

# **SERVICE CHARTER MONITORING REPORT YEAR 2023**

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**Servei d'Anàlisi i Planificació  
Universitat de València**



## EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2021	2022	2023	2024
1 Percentage of SIU, SIUVP and CRUE files validated within the deadline.	100 %	100 %	100 %	
2 Percentage of updates in GESCAT made within 2 days.	100 %	100 %	100 %	
3 Percentage of studies and reports prepared with respect to those requested by the Management Board.	100 %	100 %	100 %	
4 Days of postponement of the established time period for submitting the Management Report to the General Secretariat.	-4 days*	-6 days*	2 days*	
5 Percentage of internal distribution models of current expenditure that have been submitted within the deadline.	100 %	100 %	100 %	
6 Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested.	100 %	100 %	100 %	
7 Percentage of training sessions given for the development of service charters compared to those requested.	100 %	n. d.	100 %	
8 Level of compliance with the deadline for the submission of the report of the SQiF Mailbox.	5 days*	75 days*	26 days*	
9 Percentage of requests for official information attended to by official organisms within the deadline	100 %	100 %	100 %	
10 Percentage of information responses to users within the established time period.	100 %	100 %	100 %	
11 Percentage of reports published in DW with respect to those requested and approved.	100 %	100 %	100 %	
12 Days of postponement of the publication deadline of the UV Annual Statistical Data Book (31 January).	42 days*	42 days*	47 days*	
13 Days of postponement of the publication deadline of the Internationalisation map of the UV on the website.	38 days*	0 days*	1 days*	
14 Percentage of rankings updated in the Rankings Observatory within the deadline.	100 %	100 %	100 %	

\* 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.

## INFORMATION SYSTEMS

### Service 1

Provide the information required by the official information systems: Integrated University Information System (SIU), Information System of Valencian Public Universities (SIUVP) and CRUE's information platform.

### Commitment 1

Send and validate all the files required by the SIU, the SIUVP and the CRUE within the established deadlines.

### INDICATORS:

#### 1. Percentage of SIU, SIUVP and CRUE files validated within the deadline.

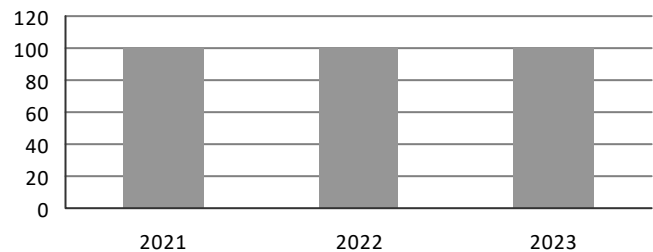
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	37/37	0	
2022	100	56/56	0	
2023	100	36/36	0	

Formula:  $(\text{Number of SIU, SIUVP and CRUE files validated within the deadline} / \text{Number of SIU, SIUVP and CRUE files requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## INFORMATION SYSTEMS

### Service 2

Manage the catalogue of units of the University of Valencia (GESCAT) and the Common Directory of Organizational Units (DIR3) to provide information on the structure and units of the UV.

### Commitment 2

Update the GESCAT information system, in the term of 2 days from the reception of the modification.

### INDICATORS:

#### 2. Percentage of updates in GESCAT made within 2 days.

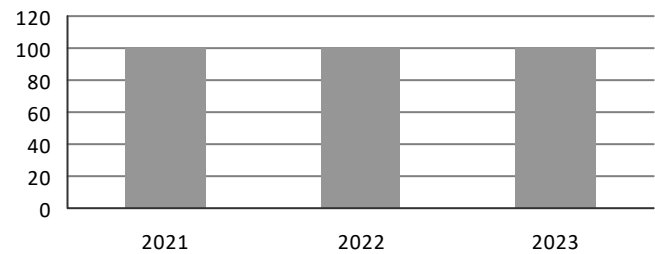
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	8/8	0	
2022	100	30/30	0	
2023	100	14/14	0	

Formula:  $(\text{Number of updates in GESCAT made within 2 days} / \text{Number of modifications received in GESCAT}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## STUDIES AND REPORTS

### Service 3

Prepare the studies and reports requested by the Management Board, within the areas of teaching, research and transfer, human resources, economic and physical resources, organisation, rankings and others.

