

# **SERVICE CHARTER MONITORING REPORT YEAR 2024**

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**Escola Tècnica Superior d'Enginyeria  
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.	3,43	3,43	3,64	
2 Resolution rate of admission procedures for partial official studies within the deadline.	90 %	100 %	100 %	
3 Satisfaction with the help provided during the enrolment process.	3,57	3,57	3,96	
4 Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.	95 %	91,30 %	100 %	
5 Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.	3,03	3,03	3,17	
6 Rate of recognitions of credits processed within the due date.	87,38 %	89,47 %	94,37 %	
7 Satisfaction with inquiries or arrangements for recognition and credit transfers.	3,64	3,64	3,76	
8 Rate of transfer of academic records to other universities within the due date.	100 %	100 %	100 %	
9 Satisfaction with inquiries and management of university fees.	3,58	3,58	3,85	
10 Satisfaction with inquiries and management of mobility programmes.	3,25	3,25	3,44	
11 Satisfaction with the information received on procedures or enquiries regarding work placements.	3,16	3,16	3,38	
12 Satisfaction with the information received on procedures or consultations about final projects .	3,29	3,29	3,33	
13 Certificate issuance rate within the deadline.	97,14 %	100 %	100 %	
14 Satisfaction with the time of delivering certificates.	3,54	3,54	3,74	
15 Notification rate of resolutions in the matter of bringing forward examinations sittings within the due date.	100 %	100 %	100 %	
16 Satisfaction with queries or procedures on bringing forward examinations sittings.	3,20	3,20	3,50	
17 Satisfaction with the information received on procedures or enquiries regarding appealing exam grades.	3,00	3,00		
18 Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.	100 %	100 %	81,25 %	
19 Rate of certificates issuing within the due date.	100 %	100 %	100 %	
20 Satisfaction with management and information about doctoral procedures.	4,47	4,47	4,45	

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	

\* 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.

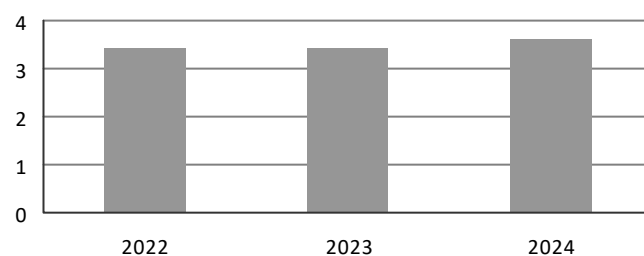
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,43		3,43	
2023	3,43		3,43	
2024	3,64		0,21	

**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:** Positive evolution. Base year: 2022

**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.

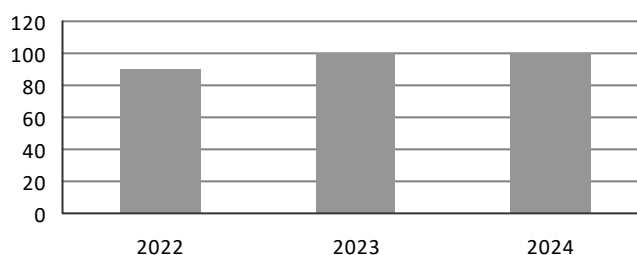
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	90	45/50	-10	Postponement in the date CAT holding to be resolved
2023	100	42/42	0	
2024	100	35/35	0	

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

### Commitment 3

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

### INDICATORS:

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

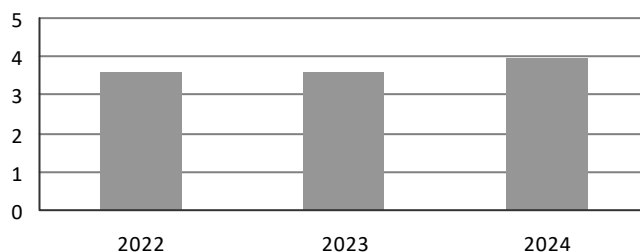
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,57		3,57	
2023	3,57		3,57	
2024	3,96		0,39	

**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.

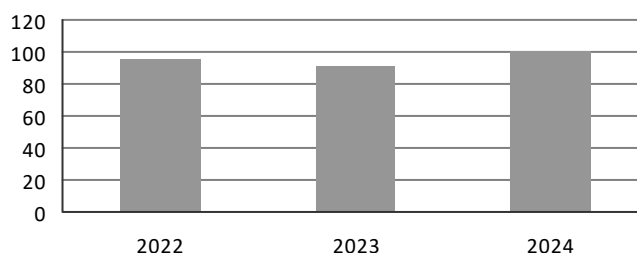
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	95	38/40	-5	
2023	91,30	42/46	-8,70	Secretariat staff changes
2024	100	25/25	0	

