

30-31 MAY 2022, GERMANY

PURPOSE AND METHODS OF THE SEMINAR



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AQAS

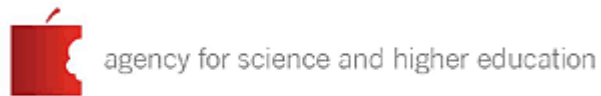
AGENTUR FÜR
QUALITÄTSSICHERUNG DURCH
AKKREDITIERUNG VON
STUDIENGÄNGEN E.V.

enqa.

29 REVIEWS SINCE OUR LAST SEMINAR (9-2019 TO 3-2022)

- All full reviews apart from one partial review
- All in the EHEA apart from one (HKCAAVQ)
- Membership gained or renewed: 22 agencies
- Membership not gained or terminated: 2 agencies
- Pending for membership decision: 3 agencies
- Other: 2 agencies

IN TOTAL, 20 AGENCIES HERE TODAY



Analysis of Agency Reviews 2021

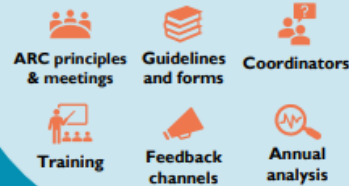
What did we do in 2021?



Did you know that...?

This analysis is a novelty introduced with ENQA's new **Policy on the Internal Quality Assurance of ENQA Agency Reviews**.

The policy aims to ensure that all review activities coordinated by ENQA are **fit for purpose and run optimally**. It acts as the basis for ENQA's Internal Quality processes and activities that include:



What do they say about ENQA Progress Visits?

Agencies

100% Considered that these visits were useful and up to their expectations

"We found it a useful tool. We can imagine how agencies in a start-up phase can benefit from it. For more experienced agencies, it's good to check if they are on the right course"

NVAO representative

Experts

100% Had a good understanding of what was expected from them thanks to the ENQA guidelines and the preparatory meeting

"It was very enjoyable as the agency was very open and also well aware where they are now, where they want to go in the future, and also very open to suggestions for further improvement"

Expert

Did you know that...?

The **Agency Review Committee (ARC)** was first established in 2021 to oversee the **internal quality** of ENQA Agency Reviews

The ARC supports the ENQA Secretariat in the **scrutiny of the review reports** for their consistency in the EHEA

This includes **identifying possible elements to improve the work of the ARC** itself such as:



Source: 11 Agencies that have received a progress visit in 2021 and 18 Experts that have participated in it

Our way forward

The 2021 ENQA analysis of Agency Reviews has revealed the following points to be addressed in future reviews

1. Clarify when the panel needs to provide the first draft programme for the site visit
2. Ensure that ENQA review panels' composition covers the language of the agency and the national HE context
3. Further define the purpose of the mandatory meeting between the panel and the agency resource person in the guidelines
4. Clarify how the panel should deal with additional documentation during site visits to ensure an efficient use of resources
5. Address the need for supporting report writing skills of panel secretaries and amend the report template to include more graphics
6. Remind that agencies' comments on their external review report should only refer to factual matters
7. Further strengthen the methodology and organisation of progress visits, especially for more mature QA agencies
8. Highlight the importance of teamwork and organisational skills and further clarify the responsibilities of each panel member
9. Stress the need to carefully follow the guidelines

With the support of the Erasmus+ programme of the European Union



What do they say about ENQA Agency Reviews?

Agencies

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

The panel had proper knowledge of the review method **92%**

83% No difficulties in preparing the Self-Assessment Report

The Review report is useful for defining possible improvements **100%**

"The process was transparent throughout, the communication with ENQA and the review coordinator efficient and always constructive and friendly" – IAAR representative

Experts

100% Say that guidelines provide helpful info on the process, scope and role of panel members

The division of tasks among panel members is appropriate **94%**

100% Had a good understanding of the purpose of the site visit

The comments from the coordinator helped improve the review report **97%**

"A very high commitment of coordinator, fantastic teamwork with an adequate division of duties. I very enjoyed this review within the team, it was very inspiring." – Expert

Source: 13 Agencies reviewed in 2020 & 2021 and 40 reviewers who participated in ENQA-coordinated reviews in 2020 & 2021

SEMINAR

Part I: Embedding the
ESG 2015 - experiences
from agencies (AEQES,
AI Denmark, views from
the ARC)

Part II: Structural level
conditions for
implementation of the
ESG (UKÄ, roundtable)

Preparing for a progress
visit

Workshop

Part III: What does future
hold for external QA?
(fundamental values,
SDGs)

ESG AS THE FRAMEWORK FOR AN ENQA COORDINATED REVIEW



- Discussion on specific standards (2.3; 2.7; 3.1)
- ESG in relation to your other activities; compliance vs. enhancement
- ESG in your national context (example of Germany)

PLATFORM FOR EXCHANGE

- Meeting with peers
- Making most of the review
- Questions and answers
- Discussion



LOOKING AT THE FUTURE

- The added value of the progress visit
- Preparing for follow-up
- The next review (i.e., an option of targeted reviews)
- The future of external QA and of the ESG