### Commitment 3

Prepare all the studies and reports required by the Management Board.

### INDICATORS:

### 3. Percentage of studies and reports prepared with respect to those requested by the Management Board.

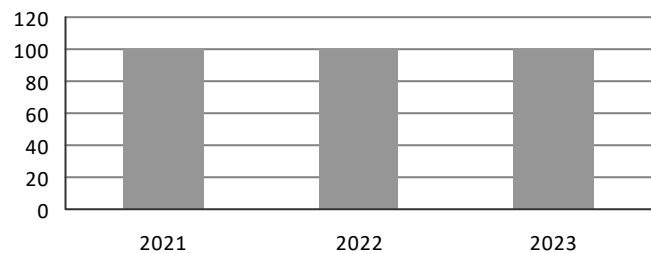
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	8/8	0	
2022	100	10/10	0	
2023	100	12/12	0	

Formula:  $(\text{Number of studies and reports prepared for the Management Board} / \text{Number of studies and reports requested by the Management Board}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## STUDIES AND REPORTS

### Service 4

Coordinate and prepare the Management Report of the ordinary activity and the main results of the UV, which is presented annually to the University Senate.

### Commitment 4

submit the Management Report of the ordinary activity to the General Secretariat within the period established for its presentation to the University Senate.

### INDICATORS:

#### 4. Days of postponement of the established time period for submitting the Management Report to the General Secretariat.

Year	Value	Deadline - d. completion	Deviation	Cause of negative deviation
2021	-4	02/07/2021-06/07/2021	-4	It was forwarded to the Secretary General later because we were waiting for the paragraph 1 "Presentation of the Rector" from the Rectorate.
2022	-6	22/06/2022-28/06/2022	-6	It was forwarded to the Secretary General later because we were waiting for the paragraph 1 "Presentation of the Rector" from the Rectorate.
2023	2	21/06/2023-19/06/2023	2	

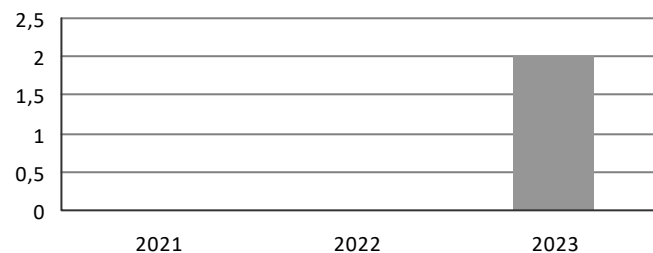
Formula: Deadline set by the General Secretariat - Date of delivery of the Management Report to the General Secretariat

La desviació positiva indica que s'ha complert el termini i la desviació negativa, que s'ha superat la data límit.

Target: Before or equal to deadline

Unit: days

Indicator evolution



## RESOURCE DISTRIBUTIONAL MODELS

### Service 5

Apply the internal distributional models of current expenditure at the request of the corresponding governing bodies or services: model of distribution of centres, departments and institutes; of teaching laboratories; of bibliographic manuals and of teaching support.

### Commitment 5

Provide the results of the application of internal distribution models of current expenditure within the established time periods.

### INDICATORS:

#### 5. Percentage of internal distribution models of current expenditure that have been submitted within the deadline.

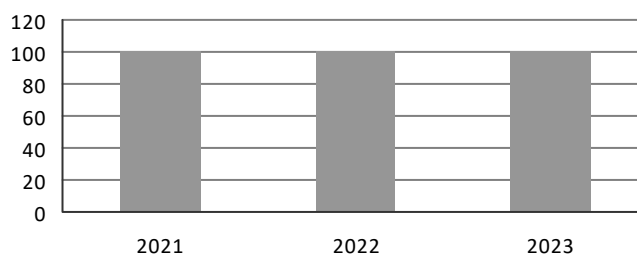
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	6/6	0	
2022	100	6/6	0	
2023	100	6/6	0	

Formula: (Number of internal distribution models of current expenditure that have been submitted within the deadline / Number of internal distribution models of current expenditure requested) x 100

Target: 100%

Unit: %

Indicator evolution



## INSTITUTIONAL STRATEGICAL PLANNING SUPPORT

### Service 6

Provide technical support to the governing bodies for the preparation and monitoring of UV Strategic Plan and its deployment in the annual Operation Plans.

