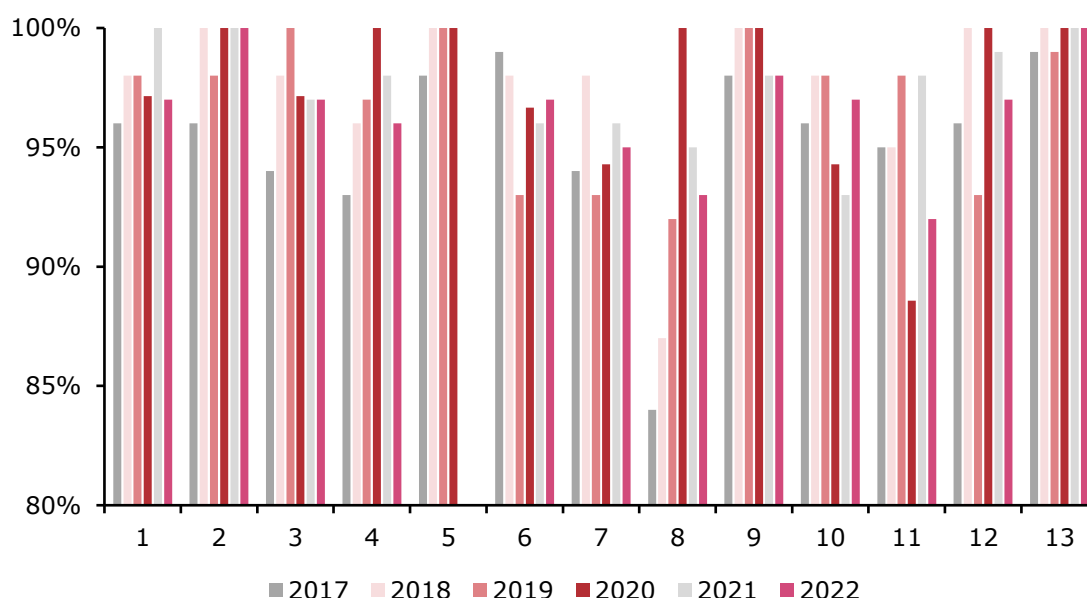


## Expert panels

### Questions

- 1 Information received from AQUIB's accreditation renewal process
- 2 Doubt resolution regarding the evaluation process
- 3 Documentation for the evaluation (guides, evaluation templates, report templates, etc.) provided by AQUIB
- 4 Duration of the accreditation renewal process
- 5 Travel logistics
- 6 Utility of the information provided by AQUIB for the analysis of qualifications
- 7 Sufficiency of time for the individual preliminary evaluation
- 8 Utility of the virtual meeting of the Expert Panel prior to the visit
- 9 Attention received from AQUIB during the visit
- 10 Has the organisation of the visit allowed the expert to obtain sufficient information for the evaluation?
- 11 Preparation of the visit report (means and time available)
- 12 Process for payment of fees and travel expense
- 13 Overall satisfaction with AQUIB



### Remarks

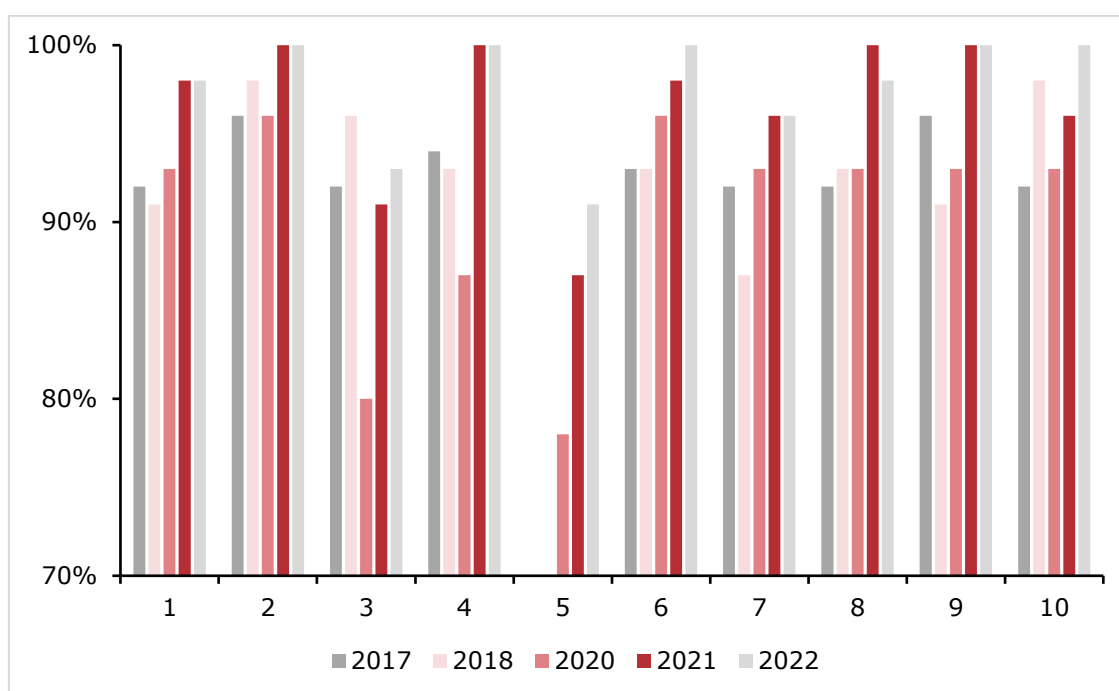
In 2021 and 2022, site visits were conducted online and, as a result, question five was not answered.

