



NATIONAL AGENCY
for HIGHER EDUCATION
QUALITY ASSURANCE
(UKRAINE)



Crossing Continents: NAQA's Mobility Experience and Lessons Learned in UKA Staff Mobility Week

Oleksandra Osiuk & Oxana Trebenko (NAQA)

Date: December 05, 2023



Overview

1. General Experience Overview: Expectations & Goals Achievement
2. Key Learning Outcomes
3. Lessons Learned & Key Points, Takeaways
4. Dissemination of the Results
5. Post-Mobility Action Plan for NAQA
6. Enhancements for Staff Mobility Program



General Experience Overview: Expectations & Goals Achievement

- Key Areas of Expectations:**
- Gaining knowledge and contributing to NAQA
 - Professional development and personal growth
 - Networking

Achievement of Goals: All set goals were successfully achieved

- 1. Concepts Explored & Skills Gained on Specific Topics of the Bologna Peer Support Group C on QA:** Enhancement-oriented use of the ESG, European Approach for the QA of Joint Programmes, Cross-border QA, Stakeholders engagement, Digitalisation of QA processes, Peer-review experts training
- 2. Observations and Comparisons:**
 - Opportunity to observe and compare QA practices across different agencies
 - Better understanding of methodologies and approaches
- 3. Personal Development:** Improved language skills and gained cultural insights
- 4. Networking and Collaboration Opportunities:** Identified collaboration opportunities among quality assurance agencies in Europe
- 5. Impact on Work and Benefit for NAQA:** New ideas and best practices for enhancing NAQA's team performance



Enhancement-oriented use of the ESG: Key LO & Lessons Learned

KEY LEARNING OUTCOMES

Diverse Approaches to ESG 3.4:

- ‘Thematic analysis’ varies in interpretation across agencies
- Shared understanding involves identifying best practices, areas for improvement, condensing essential recommendations from multiple reports or conducting comparative analyses

Approaches to Thematic Analysis:

1. *Quality Assurance Reports*: Analysis of both programme and institutional evaluations, Extracting essential recommendations.
2. *Thematic Reports*: Focused reports on specific topics, In-depth analysis for targeted improvement.
3. *Additional Information Gathering*: Supplementing analysis with extra data, Enhancing the depth of understanding.

UKÄ's Approach: Thematic Analysis & Thematic Evaluations

- UKÄ incorporates system-wide analysis building on results from external quality assurance activities
- Thematic evaluations contribute to the national picture of specific themes in Swedish HE
- Characteristics: sharp and comprehensive, provides a holistic view of the quality of the landscape

NVAO's Approach: Thematic Analysis

- On-Demand System-Wide Analysis
- Tailored to specific needs and requests



Enhancement-oriented use of the ESG: Key LO & Lessons Learned

LESSONS LEARNED TO BE AMPLIFIED IN UKRAINE

NAQA's Current Approach:

- NAQA currently conducts thematic analysis as part of the annual report
- Primarily based on the summarized results from the external quality assurance activities, specifically on program evaluations

Applying lessons to enhance QA practices in Ukraine:

- UKÄ's approach to thematic evaluations:
 - provides a comprehensive national picture of how HEIs fulfil tasks assigned to them by legislation for quality in HE
 - the primary goal of thematic evaluations is quality enhancement emphasizing a collaborative and improvement-focused approach and their non-sanctioning nature for HEIs
 - sharp and insightful thematic evaluations contribute to broader thematic analyses
- NVAO's on-demand system-wide analysis:
 - offers comprehensive evaluation of the entire HE system
 - provides holistic perspective, identifies trends and patterns within the system
 - ensures consistency, supports strategic planning, and enhances accountability
- Further study of UKÄ and NVAO experiences can be beneficial for Ukraine



European Approach for the QA of Joint Programmes & Cross-border QA: Key LO & Lessons Learned

KEY LEARNING OUTCOMES

European Approach for QA of Joint Programmes:

