

The background is a dark blue gradient with a starry texture. On the left side, there are several overlapping circular elements. A prominent one is a large circle with a scale around its perimeter, ranging from 140 to 260 in increments of 10. Other circles are smaller and some have dashed outlines or arrows indicating rotation. The overall aesthetic is technical and futuristic.

# ENQA REVIEW OF UKÄ

TUE VINTHER-JØRGENSEN, PANEL CHAIR

# BACKGROUND OF THE ENQA REVIEW

- A verification that UKÄ acts in substantial compliance with the European Standards and Guidelines (ESG)
- Part of ENQA's membership criteria and of the Bologna Process, including EQAR registration
- The earlier Swedish agency was a full member of ENQA between 2000 and 2012
- The review of UKÄ took place as a “first external review”, because of the many changes since 2012
- Panel with four members on a virtual site visit to UKÄ in September/October 2020.

# MAIN FINDINGS IN THE REVIEW

Robust quality assurance framework

Broadly recognised and respected by institutions and stakeholders

Stakeholders, including students, feel strongly involved




Solid internal quality assurance policy

Some procedures and mechanisms are currently missing



High workload on the HEIs

Bureaucratic and complex processes

# PANEL COMMENDATIONS TO UKÄ

- ✓ Great involvement of students. 
- ✓ Richness of documents supporting UKÄ's internal quality assurance and professional conduct. 
- ✓ Broad involvement of stakeholders to ensure fitness for purpose in its quality assurance activities. 

# FOUR ESGs WITHOUT FULL COMPLIANCE (I)

- ESG 3.3 Independence 
  - The panel recommends that UKÄ should take measures to further safeguard its capacity to independently design its methodologies in external quality assurance.
- ESG 2.2 Designing methodologies fit for purpose 
  - The panel recommends UKÄ to go further in reducing the HEIs' workload in its quality assurance activities. In doing so, UKÄ should consider to which extent the different activities can be integrated or complement each other better.

# FOUR ESGs WITHOUT FULL COMPLIANCE (II)

- ESG 2.3 Implementing processes



- The panel recommends UKÄ to establish a pre-defined follow-up mechanism for programmes with a positive assessment in the appraisals of degree awarding powers aiming at supporting these programmes in maintaining high quality.
- The panel also recommends UKÄ to more clearly define the follow-up procedures for those institutions and programmes that have received a positive assessment in the institutional reviews and in the programme evaluations.

- ESG 2.7 Complaints and appeals



- The panel recommends the agency to establish a complaints procedure. The procedure should be made known to all concerned parties.
- The panel recommends to extend the powers of the appeals committee to make recommendations to UKÄ on how to correct errors in quality assurance procedures that potentially can have affected the assessment outcome.

# OTHER SUGGESTIONS FOR FURTHER DEVELOPMENT

- Enhancing the international composition of the Advisory Board in order to provide innovative insights.
- Carrying out more thematic analyses through better cooperation between the various departments at UKÄ.
- Preparing for appropriate reactions should staff again report a high workload or should staff turnover rise again.
- Selecting more international assessors from outside the Nordic region to be involved in the panels.
- Striving for a set of generic criteria for the thematic evaluations, that can be applied to several themes.
- Considering integrating the thematic evaluations into the institutional reviews.
- Ameliorating the agency's website in order to make the reports even more easily accessible by the stakeholders.

# Frågor/diskussion/reflektion

The background features a dark blue gradient with a subtle pattern of white stars and faint technical diagrams. On the right side, there are several circular diagrams resembling gauges or dials with numerical scales (e.g., 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210) and arrows. Some diagrams have dashed lines and solid lines, suggesting different states or components of a system.



Tack så mycket!