Indicator evolution

**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:** %



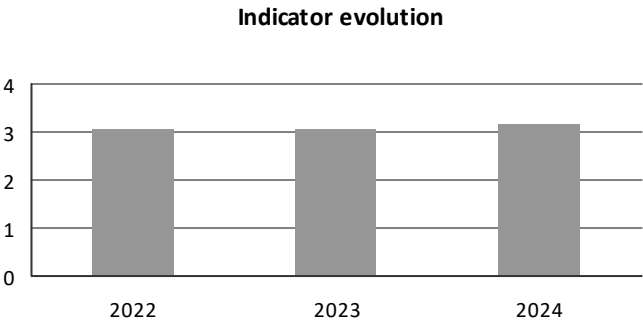
#### 5. Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,03		3,03	
2023	3,03		3,03	
2024	3,17		0,14	

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

**Target:** Positive evolution. Base year 2022

**Unit:** scale from 1 to 5





## 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.

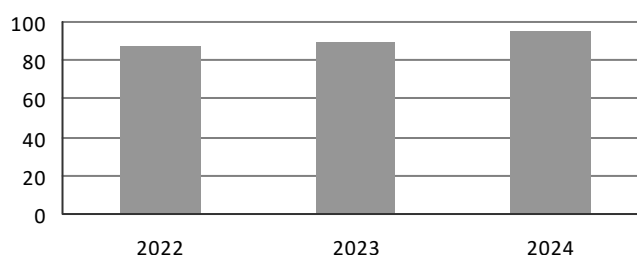
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	87,38	90/103	-12,62	Staff changes in the Secretariat. Adaptation to the process.
2023	89,47	68/76	-10,53	Secretariat staff changes
2024	94,37	67/71	-5,63	Changes to secretariat staff.

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



### Improvement actions:

#### 2022

Improvement actions:

#### 2023

Improvement actions:

Creation of a Process Guide

#### 2024

Improvement actions:

We continue the actions of the previous year, improving the percentage.

Planned improvement actions:

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

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,64		3,64	
2023	3,64		3,64	

**2024** 3,76

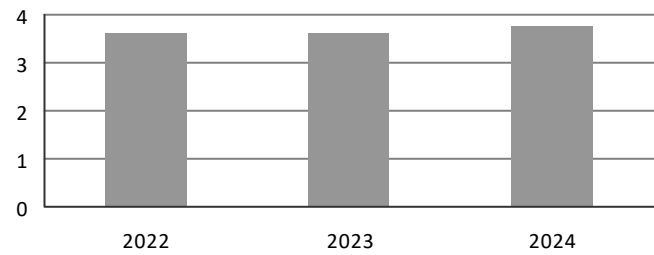
0,12

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

**Target:** Positive evolution. Base year 2022

**Unit:** scale from 1 to 5

**Indicator evolution**



## 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.

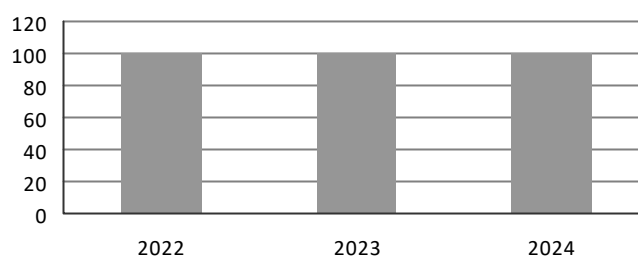
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	48/48	0	
2023	100	76/76	0	
2024	100	25/25	0	

**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.

### INDICATORS:

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

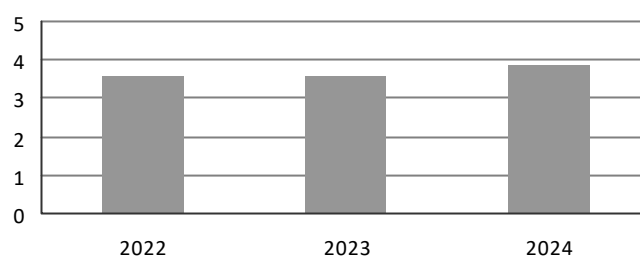
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,58		3,58	
2023	3,58		3,58	
2024	3,85		0,27	

