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**
Date: 08/01/2024	Date: 08/01/2024	Date: 08/01/2024

1. OBJECT

The purpose of this procedure is to ensure that the Universidad Europea de Valencia (hereinafter, the University) has information based on consolidated and reliable data on academic performance, to be used for decision-making, official reports or any other request received.

2. SCOPE

The scope of this procedure covers all official Bachelor's Degrees and Master's Degrees at the University.

This information is made available to all the University's stakeholders and internal agents for analysis and proposals for improvement.

3. REFERENCES

- Verification/modification reports of the Degrees

- Guide for the verification and modification of current accredited degrees. Assessment Agency.

- Official Catalogue of University Indicators of the Integrated University Information System (SIIU).

4. DEVELOPMENT OF THE PROCESS

The University has a series of academic data that facilitates decision-making by the different Departments, as well as the dissemination of objective information to the different interest groups.

The main indicators used to measure academic performance are as follows:

- **Rate of return**: for students Enrolled in an academic year, the percentage ratio between the total number of credits passed and the total number of credits enrolled in that academic year.

- **Success rate**: for students Enrolled in an academic year, the percentage ratio between the number of credits passed and the total number of credits submitted for examination in that academic year.

- **Assessment rate**: for students Enrolled in an academic year, the percentage ratio between the number of credits submitted and the total number of credits enrolled in that academic year.

- **Drop-out rate**: percentage of students in a new intake cohort who, without having obtained a Degree, have not Enrolled in that study in the following two years.

- **Graduation rate**: percentage of students in a new intake cohort who complete their studies within the stipulated theoretical time +1 year, or earlier.

- **Efficiency rate**: for a graduation cohort, the percentage ratio between the total number of credits in the Syllabus and the total number of credits enrolled during the course of studies.

- **Teaching staff:** includes the total number of teaching staff with employment contracts and assigned to teach on the qualification and the commercial/professional staff who teach at least 10 hours on the Degree. The percentage of PhDs and the percentage of accredited lecturers is calculated on this total number of lecturers. The data are shown in total numbers and converted to full-time equivalents (FTE).

- **Students**: total number of students enrolled per academic year, differentiating between new entrants and new entrants in the first year, as well as the percentage of international students.

These data are obtained by Degree, Centre and University at the end of the academic year. The University's Measurement and Analysis Unit manages this information and, in order to facilitate its dissemination, dumps this data in a data visualisation tool accessible to all the academic agents involved, called the Indicator Sheet. The information on the Indicator Sheet also includes data from the previous two years, which allows for an analysis of its evolution.

In addition to the above-mentioned data, the University collects information from stakeholders by conducting satisfaction surveys, as described in procedure PC 11.1 Stakeholder Satisfaction. The results of the different surveys are also collected in a report in the data visualisation tool.

The information on the rates calculated and the satisfaction results will be used to facilitate decision-making by the different Departments of the University.

The data obtained are published on the website of the Degree and the Centre and updated annually.

The consolidated data are shared and analysed through the different mechanisms established in the Internal Quality Assurance System (hereinafter, IQAS) to guarantee the continuous improvement of the University at all levels, as described in procedure PC 12.2 Analysis and Improvement.

In accordance with current regulations, the University provides statistical information to different administrations and organisations, such as the Integrated University Information System (SIIU), the Autonomous Community of Valencia (Regional Ministry), the Conference of Rectors of Spanish Universities (CRUE), among others. Academic data is also reported annually to several national and international university rankings and to the assessment bodies of different institutional seals and accreditations.

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

The specifications in the School of Doctoral Studies and Research will be set out in the procedure PC 6.1 Research and Management of Doctoral Programmes, in the IT01/IT02, as well as in the Regulations of Official University Doctoral Studies of the European University of Madrid.

6. RECORDS

NAME	RESPONSIBLE
Degree/Centre Indicators Sheet	Quality Assurance Team

7. MONITORING AND MEASUREMENT

This process is continuously monitored by the Measurement and Analysis Unit, which is part of the Quality Assurance Team, and is updated when necessary, based on the different situations that may arise in the reviews of the system.

IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 11.2	Rate of return	Quality Assurance Team	Academic year
IND02 PC 11.2	Success rate	Quality Assurance Team	Academic year
IND03 PC 11.2	Assessment rate	Quality Assurance Team	Academic year
IND04 PC 11.2	Drop-out rate	Quality Assurance Team	Academic year

IND05 PC 11.2	Graduation rate	Quality Assurance Team	Academic year
IND06 PC 11.2	Efficiency rate	Quality Assurance Team	Academic year

8. RESPONSIBLE

RESPONSIBLE	TASK DESCRIPTION
Quality Assurance Team Field of Measurement and Analysis.	Share and provide information by Degree and Centre. Indicator sheet. Collect and manage information and data to make it available to the University.
Centre Field Manager	Analyse the information received on the academic performance of the year and propose appropriate changes based on this improvement-oriented analysis.

9. STAKEHOLDERS AND ACCOUNTABILITY

The main results and data of the qualifications are shared in the Quality Committees of the Degree and are published and updated annually according to CP 2.1 Public Information and Accountability, on the website of each Degree.

The data per centre is shared and analysed among all stakeholders in the Centre Quality Committee and published on each centre's website.

10. EXCHANGE CONTROL

EDITION	DATE	REASON FOR AMENDMENT
04	01/11/2021	IQAS update - Creation of the procedure.
05	13/05/2022	Replacement of the name "Guarantee" by "Assurance" in line with the new AUDIT model (2018 version) and "PGC" by "PC".
06	08/01/2024	Updating the process.

11. ANNEXES

Not applicable