

SERVICE CHARTER MONITORING REPORT YEAR 2024

**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 and CRUE files validated within the deadline.	100 %	100 %	100 %	100 %
2 Percentage of updates in GESCAT made within 2 days.	100 %	100 %	100 %	100 %
3 Percentage of studies and reports prepared with respect to those requested by the Management Board.	100 %	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*	-3 days*
5 Percentage of internal distribution models of current expenditure that have been submitted within the deadline.	100 %	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 %	100 %
7 Percentage of training sessions given for the development of service charters compared to those requested.	100 %	n. d.	100 %	n. d.
8 Level of compliance with the deadline for the submission of the report of the SQiF Mailbox.	5 days*	75 days*	26 days*	15 days*
9 Percentage of requests for official information attended to by official organisms within the deadline	100 %	100 %	100 %	100 %
10 Percentage of information responses to users within the established time period.	100 %	100 %	100 %	100 %
11 Percentage of reports published in DW with respect to those requested and approved.	100 %	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*	62 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*	2 days*
14 Percentage of rankings updated in the Rankings Observatory within the deadline.	100 %	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 (SIIU), CRUE's information platform, etc.

Commitment 1

Send and validate all the files required by the SIIU and the CRUE within the established deadlines.

INDICATORS:

1. Percentage of SIIU and CRUE files validated within the deadline.

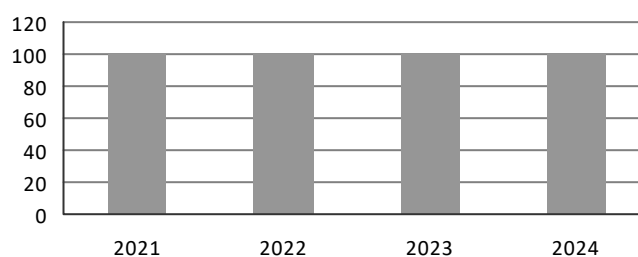
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	37/37	0	
2022	100	56/56	0	
2023	100	36/36	0	
2024	100	36/36	0	

Formula: (Number of SIIU and CRUE files validated within the deadline / Number of SIIU and CRUE files requested) x 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 working days from the reception of the modification.

INDICATORS:

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

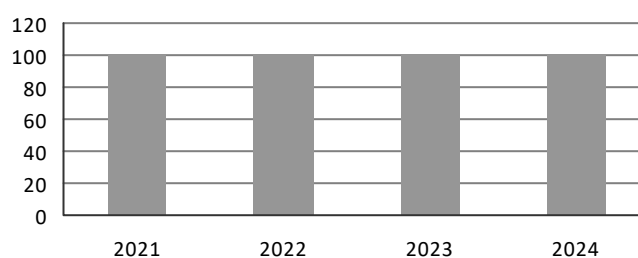
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	8/8	0	
2022	100	30/30	0	
2023	100	14/14	0	
2024	100	8/8	0	

Formula: (Number of updates in GESCAT made within 2 days / Number of modifications received in GESCAT) x 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, 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.

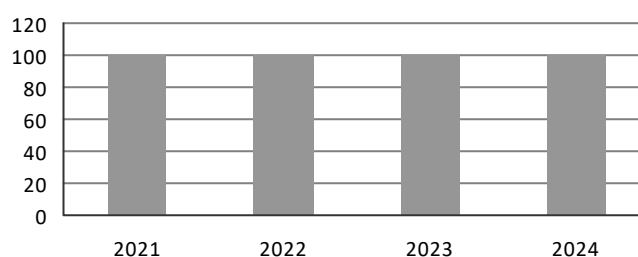
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	8/8	0	
2022	100	10/10	0	
2023	100	12/12	0	
2024	100	6/6	0	

Formula: (Number of studies and reports prepared for the Management Board / Number of studies and reports requested by the Management Board) x 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	
2024	-3	30/06/2024-03/07/2024	-3	It was delayed because we waited for the presentation of the rector.

