

o a q

organ für akkreditierung und qualitätssicherung  
der schweizerischen hochschulen

## **Experience of reviews, an agency view**

By Mrs. Laura Beccari

Scientific Collaborator, OAQ

6<sup>th</sup> ENQA Training of agency reviewers

Cordoba, 10 May 2012

---

## 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

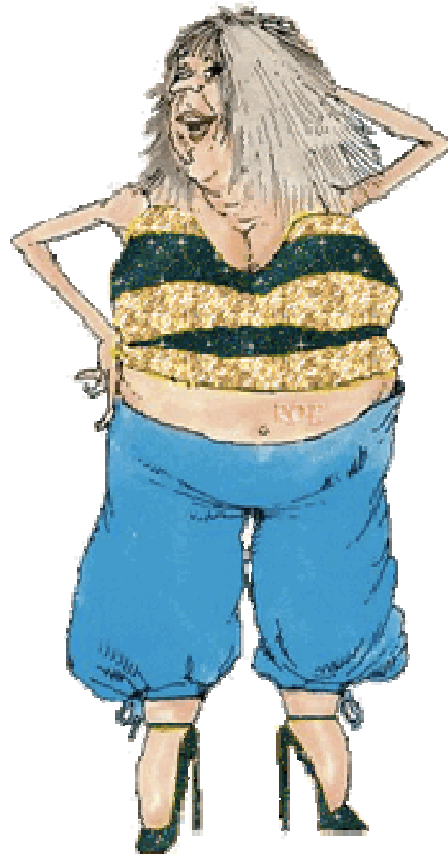
---

- 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?