Content

MODIFICATIONS			
EDITION	**DATE**	**REASON FOR MODIFICATION**	**PAGES**
01	19/02/2014	INITIAL VERSION (This procedure formed part of PGC19/Stakeholder group satisfaction ed.3)	
02	02/03/2015	Adaptation of procedure	2, 3, 4, 10
03	21/09/2018	Review of procedure	
07	04/07/2019	Unification of SGIC I and II	All
08	28/04/2021	Update by Director of Quality and Academic Compliance	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

This procedure defines the mechanisms and channels through which student requests, queries and suggestions are received and managed at the University.

SCOPE

This procedure applies to actions taken from the moment a request, query, or complaint is received from a student, until it has been resolved by Universidad Europea de Madrid.

RELATED DOCUMENTATION

- Internal Quality Assurance Manual (MAGIC)
- Universidad Europea de Madrid: Academic Model
- Universidad Europea de Madrid: University Ombudsman Regulations.
- Universidad Europea de Madrid: Student Charter.
- Universidad Europea de Madrid: Student Government Regulations.
- 1.1 Quality Policy
- PGC 11.1 Stakeholder Group Satisfaction
- SISCAL madri+d Guide. Certification of Internal Quality Assurance Systems.
- LOU 6/2001, of 21 December, on universities.

PROCESS DEVELOPMENT

There are several channels that stakeholders should they have a query or request:

1) Face-to-face, 2) by phone, and 3) online.

All these channels are managed by the Student Experience Department, which is in charge of receiving, channelling and following up on requests or queries, and ensuring a final response to the student.

1. Face-to-Face Support

Students can manage their queries and requests face-to-face by visiting the Student Experience Department.

Depending on the nature of the request or query, students will be directed to the most

appropriate person:

- Student Services: for general queries related to any of the University's services or procedures.

- Academic Coordinator: for specific academic queries that need to be dealt with in a more personalised way.

Both Student Services and the Academic Coordinator will attempt to provide an immediate and direct response to the student's request or query. Those queries/requests that cannot be dealt with immediately will be referred to the online channel.

2. Telephone Support

Students can manage their queries and requests by phone, by calling the Student Support line. All calls are answered by the Student Experience Department, which is responsible for providing an immediate response. Those queries/requests that cannot be dealt with immediately will be referred to the online channel.

3. Online Support

Students can manage their queries and requests online, through an online ticketing system.

When the student opens a ticket online, they choose from a list of predefined topics/types of query within the application. Each topic/type of query is linked to a predefined procedure, with a range of people and or departments potentially being involved in resolving the matter, and replying to the student. Depending on the nature of the case, these could include different sections of the Student Experience Department, faculties/schools, the Admissions Department, the ICT Department, etc.

The Student Services Section, which is a part of the Student Experience Department, is responsible for daily monitoring of open cases, ensuring that the student receives a response from the corresponding department within the established timeframes.

Furthermore, Student Services is responsible for training all the people and departments involved in the resolution of the requests/queries received through the general online ticketing system.

At the same time, work is being done to improve procedures in order to improve the quality of the responses provided to students, and to speed up the process. To this end, Student Services prepares a monthly report with the reasons, status and evolution of the requests/queries received through the different channels. Additionally, requests/queries are reviewed and analysed with the aim of identifying the most common topics/categories, and proposing possible ways of improving the procedure. If necessary, those responsible in the Student Services section will meet with other people or departments involved in order to try to agree on a new procedure.

INFORMAL COMMUNICATION WITH STUDENTS

Universidad Europea de Madrid also makes use of other methods to obtain information on

stakeholder group satisfaction, for example:

- Meetings of teaching staff (feedback from tutors, Faculty/School Board meetings, departmental meetings of professors and academic directors).

- Focus groups that take place in response to specific events.

- Suggestions and comments arising from communication with external organisations (companies, professional associations, and universities with whom agreements are in place.)

- Information about the university that appears in press releases.

- Information gathered from students.

- Satisfaction surveys

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**
General Online Complaints/Grievances Form	HR Student Support Department	Online Ticketing Platform

INDICATORS

IND01-PGC 9.2 Degree Programme Survey. Satisfaction with student services

RESPONSIBILITIES

Head of the Student Experience Department and the University Ombudsman
University Ombudsman:

Provide support and assistance to students with regard to issues raised.

Open a case file, and monitor the incident until it has been resolved by UEM
Inform the student concerned of the solution proposed. Prepare monitoring reports
Publish the annual monitoring report Carry out satisfaction surveys

Student Services Manager:

Monitor cases filed by students. Intervene to speed up the processing of requests and complaints received after the deadline.
Coordinate follow-up by those responsible for each part of the procedure
Assess the procedure for the resolution of incidents, and put forward suggestions for improvement. Produce monthly monitoring reports
Train those who have access to the online general platform so that they are familiar with the operating procedures and the use of the computer application

Student Experience Department Manager:

Analyse, monitor and improve procedures related to student services.
Propose improvement initiatives.

ANNEXES
N/A