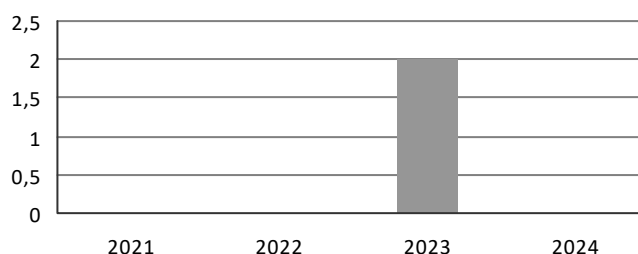
Formula: Deadline set by the General Secretariat - Date of delivery of the Management Report to the General Secretariat

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.

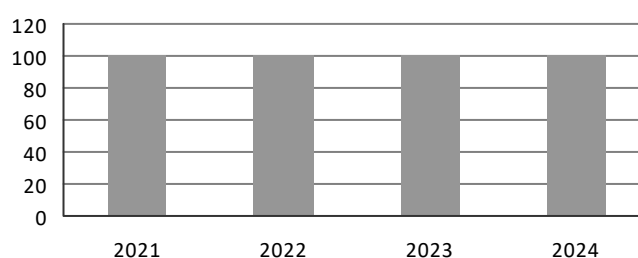
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	6/6	0	
2022	100	6/6	0	
2023	100	6/6	0	
2024	100	5/5	0	

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.

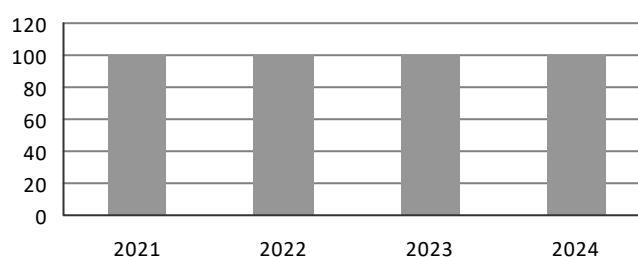
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	1/1	0	
2022	100	4/4	0	
2023	100	9/9	0	
2024	100	2/2	0	

Formula: (Number of documents produced with regard to strategic institutional planning / Number of documents requested) x 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.

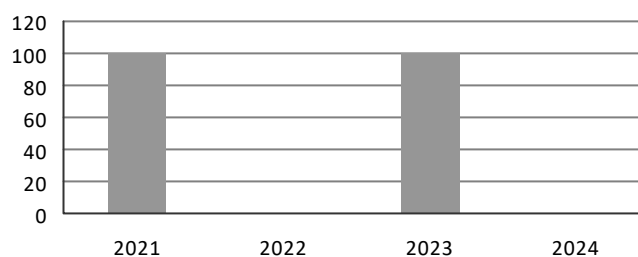
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	0/0	0	In 2021 they have not requested any training sessions.
2022	n. d.			
2023	100	3/3	0	
2024	n. d.	0/0		

Formula: (Number of training sessions given for the development of service charters / Number of training sessions requested) x 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	
2024	15	20/02/2024-05/02/2024	15	

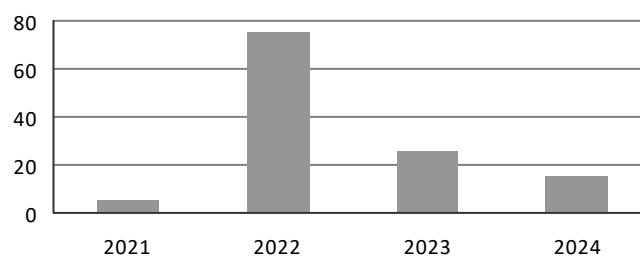
Formula: Deadline for the delivery of the report of the SQiF Mailbox (31 March) - Date of delivery of the report of the SQiF Mailbox

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

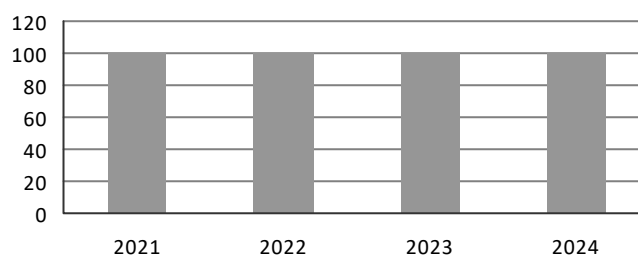
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	9/9	0	
2022	100	17/17	0	
2023	100	5/5	0	
2024	100	6/6	0	

Formula: (Number of requests for official information attended to by official organisms within the deadline / Number of requests for official information attended to by official organisms received) x 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.

