks – 1 question
6. Perspectives – 1 question
7. Other experiences and approaches – open answer

- Most questions contain a variable number of items as potential responses, using a 5-level intensity scale
- The survey takes about 35 minutes to answer
- The questionnaire was sent to the ENQA members for completion
<https://forms.office.com/e/cJ71FNeWW8>

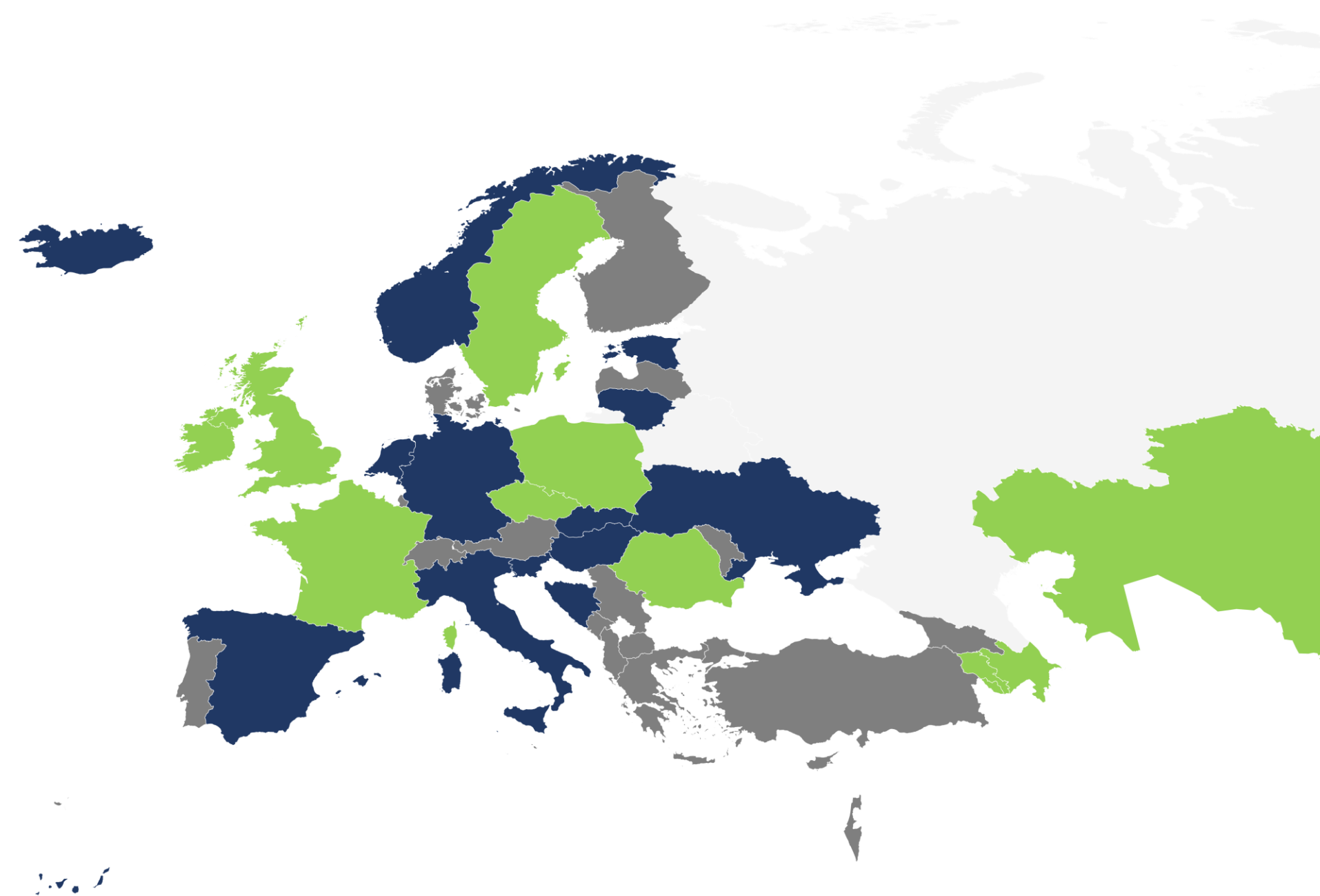
Preamble

- No. of responding QAAs = 31 from 25 countries
- 14 QAAs have a strategic plan regarding digitalisation
 - 13 have a multi-annual plan
 - 1 has an annual plan
 - 17 QAAs have NO strategic plan on digitalisation
- Only 5 QAAs have a dedicated department for digitalization (16%)
- Two-step authentication procedure: 11 QAAs = YES (35%)
- Periodically data backups – only 50% of QAAs

