

**13<sup>TH</sup> ENQA TRAINING OF AGENCY  
REVIEWERS**

# **GENERAL OPERATING PRINCIPLES FOR REVIEWERS**

**ACHIM HOPBACH, INDEPENDENT CONSULTANT  
ONLINE, 9-10 FEBRUARY 2021**

Co-funded by the  
Erasmus+ Programme  
of the European Union



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## EVERY PANEL IS A TEAM

- Composed of:
  - A chair
  - A secretary
  - A student
  - An academic member
- With the help of the ENQA coordinator



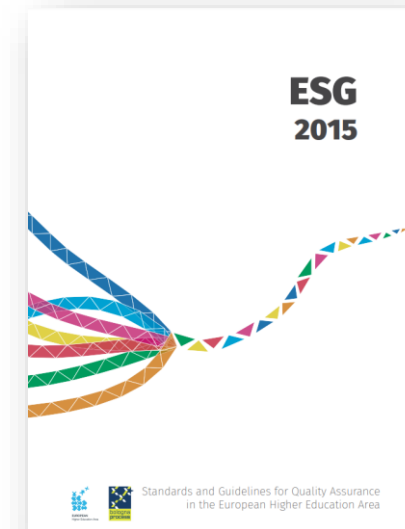
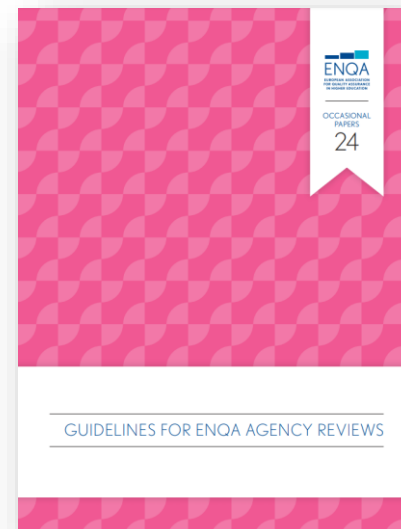
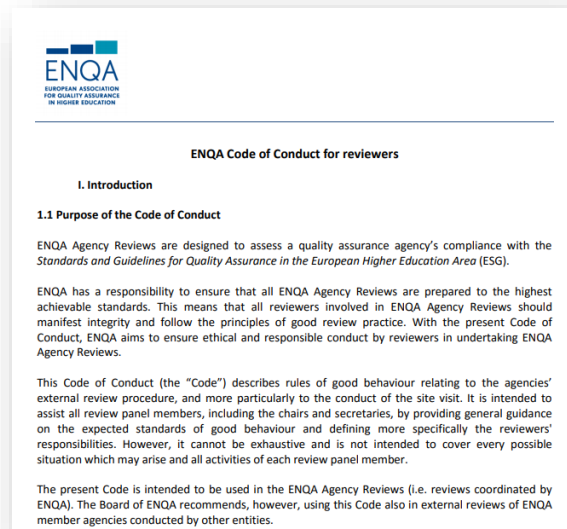
The role of each one is very important!

## EVERY PANEL IS A TEAM

- Our strength comes from our many DIFFERENCES!
  - Different countries
  - Different profile: students, academics, consultants and quality technicians
  - Differences in their culture of quality
  - Varies backgrounds in assessment process
- Everyone faces the ESG in a different way → each panel has to come to a final agreement

# EVERY PANEL IS A TEAM

- In order to reach an agreement, we have some important tools in place



# ENQA CODE OF CONDUCT

- Reviewer's duties:
  - Confidentiality and discretion
  - Conflict of interest: Act with strict impartiality and objectivity
  - Integrity: Be honest, do not offer or accept any gifts or special favours
- Good practice:
  - Be as open and clear as possible in the discussions
  - Be tolerant and courteous
  - Respect the varied cultures and backgrounds of each participant in the review process
  - Ask questions in a friendly, constructive manner

