Necesidades y expectativas de los GI

Satisfacción de los GI

ESTRATÉGICOS

STRATEGY MANAGEMENT

PC 1.1 Definition and Review of the Quality Policy
CP 1.2 Strategic Planning
CP 1.3 Management of Human Resources Policy CP 1.4
Life Cycle of University Education

PUBLIC INFORMATION

CP 2.1 Public information and accountability

CLAVES

ADMISSION AND CREDIT RECOGNITION

PC 3.1 Admission, Enrolment and Credit Recognition

MANAGEMENT OF THE TRAINING OFFER

PC 4.1 Curriculum PC 4.2 Horizontal and Vertical Coordination

ASSESSMENT OF LEARNINGS

CP 5.1 Assessment of Learning

TEACHING - LEARNING

CP 7.1 International mobility
PC 7.2 External Academic Internships PC 7.3 Bachelor's Degree/Master's Degree Final Year Project PC 7.4 Career Guidance
CP 7.5 University Life Activities

RESEARCH (ed. 05)

PC 6.1 Research and PhD Programme Management

APOYO

PERSONS

CP 8.1 Recruitment and Selection
PC 8.2 Collaboration External Staff PC 8.3 Employee Training
CP 8.4 Talent Management and Internal Mobility
PC 8.5 Staff Performance Management

STUDENT AFFAIRS

PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

RESOURCES AND STUDENT SUPPORT

PC 10.1 Resources and Services Management
PC 10.2 Educational Guidance, Diversity and Inclusion

PERFORMANCE MEASUREMENT

PC 11.1 Stakeholder satisfaction PC 11.2 Academic Performance

CONTINUOUS IMPROVEMENT

PC 12.1 System review and documentary control
CP 12.2 Analysis and improvement
CP 12.3 Monitoring and Assessment of University Education

Assessment and Improvement