

ENQA GA 2023

TARGETED REVIEWS – THE WAY FORWARD

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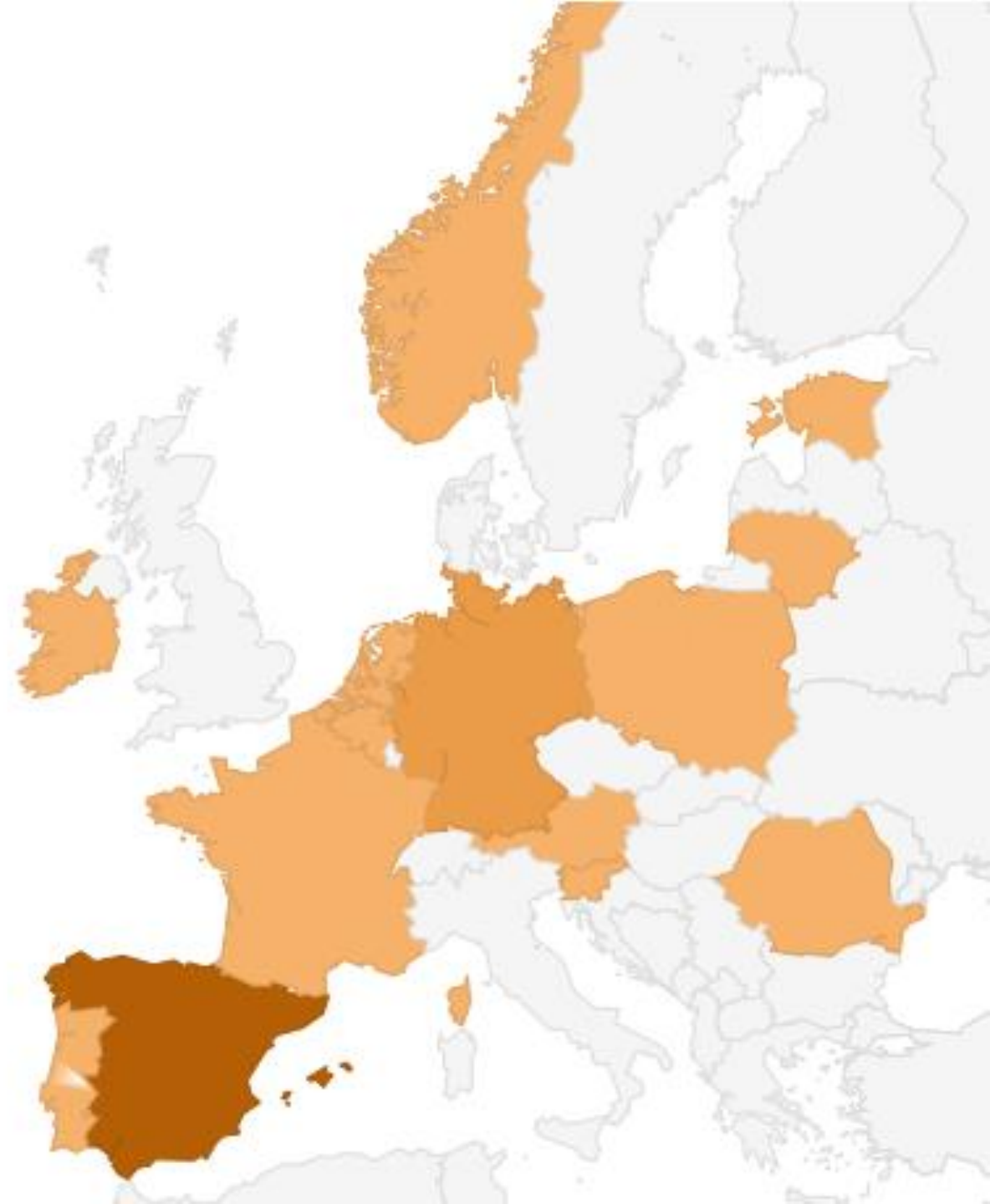
enqa.

