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1. OBJECT

The purpose of this procedure is to ensure that the Universidad Europea de Valencia (hereinafter, the University) has mechanisms in place to measure and analyse the results of the quality processes, as well as to make decisions based on the conclusions obtained in order continuously improve the quality of its qualifications.

2. SCOPE

The scope of this procedure covers all the official courses taught at the University's Centres.

3. REFERENCES


- AUDIT International accompanying guide. Certification of the Quality Assurance System. 2022
- Quality Policy and Objectives.
- Quality Manual (MASIC).

4. DEVELOPMENT OF THE PROCESS

The University collects and analyses the academic results or results with an impact on the academic quality associated with the Centres and their official courses. The Quality Assurance Team manages the collection of these indicators with information on academic performance, stakeholder satisfaction, employability, students and teaching staff. To this end, it prepares the Indicator Sheet (for the Degree and the centre) as described in PC 11.2. Academic Performance, which facilitates analysis and proposals for improvement to the Heads of the Centre (Field Director).

In general, these data/academic results will be taken into account at the level of the Degree and the institution, in addition to other relevant information regarding:

- Performance indicators and other indicators/rates, as described in the procedure PC 11.2.
- Learning outcomes, as described in CP 5.1 Assessment of Learning.
- Job placement results and satisfaction data from Alumni and internship centres.
- Training, Assessment, Promotion and Recognition data for teaching and non-teaching staff, as described in the procedures; PC 1.3 Human Resources Policy Management, PC 8.1 Recruitment and Selection, PC 8.3 Employee Training, PC 8.4 Talent Management and Internal Mobility and PC 8.5 Staff Performance Management.
- Stakeholder satisfaction results, as described in procedure PC 11.1 Stakeholder Satisfaction.

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- Information on the resolution of claims, complaints and suggestions, as described in procedure PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

4.1 Analysis, review and improvement mechanisms

The University has established a series of decision-making mechanisms in which the different interest groups participate and where the results of the indicators are reviewed and shared, with the aim of carrying out the analysis and continuous improvement of the training programmes and their centres, thus guaranteeing the improvement of the University at all levels. These mechanisms are described below, going from the scope at Degree level to the scope at University level, which facilitates the implementation of the Internal Quality Assurance System and the cycle of continuous improvement:

1. Programme review/ Plan Q:

Quality management is carried out through the Q Plan, which includes the assessment and decision-making mechanisms that help to consolidate a quality culture of continuous improvement and regulatory compliance:

- Degree Quality Commission - Committee for the Assessment of Apprenticeships (CCT-CEAT)
- Centre Quality Commission (CCC)
- Quality Assurance Committee (QAC)
- Improvement Plan (of the Degree and the Centre)

Degree Quality Commission - Committee for the Assessment of Apprenticeships (CCT-CEAT)

The Degree Quality Commission-Learning Assessment Committee (CCT-CEAT) is one of the coordination mechanisms that, together with the Centre Quality Commission (CCC) and the Quality Assurance Committee (CAC), facilitate the implementation of the Internal Quality Assurance System (SAIC).


The CCT-CEATs are a series of meetings held throughout the academic year, the purpose of which is to analyse the functioning of each programme as a whole.

At least one meeting will be held at the beginning and one at the end of the academic cycle of the Degree, with the possibility of holding a follow-up meeting. It is recommended that the initial meeting be held within the first two months of the start of the year and the final meeting during the last month of the academic cycle.

CCT-CEAT for the start of the academic year:

The following information will be used as input for this meeting:

- Indicator information (previous year): academic fees and satisfaction results.
- External assessment reports, where appropriate.
- Learning outcomes Assessment previous year)
- CEAT Report (Degree Learning Assessment Committee Report)
- Information from the Degree Coordinator or Director of the Master's Degree on the development of the beginning of the year.
- Information from the Academic Advisor and/or the Online Tutor on incidents or complaints

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presented by the students.

