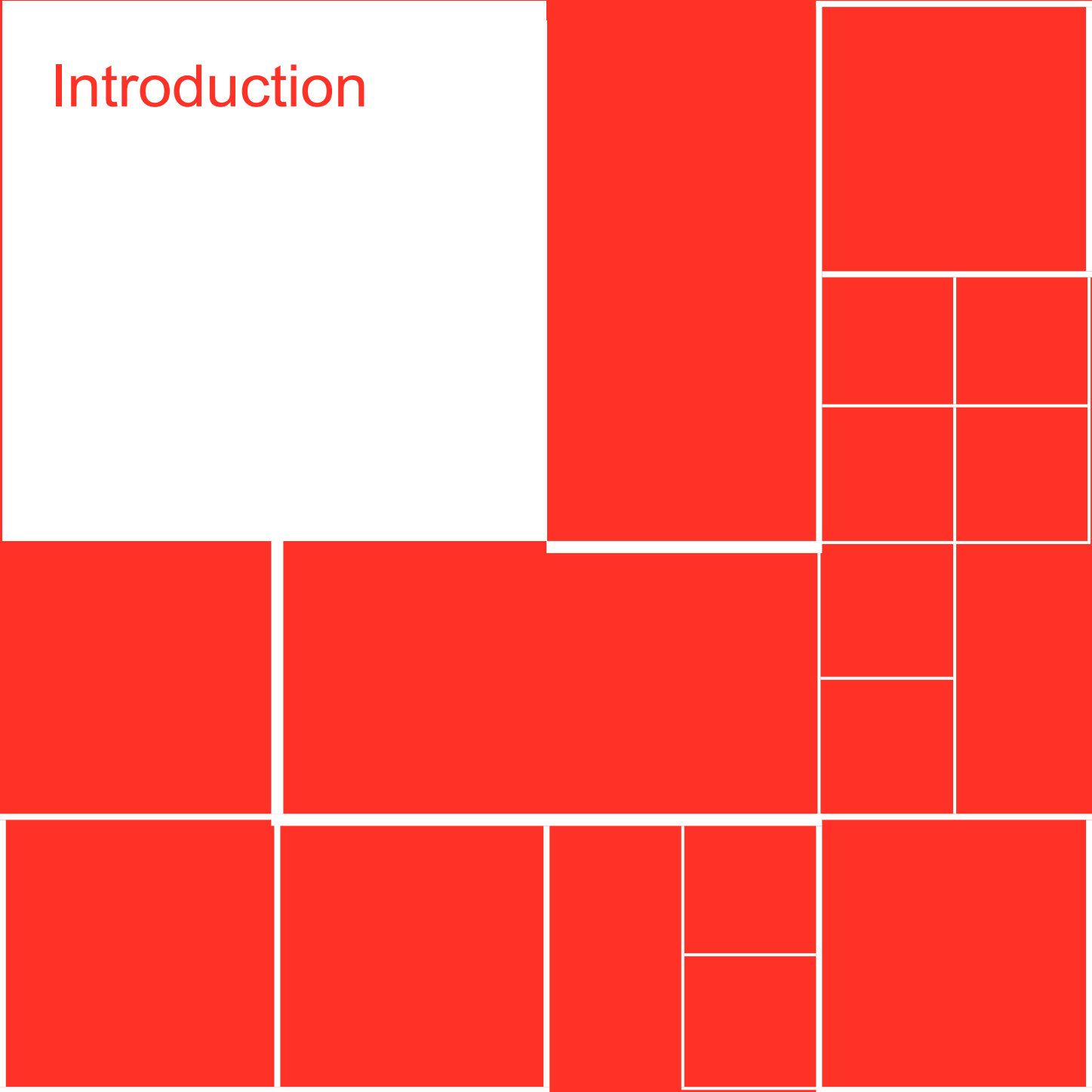


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Who we are



DRA. EVA ICARÁN
FRANCISCO
Office of the Pro-
Vice-Chancellor for
Teaching Staff and
Research



OLGA CASTELAO
Quality Manager



NATALIA MARTÍNEZ UE



VERONICA ROMERO UE



IRENE SANTOS UEM



IRENE DE LA JARA UEM



RAQUEL VELASCO
UEM



RAQUEL PEREDA UE



ÁLVARO ARCIS
UEM



BELÉN FERNÁNDEZ UEM



KATHLEEN MATHISON UEM



SONIA GONZÁLEZ
UEM



SILVIA ROLLELLÓ UEV



SELE LOZANO
UEV



LUZ BARRADAS
UEV



DOALI RODRÍGUEZ UEC



MARIA QUINTANA
UEC

The Quality Assurance Team's mission is to inspire, ensure and help develop a culture of quality and continuous improvement that helps to enhance the value of the University's activity through the positive impact it has on the student and the student on society.

Our Internal Quality Assurance System (IQAS/QAS) aims to facilitate the deployment of the purpose of the European University, through the Quality Policy, in order to ensure continuous improvement.

The main pillars of action of the Quality Unit are:

- ❑ Internal Quality Assurance System (IQAS/QAS), hereinafter referred to as the Quality System, ensuring the implementation of its procedures.
- ❑ External assessment processes for accredited degrees. Re-novation of Accreditation and Monitoring, which ensure regulatory compliance with the implementation of programmes in accordance with their verified Report.
- ❑ Quality Management / Q Plan, which facilitates the review of Quality System programmes and processes that monitor, evaluate, improve, assure and account for their implementation and compliance.
- ❑ Measurement and Analysis, which provides sufficient, adequate and available information to make decisions aimed at improving the quality of the Training and services offered to its students.
- ❑ Accreditations, Recognition, Rankings and Ratings, which enable us to identify benchmarks and best practices, adopt quality standards of prestigious institutions, and achieve recognised external positioning.



System Internal Quality Assurance / Quality Guarantee System (IQAS/QAS)



The Quality System integrates the set of academic activities and organisational resources of the University to facilitate the deployment of its Purpose, through the Quality Policy, with the aim of guaranteeing the continuous improvement and quality of the integral Training of students.

The IQAS/IAS consists of the following elements:

- Process map: strategic, key and support processes.
- Internal Quality Procedures, which detail the activities and actions to be taken in the implementation of the

The Committee of the Regions is pleased to note that the

- Quality Manual: describing the operation of the system.

At the European University of Madrid, during the year 2023/2024, the approval of the PGC procedure has been undertaken.
13.1 of Non-Official Education Management, in accordance with the indications of Royal Decree 822/2021 and the updating of PGC 3.1 Admission, Enrolment and Enrolment, following the review carried out by the different Fields that comprise it.

The European University of Valencia has carried out the complete updating of the procedures that make up the SAIC throughout the year 2023/2024, with the participation of the different Fields, culminating the review process with the Open Hearing and the signing of edition 6 in January 2024.

The European University of the Canary Islands completed the process of updating and complete re-visioning of the SAIC in September 2023 with the signing of edition 5.

All current IQAS/IAS documentation is available at

the University's website.

This data summarises the fruit of the work of the entire education community in last academic year (2023/2024)



<https://universidadeuropea.com/know-us/institutional-quality/>



Processes
External
Assessment of
Accredited Degrees.
Renewal of
Accreditation and
Monitoring



Returning Student Enrolment of Accreditation

In accordance with the provisions of Royal Decree 822/2021, which establishes the organisation of university education and the procedure for quality assurance, once the implementation of official university education has begun, the Assessment Agencies carry out an established monitoring process to check that the courses are being implemented in accordance with the verified degree report, inform the administration and provide useful feedback so that they can implement improvements in their degrees.

The University's Quality Assurance Team carries out an exhaustive control of the timing of the assessment of each Degree, works with the Faculties/Schools to anticipate these assessments, and supports the academic teams in the preparation of the necessary documentation and the assessment visits, for the correct fulfilment of these processes.

The European University of the Canary Islands has Institutional Accreditation in all its Faculties/Schools, and therefore, in accordance with Royal Decree 640/2021, it is not necessary to carry out any accreditation renewal process.

In accordance with their date of implementation or renewal of accreditation, in the year 2023/2024, 12 Bachelor's Degrees, Master's Degrees and PhDs have been submitted for assessment for the Renewal of accreditation, 9 of them from the University of Madrid and 3 from the University of Valencia. To date, a favourable report has been received for 10 of them (7 from Madrid and 3 from Valencia) (Table 1).



