

ENQA report to the BFUG, 11-12 May, Sweden **Highlights of ENQA's activities since November 2022**

ENQA (the European Association of Quality Assurance in Higher Education) is the designated stakeholder organisation of quality assurance agencies in the EHEA. ENQA represents their interests internationally, supports them nationally and provides them with comprehensive services and networking opportunities. Under ENQA's umbrella, the community of agencies drives innovation in quality assurance and refines quality assurance processes.

I. ENQA STRUCTURE AND MEMBERSHIP

The ENQA 2023 Members' Forum and General Assembly meeting took place on 20-21 April in Tbilisi, Georgia. At this meeting, Péter Levente Lakatos (MAB, Hungary) was elected as an ENQA Board member and Doris Herrmann (AQAS, Germany) was appointed as Treasurer.

ENQA currently has 56 members in 31 countries of the EHEA, as well as 50 affiliates in 30 countries worldwide. There are ENQA members and/or affiliates in 45 out of the 47 EHEA countries (excluding Russian and Belarus). The external review reports of all member agencies are available in the [Review Database](#) on the ENQA website.

2. LATEST ENQA ACTIVITIES

Quality Assurance Fit for the Future (QA-FIT)

The [QA-FIT project](#) is coordinated by ENQA and was launched in June 2022. Through the project, ENQA conducted a large-scale mapping of the activities of quality assurance agencies and their perspectives on the future of the EHEA quality assurance framework. Preliminary results from ENQA and other European stakeholder organisations have been presented at various events and meetings, and will be further disseminated through a paper and webinar in early summer. The mapping and stakeholder consultation conducted through the project will feed into a recommendation to the 2024 Bologna Ministerial Conference regarding the revision of the ESG.

Supporting European QA Agencies in meeting the ESG (SEQA-ESG 2)

Following the success of the first round of the project, a second round of [SEQA-ESG](#) will support quality assurance agencies and ministries in Azerbaijan, Bosnia and Herzegovina, Serbia and Ukraine in ensuring their external quality assurance frameworks are in line with the ESG. Project activities will include peer counselling, peer support workshops, staff exchanges and development of action plans, and the first meetings already took place in Baku, Azerbaijan in April 2023.

Event on external quality assurance in the Western Balkans

ENQA, in collaboration with EQAR, hosted an [event](#) for quality assurance agencies and ministries from the Western Balkans. The event provided a dedicated forum to discuss common challenges relevant to the regional context, share practice, and to explore opportunities for collaboration. Special attention was given to the role of legislative frameworks in supporting agencies to be compliant with the ESG.



European Association for
Quality Assurance in Higher Education

3. ENQA AGENCY REVIEWS

ENQA continues to be the primary provider of external reviews of quality assurance agencies to assess their compliance with the ESG and provide support for continued development. In the past year, ENQA has conducted site visits to 17 agencies, as well as progress visits to four agencies. The peer review methodology has involved almost 50 experts from 23 countries, representing quality assurance professionals, academics and students. An at-a-glance analysis of the activities can be found in the annexed fact sheet.

4. UPCOMING EVENTS

ENQA 2023 General Assembly will take place on 26-27 October in Dublin, Ireland.

2023 European Quality Assurance Forum (EQAF), co-organised by ENQA, EUA, EURASHE and ESU, will take place on 23-25 November in Aveiro, Portugal.

ENQA 2024 Members' Forum will take place on 18-19 April in Hanover, Germany.

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**

