

Internal Quality Assurance System

0. Preamble

The purpose of EUNEIZ's Internal Quality Assurance System (SIGC) is to establish a systematic process for the management and continuous improvement of all aspects of the official degrees that make up its educational offering. It is the means by which programmes are continuously monitored and periodically evaluated to ensure that the objectives and needs of students and society are met.

The SIGC provides quantitative and qualitative information for decision-making regarding the courses offered and the internal management of the university, promoting continuous improvement. This system integrates different mechanisms and procedures related to both the collection and analysis of information on different aspects of the curriculum and the way in which this information will be used for monitoring, review and decision-making.

The defined structure of the Internal Quality Assurance System (SIGC) and the definition of the procedures that will govern its operation comply with the provisions of:

- Article 25. Quality assurance of official university education as defined in Royal Decree 822/2021, of 28 September, establishing the organisation of university education and the procedure for ensuring its quality.
- Part 1: Criteria and guidelines for internal quality assurance contained in the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). (2015). Brussels, Belgium. Approved by the Ministers responsible for Higher Education in the European Higher Education Area in May 2015.
 - Criterion 1.1 Quality assurance policy.
 - Criterion 1.2 Programme design and approval.
 - Criterion 1.3 Student-centred teaching, learning and assessment.
 - Criterion 1.4 Student admission, progression, recognition and certification.
 - Criterion 1.5 Teaching staff.
 - Criterion 1.6 Resources for learning and student support.
 - Criterion 1.7 Information management.
 - Criterion 1.8 Public information.

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- Criterion 1.9 Continuous monitoring and periodic evaluation of programmes.
- Criterion 1.10 Cyclical external quality assurance.
- As indicated in section 8 of Annex II, "Model report for requesting verification of the curriculum of an official university degree," included in the aforementioned Royal Decree 822/2021.

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1. Internal Quality Assurance System.

1.1. General framework

Internal Quality Service (SIC)

This service is responsible for gathering and organising the information necessary for the operation of the SIGC, ensuring the quality of university studies and supporting the work of the Quality Committees.

In addition, it will be responsible for channelling the process of designing (or modifying) the University's programmes, ensuring that relevant and up-to-date public information is provided on EUNEIZ and its degrees, and ensuring the correct implementation of the SIGC.

Quality Committees (QC)

The Quality Committees will be responsible for developing and managing the institution's quality assurance competencies. This body will analyse, discuss and debate the development and monitoring of official degrees. All its members have a voice and a vote. In the event of a tie, the chair will have the casting vote.

The Quality Committees will analyse the information and studies provided by the Internal Quality Service and will propose improvements for consideration and approval, if appropriate, by the Governing Council.

The SIGC has the following structure:

- Internal Quality Service.
- Quality Committees.
- Governing Board.
- Rector.

The following should be considered as having implications for the IACS:

- The management team and coordinators of each official university degree

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programme offered.

- The teaching staff.
- The administrative and service staff.
- The students.
- The graduates.

The Internal Quality Service (SIC) will be responsible for collecting and organising the information necessary for the Quality Commission to function. It will be made up of representatives of the administrative and service staff for each degree programme.

This Service is responsible for providing advice and assistance in compiling data that will enable the identification of those aspects of the organisation that are working well and those that require greater attention.

The Quality Committees (QC) will be responsible for the continuous monitoring and periodic evaluation of EUNEIZ's official degree programmes. As the bodies ultimately responsible for ensuring and improving the quality of each programme offered, they will monitor all external quality assurance processes, such as verification, modification, monitoring and renewal of accreditation.

Each of the Quality Committees will be composed of:

- Degree coordinators.
- Representatives of lecturers teaching on each degree programme, elected by the Governing Board from among the teaching and research staff.
- Student representatives (at least one per degree programme) elected by the Governing Board from among the students who stand as candidates.
- Up to a maximum of five representatives elected from among professionals related to the degree programmes offered by the University and/or graduates. They shall be elected by the Governing Board on the proposal of the directors of the degree programmes.
- One representative of the administrative and services staff.

The chairperson shall be one of the directors of the corresponding official degrees, and the secretary shall be the head of the Internal Quality Service.

