

Thematic Analysis „Satisfaction of experts and universities representatives with virtual on-site visits within the scope of accreditation“ by Corina Sutter

Abstract:

In response to Covid-19 pandemic, AHPGS conducted 33 virtual on-site visits of a total of 54 study programs between March 24, 2020 and July 31, 2020. Within the scope of the survey "Satisfaction with virtual on-site assessments", all participating experts and university representatives were interviewed, a total of 115 experts and 45 university representatives. The questionnaire focused on satisfaction with various aspects of preparation, overall satisfaction, positive aspects and possibilities for improvement of the virtual on-site visits. The aim of the survey is internal quality assurance. The research question of the thematic analysis is: "Which processes have to be adapted by the AHPGS in order to guarantee the satisfaction of the experts and university representatives?"

Altogether 96.3% of the experts and 88.89% of the university representatives were "very satisfied" or "rather satisfied" with virtual on-site visits

The time savings and efficiency were cited as particularly positive, while limited social exchange and limited non-verbal and paraverbal communication were cited more negatively. The interviewees see potential for improvement in the time schedule or breaks, technology, communication and moderation.

A new survey is planned for the end of the 2020/21 winter semester to check the extent to which the implemented measures have had an effect.