Table 1. Degrees undergoing Accreditation Renewal

	Faculty	Ruct	Graduate Degree	Outcome of the report
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	2501251	Bachelor's Degree in Criminology	FAVOURABLE
	Faculty of Economics, Business and Communication Sciences	2501252	Bachelor's Degree in International Relations	FAVOURABLE
		2503754	Bachelor's Degree in Advertising	FAVOURABLE
		2503728	Bachelor's Degree in Business Management Based on Data Analytics	FAVOURABLE
	Faculty of Biomedical and Health Sciences	2500083	Bachelor's Degree in Medicine	FAVOURABLE
		4316571	Master's Degree in Advanced Oral Surgery and Implantology	FAVOURABLE
		4314479	Master's Degree in General Health Psychology	FAVOURABLE
	School of Doctoral Studies and Research	5600124	PhD Programme in Physical Activity and Sport	PENDING REPORT
		5601409	PhD Programme in Medicine and Surgery	PENDING REPORT
	University European de Valencia	Faculty of Science Social	4314622	Master's Degree in Teacher Training
4316591			Master's Degree in Project Management	FAVOURABLE
4316558			Master's Degree in Organisation and Management Board of Educational Centres	FAVOURABLE

Follow-up



The monitoring of official Bachelor's Degrees and Master's Degrees is another external assessment process included in Royal Decree 822/2021, conceived as a cyclical process aimed at continuous improvement that allows the University to guarantee the quality of its qualifications after the results of their verification or renewal of accreditation.

Two types of monitoring are envisaged depending on the previous processes to which the Degree has been subjected: Ordinary monitoring and Special monitoring.

During the academic year 2023/2024, 26 qualifications were subject to Ordinary Follow-up (OS): 14 in Madrid, 7 in the Canary Islands and 5 in Valencia (Table 2).

Table 2. Degrees subject to Regular Monitoring

	Faculty	Ruct	Graduate Degree	Process motivating regular monitoring
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	2504055	Bachelor's Degree in Early Childhood Education	VERIFICATION
		2504186	Bachelor's Degree in Primary School Education	VERIFICATION
		4317258	Master's Degree in Educational Innovation	VERIFICATION
		4313356	Master's Degree in Law and Public Procurement	RETURNING STUDENT ENROLMENT
		4312238	Master's Degree in University Education	RETURNING STUDENT ENROLMENT
		4310515	Master's Degree in Teacher Training for Compulsory Secondary Education, Baccalaureate, Vocational Training, Language Teaching Programmes and Sporting Education	RETURNING STUDENT ENROLMENT
	Faculty of Economics, Business and Communication Sciences	4310683	Master's Degree in International Trade and Economic Relations	RETURNING STUDENT ENROLMENT
		4315407	Master's Degree in Management Board and Human Resources Management	RETURNING STUDENT ENROLMENT
	Faculty of Biomedical Sciences and Health	2502845	Bachelor's Degree in Psychology	RETURNING STUDENT ENROLMENT
		4310693	Master's Degree in Advanced Endodontics	RETURNING STUDENT ENROLMENT
		4310694	Master's Degree in Advanced Orthodontics	RETURNING STUDENT ENROLMENT
		4311685	Master's Degree in Prosthetics, Implantoprosthesis and Dental Aesthetics	RETURNING STUDENT ENROLMENT
		4311687	Master's Degree in Eating Behaviour Disorders and Obesity	RETURNING STUDENT ENROLMENT
	School of Doctoral Studies and Research	5600366	PhD programme in Biomedicine and Health Sciences	RETURNING STUDENT ENROLMENT

Continued Table 2. Degrees subject to regular monitoring

	Faculty	Ruct	Graduate Degree	Process motivating regular monitoring
				VERIFICATION
European University of Valencia	Faculty of Economics, Business and Communication Sciences	2503859	Bachelor's Degree in Marketing	
		2503835	Bachelor's Degree in Leisure and Tourism Management	VERIFICATION
		4316805	Master's Degree in Administrative Management	VERIFICATION
		4317002	Master's Degree in Maritime Business and Maritime Law Management	VERIFICATION
European University of the Canary Islands	School of Architecture and Polytechnic School	2503924	Bachelor's Degree in Data Science	VERIFICATION
	Faculty of Social Sciences	4314443	Master's Degree in Business Management Board MBA	RETURNING STUDENT ENROLMENT
	Faculty of Health Sciences	2502977	Bachelor's Degree in Nursing	RETURNING STUDENT ENROLMENT
		2502982	Bachelor's Degree in Physiotherapy	RETURNING STUDENT ENROLMENT
		4313734	Master's Degree in Emergencies, Emergencies and Critical Care in Nursing	RETURNING STUDENT ENROLMENT
	School of Architecture, Engineering and Design	4317430	Master's degree in Occupational Risk Prevention	VERIFICATION
		2502925	Bachelor's Degree in Architectural Fundamentals	RETURNING STUDENT ENROLMENT
		4316199	Master's Degree in Architecture (qualifying degree)	RETURNING STUDENT ENROLMENT



In the same period, the Special Monitoring (SE) of 7 Degrees of the European University of Madrid was prepared, 14% of which were motivated by accreditation renewal processes, 42% by verification processes and 42% by modification processes.

At the European University of Valencia 2 Degrees were subject to Special Monitoring, both due to re-accreditation processes (Table 3).

Table 3. Special Monitoring Processes

European University of Madrid	Faculty	Ruct	Graduate Degree	Process motivating special monitoring
	Faculty of Legal Sciences, Education and Humanities	2504055	Bachelor's Degree in Early Childhood Education	MODIFICATION
		2504186	Bachelor's Degree in Primary Education	MODIFICATION
		4317988	Master's Degree in Teaching English as a Foreign Language/ Master in Teaching English as Foreign Language (TEFL)	VERIFICATION
		4318005	Master's Degree in Online Teaching / e-learning	VERIFICATION
	Faculty of Economics, Business and Communication Sciences	4316310	Master's Degree in Marketing	RETURNING STUDENT ENROLMENT
	Faculty of Biomedical Sciences and Health	4316571	Master's Degree in Oral Surgery and Advanced Oral Implantology	MODIFICATION
	School of Doctoral Studies and Research	5601500	PhD programme in Psychological Intervention	VERIFICATION
	Faculty of Science de la Health	2502867	Bachelor's Degree in Dentistry	RETURNING STUDENT ENROLMENT
University European of Valencia		4316123	Master's Degree in General Health Psychology	RETURNING STUDENT ENROLMENT

Management Quality: Plan Q



Quality Management at the European University is carried out through the so-called Q Plan. This is a master plan that articulates the implementation of systems that help to consolidate a culture of quality, continuous improvement and regulatory compliance in the institution's initiatives.

Plan Q provides for the assessment and monitoring of the quality of degree programmes and the faculties/schools to which they belong through different review mechanisms:

- Quality Commission: Degree Quality Commission (CCT) and Centre Quality Commission (CCC).
- Internal Assessment Processes: Academic Compliance Study (Annual Monitoring Report) and Internal Auditing

Plan Q provides for the assessment and monitoring of the quality of the qualifications and the Faculties/Schools to which they belong.



Quality Commission

It enables the quality level of each Degree and the Faculties/Schools to which it belongs to be analysed in accordance with the requirements of the regulator, the needs and expectations of the programme's stakeholders and the strategic needs of the Faculties/Schools.

- Degree Quality Commission - Committee for the Assessment of Learning (CCT-CEAT). Meetings in which stakeholders (academic managers, students, lecturers, administrative and service staff (PAS), quality and assessment of learning) take part to analyse the functioning of the Degrees and propose measures for improvement.
- Centre Quality Commission (CCC). Coordination meetings of the Faculties/Schools with all the cross-curricular fields that are part of the Quality System, in order to pool and share the global improvement plan of the Faculties/Schools and its follow-up, as well as the results of the areas involved.

