SERVICE CHARTER MONITORING REPORT YEAR 2025

Secretaria de la Facultat de Ciències Socials
Universitat de València

EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2022	2023	2024	2025
1 Satisfaction with the information and personal contact received from the Office.	3,40	3,40	3,62	3,62
2 Resolution rate of admission procedures for partial official studies within the deadline.	100 %	100 %	100 %	100 %
3 Satisfaction with the help provided during the enrolment process.	3,74	3,74	3,90	3,90
4 Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.	100 %	100 %	100 %	100 %
5 Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.	3,48	3,48	3,67	3,67
6 Rate of recognitions of credits processed within the due date.	100 %	100 %	100 %	100 %
7 Satisfaction with inquiries or arrangements for recognition and credit transfers.	3,65	3,65	3,55	3,55
8 Rate of transfer of academic records to other universities within the due date.	100 %	100 %	100 %	100 %
9 Satisfaction with inquiries and management of university fees.	3,73	3,73	4,02	4,02
10 Satisfaction with inquiries and management of mobility programmes.	3,13	3,13	3,78	3,78
11 Satisfaction with the information received on procedures or enquiries regarding work placements.	3,58	3,58	3,84	3,84
12 Satisfaction with the information received on procedures or consultations about final projects .	3,18	3,18	3,77	3,77
13 Certificate issuance rate within the deadline.	100 %	100 %	100 %	100 %
14 Satisfaction with the time of delivering certificates.	3,98	3,98	3,48	3,48
15 Notification rate of resolutions in the matter of bringing forward examinations sittings within the due date.	100 %	100 %	100 %	100 %
16 Satisfaction with queries or procedures on bringing forward examinations sittings.	4,00	4,00	3,63	3,63
17 Satisfaction with the information received on procedures or enquiries regarding appealing exam grades.	3,80	3,80	3,33	3,33
18 Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.	100 %	100 %	100 %	100 %
19 Rate of certificates processing within the due date.	100 %	100 %	100 %	100 %
20 Satisfaction with management and information about doctoral procedures.	4,43	4,43	4,21	4,21

Indicator	2022	2023	2024	2025
21 Compliance with the publication of schedules, classrooms and exam dates before the beginning of the enrolment period.	Yes	Yes	Yes	Yes
22 Information rate regarding the homologation of foreign qualifications within the due time.	n. d.	n. d.	n. d.	n. d.

* In the case of deadlines, a positive deviation indicates that the deadline has been met and a negative deviation indicates that the deadline has been exceeded.

CUSTOMER SERVICE AND INFORMATION FOR USERS

Service 1

Dealing with information queries and guidance for students (future, current and graduate) and other users.

Commitment 1

To respond appropriately to all the information queries made by users.

INDICATORS:

1. Satisfaction with the information and personal contact received from the Office.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,40		3,40	
2023	3,40		3,40	
2024	3,62		0,22	
2025	3,62		0,22	

Formula: Mean of items 4 and 5 weighted by the number of valid responses. Item rated on a Likert scale 5 (1: Strongly disagree, 5: Strongly agree)

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution
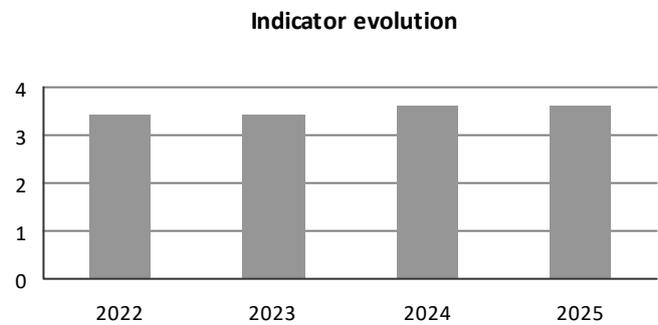
ADMISSIONS FOR RESTARTING PARTIAL OFFICIAL STUDIES

Service 2

Processing entrance applications through the recognition of partial official studies of students who wish to join the centre and informing about the resolutions.