### Commitment 6

Submit every document requested with regard to strategic institutional planning.

### INDICATORS:

**6. Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested.**

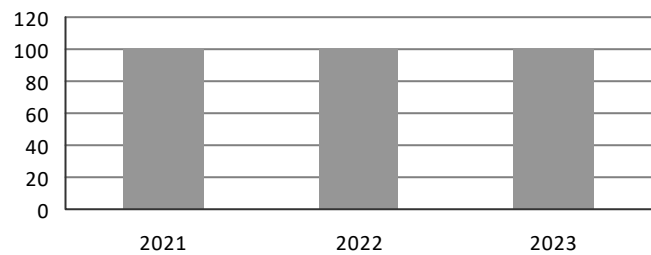
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	1/1	0	
2022	100	4/4	0	
2023	100	9/9	0	

Formula:  $(\text{Number of documents produced with regard to strategic institutional planning} / \text{Number of documents requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution





## SUPPORT FOR THE IMPROVEMENT OF UNIVERSITY UNITS

### Service 7

Advise the units on the process of elaboration of service charters, carry out annual monitoring and publish it in the web catalogue of the UV service charters.

### Commitment 7

Guarantee a training session on the process of drawing up service charters for the units that have previously requested the collaboration of the SAP.

### INDICATORS:

#### 7. Percentage of training sessions given for the development of service charters compared to those requested.

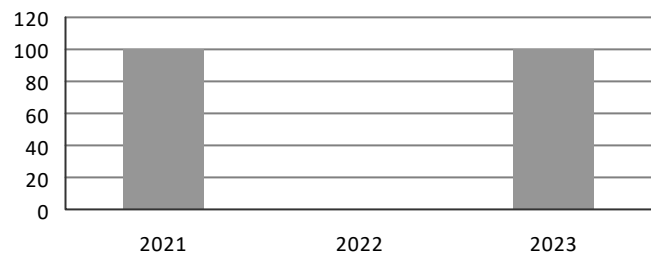
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	0/0	0	In 2021 they have not requested any training sessions.
2022	n. d.			
2023	100	3/3	0	

Formula:  $(\text{Number of training sessions given for the development of service charters} / \text{Number of training sessions requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## SUPPORT FOR THE IMPROVEMENT OF UNIVERSITY UNITS

### Service 8

Coordinate the monitoring reports of the management of the units' Suggestions, Complaints and Compliments Mailbox (SQiF Mailbox) and prepare the annual report to be submitted to the Governing Council.

### Commitment 8

Issue the monitoring report of the UV's SQiF Mailbox of each academic year within the first quarter of the following year.

### INDICATORS:

#### 8. Level of compliance with the deadline for the submission of the report of the SQiF Mailbox.

Year	Value	Deadline - d. completion	Deviation	Cause of negative deviation
2021	5	26/01/2021-21/01/2021	5	
2022	75	31/03/2022-15/01/2022	75	
2023	26	06/02/2023-11/01/2023	26	

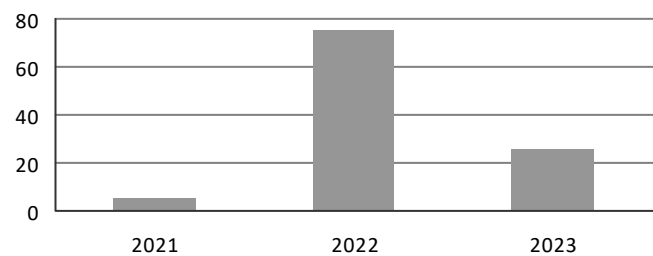
**Formula:** Deadline for the delivery of the report of the SQiF Mailbox (31 March ) - Date of delivery of the report of the SQiF Mailbox

La desviació positiva indica que s'ha complit el termini i la desviació negativa, que s'ha superat la data límit.