The functions of the Quality Committees are:

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- a) Interpret the quality objectives for each degree programme and monitor their degree of achievement.
- b) Inform all those involved of the quality policy and objectives and the agreed actions.
- c) Design review and improvement actions for each degree programme.
- d) Establish and analyse the catalogue of quality indicators, which must include: graduation rate, dropout rate, efficiency rate, performance rate and average duration of studies.
- e) Analyse the results of student and teacher satisfaction with teaching activities.
- f) Analyse the satisfaction results of all stakeholders (students, teachers, administrative and service staff, and graduates).
- g) Analyse the suggestions and complaints received.
- h) Schedule and agree on the frequency, scope, and duration of student and teacher evaluation surveys on teaching activities.

The Quality Committees will be responsible for preparing an annual Quality Monitoring Report for each degree programme as a periodic and cyclical evaluation of the programmes. This review will be based on at least the following sources of information:

- Verification reports and any modifications thereto.
- External evaluation reports from the relevant quality assurance agency (verification, modification, monitoring and renewal of accreditation).
- Teaching guidelines.
- Academic performance indicators.
- Satisfaction results.
- Teachers' performance evaluation reports.
- The results of graduate employment analysis.
- Information gathered from complaints and/or suggestions.
- Proposals for improvement.
- The minutes of the meetings of the Governing Council and the various Quality Committees.
- Information published on the University's website.

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These follow-up reports must be analysed and approved by the University Management

The Quality Committees shall meet at least once a year to analyse the progress made in implementing the degree programmes being taught.

The meetings of these Committees shall be held at the end of the academic year (July), so that the analysis carried out will enable decisions to be taken that can be implemented during the following academic year.

If necessary, either due to evaluation processes, approved improvement plans or at the request of the Committee Chair, more than one meeting may be held during the academic year, preferably before the start of the academic semester or when determined by the Committee Chair.

Admission, progression, assessment and certification of students (Criterion 1.4 of the ESG)

EUNEIZ, through its governing bodies and Internal Operating Regulations, has clear procedures for admission, recognition and completion of studies. These are clearly defined and approved.

In turn, the University, through its various departments and/or services, offers guidance to students (future and current) about the institution and any of its programmes.

EUNEIZ, through its management tools, collects up-to-date and consistent information on student progress, which is made available to the Quality Committees, the Internal Quality Service, teaching staff and other interested bodies in order to facilitate analysis and subsequent decision-making.

EUNEIZ has specific regulations on the proper recognition of qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning, as essential components for ensuring student progress in their studies and thus facilitating mobility. These regulations are in line with the principles of the Lisbon Convention on the recognition of qualifications.

In turn, EUNEIZ has established regulations on the issuance of degrees, as well as the procedure by which students can request documentation relating to the qualification

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obtained, which includes, at a minimum, the learning outcomes achieved and the context, level, content and status of the studies undertaken and successfully completed.

Public disclosure (ESG Criterion 1.8)

EUNEIZ publishes clear, accurate, objective, up-to-date and easily accessible information about its activities and programmes.

Information about the activities of institutions is useful for current and prospective students, as well as for graduates, other stakeholders and the general public.

Institutions should therefore provide information on their activities, including the programmes they offer and their selection criteria, the expected learning outcomes of those programmes, the qualifications they lead to, the teaching, learning and assessment procedures used, pass rates and the learning opportunities available to their students, as well as information on graduate employment.

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1.2. General procedures of the internal quality assurance system

P1 Procedure for publishing information on qualifications (Criteria 1.4 and 1.6 of the ESG)

Objective

The purpose of this procedure is to establish how the University publishes, reviews and periodically updates information on degree programmes and to establish the corresponding responsibilities.

Scope

This procedure covers the publication, review and updating of information relating to the University's official degree programmes and all the services and persons involved.

Owner

University Web Service

Responsibilities

- University Web Service
- Internal Quality Service
- Academic Secretariat
- Degree programme managers

Development

The Internal Quality Service, Academic Secretariat and degree programme managers, together with the University Web Service, are responsible for reviewing the published information and ensuring that it is correctly updated.

Specific information about the degree will be provided, in the first instance, on the EUNEIZ University website, where you can access the list of courses that can be taken at the university, the results, the development, etc.