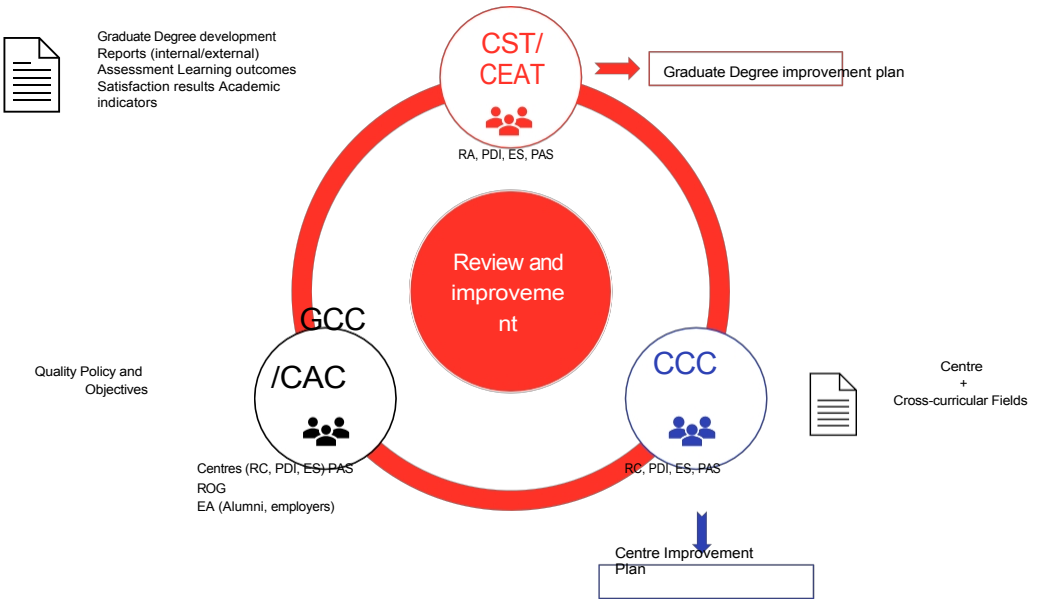
cated, transferring cross-curricular aspects with an impact on the quality of the training offer.

After its implementation at the end of 2021/2022, the Centre Quality Committee has been consolidated for the year 2023/2024.

- Quality Assurance/Quality Control Committee (QCC/QAC). A cross-curricular body of the University that acts as one of the vehicles for internal communication of the University's policies, objectives, plans, programmes, responsibilities and achievements.

An Improvement Plan is drawn up for each CST and CCC as a result of the analysis carried out and the needs detected in each Committee on the basis of different reports and objective data. In each Improvement Plan, the objectives are set out and deployed in specific actions to improve quality and fulfil the commitments acquired.

- AE. External actors
- CCC . Centre Quality Commission
- CCT. Degree Quality Assurance Committee
- GCC. Guarantee Committee Quality
- EN. Students
- PAS. Administration and Services Staff
- RESEARCH AND TEACHING STAFF. Teaching and research staff researcher
- RA. Academic Officers
- RC. Responsible for the Centre
- ROG. Representatives University Governing Bodies



During the year 2023/2024, the continuous line of improvement and consolidation of Plan Q has been maintained through the active participation of the different interest groups,

Systematisation and improvement of the Degree Quality Committees (CQC) and Centre Quality Committees (CQC). There have been 20 CCCs and 418 CCTs Table 4).

Table 4. Quality Commissions

	Faculty	CST NO.		CCC NO.	
		Home	End	Follow-up	Start/End
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	39	28*+3	1	-
	Faculty of Economics, Business and Communication Sciences	35	24*+1	1	1
	School of Biomedical and Health Sciences	23	22	1	-
	Faculty of Medicine, Health and Sport	24	25	1	-
	School of Architecture, Engineering and Design	27	24	1	-
	Creative Campus	9	10	0	1**
	School of Doctoral Studies and Research	7	2*+5	-	-
	Total	164	135*+9	4	4
European University of Valencia	Faculty of Social Sciences	21	23	1	1
	Faculty of Health Sciences	14	14	1	1
	School of Architecture and Polytechnic School	4	4	1	1
	Total	39	41	3	3
European University of the Canary Islands	Faculty of Social Sciences	9	9	1	1
	Faculty of Health Sciences	6	6*+1	1	1
	School of Architecture	4	5	1	1
	Total	19	20*+1	3	3

Throughout this academic year, we have continued with aim of promoting the figure of the Degree Coordinator. The actions already implemented have been maintained and reinforced with the Quality Assurance Team providing specific Training courses. These courses are focused on the different external Assessment processes and are aimed at the Degree Coordinators and the Academic Coordinators of the accredited degrees.

The aim of the event was to share good practices that may be useful in the fulfilment of their functions with the rest of the Degree Coordinators, with the participation of 7 Bachelor's Degree and Postgraduate Degree Coordinators from the different Faculties/Schools of the University. The training was attended by 61 participants.

In June 2024, at the European University of Madrid, a workshop was held on "Coordinated Good Practice in the European Union".

During the year, regular follow-up meetings continued to be held with the Title Coordinators, a total of 149 meetings (Table 5).

Table 5. Meetings held with the Degree Coordinators

Faculty		No. of Meetings Held Bachelor's Degree	No. of Meetings Held Postgraduate
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	3	3
	Faculty of Economics, Business and Communication Sciences	3	2
	School of Biomedical and Health Sciences	3	4
	Faculty of Medicine, Health and Sport	2	2
	School of Architecture, Engineering and Design	4	2
	Creative Campus	2	2
	Total	17	15
European University of Valencia	Faculty of Social Sciences	7	3
	Faculty Health Sciences	5	3
	School of Architecture and Polytechnic School	3	1
	Total	15	7
European University of the Canary Islands	Faculty of Social Sciences	20	6
	Faculty Health Sciences	35	14
	School of Architecture	6	14
	Total	61	34

Internal Assessment Processes. Academic Compliance and Internal Audit Study.



The Quality Assurance Team leads the internal Assessment processes established in the IQAS/IAS: Academic Compliance Study and Internal Audit.

ACADEMIC COMPLIANCE STUDY

It is structured according to the criteria of the regional regulations used in the processes of Returning Student Enrolment.

As a final report of the study for each Degree, a report called Annual Monitoring Report of the Degree (MSAT) is generated.

This study has been carried out on 179 accredited degrees at the European University with the aim of facilitating and ensuring compliance with accreditation and quality standards (Table 6).

Table 6. Academic Compliance Study (Annual Monitoring Report of the Degree)

	Faculty	No. of qualifications Graduate's Degree	No. of Postgraduate Qualifications
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	5	19
	Faculty of Economics, Business and Communication Sciences	8	10
	Faculty of Biomedical and Health Sciences	8	13
	Faculty of Medicine, Health and Sport	9	15
	School of Architecture, Engineering and Design	10	16
	Creative Campus	5	3
	Total	45	76
European University of Valencia	Doctoral Candidate School	7	
	Faculty of Social Sciences	7	10
	Faculty Health Sciences	5	7
	School of Architecture and Polytechnic School	3	0
European University of the Canary Islands	Total	15	17
	Faculty of Social Sciences	5	3
	Faculty Health Sciences	4	3
	School of Architecture	1	3
	Total	10	9

INTERNAL AUDIT

The purpose of these audits is to assess the degree of implementation of the IQAS/IAS processes in each Faculty/School and in the cross-curricular fields that support the development of the qualifications.

In April 2024, an Assessment process was carried out at the European University of the Canary Islands, coordinated by the Quality Unit and with the presence of external assessors, with an extension to the different Faculties/Schools of both campuses that make up the UEC.

The result of this report was favourable, with 9 strong points and no major non-conformities.



IQAS/IAS certification

The certification of the Quality System responds to the need to comply with RD 640/2021, on the creation, recognised and authorisation of universities and university centres, and institutional accreditation of university centres and to articulate the Institutional Accreditation of Faculties/Schools.

EUROPEAN UNIVERSITY OF MADRID

The School of Social Sciences and Communication, the School of Biomedical and Health Sciences and the School of Architecture, Engineering and Design obtained SISCAL Certification in July 2023. The School of Architecture, Engineering and Design obtained Institutional Accreditation in February 2024, joining the School of Sports and Exercise Sciences, which has had this recognised since 2020.

