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Bern, 27 September 2019

**Subject: Reconfirmation of membership of AAC-DEVA in ENQA**

Dear Francisco Gracia Navarro,

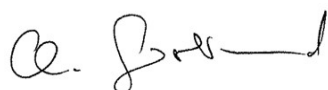
I am pleased to inform you that, at its meeting of 19 September 2019, the Board of ENQA agreed to reconfirm the AAC-DEVA membership of ENQA for five years from that date. The Board concluded that the agency is in compliance with the Standards and Guidelines for Quality Assurance in the European Higher 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 receive a follow-up report within two years of its decision, i.e. by September 2021.

The Board also encourages AAC-DEVA to take advantage of the voluntary progress visit – an 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 AAC-DEVA for the positive review outcome and I look forward to continued fruitful cooperation.

Yours sincerely,



Christoph Grolimund  
President

Annex: Areas for development

### **Annex: Areas for development**

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

#### **ESG 3.1 Activities, policy and processes for quality assurance**

As a matter of urgency, AAC-DEVA is recommended to complete its own Strategic Plan.

Furthermore, AAC-DEVA is recommended to conduct a review of its organisational structure with a specific focus on the DEVA structure. External expertise should inform this exercise.

AAC-DEVA is also recommended to begin the process of much wider stakeholder engagement.

#### **ESG 3.4 Thematic analysis**

AAC-DEVA is recommended the immediate steps to be taken to start a programme of thematic analysis through the use of project funding and in association with the universities of the system.

Next, AAC-DEVA is recommended to conduct and publish a thematic analysis of reports. Such a thematic approach should inter alia address regional priorities.

#### **ESG 3.5 Resources**

AAC-DEVA is recommended to review its organisational structure and its deployment of resources and make what changes are required to provide for consistent strategic planning and implementation and review of that strategy.

#### **ESG 3.6 Internal quality assurance and professional conduct**

AAC-DEVA is recommended to embed a rigorous and continuous programme of internal quality assurance and use it as an exemplar throughout the system.

#### **ESG 2.2 Designing methodologies fit for purpose**

AAC-DEVA is recommended to review its engagement with stakeholders in order to create the same weight of influence and parity of esteem with stakeholders outside the universities. In particular, the creation of an advisory board for DEVA itself (as distinct from AAC-DEVA) would be of assistance.

#### **ESG 2.7 Complaints and appeals**

AAC-DEVA is recommended to develop a specific procedure to deal with complaints.