- Assessing the European Approach with insights into proceeding with or without conditions
- Understanding information requirements, critical questions, and procedural steps
- Recognizing challenges: contradictions in terminologies, national legislation and additional criteria, translation of reports and decisions into English, international panel composition, and more

Cross-Border QA:

- Insights into CBQA including agency requirements, eligibility criteria, and common obstacles
- Understanding challenges such as finding and training international experts



European Approach for the QA of Joint Programmes & Cross-border QA: Key LO & Lessons Learned

LESSONS LEARNED TO BE SHARED WITH OTHER COUNTRIES

- **Importance of National Legislation Compliance in CBQA and European Approach in the EHEA**
 - ✓ Crucial role of considering national legislation during CBQA
 - ✓ Necessity for familiarizing the expert panel with key national legal requirements
 - ✓ Need for sharing knowledge between agencies in EHEA
- **Key Strategies to Enhance Cross-Border QA Collaboration among European Quality Agencies**
 - ✓ Organizing webinars to share insights on expert training, external QA methods, and procedures
 - ✓ Webinar and seminar links exchange
 - ✓ Involving observers in site visits
 - ✓ Hosting on-site conferences
 - ✓ Agreeing on terminology for external QA
- **Benefits of Lessons:**
 - ✓ Strengthening collaboration among quality agencies globally
 - ✓ Promoting a more standardized and informed approach to quality assurance practices



Stakeholders Engagement: Key LO & Lessons Learned

KEY LEARNING OUTCOMES

1. Meeting with Students (SFS):

- Role of students and their unions in governance and quality assurance in Sweden
- Insights gained from the students' perspectives through direct interaction

2. Meeting with Swedish Universities (European Universities Initiative):

- Revealed challenges in communicating QA issues
- Identified potential opportunities for close cooperation

LESSONS LEARNED TO BE SHARED WITH OTHER COUNTRIES

Students' Unions:

- Students' unions are recommended to conduct training on participation in quality assurance processes
- Authorities are recommended to consider Sweden's model where students can take a year off for student activities

Global Collaboration Opportunities:

- Encouraging international collaboration for mutual learning and improvement
- Emphasizing the importance of understanding and addressing challenges in communicating QA issues

Benefits of Lessons:

- Enhancing student engagement and empowerment
- Fostering effective communication and collaboration among universities globally



Digitalization of QA: Key LO & Lessons Learned

KEY LEARNING OUTCOMES

Exploration of QA Agency Practices:

- NAQA's significant progress in quality assurance practices
- NAQA is seen as a potential collaboration partner

LESSONS LEARNED TO BE AMPLIFIED IN UKRAINE

Thematic Analysis Enhancement:

- NAQA IT System Advancement: Potential addition of an extra module for effective data filtering

Benefits of Lessons:

- Improving the efficiency of the QA process in Ukraine
- Enhancing the capabilities of NAQA for comprehensive analysis



Peer-review Experts Training: Key LO & Lessons Learned

KEY LEARNING OUTCOMES

- **Understanding experts' training approaches and challenges faced by UKÄ, QQI, NABHE, and AQU agencies and exploring adopted solutions**

LESSONS LEARNED TO BE AMPLIFIED IN UKRAINE

Crucial Focus Area:

- Clarifying criteria for expert selection
- Developing guidelines on questioning
- Providing clear instructions for handling data

LESSONS LEARNED TO BE SHARED WITH OTHER COUNTRIES

Ukrainian Experience and Best Practices:

- A well-thought system of expert training and professional development is crucial
- Consider experts' experience and feedback for continuous improvement
- Training Program Emphasis: covering questioning skills, team collaboration, and report writing skills

Areas of Concern and Further Discussion:

- Depth of accreditation history investigation
- Specifying a recommended list of documents for qualitative analysis
- Ensuring fair compensation aligned with time and effort dedication to prevent demotivation



Dissemination Channels

1. Internal Workshops or Seminars:

- ✓ Engaging colleagues through presentations on mobility experiences
- ✓ Highlighting key takeaways and lessons learned
- ✓ Encouraging active discussions among staff