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For each degree, detailed information will be provided on at least the following:

- Official name of the curriculum.
- Teaching method(s).
- Number of places available for new students.
- Language(s) of instruction.
- Presentation and expected learning outcomes.
- Learning outcomes.
- Curriculum: structure, credit load, etc.
- Calendar, timetables, etc.
- Teaching staff.
- Entry profile and admission criteria.
- Services and facilities provided for learning and how to access them.
- Information on external academic placements.
- Information on mobility programmes.
- Information on the quality of the University in terms of results, evaluation reports, etc.

In addition, general and cross-cutting information will be included on topics such as: guidance on university pre-enrolment, access mechanisms, admission and pre-enrolment, admission criteria, enrolment process, academic regulations: recognition and transfer of credits, student progress and retention, issuance of degrees, external academic internships, etc., support and guidance services, including support services for students with special needs, complaints/suggestions procedure, quality and performance indicators, internal quality assurance system, contact telephone numbers, facilities, etc.

Additionally, other channels have been set up to ensure that this information reaches all interested parties:

- In-person assistance at the University: prospective students can arrange an in-person informational interview through the University's website or by telephone with the Academic Secretariat or the person responsible for the degree programme.

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- Remote assistance via the internet, email or telephone provided by the Academic Secretariat or the person responsible for the degree programme, as appropriate.
- Specific promotional and guidance activities in educational centres.
- General open days at the University and Faculty.
- Information in the media and digital media.
- Promotional graphic materials.
- Conferences and educational events.
- Once students are enrolled, two additional channels are also available: specific tutorials carried out by the person responsible for the programme and/or administrative staff, as appropriate, and a virtual classroom with information for enrolled students, teaching and research staff, and administrative and service staff.

Information must be reviewed and updated on an ongoing basis, but a mandatory review and update must be carried out at the end of the academic year by the Internal Quality Service, the Academic Secretariat and the degree programme coordinators, who must submit any changes and updates to the Web Service.

Indicators

- Updated information
- New information
- Number of enquiries classified by channel and subject

Records

- Página web actualizada
- Solicitud de cambios

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P2 Procedure relating to quality assurance policy (Criterion 1.1 of the ESG)

Objective

The purpose is to establish the system to be followed to define, approve, review and improve the University's quality assurance policy, the objectives and the internal quality assurance system itself, and the responsibilities in this regard.

Scope

This procedure covers all services and activities carried out within the University.

Owner: Internal Quality Service

Responsibilities

- Internal Quality Service
- Quality Committees
- Rector's Team
- The entire educational community

Development

Quality in the field of education and processes that enable continuous improvement of degrees is an unavoidable commitment of the University that will be reflected in its quality assurance policy.

The rector's team establishes and approves the quality assurance policy, which reflects the relationship between research and teaching and learning. This policy is communicated, understood and applied throughout the institution and is available to stakeholders (teaching and administrative staff, students and other interested parties) both on the website and through any other means deemed appropriate.

The quality objectives will be derived from the quality policy and will follow the same process of definition, approval, monitoring and dissemination as the quality assurance policy.

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Once a year, in the first semester of the academic year, the Internal Quality Service will promote the review of the quality policy, the objectives and the internal quality assurance system in terms of its procedures and efficiency.

The implementation and monitoring of the quality policy, objectives and system are the responsibility of the entire EUNEIZ educational community. Its review falls to the Quality Committees and the Internal Quality Service, which will identify whether or not it needs to be updated.

The review of the internal quality assurance system will assess aspects such as:

- The implementation and adaptation of the defined procedures.
- Whether the system allows for an academic assessment of the implementation of the degree programme in terms of: teaching planning, teacher performance, development of training activities, adequacy of resources and infrastructure.
- Whether the system allows for the calculation of quantitative indicators (performance rate, dropout rate, graduation rate, etc.).
- Whether the system provides information on satisfaction data.
- Whether the system allows decisions to be made based on information provided by the system.

This report shall contain proposals for improvement measures. The report as a whole shall be analysed and approved by the rector's team.

Indicators

Updated quality policy and objectives

Records

Quality assurance policy

Quality objectives

Internal quality assurance system review report

Meeting minutes

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P3 Procedure for the design, review and approval of programmes (Criterion 1.2 of the ESG)

Objective

The purpose of this procedure is to establish how the University designs and approves academic programmes prior to their authorisation, and to define responsibilities.

Scope

This procedure covers everything from the design/modification request to final approval by the governing bodies.

Owner

Internal Quality Service.