Commitment 2

To process applications for admissions to the centre through the entrance procedure for partial official studies before 30 September (unless any modification of the academic management processes timetable).

INDICATORS:

2. Resolution rate of admission procedures for partial official studies within the deadline.
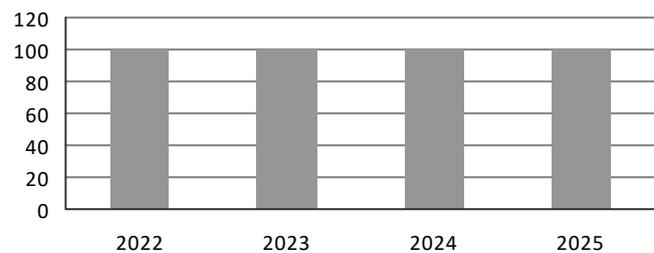
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	18/18	0	
2023	100	22/22	0	
2024	100	24/24	0	
2025	100	22/22	0	

Formula: (Number of resolutions processed within the deadline (before September 30) / Total number of resolutions processed) x 100

Target: 100%

Unit: %

Indicator evolution

ENROLMENT

Service 3

Providing administrative assistance to students during the enrolment process, both in undergraduate and master's studies.

Commitment 3

To provide appropriate administrative assistance for enrolment to all students who request it.

INDICATORS:

3. Satisfaction with the help provided during the enrolment process.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,74		3,74	
2023	3,74		3,74	
2024	3,90		0,16	
2025	3,90		0,16	

Formula: Mean of item 17 weighted by the number of valid responses. Item rated on a Likert scale 5 (1: Strongly disagree, 5: Strongly agree)

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Indicator evolution
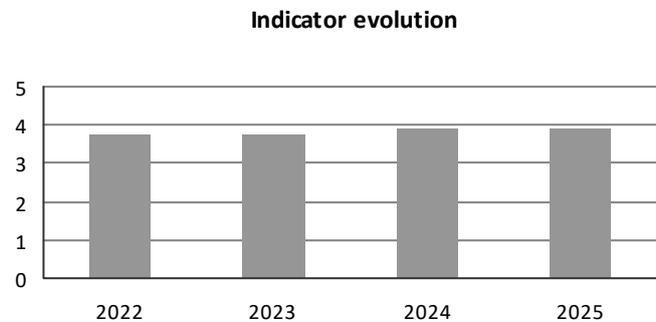
CANCELLATION OF ENROLMENT DUE TO FORCE MAJEURE

Service 4

Informing students about how to meet the requirements to totally or partially cancel enrolment due to force majeure, sending the management report to the pertinent committee and starting any procedures derived from it.

Commitment 4

To make available the procedure for cancellation of enrolment due to force majeure to the pertinent committee and the Dean's report within 15 working days of the presentation of the application along with all the supporting documentation.

INDICATORS:

4. Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.
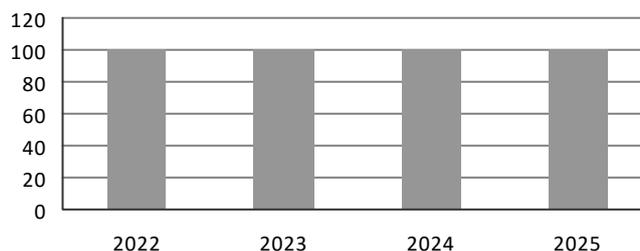
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	100/100	0	
2023	100	53/53	0	
2024	100	56/56	0	
2025	100	61/61	0	

Formula: (Number of reports issued on cancellation of enrolment due to force majeure within the deadline (15 working days) / Total reports processed) x 100

Target: 100%

Unit: %

Indicator evolution

5. Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,48		3,48	
2023	3,48		3,48	
2024	3,67		0,19	
2025	3,67		0,19	