- Academic approach results

At least the following topics will be discussed during the meeting:

- Analysis and incidents at the start of the year
- Analysis of Learning Assessment data (previous year).
- Analysis of the available indicators report.
- Analysis of external assessment reports, if any.
- Analysis of the results of the Academic approach.
- Proposals for improvement actions
- Compliance with the Legal Affairs requirements set out in the verified report.

After the meeting it will be generated:

- CCT-CEAT Act of initiation.
- Programme improvement plan. It should be drawn up in the days following the meeting to guide the work to be done during the year to improve the programme.


CCT-CEAT of Closing of the academic year:

The following information will be used as input for this meeting:

- Information from the Degree Coordinator or Master's Degree Director on the overall running of the year.
- Information from the Academic Advisor and/or Online Tutor on incidents submitted by students.
- Information on teaching staff: Degree Coordinator or Master's Director will collect main problems during the year.
- Results of available indicators and Satisfaction Surveys.
- Grades available (Ordinary Exam period)
- External assessment reports, where appropriate.
- Results and achievements of the programme improvement plan.

At least the following topics will be discussed during the meeting:

- Annual closure of previous Degrees Quality Commission.
- Analysis of the academic year: information from the Degree Coordinator, results of indicators and surveys, results of grades, information from the academic advisor/tutor Online.
- Analysis of the Improvement Plan and proposals for actions for the next year.

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After the meeting it will be generated:

- CCT-CEAT Final Act
- Programme improvement plan with results of its implementation. To be attached to the minutes.

The minutes must reflect the conclusions of the results of the application of the Improvement Plan in progress and the analysis of the aspects that have been detected and may be susceptible of being integrated into the Improvement Plan for the following year.

The assistants who will participate in the CCT-CEAT, regardless of the fact that any other member may join, depending on the needs, will be:

- Head of Centre
- Head of Department
- Graduate Degree Coordinator
- Master's Degree Master's Degree Director
- Students
- Alumni
- Teachers (TFG/TFM Coordinator and Internship Coordinator) or any other course considered.
- Quality Manager (PAS)
- Head of Learning Assessment (PAS)
- Academic Advisor (PAS)
- Online Tutor (PAS)
- Academic Director

If, for justified reasons, any of the persons proposed cannot attend, they shall subsequently receive the minutes and may make observations on the matters discussed. They may also make suggestions prior to the meeting so that they can be considered on the agenda.

On-campus meetings can be held on-campus or online via videoconference.

Once the meeting has ended, the minutes shall be sent to the convened persons for approval. The minutes shall state the reasons for the decisions taken at the meeting.

In order to guide the meetings, by default, the following issues related to the quality of the Degree will be addressed at the meetings:


Compliance with the memory: Teachers | Syllabus | Recognitions and Validations | Admission | Delivery mode, Language and number of places, etc.

Externships: Coordination between the internal and external tutor | Student Monitoring | Assessment | External tutor and student satisfaction.

TFG / TFM: Regulations and Learning Guide | Selection of topics | Assessment | Student monitoring | Selection of the defence panel.

Results of the Degree: main performance and satisfaction indicators

Public Information: Updated website with available and relevant information (minimum to comply with regulatory requirements).

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Information Management: Ordered and identified evidence available in the information repository.

Centre Quality Commission (CCC):

Through this mechanism, the results of the cross-curricular areas that form part of the SAIC and that have an impact on the quality of the centre and its qualifications are integrated at the centre level. Each member shares the information of their Field regarding the situation of the academic year in that centre, identifying areas of improvement in progress, planned and new proposals.

The objectives of the Centre's Quality Commission are as follows:

- Improve communication between all the cross-curricular Fields whose activity has an impact on the academic quality of the centre.
- Sharing the activity of the different Fields by identifying and analysing data and results at the centre level.
- Incorporate into the centre's improvement plan those objectives and actions in which the different Fields intervene, including cross-curricular aspects for all the Degrees.
- Facilitate and systematise the monitoring and updating of the school's improvement plan.

