

SERVICE CHARTER MONITORING REPORT YEAR 2024

UVdiscapacitat
Universitat de València



EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2024	2025	2026	2027
1 IND1.Percentage of requests for information, advice and assessment of students with disabilities attended to annually.	100 %			
2 Percentage of requests for information, advice and assessment of UV staff with disabilities attended annually.	100 %			
3 Percentage of requests for technical and personnel support attended to annually	100 %			
4 Number of informational, awareness-raising and/or training actions carried out annually.	11 activities			
5 Percentage of accessibility requests processed annually.	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.

PSYCHOEDUCATIONAL COUNSELLING PROGRAMME

Service 1

Provide information, advice and/or assessment based on the needs 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.

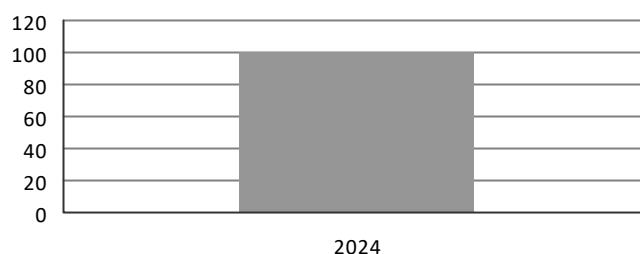
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	100	2.109/2.109	0	

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 2

Inform, advise and/or assess the needs of PDI and PTGAS with disabilities.

Commitment 2

Attend to 100% of information, counselling and assessment requests made by UV staff with disabilities.

INDICATORS:

2. Percentage of requests for information, advice and assessment of UV staff with disabilities attended annually.

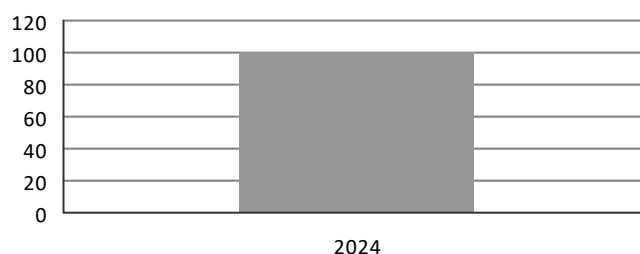
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	100	210/210	0	

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

Target: 100%

Unit: %

Indicator evolution



EQUAL OPPORTUNITIES PROGRAMME

Service 3

Provide technical and personal support for students with disabilities depending on their needs according to Uvdisability availability.

Commitment 3

Attend to 100% of requests for technical and/or personal support made by students with disabilities.

INDICATORS:

3. Percentage of requests for technical and personnel support attended to annually

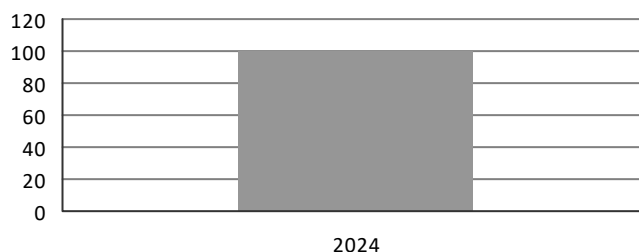
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	100	200/200	0	

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

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 4

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

INDICATORS:

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

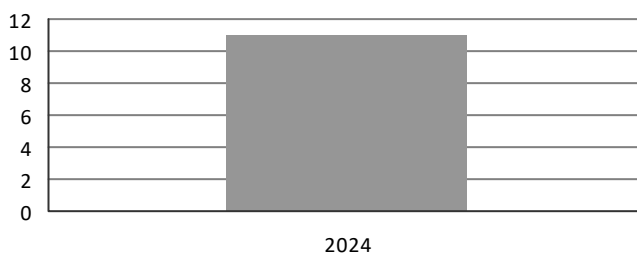
Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	11		8	

Formula: Quantify No. Of activities carried out annually

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

Unit: activities

Indicator evolution



UNIVERSAL ACCESSIBILITY PROGRAMME

Service 5

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 5

Attend to 100% of accessibility requests made.

INDICATORS:

5. Percentage of accessibility requests processed annually.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2024	100	78/78	0	

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

Target: 100%

Unit: %

Indicator evolution

