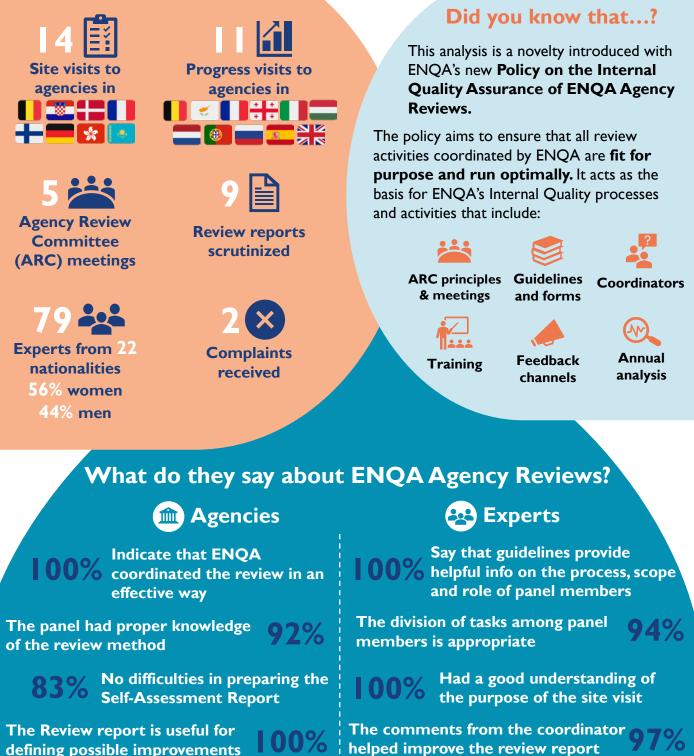
Analysis of **CNQ3**. Agency Reviews 2021

What did we do in 2021?



"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

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

What do they say about **ENQA Progress Visits?**



Agencies

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"



Experts

NVAO representative

Had a good understanding of what was **00%** 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

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

Our way forward

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

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

Clarify when the panel needs to provide the first draft programme for the site visit

Ensure that ENQA review panels' composition covers 2. the language of the agency and the national HE context

Further define the purpose of the mandatory meeting between the panel and the agency resource person in the guidelines

Clarify how the panel should deal with additional documentation during site visits to ensure an efficient use of resources

Address the need for supporting report writing skills

5. of panel secretaries and amend the report template to include more graphics

Remind that agencies' comments on 6. their external review report should only refer to factual matters

Further strengthen the methodology and organisation of progress visits, especially for more mature QA agencies

Highlight the importance of teamwork and organisational skills and further

8. clarify the responsibilities of each panel member

Stress the need to carefully follow the guidelines With the support of the Erasmus+ programme of



the European Union