

Annex XII: Feedback on EQAR Guide for Applicants

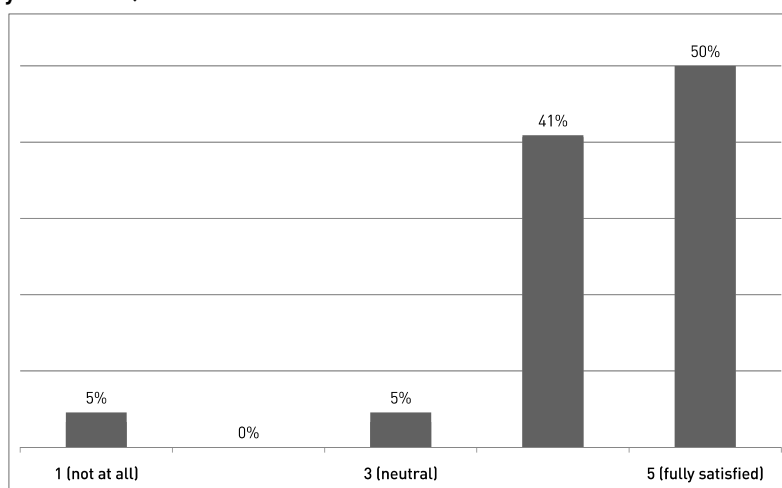
Total responses: 22 (surveys in 05/2009, 11/2009 and 12/2010-01/2011)

- email: 6

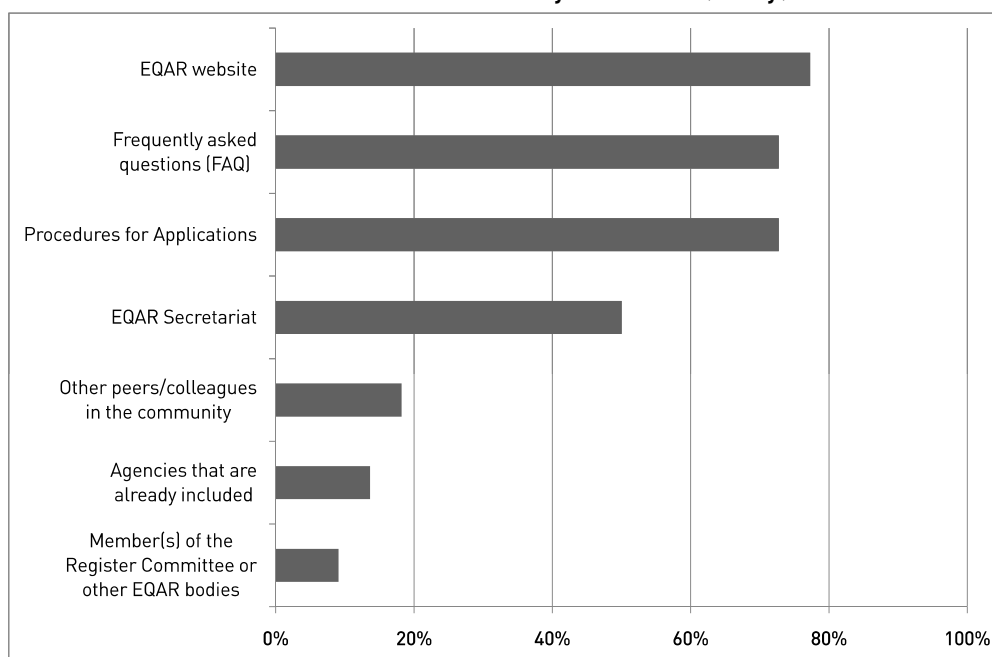
- website form: 10

- SurveyMonkey: 6

Q 1: Did the Guide for Applicants provided you with all necessary information to enable you to make your application? Please rate on a scale from 1 (not at all) to 5 (fully satisfied).



Q 2: Which other sources of information did you consult (if any)?



(The choice "Agencies that are already included" was not available in the first survey.)

Q 3: Which issues did you find clear and well explained?

Respondents described the Guide as providing sufficient information, which is generally presented clearly and unambiguously. Some respondents also made reference to information available on the website and the application forms.

“We have had nearly no questions!”

“The process itself and the pro formas were clear and easy to use”

“The Guide was fully satisfactory to us in explaining the background, criteria and formal procedures for EQAR application.”

“The guide for applicants is in general clear and contains the necessary information.”

“All details concerning the procedure (how to prepare de application, dossier composition, delays, decision making process, etc.) were adequately explained.”

Q 4: Which issues were unclear, ambiguous or difficult to understand, and would benefit from more information, explanation or clarification?

“The payment instruction were not clear at all. After contact, the problem was solved.”

