

What did we do in 2024?

17

Site visits to agencies in



7

Agency Review Committee (ARC) meetings

66

Experts from 23 nationalities
55% women
45% men

10

Progress visits to agencies in



19

Review reports scrutinized

0

Appeals or Complaints received

Did you know?

Targeted reviews include always an **enhancement area** to be selected by the agency under review.

In 2024, the ESG standards **2.2, 2.4, 2.6, 3.4, 3.5 and 3.6** were addressed as self-selected enhancement areas in **9 targeted reviews**.

Based on the feedback received, ENQA will continue to **strengthen its support and guidance** for panels and agencies on this aspect.

What do they say about targeted reviews?

100% of agencies said that brings value to its organisation

89% of agencies deemed the dialogue with ENQA on the self-selected enhancement area as effective

64% of experts used specific approaches for developmental conversations

84% of experts found targeted reviews as suitable for evaluating remaining challenges in ESG compliance

Source: 9 agencies and 24 experts participating in a targeted review in 2024

What do they say about ENQA Agency Reviews?



Agencies

100% Say that communication with ENQA coordinator was useful in preparing for the review

The panel had a good understanding of the HE and QA system of the agency **87%**

100% Considered that the review panel was well prepared

The review report is useful for the agency and its stakeholders **93%**

“Overall, the review process was well organised and managed, and the final review report is helping the Agency to enhance its activities.” –

A3ES, Portugal



Experts

100% Say that ENQA coordinated the review in an effective way

The panel adopted a method on how to complete the review **98%**

96% The invited interviewees were relevant to inform the review

The feedback from the coordinator helped improve the review report **100%**

“It was appropriately challenging for the panel and the agency. It felt worthwhile and worthy. Thank you for having me as a reviewer.” –

Expert

What do they say about ENQA Progress Visits?



Agencies

83%

Were satisfied with the experts' level of contribution to the discussion on the selected topics

"The experts understood our context and approach. They were well prepared, had good knowledge of the topics in the agenda and thought about the questions and feedback in advance"

FINEEC representative



Experts

100%

Had a good understanding of what was expected from them thanks to the ENQA guidelines and the preparatory meeting

"We were provided with excellent information in advance of the visit. The agency was well-prepared and seemed to value the opportunity to discuss matters of interest."

Expert

Did you know?

In 2024, ENQA produced the analysis of the Agency Review Committee's work for 2021-2024



Key findings

1. The committee has enhanced the clarity, consistency, and quality of review reports.
2. The committee is ultimately not stricter nor more lenient on the interpretation of the ESG than the panels.
3. ENQA should strengthen guidance on the panels' work on ESG 2.1, 3.1, 3.3, 3.4.
4. EQAR's compliance disagreements with panels have decreased since ARC's establishment, as well as the number of clarification requests.
5. ESG 3.1 and 2.7 are the most frequently contested standards by EQAR Register Committee.

"All in all, the ARC helps ENQA panels better articulate and present the collected evidence".

Source: Analysis of the work of ENQA's Agency Review Committee 2021-2024

Source: 6 agencies that have received a progress visit in 2024 and 12 experts that have participated in it

Our way forward

The 2024 ENQA analysis of Agency Reviews has revealed four key areas of action for the following year:

1. Follow-up on the external review of ENQA Agency Reviews
2. Revision of the Guidelines for ENQA Agency Reviews and Targeted Reviews
3. Revision of the internal quality assurance policy, including the surveys for panel members and agencies under review
4. Introduction of the new ENQA Agency Review Committee 2025-2027



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