

Service Charter

Quality Unit



GENERAL INFORMATION

Objectives of the Quality Unit

The Quality Unit is a service that reports to the Office of the Vice-Chancellor for Teaching Staff and Research, with the commitment to develop the University's Quality Policy in the field of Teaching and Management and to support the agents involved in the implementation of the Quality System and the quality of its educational offer, favouring the creation and dissemination of a culture of quality and continuous improvement among the people and groups that make up the university community.

The aim of defining and implementing this Service Charter is to facilitate and make visible the services offered by the Quality Assurance Team and to meet the needs and expectations of the users of each service.

Mission

To inspire, ensure and help develop a culture of quality that helps to enhance the value of the University's activity through the positive impact it has on students and society.

Vision

To be a benchmark for quality in the context of Higher Education.

Values

To achieve the mission and vision, the Quality Assurance Team assumes the following values:

- Integrity and rigour
- Transparency and commitment
- Reliability
- Proximity
- Adaptability

Our main pillars of action are based on compliance with the requirements of the relevant legislation, measurement, analysis and continuous improvement.

List of services provided

Internal Quality Assurance System and Quality of training offer

- Design, implementation, monitoring and dissemination of the procedures of the University's Internal Quality Assurance System (IQAS).
- Information, training and advice for people involved in Quality-related processes.
- Management, planning, support and accompaniment in the processes of accreditation renewal and monitoring of the official Degrees in collaboration with the heads of the Centres/Degrees and the Quality Agency.
- Support in the processes of national and international institutional, institutional and qualification accreditations/certifications.
- Advice and support in the process of continuous improvement, promoting the implementation of the Quality Commissions (Degree, Centre and University), as well as the Improvement Plans of the Centres and their qualifications.
- Coordination of the internal monitoring of the implementation of accredited degrees to ensure compliance with their Memories.
- Support in monitoring the quality of non-official teaching.

Satisfaction surveys

- Design, planning and implementation, in coordination with the agents involved, of Satisfaction Surveys on the quality of curricula and results reports.
- Ensuring the processing of the data obtained from the surveys.
- Dissemination of the results of the satisfaction surveys to the parties involved.
- Management of the Certificates of the results of the Satisfaction Survey with the teaching staff.
- Information, training and advice for those involved in the processes related to satisfaction surveys.

Academic Information (Measurement and Analysis)

- It provides the data to facilitate the calculation of academic KPIs to assess compliance with the Quality Policy, the monitoring of the quality of the Degrees, as well as the strategic objectives of the University.
- Supervision and maintenance of the databases to which this unit has access (Annex I) that allow the calculation of the academic KPIs.
- Preparation of data and reports for the monitoring of the implementation of teaching in the processes of Returning Student Enrolment and Monitoring of accredited degrees, the Quality Commissions (Degree, Centre and University) and the monitoring of Compliance.
- Provides data for institutional reports to official bodies: Integrated University Information System SIIU), Conference of Rectors of Spanish Universities (CRUE), Management Board for Universities (DGU) for the control of compliance with regulations for Universities, Madrid Autonomous Region (Statistics on Education of the European Professional Centre), Others (Statistics on Financing and Expenditure of Private Education of the INE; Graduate degrees for the DGU, etc.).
- Preparation of data for programme/institution certifications/accreditations processes.
- Preparation of data for positioning in established academic rankings.

Institutional recognised

- Maintenance and renewal of the institutional recognised awards obtained.
- Support to the Centres/Degrees in the maintenance and renewal of the certifications/accreditations obtained.
- Promoting, proposing and fostering new recognitions for the University and its qualifications that provide value, prestige and reputation, through market studies and national and international competition.

Rankings and ratings

Strengthening the positioning of the University through the rankings/ ratings planned in the Quality Unit:

- Provide the requested data
- Prepare reports with the results obtained.
- Analyse the results to identify actions to improve them and to support the concerned Fields for implementation.
- Propose and encourage participation in new rankings and academic ratings that enhance the reputation of the Institution in collaboration with the Fields involved.

RIGHTS AND DUTIES OF USERS

Rights of the users in relation with the services rendered

- Receive information and training on the University's quality assessment processes.
- Attention to requests and queries, guaranteeing the confidentiality of personal or institutional information, which will be treated in accordance with the Data Protection Act.
- Professional and rigorous treatment of proposals, suggestions or complaints made by service users.
- Ensuring the functioning of satisfaction survey systems.
- Request and receive the certificates of the results of the Satisfaction Survey with the teaching staff.
- Request data linked to an academic quality process (Annex I) and receive them within the established deadline.

