

SERVICE CHARTER MONITORING REPORT YEAR 2022

Escola Tècnica Superior d'Enginyeria Universitat de València

COMMITMENT C1

To respond appropriately to all the information queries made by users.

Associated service S1. Dealing with information queries and guidance for students (future, current and graduate) and other users.

INDICATOR IND1. Satisfaction with the information and personal contact received from the Office.

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)

Value: 3,43

Target: Positive evolution. Base year: 2022

Deviation: 3,43 (scale from 1 to 5)

COMMITMENT C2

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).

Associated service S2. Processing entrance applications through the recognition of partial official studies of students who wish to join the centre and informing about the resolutions.

INDICATOR IND2. Resolution rate of admission procedures for partial official studies within the deadline.

Formula: $(\text{Number of resolutions processed within the deadline (before September 30)} / \text{Total number of resolutions processed}) \times 100$

Value: 90 %

Target: 100%

Deviation: -10 %

Cause of negative deviation: Postponement in the date CAT holding to be resolved

COMMITMENT C3

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

Associated service S3. Providing technical and administrative assistance to students during the

enrolment process, both in undergraduate and master's studies.

INDICATOR IND3. Satisfaction with the help provided during the enrolment process.

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)

Value: 3,57

Target: Positive evolution. Base year 2022

Deviation: 3,57 (scale from 1 to 5)

COMMITMENT C4

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.

Associated service S4. 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.

INDICATOR IND4. Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.

Formula: (Number of reports issued on cancellation of enrolment due to force majeure within the deadline (15 working days) / Total reports processed) x 100

Value: 95 %

Target: 100%

Deviation: -5 %

Cause of negative deviation:

INDICATOR IND5. Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.

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

Value: 3,03

Target: Positive evolution. Base year 2022

Deviation: 3,03 (scale from 1 to 5)

COMMITMENT C5

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.

Associated service S5. 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.

INDICATOR IND6. Rate of recognitions of credits processed within the due date.

Formula: (Number of notifications of recognition and transfer of credits within the deadline /

Total number of recognitions processed) x 100.

Value: 87,38 %

Target: 100%

Deviation: -12,62 %

Cause of negative deviation: Staff changes in the Secretariat. Adaptation to the process.

INDICATOR IND7. Satisfaction with inquiries or arrangements for recognition and credit transfers.

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

Value: 3,64

Target: Positive evolution. Base year 2022

Deviation: 3,64 (scale from 1 to 5)

COMMITMENT C6

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.

Associated service S6. Processing the academic records transfer requested by students accepted in other universities.

INDICATOR IND8. Rate of transfer of academic records to other universities within the due date.

Formula: (Number of files transferred within the deadline / Total number of transfers requested) x 100.

Value: 100 %

Target: 100%

Deviation: 0 %

COMMITMENT C7

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.

Associated service S7. Managing students' receipts, including refunds and additional payments.

INDICATOR IND9. Satisfaction with inquiries and management of university fees.

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

Value: 3,58

Target: Positive evolution. Base year 2022

Deviation: 3,58 (scale from 1 to 5)

COMMITMENT C8

To add the qualifications into the mobility students' transcript within 5 working days of receiving all the qualifications from the host university.

Associated service S8. Coordinating and managing the files of students who participate in mobility programmes and reporting the resolutions.

INDICATOR IND10. Satisfaction with inquiries and management of mobility programmes.

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

Value: 3,25

Target: Positive evolution. Base year 2022

Deviation: 3,25 (scale from 1 to 5)

COMMITMENT C9

To inform students about the assignment of work placements at least 10 days before starting.

Associated service S9. Informing students about the procedures and deadlines related to work placements and making the corresponding arrangements.

INDICATOR IND11. Satisfaction with the information received on procedures or enquiries regarding work placements.

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

Value: 3,16

Target: Positive evolution. Base year 2022

Deviation: 3,16 (scale from 1 to 5)

COMMITMENT C10

To guarantee students who meet the requirements the appropriate processing to defend their final projects within the deadline.

Associated service S10. Managing the procedures regarding degree's and master's final projects.

INDICATOR IND12. Satisfaction with the information received on procedures or consultations about final projects .

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

Value: 3,29

Target: Positive evolution. Base year 2022

Deviation: 3,29 (scale from 1 to 5)

COMMITMENT C11

To issue academic certificates which cannot be obtained through the online office within 10 working days, except during the enrolment period.

Associated service S11. Issuing academic certificates as well as other certificates at the request of students.

INDICATOR IND13. Certificate issuance rate within the deadline.

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

of certificates issued) x 100

Value: 97,14 %

Target: 100%

Deviation: -2,86 %

Cause of negative deviation: Staff changes in the Secretariat. Adaptation to the process.

INDICATOR IND14. Satisfaction with the time of delivering certificates.

Formula: Mean of item 23 weighted by the number of valid responses

Value: 3,54

Target: Positive evolution. Base year 2022

Deviation: 3,54 (scale from 1 to 5)

COMMITMENT C12

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.

Associated service S12. Processing student's applications to bring forward examination sittings and informing about the resolutions.

INDICATOR IND15. Notification rate of resolutions in the matter of bringing forward examinations sittings within the due date.

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

Value: 100 %

Target: 100%

Deviation: 0 %

INDICATOR IND16. Satisfaction with queries or procedures on bringing forward examinations sittings.

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

Value: 3,20

Target: Positive evolution. Base year 2022

Deviation: 3,20 (scale from 1 to 5)

COMMITMENT C13

To communicate the resolutions of exam grades appealing within a maximum of 5 working days from the decision of the Grade Revision Committee.

Associated service S13. Processing the student's applications to appeal exam grades and informing them about the resolutions.

INDICATOR IND17. Satisfaction with the information received on procedures or enquiries regarding appealing exam grades.

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

Value: 3,00

Target: Positive evolution. Base year 2022

Deviation: 3,00 (scale from 1 to 5)

COMMITMENT C14

To add the qualifications to the student's record within 5 working days of receiving the rector's favourable decision.

Associated service S14. 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.

INDICATOR IND18. Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.

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.

Value: 100 %

Target: 100%

Deviation: 0 %

COMMITMENT C15

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.

Associated service S15. Processing degree certificates (ordinary or duplicate) and the European Diploma Supplement (EDS) and delivering them to the students.

INDICATOR IND19. Rate of certificates issuing within the due date.

Formula: (Number of academic degrees sent within the due date / Total number of academic degrees sent) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

COMMITMENT C16

To guarantee doctoral students who meet the requirements the appropriate processing to defend their thesis on the scheduled date.

Associated service S16. Managing documentation and information of interest related to thesis submissions and defence.

INDICATOR IND20. Satisfaction with management and information about doctoral procedures.

Formula: Mean of item 37 weighted by the number of valid responses

Value: 4,47

Target: Positive evolution. Base year 2022

Deviation: 4,47 (scale from 1 to 5)

COMMITMENT C17

To publish the schedules, classrooms and exam dates for each academic year before the beginning of the enrolment period.

Associated service S17. Publishing schedules, classrooms and exam dates after the Academic Year Offer's approval.

INDICATOR IND21. Compliance with the publication of schedules, classrooms and exam dates before the beginning of the enrolment period.

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

Value: 1 Yes = 1, No = 0

Target: Yes (yes = 1)

Deviation: 0 Yes = 1, No = 0