



Quality assurance agency's view on the review process: the case study of SKVC

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16 May 2023

ENQA Training of Agency Reviewers, Online

A brief introduction to SKVC

SKVC established on 24 January 1995

Member of **INQAAHE** since 1997

Designated member of **ENIC-NARIC** networks since 1999

Co-founder and member of **CEENQA** since 2000

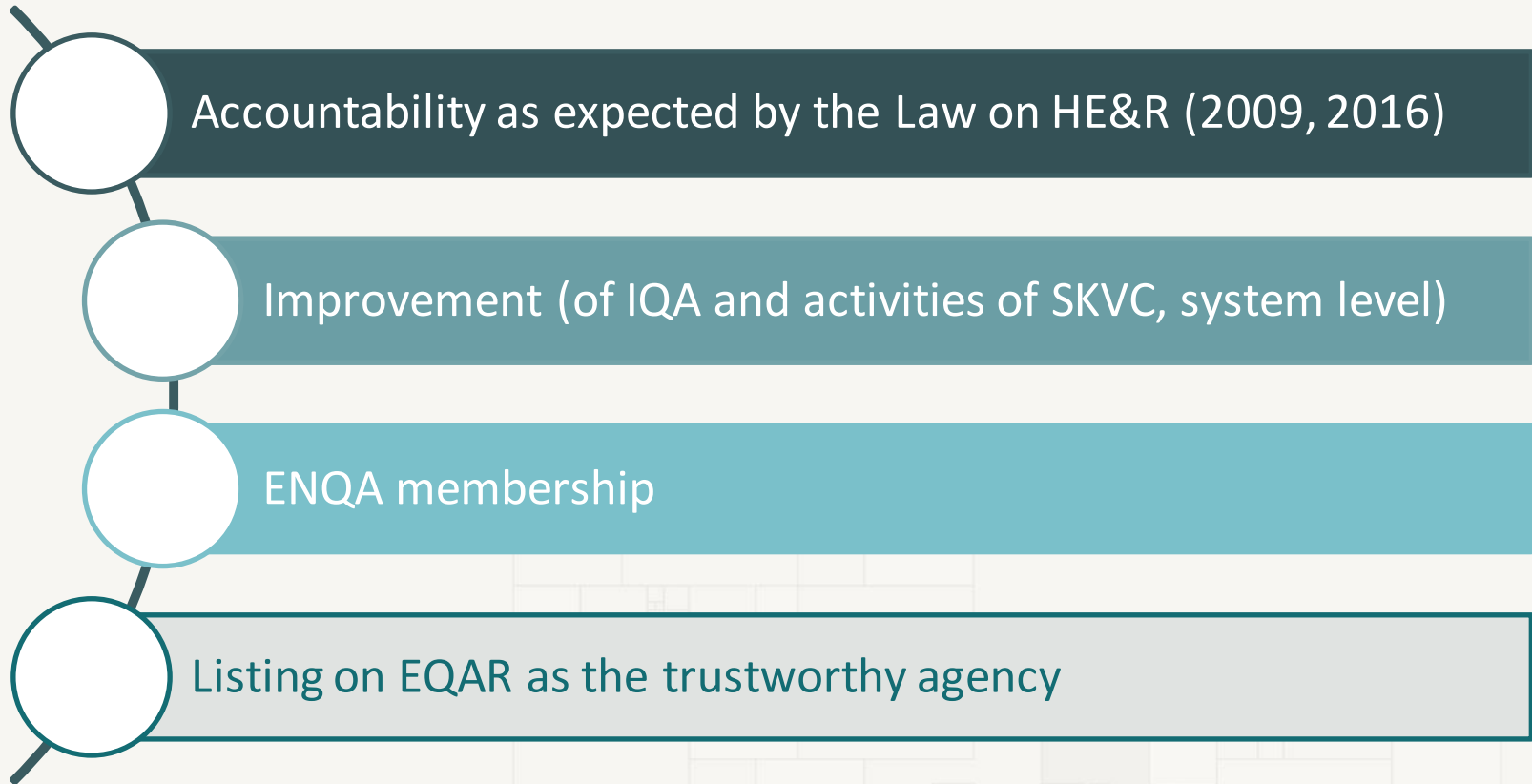
Associate of **ENQA** since 2000, [full] member – since 2012

Listed on **EQAR** since 2012

“It is in changing that we find purpose.”