During the year 2023/2024, work continues with the Faculties/Schools that do not have SISCAL certification to prepare their application.

Following this recognised Quality System, internal follow-up meetings were held on the implementation of the IQAS in the different faculties/schools of EMU (Table 7).

EUROPEAN UNIVERSITY OF CANARY ISLANDS

During this year, the European University of the Canary Islands has been working on the monitoring and implementation of the Improvement Plan resulting from the AUDIT Certification in its three Faculties/Schools.

EUROPEAN UNIVERSITY OF VALENCIA

In this year 2023/2024, the European University of Valencia has been working on the monitoring and implementation of the Quality System and on the revision of the SAIC in response to the recommendations of the Report on the Certification of its Design by ANECA (Spanish National Agency for Quality Assessment and Accreditation).

Table 7. Monitoring and Implementation of IQAS

	Faculty	No. Meetings
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	2
	Faculty of Economics, Business and Communication Sciences	5
	School of Biomedical and Health Sciences	2
	Creative Campus	1
	Total	10



Graduate Degrees

Royal Decree 822/2021, of 28 September, which establishes the organisation of university education and the procedure for quality assurance, devotes Chapter VIII to the basic regulation of the teaching implemented by universities defined as private degrees.

At the European University of Madrid, following the approval of the IQAS procedure PGC 13.1 Quality Management of Non-Official Studies, the quality monitoring of its own Degrees has been implemented, starting with the Masters in Lifelong Training.

Since April 2024, meetings have been held to disseminate the quality monitoring process among the Coordinators of Private Degrees and, where appropriate, the Directors of the Master's Programmes of Lifelong Learning of the different Faculties/Schools, which will be resumed for the next academic year.

Table 8. Dissemination of the quality monitoring process of private degree programmes

	Faculty	No. Meetings
European University of Madrid	Faculty of Legal Sciences, Education and Humanities	1+1*
	Faculty of Economics, Business and Communication Sciences	3+1*
	School of Biomedical and Health Sciences	1*
	Faculty of Medicine, Health and Sport	1*
	School of Architecture, Engineering and Design	1+1*
	Creative Campus	1+1*
	Total	7
European University of Valencia	Faculty of Social Sciences	1*
	Faculty Health Sciences	1*
	School of Architecture and Polytechnic School	1*
	Total	1

*A meeting has been held with all the CTPs of all the Faculties/Schools.

At the European University of Valencia and the Canary Islands, we are working on the development of Quality System procedures that meet the needs and requirements of non-official courses. It is planned to approve and implement these procedures during the next academic year and to start formalised monitoring of this type of teaching.

However, at the Universidad Europea de Valencia, the dissemination of the monitoring of the quality of the private degrees has started with an informative meeting in July 2024 with the Coordinators of the private degrees of the two Faculties and School, as well as their Field Directors.

Eight meetings have been held with the Coordinators of private degrees and, where appropriate, Directors of Masters in Lifelong Training (Table 8).

Satisfaction Surveys and Academic Indicators

The Field of Measurement and Analysis of the Quality Unit is responsible for managing the satisfaction studies of the different stakeholders of the European University (students, professors, PAS and other users), as well as monitoring the employability of Alumni. It also draws up the corresponding reports for each of the studies it carries out.

For this purpose, the university has an automated system, integrated with the university's academic management system, for the collection and processing of information, for the visualisation of results and for the issuing of certificates to lecturers.

During this year 2023/2024, a new survey platform integrated with the University's academic management system has been implemented. In order to improve the process and its control, the launching of the surveys has been de-centralised, with the Quality Assurance Team of each university taking on this management.

With the aim of improving the communication and dissemination of satisfaction studies and their results, at the start of the year 8 On-campus/online information sessions were held with the Postgraduate Studies Departments of the different Faculties/Schools of the universities. The infographics of the two main satisfaction studies (Satisfaction with the Degree-NPS and Satisfaction with the teaching staff), their methodology and the main agents involved in the process were shared with the academic teams.

To facilitate the resolution of any queries, suggestions or incidents related to surveys, the University has an e-mail accountencuestas@universidadeuropea.es managed by Measurement and Analysis. The number of requests received and resolved through this account during the year 2023/2024 exceeded 3000.

In addition, during this year, more than 2,000 certificates of satisfaction were processed through the account calidad@unive-ridadeuropea.es at UEM, unidadcalidad-valencia@universidadeuropea.es at UEV and calidad.uec@universidadeuropea.es at UEC with the teaching staff at the request of each lecturer. These certificates are required by the Assessment Agencies for the application of the different teaching staff accreditation figures.

The Unit's Field of Measurement & Analysis Quality Manager is responsible for managing the satisfaction of the different stakeholders of the European University

The main studies carried out during the academic year 2023/2024 are shown below with the aggregate participation in the 3 universities (Table 9).

Table 9. Satisfaction surveys

Study	Collective	Participation 2023/2024 (no. responses)	Remarks
Satisfaction with teachers	Students	111.647*	EU: Bachelor's Degree, Advanced Vocational Training Programme, Postgraduate
Satisfaction with the qualification	Students	10.783*	EU: Bachelor's Degree, Advanced Vocational Training Programme, Postgraduate, PhD
Satisfaction with the internship	Students	7.674	Active throughout the academic year. EU: Bachelor's Degree, Advanced Vocational Training Programme, Postgraduate
	Employers	5.839	
Satisfaction with mobility programmes	Incoming/outgoing students	242	EU: Bachelor's Degree, Postgraduate
Satisfaction with university clinics	Users	3.286	Digital survey via tablet at the counters.
Satisfaction with the Teaching Activity	Teachers	800	
Employability, Satisfaction and NPS	Alumni	SD. To be held in October 2024 for the Alumni in 22/23	This is done after 15/18 months (by phone and email). External provider EU: Bachelor's Degree, Advanced Vocational Training Programme, Postgraduate, PhD, Doctoral candidate
PAS Satisfaction Survey (Graduate degrees)	Administration and Services Staff	252	
Thesis Supervisors Satisfaction Survey	Thesis supervisors	91	
Simulated Hospital Satisfaction Survey	Students	3.872	EU: Bachelor's Degree, Advanced Vocational Training Programme, Postgraduate
	Teachers	222	

*Surveys are still active so the number of responses may vary, data as of 04/12/2024.

Data Reporting to the University Community

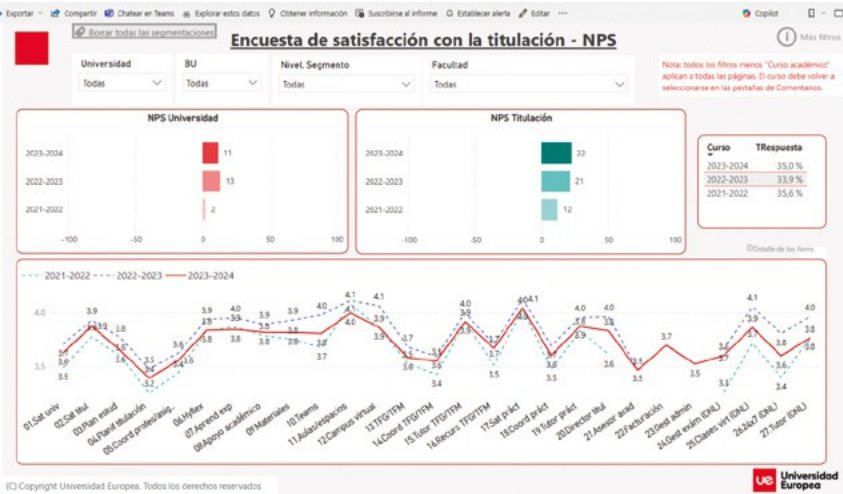
SURVEY RESULTS

After the incorporation last year of a model report in *Power BI* with the results of the Satisfaction with the Degree and Satisfaction with the Professor surveys, this year the quality of the data presented has been improved, incorporating new filters, such as the nationality of the student. These reports include the satisfaction surveys of Bachelor's Degree, Advanced Vocational Training Programme and Postgraduate students, and the information is updated in real time as the survey campaigns are closedAs a new feature this year, reports have also been produced to incorporate the data from the mid-programme satisfaction survey for the online BU qualifications, as well as the satisfaction survey on the simulated internships.