Responsibilities

- Internal Quality Service.
- Governing Board.
- Board of Directors.
- Quality Commission.
- Degree Programme Coordinator.
- Applicant.

Development

The need to update the University's educational offering requires following an orderly process for the design, review and final approval of bachelor's degrees, master's degrees and/or doctoral programmes.

The implementation and/or modification of new university or proprietary degrees requires the approval of the Board of Directors, and once the decision has been made, its execution is delegated to the Governing Board.

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The Governing Board shall carry out the necessary actions for the implementation and/or modification of studies leading to the award of official university degrees in accordance with the delegation of the Board of Trustees and in accordance with the provisions of current legislation until authorisation is obtained to commence the approved studies. The Governing Board shall take the corresponding decision after consulting the Executive Board.

The request to design or modify a programme may originate from any level of the university and be submitted to the Internal Quality Service for analysis prior to its referral to the Executive Board.

The request for design (modification) must take into account:

- The institutional strategy and expected learning outcomes, which must be explicit.
- The opinion of students and other stakeholders through consultation procedures or other types of opinion-gathering assemblies designed for this purpose.
- Experience and external references related to the programme.
- The four aims of higher education of the Council of Europe.
- The continuous development of the student body.
- The expected workload of students (in relation to ECTS).
- The provision, where appropriate, of external academic placements.
- The possibility of student mobility.

In turn, when designing (modifying) a degree programme, the following should be considered:

- The diversity of students and their needs, allowing for flexible learning pathways.
- The teaching methods, as appropriate, and the flexible use of different pedagogical methods.
- The promotion of autonomy, support and guidance for students, as well as mutual respect between students and teachers.

If necessary, the Internal Quality Service may analyse the relevance of the request in conjunction with the Quality Committee and/or the person responsible for the degree programme.

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The Internal Quality Service shall prepare a report gathering the necessary information on the degree programme and submit it to the Governing Board. This report shall consider:

- Relevance of the study programme. In the event of modification, it must be classified as a substantial or non-substantial modification and its impact on the current study programme must be assessed.
- Structure of the curriculum, scope of knowledge and justification thereof.
- External evaluation reports and their content, if applicable.
- Satisfaction data and performance rates, if applicable.

The Board of Directors shall analyse the information provided by the Internal Quality Service in order to make a decision and submit the proposal to the Governing Board for ratification.

In the case of an amendment, the Governing Board may appoint internal working committees to draw up the proposed amendment together with the Internal Quality Service.

General criteria for title modification

The general criteria established for modifying the title are as follows:

- Non-substantial modifications: These are minor changes that do not alter the nature, objectives, or fundamental characteristics of the degree. Once approved by the University, they will be sent to the agency for acceptance (Article 30 RD822/2021).
- Substantial modifications: shall be all changes not included in the previous point (Article 32 RD822/2021).
- The curriculum may not be modified before the assessment agency until one full academic year has elapsed since its last verification and/or modification assessment.
- External assessment reports that require modifications to be made.

Any changes must be posted on the programme's website so that the entire university community is aware of them.

Indicators

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- Number of modifications processed per study.
- Number of proposals made and consolidated.

Records

Meeting minutes.

Design/modification request.

Design/modification report.

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P4 Procedure for evaluating the quality of teaching and teaching staff (Criterion 1.7 of the ESG).

Purpose

Develop the process by which the University will evaluate the quality of teaching and teaching staff, enabling objective and reliable results to be obtained that facilitate analysis and decision-making by the various bodies involved.

Scope

This procedure covers all official degrees offered by EUNEIZ University and the teaching staff associated with them.

Owner

Internal Quality Service

Responsibilities

- Internal Quality Service
- Board of Directors
- Head of Qualifications

Development

The evaluation of teaching quality and teaching staff is a fundamental tool for guiding educational activities in the contexts in which they take place. The need for studies and results in this regard, and for promoting the evaluation of teaching by all stakeholders, is a key element in the processes of improvement and classification of universities. It is therefore one of the University's priorities. An assessment will be made of the educational results obtained in each degree programme with respect to the objectives set and the methods established for student learning.

