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Prepared:	Revised:	Pass:
Quality Assurance Team Management Board	Office of the Pro-Vice-Chancellor for Teaching Staff and Research	Vice-Chancellor's Office
 Mª Olga Castelao Naval	 Eva María Icarán Francisco	 Mª Rosa Sanchidrián Pardo
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1. OBJECT

The purpose of this procedure is to describe the processes for the systematic collection of information on the satisfaction of the stakeholders of the Universidad Europea de Valencia (hereinafter, the University), the dissemination of the results, the processing of the information, and the use of this information for the analysis and improvement of its academic and service offer.

2. SCOPE

Members of the university community; students, teachers, Alumni, employers, administrative and service staff.

3. REFERENCES

- Organic Law 2/2023 of 22 March on the University System.
- Organic Law 3/2018 of 5 December 2018 on the protection of personal data and guarantee of digital rights approving the regulation implementing Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.


4. DEVELOPMENT OF THE PROCESS

4.1 Planning and Methodological

In order to identify the needs, expectations and the degree of satisfaction and quality perceived by the stakeholders, the Quality Assurance Team stratifies the different stakeholders, as well as the aspects assessed, as follows:

Students

- Student satisfaction with teaching staff (Bachelor's Degree and Postgraduate).
- Student satisfaction with the Qualification and the University in studies (Bachelor's Degree, Postgraduate and PhD).

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- Satisfaction with academic externships.
- Student satisfaction with the development of simulation practice (Bachelor's Degree and Postgraduate).
- Satisfaction with mobility programmes: Incoming/Outgoing.

Professors (PDI)

- Satisfaction with their teaching activity (Bachelor's Degree, Postgraduate and PhD).
- Teacher satisfaction with simulation activities (Bachelor's Degree and Postgraduate).

Thesis supervisors

- Satisfaction with the assessment of thesis supervisors.

Alumni (Bachelor's Degree, Postgraduate and PhD)

- Employability study

PAS (Administration and Services Staff)

- Satisfaction with the University and its activity in relation to the Degrees.

Employers (Bachelor's Degree and Postgraduate)

- Satisfaction with students on academic externships.

Ad hoc studies on specific services

- User satisfaction with the University Dental Clinics of the University.

Through other cross-curricular departments (library, Student Affairs, etc.) and the services themselves (Sodexo, Medical Service), other surveys are carried out to find out the degree of user satisfaction.


Annually, the Quality Assurance Team, together with the Centre and the Field involved, assesses the results of the different surveys in order to plan the campaign for the following year. The content of the questionnaires is reviewed, as well as the dissemination (reports, distribution channels) and methodology for analysing the information. The opinion of the stakeholders on the process is also taken into account through the different participation bodies established where the results are disseminated and analysed (CCT, CCC, CAC).

Specific IT tools and platforms are available for the processing of the surveys and their subsequent treatment.

4.2 Types of surveys

1. Student satisfaction with teaching staff (Bachelor's Degree and Postgraduate).

At the beginning of each academic year, the Quality Assurance Team contacts the Heads of the different types of studies to explain the Assessment procedure and to initiate the process of

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data collection. The process is described in detail in Technical Instruction IT 01. Satisfaction . PC 11.1 Stakeholder Satisfaction.

- Bachelor's Degree qualifications

The measurement of satisfaction with Bachelor's Degree teaching staff is measured at the end of each semester, before the period of the final assessment tests.

Each student receives a survey to evaluate each teacher of each of the courses they are studying. At the start of each campaign, the launch of the campaign is communicated and the teaching department reinforces the message to encourage student response.

- Postgraduate Qualifications:

Assessment of Postgraduate teaching staff is carried out throughout the programme, as lecturers complete their modules.

The Area Director of the Centre, the Director of the Master's Degree and the Degree Coordinator of the corresponding Field are responsible for the activities of planning and carrying out the assessments of satisfaction with the teaching staff.

In both studies (Bachelor's Degree and Postgraduate), once the survey campaign has finished, the results are analysed by the Quality Assurance Team and each lecturer can consult the results obtained by accessing the survey platform with their passwords. Likewise, the Quality Assurance Team sends the results obtained to the Heads of each Centre or Field and Head of Department.

The results are also shared in aggregate form by the Quality Assurance Team in the Degree Quality Committees, the Quality Centre Quality Committee and the Quality Assurance Committee for analysis and decision-making, as described in CP 12.2 Analysis and Improvement.

They are also used for individual appraisal of teacher performance.

2. Student satisfaction with the Qualification and the University and measurement of NPS (Bachelor's Degree, Postgraduate and PhD).


Student satisfaction with the Degree and the University and the measurement of NPS is measured annually before the end of each academic year. Additionally, if necessary, a survey can be carried out in the middle of the academic year (Inter-programme survey). The process is described in Technical Instruction IT 01. Satisfaction Surveys. PC 11.1 Stakeholder Satisfaction.