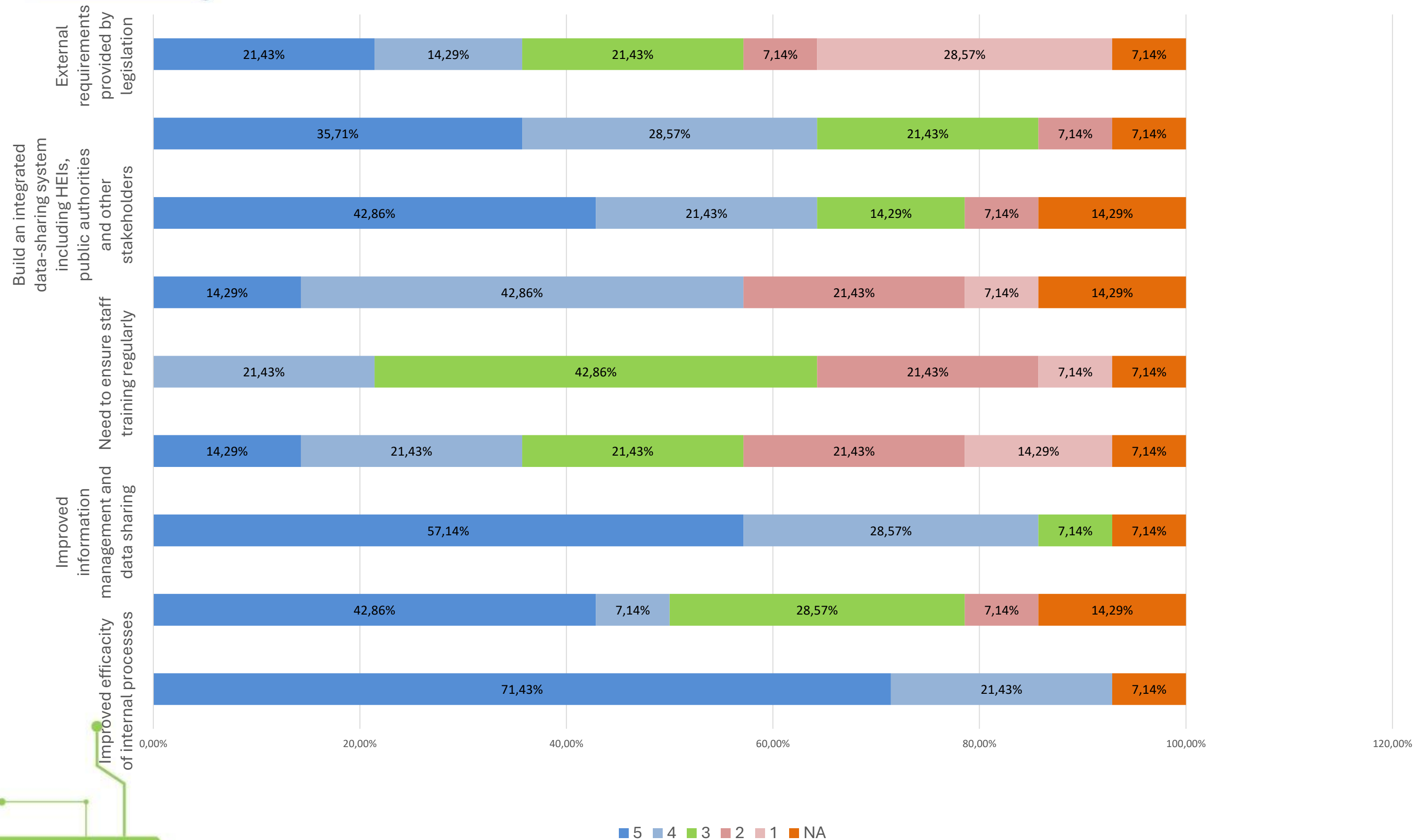
Strategic plan on digitalisation

- 45.16% of the responding QAAs have adopted a strategic plan on digitalisation
 - 2 have a strategic plan for Agency's internal processes
 - 1 for Agency's internal processes EQA procedures also targeted but not yet implemented
 - 11 have for both internal and EQA processes
- 17 QAAs have no strategic plan

