

Federico Morán
Director
Madrimsd Knowledge Foundation (mabri+d)
Calle Maestro Ángel Llorca 6, 3rd floor, 28003 Madrid
Spain

Bern, 28 February 2020

Subject: Reconfirmation of membership of mabri+d in ENQA

Dear Federico Morán,

I am pleased to inform you that, at its meeting of 20 February 2020, the Board of ENQA agreed to reconfirm the mabri+d membership of ENQA for five years from that date. The Board concluded that mabri+d 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 2.4 Peer-review experts, where their judgement differs from that of the panel. The Board seconds the critical remark of the panel that the criteria and procedures used to select evaluators for assessment activities of the agency should be published and therefore accessible to the agency's stakeholders. Moreover, the Board believes that the agency should improve the processes of engaging student experts, including their selection and training. Following this, in the opinion of the Board, the standard can be considered only as substantially compliant with the ESG.

The Board would like to receive a follow-up report within two years of its decision, i.e. by February 2022.

The Board also encourages mabri+d 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 for the re-confirmation of membership of madri+d.

Yours sincerely,



Christoph Grolimund
President

Annex: Areas for development

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As outlined by the review panel, madri+d is recommended to take appropriate action, so far as it is empowered to do so, on the following issues:

ESG 3.4 Thematic analysis

madri+d is recommended to conduct more thematic analysis and focus on smaller areas instead of big ones so that it can be useful.

madri+d is recommended to publish reports of thematic analysis every year.

ESG 2.4 Peer-review experts

madri+d is recommended to publish the criteria and procedures used to select evaluators for assessment activities on its website.

madri+d is recommended to improve the selection of student experts through collaboration with Student Unions in such a way that selection and training are done on a regular basis (yearly or every two years).

ESG 2.7 Complaints and appeals

madri+d is recommended to establish and publish a protocol for complaints that is different from appeals with clear instructions for the users.