These reports are accessible to Academic Officers (Dean/Director, Vice-Dean/Area Director, Head of Department, Degree Coordinators and other academic figures) and cross-curricular area officers who also work with these data.

All reports also include historical results, which facilitates the accessibility and analysis of the evolution of the data and allows the application of different filters to group or disaggregate the information (delivery mode, edition, nationality of students, etc.).

Examples of the report view are shown below.





Results viewer.
https://medirparamejorar.universidadeuropea.es/visorinformes/vista/inicio.html#/informe_profesor

The results of the Satisfaction with the teacher report are shared at degree level, thus protecting the identity of the teachers. The results report containing the lecturer's name restricted to the lecturer's manager. In addition, each lecturer can consult their own results through the platform designed for this purpose ([Results Viewer](#)).

A *Power BI* report is also available with the results of the Employability study carried out on Alumni 15-18 months after completing their studies. As with the previous ones, this report is available to the Academic Heads and the Heads of the Field concerned. In addition, a summary of the main results is prepared and sent by e-mail to the different agents involved: Vice-Chancellor's Office, Faculties, Career Paths, etc.

For the rest of the satisfaction studies (Teaching Activity, Satisfaction of Administration and Services Staff (PAS) and Satisfaction with Internships and International Mobility) that cannot be managed with the survey platform, a Report with the results obtained continues to be drawn up, in dynamic table format, which is sent by e-mail to the interested parties.

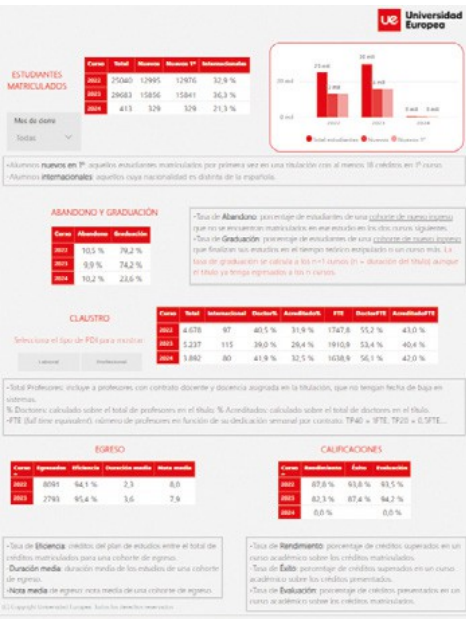


ACADEMIC INDICATORS

As an improvement, this year 2023/2024 the Academic Indicators File has also been automated in *Power BI*. This file allows to visualise the most relevant academic indicators for each Bachelor's Degree and Master's Degree, in order to analyse their evolution and evaluate the fulfilment of the objectives in the Degree Quality Committees.

The Academic Indicators Sheet shows the data at the overall level of the Degree and broken down by mode (Teaching Staff, Registered Students, Performance, Success, Assessment, Graduation, Dropout and Efficiency Rates, Average Grade on Graduation and Average Duration of Studies) for the last 3 years, to facilitate the analysis of its evolution.

These Indicator Sheets are accessible to the Degree Coordinators and Academic Managers. In this way, objective and reliable data are available for analysis and decision making. In addition, these sheets facilitate the collection of information requested in the processes of Renewal of Accreditation and Monitoring of the Degrees and serve as deliverable evidence.



In addition to the Indicator Sheets, various reports have also been created in *Power BI* for some key academic indicators such as the teaching staff tables that are presented in the external assessment processes of the Degrees with the format of each regulatory body that requests it.

In the same , information has also been created on Enrolment closures or on the list of Degrees.

Institutional Reports to Official Bodies

The Measurement and Analysis Field is responsible for reporting institutional data to official bodies. The most relevant are the annual reports to the Integrated University Information System SIIU), the CRUE and the Madrid Autonomous Region, which are subsequently published in official reports and are a source of data for different rankings and other entities.

The reports to SIIU of the University's official studies are made by Field (Academic, Grants, Mobility and Human Resources) throughout the academic year. The data are extracted by a technician from the Data Office (IT), which are subsequently cleaned and reviewed by the Field and the technicians of each university (UEM, UEV and UEC) finalise the report. To do this, they upload the data to the platform and correct any possible errors until the files are validated by SIIU. The UEM also coordinates and centralises the reporting of the files of the Garrigues Study Centre, as an affiliated centre.

CRUE's annual report gathers very detailed information on the last academic year from different University Fields. In 2024 CRUE has launched a new platform for this process, the CRUE Data Cloud, and a new version of the questionnaire with more indicators. Also as a novelty, for the 2023/2024 academic , UEV has joined this report in which UEM and UEC were already participating. The Field of Measurement and Analysis has centralised the request for data from the areas involved, as well as the calculation of the academic indicators for the three universities.

At the European Professional Centre, the Measurement and Analysis Field is also responsible for reporting academic data to the Madrid Autonomous Region. In the last quarter of the year, a first report of the final Assessment of the Bachelor's Degree students is carried out and at the beginning of the following year the information of the Teaching statistics included in the National Statistical Plan 2017-2020 (R.D. 410/2016, of 31 October) is provided.

In December, together with HR, the Madrid Autonomous Region's report on Control of Compliance with University Regulations for the previous year is prepared, which includes the list of Degrees taught with the total number of students Enrolled and the list of teaching and research staff (labour and commercial) with their academic assignment.



Accreditations, Recognitions, Rankings and Ratings

Programme **Accreditations**

During the year 2023/2024, the strategy of continuing to strengthen the external positioning of the University with external accreditations and recognised awards has been maintained.

The European University of Madrid maintains the following quality seals, in which the Quality Assurance Team has participated:



SSH (SOCIETY FOR SIMULATION IN HEALTHCARE)

In March 2023 the Simulated Hospital of the European University of Madrid obtained provisional Accreditation from Society for Simulation in Healthcare. This accreditation is a seal of approval which aims to ensure that the simulation programme adheres to a high standard, providing quality healthcare education. This recognised accreditation guarantees that the students of the Simulated Hospital follow the best practices and positions us as a benchmark for quality in university simulation centres at national and European level, being the first university in Europe to achieve this accreditation.



WCPT (WORLD CONFEDERATION FOR PHYSICAL THERAPY)

The Bachelor's Degree in Physiotherapy at the Universidad Europea de Madrid has WCPT accreditation, which has been renewed until 2027. This accreditation is granted by the *World Confederation for Physical Therapy*, an institution that represents the profession of physiotherapy in the world. This seal of quality is a guarantee that the recognised institution complies with the highest international standards of academic quality: teaching staff, Syllabus, Academic approach, internships, clinical centres, etc.



NAAB (NATIONAL ARCHITECTURE ACCREDITATION BODY)

The Bachelor's Degree in Foundations of Architecture and Master's Degree in Architecture programmes at the European University of Madrid have been certified by *the National Architectural Accrediting Board* since 2015. NAAB is the only agency authorised in the United States to accredit professional qualifications in architecture. The "*Substantial Equivalency*" distinction it awards is a seal of international quality, which certifies that the Training received by the students of the School assessed by NAAB meets the academic and professional standards required in the U.S. It also recognised the qualifications of the Alumni of these Degrees to register as architects in any state in this , after meeting the specific requirements in each case.



