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PGC 9.1 STUDENT AFFAIRS


CHANGES COMPARED TO THE PREVIOUS VERSION		
EDITION	DATE	REASON FOR CHANGE
01	03/09/2015	Initial version (This procedure was part of PGC19/Stakeholder Satisfaction ed.1)
02	05/09/2021	Updating of the procedure. Adaptation of the name SGIC to SAIC.
03	20/09/2023	Renumbering of the procedure (until now PGC23) 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 procedures and indicators.

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 define the mechanisms and channels through which requests, queries, complaints, suggestions and thanks from students regarding the University's educational offer and services are received and managed. As well as to establish the follow-up and solutions to these requests in order to ensure the continuous improvement of the Centres and their qualifications.

2. SCOPE

This procedure applies to the actions that take place from the moment a request is made through the different channels available to all students, until it is resolved by the Universidad Europea de Canarias.

3. RELATED DOCUMENTATION


- ✓ Internal Quality Assurance System Documentation
- ✓ Academic approach of the Universidad Europea de Canarias
- ✓ Regulations of the University Ombudsperson of the Universidad Europea de Canarias.
- ✓ Student Statute of the Universidad Europea de Canarias.
- ✓ Regulations of Delegates and Students' Representative Council 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.
- ✓ Organic Law 2/2023 of 22 March on the University System.

4. DEFINITIONS

- ✓ **University Ombudsperson:** Person in charge of safeguarding and protecting the rights and freedoms of the student body.
- ✓ **Student Affairs:** Service that responds to and coordinates solutions to incidents opened by students.
- ✓ **Student portal:** Student Affairs application platform.
- ✓ **UCCA:** Academic Compliance and Quality Assurance Team
- ✓ **ATE:** Student Affairs
- ✓ **UEC:** Universidad Europea de Canarias

5. DEVELOPMENT OF THE PROCESS

There are several ways or figures through which stakeholders can give importance to a request, incident, suggestion, complaint, claim or thanks: through the teaching staff, the coordination of the qualification, the student attention service, the University Ombudsperson, and through the Satisfaction Surveys that are carried out periodically.

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5.1. REQUEST AND INCIDENT MANAGEMENT

In the event that any student has a doubt, query or incident related to a University service, they can contact Student Services directly through the following channels: On-campus channel, telephone channel and online channel.

5.1.1. On-campus attendance channel

On-campus, students can manage their queries and requests by going to the Student Affairs Department.

Depending on the nature of your request or query, you may be dealt with by different figures or agents:

- Student Affairs: Field of attention for general enquiries related to any procedure/service of the university.
- Academic advisor: a reference figure to whom any student can turn for specific academic queries that require more individualised and personalised treatment.

Both Student Affairs and the Academic Advisor will try to provide an immediate and direct response to each student's request or query. All requests or queries made On-campus, whether they have been solved on the spot or not, are recorded in the online channel.

5.1.2. Call Centre Channel

Students can manage their queries and requests by telephone through the Student Affairs telephone number. All calls are answered by the Student Affairs Field, who will provide an immediate and direct response. All requests or queries made by telephone, whether or not they have been resolved at the time, are recorded in the online channel.

5.1.3. Online Customer Service Channel


Students can manage their queries and requests online through a request system in the Student Portal.

When the student sends a request, he/she can choose a predefined issue/type in the application itself. Each issue/type has a predefined flow and procedure associated with it, and different people and/or Departments can be involved in the solution and response to the student depending on the type of case.

In the case of a complaint, Student Affairs Services will make a call to understand and clarify the nature of the complaint. Any additional information that may be helpful in resolving or responding to the complaint is included by Student Affairs Services in the request itself.

The Student Affairs Field, which is part of the Student Experience Department, is responsible for daily monitoring of open requests, ensuring that the student receives a response from the corresponding area/department and that the established response times are met. Similarly, Student Affairs is responsible for informing all persons and departments involved in the resolution of the requests/queries received through the Student Portal applications.

At the same time, work is being done to improve procedures in order to improve the time and quality of the responses provided to students. To this end, Student Affairs prepares a report with the reasons, status and evolution of the requests/consultations.

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received through the different customer service channels. In addition, the issues/categories to which the greatest number of instances belong are reviewed and analysed in order to review the established procedures and propose possible improvements. If necessary, those responsible for Student Affairs meet with the people and services involved to try to reach a consensus on a new procedure.

Every year, the main suggestions, complaints, claims and/or acknowledgements received will be shared with the Quality Assurance Team in order to analyse them and include them as inputs in the Degree Quality Committees, in order to establish actions or proposals for improvement if necessary.

5.2 DELEGATES AND STUDENTS' REPRESENTATIVE COUNCILS

The course delegates are elected each academic year to represent the student body. They are in direct contact with the academic advisors, to whom they can pass on their complaints or suggestions so that they can channel them to the appropriate persons responsible for their resolution/analysis.

In each academic period, calls for entries are made for meetings of the delegates by Degrees or areas of knowledge with the academic advisor of the Degree, and minutes are taken of these meetings which are shared with the corresponding Centre Boards, and the Head of Centre/Responsible for the corresponding Centre Field may attend these meetings.