BACKGROUND

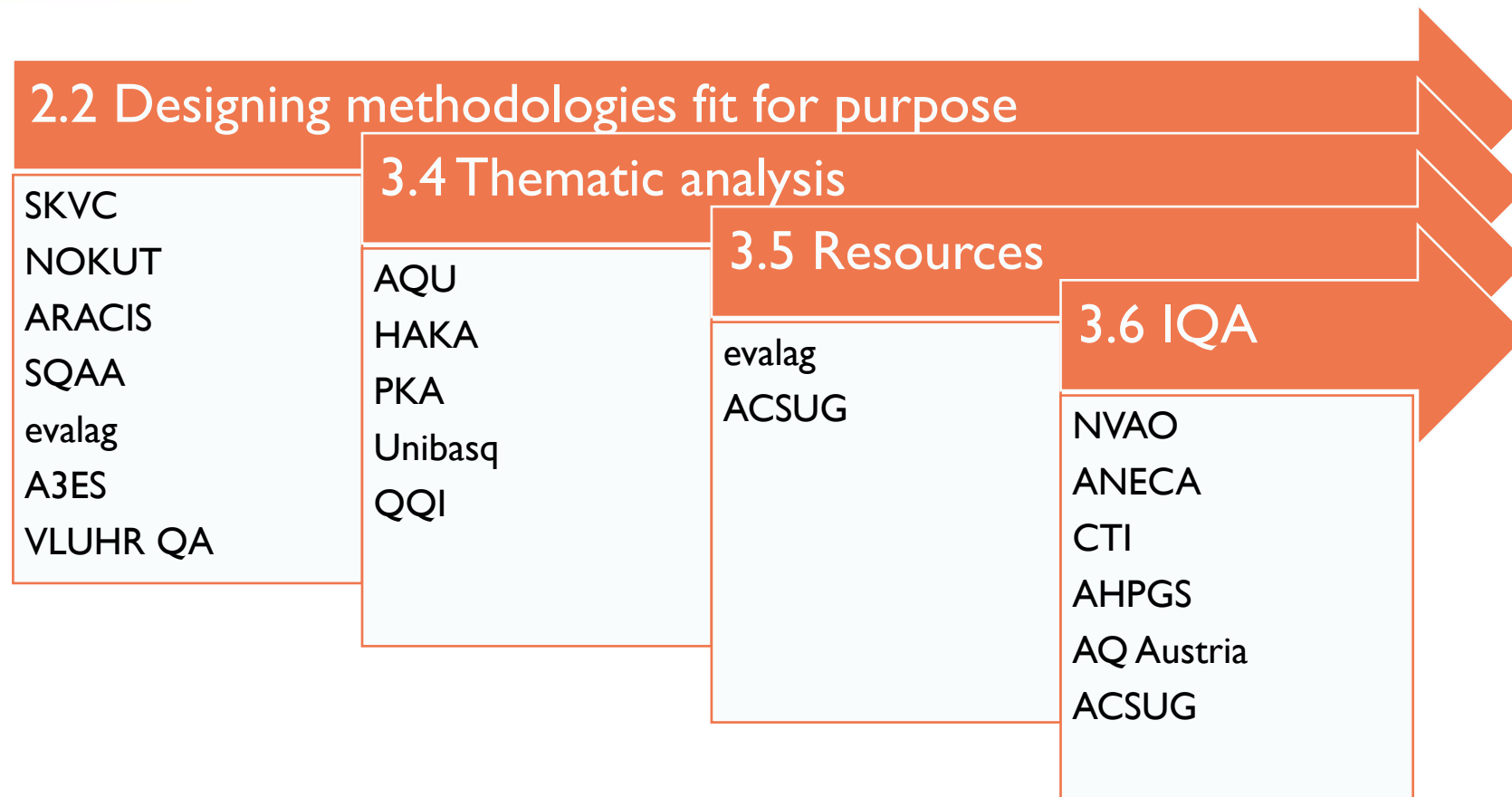
- A need to continue providing something meaningful as part of a review process while avoiding a possible evaluation fatigue
- A need to provide for the accountability of quality assurance agencies
 - = Accountability and enhancement hand in hand, **tailored to the context of mature agencies**
- Applicability: agencies that have successfully undergone at least two full ESG reviews and have regularly reported on substantive changes
- To be used as an alternative every ten years (with a full review in between)
- Effective as of 1 July 2021, valid for EQAR registration and ENQA membership renewal

IMPLEMENTATION SO FAR

- 19 agencies, 14 countries (until early 2024)



MOST SELECTED STANDARDS



INITIAL EXPERIENCE

- Not an easier review, just a different one!
- Importance of preparatory activities
- Challenges related to addressing the self-selected enhancement area
- Self-standing nature of ERR
- Overall communication about the process and methodology
- An ongoing internal evaluation in 2023

FEEDBACK FROM AGENCIES (3/4)

- **Targeted reviews** – Different picture depending on the objective
 - All respondents (3) agreed that TR **strengthened the enhancement** aspect and provided a more resource-mindful review (**lower fee**).
 - However, agencies did not use any specific methods for engaging in developmental conversations during the site visit.
 - Majority considered that TR were able to evaluate remaining challenges, substantial changes within the agency and new or changed QA activities.
 - Issues with **duration** (the review was not as short as expected) and **staff workload** (due to new QA activities).
 - All agencies considered that TR **brought value** to their organisations.