There is a specific questionnaire for each type of study (Bachelor's Degree/Postgraduate/PhD) and mode (On-campus and online).

At the beginning of each campaign, the launch of the campaign is communicated and the teaching department reinforces the message to encourage the students' response.

The Quality Assurance Team analyses the results obtained and shares the corresponding report with the directors of the Degrees who will pass on the results to the stakeholders involved.

These results are also shared by the Quality Assurance Team in the Degree Quality Commissions, the Centre Quality Commission and the Quality Assurance Committee for analysis and subsequent decision-making.

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3. Student satisfaction with academic externships

Two mechanisms are available to ascertain student satisfaction with academic externships:

- The Graduate Satisfaction Survey contains specific items to collect this information.
- a specific platform for the management of internships, described in CP 7.2 External Academic Internships, which has a student satisfaction questionnaire.

In both cases, the information is collected during the final period of the placement in order to assess the programme and the level of student satisfaction with the placements received.

The Quality Assurance Team analyses the results obtained and shares the corresponding report with the Centres and the Department of Internships, which will pass the results on to the stakeholders involved.

These results are also shared by the Quality Assurance Team in the Degree Quality Commissions, the Quality Centre Commission and the Quality Assurance Committee for analysis and subsequent , as described in CP 12.2 Analysis and Improvement.

4. Student satisfaction with the development of simulation practice (Bachelor's Degree and Postgraduate).

Annually, a satisfaction survey is carried out for students to assess the programme and find out their level of satisfaction with the simulation practices. The process is carried out by the Quality Assurance Team and is described in Technical Instruction IT 01. Satisfaction Surveys. PC 11.1 Stakeholder Satisfaction.

The analysis of the information is carried out by the Quality Assurance Team and the results are shared with the Centres for subsequent analysis and decision-making as indicated in CP 12.2 Analysis and Improvement.

5. Incoming/outgoing students' satisfaction with mobility programmes


Satisfaction with mobility programmes is measured through two questionnaires:

- One for students going to another university for a year (*outgoing*).
- Another one for *incoming* students from other universities.

Both surveys are carried out in collaboration with the Quality Assurance Team and the International Mobility Unit. They are sent to students in the two semesters of the academic year. The process is described in detail in Technical Instruction IT 01. Satisfaction Surveys. PC 11.1 Stakeholders' Satisfaction

The Quality Assurance Team analyses the responses obtained and sends the results to the heads of the International Mobility Unit for further analysis and decision-making.

These results are also shared by the Quality Assurance Team in the Degree Quality Commissions, the Quality Centre Commission and the Quality Assurance Committee for analysis and subsequent , as described in CP 12.2 Analysis and Improvement.

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6. Satisfaction of the teaching staff/thesis supervisor with their teaching Activity

The satisfaction of the teaching staff with the University and with the Degree in which they teach, as well as the detection of their needs, is measured on an annual basis and aims to provide global results on different aspects related to university teaching, including the training programme, the organisation of teaching, satisfaction with the material resources and the training process, the quality system, etc.

The invitation to participate in the survey is sent by e-mail to the teaching staff from the Quality Assurance Team, including a direct link to the survey, and informing them of the dates on which it will remain active.

The results drawn up by the Quality Assurance Team are shared with the centres in the CCT-CEAT, CCC and CAC for analysis and subsequent decision-making, as indicated in PC 12.2 Analysis and Improvement.

7. Teacher satisfaction with simulation activities (Bachelor's Degree and Postgraduate)

Annually, a satisfaction survey is carried out for teachers to assess the programme and their level of satisfaction with the simulation practices. The process is carried out by the Quality Assurance Team and is described in Technical Instruction IT 01. Satisfaction Surveys. PC 11.1 Stakeholder Satisfaction.

The analysis of the information is carried out by the Quality Assurance Team and the results are shared with the Centres for subsequent analysis and decision-making as indicated in CP 12.2 Analysis and Improvement.

8. Alumni Employability Survey

The measurement of the employment situation and satisfaction of Alumni is carried out 15/18 months after the end of their studies. The process is described in Technical Instruction IT 01. Satisfaction Studies. PC 11.1 Stakeholder Satisfaction.


This survey is conducted by telephone CATI combined with e-mail reinforcement by an independent research company.

The outcome reports are shared by the Quality Assurance Team with the Centres and other interested Departments.

These results are also shared by the Quality Assurance Team in the Degree Quality Commissions, the Quality Centre Commission and the Quality Assurance Committee for analysis and subsequent , as described in CP 12.2 Analysis and Improvement.

