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MODIFICATIONS			
EDITION	**DATE**	**REASON FOR MODIFICATION**	**PAGES**
01	10/10/2008	INITIAL VERSION	
02	19/09/2012	Adaptation of Procedure	2, 3, 7
03	09/03/2014	Adaptation of Procedure	
		- Update of purpose and scope	2
		- Update of definitions	2
		- Update of process development	2-4
		- Update of process diagram	5
		- Inclusion of communication and indicators section	6
		- Update of records	7
04	20/02/2015	Adaptation of procedure	2
05	18/03/2018	Review of procedure and adaptation	3-7
06		System review	
07	03/07/2019	Review of SGIC I and II	All
08	28/04/2021	Update of content, and Director of Quality and Academic Compliance	All

Approved by:	Approved by:	Approved by:
Olga Castelao Director of Academic Quality and Compliance Date: 28/04/2021	Eva Icarán Vice-Rector for Teaching Staff and Research Date: 28/04/2021	Elena Gazapo Rector Date: 28/04/2021

PURPOSE

To ensure that Universidad Europea de Madrid has access to information based on consolidated, reliable academic performance data, so that this can be used to make evidence-based decisions.

SCOPE

This procedure covers all university stakeholder groups and internal agents of the university who are required to make data-driven decisions.
All official degrees offered by Universidad Europea de Madrid

RELATED DOCUMENTATION

- Internal Quality Assurance Manual (MAGIC)
- 1.1 Quality Policy
- PGC 11.1 Stakeholder group satisfaction
- PGC 11.3 Complaints and suggestions procedure
- PGC 1.2 Strategic planning
- PGC 12.1 Definition and Review of Quality Policy
- PGC 12.2 System Review and Documentary Control
- PGC 12.3 Analysis and improvement

PROCESS DEVELOPMENT

The university holds a range of data that enables the various departments to make decisions and provide objective information to stakeholder groups.

The key data used in quality assurance is as follows:

o Performance rate: credits gained in an academic year as a percentage of the number of credits enrolled for.
o Success rate: percentage of credits gained in an academic year as a percentage of the number of credits submitted.
o Assessment rate: percentage of credits submitted in an academic year out of the number of credits enrolled for.
  This data is collected for each degree programme on 31 December following the end of each academic year.
o Drop-out rate: percentage of students from a cohort of new entrants in the first year of their degree programme who do not enrol on that programme during the two subsequent academic years.
  This data is collected for each degree programme on 31 May of each academic year.
o Graduation rate: percentage of students in a new entry cohort who complete their studies within the stipulated theoretical time, +1 or earlier.
o Efficiency rate: percentage of theoretical credits required out of the number of enrolled credits, for students in a given graduation cohort.
  This data is collected for each degree programme on 31 December following the end of

each academic year.

To facilitate understanding of the calculations for the aforementioned data, a Dictionary of Indicators has been uploaded to a Sharepoint page on the Office 365 platform and is available for consultation by any university employee. This dictionary also includes terminology definitions that are useful for any department needing to understand the information, together with the path to access each item of information, and the body to whom it should be communicated. A copy of the dictionary is annexed to this procedure under the name Annex I, Dictionary of Indicators.

In addition to the indicators mentioned above, the university collects information from stakeholder groups through satisfaction surveys, as described in procedure PGC 11.1 Stakeholder Group Satisfaction.

Data is obtained using the information from rates calculated and satisfaction survey results, which will be used to facilitate decision-making by the different University departments.

The analysis of these results and data, as well as the improvement actions implemented, will be included in the annual Degree Monitoring Report to be produced by the faculties/schools at the end of each academic year, as stated in PGC 12.3 Analysis and Improvement.

On 31 December following the end of the academic year, the University's Business Intelligence Competency Centre (formerly the Information Unit) provides the raw data with which the performance, success, graduation, assessment and efficiency rates are calculated using data obtained from the Integrated Academic Management System (SIGECA).

On 31 May of each academic year, the University's Information Unit calculates the drop-out rate.

The data obtained is published on the web page for each degree programme.

The aggregate results are uploaded to a folder shared with Quality Assurance and an external provider, who uploads them to a document called 'Indicator Sheet', which calculates the rates by degree, by faculty and by university. The information on this sheet also shows information from previous years, which allows the evolution of the data over time to be analysed. Additionally, each figure for each university is compared with the aggregate. The format for the indicator sheet can be found in Annex II, Indicator Sheet.

The most frequently used satisfaction data obtained via surveys and performance ratings is also uploaded to a shared folder, so that it can be published by the provider on the indicator sheet.

Data consolidated and published as described above is used by the various mechanisms that are designed to ensure ongoing improvement at all levels within the University, as detailed in procedure PGC 12.3 Analysis and Improvement.

SPECIFICS BY CENTRE

School of Architecture, Engineering and Design.
N/A

Faculty of Sports Sciences
N/A
Faculty of Social Sciences and Communication
N/A
Faculty of Biomedical and Health Sciences
N/A
School of Doctoral Studies and Research
N/A

RECORDS (evidence)

RECORDS		
RECORD NAME	**CONTROLLER**	**MEDIUM AND LOCATION**
Degree Indicator Sheet	Vice-Dean/Degree Programme Coordinator	Sharepoint Quality/Indicator Sheet; Sharepoint. Faculty Folder/Academic year/Degree Programme/Key Indicators
Annual Degree Report	Degree Programme Coordinator	Sharepoint. Faculty Folder/Academic year/Degree Programme/Quality

INDICATORS

IND01-PGC11.2. Main indicators included in the Indicator Sheet for the degree programme

RESPONSIBILITIES

Business Intelligence Competency Centre:

Provide the updated data that forms part of the different degree programme indicators.

Academic Quality and Compliance Department:

Collect the information provided by the Business Intelligence Competency Centre and prepare the data necessary for the creation of the Indicator Sheet, giving information by university, school/faculty and degree programme.

Q Partner:

Transfer the information from the degree programme indicator sheets to the faculty.

Vice-Dean/Director of Undergraduate Degree/Director of Postgraduate Degree:

Analyse the information received on academic performance through the data provided by the Q Partner that is subsequently reviewed by the Degree Quality Committees, and analysed each year in the Annual Degree Programme Report.

Draw together the data analyses carried out in the Annual Degree Programme Report.

ANNEXES

Annex I Dictionary of indicators

Annex II Indicator sheet