RIBA (ROYAL INSTITUTE OF BRITISH ARCHITECTS)

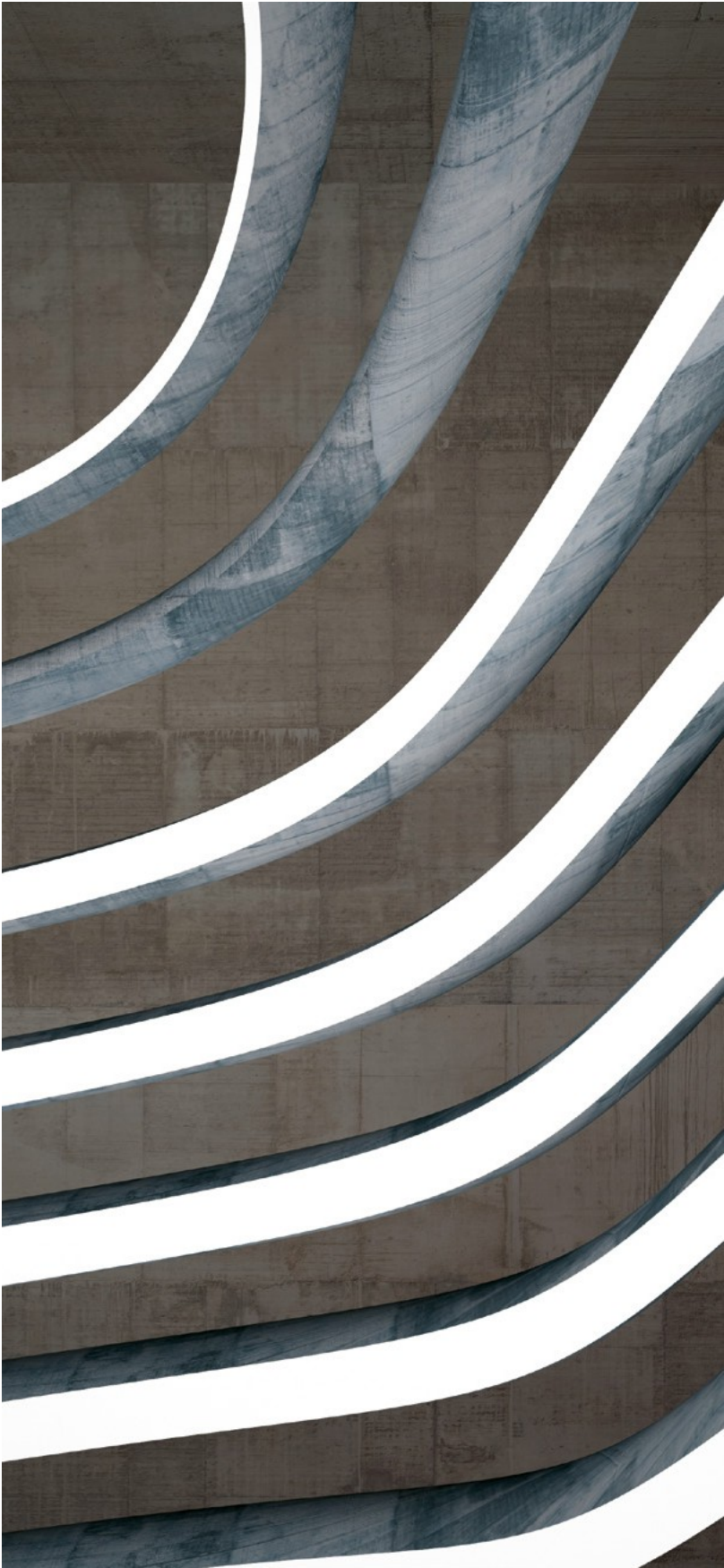
From 2019, the School of Architecture, Engineering and Design is recognised by the prestigious *Royal Institute of British Architects* (RIBA) for its Bachelor's Degree in Architectural Foundations and Master's Degree in Architecture.

This recognition by the *Royal Institute of British Architects*, the most prestigious Association of Architects in the world and of which most of the world's most recognised architects are members, makes the Universidad Europea the only university in the country to hold this accreditation, and the seventh in Europe. Thanks to the RIBA certificate, students who obtain a Bachelor's Degree in Foundations of Architecture and a Master's Degree in Architecture from the European University of Madrid will be able to apply for equivalence between their qualifications and those issued by *Commonwealth* universities.



ACBSP (ACCREDITATION COUNCIL FOR BUSINESS SCHOOLS AND PROGRAMS)

The Bachelor's Degree in Business Administration and Management Board and the Bachelor's Degree in Marketing at Universidad Europea de Madrid have been accredited by the *Accreditation Council for Business Schools and Programs* since 2016. ACBSP certifies, through its accreditation, that the teaching and learning processes comply with its rigorous educational standards. Based on the criteria of the *National Malcolm Baldrige Quality Award*, ACBSP evaluates aspects related to institutional leadership, strategic planning processes, community relations, quality of academic programmes and faculty credentials and services.



ANECA (Spanish National Agency for Quality Assessment and Accreditation) International Quality Labels

Since January 2024, the Field of Certifications and Accreditations of the Quality Assurance Team has been working with the Academic Heads of the UEM and the quality managers of the Faculties/Schools to obtain the ANECA (Spanish National Agency for Quality Assessment and Accreditation) International Quality Seal requested in each case.



WFME (WORLD FEDERATION FOR MEDICAL EDUCATION)

Applied for the Bachelor's Degree in Medicine at the European University of Madrid. It is awarded, through ANECA (Spanish National Agency for Quality Assessment and Accreditation), by the World Federation for Medical Education (WFME) to medical programmes that meet its high standards of quality and learning outcomes.

Obtaining this seal will allow students of the Bachelor's Degree in Medicine at the Universidad Europea de Madrid to carry out international study abroad and practice medicine in the United States.



EUR ACE

Applied for the Bachelor's Degree in Aerospace Engineering in Aircraft and the Master's Degree in Renewable Energies at the European University of Madrid.

This quality seal is awarded, through ANECA (Spanish National Agency for Quality Assessment and Accreditation), by European Network for Accreditation of Engineering (ENAE) to engineering programmes that meet its high standards of quality and learning outcomes.



EUR INF

Applied for the Bachelor's Degree in Computer Engineering at the European University of Madrid.

This quality label is awarded through ANECA (Spanish National Agency for Quality Assessment and Accreditation) by the European Quality Assurance Network for Informatics Education (EQANIE) to computer science programmes that meet its high standards of quality and learning outcomes.

Institutional **Accreditations**



MADRID EXCELLENT

The European University of Madrid has maintained the Madrid Excelente quality seal since 2008. In December 2022, the seal changed its model, adapting to the demands of society. This model is based on four fundamentals: Purpose, Planet, People, and Progress.

On 29 May 2023 the European University of Madrid was visited by assessors and obtained the renewal of the seal according to the new model.



EFQM EUROPEAN FOUNDATION FOR QUALITY MANAGEMENT

Since 2008, the European University of Madrid has been recognised for Excellence in its Management System according to the EFQM 200+ Model. Since then, this seal of quality has been renewed, improving the scores in each process.

On 3, 4, 5 and 6 July 2023, the EFQM renewal and assessment according to the new 2020 model took place. Four assessors and more than 80 professionals from the University took part in the process where the student service orientation, the multiple listening and relationship mechanisms with the different interest groups, the transformation initiatives and the pioneering and innovative Type of the UEM were highlighted, as well as the unique and differentiating Academic approach. The result of this Assessment was the award of the EFQM 600+ seal.

The European University of Madrid maintains the quality seal Madrid Excelente and the recognised for Management System Excellence, according to the EFQM 200+ Model since 2008

Rankings and Ratings

Universidad Europea participates in different academic rankings whose data are reported by the Field of Certifications and Accreditations of the Quality Assurance Team.



CYD

In the year 2023/2024 the Universidad Europea de Madrid has once again participated in the 11th edition of the CYD Ranking, together with the Universidad Europea de Valencia and the Universidad Europea de Canarias.

This tenth edition of the CYD (Knowledge and Development) Foundation ranking has analysed 81 universities, 30 fields of knowledge and 3407 qualifications through a multidimensional guide with the aim of establishing a comparison of the current situation of universities. New this year is the inclusion of the field of Physiotherapy and an update of the results of the qualifications in the fields of Agriculture and Health: Nursing, Pharmacy, Medicine, Dentistry, Psychology, Social Work and Veterinary Medicine.

The European University of Madrid was ranked 31st out of the 81 institutions analysed with the highest number of high performance indicators, the European University of the Canary Islands 47th and the European University of Valencia 55th.

The European University of Madrid has positioned 12 out of 36 indicators in the high performance, the European University of the Canary Islands 10 and the European University of Valencia 9.

The Universidad Europea de Madrid has excelled in the fields of Physiotherapy and Nursing, obtaining the highest number of high performance indicators of the universities in the region.



U-MULTIRANK

In the 9th edition of the international U-Multirank ranking, which is promoted by the European Commission, more than 2,200 higher education institutions from 96 countries worldwide and 76 national institutions.