Formula: Mean of item 18 weighted by the number of valid responses

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Indicator evolution
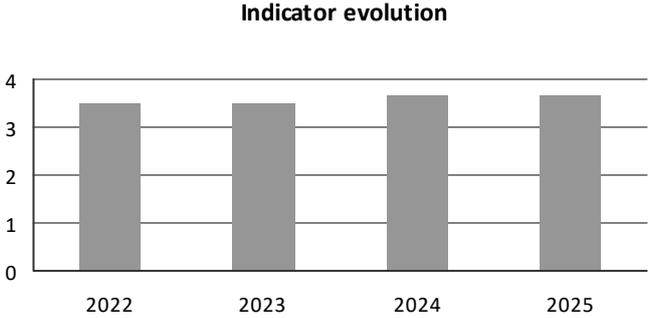
RECOGNITION AND TRANSFER OF CREDITS

Service 5

Processing applications for recognition and transfer of credits, sending them to the corresponding committee, informing the student about their decision and, if necessary, issuing the receipt of the accepted recognition.

Commitment 5

To notify all the decisions about recognition and transfer of credits within 15 days of the issuing of the corresponding committee's report, as long as the student provides the required documentation.

INDICATORS:

### 6. Rate of recognitions of credits processed within the due date.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	173/173	0	
2023	100	202/202	0	
2024	100	197/197	0	
2025	100	203/203	0	

Formula: (Number of notifications of recognition and transfer of credits within the deadline / Total number of recognitions processed) x 100.

Target: 100%

Unit: %

Indicator evolution
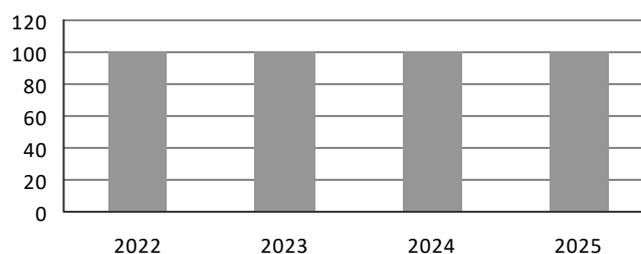
7. Satisfaction with inquiries or arrangements for recognition and credit transfers.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,65		3,65	
2023	3,65		3,65	
2024	3,55		-0,10	
2025	3,55		-0,10	

Indicator evolution

Formula: Mean of item 26 weighted by the number of valid responses

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Year	Value
2022	~3.7
2023	~3.7
2024	~3.6
2025	~3.6
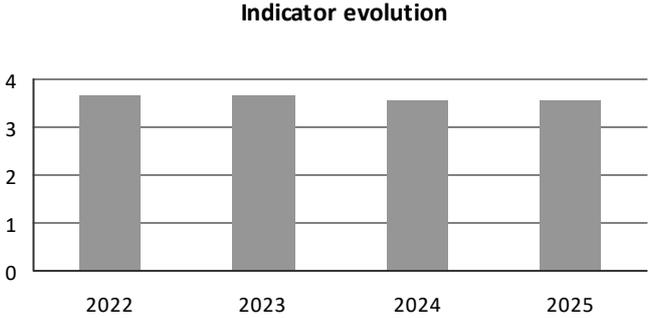
ACADEMIC RECORDS TRANSFER TO OTHER UNIVERSITIES

Service 6

Processing the academic records transfer requested by students accepted in other universities.

Commitment 6

To process the transfer of records requested by students to the destination centre within 30 working days of the submission. Documents must have been already processed and fees paid in advance.
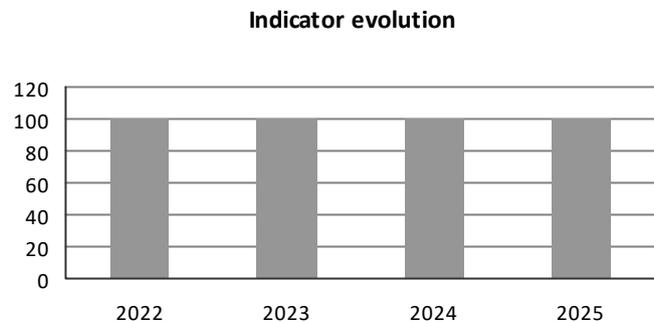
INDICATORS:

8. Rate of transfer of academic records to other universities within the due date.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	36/36	0	
2023	100	48/48	0	
2024	100	31/31	0	
2025	100	31/31	0	

Formula: (Number of files transferred within the deadline / Total number of transfers requested) x 100.

