

**ENQA AGENCY REVIEWS' SEMINAR
FOR AGENCIES PLANNING TO
UNDERGO A REVIEW IN 2022-2023**

DOS AND DON'TS IN AGENCY'S SELF- ASSESSMENT

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AQAS

AGENTUR FÜR
QUALITÄTSSICHERUNG DURCH
AKKREDITIERUNG VON
STUDIENGÄNGEN E.V.

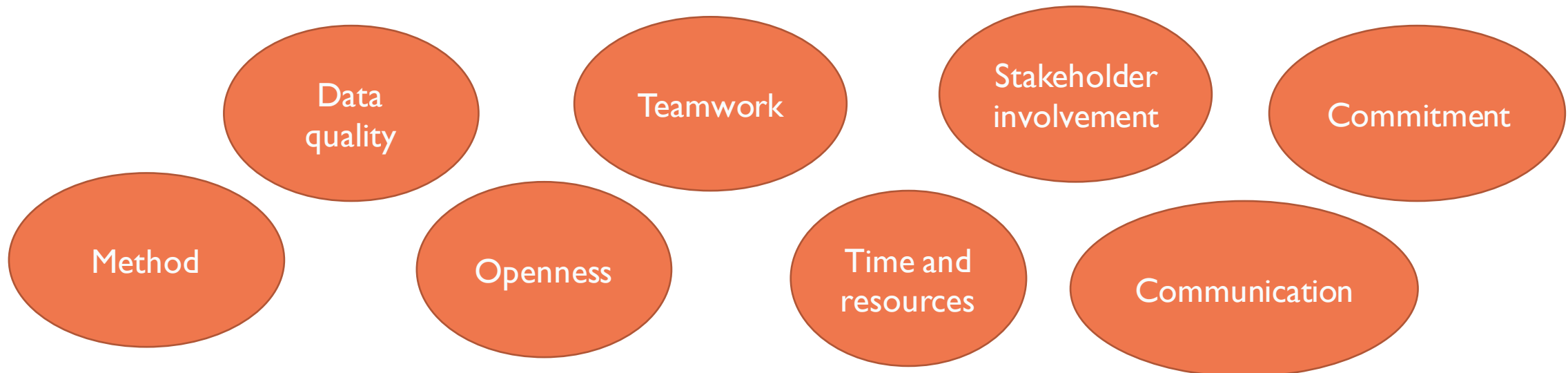
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SELF-ASSESSMENT REPORT IS NOT A GOAL IN ITSELF

- SAR – final outcome of a whole self-evaluation process
- Self-critical internal consideration
 - What works well? What could be improved?
- Quality of SAR depends on many contributing factors:



IMPORTANT TO CONSIDER



Timeline and time management

To agree on the timeline for development of SAR: clear indication of what each contributor is expected to provide and when

To reserve enough time for writing/editing.

To take into account timeline agreed with ENQA and drafting process of the Terms of Reference



Stakeholder engagement

To take into account the views of a wide range of stakeholders to inform self-evaluation

IMPORTANT TO CONSIDER



Context

To look both backward and forward
– SAR not only states what has been achieved but also reflects on what could be done to enhance activities in the future



Self-analysis

Minimum description, maximum analysis and self-evaluation



Readability

To follow the Guide of content
To use clear language

TIPS TO WRITE A GOOD SAR



Read ENQA Guidelines!

They provide important elaboration on the content and purpose of the SAR



Be concise

the recommended length of the SAR is around 60/20-30 pages (excluding annexes). Try to save space where possible, e.g. there is no need to copy the text of the ESG guidelines in your SAR (the ESG standards are enough).



Annexes + hyperlinks

No maximum limit but stay mindful of not overwhelming panel with many additional documents and links

Ensure that the most relevant information is easily found

Include hyperlinks when the information is already available online.

