Behind the Success of AUN-QA Assessments in the New Normal

1. Maintain the essence of the classic AUN-QA Assessment
   - Maintain high levels of interactivity during interviews by dividing the interview session into multiple smaller sessions.
   - Allow all assessors to read facial expressions and body language of every interviewee by requesting a dedicated web camera for each individual.
   - Allow assessors to have an in-depth and up close look at the facilities they wish to inspect and to maintain the interaction and questions between the local facilitators and assessors by live streaming the site visit.

2. Be flexible within reason
   - To deploy effective AUN-QA assessments suited to varying parties in the new normal, interviewees can join either from home or on campus depending on the local COVID-19 restrictions and their own convenience.

3. Employ exhaustive and meticulous preparation
   - Equipment Readiness
     - A suggested equipment specifications list such as computer hardware and camera resolution will be sent beforehand to the university and assessors for the preparation. To ensure smoothness on assessment day, separate orientations for assessors and universities along with a dry test run will be deployed.
   - Internet Latency and Stability
     - To ensure internet stability, the internet speed checking procedure has been provided following the requirement.
   - Empowering Key IT Resource Staffs
     - The AUN-QA requested the university to provide us with the Zoom Management Team (ZMT), which is consisted of at least 2 technical staff or IT-skilled personnel who are also able to communicate in English. The ZMT will then be trained by the secretariat to facilitate and manage Zoom meeting room with utmost competence.
     - There are 2 levels of ZMTs which are University level and Programme level, both have the same roles but are employed in different session. By empowering the ZMT, it does not only benefit the assessment operation but also enhance their capabilities in managing online activities.

4. Use local verifiers
   - What is local verifiers?
     - Local verifiers are a new addition to the AUN-QA Programme Assessment to act as additional eyes and ears for the assessor team on-site.
   - What are their roles?
     - 1. To verify documents provided by the universities
     - 2. To accompany in university facility site visits.

5. Be thoughtful towards the well-being of assessors
   - For the health and well-being of assessors, AUN-QA Assessments in the new normal have been extended to five days, instead of the usual two and a half days, but with a shorter duration per day—to reduce fatigue.

6. Always reflect and improve
   - Despite its success thus far, the AUN-QA is still hard at work to improve its online/remote site visits and the Step-by-Step Guide to Online/Remote Site Visits in the AUN-QA Programme Assessment to ensure that it is flexible enough to accommodate our AUN-QA Member Universities and to provide consistently high quality service.