Target: 100%

Unit: %

Indicator evolution

INVOICES AND REFUNDING FEES

Service 7

Managing students' receipts, including refunds and additional payments.

Commitment 7

To inform within 5 working days about any incidents related to payments when the centre is responsible for them. In the case of fee refunds, the due date will be 5 working days from the confirmation of the payment. During the enrolment period, this perio

INDICATORS:

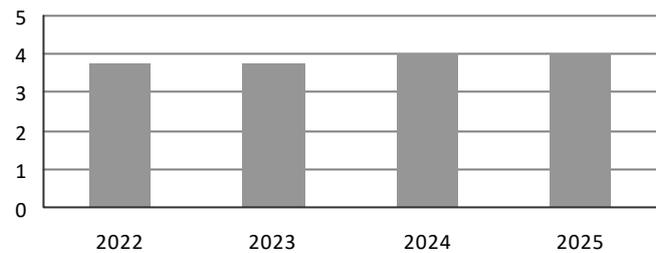### 9. Satisfaction with inquiries and management of university fees.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,73		3,73	
2023	3,73		3,73	
2024	4,02		0,29	
2025	4,02		0,29	

Formula: Mean of item 19 weighted by the number of valid responses

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution

MOBILITY PROGRAMMES

Service 8
Coordinating and managing the files of students who participate in mobility programmes and reporting the resolutions.

Commitment 8
To add the qualifications into the mobility students' transcript within 5 working days of receiving all the qualifications from the host university.

INDICATORS:

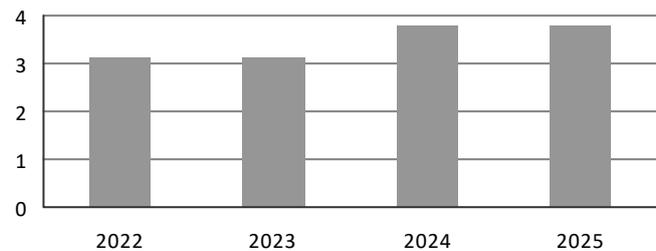**10. Satisfaction with inquiries and management of mobility programmes.**

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,13		3,13	
2023	3,13		3,13	
2024	3,78		0,65	
2025	3,78		0,65	

Formula: Mean of item 30 weighted by the number of valid responses

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution

WORK PLACEMENTS

Service 9

Informing students about the procedures and deadlines related to work placements and making the corresponding arrangements.

Commitment 9

To inform students about the assignment of work placements at least 10 days before starting.
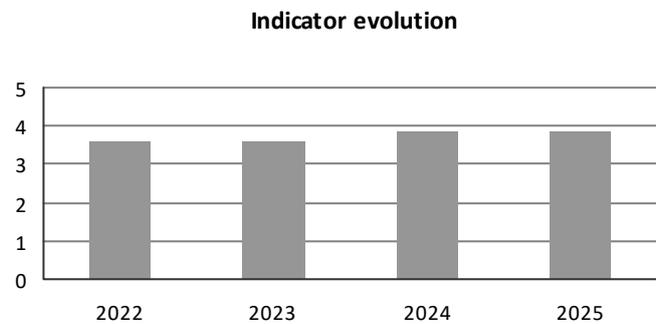
INDICATORS:

11. Satisfaction with the information received on procedures or enquiries regarding work placements.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,58		3,58	
2023	3,58		3,58	
2024	3,84		0,26	
2025	3,84		0,26	

Formula: Mean of item 27 weighted by the number of valid responses

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution

UNDERGRADUATE DEGREE FINAL PROJECT AND MASTER'S DEGREE FINAL PROJECT

Service 10

Managing the procedures regarding degree's and master's final projects.