The Quality Commission, supported by the Internal Quality Service, will prepare an annual report on the quality of teaching and teaching staff at the end of the academic year, based on the following information:

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- The catalogue of quality indicators. This should contain graduation, dropout, efficiency and performance rates, together with the average duration of studies.
- The distribution of final grades in each subject.
- Teachers' assessment reports on their teaching performance.
- The results of student assessment surveys on teaching activity.
- The results of evaluation surveys regarding external placements (conducted among students and tutors).
- The results of evaluation surveys regarding the TFG/TFM (final degree project/master's thesis).
- The results of satisfaction surveys regarding the degree programme.
- The structure and characteristics of the teaching and support staff.
- Data on graduate employment and employability.
- Data on new student enrolment.
- Any other aspects related to the quality of teaching and teaching staff.

This information must be made public to the entire university community. The information for preparing the report will be provided by the Internal Quality Service, which will collect it from different parts of the University.

The Quality Commission will determine, in view of the report, a set of actions to be carried out and will submit the proposal to the Board of Directors for approval. If necessary, the Board will activate the mechanisms for the degree programme coordinators, together with the lecturers responsible for the subjects, to take the necessary initiatives.

In addition, students can express their opinions about the quality of teaching through their representatives, directly to their tutor or to the head of studies. Through the established mechanisms (e.g. regular meetings of the bodies and the delegation, individual or group tutorial sessions, etc.), actions for improvement will be collected on the learning process, the resolution and prevention of academic problems and for the quality assurance of the curriculum.

The dissemination of the report, the results and the actions to be carried out shall be

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communicated to the university community as determined by the Board of Directors.

Associated indicators

- Learning process outcomes: academic rates, student performance, etc.
- Satisfaction survey results.

Records

- Annual report
- Improvement plan
- Meeting minutes

Internal Quality Assurance System

P5 Procedure for collecting teaching evaluations from students and lecturers (Criteria 1.5 and 1.7 of the ESG).

Purpose

Establish procedures and mechanisms for evaluating and improving teaching staff performance.

Scope

This procedure applies to all teaching and research staff at the University.

Owner

Internal Quality Service.

Responsibilities

- Board of Directors
- Internal Quality Service
- Students
- Head of Teaching Staff
- Teaching Staff

Development

The assessment of the quality of teaching performance will be based on evaluations carried out by students, teaching staff and academic supervisors.

Teaching assessment should be understood as a merit of the teacher that may be taken into account for promotions, competitions, applications for innovation grants, teaching improvement, etc. This evaluation will provide individual and overall evaluation results by department and even by degree programme. The latter two will be the results taken into account by the Internal Quality Service for inclusion in the report on the quality of teaching and teaching staff.

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The specific instruments on which the evaluation of the quality of teaching staff and their performance will be based are as follows:

- Student assessment of the teaching-learning process and the performance of their teachers. At the end of each course, students will complete a survey to evaluate the subject as a whole and the performance of each teacher in order to contribute to improving teaching quality, detect possible problems in the field of teaching, and serve as a teaching merit for the teacher.
- Teachers' assessment: personal reflection on the teaching provided in relation to the objectives set at the beginning.
- Assessment by the programme coordinator: the coordinator of each programme must carry out an overall assessment of the academic year. The necessary areas of focus for this analysis will be coordination, results obtained, deficiencies detected and possible opportunities for improvement.

In addition to these assessments, the Board of Directors shall annually:

- Establish and follow clear, transparent and fair processes for staff recruitment and employment conditions that recognise the importance of teaching;
- Provide opportunities for the professional development of teaching staff and empower them;
- Encourage intellectual activity to strengthen the link between education and research;
- Promote innovation in teaching methods and the use of new technologies.

In order to meet the external evaluation requirements for its teaching staff established by the applicable regulations, EUNEIZ will formalise the corresponding agreements for the development of this evaluation with the Basque University System Quality Assessment and Accreditation Agency.

Indicators

Student satisfaction with teaching staff

Records

Teaching satisfaction reports

Teacher reports

Academic coordinator reports

Meeting minutes

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P6 Procedure for ensuring the quality of external placements (Criterion 1.7 of the ESG).

Purpose

Develop the process by which the University will analyse the quality of external academic placements with the aim of obtaining objective data and trends for proper analysis and decision-making by the various bodies involved.

Scope

This procedure covers external academic placements that are curricular or not associated with official EUNEIZ University degrees.