2. Discussion with Leadership:

- ✓ Sharing insights and takeaways with organizational leadership
- ✓ Aligning mobility outcomes with organizational goals

3. Processes and IT-System Advancement:

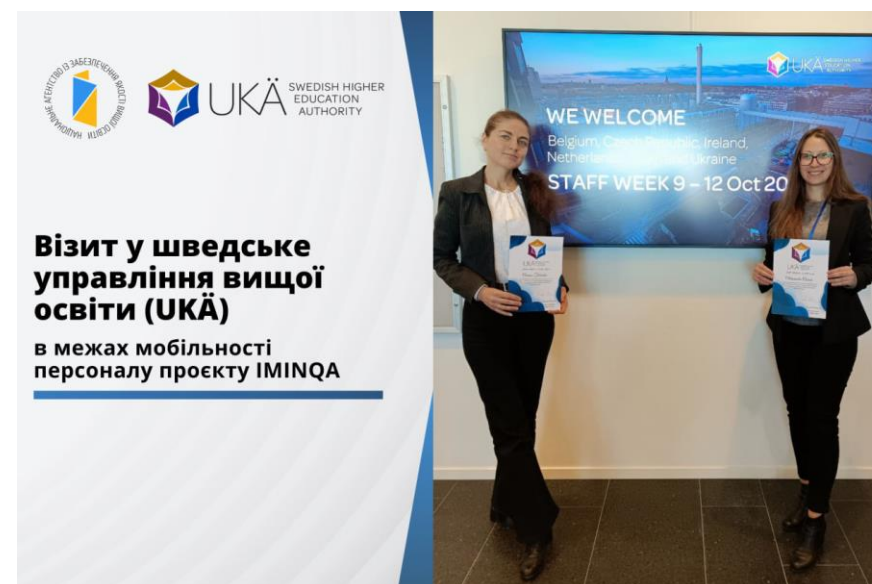
- ✓ Utilizing mobility insights for identifying areas of improvement
- ✓ Encouraging recommendations for process enhancements
- ✓ Considering and implementing improvements within NAQA

4. Collaboration with Partners:

- ✓ Sharing findings and insights with collaboration partners
- ✓ Launching joint initiatives and collaborative research projects
- ✓ Strengthening partnerships through shared experiences

5. Media Coverage:

- ✓ Using various media channels for wider dissemination
- ✓ Leveraging NAQA's webpage and social media platforms
- ✓ Informing stakeholders and the broader community about mobility program results





Post-Mobility Action Plan for NAQA

1) Thematic Analysis:

- ✓ Comprehensive study of UKÄ and NVAO experiences
- ✓ Identification of best practices and challenges faced by the agencies
- ✓ Thematic evaluations:
 - Identifying key themes for analysis
 - Developing methodology and guidelines
 - Conducting a baseline study, selecting HEIs for piloting, workshops, preparing reports, upscaling to the national level, conducting feedback conference, evaluating the impact
- ✓ Comparative analysis: comparison of results from thematic evaluations with QA analysis data

2) Working with Peer-review Panels:

- ✓ Clarification of expert selection criteria
- ✓ Development of guidelines on questioning
- ✓ Providing clear and detailed instructions on data handling for experts

3) NAQA's IT-System Advancement:

- ✓ Modification of NAQA IT-System for Thematic Analysis by Adding an Extra Module with Data Filters



Enhancements for Staff Mobility Program

Pre-Mobility Support:

- Providing supporting materials before the start of the mobility

Brings Increased Benefits by:

- Empowering participants for a more informed and engaging mobility experience
- Enabling proactive preparation for meaningful contributions



NATIONAL AGENCY
for HIGHER EDUCATION
QUALITY ASSURANCE
(UKRAINE)



**THANK YOU
FOR YOUR ATTENTION!**



INTERNATIONAL@NAQA.GOV.UA



[FACEBOOK.COM/NAZYAVO](https://www.facebook.com/NAZYAVO)



[IHTTPS://EN.NAQA.GOV.UA/](https://en.naqa.gov.ua/)