Annexes can be reserved to other documents

TIPS TO WRITE A GOOD SAR

- Make sure the report includes sufficient **reflections, critique, and analysis!!** SWOT is linked with the analysis under the standards.
- Make sure the SAR is **self-standing and self-explanatory**. Sometimes there are links/annexes to various documents in the SAR and the text is not always self-standing without access to those links/annexes.
 - The main purpose of the annexes is to provide further background to the issues described, but they should not be necessary for the basic understanding of the evidence provided.

TIPS TO WRITE A GOOD SAR

- Address all points and EQA activities included in the **Terms of Reference**
 - Each QA activity stated in the ToR is addressed individually under the standards of the ESG Part 2. Where the procedures are the same, it should be explicitly stated as such, so that it is clear every activity has been addressed for every standard.
- In relation to **ESG 2.1**, the expectation is that the SAR will discuss how the different standards of Part I are reflected e.g. through a **mapping** in the agency's criteria (for all QA activities listed in ToR).
 - Mapping + analysis!

ESG	Evaluation of study programmes	Evaluation of doctoral schools	Evaluation of institutions	Cross-border evaluation of programmes	Cross-border evaluation of institutions
1.1 Policy for quality assurance	All standards	1-1, 1-2, 1-3	6.2.1, 1.3.1, 3.2	5.5, 5.8, 5.9, 5.10	1.1, 1.2, 5.1, 5.2
1.2 Design and approval of programmes	1-1, 3-2	1-2, 2-2	2.2.1, 2.2.2, 2.2.3	1.1, 1.2, 1.3	2.1
1.3 Student-centred learning, teaching and assessment	3-1, 4-2	1-2	2.2.2, 3.2, 3.1.1	1.11, 1.12, 3.1, 3.5, 4.2, 4.6, 4.7	2.1, 3.1, 3.3, 3.4, 5.2
1.4 Student admission, progression, recognition and certification	2-1, 2-3, 3-3, 3-4, 3-6, 3-7, 3-8	1-2, 2-1, 2-2	3.1.1	1.6, 3.2	2.2, 3.1, 3.2
1.5 Teaching staff	4-1	1-1	2.3.2, 6.1.3, 6.3.1	5.1, 5.2	4.1, 5.2
1.6 Learning resources and student support	3-6, 3-5	1-1	2.2.3, 2.2.2, 2.4	1.12, 3.4, 5.4	4.2, 4.3
1.7 Information management	4-5, 4-6, 4-7, 4-8	3-1, 3-2	6.3.3	2.1, 3.1, 4.2, 4.4, 4.5, 4.6	5.3
1.8 Public information	1-1, 1-2, 2-1, 2-3, 3-3, 3-4, 4-1, 4-3, 4-6	1-1, 1-2, 3-1, 3-2	1.4, 2.2.4, 3.1.1	1.2, 1.4, 1.12	5.3, 7.1, 7.2
1.9 On-going monitoring and periodic review of programmes	4-8, 4-2	1-1, 3-2	2.2.4	5.5, 5.8, 5.9, 5.10	5.1, 5.2

TIPS TO WRITE A GOOD SAR

- Make sure that the **terminology is clear** and that the same terms are used **consistently** throughout the report.
 - For EQA activities, use same terms as in the Terms of Reference
- Try to read the text as an external – is all information clear and understandable?
- Explain the **development of the SAR**, e.g. describe the means the agency has used to develop and produce the SAR – appointment of team, involvement of stakeholders, etc.

WHAT TO AVOID

- Providing only factual evidence and descriptive information
- Not addressing areas that need further work
 - On the contrary, agency's ability to self diagnose areas that it needs to improve should be considered as a strength and will be appreciated by the panel
- “Missing the opportunity”
 - SAR can be an important tool to self-reflect and improve regardless of the maturity of the agency
 - Providing an unclear and incomplete SAR often results to more work at later stages (panel's request for additional documentation, more clarifying questions of factual nature etc.) → risk of frustration by the panel and the agency



THANK
YOU

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