

SERVICE CHARTER MONITORING REPORT YEAR 2023

**UVdiscapacitat
Universitat de València**



EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2019	2020	2021	2022	2023
1 Percentage of requests for information, advice and assessment of students with disabilities attended to annually.	100%	100%	100%	100%	100%
2 Percentage of customised interviews of students with support needs carried out annually.	100%	100%	100%	100%	100%
3 Percentage of technical support provided annually.	100%	100%	100%	100%	100%
4 Percentage of personal support provided annually.	100%	100%	100%	100%	100%
5 Number of informational, awareness-raising and/or training actions carried out annually.	461 activities	83 activities	42 activities	47 activities	47 activities
6 Number of communication activities carried out through different ways annually.	153 communication	231 communication	172 communication	111 communication	96 communication
7 Degree of compliance with the annual follow-up with active volunteers.	1 follow-ups	2 follow-ups	2 follow-ups	2 follow-ups	2 follow-ups
8 Percentage of accessibility requests processed annually.	100%	100%	100%	100%	100%
9 Degree of compliance with the annual review of the UVdisability website in order to assess accessibility.	Yes	Yes	Yes	Yes	Yes
10 Percentage of the information and counselling requests attended to annually, relating to integration measures of the UV.	100%	100%	100%	100%	100%
11 Percentage of UV internal calls directed towards PDI with disabilities on the UVdisability website.	100%	100%	100%	100%	100%
12 Percentage of interviews conducted annually with UV staff.	100%	100%	100%	100%	100%

PSYCHOEDUCATIONAL COUNSELLING PROGRAMME

Service 1

To inform and to advise the university community of the resources, regulations, specific educational needs and curriculum adaptations of students with disabilities.

Commitment 1

Attend to 100% of information, counselling and assessment requests made according to the user' specific needs.

INDICATORS:

1. IND1. Percentage of requests for information, advice and assessment of students with disabilities attended to annually.

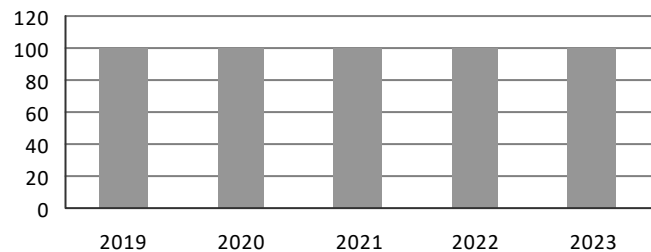
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	952/952	0	
2020	100	1.626/1.626	0	
2021	100	1.818/1.818	0	
2022	100	2.310/2.310	0	
2023	100	3.902/3.902	0	

Formula: $(\text{No. of requests attended to} / \text{No. of requests formulated}) \times 100$

Target: 100%

Unit: %

Indicator evolution



PSYCHOEDUCATIONAL COUNSELLING PROGRAMME

Service 2

To assess the educational needs of students with disabilities and provide them with the academic and vocational assessment that they may need during their university career.

Commitment 2

Inform new students with disabilities about the possibility of carrying out a personalised interview to assess their specific needs arising from their condition of disability and inform, if necessary, the teaching staff involved and guide them academically.

INDICATORS:

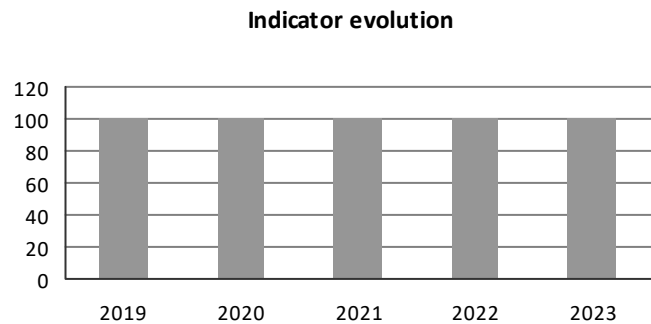
2. Percentage of customised interviews of students with support needs carried out annually.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	185/185	0	
2020	100	200/200	0	
2021	100	234/234	0	
2022	100	274/274	0	
2023	100	330/330	0	

Formula: $(\text{No. of interviews conducted} / \text{No. of interviews requested}) \times 100$

Target: 100%

Unit: %



EQUAL OPPORTUNITIES PROGRAMME

Service 3

To provide technical and personal support to students with disabilities depending on their needs according to UVdisability availability.