Owner

Internal Quality Service

Responsibilities

- Internal Quality Service
- External Internship Tutors
- Quality Committee
- Academic Coordination and Management Service
- Board of Directors

Development

The University will promote the participation of its students in professional activities that require the application of knowledge through so-called "Educational Cooperation Agreements".

External academic internships are training activities carried out by university students and supervised by the University, with the aim of enabling students to apply and complement the knowledge acquired in their academic training, promoting the acquisition of skills that prepare them for professional activities, facilitate their

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employability and foster their entrepreneurial capacity.

In addition, external academic internships will promote and consolidate collaborative links between the university and its business and professional environment, and strengthen links between students and the university, as well as dialogue with the business environment.

There are two types of external academic internships: curricular internships, which form part of the curriculum and, therefore, of the degree programme, and extracurricular internships, which do not form part of the curriculum.

Students who undertake external academic internships, based on specific regulations, will be assigned two tutors: a professional tutor, who will guide and assess them within the institution where they will carry out their internship, and the university's academic tutor, who will be responsible for the final assessment, coordinating with the professional tutor and monitoring the student.

The University, through the virtual campus, will provide the necessary information on external academic placements: deadlines, agreements, applications, etc.

The Internal Quality Service will be responsible for conducting the satisfaction survey on external academic placements through the following annual mechanisms:

- Student satisfaction questionnaires to assess the suitability of the internships and their management.
- Satisfaction questionnaires for academic and professional tutors to gather their opinions on the management of the internships and the fulfilment of the established objectives.
- Annual meeting with organisations hosting students on work placements in order to maintain an open dialogue that brings the professional and economic world closer to the University.

The data obtained from these studies will be forwarded to the Quality Committee for inclusion in the Annual Report and to the Academic Coordination and Management Service so that it has objective data to analyse external academic practices in terms of management, suitability, etc., and to issue proposals for review and improvement that may be incorporated into the improvement plan, if so determined by the Board of Directors.

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Indicators

- Number of educational collaboration agreements signed.
- Degree of student satisfaction with external academic placements.
- Degree of tutor satisfaction with external academic placements.

Records

Educational cooperation agreements

Meeting minutes

Results reports

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P7 Procedure for assessing the quality of mobility programmes (Criterion 1.7 of the ESG).

Purpose

Develop the process by which the University will collect and analyse information derived from mobility programmes.

Scope

This procedure covers mobility programmes signed by the University.

Owner

Academic Secretariat

Responsibilities

- Academic Secretariat
- Degree programme coordinators
- Internal Quality Service
- Quality Committee
- Board of Directors

Development

Student mobility will be coordinated by the Academic Secretariat, while the academic management of exchanges will be carried out by the programme's academic manager.

Undergraduate students will have the opportunity to undertake a period of international training in one of the options available through the various collaboration agreements maintained by the University.

The University will establish the management of student mobility with information and advice to the university community on the different international cooperation programmes in the field of higher education through the degree programme coordinators, who may coordinate in a cross-disciplinary committee made up of all the

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degree coordinators at the University. This committee will also coordinate the implementation and development of the international training activities in which the University participates and the management of student mobility programmes.

Mobility agreements must be in writing and signed by the relevant officials from both universities. The University will computerise the management of exchanges through specific IT tools, databases, email lists and specific information in the student enrolment management programme. Information relating to the management and coordination of the various mobility programmes (calls for applications, scholarships, information meetings, etc.) will be published on the University's website and in the virtual classroom.

The activity of the mobility programmes will be measured on the basis of student satisfaction surveys with the mobility programme.

The Academic Secretariat will monitor the student, prepare the proposal for credit recognition at the end of the exchange programme, which must be validated by the Head of Degree Programmes, conduct a personal interview with the students who have participated in the exchange programmes, and prepare a report on the results for the improvement of the curriculum, which will be sent to the Internal Quality Service to be included in the annual report prepared by the Quality Committee, if deemed appropriate.

Any proposals for improvement that may arise from the review of the information on mobility may be incorporated into the improvement plan, if so determined by the Board of Directors.

Indicators

- Mobility programmes signed.
- Number of outgoing and incoming students.

Records

Mobility agreements signed

Meeting minutes

Results reports

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P8 Procedure relating to the satisfaction of stakeholders involved in degree programmes (Criterion 1.7 of the ESG) and the management of suggestions and complaints

Purpose

Establish the manner in which the University reviews satisfaction data, complaints, and suggestions received in order to implement improvements in the services provided by Euneiz.

