

What did we do in 2022?

17

Site visits to agencies in



4

Progress visits to agencies in



6

Agency Review Committee (ARC) meetings

16

Review reports scrutinized

48

Experts from 23 nationalities
52% women
48% men

1

Complaint received

Did you know?

In 2022, ENQA introduced the so-called **targeted reviews** for agencies that have been through at **least two full reviews**

This type of review focuses on the **remaining challenges in reaching ESG compliance**, while at the same time further **strengthening the enhancement part** of the review

The targeted reviews are designed to **result in the same type of decision** on renewal of membership in ENQA or registration in EQAR as a **full review**

Goals of targeted reviews



Provide a shorter review



Evaluate remaining challenges



Be more resource mindful



Assess new or changed activities



Ensure a stronger enhancement aspect



Evaluate any substantial changes

What do they say about ENQA Agency Reviews?



Agencies



Experts

100% Say that communication with ENQA coordinator was useful in preparing for the review

92% Say that ENQA coordinated the review in an effective way

The panel had good knowledge of the ESG and international QA **100%**

Consider that the online briefing provided by ENQA was useful **96%**

91% Say the review timeline was appropriate for the process

100% The structure and duration of the review was convenient

The review report is very useful for the agency and its stakeholders **73%**

The review report template was clear and helpful in writing the ERR **100%**

“The process was very well organised, and the report provided important recommendations for the development and further improvement of the agency's activities.” -- IQAA

“ENQA is doing a great job in making the reviews meaningful and the consistency of reviews has improved significantly over the last years.” -- Expert

What do they say about ENQA Progress Visits?



Agencies

100%

Were satisfied with the experts' level of contribution to the discussion on the selected topics

"It was very helpful to have some open discussions with colleagues coming from outside the agency and country, in a "safe space" without any evaluation or judgement."

QOI representative



Experts

100%

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

"It was a truly good experience. I felt there was open discussion on plans, potentials, risks. That was a critical friend visit with the intention to support and not to assess. I really liked it."

Expert

Did you know?

ENQA yearly organises **training for new agency reviewers**

This training provides future reviewers with the necessary **knowledge and guidance on the ESG**, the ENQA Agency review process, **compliance assessment** and expectations of the ENQA **Agency Review Committee (ARC)**

Training is **mandatory for all potential reviewers** regardless of the nominating organisation



What do they say about our training?

95% Satisfied with the organisation and quality of the training

100% Considered that had achieved sufficient knowledge of the ESG

Source: 4 agencies that have received a progress visit in 2022 and 6 experts that have participated in it

Source: 20 participants who took part in the training in 2022

Our way forward

The 2022 ENQA analysis of Agency Reviews has revealed seven key areas of action for the following year:

1. **Monitoring of the possibility to implement hybrid site visits to avoid any negative impacts on the review process**
2. **Continuation of the rigorous, systematic, and transparent work of the ENQA Agency Review Committee (ARC)**
3. **Further thematic analyses to support the ARC in their work, particularly in relation to ESG 2.3 and ESG 2.6**
4. **Evaluation of the methodology of the targeted reviews focusing on the goals, methods, resources and value for agencies under review**
5. **Review of the ENQA template for the external review to ensure it includes all the necessary evidence for evaluation of the agency's compliance against the ESG**
6. **Revision of ENQA's Book of Precedents to strengthen the consistency of ENQA Agency Reviews**
7. **Further reflection on the purpose of agency reviews in the EHEA and the use of the ESG for this**