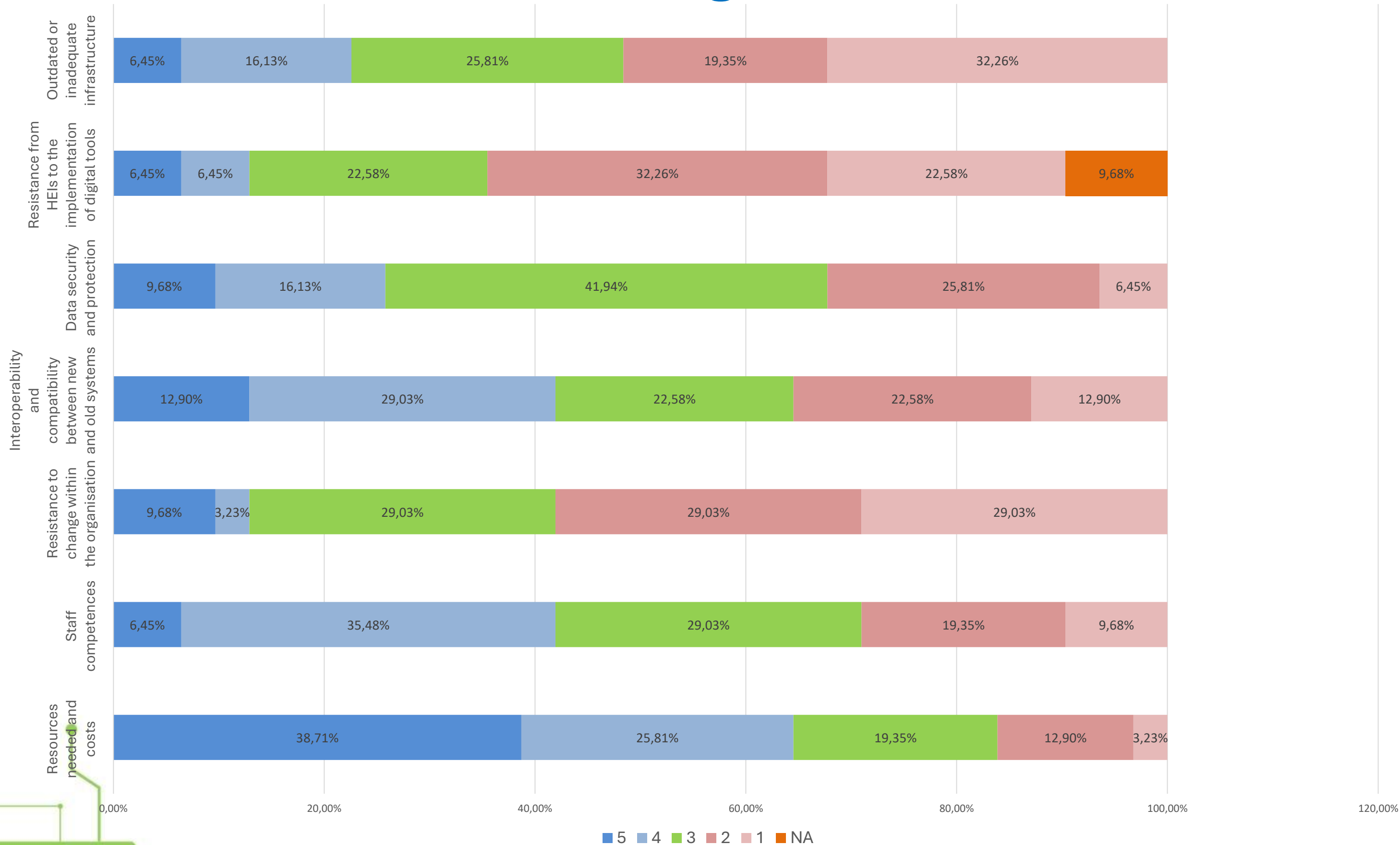
■ Not ans
■ Yes
■ No
■



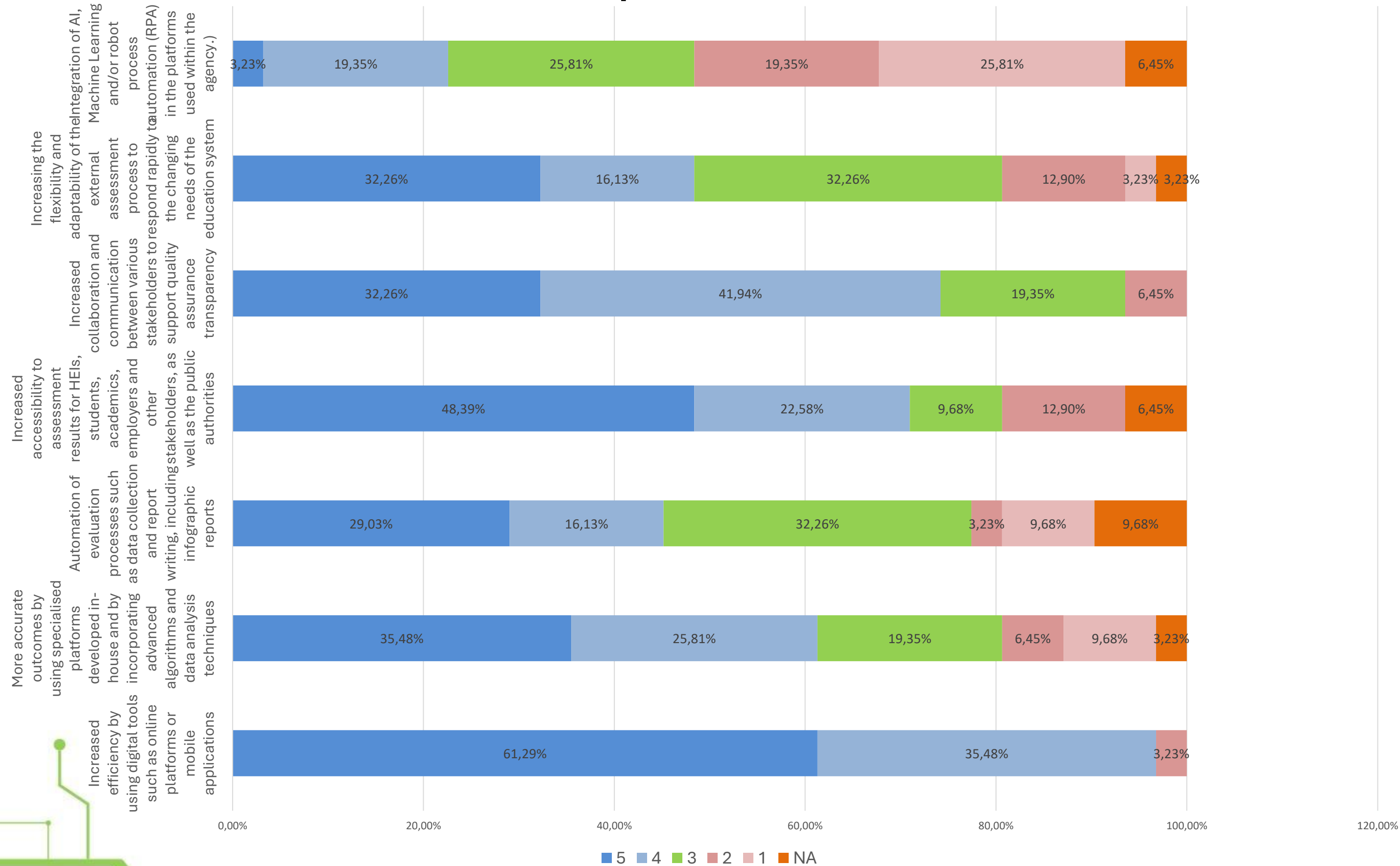
The determining factors in the development of the strategic plan