U-Multirank takes a different approach to existing global university rankings. It is multidimensional and compares the performance of universities in the different activities they carry out. It is not limited to research, but takes into account different aspects and dimensions of university performance: teaching and learning, research, knowledge transfer, international orientation and regional engagement.

In 2022 the Universidad Europea de Madrid ranked 12th out of 76 in the Spanish university rankings, improving on the previous year's results. It also improved its ranking among Spanish private universities, ranking as the seventh best in the country.

In this edition, the Universidad Europea de Madrid has achieved a position in 4 specialities: Industrial Engineering as the 3rd national private university, Mechanical Engineering as the 7th Spanish university and 5th national private university, Civil Engineering as the 3rd national private university and Computer Engineering as the 3rd national private university.

This ranking highlights the Universidad Europea de Madrid its high percentage of international students and for being very strong in Teaching and Learning. The U-Multirank allows students to get to know the university panorama and to compare, according to their own criteria, the different universities they are interested in. During the year 2023/2024, no action has been taken in relation to this ranking.



QS STARS RATING

The European University of Madrid maintains its four out of five stars in the prestigious international university quality accreditation rating 'QS Stars' until 2024.

This external accreditation system determines the level of excellence achieved by universities in several Fields. The European University of Madrid obtained the highest score -five stars- in Internationalisation, Employability, Teaching and Online Learning. The Degree in Physiotherapy obtained 4 stars out of 5, standing out with a high score in the Employability of its Alumni, Graduation rate, overall student satisfaction with the qualification and in the percentage of international students.

In June 2024, data was provided for the renewal of the Qs Stars Rating, again providing information on the university and the Bachelor's Degree in Physiotherapy. The results obtained once this renewal has been completed will be valid for the next 4 years.



QS WORLD UNIVERSITY RANKINGS: SUSTAINABILITY 2024

The Universidad Europea de Madrid has participated for the first time in the QS Sustainability Ranking, which in its second edition has assessed 1,403 universities around the world to determine their environmental and social impact.

In the world ranking, the Universidad Europea de Madrid has been positioned between 1051-1100.



QS EUROPE UNIVERSITY RANKINGS 2024

QS WORLD UNIVERSITY RANKINGS: EUROPE 2025

The recognised QS Europe Ranking has positioned Universidad Europea de Madrid among the top 100 universities in Southern Europe in its 2025 edition.

Globally, it improved 20 positions with respect to the previous edition, ranking 409th, among the top 30 in international students and among the 100 with the best teacher/student ratio.

The ranking uses 12 indicators to assess European universities. The European University stands out in international student diversity, where it scored 96.9 out of 100, making it one of the 30 best European universities in this area. Likewise, in the teacher/student ratio category, it scored 73.9 points, making it one of the top 100 universities in this Field and the third best in Spain.



THE (TIMES HIGHER EDUCATION)

The Universidad Europea de Madrid is ranked as the 9th best national university, 7th national private university and 1st private university in the Madrid Autonomous Region in the 2023 edition of the *Times Higher Education World University Ranking*.

This academic ranking, with great media impact, is based on five main pillars: Teaching, Research, Research Influence (Citations), International Orientation and Industry Income. The Universidad Europea de Madrid stands out among private universities in Spain in Teaching (4th position), International orientation (4th position) and Citations - influence of research and research (6th position).



THE IMPACT

This is a ranking prepared by Times Higher Education based on the United Nations Sustainable Development Goals (SDGs). It assesses the contribution of universities to their development from three main fields (research, management and dissemination).

The European University of Madrid and the European University of Valencia have participated in the 6th edition where 2,152 institutions worldwide and 52 national universities were assessed.

The EMU has positioned itself on 11 of the 17 SDGs (2. Zero Hunger, 3. Health and Well-being, 4. Education and Quality, 5. Gender Equality, 6. Clean Water and Sanitation, 10.)



In the overall ranking, the EMU remains among the 801-1000 positions.

In SDG3- health and wellbeing, the European University of Madrid rises to 76th position in the world ranking out of a total of 1498 universities, standing out for: The volume of Alumni in health professions, Field of greatest scientific production and impact and Collaborations with health services.

In SDG 17. Partnerships to achieve the SDGs EMU is ranked 401-600 (2031 universities), obtaining a score of 96% in SDG Education, for the inclusion of curricular sustainability in the Academic approach. In 2023 it was positioned at 801-1000.

In SDG 5 Equality, it is among the top 401-600 universities (1361 universities), scoring above 90% in the % of women in senior academic positions. In 2023 no data was presented for this SDG, in the 2021 edition it was 201-300 out of 776 universities.

In SDG 15 Life of terrestrial ecosystems, it is among the top 301-400 (741 universities), standing out in the variable Supporting terrestrial ecosystems-education. No data was submitted for this category in 2023.

The European University of Valencia has participated with the following SDGs: 5. Gender equality, 12. Responsible production and consumption and 16. At the national level, it has positioned itself in sixth place with respect to 17. In the General Ranking, UEV remains in position 1501+.

In SDG 5. Equality, it is among the top 401-600 universities (1361 universities), scoring above 90% in the % of women in senior academic positions (91.5%). In 2023, it was also in the 401-600 out of 776 universities.

In SDG 12. Responsible production and consumption, the European University of Valencia rises to position 401-600 in the world ranking out of a total of 825 universities. In the 2023 edition it was in position +601.

In SDG 16. Peace, justice and strong institutions, it is among the top 601-800 (1086 universities). In 2023, it was in position +801.

Partnerships to achieve the SDGs UEV is in position 801-1000 (2031 universities), obtaining a score of 100% in Relationships to support the goals (support for SDG policies, cross-curricular dialogue on SDGs and international collaboration). In 2023 it was positioned at +1001.



EL MUNDO

THE WORLD

This ranking, published at the end of each academic year, analyses the main Bachelor's Degrees offered by Spanish public and private universities. It also provides information on how to choose the programme that best suits the student's expectations, where to study it and how much to pay for it. It lists the 50 best Bachelor's Degrees, selected from more than a thousand options, after an exhaustive analysis based on 25 criteria and organised into 50 specialisations, with the 5 best Bachelor's Degrees per specialisation being highlighted.

This year, the Universidad Europea de Madrid has become the third private institution in the country in terms of the number of qualifications it offers (behind only the University of Navarra and Ramón Llull) and has managed to place four Bachelor's Degrees among the best for the first time in its history. Thus, the Bachelor's Degree in Dentistry, which has entered for the first time, is in fifth ; the Bachelor's Degree in Architecture is also in fifth ; the Bachelor's Degree in Physical Activity Sciences is in fourth place and the Bachelor's Degree in Physiotherapy is in third place.

This is a media ranking, managed by the 's Communication Department, with the support of the Quality Field, which provides data and information related to academic indicators.

Other academic rankings obtain their indicators from public sources to rank universities according to their different fields:



SHANGHAI RANKING

The Shanghai Ranking analyses objective academic indicators and third-party data to measure the performance of the world's universities in relevant subjects.

The European University of Madrid is positioned as the first private university in Spain in Physical Activity and Sport Sciences, being one of the 150 best in the world. In the Field of Human Biological Science it is positioned in the top 5 best universities in Spain.



U-RANKING

This ranking orders Spanish universities (48 public and 22 private universities in this edition) according to their performance in two dimensions -research and innovation, and teaching-, correcting for the effects of the different size of the institutions to make them comparable, and establishes different ranks according to the score received. The overall results place EMU in rank 9 out of 11 at the national level and in rank 5 out of 7 among private universities.

EMU ranks 1 out of 5 in the Teaching category among private universities.

At the qualification level, the Bachelor's Degree in Dentistry in the first rank of Private Universities in the Madrid Autonomous Region stands out, as well as the Bachelor's Degree in Sports Management and the Bachelor's Degree in Physiotherapy at the European University of Madrid.



Other Activities

Once again this year, the Quality Assurance Team, in its commitment to promote the culture of quality and disseminate good practices in academic and institutional management, participates in and organises various events and forums for institutional representation.