Commitment 10

To guarantee students who meet the requirements the appropriate processing to defend their final projects within the deadline.
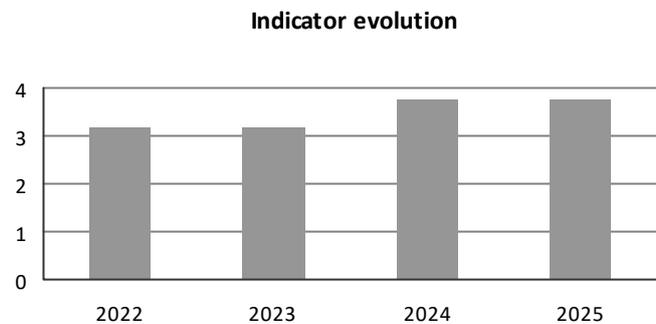
INDICATORS:

12. Satisfaction with the information received on procedures or consultations about final projects .

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,18		3,18	
2023	3,18		3,18	
2024	3,77		0,59	
2025	3,77		0,59	

Formula: Mean of item 28 weighted by the number of valid responses

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution

CERTIFICATES

Service 11

Issuing academic certificates as well as other certificates at the request of students.

Commitment 11

To issue academic certificates which cannot be obtained through the online office within 15 working days, except during the enrolment period which will be 45 working days.

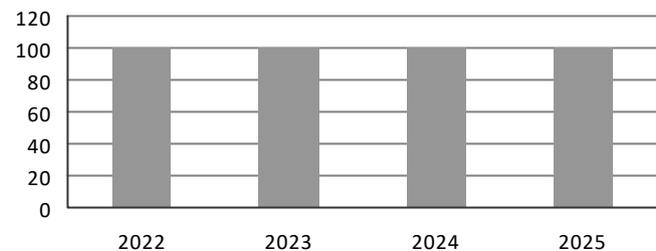**INDICATORS:**

13. Certificate issuance rate within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	98/98	0	
2023	100	50/50	0	
2024	100	543/543	0	
2025	100	120/120	0	

Formula: (Number of certificates issued within the deadline (15 working days) / Total number of certificates issued) x 100

Target: 100%

Unit: %

Indicator evolution

### 14. Satisfaction with the time of delivering certificates.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,98		3,98	
2023	3,98		3,98	
2024	3,48		-0,50	Scoring can be affected by the delay in the commission reports.
2025	3,48		-0,50	

Formula: Mean of item 23 weighted by the number of valid responses

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Indicator evolution
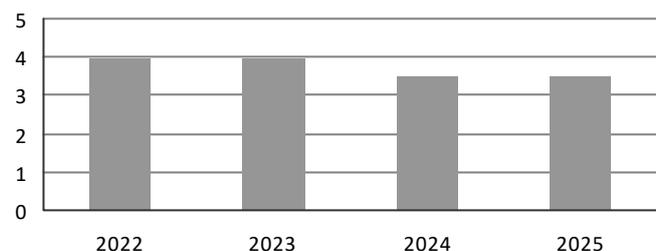
BRINGING FORWARD EXAMINATION SITTINGS

Service 12

Processing student's applications to bring forward examination sittings and informing about the resolutions.

Commitment 12

To appropriately resolve all student applications to bring forward examination sittings and informing them about the resolutions within 10 working days from the submission deadline.

INDICATORS:

### 15. Notification rate of resolutions in the matter of bringing forward examinations sittings within the due date.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	79/79	0	
2023	100	72/72	0	
2024	100	72/72	0	
2025	100	130/130	0	

Formula: (Number of notifications in the matter of bringing forward examinations sittings within the due date (10 working days) / Total number of notifications made in the matter of bringing forward examinations sittings) x 100

Target: 100%

Unit: %

Indicator evolution
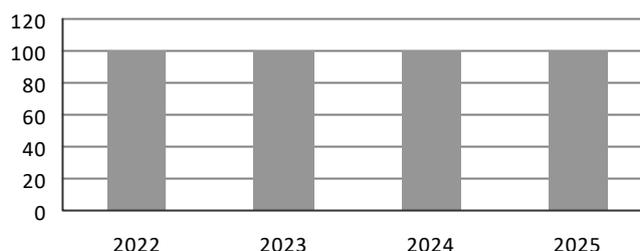
16. Satisfaction with queries or procedures on bringing forward examinations sittings.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	4		4	
2023	4		4	
2024	3,63		-0,37	Scoring in this section is variable, as it depends on whether or not the student has missed the deadlines.
2025	3,63		-0,37	