Commitment 3

To make 100% of technical support evaluated positively by UVdisability: resources, programmes and adaptations available to students with disabilities, depending on availability.

INDICATORS:

3. Percentage of technical support provided annually.

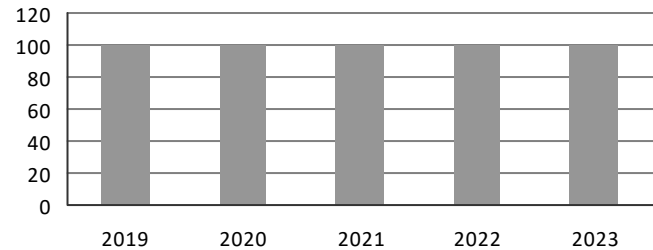
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	181/181	0	
2020	100	232/232	0	
2021	100	256/256	0	
2022	100	224/224	0	
2023	100	238/238	0	

Formula: (No. of times technical support provided / No. of times technical support requested) x 100

Target: 100%

Unit: %

Indicator evolution



EQUAL OPPORTUNITIES PROGRAMME

Service 3

To provide technical and personal support to students with disabilities depending on their needs according to UVdisability availability.

Commitment 4

To provide students with disabilities with 100% of personal support evaluated positively by UVdisability: sign language interpreters and personal support assistant with specific knowledge, depending on availability.

INDICATORS:

4. Percentage of personal support provided annually.

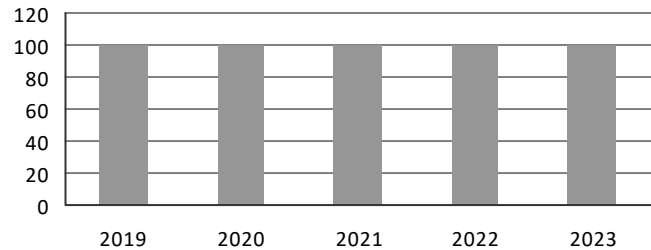
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	114/114	0	
2020	100	53/53	0	
2021	100	29/29	0	
2022	100	20/20	0	
2023	100	9/9	0	

Formula: $(\text{No. of times support provided} / \text{No. of times technical support requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution



AWARENESS, TRAINING AND VOLUNTEERING PROGRAMME

Service 4

Encourage the university community and institutions outside the UV to take an active role in the inclusion of people with disabilities.

Commitment 5

Carry out informational, awareness-raising and/or training actions regarding disabilities within the university community.

INDICATORS:

5. Number of informational, awareness-raising and/or training actions carried out annually.

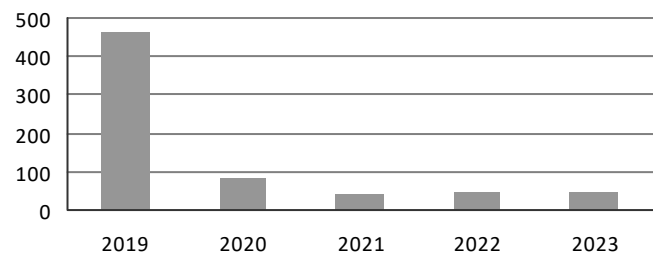
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	461		458	
2020	83		80	
2021	42		39	
2022	47		44	
2023	47			

Formula: Quantify No. Of activities carried out annually

Target: A minimum of 3 actions to be carried out annually

Unit: activities

Indicator evolution



AWARENESS, TRAINING AND VOLUNTEERING PROGRAMME

Service 4

Encourage the university community and institutions outside the UV to take an active role in the inclusion of people with disabilities.

Commitment 6

To disseminate information on disability which UVdisability considers relevant for students with disabilities and UVdisability volunteers.