The Students' Representative Council meets regularly with the Vice-Rector for International Relations and Student Experience, the University Ombudsperson and the Rector of the University to obtain direct feedback from the student body, design and share policies or procedures and encourage student participation. Various members of the university community may be invited to these meetings at the request of the council itself. Minutes are taken at these meetings, which are shared with the Academic Council and kept by Student Experience.

5.3 UNIVERSITY OMBUDSPERSON'S OFFICE


Finally, the student body has the University Ombudsperson's Office, which is the figure in charge of watching over and protecting the rights and freedoms of students in the actions of the different bodies and services of the Universidad Europea de Canarias, as defined in the Regulations of the University Ombudsperson of the University and regulated in the Organic Law 2/2023, of 22 March, on the University System.

To make an appointment with the University Ombudsperson there are different ways or channels: e-mail (defensor.univeristario@universidadeuropea.es) or the University website.

Once the problem that has led to contact with the University Ombudsperson is known, a file is opened in which the name of the student and the issue to be dealt with are recorded. The information is stored under a password on a computer medium, so as to ensure the confidentiality of the information.

For each open problem or incident, the Ombudsman identifies the services or Departments involved and meets with them to identify or propose possible solutions. The Ombudsman is responsible for monitoring the actions taken until the incident is resolved, the student is informed and the file is closed.

Open files are stored in a database for further analysis and assessment.

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Likewise, the University Ombudsperson will report to the Academic Council on the results related to student allegations and complaints, according to the established planning, including conclusions and actions for improvement that the University Ombudsperson has determined. Annually, the University Ombudsperson publishes the general report with a summary of the incidents opened during the year.

The University Ombudsperson may form part of the Quality Assurance Committee, in which representatives of the teaching and non-teaching Field meet to discuss the quality actions being carried out at the University, make proposals for improvement and report on the actions taken.

In order to obtain direct feedback from students, the University Ombudsperson may meet with members of the Students' Representative Council when required or at his/her own request.

Assessment of satisfaction with the University Ombudsperson is carried out by telephone with a random selection of students who have used this service.

5.4. OTHER STAKEHOLDERS

University staff can channel their requests, suggestions and/or congratulations online via an e-mail address provided for this purpose on the University's intranet.

Any other person wishing to make a request, suggestion or congratulation has a free access suggestion box on the web page of each Centre.

The requests received in both cases are managed by the Quality Assurance Team, responding to each of them or referring them to the corresponding Department depending on the subject and the type of request received.

SPECIFICITIES PER CENTRE.

School of Architecture

NA

School of Social Sciences

NA

School of Health Sciences


NA

6. MONITORING AND MEASUREMENT

The annual review of the SAIC will include a review of this Management, Suggestions, Complaints, Complaints, Complaints and Acknowledgements procedure, planning and assessing how the relevant actions for the improvement of this service have been developed.

7. COMMUNICATION

The University has different internal mechanisms in place, of which the following form a part:

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Heads of the Centre and of the Degree, academic staff, staff from cross-curricular fields, students, Alumni, graduates, employers, where relevant information is communicated about each Degree. These mechanisms are the Degree Quality Committee (CCT), the Centre Quality Committee (CCC), the Quality Assurance Committee (CGC) and the Learning Assessment Committee (CEA). Specifically, both the figure of the University Ombudsperson and the representatives of the Student Services are present in these committees, where they contribute the value of the information that has been transmitted to them by the students. The Quality Assurance Team collects the information provided by the rest of the stakeholders.

8. INDICATORS

- PGC9.1-IND01 No. of enquiries, complaints and claims received by Student Affairs
- PGC9.1-IND02 Number of University Ombudsperson Requests Received
- PGC9.1-IND03 Student satisfaction with responses to requests made through the student portal

9. RESPONSIBILITIES

- Process owner: Head of Student Affairs Service


- Participants in the process:

- University Ombudsperson:
 - ✓ Attending to students in relation to incidents that have occurred to them
 - ✓ Open a file and follow up until the incident is resolved by the University.
 - ✓ Communicate the solution to the student
 - ✓ Carrying out monitoring reports
 - ✓ Publish the annual report on the website
- Student Affairs Service:
 - ✓ Follow up on applications opened by students.
 - ✓ Intervene to expedite the processing of late applications.
 - ✓ Coordinate the follow-up by the responsible persons in each part of the procedure.
 - ✓ Assessing and proposing improvements to the procedure for resolving incidents.
 - ✓ Conduct monitoring reports
 - ✓ Provide information to those who have access to the application platform so that they are aware of the procedures for action and how to use the computer application.

10. RECORDS

The following records, generated by this procedure and evidencing the effective implementation of this procedure, are managed in accordance with PGC 11.1 SAIC Review and Control of Documents and Records and are as follows:

RECORDS			
RECORD NAME	WHO ARCHIVES	SUPPORT	CONSERVATION TIME
Registration of Applications in	Student Services	Digital	3 years

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the student portal			
University Ombudsperson Reports	University Ombudsperson	Digital	3 years
Student Affairs Reports	Student Affairs	Digital	3 years
Minutes of the Students' Representative Council meetings	Academic Coordinators	Digital	3 years

11. ANNEXES

Not applicable