Scope

This procedure covers all satisfaction results as well as complaints and suggestions submitted by any member of the Euneiz university community.

Owner

Internal Quality Service

Responsabilidades

- Internal Quality Service
- Academic Secretariat
- University community
- Quality Commission

Development

The Internal Quality Service is responsible for sending out and compiling satisfaction surveys. Information on overall assessment and specific aspects of the degrees will be obtained annually through computerised surveys conducted among the various people involved (students, teaching staff, administrative and service staff, and graduates) in the corresponding academic year.

The channels available for complaints, suggestions and/or comments are as follows:

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- Complaints/suggestions box on the website and Virtual Campus.
- Email addressed to the Internal Quality Service and/or Academic Secretariat.
- In person through the Internal Quality Service and/or Academic Secretariat.

Likewise, any interest group or interested party in Euneiz may submit their comments and criticisms through the transparency channel established via the website, and these will be channelled accordingly to the relevant areas.

The Internal Quality Service will be responsible for disseminating the relevant channels of communication in this regard among the university community.

All complaints/suggestions must be sent to the Internal Quality Service so that they can be registered and followed up in conjunction with the Academic Secretariat.

The receipt of a complaint/suggestion will involve its analysis in order to identify the problem, classify it and distribute it to the relevant department. A response must be provided within one month of receipt, including an action plan if necessary.

The Internal Quality Service will close the complaint/suggestion once the proposed solution has been fully implemented.

Annually, prior to the Quality Commission meeting, the Internal Quality Service will carry out a comprehensive analysis of complaints/suggestions in order to identify the results of their management, their nature, the improvement actions associated with them, etc.

The data on complaints, suggestions and satisfaction will be reflected in the report prepared by the Quality Commission so that they can be analysed where appropriate.

Indicators

- Number of complaints/suggestions recorded
- Number of complaints/suggestions by type
- Response time to interested parties

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Records

Complaints/suggestions files

Satisfaction reports

Meeting minutes

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P9 Procedure relating to the study of graduate employment and employability (Criterion 1.7 of the ESG).

Purpose

The purpose of this process is to provide the University with a clear tool that allows it to monitor the employment indicators of its graduates, ascertain the employment rate and assess the value of the training received.

Scope

This procedure covers all official studies at the University.

Owner: Internal Quality Service

Responsibilities

- Internal Quality Service
- Quality Committees
- Degree Programme Coordinators
- Board of Directors
- Governing Bodies

Development

The University will closely monitor the professional development of students and alumni, and will promote the building of solid bridges between the academic world and the business world. To this end, through the Internal Quality Service, it will conduct a study on the labour market integration and employability of its graduates two years after completing their studies.

This study will focus on an assessment questionnaire that will be sent by the Internal Quality Service to graduates, and its results will be analysed by the Quality Committees and other governing bodies.

The objectives of this study are:

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- Assess their satisfaction with the education received at the University.
- Evaluate their entry into the labour market two years after completing their studies and how well it matches the studies they undertook.
- Extract indicators that allow for comparison of labour market entry and employability between different University studies, cycles, fields of knowledge, etc.

The sample will consist of all graduates, and the survey will be the same for the entire group. The study will have three parts: one will focus on the analysis of the first job, the second on the current employment situation, and the third on the training received and its suitability. The results will be aggregated by the Internal Quality Service in order to produce the "Report on the labour market integration and employability of Euneiz University graduates". This report will be analysed by the Quality Commission, the degree programme coordinators, the Board of Directors and other governing bodies, and disseminated via the University's website and any other means deemed appropriate.

This report will enable effective monitoring of the job placement and employability of University graduates, assessment of the suitability of the training provided and insight into the world of work. All of this will enable the establishment of improvement measures that may have an impact on the curriculum, the organisation of the University, etc. These may be incorporated into the improvement plan, if so determined by the Board of Directors.

On the other hand, one of the responsibilities of teacher-tutors is to respond to students' needs in terms of guidance and job placement, facilitating the development of their professional careers to ensure they are well positioned in the job market.

For a proper analysis of the aforementioned report, consideration should also be given to the information provided by tutors, external academic internship partner centres on the work carried out by students on internships and the needs and/or expectations of the labour market, as well as any other opinion surveys of employers, sectoral observatories of the labour market, etc. carried out at the University.