Heraclitus

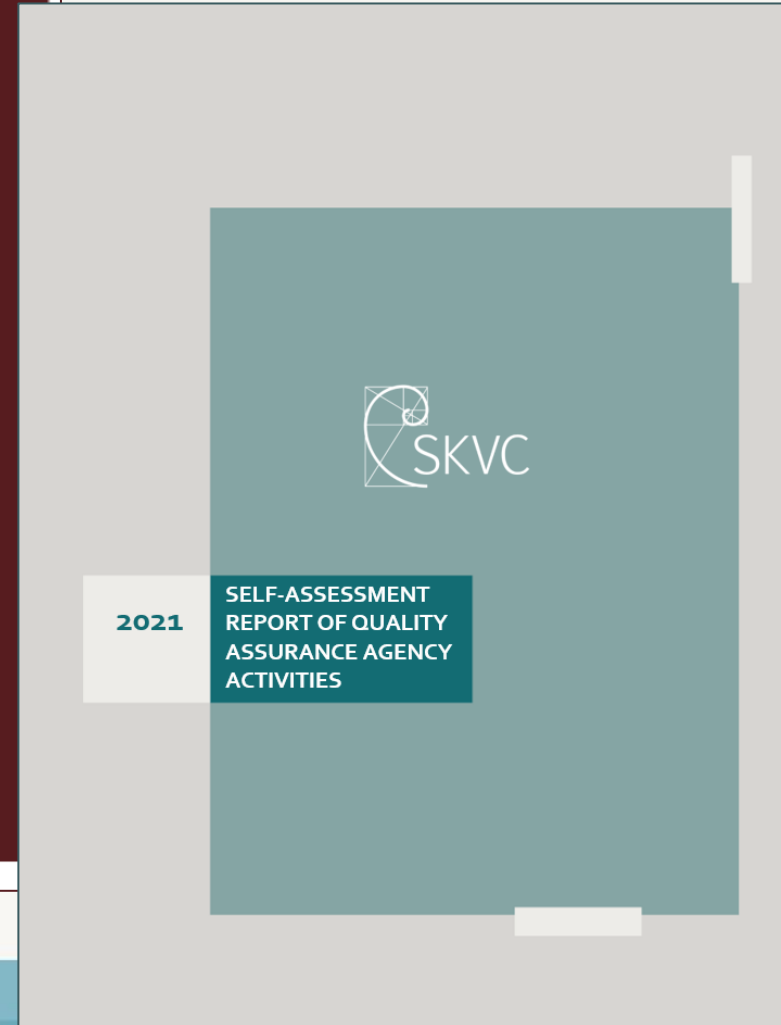
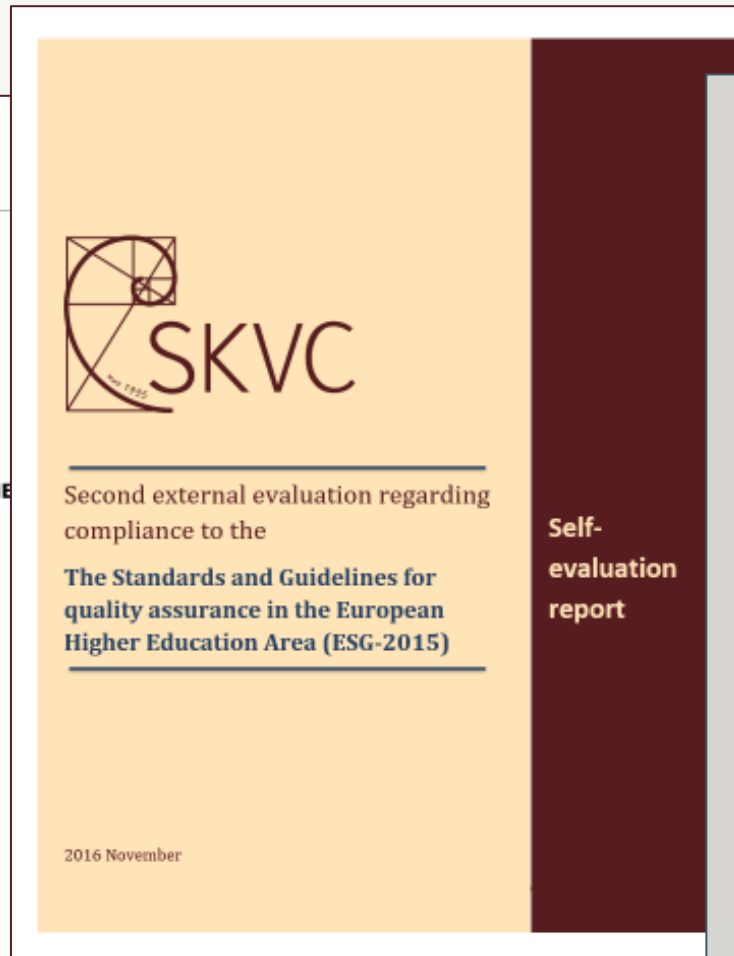
Purposes of External Reviews