- F’up: provide more detailed and clear information on when the different fees have to be paid (5.8, p. 14, as of v2.0/June 2009)

“I was confused by the fact that the application could only be transferred by mail but that the signed documents (or all documents?) needed to be posted or faxed (as well). I contacted the secretariat for further information.”

- F’up: explain this better, including reasons (5.3, p. 13, as of v2.0/June 2009)

“The reference to the ESG and the design of the report in this context respectively.”

- F’up: try to explain better that we expect each ESG to be addressed in the external review report (4.6, p. 11, as of v2.0/June 2009)
- F’up: Recommendations for External Reviews (Register Committee Summary Report, October 2010 & Guide for Applications as of 2011)

“The main source of uncertainties and doubts were related to the extra information that the Register could request to the applicant when we began the procedure. Nevertheless, when we received the request for extra information was completely clear.”

- F’up: new section (after 5.4, p. 13, as of v2.0/June 2009) to explain that additional information might be requested before the RC meeting

“We sought and received clarification on the amount of evidence required to support the application.”

“The amount of supporting information needed for the application could have been further specified.”

- F'up: Appreciating that it would be difficult to give detailed instructions, a short section "5.2 Additional documentation" (as of v2.1/January 2010) is added to the Guide for Applicants, explaining that additional supporting information is welcome where it adds information (e.g. due to changes after the external review) and that it should be as extensive as needed, but as concise as possible.

"We sought and received clarification on the timing of the payment of the fee (I recall that there were some inconsistencies in the documentation)."

- F'up: Clarify the Guide (section 5.9, as of v2.1/January 2010), which indeed is ambiguous. The FAQ are already more precise than the Guide in that respect.

"The only missing information was the requirement to submit all documents of the application in an English version."

- F'up: Both the Guide (section 5.3) and the Procedures (Art. 3) specify this clearly.

"In fact, the most obscure issue for us was the relationship between ENQA membership and the EQAR admission process. In general, we don't fully understand in which way these two status are not equivalent."

- F'up: Include further information in the Guide on how ENQA membership is taken into account when considering applications, and why there cannot be an automatic equivalency.

Q 5: Which issues, in your judgement, were missing and should be added to the Guide for Applicants?

"Clear deadlines for each level of procedure, not only for submitting the application" [seems to refer to the same as last comment under Q4 – CT]

- F'up: see above.

"Guidelines on the maximum size of submission (including annexes) would have been helpful. As you remember, we threw everything at our application as the ENQA membership application document was very large with numerous annexes thus we feared not giving enough information to EQAR. We wanted to give as much as possible to strengthen the case from the outset rather than have you ask for additional documentation at a later date. I am not sure if that was the right or the wrong thing to do!"

- F'up: See above, new section 5.2.

"Explicit explanation on the criteria used in evaluating the application and on what kind of organisations are eligible."

- F'up: Include an explanation of the Register Committee's judgement as to what type of organisations and activities are considered external quality assurance (agencies) in the sense of the ESG, and that other types of organisations or activities are not considered eligible for inclusion.

Q 6: Which issues, in your judgement, were repetitive or redundant and could easily be removed from the Guide?

“Everything seemed appropriate”

Q 7: Was the application process described clearly and understandably?

All answers were affirmative.

Q 8: Any further comments on the Guide and/or the application process?

“Not on the guide as such but there could be more information and communication concerning the traject once the application is accepted. The applicant does not know when the decision will be taken. It seems that there is too many time between the application moment and the final decision.”

➤ F’up: explain how long it will normally take, see also Q4 (4th)

“The different steps of the procedure after sending the application and once you received the formal letter with the result are not enough clear concerning the schedule. For instance, regarding the payment of the second invoice [= *annual listing fee – CT*] (we didn’t exactly how much time we should receive the request). Nevertheless, it didn’t deal with the core part of the review procedure.”

➤ F’up: see Q4 (1st and 4th), Q5 and preceding comment.

Other comments:

“The application form itself was well structured, so that we didn’t have to use the application guide intensively. All additional information, that can be standardised, is presented in the guide. For specific questions the members of the EQAR secretariat can be contacted quite freely and without any problems.”

“In order to fill in the documents I found it useful to look at the information of the listed members, available on the EQAR website.”

“I am really not able to raise issues for improvement. The information in the website was clear and helped to get easily through the application process.”

“While we were happy to give 17 copies of the application to EQAR we didn’t really think about the additional postage costs for you sending them to members of the committee. Rightly so I might add. But perhaps you could add that to the guidance notes so people are aware.”

➤ F’up: Do not mention the possibility of paper submission any longer at all. It has not proven to be crucial in the first 3 rounds of applications, as all applications have anyway been available electronically, and has caused unnecessary, additional logistic effort. (as of v2.1/January 2010)