Agency reviews – the agency perspective

Expert training seminar, Oslo  6 Nov. 2014

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Practical:

- Prior to the site visit:
  - Instructions for self-evaluation and documentation
  - Communication with ENQA and the panel

- Set-up and conduct of the site visit:
  - Busy schedule, many voices, short sessions
    (May account for challenges mentioned below:)

10.11.2014
Communication:

• Understanding each other:
  o Terms, systems and system changes, national regulations, implicit/explicit information

• Random, single utterances:
  o (and single, non-documented utterances in general, like “We heard in our interviews that…..”):
    What epistemological value?

• Honest and open:
  o Constructive and understanding in return? A ‘tactical’ game?
Discussion

• ‘ESG fundamentalism’?
  o Implicit/rounded or point-by-point explicit documentation of compliance? How much detail?? (see ESG 1.3 and 1.4, as consequence of ESG 2.3. See also 2.4; guidelines)
  o The ‘problem’ of national regulations

• Scope and focus:
  o Trust - and - risk- based light touch after first cycle for established agencies with transparent documentation?
  o Focus on selected problem areas?
  o (More space for development-related discussion)