WELCOME DAY

At the European University of Madrid, this event took place as every year at the Villaviciosa de Odón Campus on 15 September. The Quality Assurance Team participated with its own stand with the aim of informing students from the different Faculties and Schools about the work carried out by the Quality Assurance Team, the Quality Policy, the Internal Quality Assurance System (IQAS), Quality and importance of student participation in the processes where they can express their opinion and learn more about their Degree and the University, answering questions, being a delegate of their qualification and participating in the Quality Commissions (CCT, CCC, CGC).

In addition to giving the information in person, a variety of information material adapted to the space was produced and an interactive quiz was designed with questions on the Quality System and Quality Policy based on the information in the material on display and what had been told. Those who got 100% of the answers correct received a prize.

The Universidad Europea de Valencia did not participate in this conference and the Universidad Europea de Canarias had a different design of the conference, using the information material of the Quality Assurance Team in the introductions to the students.

XII NATIONAL CONFERENCE OF THE UNIVERSITY QUALITY ASSURANCE TECHNICIAN UNITS

On 16 and 17 November 2023, the XII National Conference of the University Quality Assurance Technician Units was held at the facilities of the University of the Basque Country/Euskal Herriko Unibertsitatea.

The conference focused on university assessment and accreditation. It brought together leading representatives of Quality Assurance Technicians Technician Units and Assessment from all over the country. From the University



Representatives from the Academic Quality and Compliance Unit and the Degree Innovation and Learning Assessment Unit attended.

During the meeting, current issues in the field of quality in higher education were addressed. Among others, new trends related to Institutional Accreditation and the certification of PhD Schools were discussed, as well as the integration the Sustainable Development Goals (SDGs) in the academic field, the incorporation of private degrees in the Higher Education Area (HEI), the role of the European Higher Education Area (EHEA), the role of the European Higher Education Area (EHEA), the role of the European Higher Education Area (EHEA), the role of the European Higher Education Area (EHEA), the role of the European Higher Education Area (EHEA) and the role of the European Higher Education Area (EHEA) in the European Higher Education Area (EHEA), among others.



quality systems and on the response rate in Satisfaction Surveys.

Participants shared valuable good practices, thus strengthening the commitment to continuous improvement and educational excellence.

These conferences not only served as a space for the exchange of knowledge, but once again demonstrated the fundamental role of these conferences and the collaborative work of the Quality Assurance Technician Technical Units in the promotion of quality standards in higher education.

OFFICIAL DELIVERY OF TAX CERTIFICATION AND INSTITUTIONAL ACCREDITATION

On 4 April 2024, Fundación para el conocimiento Madri+d awarded the SISCAL Certification to the School of Biomedical and Health Sciences, the Faculty of Social and Communication Sciences and the School of Architecture, Engineering and Design of the European University of Madrid, which has also obtained Institutional Accreditation.



The achievement of this recognised award certifies that the University promotes the continuous improvement of its educational offer, as well as a culture of quality that has a positive impact on all areas: students, employees and society.

MICROSOFT BUILD: AI DAY

On 19 March 2024, the Microsoft Build: AI Day took place at the Microsoft offices in Madrid, an event for developers and professionals where the following were presented



the innovations and opportunities offered by artificial intelligence and Microsoft Azure.

This event, which was attended by Álvaro Arcis from the Quality Assurance Team, explored and delved into topics such as the generation of augmented recovery with Azure OpenAI, the creation of personalised copilots with Azure AI Studio and the evolution of MLOps to LLMOps with Azure Machine Learning and its application in the education sector, through multimodal communication interfaces with GPT-4 and Vision AI.

The day included keynote sessions, hands-on workshops and networking opportunities with Microsoft engineers and industry alumni.

ARTIFICIAL INTELLIGENCE YEAR FOR COMPANIES WITH THE MADRID EXCELENTE SEAL OF APPROVAL

The Generative Artificial Intelligence course organised by Madrid Excelente together with the Universidad Pontificia de Comillas began on 15 April 2024, with a 13-week duration with On-campus and online sessions and more than 50 participants from companies that hold the Madrid Excelente seal of approval.

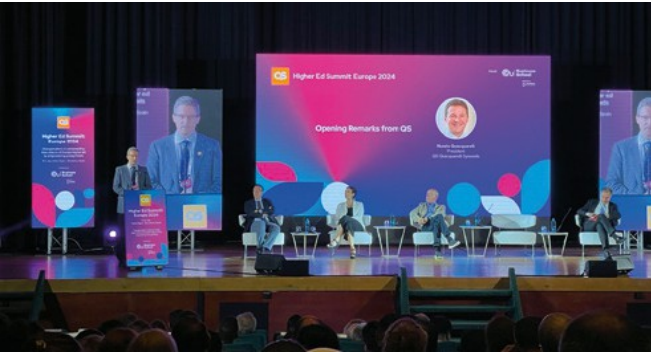


The Training was designed for employees of small and large companies, thus facilitating the adaptation of organisations to the latest technological trends. Contents of the year included: introduction to Generative AI (GAI), practical use of GAI, ethical considerations, and analysis of future trends and applications.

The Quality Assurance Team, represented by Álvaro Arcís, attended the sessions to increase knowledge of AI in the business environment.

QS HIGHER ED SUMMIT: EUROPE 2024

On 11 and 12 July, the QS Higher Ed Summit: Europe 2024 took place in Sitges (Barcelona) on "Agents of Change in Sustainability: New visions for European education through the youngest minds".



This forum for innovation and collaboration in higher education was attended by Eva Icarán, Pro-Vice-Chancellor for Teaching Staff and Research, Óscar García López, Director of the Research and PhD Unit, Olga Castelao, Director of the Quality Assurance Team, and Álvaro Arcís from the Accreditations and Certifications area of the unit.

FORUM OF UNIVERSITIES OF THE CLUB OF EXCELLENCE IN MANAGEMENT

Universidad Europea is part of the SDG Group of the Universities Forum of the Excellence in Management Club, with the aim of promoting the SDGs from the universities. have attended and participated in various meetings.



In addition, from the Field of Certifications and Accreditations of the Quality Assurance Team, we have also participated in different events organised by the Club de Excelencia en Gestión.

In April 2024, the European University of Madrid held a workshop at the Alcobendas campus for career counsellors from schools and universities to share experiences and solve challenges through co-creation. This activity was organised with the collaboration of Mamen de la Cuerda from the Guidance Unit and Sara Torres from the Entrepreneurship and Entrepreneurship Unit of the Pro-Vice-Chancellor's Office of the Pro-Vice-Chancellor for Students and University Life. It was also attended by David Málaga and Irene Salafranca from the School Plan.

In April, Sonia González, Ricardo Latorre and Olga Castelao participated in the EFQM Expert Training Course sharing the experience of the European University of Madrid "EFQM success story" for preparing and obtaining the EFQM Seal with the new model.

In June 2024, Sonia González participated as a speaker at the EFQM Seal Forum "How do I involve and gather the perception of investors, partners and suppliers", sharing the experience of the European University of Madrid.

Quality in Figures

Processes External Assessment

45 Degrees **Renewal**

Accreditation 12 Degrees

Regular Follow-up

26 Graduate degrees

Special Follow-up

7 Graduate Degrees **100%** FAVOURABLE

Processes Internal Assessment

Academic Compliance Study (Annual Monitoring

Report of the Degree) 179 Degrees

Quality Commission (Degree+ Centre)

418 meetings

Sessions Coordinators Degrees

149 meetings

Follow-up Sessions on Graduate Degrees

8 meetings



Measurement and Assessment

Satisfaction with Faculty

402,404 respondents (students)
295 campaigns

Satisfaction with the Qualification

30,464 respondents (students)
63 campaigns

Satisfaction with the Internship

13,513 responses (students and company tutors)
58 campaigns

Satisfaction with Mobility Programmes

242 respondents (students)
4 campaigns

Satisfaction with the Teaching Activity

4,682 respondents (teachers)
2 campaigns

Satisfaction of thesis supervisors

299 respondents
1 campaign

Satisfaction with Thesis Supervisors

217 respondents
1 campaign

Satisfaction of Administration and Services Staff

941 respondents
1 campaign

Satisfaction with Services Clinics

3,286 responses (users)
3 campaigns

Satisfaction with the Simulated Hospital

11,577 respondents (teachers and students)
2 campaigns

KPI reports created in Power BI

16 unique reports

Spaces in Power BI managed by the unit

57working areas