

**Follow-up report
2021**

submitted to ENQA June 2021

IMPRESSUM

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ENQA Follow-up Report 2021

Recommendations from the external report submitted by the review panel on 20 June 2020

ESG 2.2: Designing methodologies fit for purpose

substantially compliant

The panel recommends **evalag** to broaden the active involvement of stakeholders (including the representatives of higher education institutions, employers, and students) in the design and development of the review methodologies. This includes the representation of all relevant stakeholders, including students, on the Foundation board, but should also go beyond just the representation that is provided through the Foundation Board, the Accreditation Commission and the Appeals Commission and include active and regular discussions on procedures and methodology in the agency's bodies.

related to

ESG 3.1: Activities, policy and processes for quality assurance

substantially compliant

The panel recommends **evalag** to appoint a student to the Foundation Board.

evalag is currently revising three review procedures: the institutional certification of advanced training institutes, the programme certification of advanced training offers and the Austrian quality management audit. In a first step, internal working groups reviewed the procedures and made suggestions to improve or optimise the procedures. In a second step, the proposals will be discussed with stakeholders in two half-day online meetings – one for the certification processes and one for the audit. Both meetings will include at least two representatives from higher education institutions or employers and two students, who participated in such review procedures, and two representatives of clients. The meetings are already planned for September (15th or 23rd) and October (7th or 21st) 2021. If the discussions result in substantial changes of the procedures, **evalag** will inform ENQA immediately.

Concerning the recommendation, **evalag** will invite a student member to meetings of the Foundation Board, whenever a topic related to the ESG is on the agenda.

The recommendation of appointing a permanent student member to the Foundation Board was thoroughly discussed. But ESG related decisions of the Foundation Board are rare. Neither national evaluation procedures for preparing applications for accreditation to the Accreditation Council nor international accreditation and certification procedures are within the remit of the Foundation Board. The Foundation Board decides on overall strategic and financial issues related to the entire agency with its very broad range of tasks (e. g. evaluations outside the scope of the ESG, consultancy on organisational development, research projects, activities concerning the promotion of science and projects supporting the Ministry for Science, Culture and Arts Baden Wuerttemberg). Therefore, the Board members and the Ministry for Science, Culture and Arts Baden-Wuerttemberg as the foundation authority of **evalag** finally agreed on the compromise of an occasion-related invitation of a student member as a guest.

The Foundation Board adopted the necessary amendment to the Statutes of **evalag** at its meeting on June 8th, 2021. To enter into force, the amendment will be published in the official law gazette of the federal state of Baden-Wurttemberg.

ESG 2.4: Peer-review experts

substantially compliant

The panel recommends **evalag** to further strengthen the experts' skills by providing training seminars for each type of the review. The agency should seriously consider making such training compulsory for every expert panel member involved in **evalag** activities.

evalag frequently (usually twice a year) offers training seminars for all types of ESG related reviews conducted by the agency and advertises them via press releases, in the **evalag**-newsletter and on the website. But demand is low as there is no obligation for German professors or representatives of employers to do a compulsory general training before taking over the role of an expert in ESG-related procedures. Students usually get their training by the Studentischer Akkreditierungspool (<https://www.studentischer-pool.de/>).

Of course, **evalag** takes care to prepare the members of its expert groups very thoroughly for individual procedures, but regarding general training the agency can only make voluntary offers.

Therefore, **evalag** decided to also take advantage of the opportunities offered by the new media for providing training seminars. So far, the agency has produced three short videos about "criteria for programme accreditation", "the accreditation procedure" and "tasks of the expert panel". Since June 2021 **evalag** provides the videos via cloud for all members of ongoing expert groups. Further videos are planned, e. g. to explain the criteria and procedure of the system accreditation.

ESG 2.7: Complaints and appeals

substantially compliant

The panel recommends **evalag** to reconsider the complaints and appeals policy with a view to making the document shorter and clearer. The document should clarify what is meant by the terms 'complaints' and 'appeals.'

The panel also recommends **evalag** to ensure that the policy is clearly accessible on the website in German and English.

Unfortunately, the complaints and appeals policy is complex. This is due to the still existing parallelism of old and new regulations in the German accreditation system. As long as **evalag** conducts procedures mandated before January 1st, 2018, this must be done in accordance with the old regulations. Currently, **evalag** still carries out procedures according to the old regulations. When these are finished, presumably in 2023, **evalag** will completely revise the complaints and appeals policy and will bring about a new decision of the Foundation Board.

The current version of the complaints procedure (4 May 2018) was translated and is now available in English (<https://www.evalag.de/en/services/complaints-procedure/>).