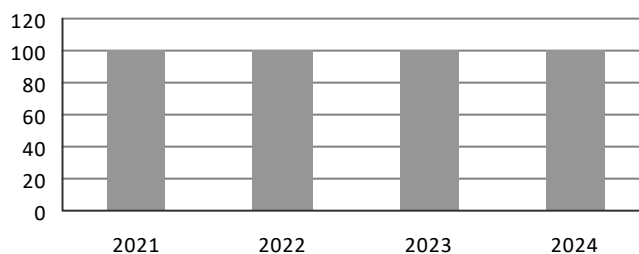
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	60/60	0	
2022	100	40/40	0	
2023	100	71/71	0	
2024	100	50/50	0	

Formula: (Number of information responses to users within within the established time period / Number of information requests made by users) x 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 all reports requested by UV managers once their viability has been studied.

INDICATORS:

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

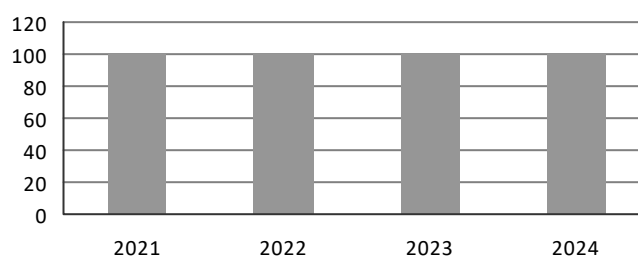
Year	Value	Num./den.	Deviation	Cause of negative deviation
2021	100	384/384	0	
2022	100	410/410	0	
2023	100	315/315	0	
2024	100	293/293	0	

Formula: (Number of reports published in DW /
Number of reports requested and
approved) x 100

Target: 100%

Unit: %

Indicator evolution



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	
2024	62	31/01/2024-30/11/2023	62	

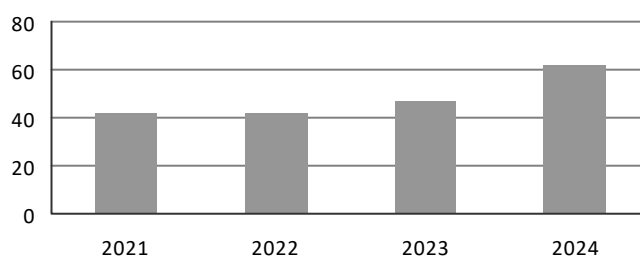
Formula: Publication deadline of the UV Annual Statistical Data Book (31 January) - Date of publication of the UV Annual Statistical Data Book

La desviació positiva indica que s'ha 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 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	
2024	2	31/03/2024-29/03/2024	2	

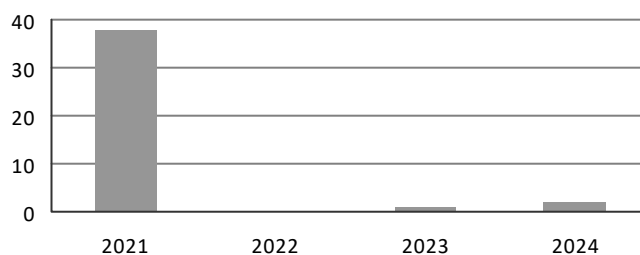
Formula: Publication deadline of the Internationalisation map of the UV on the website (31 March) - Date of publication of the Internationalisation map of the UV on the SAP website

La desviació positiva indica que s'ha 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 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	33/33	0	
2024	100	33/33	0	

Formula: (Number of rankings editions updated in the Rankings Observatory within the deadline (five working days) / Number of rankings editions in the Rankings Observatory) x 100

Target: 100%

Unit: %

Indicator evolution

