

Ms Aletta Hinsken and Ms Sibylle Jakubowicz
CEOs
Evaluation Agency Baden-Württemberg (evalag)
c/o WorkRepublic, Am Kaiserring 10-16
68161 Mannheim
Germany

Brussels, 7 June 2024

Subject: Statement on validation of the external review report of evalag

Dear Ms Aletta Hinsken and Ms Sibylle Jakubowicz,

I am pleased to inform you that, at its meeting on 31 May 2024, the ENQA Agency Review Committee validated the external review report of evalag. The committee concluded that the report has been produced in accordance with the Guidelines for ENQA Targeted Reviews and can thus be used to apply for ENQA membership and EQAR registration, as well as for any other purposes. This is in line with article 26, paragraph 2 of ENQA's Rules of Procedure, which states that the review report can be further used only once this statement of validation has been issued. The purpose of the statement is to set out the committee's views on the quality of the final report and consistency of the panel's evaluation on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

The committee hereby notes that the methodology for ENQA Targeted Reviews has been followed and has no further remarks on the final report.

This statement will be published on ENQA's website as an annex to the review report.

Thank you for your trust placed in ENQA to conduct this targeted review. If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Yours sincerely,



Mr. Alastair Delaney
Chair of ENQA Agency Review Committee

Annex: Areas for development

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As outlined by the review panel and further discussed by the committee (where relevant), evalag is recommended to take appropriate action, in so far as it is empowered to do so, on the following issues:

ESG 3.1 Activities, policy and processes for quality assurance

The panel recommends mapping evalag's relevant stakeholders more strategically and finding ways of involving them effectively and innovatively rather than ritually. This specifically includes students, whose involvement in governance even after the recent amendment is formal rather than actual.

The panel recommends searching ways to communicate evalag's entire quality processes, including its mission statement and quality policy and/or objectives, to the wider public more effectively and more clearly.

ESG 3.4 Thematic analysis

The panel recommends resuming the work on thematic analysis, which was abandoned after 2018, particularly in light of the severe changes in the "German system".

ESG 2.2 Designing methodologies fit for purpose

The agency is recommended to broaden the active involvement of stakeholders (including the representatives of higher education institutions, employers, and students) in the design of the review methodologies including active and regular discussions on procedures and methodology in the agency's bodies.

ESG 2.3 Implementing processes

The agency is recommended to consider the idea of a more structured follow-up, e.g. three years after completing a procedure, for all evaluations which they own.

ESG 2.7 Complaints and appeals

The agency is recommended to clarify what is meant by the terms "complaints" and "appeals" in all its documents, including the name of the "Complaints Commission".