Duties of users

- Participate in academic quality assessment processes: reporting and Introduction of evidence within the established deadlines.
- Participate in IQAS monitoring processes and assessment of institutional certifications/accreditations and rankings/ratings: preparation and introduction of data/evidence within the established deadlines.
- Participate in satisfaction surveys, encourage their participation and disseminate their results.
- Participate in the preparation, implementation and monitoring of improvement plans.
- Maintain up-to-date public information (web) on the qualifications and centres.
- To implement and maintain a culture of evidence in its fields of action.
- Request data linked to any academic quality process, reporting, certification/accreditation, ranking/rating sufficiently in advance to ensure the Department's ability to extract, cleanse and calculate the necessary data.

FORMS OF USER PARTICIPATION

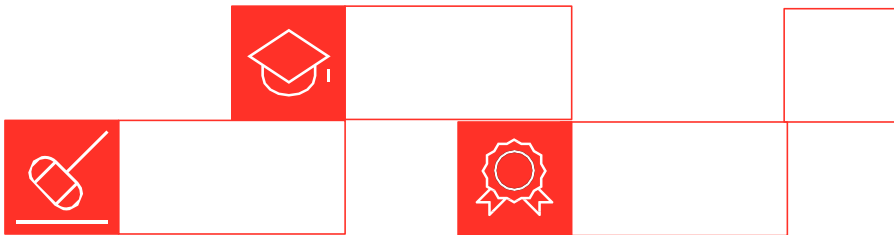
- Through the suggestions, complaints and claims mailbox, available for students, on the University website: <https://portaldelestudiante.universidadeuropea.es/>
- By e-mail for internal users of the University, through the following address: calidad@universidadeuropea.es and encuestas@universidadeuropea.es and for external users via the Management Board: escribenos.calidadmadrid@universidadeuropea.es



QUALITY COMMITMENTS

Quality commitments made

- Ensuring the implementation of the Internal Quality Assurance System.
- Promote the culture of the quality to through of sessions Training courses and other forms of dissemination.
- Promote continuous improvement, within the framework of the University's quality culture.
- To provide technical support and advice in the subject of quality to the university areas.
- Ensuring the internal monitoring of the quality and compliance of Degrees and Centres.
- Respond to queries and requests regarding quality from the different Fields of the University and the Centres within the established deadlines.
- Maintain the public information (website) on Institutional Quality and the Quality section of the Degrees and Centres up to date.
- Keep the information on the Quality Portal up to date.
- Build and maintain relationships with the Quality Assurance Teams of other Spanish Universities.
- Ensure, together with the related Fields, the functioning of the satisfaction survey systems.
- Provide the results of the satisfaction surveys carried out by the Unit.



INTERNAL AND EXTERNAL COMMUNICATION MECHANISMS

This letter will be disseminated :

- University website in the Institutional Quality section:
<https://universidadeuropea.com/conocenos/calidad-institutional/>
- Quality Portal:
<https://univeuropeaes.sharepoint.com/sites/PortaldeCalidad>

DATA IDENTIFYING THE SERVICE

Title: Academic Compliance and Quality Assurance Team

Coordination: Olga Castelao Naval

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Website: <https://universidadeuropea.com/conocenos/calidad-institutional/>

This Service Charter was approved by the Quality Unit on 04 October 2023 and by the Vice-Chancellor for Teaching Staff and Research of the University on 06 November 2023.

The present Charter of Services will have effect a starting from of November 2023

ANNEX I. DATA BASE

Enrolment Report

KPIs: lists and counts of students Enrolled per academic year, new students, ECTS enrolled, personal data available.

Grade Report

KPIs: performance, success and assessment rates, grades, total students in first vs. second or subsequent tuition.

Report Card

KPIs: numerical average mark in Ordinary Exam period, Extraordinary Exam period and December.

Alumni Report

KPIs: list and count of Alumni, efficiency rate, average transcript of records, average duration of studies, personal data available.

Abandonment Report

KPIs: list and count of students who drop out, drop-out rate (SIIU criteria).

Graduation Report

KPIs: List and count of graduating students, Normative graduation rate, Graduation rate (n+1).

Teaching staff report

KPIs: total PDI and FTE, full and part-time, labour and commercial, PhD, accredited, and PDI categories.

SB Degree and teaching staff

KPIs: NPS, overall satisfaction, satisfaction per item, response rate.

Specific queries for official academic data reports (SIIU files, Advanced Vocational Training Programme files for reports to CAM).

List of active Degrees and Products

* These KPIs are calculated on the basis of the information available in the University information systems