INDICATORS:

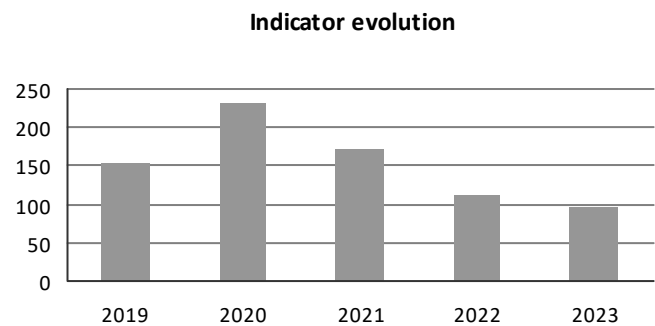
6. Number of communication activities carried out through different ways annually.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	153		53	
2020	231		131	
2021	172		72	
2022	111		11	
2023	96		-4	

Formula: Number of communication activities carried out annually

Target: To carry out at least 100 communication activities annually.

Unit: communication activities



AWARENESS, TRAINING AND VOLUNTEERING PROGRAMME

Service 5

Promoting the participation of university volunteers in the assistance of people with disabilities.

Commitment 7

Inform volunteers about the service's needs by carrying out 1 or 2 annual follow-ups.

INDICATORS:

7. Degree of compliance with the annual follow-up with active volunteers.

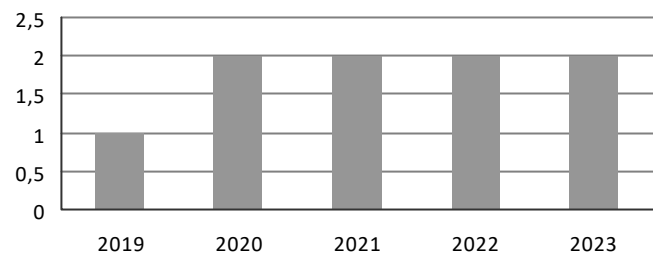
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	1		0	
2020	2		1	
2021	2		1	
2022	2		1	
2023	2		1	

Formula: Quantify the number of annual follow-ups with the active volunteer.

Target: To carry out 2 annual follow-ups with active volunteers.

Unit: follow-ups

Indicator evolution



UNIVERSAL ACCESSIBILITY PROGRAMME

Service 6

Manage actions aimed at making the university more accessible by eliminating the existing physical, electronic and communication barriers in order to facilitate the inclusion of people with disabilities.

Commitment 8

Attend to 100% of accessibility requests made.

INDICATORS:

8. Percentage of accessibility requests processed annually.

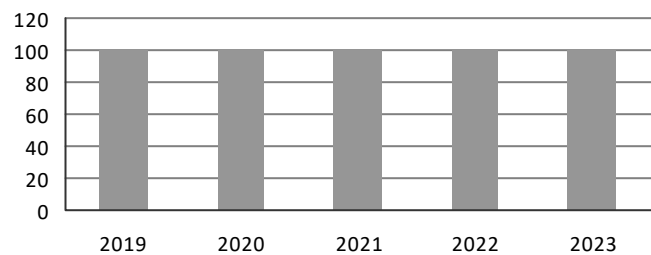
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	78/78	0	
2020	100	63/63	0	
2021	100	112/112	0	
2022	100	72/72	0	
2023	100	59/59	0	

Formula: $(\text{No. of requests attended to} / \text{No. of requests formulated}) \times 100$

Target: 100%

Unit: %

Indicator evolution



UNIVERSAL ACCESSIBILITY PROGRAMME

Service 6

Manage actions aimed at making the university more accessible by eliminating the existing physical, electronic and communication barriers in order to facilitate the inclusion of people with disabilities.

Commitment 9

To keep the AA level of accessibility of the website of UVdisability and to conduct an annual review.