**Target:** Before or equal to deadline

**Unit:** days

Indicator evolution



## REQUESTS FOR INSTITUTIONAL INFORMATION

### Service 9

Coordinate and elaborate the response to the demands of institutional information requested by the official organisms: GVA, City Councils, rankings and other institutions.

### Commitment 9

Respond to requests for official information formulated by the official organisms: GVA, rankings and other institutions, within the deadline.

### INDICATORS:

#### 9. Percentage of requests for official information attended to by official organisms within the deadline

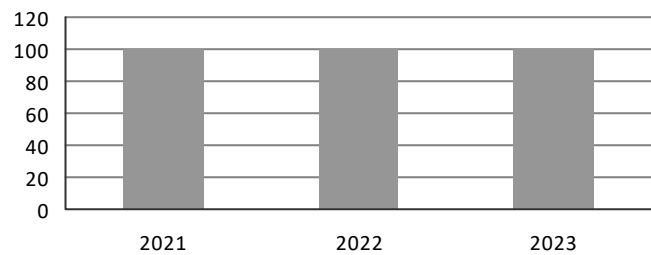
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	9/9	0	
2022	100	17/17	0	
2023	100	5/5	0	

Formula:  $(\text{Number of requests for official information attended to by official organisms within the deadline} / \text{Number of requests for official information attended to by official organisms received}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## REQUESTS FOR INSTITUTIONAL INFORMATION

### Service 10

Respond to requests for information made by users outside and inside the UV.

### Commitment 10

Respond to requests for information from users admitted for processing within the established term.

### INDICATORS:

#### 10. Percentage of information responses to users within the established time period.

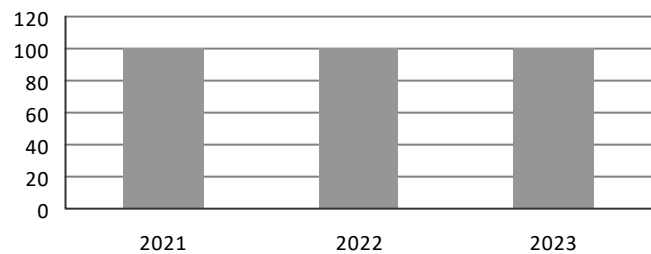
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	60/60	0	
2022	100	40/40	0	
2023	100	71/71	0	

Formula:  $(\text{Number of information responses to users within within the established time period} / \text{Number of information requests made by users}) \times 100$

Target: 100%

Unit: %

Indicator evolution



## DATAWAREHOUSE PROJECTS

### Service 11

Incorporate relevant structured information from different areas into the UV's Datawarehouse (DW) to facilitate management, information analysis and decision making.

### Commitment 11

Publish in DW the reports requested by the UV managers and approved by the SAP regarding their feasibility.

### INDICATORS:

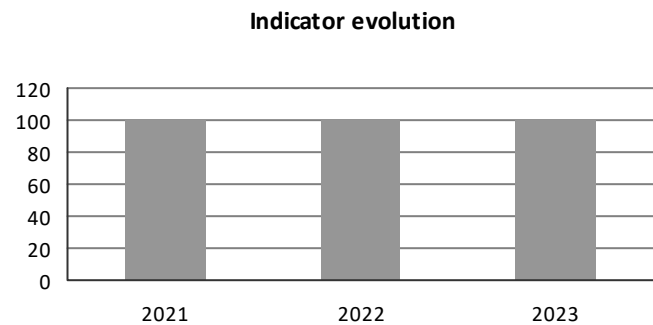
#### 11. Percentage of reports published in DW with respect to those requested and approved.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	384/384	0	
2022	100	410/410	0	
2023	100	315/315	0	

Formula:  $(\text{Number of reports published in DW} / \text{Number of reports requested and approved}) \times 100$

Target: 100%

Unit: %



## PUBLICATION OF INSTITUTIONAL DATA ON THE WEB

### Service 12

Prepare the Annual Statistical Data Book of the UV and publish it on the SAP's website.