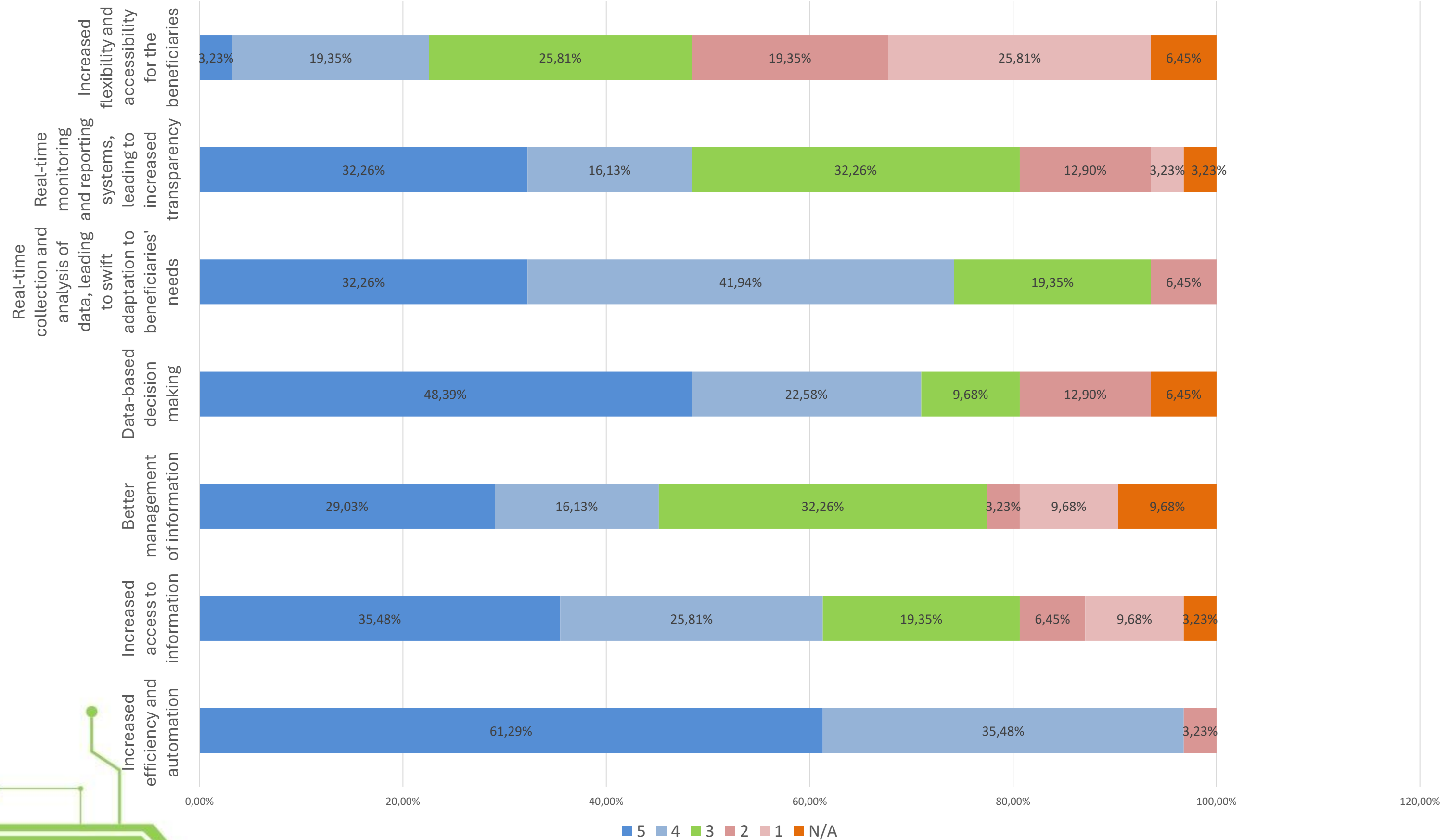
Main difficulties in designing and implementing digital tools