9. Satisfaction of Administrative and Service Staff (PAS) with the Degrees

Every year, a satisfaction survey is carried out for Administration and Services Staff (PAS) on their assessment of the qualifications related to their Activity, as well as the University's services for the performance of their duties. The process is described Technical Instruction IT 01. Satisfaction Studies. PC 11.1 Stakeholder Satisfaction.

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The analysis of the information is carried out by the Quality Assurance Team and the results are shared with the Centres, as indicated in CP 12.2 Analysis and Improvement.

10. Employer satisfaction with academic externships

They are carried out during the final period of the placement to assess the programme and the level of satisfaction of employers/placement tutors in the placement centres.

The specific platform for internship management has designed a satisfaction questionnaire for the external internship tutor.

The Quality Assurance Team analyses the results obtained and shares the corresponding report with the Centres and the Department of Internships, which will pass the results on to the stakeholders involved.

11. User satisfaction with the University's academic services.

These surveys are carried out On-campus on-campus to users of the services of the University Clinics. The process is described in Technical Instruction IT 01. Satisfaction Studies. PC 11.1 Stakeholder Satisfaction.

The results obtained are shared with the Centres and with those responsible for the Clinics, for subsequent analysis and timely decision-making.

These results are also shared by the Quality Assurance Team in the Degree Quality Commissions, the Quality Centre Commission and the Quality Assurance Committee for analysis and subsequent , as described in CP 12.2 Analysis and Improvement.

Anonymity in the processing of information


The Quality Assurance Team guarantees anonymity in the treatment of the information of all the measurement studies it carries out, so that the answers of each respondent cannot be associated.

This anonymity is communicated to respondents when surveys are launched, in compliance with current data protection regulations.

Other ways of collecting information from stakeholders

The Universitat Europea de Valencia also uses other methods to obtain information on stakeholder satisfaction, for example:

- Meetings of teaching staff (*feedback* from tutors, Centre , department , faculty meetings, meetings of academic directors).
- Suggestions and comments arising from communication with other external agents (companies, professional associations and universities with which there are agreements).
- Information obtained through the Office of the for Students by analysing applications, the University Ombudsperson's report and formal and informal meetings with the Student Delegation.
- *Feedback* from students, teachers and employers during the Quality Commissions.

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Review and improvement of the satisfaction measurement processes.

On an annual basis, the measurement processes are assessed, gathering *feedback* from the centres and recipients of the surveys, so that modifications can be made to the questionnaires, information collection periods, support, communication channels, etc.

Results collection, analysis and improvement

The main satisfaction results at Degree and Centre level are included annually in the Indicator Sheet for analysis by the corresponding Quality Committees (Degree Quality Committees, Centre Quality Committee and Quality Assurance Committee) and decision making, as described in PC 12.2 Analysis and Improvement.

At the end of the academic year they will also be included in the Annual Degree Monitoring Report where they will be analysed in accordance with that described in CP 12.3 Monitoring and Assessment of University Degrees.

5. SPECIFICITIES PER CENTRE

School of Architecture and Polytechnic School

Not applicable

Faculty of Social Sciences

Not applicable

Faculty of Health Sciences


Not applicable

School of Doctoral Studies and Research

Not applicable

6. RECORDS

NAME	CUSTODIAN
Satisfaction results reports for each stakeholder group	Quality Assurance Team
Satisfaction Survey Form	Quality Assurance Team


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Satisfaction Results Infographics	Quality Assurance Team
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7. MONITORING AND MEASUREMENT


User satisfaction surveys and interviews are carried out on a regular basis, analysed and monitored annually. They are essential for continuous improvement, and taken into account in , as well as in the development of actions for improvement , both at Degree and Centre level. Externally, they are analysed and monitored by the Assessment Agency.

IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 11.1	Response rate of the Satisfaction Survey with the Qualification (Bachelor's Degree)	Quality Assurance Team	Academic year
IND02 PC 11.1	Response rate of the Satisfaction Survey the Qualification (Postgraduate)	Quality Assurance Team	Academic year
IND03 PC 11.1	Response rate of the Graduate Satisfaction (PhD)	Quality Assurance Team	Academic year
IND04 PC 11.1	Faculty Satisfaction Survey Response Rate (Bachelor's Degree)	Quality Assurance Team	Academic year
IND05 PC 11.1	Response rate of the Faculty Satisfaction (Postgraduate)	Quality Assurance Team	Academic year
IND06 PC 11.1	Response rate in the Assessment Survey of the Teaching Activity (Bachelor's Degree)	Quality Assurance Team	Academic year
IND07 PC 11.1	Response rate in the Teaching Activity Assessment Survey (Postgraduate)	Quality Assurance Team	Academic year
IND08 PC 11.1	Response rate of the Survey on Thesis Supervisors' Satisfaction with their Teaching Activity	Quality Assurance Team	Academic year
IND09 PC 11.1	Employability response rate for Alumni (Bachelor's Degree)	Quality Assurance Team	Academic year


