

What did we do in 2021?

14

Site visits to agencies in



11

Progress visits to agencies in



5

Agency Review Committee (ARC) meetings

9

Review reports scrutinized

79

Experts from 22 nationalities
56% women
44% men

2

Complaints received

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:



ARC principles & meetings



Guidelines and forms



Coordinators



Training



Feedback channels



Annual analysis

What do they say about ENQA Agency Reviews?



Agencies



Experts

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%**

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%**

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

"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

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:



Training on the use and interpretation of the ESGs



Thematic analysis



Collaboration with stakeholders



Improved guidelines and forms

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