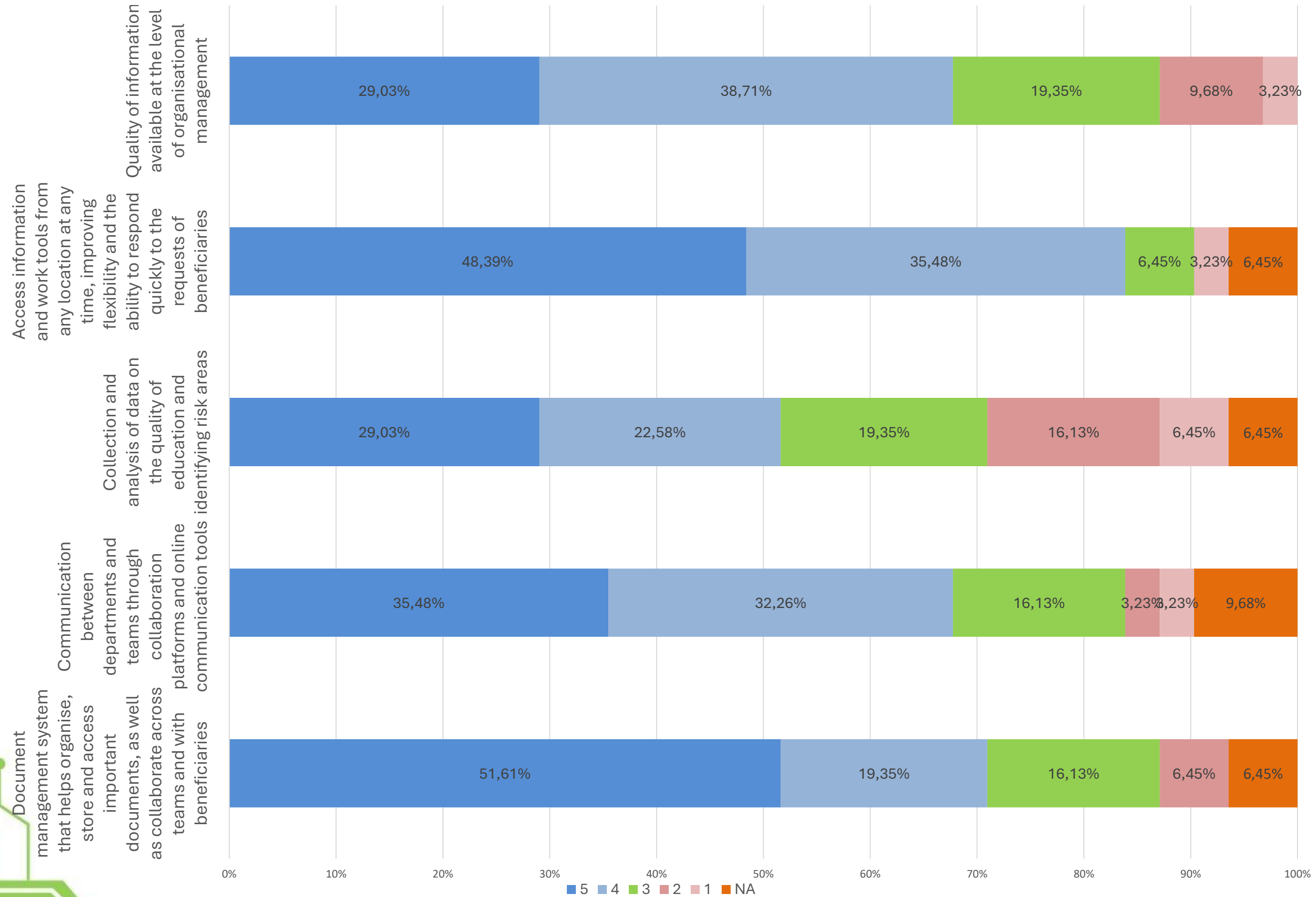
Main goals for using digital tools to support EQA processes