### Commitment 12

Publish the UV Annual Statistical Data Book before 31 January each year.

### INDICATORS:

#### 12. Days of postponement of the publication deadline of the UV Annual Statistical Data Book (31 January).

Year	Value	Deadline - d. completion	Deviation	Cause of negative deviation
2021	42	31/01/2022-20/12/2021	41	
2022	42	31/01/2022-20/12/2021	42	
2023	47	31/01/2023-15/12/2022	47	

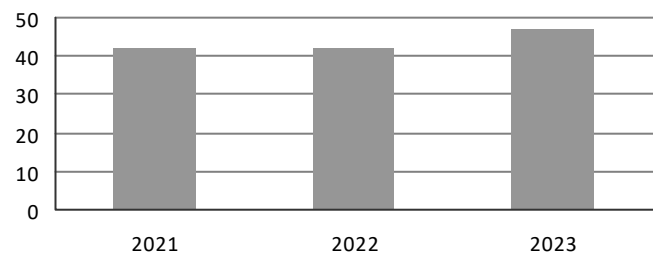
Formula: Publication deadline of the UV Annual Statistical Data Book (31 January) - Date of publication of the UV Annual Statistical Data Book

La desviació positiva indica que s'ha complert el termini i la desviació negativa, que s'ha superat la data límit.

Target: Before or equal to deadline

Unit: days

Indicator evolution



## PUBLICATION OF INSTITUTIONAL DATA ON THE WEB

### Service 13

Update annually the Internationalisation map of the UV on the SAP's website.

### Commitment 13

Update the Internationalisation map of the UV on the SAP's website within the first quarter of each year.

### INDICATORS:

#### 13. Days of postponement of the publication deadline of the Internationalisation map of the UV on the website.

Year	Value	Deadline - d. completion	Deviation	Cause of negative deviation
2021	38	31/03/2021-21/02/2021	38	
2022	0	31/03/2022-31/03/2022	0	
2023	1	31/03/2023-30/03/2023	1	

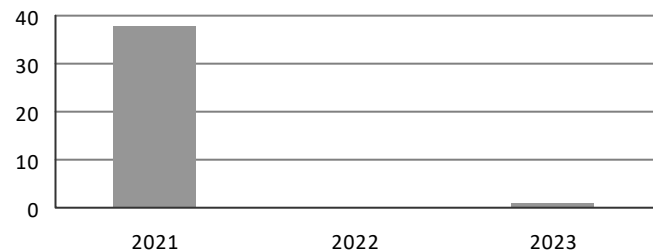
**Formula:** Publication deadline of the Internationalisation map of the UV on the website (31 March) - Date of publication of the Internationalisation map of the UV on the SAP website

La desviació positiva indica que s'ha complit el termini i la desviació negativa, que s'ha superat la data límit.

**Target:** Before or equal to deadline

**Unit:** days

Indicator evolution



## PUBLICATION OF INSTITUTIONAL DATA ON THE WEB

### Service 14

Analyse and spread the UV's position in the main university rankings through the Rankings Observatory published on the SAP's website.

### Commitment 14

Update every ranking of the Rankings Observatory within a maximum of five workdays from the publication of its last edition.

### INDICATORS:

#### 14. Percentage of rankings updated in the Rankings Observatory within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	43/43	0	
2022	100	33/33	0	
2023	100	34/34	0	

Formula:  $(\text{Number of rankings editions updated in the Rankings Observatory within the deadline (five working days)} / \text{Number of rankings editions in the Rankings Observatory}) \times 100$

Target: 100%

Unit: %

Indicator evolution

