

EUA-Institutional Evaluation Programme
114 Rue du Rhône, Case postale 3174
1211 Geneva 3
Switzerland

Bern, 26 February 2019

Subject: Reconfirmation of membership of EUA-IEP in ENQA

Dear Tia,

I am pleased to inform you that, at its meeting of 21 February 2019, the Board of ENQA agreed to reconfirm the EUA-IEP membership of ENQA for five years from that date. The Board concluded that the agency is in compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015) and thus fulfils the membership criteria according to article 6, paragraph 1 of ENQA's rules of procedure.

The Board would like to use this opportunity to provide an articulation regarding standard 2.7 Complaints and appeals, where their judgement differs from that of the panel. The Board seconds the critical remark of the panel on the importance of communicating the complaints procedure to the institutions. Additionally, the Board notes the need to handle the complaints in a more professional and consistent manner, i.e. by informing the whole Steering Committee of the complaint. The agency should also consider establishing a permanent complaints committee for the purposes of processing the complaints. Following this, in the opinion of the Board, the standard 2.7 is only substantially compliant.

In relation to standard 3.1 Activities, policy and processes for quality assurance, the Board calls upon stronger involvement of practitioners and other stakeholders (apart from students, teachers and higher education professionals) in the governance of EUA-IEP.

Furthermore, the Board emphasises the need for the agency to give more attention to ESG standard 3.6 Internal quality assurance and professional conduct, where the Board suggests the agency to establish formal feedback mechanisms to assess the quality of the work of each individual expert and internal staff.

In relation to standard 2.3 on implementing processes, the Board seconds the recommendation of the panel and calls for a reflection of the agency on providing a consistent follow-up to its quality assurance activities.

The Board would like to receive a follow-up report containing EUA-IEP's reactions to all recommendations within two years of its decision, i.e. by February 2021.

The Board also encourages EUA-IEP to take advantage of the voluntary progress visit – a new enhancement-led feature in the review process. The visit would take place in about two years' time from this decision. The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The costs of this visit have already been included as part of the review fee and are non-refundable except for the travel costs of the experts. More information about the progress visit can be found in the Guidelines for ENQA Agency Reviews. If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Please accept my congratulations to EUA-IEP for the positive review outcome and I look forward to fruitful future cooperation.

Yours sincerely,



Christoph Grolimund
President

Annex: Areas for development

Annex: Areas for development

As outlined by the review panel, EUA-IEP is recommended to take appropriate action, so far as it is empowered to do so, on the following issues:

ESG 2.3 Implementing processes

EUA-IEP is recommended to continue its efforts to increase and promote the usefulness of progress reports and encourage all evaluated institutions to submit them.

ESG 2.7 Complaints and appeals

EUA-IEP is recommended to revise the complaints policy so that the Steering Committee is informed of the complaint and able to suggest action.