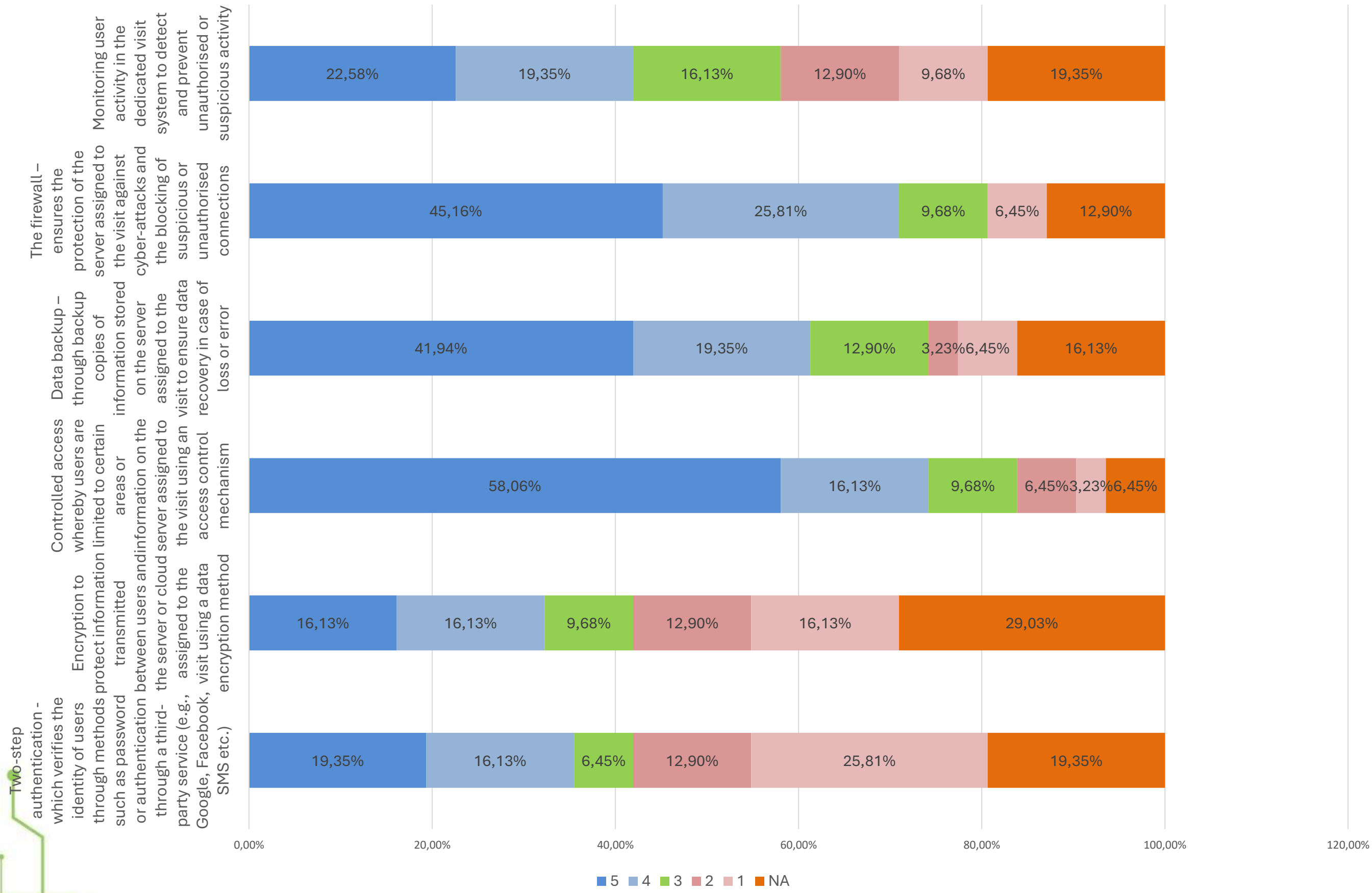
Main benefits observed or anticipated to be obtained by using digital tools to support EQA processes



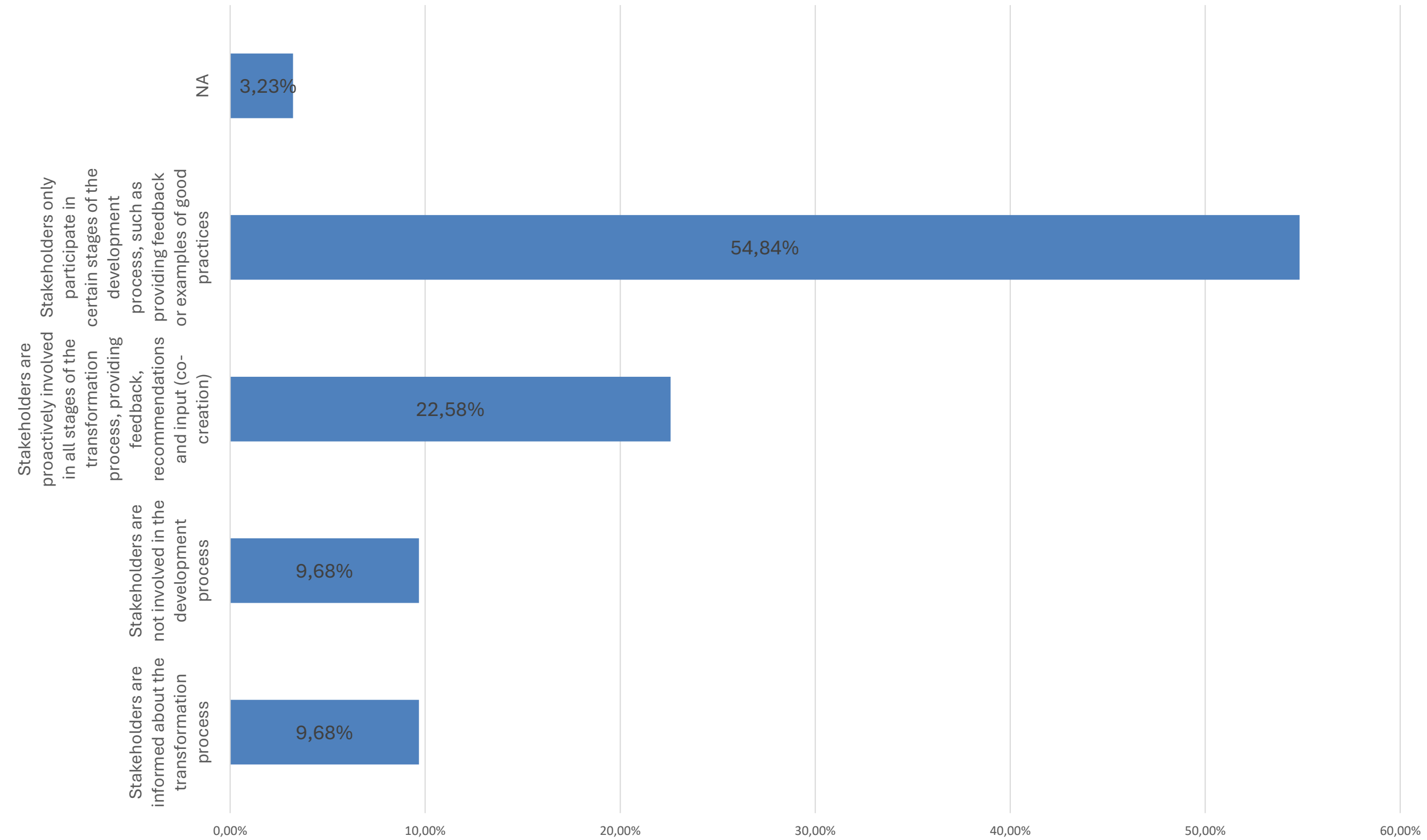
Improvement of the internal activity of the QAA due to digitalisation