FEEDBACK FROM EXPERTS (3/4)

- **Targeted reviews** – Some difficulties in addressing certain goals:
 - 67% found it **difficult** to provide a **shorter review** – Impact of changes / new EQA activities / reduced panel size.
 - 50% considered that it was somewhat difficult to **engage in discussions about the self-selected enhancement area** of the agency or identify and discuss any **potential unexpected issues**.
 - No issues related to evaluating the **remaining challenges** in reaching ESG compliance, **substantial changes** as well as **new** or **changed external QA activities**.
- 100% (6 exp) described the **dialogue with the review coordinator** about the scope of the review as effective or very effective.
- **No specific methods** or approaches to engage in **developmental conversations**.

HOW?

- The ESG continue to form the basic framework for quality assurance in the EHEA
- An alternative way of assessing the agency's compliance with the ESG
- How?



FOCUS AREAS

- Standards what were only partially compliant with the ESG during the last full review
- New external quality assurance activities of the agency, and
- Substantial changes that could impact the ESG compliance of the agency

Focus areas	Applicability
All the standards with a 'partial compliance' conclusion in the EQAR Register Committee's last renewal decision, and in ENQA's review report ⁷	Applicable to all
ESG 2.1	Applicable to all
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	Applicable to all
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	If the case
Any standards affected by other substantive changes (organisational identity or structure, other fields of activity and separation of activities among themselves)	If the case
Any other matters regarding ESG compliance that come up during the targeted review ⁸	If the case

KEY ASPECTS

- Need to reflect on **the progress from the last full review**
- Importance of **meeting all stakeholders**: the panel should namely verify that there are no changes within the agency in relation of the ESG compliance (i.e., that there is no evidence pointing to the contrary)
- Enhancement aspects: the review should be put into the **context of the agency's ongoing major developments** (e.g., in accordance with the agency's strategic plan and the submitted SWOT analysis)
- Relevance of the last full review (including the agency's SAR)

DIFFERENCES TO FULL REVIEWS

- Eligibility check with a careful examination of the agency's developments since the last full review (to be reflected in the ToR)
- Agency-ENQA dialogue on the choice of ESG standards for enhancement
- Analytical nature of the SAR (SWOT analysis, but not only)!
- Additional purposes of the site visit: to allow for identification and discussion on any potential unexpected issue as raised by internal or external stakeholders; to engage in developmental conversations
- Three-scale grading on compliance only for standards of focus areas (without the enhancement areas); acknowledgement that no other changes were observed by the panel
- Obligatory attendance to an online follow-up seminar once every two years
- The Guidelines for ENQA Targeted Reviews apply!

RESULT(S)

- The same type of overall evaluation of the agency's compliance with the ESG as a full review
 - Analysis of the agency's remaining challenges in reaching ESG compliance
 - Enhancement on selected area
- The same type of decision on agencies' renewal of membership in ENQA or registration in EQAR as a full review
- A shorter and more resource-mindful review process (9-11 months, lower fee)

FURTHER REMARKS

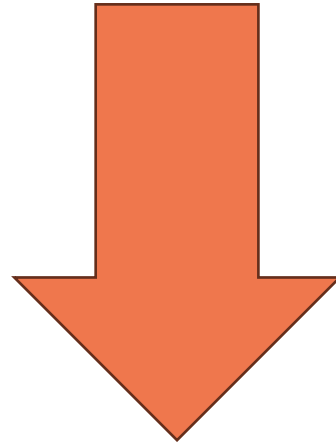
- Targeted review is **NOT** a **MUST**!
- More information: ENQA Secretariat, Guidelines for ENQA Targeted Reviews



GUIDELINES FOR
ENQA TARGETED
REVIEWS

FOCUS GROUP

- Does it work, especially the multitude of aims covered?
- How to further develop it?



- Two parts, covering two key questions for this session

THREE SCENARIOS

Scenario 1

- ENQA continues **with the existing approach**, with adjustments to the review methodology

Scenario 2

- The self-selected enhancement area is separated from the targeted review and **placed as part of the progress visit**

Scenario 3

- ENQA develops a **new activity** to further support its members and affiliates in their work on EQA, in particular on the selected enhancement area(s). **The option of a targeted review is removed**, and agencies need to undergo a full review every time

Thank you!