Content

MODIFICATIONS			
EDITION	**DATE**	**REASON FOR MODIFICATION**	**PAGES**
07	31/05/2019	Unification of SGIC I and II	All
08	28/04/2021	Update of website structure and change of Quality Manager	All
Approved by: Olga Castelao Director of the Academic Quality and Compliance Department Date: 28/04/2021	Approved by: Eva Icarán Vice-Rector for Teaching Staff and Research Date: 28/04/2021	Approved by: Elena Gazapo Rector Date: 28/04/2021	

PURPOSE

To guarantee the availability of information on the degree programmes offered by Universidad Europea via the website, ensuring that the data is accurate, and that it contains all the information demanded by current regulations.

SCOPE

This procedure affects all stakeholder groups, in particular students, potential students, teaching staff and graduates, and is applicable to all official degrees offered in the prospectus for all Universidad Europea de Madrid's centres (faculties and schools).

RELATED DOCUMENTATION

- Internal Quality Assurance Manual (MAGIC)
- Law 6/2001, of 21 December, on universities.
- Organic Law 15/1999 of 13 December on the Protection of Personal Data (LOPD) and RD1720/2007, of 21 December, which approves the regulations for the development of the LOPD.
- Guide to the Renewal of Accreditation for the Fundación para el Conocimiento madri+d's official bachelor's and master's degrees.
- Guide to the Renewal of Accreditation for the Fundación para el Conocimiento madri+d's official PhD degrees.
- Monitoring Guide for the Fundación para el Conocimiento madri+d's official bachelor's and master's degrees.
- Universidad Europea de Madrid's Student Representative and Student Government Regulations.
- PGC 4.2 Horizontal and vertical coordination.
- PGC 12.3 Analysis and improvement.

PROCESS DEVELOPMENT

Public Information. Web page

Universidad Europea de Madrid will keep its stakeholder groups informed about its course offerings through its website.

The information content will be determined by the Marketing Department, working together with the faculties and schools and the UEM Quality Assurance Department in the following way:

The information to be published on each degree programme is to be found in two information templates which bring together information identified by the Marketing Department and the Centres on the one hand, and necessary information provided by the Quality Assurance Department on the other. In both cases the faculties and schools are responsible for reviewing,

updating and validating the content of each of them. See **Annex I_Quality Template** and **Annex II Product Template.**

The Product Department identifies relevant information targeted at potential students.

The Product Department asks the faculties and schools to provide the template information that corresponds to Marketing (**Annex II Product Template**) for degree programmes, allowing a period of one month in which to complete and send on the updated versions The Faculties and Schools will previously have specified the relevant prospectus information related to their teaching-learning model and their strategic plan.

Each October, the web managers ask the Product Department for information on the degree programmes to be launched in the coming year.

The Product Department sends out the completed **Annex II_Product Template** for each of the degree programmes that must be published on the website.

The web managers keep a list of all the product templates to be published in a repository.

At the same time, the Academic Quality and Compliance Department establishes the criteria required under current legislation and by the regulator for the publication of the necessary information regarding the course offering and other relevant activities associated with the degree programmes. This information is that which is specified in the Fundación para el Conocimiento Madri+d's Guide to the Renewal of Accreditation, specifically:

o   Information about the centre:
   • Organisation
   • Politics
   • Strategy
   • Internal Quality Assurance System in place
o   Information on the courses offered:
   • Name of the degree programmes offered
   • Access routes and entry profile
   • Admission criteria
   • Credit recognition criteria
   • Syllabus structure
   • Subject teaching guides
   • Language requirements
   • Student mobility
   • Number of places offered
   • Mode of delivery
   • Grades and performance information
   • Academic calendar (class schedule and assessment dates).
      ▪ Information on academic staff
      ▪ Information on infrastructure/facilities
      ▪ Information on the centre's management services.
      ▪ Information on career guidance services for students.
      ▪ Information on complementary services offered.

o   Access to the complaints, grievances and suggestions mailbox.
o   Information on results:
  - Information on academic results
  - Work placement results
  - Stakeholder group satisfaction
o   Results of the processes of:
  - Validation
  - Monitoring
  - Renewal of accreditation
o   Link to RUCT, where the information on the degree programme appears.

The Academic Quality and Compliance Department sends the **Annex I_Quality Template** out to the faculties and schools.

At the end of the year in December, the faculties and schools send out the completed templates (both the quality and the product templates) containing the information to be published on the website via the Vice-Dean/Director of Undergraduate and Postgraduate Studies/PhD Programme Coordinator.

In January-February, the web product manager (marketing) publishes the information on the website with the following year's course offering.

In the event that inaccuracies are found on the website, or that a specific update is needed, these will be corrected during the course of the year. The Degree Coordinator/Programme Director will be responsible for reviewing and updating the information in accordance with the regulator's standards.

The Academic Quality and Compliance Department or the Vice-Dean/Director of Undergraduate-Postgraduate Studies/PhD Programme Coordinator will notify the product manager for their department of the correction to be made by email, copying each other in.

Other communication media. Events.

In addition to the information offered on the website, other secondary channels are also used, such as information leaflets for each course, which also provide basic information on official degree programmes, based on the information provided in the templates for the degree programmes published on the website.

Welcome Week. Once a year a welcome event is held for new students. All university departments are involved in this event, which aims to provide students with information on relevant issues related to the functioning of the University, and the degree programmes on which they are going to be studying. It takes place at different University locations.

The event is coordinated by the Internal Communication and Student Services Departments.