# GUIDELINES FOR ENQA AGENCY REVIEWS

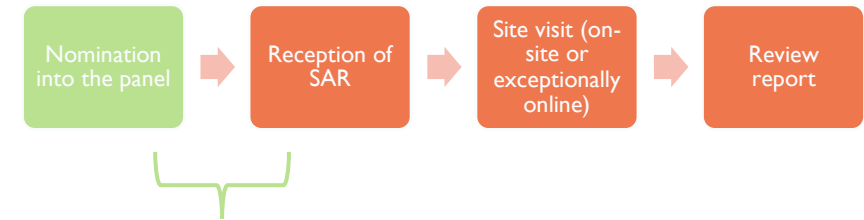
- Chapters:
  - Main characteristics of the ENQA Agency Reviews' process
  - Terms of reference for the review
  - Production of the SAR
  - Appointment of the review panel
  - The site visit
  - Review panel members' roles and responsibilities
  - Financial issues
  - Understanding the ESG for ENQA membership
  - Appeals procedure

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES

- Three key stages of the process



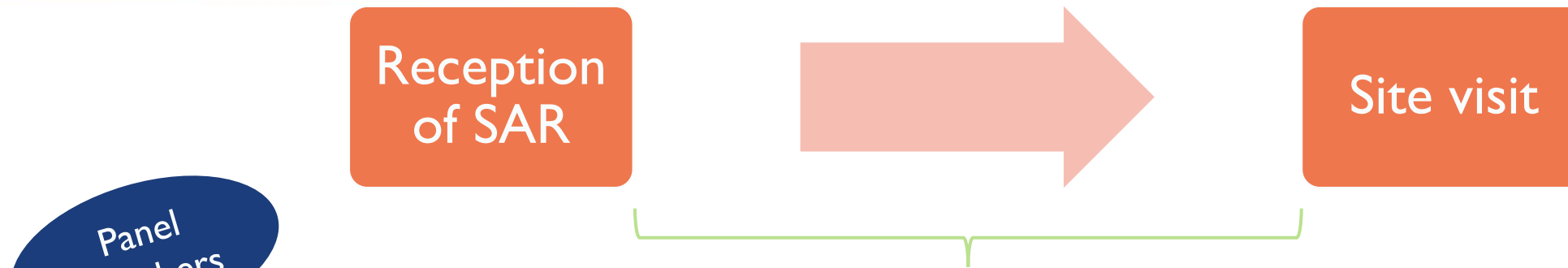
# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES



- Following your nomination into the panel:
  - Look at the agency website: activities, internal organisation
  - Review previous ENQA Review Reports, check with the coordinator on possible substantive change reports of the agency, check EQAR's website (if applicable)
  - Be familiar with the ESG and the Guidelines

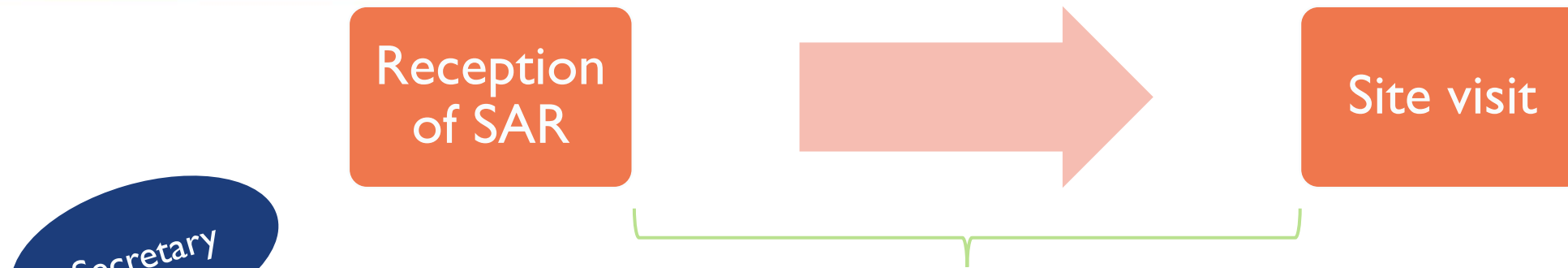


# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES



- Get acquainted with the rest of the panel
- Arrange logistics: have contact information, agenda, travel times etc. (if the visit is organised on-site)
- Respond swiftly to emails
- Read and ANALYSE the SAR carefully
- Review documentary evidence
- Consider whether the panel needs more evidence
- Think about possible questions or points of clarification