**“No man ever steps in the same river twice,
for it’s not the same river
and
he’s not the same man.”**

Heraclitus

Three SARs for ENQA reviews: by ESG-2005 (2011) & ESG-2015 (2016, 2021)



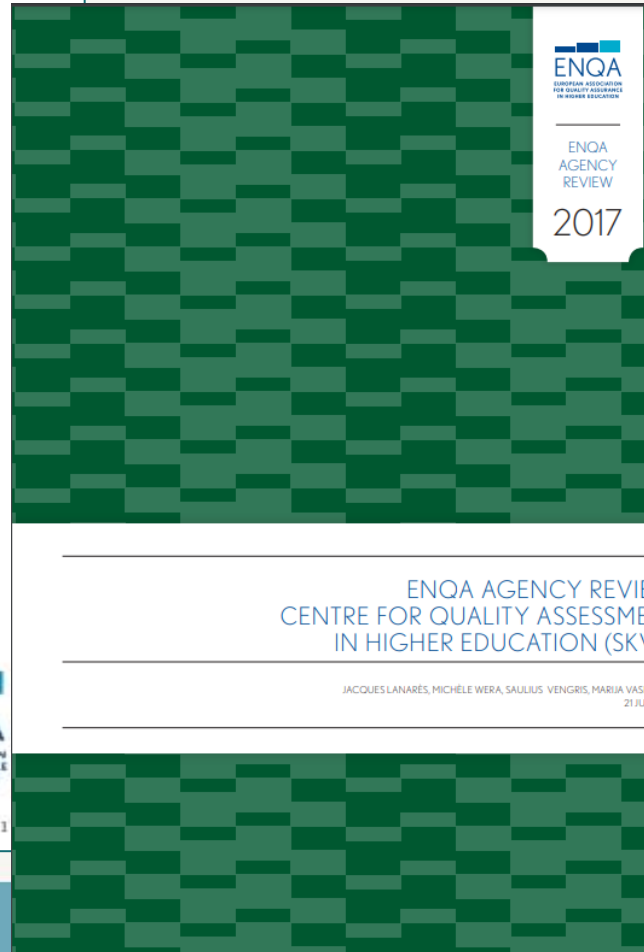
Three ENQA external review reports: by ESG-2005 (2012) & ESG-2015 (2017, 2022)

Report of the ENQA panel of the external review of The Centre for Quality Assessment in Higher Education (SKVC)

June 2012



Report of the ENQA panel of the external review of The Centre for Quality Assessment in Higher Education (SKVC), March 2012



