

**15TH ENQA TRAINING OF AGENCY
REVIEWERS**

TARGETED REVIEWS

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enqa.

WHY?

- A need to continue providing something meaningful as part of a review process while avoiding a possible evaluation fatigue
- A need to provide for the accountability of quality assurance agencies
 - = Accountability and enhancement hand in hand, **tailored to the context of mature agencies**
- Applicability: agencies that have successfully undergone at least two full ESG reviews and have regularly reported on substantive changes
- To be used as an alternative every ten years (with a full review in between)
- Effective as of 1 July 2021, valid for EQAR registration and ENQA membership renewal

WHAT?

- The ESG continue to form the basic framework for quality assurance in the EHEA
- An alternative way of assessing the agency's compliance with the ESG
- How?



FOCUS AREAS

- Standards what were only partially compliant with the ESG during the last full review
- New external quality assurance activities of the agency, and
- Substantial changes that could impact the ESG compliance of the agency

| Focus areas | Applicability |
|--|-------------------|
| All the standards with a 'partial compliance' conclusion in the EQAR Register Committee's last renewal decision, and in ENQA's review report ⁷ | Applicable to all |
| ESG 2.1 | Applicable to all |
| One further enhancement area selected from among standards of Part 2 or 3 of the ESG that is not yet included in the targeted review | Applicable to all |
| Standards 2.1 to 2.7 for the external QA activities that were newly launched or changed since the agency's last full review against the ESG | If the case |
| Any standards affected by other substantive changes (organisational identity or structure, other fields of activity and separation of activities among themselves) | If the case |
| Any other matters regarding ESG compliance that come up during the targeted review ⁸ | If the case |

KEY ASPECTS

- Need to reflect on **the progress from the last full review**
- Importance of **meeting all stakeholders**: the panel should namely verify that there are no changes within the agency (i.e., that there is no evidence pointing to the contrary)
- Enhancement aspects: the review should be put into the **context of the agency's ongoing major developments** (e.g., in accordance with the agency's strategic plan and the submitted SWOT analysis)
- Relevance of the last full review (including the agency's SAR)

DIFFERENCES TO FULL REVIEWS

- Eligibility check with a careful examination of the agency's developments since the last full review (to be reflected in the ToR)
- Agency-ENQA dialogue on the choice of ESG standards for enhancement
- Analytical nature of the SAR (SWOT analysis, but not only)!
- Additional purposes of the site visit: to allow for identification and discussion on any potential unexpected issue as raised by internal or external stakeholders; to engage in developmental conversations
- Three-scale grading on compliance only for standards of focus areas (without the enhancement areas); acknowledgement that no other changes were observed by the panel
- Obligatory attendance to an online follow-up seminar once every two years
- The Guidelines for ENQA Targeted Reviews apply!

RESULT(S)

- The same type of overall evaluation of the agency's compliance with the ESG as a full review
 - Analysis of the agency's remaining challenges in reaching ESG compliance
 - Enhancement on selected area
- The same type of decision on agencies' renewal of membership in ENQA or registration in EQAR as a full review
- A shorter and more resource-mindful review process (9-11 months, lower fee)

INITIAL EXPERIENCE

- Not an easier review, just a different one!
- Importance of preparatory activities
- Challenges related to addressing the self-selected enhancement area
- Self-standing nature of ERR
- Overall communication about the process and methodology
- An ongoing internal evaluation in 2023

FEEDBACK FROM AGENCIES (3/4)

- **Targeted reviews** – Different picture depending on the objective
 - All respondents (3) agreed that TR **strengthened the enhancement** aspect and provided a more resource-minded review (**lower fee**).
 - However, agencies did not use any specific methods for engaging in developmental conversations during the site visit.
 - Majority considered that TR were able to evaluate remaining challenges, substantial changes within the agency and new or changed QA activities.
 - Issues with **duration** (the review was not as short as expected) and **staff workload** (due to new QA activities).
 - All agencies considered that TR **brought value** to their organisations.

FEEDBACK FROM EXPERTS (3/4)

- **Targeted reviews** – Some difficulties in addressing certain goals:
 - 67% found it **difficult** to provide a **shorter review** – Impact of changes / new EQA activities / reduced panel size.
 - 50% considered that it was somewhat difficult to **engage in discussions about the self-selected enhancement area** of the agency or identify and discuss any **potential unexpected issues**.
 - No issues related to evaluating the **remaining challenges** in reaching ESG compliance, **substantial changes** as well as **new** or **changed external QA activities**.
- 100% (6 exp) described the **dialogue with the review coordinator** about the scope of the review as effective or very effective.
- **No specific methods** or approaches to engage in **developmental conversations**.

FURTHER REMARKS

- Targeted review is NOT a MUST!
- More information: ENQA Secretariat, Guidelines for ENQA Targeted Reviews



**GUIDELINES FOR
ENQA TARGETED
REVIEWS**

Thank you!