FINNISH EDUCATION
EVALUATION CENTRE

FINEEC’s experiences from the ENQA review 2020-2021 (+ follow-up in 2024)

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NOQA meeting
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External review of FINEEC (2021-2022) and follow-up (2024) – the milestones

1. FINEEC self-assessment report for the ENQA agency review 2021
2. ENQA External team online site visit to FINEEC in September 2021
3. FINEEC External review report 2022
4. ENQA Decision 10 March 2022: Reconfirmation of FINEEC membership in ENQA
5. FINEEC's Follow-up report to ENQA 2024
6. The ENQA Board's letter regarding FINEEC's 2024 follow-up report
7. ENQA's progress visit to FINEEC to be conducted in September 2024

ENQA review panel commendations for FINEEC

Engagement with a wide range of stakeholders through its consultation processes and dissemination activities.

Introduction of **benchlearning as part of the audit process**, with the capacity to enhance the quality of the institution’s chosen focus area and to bring additional value to the participating institutions.

Organising the **follow-up in the form of an enhancement-focused seminar**, enabling the HEIs to share good practices and learn from each other.

The practice of **publishing all national audit reports**, **comprising** both the institutional self-evaluation report and the external expert group report on a separate FINEEC audit platform.

Main recommendations and FINEEC follow-up

ENQA Review recommendation 2021	FINEEC Follow-up report 2024
1. Establish a formal **complaints procedure**	1. A formal complaints procedure for HE evaluations was established
2. Anticipate further **demands for programme accreditation** from HEIs	2. As part of the planning process of the fourth cycle, FINEEC will do a wide consultation of key stakeholders to map out the needs of the Finnish higher education system.
3. Include foreign / **international stakeholders in the FINEEC structure**	3. An international advisory board will be set up in connection with the planning of the fourth cycle of external quality assurance.
4. Consider monitoring and **review of study programmes**	4. Monitoring and review of study programmes will be included as a topic in the planning of the fourth cycle framework.
5. Consider **advance preparation of** student and external stakeholder **reviewers** by providing e.g., short videos on certain specific aspects	5. Auditors are provided training and support by the FINEEC project managers throughout the audit process. In addition, FINEEC has produced concrete “Tips for auditors” addressing some of the key issues from the auditor’s perspective.

Lessons learned – some reflections on FINEEC's third full ESG review

- ➔ Self-assessment report: A lot was invested in the quality of self-assessment
- ➔ Review visit: Online implementation
- ➔ Review report: In principle, relevant observations and recommendations
- ➔ Follow-up process: Important part of the process
- ➔ Progress visit: Opportunity to discuss topics of importance to FINEEC
- ➔ Overall experience was positive
- ➔ Next round definitely a targeted review