ENQA TARGETED REVIEW

CENTRE FOR QUALITY ASSESSMENT IN HIGHER EDUCATION (SKVC)

OLIVER VETTORI, ASNATE KAŽOKA,
ALEXANDRA-SIMONA ZAMFIR
10 JUNE 2022

ENQA AGENCY REVIEW
CENTRE FOR QUALITY ASSESSMENT
IN HIGHER EDUCATION (SKVC)

JACOUES LANARÉS, MICHÈLE WERA, SAULIUS VENGRIŠ, MARIA VASILEVA
21 JUNE

ENQA TARGETED
REVIEW 2022



**“The content of your character is your choice.
Day by day, what you choose,
what you think and what you do
is who you become.”**

Heraclitus

The follow-up in 2019

- Mandatory report to ENQA Board

The Board approves the report and takes note of the progress that has been made. In particular, the Board would like to use the opportunity to applaud the agency for great efforts put so far in following the recommendations of the panel.

- A voluntary visit of the former two panel members: an extremely positive and useful experience
 - possibility to reflect from perspective
 - discussions in a more informal atmosphere
 - not quite consultancy, but a more open exchange of opinions
 - exposure to [the version of] the procedure to our new staff



“The only thing that is constant is change.”

Heraclitus

Three ENQA reviews compared (1)

2012 – full

ENQA panel:

- 5 experts (UK, LT, DE)
- 2 local nationals

2017 – full

ENQA panel:

- 4 experts (SH, NL, LT, MK)
- 1 local national

2022 – targeted

ENQA panel:

- 3 experts (AT, LV, RO)
- 0 local nationals

Three ENQA reviews compared (2)

2012 – full

SAR:

- 9 persons (1 senior mngmt + 5 managers)
- 101 pages / 174393 ch.
- 27 annexes
- 1 update

2017 – full

SAR:

- 8 persons (2 senior mngmt + 4 managers + 2 specialists)
- 92 pages / 239319 ch.
- 3 annexes

2022 – targeted

SAR:

- 11 persons (2 senior mngmt + 4 managers + 5 specialists)
- 79 pages / 237971 ch.
- 40 references (online)

3rd ENQA targeted review in 2022

The review could have encompassed:

- All the standards with a 'partial compliance' conclusion in the EQAR Register Committee's last renewal decision, and in ENQA's review report in the last full review against the ESG-2015.
- ESG 2.1
- One further enhancement area selected from among standards of Part 2 or 3 of the ESG that is not yet included in the targeted review
- Standards 2.1 to 2.7 for the external QA activities that were newly launched or changed since the agency's last full review against the ESG – applicable if the case
- Any standards affected by other substantive changes

The SKVC review encompassed:

- ESG 3.5 Resources
- ESG 3.3 Independence
- ESG 2.1-2.7, of these selected as focus areas were:
 - ESG 2.2 Designing methodologies fit for purpose
 - ESG 2.5 Criteria for outcomes

Three ENQA reviews compared (3)

2012 – full

Scope:

- 16 standards (ESG-2005)
- Effectiveness of IQA

Visit:

- On site
- 2 days

2017 – full

Scope:

- 14 standards (ESG-2015)

Visit:

- On site
- 3 days

2022 – targeted

Scope:

- 9 standards (ESG-2015)

Visit:

- On-line
- 2,5 days

Three ENQA reviews compared (4)

2012 – full

Outcome:

- 10 recommendations
- 0? Commendations
- ENQA membership
- EQAR listing

2017 – full

Outcome:

- 7 recommendations
- 7 commendations
- ENQA membership
- EQAR listing

2022 – targeted

Outcome:

- 5 recommendations
- 20 suggestions for improvement
- 7 commendations
- ENQA membership
- EQAR listing

Lessons learned from three ENQA external reviews

ENQA review is a demanding procedure

It takes hard efforts to improve

Improvement with time is not guaranteed

Although relative internal stability, changes do happen

HE system level's changes and the context bear impact over QA

**“Much learning does not
teach understanding.”**

Heraclitus