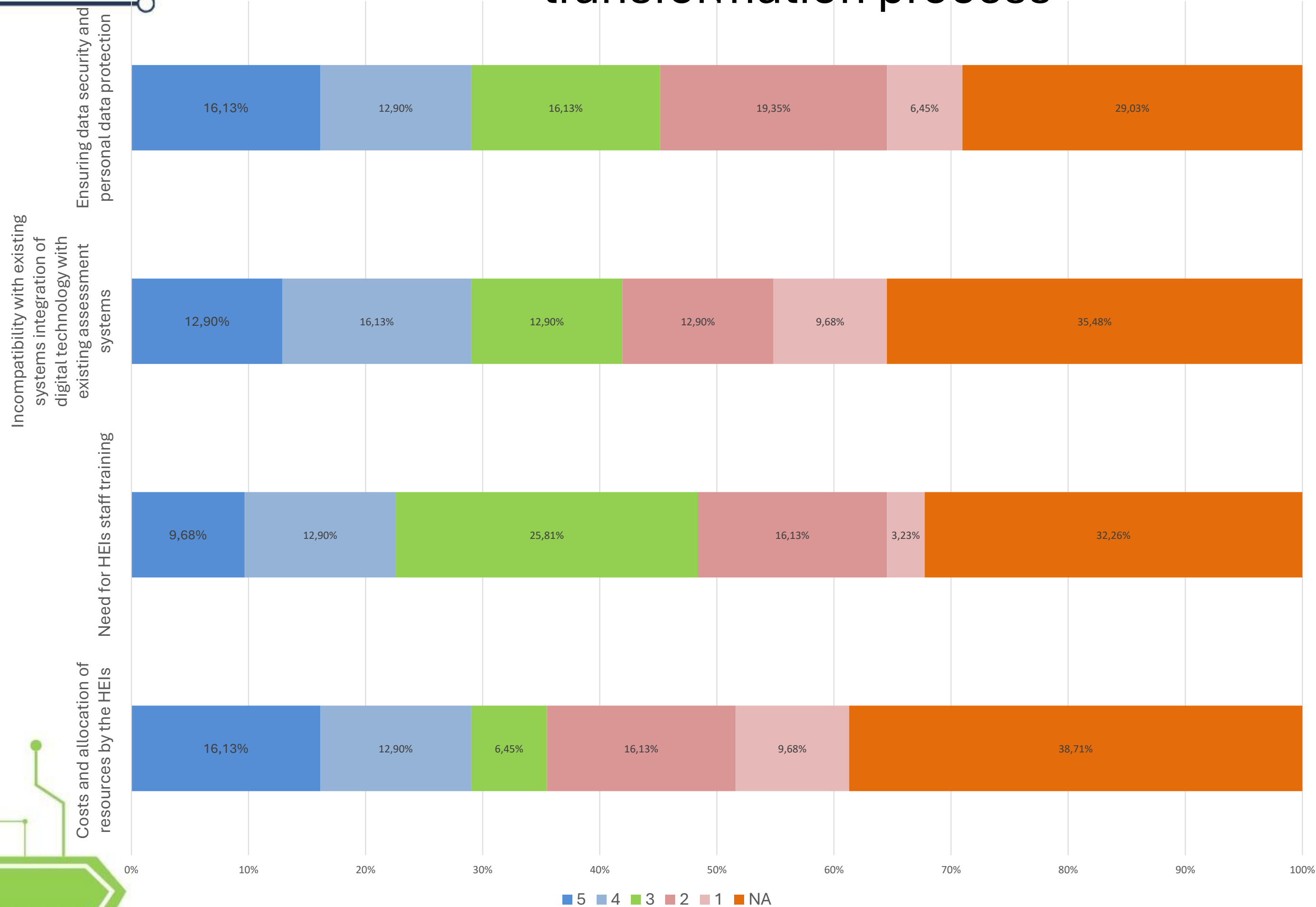
The security systems used to support online visits