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

**Target:** Positive evolution. Base year 2022

**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.

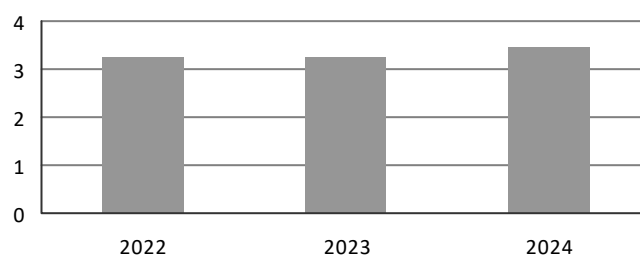
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,25		3,25	
2023	3,25		3,25	
2024	3,44		0,19	

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

**Target:** Positive evolution. Base year 2022

**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.

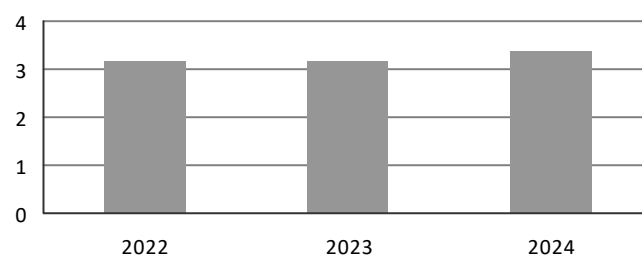
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,16		3,16	
2023	3,16		3,16	
2024	3,38		0,22	

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

**Target:** Positive evolution. Base year 2022

**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 .

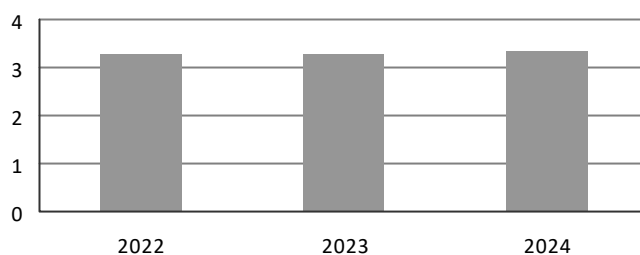
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,29		3,29	
2023	3,29		3,29	
2024	3,33		0,04	

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

**Target:** Positive evolution. Base year 2022

**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 10 working days, except during the enrolment period.

#### INDICATORS:

#### 13. Certificate issuance rate within the deadline.

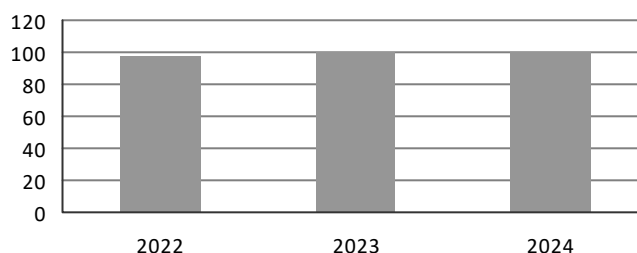
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	97,14	238/245	-2,86	Staff changes in the Secretariat. Adaptation to the process.
2023	100	350/350	0	
2024	100	270/270	0	

**Formula:** (Number of certificates issued within the deadline (7 working days) / Total number of certificates issued) x 100

**Target:** 100%

**Unit:** %

Indicator evolution



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

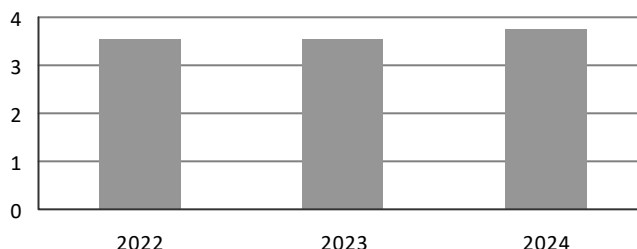
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,54		3,54	
2023	3,54		3,54	
2024	3,74		0,20	

**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.

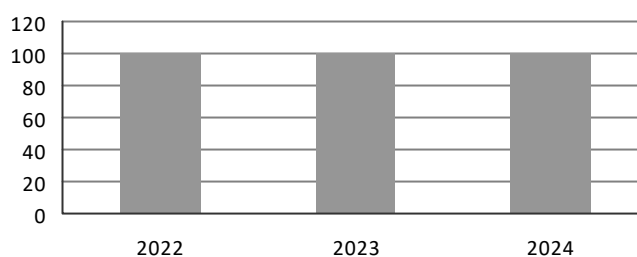
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	18/18	0	
2023	100	20/20	0	
2024	100	21/21	0	