In May, Internal Communication and Student Services meet so that Student Services can provide information about the programmes on offer, number of students, modes of delivery selected, areas of knowledge and course profiles.

Based on the information provided by Student Services, a communication and activity plan for the event is drawn up.

At the same time, Internal Communication contacts other departments that may wish to provide information of interest to students, even if they are not in direct contact with them.

The dates on which the event takes place will depend on the dates for the start of the academic year. It is generally programmed to take place a few days beforehand.

The information communicated is:

o   Information on the academic model
o   Information on the courses they are going to follow
o   Practical information on day to day university life
o   Information on and tour of the facilities
o   Information about the many activities offered by the University.

At the end of the event, a questionnaire is emailed to the students, the results of which are stored and analysed by Internal Communications with a view to introducing improvements in the programming of the following year's events.

The results of the satisfaction survey are presented to students from specific groups within the university related to the area of communication, who will be asked to analyse the model and propose improvements.

Accountability to stakeholder groups:

Beyond the information published on the website, the Academic Quality and Compliance Department provides a range of mechanisms relating to accountability to the different stakeholder groups, primarily students, graduates, professors, employers, support and services staff, regardless of whether the information is made available to other groups through existing public communication channels.

The preferred channels used are the website, the virtual campus, e-mail and posters

Stakeholder groups participate in a variety of meetings where relevant information is shared about the degree programmes, faculties/schools or the University, thus enabling their active participation in decision-making.

Degree Quality Committees, Quality Assurance Committee, Faculty Board.

These meetings are of the Degree Quality Committees (CCT), the Quality Assurance Committee (CGC) and, when it directly affects their interests, the Faculty/School Board. These meetings are described in detail in procedure PGC 12.3. Analysis and improvement.

The different stakeholder groups are invited to attend these meetings to share relevant degree programme information (satisfaction survey results for the different stakeholder groups, performance indicators, improvement actions undertaken, etc.).

At these meetings, the active participation of attendees is also requested, to enable them to suggest improvements that will be recorded in the minutes, in the questions/requests and answers section.

Student Government

In addition, other specific meetings are held with particular interest groups. In the case of students, Student Services and Student Representatives meet through the Student Government.

Student Government meetings are held in the last week of each month.

The Director of Student Services drafts an agenda based on suggestions for topics to be discussed received from student representatives, and the information that the university wishes to convey to the students. The information that the University wishes to communicate may be based on the results of student satisfaction surveys, or on complaints and suggestions that have been made through the system described in PGC 11.3 Complaints and Suggestions Procedure.

During the meeting, minutes are taken on issues addressed and decisions taken. The minutes are stored in the **Blackboard space** provided for this purpose.

In addition to the minutes, an annual report on improvements made at the request of the students is uploaded here. This is produced by various means, in line with regulatory stipulations that must be complied with.
All students have access to this space by default, and receive a notification whenever the content is updated.

Departmental Meetings

At least two meetings between the Director of the Department - occasionally the Dean-Director of School - and the professors are held during each academic year.

At these meetings, the objectives for the year are announced, information is given on changes within the University, and the results achieved are presented. Updates on the progress of improvement initiatives suggested by the professors are also made.

The agenda is drawn up at the initiative of the Department Director, who prepares a list of topics to be discussed, and asks the professors to include any points they wish to raise. The final agenda is then emailed to those invited to attend the meeting.

During the meeting, professors may intervene to make suggestions regarding the issues discussed. The Department Director takes note of these suggestions with a view to initiating actions aimed at improving facilities, methodologies or anything else that may have an impact on effective teaching. See PGC 4.2 Horizontal and Vertical Coordination

Faculty meetings with the Rector

The Rector meets with professors and department directors. A meeting invitation is sent out with the agenda, which includes the points to be addressed.

During these meetings the key results achieved over the course of the year are reported, and new objectives for the future are communicated.

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

RECORDS (evidence)

RECORDS		
RECORD NAME	**CONTROLLER**	**MEDIUM AND LOCATION**
Web form with Quality information by degree programme duly completed	Academic Quality and Compliance Department	Sharepoint. Faculty Folder/Academic year/Degree Programme/Website information
Marketing information for degree programme (product)	Marketing Department	Sharepoint_ Repository of marketing files
Infographics on Employability and Satisfaction Results	Academic Quality and Compliance Department	Sharepoint. Faculty Folder/Academic year/Faculty Board/Accountability

INDICATORS

IND01 PG2.1 Evaluation of public information on accreditation renewal and monitoring reports

RESPONSIBILITIES
Academic Quality and Compliance Department:

Begin the process of reviewing/updating the quality file to ensure that the information requirements for the degree programmes are included in the corresponding template for each of them.

Check with faculties and schools that the information in the information sheet for each degree has been completed and updated, so that it will be correctly displayed on the website.

Vice-Dean, Undergraduate and Postgraduate Studies Directors, PhD Coordinator:

Review of changes/improvements related to the information contained in the two degree programme templates, with particular attention to the Marketing (product) template, which is more subject to change, and therefore needs to be updated more frequently.

Degree Programme Coordinator/Programme Director:
Check that the programme information on the website is relevant and up to date, in accordance with the standards set by the Regulator (web quality sheet).

Marketing Department:

Begin the process of reviewing/updating the Marketing file (product), which covers all sections for highlighting the value of the academic provision for each degree programme.

Update the degree programmes on the website based on the information that appears on the quality and marketing (product) sheets. Store the different versions of each file to ensure the correct monitoring of the different editions.

ANNEXES
Annex I_Quality Template

Annex II Product Template