INDICATORS:

9. Degree of compliance with the annual review of the UVdisability website in order to assess accessibility.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	1		0	
2020	1		0	
2021	1		0	
2022	1		0	
2023	1		0	

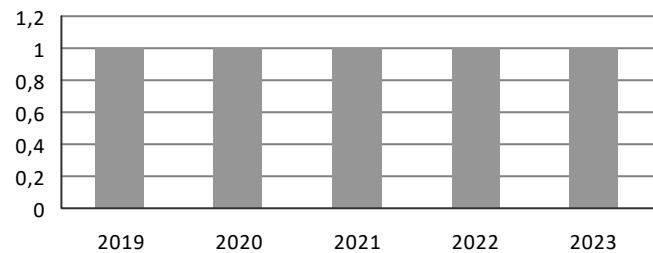
Formula: Yes / No (Yes = 1, No = 0)

Target: Value = 1 (yes= 1)

Unit: Yes = 1, No = 0

Observations: Revision made on 28/12/23

Indicator evolution



ASSISTANCE PROGRAMME FOR PDI AND PTGAS

Service 7

To advise and inform PDI and PAS on the integration measures for people with disabilities approved by the UV.

Commitment 10

To handle 100% of requests for information and counselling relating to integration measures for the PDI of the UV with disabilities.

INDICATORS:

10. Percentage of the information and counselling requests attended to annually, relating to integration measures of the UV.

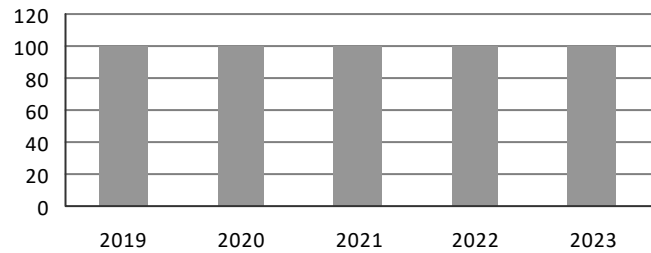
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	92/92	0	
2020	100	152/152	0	
2021	100	175/175	0	
2022	100	175/175	0	
2023	100	16/16	0	

Formula: $(\text{No. of requests attended to} / \text{No. of requests formulated}) \times 100$

Target: 100%

Unit: %

Indicator evolution



ASSISTANCE PROGRAMME FOR PDI AND PTGAS

Service 7

To advise and inform PDI and PAS on the integration measures for people with disabilities approved by the UV.

Commitment 11

To publish 100% of UV internal calls directed towards PDI with disabilities on the website of the UV.

INDICATORS:

11. Percentage of UV internal calls directed towards PDI with disabilities on the UVdisability website.

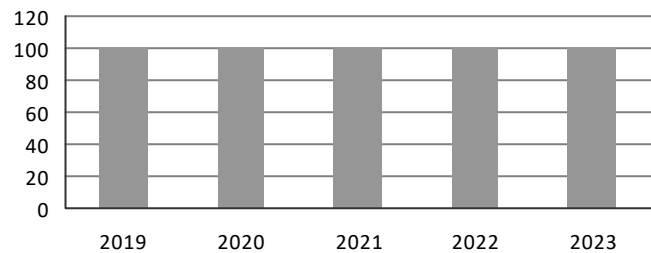
Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	2/2	0	
2020	100	2/2	0	
2021	100	2/2	0	
2022	100	2/2	0	
2023	100	2/2	0	

Formula: $(\text{No. of internal calls published on UVdisability website} / \text{No. of UV internal calls}) \times 100$

Target: 100%

Unit: %

Indicator evolution



ASSISTANCE PROGRAMME FOR PDI AND PTGAS

Service 8

To assess the support needs requested by PDI and PAS of the UV with disabilities.

Commitment 12

Inform UV staff about the possibility of conducting a personal interview to assess their needs and inform, if necessary, the service that provides the support.

INDICATORS:

12. Percentage of interviews conducted annually with UV staff.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2019	100	19/19	0	
2020	100	20/20	0	
2021	100	16/16	0	
2022	100	15/15	0	
2023	100	16/16	0	

Formula: $(\text{No. of interviews conducted} / \text{No. of interviews requested}) \times 100$

Target: 100%

Unit: %

Indicator evolution