Members of the Centre's Quality Commission:

- Head of Centre: convenes and leads the meetings of the Commission.
- Members of the School Board: Heads of , Heads of Department and Academic Management Board: they report on the activity and results of their area.
- Representatives of the cross-curricular Fields involved in SAIC procedures: they provide results of their activity related to that centre and which have an impact on the quality of their Degrees.
- Representative of the Quality Assurance Team: transfers information on academic indicators and Satisfaction Surveys of the centre.
- Representative of the Degree Innovation and Assessment of Learning Unit: transfers information on the centre's Learning outcomes.
- Student representative: conveys the opinions of his or her peers, at the centre level.
- Teachers: who transfer global input at school level.


Development of the Commissions:

The Commissions meet at least twice during the academic year, once at the end/beginning of the academic year and once at the follow-up meeting.

The Head of School leads the meeting, giving a voice to each of the attendees, who present the results and information from each Field, as well as ongoing improvement actions and others planned for that school. Aspects to be included in the school's Improvement Plan are shared or actions already planned are updated, depending on the time of the academic year in which the meeting is being held.

The issues discussed at the meeting will be recorded in minutes.

Throughout the academic year and based on the establishment of the Centre's Improvement Plan, the members of the Committee periodically monitor the objectives and improvement actions defined therein.

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Quality Assurance Committee (QAC):

The Quality Assurance Committee (QAC) is a cross-curricular body that acts as one of vehicles for internal communication of the University's policy, objectives, plans, programmes, responsibilities and achievements in the subject of Quality.

The Quality Assurance Committee meets at least once a year, coinciding as far as possible with the closing and beginning of a new academic year. In this way, as much information as possible is available to address issues related to quality and the functioning of the whole university.

The Quality Assurance Committee has the following objectives:

- Ratify the Quality Policy.
- Verify the implementation of the University's SAIC.
- To review and analyse the achievement of the objectives of the University's Quality Policy.
- Identify cross-curricular actions for the improvement of the University that affect the academic Field.
- Monitor the effectiveness of processes and update them, if necessary, as well as communicate changes related to SAIC documentation.
- To study and, where appropriate, approve the implementation of the SAIC improvement proposals suggested by the other members of the University.

Members of the ACC:


- Office of the Pro-Vice-Chancellor for Teaching Staff and Research who acts as President of the Committee and/or the Director of Quality Assurance on his or her behalf.
- Representatives from different University Fields, who participate by passing on information from their Department and, in turn, collecting information to be communicated in their areas. In any case, the figures of:
 - o Teaching Field: Head of Centre.
 - o Non-teaching Field: representatives of the University's cross-curricular areas, whose activity has an impact on the quality of the programmes and the institution.
- Students
- Alumni
- Employers

Conduct of Committee meetings:

When the end and beginning of an academic year approaches, the Quality Assurance Team, through the Quality Management Board, collects and analyses information about the level of compliance with the Quality objectives, the main results obtained during the year and any other strategic considerations to be discussed in the agenda of the meeting.

The Office of the Pro-Vice-Chancellor for Teaching Staff and Research convenes the interested parties together with an agenda of the topics to be discussed.

Minutes shall be drawn up after the meeting. The conclusions to be submitted to the Academic Council shall be shared by the Pro-Vice-Chancellor for Faculty and Research who chairs the meeting.

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Improvement Plan

The Degree Improvement Plan is a document that describes the actions planned to improve the quality of the programme and the fulfilment of the commitments acquired, based on objective data from inputs analysed in the CCT-CEAT, the processes of monitoring and renewal of accreditation, and Compliance processes.

This plan is established after the initial CCT-CEAT and will be monitored by the Field Manager of the Degree Centre, accompanied by the Quality Manager.

The Centre Field Managers will submit to Centre Boards and the Centre Quality Commissions (CCC) those actions reflected in the improvement plans of the Degrees that require a decision to be taken by the Centre, so that they can be dealt with in these forums or incorporated into the Centre improvement plan.

