

EUROPEAN UNIVERSITY ASSOCIATION

Internal quality assurance in time of crisis

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Focus group



- Organised on 1 and 2 February 2021
- 39 participants from 20 countries

Starting point



- **HEIs have the main responsibility for the quality of their provision and its assurance**
- **Abrupt move to emergency remote teaching in spring 2020**
- **HEIs showed remarkable resilience & capacity to act swiftly**
- **What were the responses through internal QA?**

<https://www.eua.eu/component/attachments/attachments.html?id=3162>

Two phases



Changes in internal quality assurance?



- **Fundamentally unchanged**
- **Adaptation and extension of focus and scope**
 - **Policies and regulations**
 - **Decision-making structures**
 - **Monitoring and evaluating**
 - **Teaching, learning and assessment**
 - **Training and support to teaching staff and students**

Challenges addressed through changes

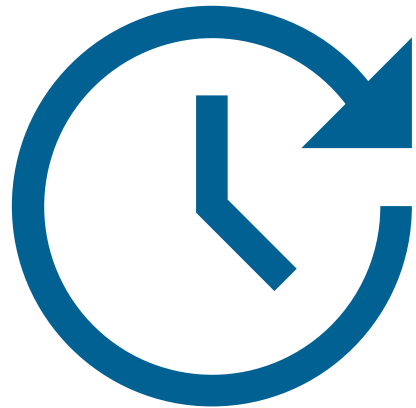


Key success factors



- **institutional autonomy accompanied by adequate strategy, leadership and capacity to manage change**
- **flexibility of institutional decision-making to facilitate local adaptations**
- **quality culture, based on ownership of and commitment to quality shared by all**
- **willingness of staff to innovate and experiment to find solutions and adapt**
- **collaboration and sharing of experiences across the institution and between institutions**
- **efficient communication between institutional management, staff and students**

Moving forward



- **Taking full advantage of digitalisation**
 - learning & teaching
 - quality assurance procedures
- **Quality assurance needs to**
 - provide evidence of what works
 - address issues relevant for online learning
 - allow for swifter feedback loop and responses

Thank you for your attention!