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES



- Agree on communication with the team and the agency
- Regular reminders and follow up, establish the deadlines
- Agree on demands of the overall process
- Coordinate team commentaries and assessment
  
- Prepare:
  - documents for the pre-meeting with the agency resource person and the site visit itself (check list – summary with comments-questions...)
  - outline the draft report: introduction, HE system, agency organization

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES

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Chair

Site visit

- You have responsibility for the entire process: agree about the process, e.g. themes, who asks what, in what order, avoid overlap
- During the site visit: remember also items like governance, strategy, context
- At the end provide a meaningful, yet brief feedback:
  - outline the main results
  - focus on key areas of development
  - do not go into detail
  - do not convey firmly judgments
  - give encouragement

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES

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Secretary

Site visit

## Organise:

- At the end of the first day: discuss the findings and what needs to be done the next day, check that you have evidence to support each decision
- At the end of the second day: go through all the standards and check if all team agrees with the decisions and recommendations
- Review if all issues are clear, thus it is useful to sit near the chair during the visit
- Take useful and complete notes

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES

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Panel

Site visit

- Talk openly within the panel
- Take into account the circumstances and context of the agency's operations
- During the sessions:
  - Participation of all members in the interviews
  - There is little time to spare, use it wisely
  - Be sensitive to language issues
  - Help participants in understanding your questions

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES



## Secretary

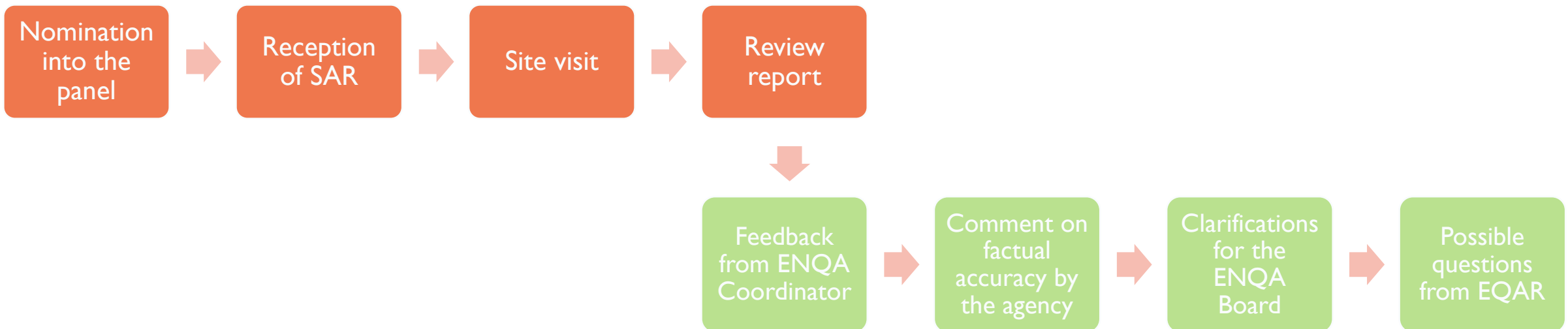
- The main work of the secretary
- How to write:
  - As soon as possible
  - Make the difference between evidence and analysis
  - Decisions based on evidence

## Chair

- Work with the secretary on the initial drafts
- Ensure all panel members are involved in completion of the draft report

# THE REVIEW PROCESS: ROLES AND RESPONSIBILITIES

- The review process has not yet finished!



## TO SUM UP

- The external evaluation is a team effort
- Do not forget your role and set of responsibilities
- Positive attitude to the panel and the agency
- It's a working process



THANK YOU!