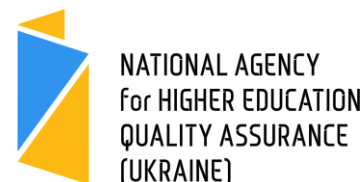


NAQA report on Experts' survey, 2022



NATIONAL AGENCY
for HIGHER EDUCATION
QUALITY ASSURANCE
(UKRAINE)

In 2022, the Secretariat also conducted surveys of experts who were involved in accrediting study programmes in the first semester of the 2022/2023 academic year. The survey, which involved 482 experts, aimed to:

- Gather feedback on the work of experts in conditions of a state of war.
- Find ways to optimize the cooperation between NAQA and experts.
- Identify solutions to problems that may arise during the work of expert groups.

Due to the suspension of training for new and existing experts in accreditation of study programmes since the end of February 2022, there was a slight decrease in the rating of the usefulness of training for experts, from 9.4 points in 2021 to 9.2 points in 2022.

Experts also mentioned that they lacked educational materials and/or training for professional development. Therefore, from December 19, 2022, the conduct of training for candidates for experts in the accreditation of study programmes was resumed. In 2023, there are plans to update and resume training for leaders of expert groups.

After the full-scale invasion of the Russian Federation into the territory of Ukraine on February 24, 2022, accreditation examinations for the second semester of the 2021/2022 academic year were cancelled. Starting from September 2022, the conduct of accreditation examinations in a distance format was resumed. Working in conditions of a state of war, expert groups faced various challenges, including air raids and power outages.

For example, 26% of respondents indicated that the main problem during accreditation examinations was the need to make changes to the visit program due to air alarms, while 18% mentioned the need to make changes to the visit program due to power outages. The total percentage of respondents who noted the need to make changes to the meeting plan during the accreditation visit was 44%.

Power outages caused by missile strikes on infrastructure objects in Ukraine created difficulties in the work of 30% of expert groups conducting accreditation of study programmes from September to November 2022.

At the same time, 41% of respondents mentioned that they did not encounter significant problems during the conduct of accreditation examinations.

Overall, the survey results indicate the readiness of expert groups to adapt to work in conditions of a state of war and continue to perform their duties with quality, despite the challenges they face.

Main issues encountered during the accreditation of the study programme due to martial law or power outages	Number of Responses	%
Need to modify the visit program due to air raids	123	26%
Need to modify the visit program due to power outages	86	18%
Violation of the report submission deadline due to air raids	14	3%
Violation of the report submission deadline due to power outages	57	12%
No issues encountered	197	41%
Total	477	100%

The evaluation of the work of the Expert Support Department of the Secretariat by experts remains consistently high, with a rating of 9.7 points in 2021 and 9.7 points in 2022. This may indicate the quality work of employees at all stages of cooperation with expert groups.

The rating of support from other departments of the Secretariat of NAQA increased from 9.3 points in 2021 to 9.4 points in 2022. This is evident from the responses to the question, «What problems did you encounter in cooperation with NAQA?»

For instance, 87% of respondents mentioned that they did not encounter shortcomings in their cooperation with NAQA, and 7% expressed positive feedback and gratitude. The percentage of problematic issues that experts could encounter in their work is minimal.

Issues faced during collaboration with NAQA:	Number of Responses	%
Financial matters	3	0,6%
Document circulation	1	0,2%
Communication	2	0,4%
Operation of the accreditation system, technical support	8	1,6%
Inadequate time provided for preparation	0	0%
Unclear decisions of the SEC	1	0,2%
No shortcomings	441	86,6%
Other	7	1,4%
Positive feedback, gratitude	35	6,9%
Report, review, methodological recommendations	11	2,2%
Total	509	100%

The survey results show a decrease in the percentage of respondents who mentioned «lack of time» and «high workload» as the main problems they encountered during the accreditation examination (from 20% at the end of 2021 to 13% in 2022). The results of the survey of experts in the accreditation of study programmes in 2022 indicate that, despite the challenging wartime circumstances, NAQA and the experts involved in accrediting higher education institutions in Ukraine are ready to continue working on ensuring the quality of higher education.

Issues encountered during participation in the accreditation of study programmes	2021 (May-August)	%	2021 (September-November)	%	2022 (September-December)	%
Openness of the HEI	38	5%	45	5%	25	4%
Passive students	43	6%	130	14%	39	6%
Insufficient time	101	14%	182	20%	79	13%
Heavy workload	105	15%	181	20%	82	13%
Financial issues	35	5%	26	3%	4	1%

Lack of understanding of the process after sending the expert report	15	2%	19	2%		7	1%
Communication with the National Agency	3	0%	1	0%		2	0%
Lack of understanding of criteria	15	2%	10	1%		0	0%
Report writing	59	8%	55	6%		17	3%
Cooperation with experts	31	4%	28	3%		15	2%
Compilation and adherence to the visit plan	2	0%	0	0%		7	1%
Working in the accreditation system	15	2%	15	2%		5	1%
Incomprehension of SEC's decision on the case	53	8%	48	5%		16	3%
Incomprehension of the agency's decision on the case	10	1%	2	0%		0	0%
Incomprehension of the EG report	46	7%	39	4%		16	3%
Other	38	5%	47	5%		53	8%
No problems	366	52%	447	48%		265	42%

The results of the survey of experts on accreditation of study programmes in 2022 show that, despite the difficult military circumstances, NAQA and experts involved in conducting accreditation examinations in higher education institutions of Ukraine are ready to continue working to ensure the quality of higher education.