

AQAS

AGENTUR FÜR
QUALITÄTSSICHERUNG DURCH
AKKREDITIERUNG VON
STUDIENGÄNGEN E.V.

enqa.

European Association for
Quality Assurance in Higher Education

HOW TO MAXIMIZE THE BENEFITS? CAN WE PLAN A GOOD REVIEW?

31 May 2022

Ronny Heintze

WHO IS THE ARC?

- The Agency Review Committee shall deal with the internal quality assurance of the ENQA Agency reviews.
- Detailed procedures governing the operation of the Committee are set out in Rules of Procedure adopted by the General Assembly.

Art. 34, ENQA Statutes (as of 10 March 2021).

- ARC endorsed by ENQA GA on 22 April 2021:

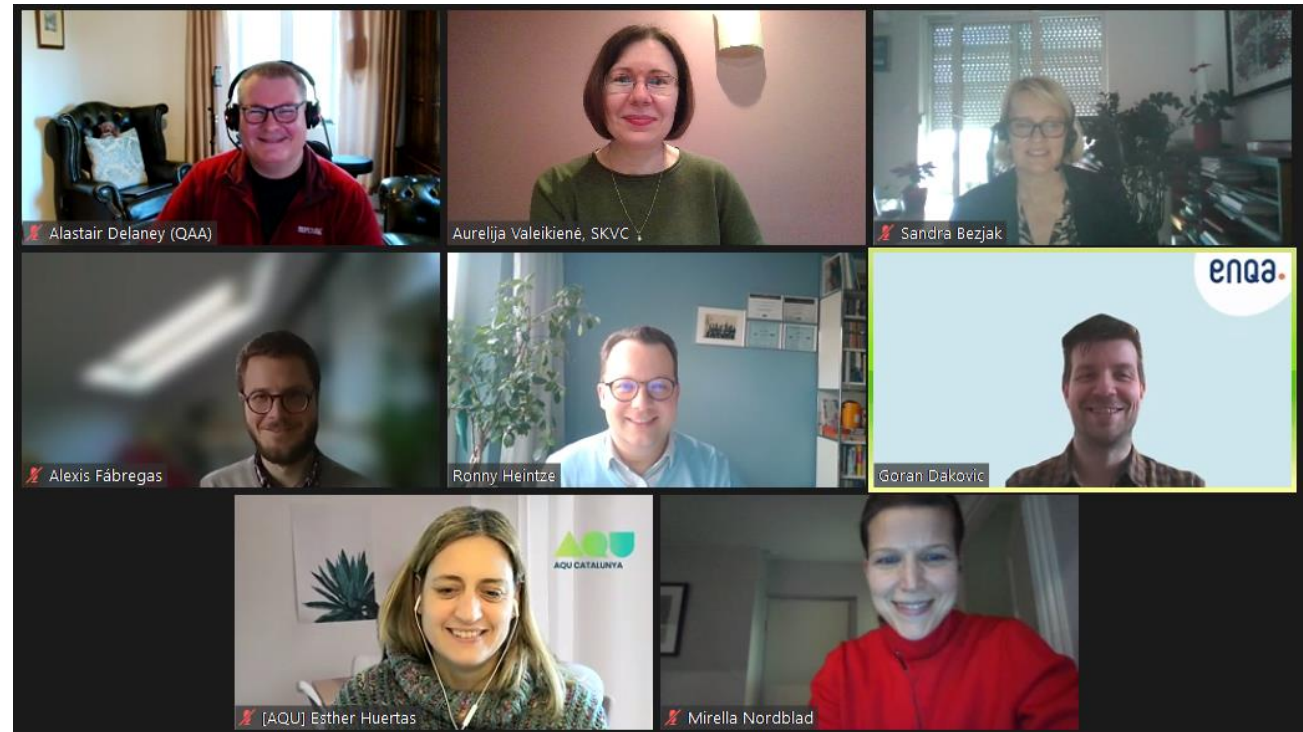


Photo of the ARC zoom meeting on
11 Feb 2022.

PRINCIPLES OF WORK



Trust in the panels and the triangulation method

Blind review by three members, joint discussion and consensus

Concerned about the integrity of the review process

Not seeking perfect reports, but asking for clarity of evidence, analysis and judgments, also consideration of the previous recommendations

Looking for consistency across reviews, also not “punishing” twice

Managing own conflicts of interests, abstaining if the case

AGENCY EXPERIENCE IN REVIEWS IS DIVERSE



So far – full reviews, targeted review reports in the pipeline

HOW CAN AN AGENCY INFLUENCE THE PROCEDURE? (I)

- Self Assessment Report (SAR)
 - Clarity, information, analysis
(external reader, compliance vs. **self reflective**)
 - Balance the number of annexes (reviewers want information – data is additional evidence)
 - Explain the context you are operating in
 - Involve stakeholders in an open/constructive way (external / internal)
 - Clarity on what is a relevant activity (TOR)

HOW CAN AN AGENCY INFLUENCE THE PROCEDURE? (II)

- Site Visit
 - Meeting with agency resource person: context / setting
 - Different needs of internal and external stakeholders
 - Create an atmosphere of constructive dialogue (no need for “everything is fine approach”)
 - Panel is looking for information vs. vague answers
 - Everyone involved is human (logistics, setting, room arrangements)
 - Interpreters have an impact (consecutive / simultaneous)

HOW CAN AN AGENCY INCREASE THE BENEFIT FROM REVIEW? (III)

- Post Site Visit
 - Report factual mistakes of the ERR as part of the process (this is not the time for further justifications, explanations)
 - Find your own format to work with the results (stakeholder dialogue, internal adjustments, policy development)
 - Consider the progress visit as an opportunity (very positive feedback from agencies who used it)

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THANK YOU! YOUR QUESTIONS?

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