Indicators

- Employment rate of graduates by field of study, area and level.

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- Job suitability rate.
- Satisfaction with the training received.
- Suitability of the training received for the labour market.

Records

Report on job placement and employability

Meeting minutes

Satisfaction results

Internal Quality Assurance System

P10 Procedure for discontinuing a degree programme (criteria 1.7, 1.8 and 1.9 of the ESG)

Purpose

The purpose of this procedure is to clearly establish the process to be followed for the termination of a title, with a definition of responsibilities.

Scope

This procedure covers all official degrees awarded by the University.

Manager

- Governing Board
- Board of Directors
- Board of Directors
- Academic Secretariat
- Internal Quality Service
- Quality Commission

Development

The implementation, modification and elimination of new university or proprietary degrees requires the approval of the Board of Directors, and once the decision has been made, its execution is delegated to the Governing Board.

The Governing Board shall carry out the necessary actions for the implementation, modification and elimination of studies leading to the award of official university degrees in accordance with the delegation of the Board of Trustees and in accordance with the provisions of current legislation until authorisation is obtained to commence the approved studies.

The Governing Board shall take the corresponding decision after consulting the Executive Board. The Executive Committee, based on the annual report prepared by the

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Quality Committees on degrees, the information provided by the Internal Quality Service and Academic Secretariat on labour market integration and employability, analysis of demands made by professional groups, business associations and/or social institutions, feedback from employers, etc., and considering the external evaluation reports received – monitoring, renewal of accreditation, etc. - analyse whether or not the criteria established for the removal of the degree have been met.

After receiving all the information, the Board of Directors will decide whether to discontinue the degree programme in accordance with compliance or non-compliance with the criteria established for this purpose and determine the mechanisms to safeguard the rights of students who are enrolled in the programme to be discontinued. The decision to discontinue the programme must be ratified by the Governing Board.

The proposal will be submitted to the Governing Board accompanied by:

- Restructuring of human resources and material resources/services.
- A proposal to update the range of training options and alternatives.
- A proposal for alternative career paths.

The Board of Directors will analyse the information and forward it to the Governing Board for approval and to begin the relevant procedures related to the termination.

General criteria for title removal

The general criteria established for the revocation of a licence are as follows:

- Failure to pass the planned accreditation renewal process.
- When the Council of Universities considers that the modifications incorporated into the degree represent a significant change in the nature and objectives of the degree previously registered in the RUCT, which would mean that it would be a new curriculum and would proceed to act as appropriate for a new degree.
- A recurring decline in the number of new students enrolled for three consecutive years (fewer than 10 students) and in the demand for access to the degree programme is grounds for considering the temporary or permanent suspension of the degree programme or the need to redefine it within the framework of other related courses taught at the university.
- A decrease in success rates, graduation rates, efficiency rates and other indicators of academic performance, and an increase in the dropout rate for the degree

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programme, shall be grounds for considering the temporary or permanent suspension of the degree programme.

In addition, each degree programme may have specific circumstances that lead to its discontinuation and that are not included, such as low demand in the labour market, low academic and/or professional interest in the degree, etc. These are difficult to quantify in advance, as they are variables that depend on the situation of the degree programme at any given time. For this reason, it is considered necessary that, if they exist, they be explicitly included in the proposal for discontinuation.

Mechanisms to safeguard students' rights

The discontinuation of a degree means that the University will not accept enrolment of new students or transfers from other universities.

The mechanisms established to safeguard the rights of students enrolled in suspended courses until their completion are:

- Non-admission of new enrolments in the degree programme.
- Number of academic years, after the discontinuation of the degree, during which these rights remain valid.
- Gradual phasing out of teaching.
- Proposed alternatives for students who are enrolled in the discontinued programme.
- Alternative training options to the degree programme.
- Alternative career paths.
- Support and guidance for students who are repeating the course.
- Right to assessment until the number of attempts regulated by the University's progress and permanence regulations has been exhausted.
- Other mechanisms determined by the Rector by resolution.

All this information must be made public on the degree programme's website so that the entire university community is aware of it.

Indicators

- Number of proposals for discontinuation categorised by field and cycle.

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- Number of discontinued programmes categorised by field and cycle.
- Number of discontinued programmes classified according to the possible reasons for discontinuation.

Records

Meeting minutes