

What did we do in 2023?

19

Site visits to agencies in



4

Progress visits to agencies in



6

Agency Review Committee (ARC) meetings

18

Review reports scrutinized

65

Experts from 24 nationalities
54% women
46% men

1

Complaint received

Did you know?

In 2023, ENQA conducted **7 targeted reviews**. In line with the results of the previous analysis, ENQA increased the **size of the panel** (from 3 to 4 experts)

An **in-depth evaluation of targeted reviews** is currently ongoing with the aim to **fine-tune** the applicable **methodology and procedures**.

What do they say about targeted reviews?

95% of agencies said that brings value to its organisation

100% of agencies consider it managed to evaluate remaining challenges in **ESG compliance**

85% of experts found the dialogue with the coordinator on the scope effective

95% of experts flagged difficulties in engaging in discussions about the enhancement aspect

Source: 3 agencies and 10 experts participating in a targeted review in 2023

What do they say about ENQA Agency Reviews?



Agencies



Experts

100% ENQA coordinated the review in an effective way

The panel had a good understanding of the HE and QA system of the agency **80%**

90% The structure and duration of the site visit was convenient

The review report reflected the exchanges between agency and panel **88%**

“We learned from the ENQA review process how an ESG-compliant review should be conducted, more than just reading the standards. It is an example for us in several aspects.” -- ARACIS

100% The ENQA coordinator helped understand the scope of the review

Consider that the division of tasks inside the panel was suitable **94%**

100% The site visit programme and invitees were relevant to inform the review

The panel did not face any difficulties in writing the review report **68%**

“Although challenges occurred during the process, everything was managed in a very professional way. It has been a real pleasure and a learning opportunity for myself.” -- Expert

What do they say about ENQA Progress Visits?



Agencies

67% Considered that these visits were useful and up to their expectations

“The visiting experts were very involved, well-prepared and constructive. They gave us very fit-for-purpose advice and were very supportive in their comments.

UKÄ 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 smooth and open visit. The objectives were completely clear for the experts and the agency. The timing was also ideal for the agency: enough reflection time and time to act after the initial visit”

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 materials and structure of the training

92% Felt prepared to deal with complex issues during the review process

Source: 12 participants who took part in the training in 2023

Source: 3 agencies that have received a progress visit in 2022 and 6 experts that have participated in it

Our way forward

The 2023 ENQA analysis of Agency Reviews has revealed **five key areas of action for the following year:**

- 1. 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**
- 2. Organisation of a specific training for secretaries to help establish a pool of panel secretaries with similar skills and competences to further improve the quality of reports**
- 3. Analysis of the decisions taken by the Agency Review Committee (ARC) since its establishment in 2021**
- 4. Improve the availability for panels of evidence from previous reviews (excerpts from the book of precedents) to support the consistency of reviews**
- 5. Continue the collaboration between ENQA's Agency Review Committee (ARC) and EQAR's Register Committee (RC) regarding the use of the ESG and the review process**



Co-funded by the European Union