Formula: Mean of item 32 weighted by the number of valid responses

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Indicator evolution

Year	Value
2022	4
2023	4
2024	3.6
2025	3.6
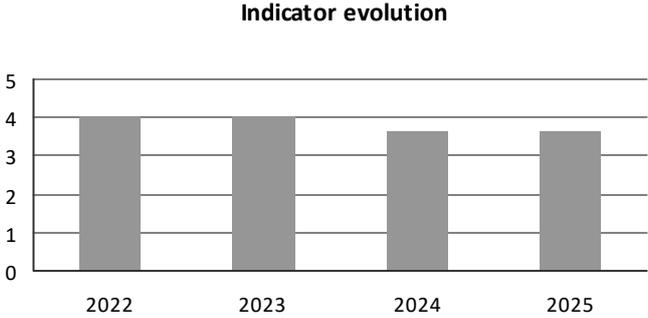
APPEALING EXAM GRADES

Service 13

Processing the student's applications to appeal exam grades and informing them about the resolutions.

Commitment 13

To communicate the resolutions of exam grades appealing within a maximum of 5 working days from the decision of the Grade Revision Committee.

INDICATORS:

17. Satisfaction with the information received on procedures or enquiries regarding appealing exam grades.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,80		3,80	
2023	3,80		3,80	
2024	3,33		-0,47	It is difficult in this section to find favourable decisions for the student, so the score is affected.
2025	3,33		-0,47	

Formula: Mean of item 33 weighted by the number of valid responses

Target: 3 or more

Unit: scale from 1 to 5

Indicator evolution
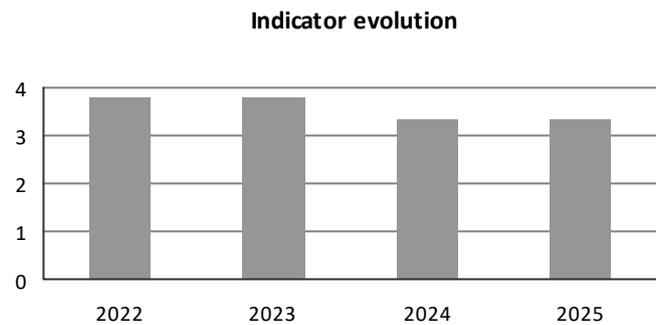
CURRICULAR EVALUATIONS FOR COMPENSATION

Service 14

Processing the student's applications about curricular evaluation for compensation, sending the dean's report regarding the fulfilment of the requirements and processing the resolution.

Commitment 14

To add the qualifications to the student's record within 5 working days of receiving the rector's favourable decision.

INDICATORS:

18. Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.
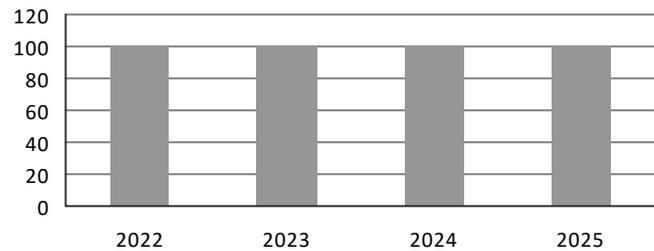
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	10/10	0	
2023	100	9/9	0	
2024	100	15/15	0	
2025	100	16/16	0	

Formula: (Number of files incorporating qualifications of curricular evaluations by compensation in the academic records within the due date (5 working days) / Total number of files processed) x 100.

Target: 100%

Unit: %

Indicator evolution

CERTIFICATES AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)

Service 15

Processing request degree certificates (ordinary or duplicate) and the European Diploma Supplement (SET) and delivering them to the students.

Commitment 15

To validate applications for issuing certificates within 15 working days of paying the fees, except during the enrolment period, when the due date will be 45 working days.