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IND10 PC 11.1	Response rate of the Alumni Satisfaction (Postgraduate)	Quality Assurance Team	Academic year
IND11 PC 11.1	Alumni Satisfaction response rate (PhD)	Quality Assurance Team	Academic year
IND12 PC 11.1	Overall Satisfaction with the University of the Administration and Services Staff	Quality Assurance Team	Academic year
IND13 PC 11.1	Knowledge of the Quality Policy by teaching staff (Bachelor's Degree)	Quality Assurance Team	Academic year
IND14 PC 11.1	Knowledge of the Quality Policy by the teaching staff. (Postgraduate)	Quality Assurance Team	Academic year
IND15 PC 11.1	Knowledge of the Quality System and its processes on the part of the teaching staff (Bachelor's Degree)	Quality Assurance Team	Academic year
IND16 PC 11.1	Knowledge of the Quality System and its processes by teaching staff (Postgraduate)	Quality Assurance Team	Academic year
IND17 PC 11.1	Knowledge of the results of the teaching staff's satisfaction with your teaching (Bachelor's Degree)	Quality Assurance Team	Academic year
IND18 PC 11.1	Knowledge of the results of satisfaction with your teaching by the teaching staff (Postgraduate)	Quality Assurance Team	Academic year
IND19 PC 11.1	Knowledge of the results of surveys of the Degree/s in which you teach on the part of the teaching staff (Bachelor's Degree)	Quality Assurance Team	Academic year
IND20 PC 11.1	Knowledge of the results of surveys of the Degree/s in which you teach on the part of the teaching staff (Postgraduate)	Quality Assurance Team	Academic year

8. RESPONSIBILITIES

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RESPONSIBLE	TASK DESCRIPTION
University Governing Bodies	Analyse the results obtained in the satisfaction reports in order to implement possible improvement plans.
Quality Assurance Team	<p>Plan the different satisfaction surveys (survey map) and the launching Timeline.</p> <p>Informing students and centres about the planning of satisfaction surveys and the assessment procedure.</p> <p>Determine the main Fields to be analysed with each survey and the associated items.</p> <p>Manage the launch and deployment of each study.</p> <p>Follow up on the response rate obtained during the fieldwork and reinforce participation.</p> <p>Analyse the results obtained in each study and prepare reports.</p> <p>Follow up on the fieldwork carried out by the independent research company in cases where its reinforcement is available.</p> <p>Collect <i>feedback</i> from the measurement processes of the different studies in order to incorporate improvements (e.g. modification of items, rethinking of the different studies, revision of the Timeline of studies, etc.).</p>
Centre	<p>Strengthen student participation in studies of satisfaction with the teaching staff and the Degree/University.</p> <p>Analysing the results of the satisfaction surveys in the Degree Quality Committee (CQC) and taking responsibility for the implementation of possible improvement plans.</p> <p>Strengthen student participation in studies of satisfaction with the teaching staff and the Degree/University.</p> <p>Analysing the results of the satisfaction surveys in the Degree Quality Committee (CQC) and taking responsibility for the implementation of possible improvement plans.</p>

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9. STAKEHOLDERS AND ACCOUNTABILITY

The Quality Unit manages the qualitative and quantitative study to measure user satisfaction.

The results are obtained and exploited, according to a format that facilitates the analysis of the results, and are sent to the Centre and to the different Departments, as appropriate.

In order to ensure maximum transparency and promote the participation of all parties involved, to all stakeholders on the satisfaction results of the different , disseminating public information as appropriate and always in accordance with the CP.


2.1 Public Information and Accountability.

Stakeholder participation is guaranteed through the different satisfaction studies, their representation in the bodies involved, see PC 12.2 Analysis and Improvement, and the possibility for any individual to report incidents or complaints and suggestions through the procedure PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

The dissemination of the results of the satisfaction surveys described in this procedure, in order to be accountable to all stakeholders, is carried out by applying the procedure PC 2.1 Public Information and Accountability.

10.EXCHANGE CONTROL

EDITION	DATE	REASON FOR AMENDMENT
01	12/12/2012	Initial version: Identification of the process in the organisation and elaboration of the procedure.
02	30/05/2016	Updating of the Internal Audit System Manual Quality
03	25/04/2018	Updating the Internal Quality Assurance System Manual
04	29/10/2021	IQAS update
05	13/05/2022	Replacement of the term "guarantee" by "assurance". in line with the new AUDIT model (2018 version) and "PGC" for "PC".
06	08/01/2024	Updating the process

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11. ANNEXES

Technical Instruction IT 01. Satisfaction Surveys. PC 11.1 Stakeholder satisfaction.