The least favourable outcome is 84 %, indicating the perceived usefulness of the briefing for review panel members before the site visit. Despite being relatively high, it is considered the lowest result. Another aspect with "low values" (always above 90 %; mean 94 %) is the preparation of the evidence of site visit (resources and time given). In 2020, the result for this question was 89 %, still high but below 90 %.

## CET

### Questions

- 1 Information received from the AQUIB's evaluation process
- 2 Doubt resolution regarding the evaluation process
- 3 Utility of the evaluation guides
- 4 Fee payment process
- 5 Satisfaction with the functioning of the AvaTit platform
- 6 Utility of the information provided by AQUIB for the analysis of study programmes
- 7 Sufficiency of time for the preparation of reports
- 8 Satisfaction with the evaluation process (preliminary evaluation, organisation of meetings, etc.)
- 9 Satisfaction with the evaluation results
- 10 Overall satisfaction with AQUIB



### Remarks

AVATIT was implemented in 2020, and thus, this question was not included in the surveys for 2017 and 2018. Satisfaction with this platform has increased thanks to the modifications made in response to feedback from both experts and AQUIB's staff.

The CET was born when the two existing commissions (one responsible of follow-up and one responsible of ex post accreditation) merged in 2019. Thus, that year the satisfaction survey was postponed.

In the upcoming year, AQUIB will particularly focus on items one, two and three as the guides have undergone changes in 2023.

## Comments

Experts are encouraged to share any comments or suggestions in the satisfaction surveys. Typically, comments are commendations about AQUIB's staff, procedures or work. The training received has been praised on several occasions, and the team-working environment is consistently seen as one of AQUIB's strengths.

For this SAR, a few examples of other feedback have been selected:

Group	Feedback	AQUIB's response	Year
<i>Panel member</i>	It would be useful if the draft for the evidence of site visit could be downloaded in Word before its completion	This request has been consistently raised, and we will explore its implementation with the IT company responsible for maintaining AVATIT.	2022
<i>CET member</i>	The platform could benefit from implementing text editing features such as bold, underlining, etc.	We have previously discussed this matter with the IT company, and we were informed that it is challenging to implement. We will assess its feasibility for future consideration.	2020
<i>Panel member</i>	It would be preferable if the essential documents required for payment could be provided on the final day of the visit, eliminating the necessity to send them via postal service afterward.	This is a standard procedure; AQUIB prefers not to have the secretary of the panel retain these original documents and instead requests them to be sent directly to the Agency. Additionally, certain expenses may arise after the visit, such as taxi fares and airport parking fees.	2019
<i>Panel member</i>	The time given for the evaluation was rather limited	The University submitted the SAR latter than expected and, to avoid delaying the process, AQUIB adjusted its timing. This will not happen again. The evaluation time for panel members will never be shortened in the future.	2018
<i>Panel members (2)</i>	Virtual meetings occasionally extend unnecessarily beyond the planned duration. The virtual meeting did not add any significant value to the process.	AQUIB is committed to enhancing and optimising the conduct of these meetings to increase their utility. We firmly believe that these meetings are essential and valuable for panel members.	2018