INDICATORS:

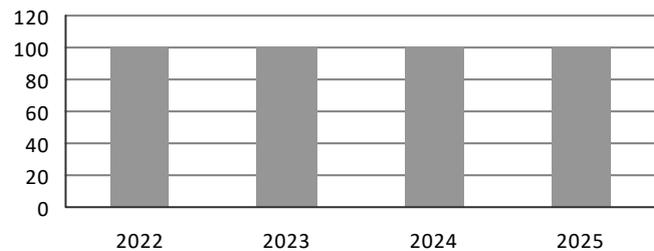**19. Rate of certificates processing within the due date.**

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	546/546	0	
2023	100	552/552	0	
2024	100	387/387	0	
2025	100	943/943	0	

Formula: (Number of degree validations processed within the deadline / Total number of degree validations processed) x 100

Target: 100%

Unit: %

Indicator evolution

DOCTORAL STUDIES

Service 16
Managing documentation and information of interest related to thesis submissions and defence.

Commitment 16
To guarantee doctoral students who meet the requirements the appropriate processing to defend their thesis on the scheduled date.

INDICATORS:

**20. Satisfaction with management and information about doctoral procedures.**

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	4,43		4,43	
2023	4,43		4,43	
2024	4,21		-0,22	Last year there was a change of coordination to the doctorate, and of the PTGAS responsible for it, which affected the score.
2025	4,21		-0,22	

Formula: Mean of item 37 weighted by the number of valid responses

Target: Positive evolution. Base year 2022

Unit: scale from 1 to 5

Indicator evolution
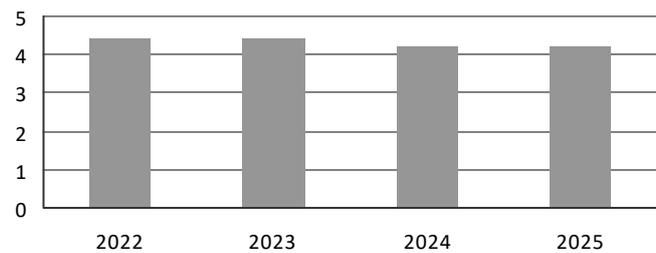
SCHEDULES, CLASSROOMS AND EXAMS CALENDAR

Service 17
Publishing schedules, classrooms and exam dates after the Academic Year Offer's approval.

Commitment 17
To publish the schedules, classrooms and exam dates for each academic year before the beginning of the enrolment period.

INDICATORS:

21. Compliance with the publication of schedules, classrooms and exam dates before the beginning of the enrolment period.
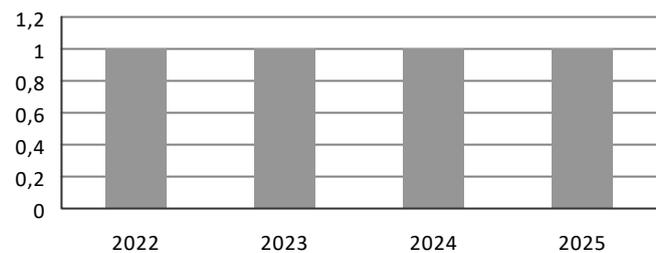
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	1		0	
2023	1		0	
2024	1		0	
2025	1		0	

Formula: Yes / No (Yes = 1, No = 0)

Target: Yes (yes = 1)

Unit: Yes = 1, No = 0

Indicator evolution

RECOGNITION OF FOREIGN QUALIFICATIONS

Service 18

Processing the student's applications related to the accomplishment of the complementary training requirements demanded by the Ministry to get the homologation of higher education qualifications.

Commitment 18

To inform users who have applied for the recognition of foreign qualifications about the procedures to be followed in order to meet the training requirements set by the Ministry within 15 days.

INDICATORS:

22. Information rate regarding the homologation of foreign qualifications within the due time.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	n. d.			No applications for recognition of qualifications have been received in 2022.
2023	n. d.		0	
2024	n. d.	0/0		
2025	n. d.	0/0	0	

Formula: (Number of applications processed within the deadline / Total number of applications submitted) x 100

Target: 100%

Unit: %

Indicator evolution