

**13TH ENQA TRAINING OF AGENCY
REVIEWERS**

ENQA PROTOCOL FOR ONLINE SITE VISITS

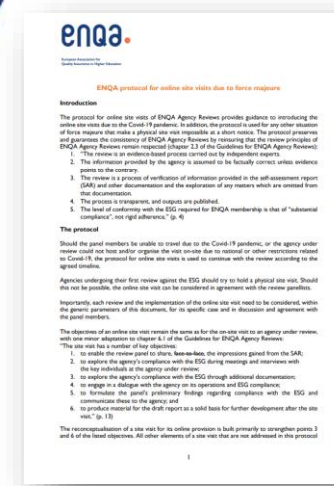
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enqa.

GENERAL ABOUT THE PROTOCOL



- Guidance to introducing online site visits due to the Covid-19 pandemic
- Any other situation of force majeure
- Preserves and guarantees the consistency of ENQA Agency Reviews by reinsuring that the review principles of ENQA Agency Reviews remain respected
- Guidelines for ENQA Agency Reviews still apply!

1. “The review is an evidence-based process carried out by independent experts.
2. The information provided by the agency is assumed to be factually correct unless evidence points to the contrary.
3. The review is a process of verification of information provided in the self-assessment report (SAR) and other documentation and the exploration of any matters which are omitted from that documentation.
4. The process is transparent, and outputs are published.
5. The level of conformity with the ESG required for ENQA membership is that of “substantial compliance”, not rigid adherence.” (p. 4)

ISSUES TO CONSIDER I

- 1st review against the ESG: try to hold a physical site visit
- **Technical aspects** (understanding the tool that is used – Zoom, check internet connection, additional briefings of all involved parties)
- Time zones
- **Issues of confidentiality** (no recordings, use of secure room for panel debriefings)

ISSUES TO CONSIDER 2

- **Additional preparatory work of the panel** (value of a well-prepared Mapping Grid, additional pre-meetings of the panel, online pre-meeting with the agency's resource person)
- **Efficient and effective time management** (length of the site visit, time in between meetings, careful approach to use of interpreters, max. number of interviewees per session, clear definition of panel members' roles, quick communication via WhatsApp, think of backup plans in case any panellist cannot join the session)

ISSUES TO CONSIDER 3

- **Reporting:** state clearly that the visit was held online
- **Goal:** use time wisely to validate the collected information (e.g. through triangulation) and reflect on collected data (between the panellists and with the agency staff)



All in all, every case is specific – all specificities of the review, including the agency's context, should be carefully revised before undergoing an online visit



THANK YOU!