The Centre's Improvement Plan is established after the CCC has been held as a result of the analysis of the inputs of the Centre and the stakeholders participating in the meeting.

Improvement plans shall include objectives associated with specific, measurable, achievable, relevant and time-bound indicators, and shall include the reasons for the definition of the objectives.

The monitoring of the improvement plans is reflected in the corresponding minutes; CCT-CEAT and CCC.

2. Academic Compliance Report: Annual Monitoring Report of the Degree


Annual study at programme level in the form of a Report or Report, through which it is monitored and analysed. This mechanism is described in detail in the procedure PC 12.3 Teaching Monitoring and Assessment.

3. Board of the Centre:

Meeting of the Head of the Centre, the heads of the Centre's Fields and the University's cross-curricular departments. Cross-curricular matters are dealt with at this meeting, enabling the issues affecting the programmes to be aligned with the decisions taken at higher levels. This is described in detail in PC 4.2 Horizontal and Vertical Coordination.

4. Delegates and Students' Council.

The delegates are elected each academic year to represent the students. Their direct interlocutors are the Academic Advisors, to whom they can pass on their complaints or suggestions so that these can be channelled to those responsible for their resolution/analysis. They also participate in the Degree Quality Committee, Centre Quality Committee and the Quality Assurance Committee, as well as in meetings with those responsible for the Centre or the Field to which their Degree belongs. The Students' Representative Council holds regular meetings with the Student Ombudsman and Vice-Chancellor's Office. Its functioning is detailed in PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

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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
Quality Assurance Committee Minutes	Quality Assurance Team
Minutes of the Centre's Quality Commission	Head of Centre
Minutes of the Degree Quality Commission-Learning Assessment Committee (CCT-CEAT)	Graduate Degree Coordinator/Centre Field Manager
Improvement plan Graduate Degree	Degree Coordinator/Responsible for Field of Centre
Improvement Plan Centre	Head of Centre

7. MONITORING AND MEASUREMENT

IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 12.2	Ratio of completed actions of the Centre's improvement plan	Centre Field Manager	Academic Year
IND02 PC 12.2	Ratio of actions in progress of the Centre's improvement plan	Centre Field Manager	Academic Year
IND03 PC 12.2	Ratio of unfulfilled actions of the Centre's improvement plan	Centre Field Manager	Academic Year

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8. RESPONSIBILITIES

RESPONSIBLE	TASK DESCRIPTION
Office of the Pro-Vice-Chancellor for Quality Assurance	To preside over the ACC, referring appropriate matters to the Academic Council, and to the Management Board, as the case may be.
Quality Assurance Team	Providing indicator data and presenting them to different bodies in which it participates (CST, CCC and ACC). Collaborate in the preparation of the Compliance Report: Annual Monitoring Report of the Degree.
Head of Centre	Leading the CCC and the Board of the Centre. Analyse the results and identify the main conclusions that can be drawn from them. To represent his/her Field in the CCC and Centre Board. In CSTs, he/she acts as the head of the Degree. Transfer information dealt with in CST and CCC to the Boards of Centres and collect information to be dealt with in the CCT.


9. STAKEHOLDERS AND ACCOUNTABILITY

As indicated in this procedure, the University has established different internal mechanisms, which include those responsible for the Centre and the Degree, academic staff, staff from cross-curricular fields, students, Alumni and employers. These mechanisms are the Degree Quality Committee (CCT), the Centre Quality Committee (CCC), the Quality Assurance Committee (CAC), the Learning Assessment Committee (CEA).

The Quality Assurance Team collects the academic data and information necessary for the Centre Field managers to analyse and see possible actions for improvement.

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 Quality Assurance System Manual.
03	25/04/2018	Updating of the Internal Quality Assurance System Manual.

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04	01/11/2021	Updating the IQAS.
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