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| | PGC 12.3 ACADEMIC PERFORMANCE | EDITION 02 |

PGC 12.3 ACADEMIC PERFORMANCE

MODIFICATIONS COMPARED TO THE PREVIOUS VERSION

| EDITION | DATE | REASON FOR CHANGE |
|---------|------------|--|
| 01 | 15/09/2021 | Initial version |
| 02 | 20/09/2023 | Renumbering of the procedure (until now PGC20) and adaptation of the code of the rest of the affected procedures mentioned. Complete revision of the procedure taking into account the requirements of the AUDIT International Model, as well as updating the related documentation, updating the processes and redefining the indicators. |
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Elaborated:



Director of Quality
Date: 20/09/2023

Reviewed:



Vice-Rector, Faculty and Research
Date: 20/09/2023

Approved:



Rector
Date: 20/09/2023



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1. OBJECT

The purpose of this procedure is to ensure that the Universidad Europea de Canarias has information based on consolidated and reliable data on academic performance, so that it can be used to make decisions based on data, official reports or any demand received.

2. SCOPE

The scope of this procedure covers all Degrees and Master's degrees at the University. This information is made available to all University stakeholders and internal agents for analysis and proposals for improvement.

3. RELATED DOCUMENTATION/APPLICABLE REGULATIONS

- ✓ Documentation of the Internal Quality Assurance System.
- ✓ Academic approach of the Universidad Europea de Canarias
- ✓ Document 02 AUDIT International Model: Criteria and guidelines for the definition and documentation of Internal Quality Assurance Systems in Higher Education.

4. DEFINITIONS


- ✓ **UCCA:** Academic Compliance and Quality Assurance Team
- ✓ **SAIC:** Internal Quality Assurance System.
- ✓ **UEC:** Universidad Europea de Canarias

5. DEVELOPMENT OF THE PROCESS

The University has a series of data that allows the different Departments to make decisions and to inform stakeholders in an objective manner.

The main data used in quality are:

- 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.

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- **Assessment rate:** for students Enrolled in an academic year, the percentage ratio between the number of credits submitted for examination and the total number of credits Enrolled in that academic year. These data are obtained by Degree at the closing date of 31 December after the end of each 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 in the stipulated theoretical time +1 year, or earlier.
- **Efficiency rate:** for a graduation cohort, the percentage ratio between the total number of credits passed during the course of studies 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, as well as 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 document called Indicator Sheet. One file is created for each Degree and another for each Centre.


The raw results together with the indicator sheets are made available to the Quality Assurance Team, which shares them with stakeholders. The information in the Indicator Sheet also includes data from the previous two years, which allows for an analysis of their evolution.

In addition to the aforementioned data, the University collects information from stakeholders through satisfaction surveys, as described in PGC 12.1 Stakeholder Satisfaction procedure. The results of the different surveys are included in the Indicator Sheet complementing the above information, also by Degree and by Centre.

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 to guarantee the continuous improvement of the University at all levels, as described in the procedure PGC 12.2 Measurement, accountability, 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 the Canary Islands, 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.

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SPECIFICITIES PER CENTRE.

School of Architecture

NA

Faculty of Social Sciences

NA

Faculty of Health Sciences

NA

6. RESPONSIBILITIES

- Process Owner: Quality Assurance and Academic Compliance Team

- Participants in the process:

■ Quality Assurance and Academic Compliance Team:

- ✓ Collect the information provided by the Business Intelligence Competencies Centre and prepare the data in order to create the Indicator Sheet and provide information by University, School/Faculty and Degree.
- ✓ Transfer the information from the indicator sheets of the Degrees to the Faculty.

■ Business Intelligence Competencies Centre:

- ✓ It provides the updated data that are part of the different Degree Fees.

■ Heads of Department/ Vice-Deans:


- ✓ To analyse the information received on academic performance through the data provided by the Quality Manager and subsequently reviewed by the Degree Quality Committees.
- ✓ Collect the analyses carried out on the data received in the Annual Report on the Monitoring of the Degree.

■ **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.

8. COMMUNICATION

The main results and data of the qualifications are shared in the Quality Commissions of the Degree and are published and updated annually according to PGC 2.1 Public Information, on the web page of each Degree. Data by centre are shared and analysed among all stakeholders in the Centre Quality Committee and published on the web page of each centre.

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9. INDICATORS

PGC12.3-IND01: Performance rate

PGC12.3-IND02: Success rate

PGC12.3-IND03: Assessment rate

PGC12.3-IND04: Dropout rate

PGC12.3-IND05: Graduation rate

PGC12.3-IND06: Efficiency rate

10. RECORDS

| RECORDS | | | |
|------------------------|---|---------|----------------------|
| RECORD NAME | WHO ARCHIVES | SUPPORT | CONSERVATION TIME |
| Degree Indicator Sheet | Quality Assurance & Academic Compliance | Digital | 3 years |

11. ANNEXES

Not applicable