Experience of reviews, an agency view

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Overview

- Self-evaluation phase
- The on-site visit of the Review Panel
- The Review Report
- Conclusions
- Q&A
Selfevaluation phase 1

- Consciousness of engagement into an important formal process

- Project management:
  - Internal time-line
  - Deadlines
  - Internal briefing
  - Appointment of responsibilities
  - Monthly follow-up meetings
Selfevaluation phase 2

- According to ENQA indications the SER is “the basic source of information for the panel and has to provide clear information, full, frank and analytical”.

- OAQ approach: participative, highly democratic
Selfevaluation phase 3

- Edition of SER:
  - PM drafts template / structure of report
  - All involved in edition of different chapters and collection of data and annexes
  - Draft SER circulated internally and commented
  - PM adapts draft SER and works on homogeneity
  - Draft SER circulated to steering bodies for comments
  - PM makes final draft
  - Final language check
  - SER is sent to Panel / ENQA, printed, published

- Effectiveness?
SER - Strengths

- Occasion on self-reflection on strengths and weaknesses
- Overall awareness
- Learning process
- Engenders improvement mechanisms
- „team building“
- Transparency in processes, participation
- Consultative processes → overall acceptance
SER - Weaknesses

- Heterogeneous style, repetitions
- Different level of interpretation of standards
- Continuous fine-tuning → distance from initial focus
- ’politically correct‘ in detriment of self-criticism
- Weak analytical approach
  → Critical reading of SER is essential
  → Crucial collection of complementary data during on-site visit
Image of agency once SER is handled
The on-site visit of the Review Panel

- Internal perceptions just before the visit:
  - Administrative staff: stress
  - Scientific staff: curiosity
  - Management: adrenaline
  - Steering bodies: opportunity
Image of agency once Panel visit begins
The on-site visit of the Review Panel

- First interactions with Review Panel
- Demands of complementary documentation
- Comments / questions of the reviewers
- Feeling of being “x-rayed”
Image of agency from Panel view (agency perception)
The on-site visit of the Review Panel

- All groups of interest have been interviewed
  - whilst Panel acquires global image..
  - agency ignores Panel conclusions

- Perception that the Panel has slightly got the complete, clear image of the agency
Image of agency at the end of the Panel visit
The on-site visit of the Review Panel

- Debriefing:
  - high expectations from the agency
  - Agency ready for critics

BUT...

- Panel made only compliments
- Mixed feelings
The Review report

- Agency welcomes positively the critics, as a result of a highly professional analysis.
- Review report adds the analytical dimension and complements the SER.

→ Agency can now draft an action plan for improvement: exploit the immediate effects of the formal process for a higher impact on stakeholders and enhancement speed.
Conclusions

- Capability of critical reading of the SER
- Crucial importance of information gathered during the visit
- Make efficient use of the time during the visit
  - Professionalism assures the chances to succeed
  - Awareness of fair of failure among some interviewees
- Importance of debriefing: besides acknowledgements for its work and people, the agency expects a profile of strengths and weaknesses
- Importance of a highly professional and impartial analysis put forward in the review report
Experience of reviews, an agency view

- Questions?