**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



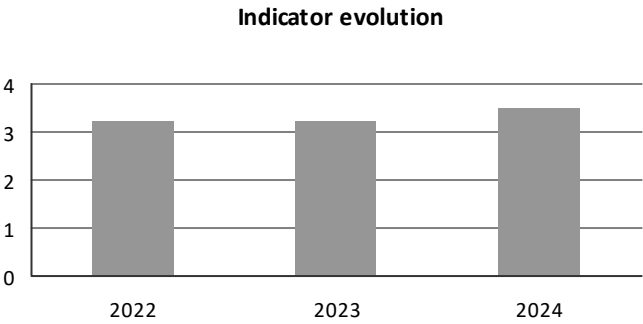
#### 16. Satisfaction with queries or procedures on bringing forward examinations sittings.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3,20		3,20	
2023	3,20		3,20	
2024	3,50		0,30	

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

**Target:** Positive evolution. Base year 2022

**Unit:** scale from 1 to 5



## 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.

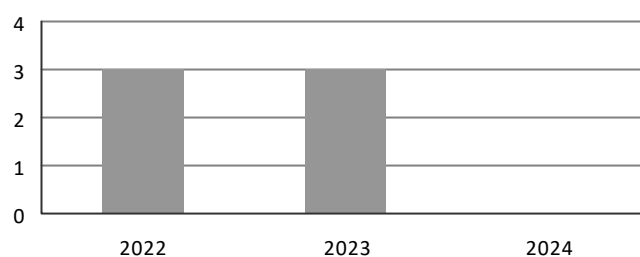
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	3		3	
2023	3		3	
2024	n. d.			

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

**Target:** Positive evolution. Base year 2022

**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.**

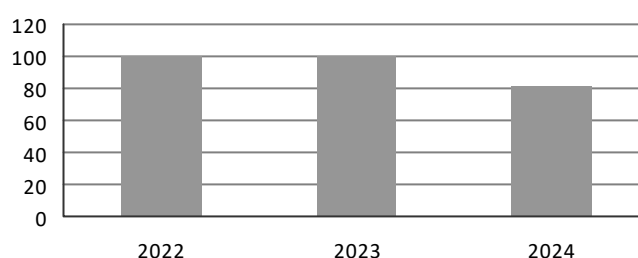
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	13/13	0	
2023	100	14/14	0	
2024	81,25	13/16	-18,75	Changes to secretariat staff.

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



### Improvement actions:

#### 2024

Improvement actions:

Creation of a Process Guide.

Planned improvement actions:

## CERTIFICATES AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)

### Service 15

Processing degree certificates (ordinary or duplicate) and the European Diploma Supplement (EDS) 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 30 working days.

### INDICATORS:

#### 19. Rate of certificates issuing within the due date.

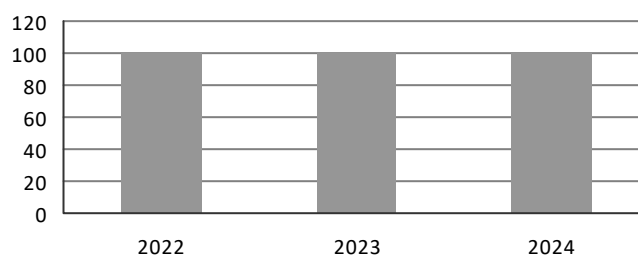
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	100	272/272	0	
2023	100	343/343	0	
2024	100	317/317	0	

**Formula:** (Number of academic degrees sent within the due date / Total number of academic degrees sent) 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.

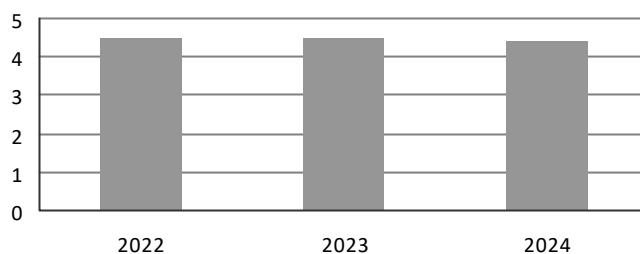
Year	Value	Num./den.	Deviation	Cause of negative deviation
2022	4,47		4,47	
2023	4,47		4,47	
2024	4,45		-0,02	

**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	

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

Target: Yes (yes = 1)

Unit: Yes = 1, No = 0

Indicator evolution