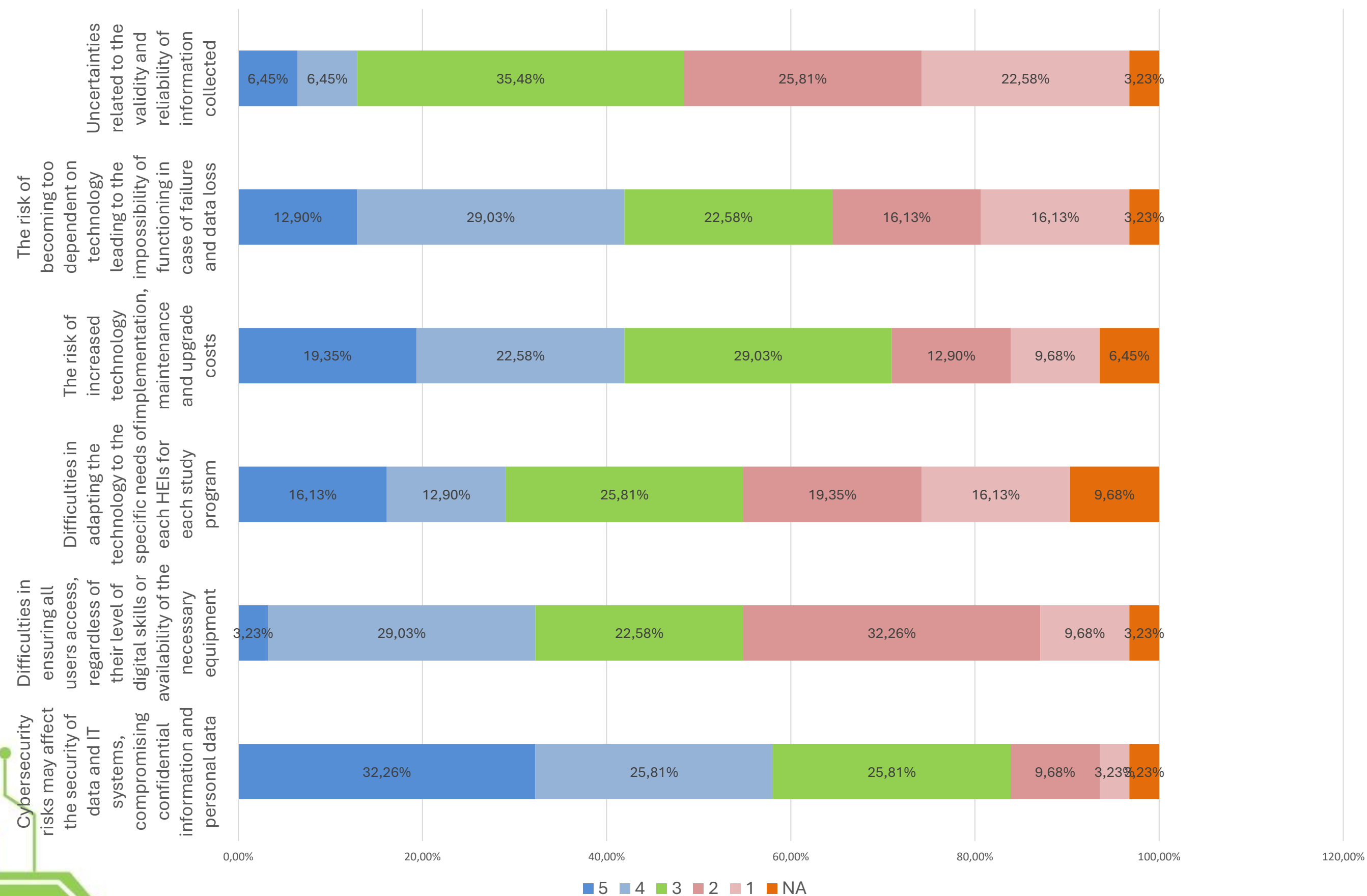
Stakeholders involved in QAAs digital transformation process



The challenges QAA faces when working with HEIs in digital transformation process



Risks related to the implementation of digital tools



Preliminary conclusions

- Digital transformation is essential but complex: QAAs recognize the importance of digital transformation to improve quality assessment processes. However, they are aware of the complexity of the process, which requires careful management of several aspects, from data security to integration with existing systems.
- The importance of accessibility: Access to information and the adaptability of technology to the specific needs of users are recognized priorities. It highlights the need for inclusive digital solutions that facilitate access for all users, regardless of their level of digital skills.
- Balancing costs and benefits: While the benefits of digitization are clearly recognised, such as improved efficiency and accessibility, agencies are also aware of the need to balance these benefits with the associated costs and potential risks. This involves careful strategic planning and detailed risk analysis in the digital transformation process.



The background features a white base with abstract geometric shapes in dark blue and light green. In the top-left corner, there is a dark blue trapezoidal shape with white circuit-like lines extending from its edges. In the top-right corner, a similar dark blue shape contains white lines that form a stylized circuit or data path. The bottom-left corner shows a white area with dark blue lines and shapes, including a semi-circle and a rectangular block. A large, light green trapezoidal shape with a dark blue border on its right side is positioned in the center-left, containing the text "Thank You".

Thank You