

SERVICE CHARTER MONITORING REPORT YEAR 2021

**Secretaria de la Facultat de Filologia, Traducció i
Comunicació
Universitat de València**



EVOLUTION OF INDICATORS DURING THE LIFE OF THE SERVICE CHARTER

Indicator	2018	2019	2020	2021
1 Satisfaction with the information and personal contact received from the Office.	3,10	3,10	2,95	2,95
2 Resolution rate of admission procedures for partial official studies within the deadline.	100 %	100 %	100 %	100 %
3 Satisfaction with the help provided during the enrolment process.	3,43	3,43	3,19	3,19
4 Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.	100 %	100 %	100 %	100 %
5 Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.	3,32	3,32	2,86	2,86
6 Rate of recognitions of credits processed within the due date.	100 %	100 %	100 %	100 %
7 Satisfaction with inquiries or arrangements for recognition and credit transfers.	3,02	3,02	2,88	2,88
8 Rate of transfer of academic records to other universities within the due date.	100 %	100 %	100 %	100 %
9 Satisfaction with inquiries and management of university fees.	3,44	3,44	3,22	3,22
10 Satisfaction with inquiries and management of mobility programmes.	3,32	3,32	3,17	3,17
11 Satisfaction with inquiries or management of external internships.	3,33	3,33	2,82	2,82
12 Satisfaction with the information received on procedures or consultations about final projects .	3,58	3,58	3,11	3,11
13 Certificate issuance rate within the deadline.	100 %	100 %	100 %	100 %
14 Satisfaction with the time of delivering certificates.	3,02	3,02	3,05	3,05
15 Notification rate of resolutions in the matter of bringing forward examinations sittings within the due date.	100 %	100 %	100 %	100 %
16 Satisfaction with queries or procedures on bringing forward examinations sittings.	3,26	3,26	3,78	3,78
17 Satisfaction with inquiries and procedures for challenging qualifications.	2,88	2,88	2,29	2,29
18 Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.	100 %	100 %	100 %	100 %
19 Rate of certificates issuing within the due date.	100 %	100 %	100 %	100 %
20 Satisfaction with management and information about doctoral procedures.	4,30	4,30	4,53	4,53
21 Information rate regarding the homologation of foreign qualifications within the due time.	n. d.	n. d.	n. d.	n. d.

Indicator	2018	2019	2020	2021
22 Compliance with the publication of schedules, classrooms and exam dates before the beginning of the enrolment period.	Yes	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

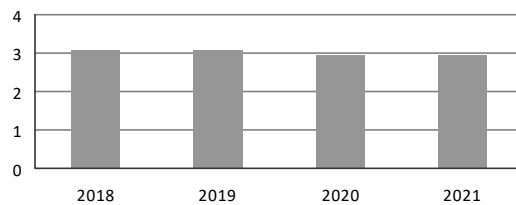
To respond appropriately to all the information queries made by users.

INDICATORS:

1. Satisfaction with the information and personal contact received from the Office.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,10		0	
2019	3,10		0	
2020	2,95		-0,15	
2021	2,95		-0,15	

Indicator evolution



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

Unit: scale from 1 to 5

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:

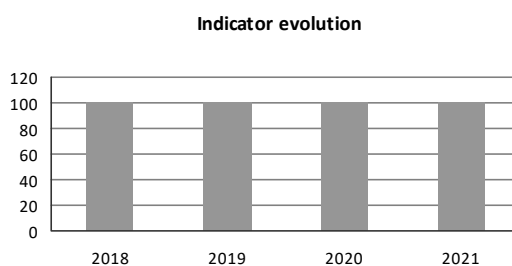
2. Resolution rate of admission procedures for partial official studies within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	48/48	0	
2019	100	38/38	0	
2020	100	22/22	0	
2021	100	13/13	0	

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

Target: 100%

Unit: %



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:

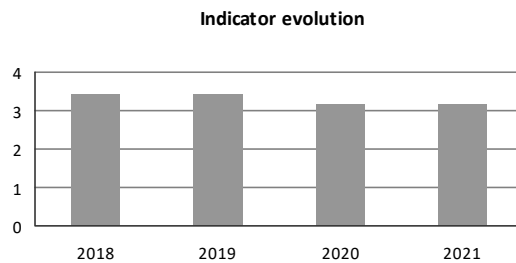
3. Satisfaction with the help provided during the enrolment process.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,43		0	
2019	3,43		0	
2020	3,19		-0,24	
2021	3,19		-0,24	

Formula: Mean of items 16 and 17 weighted by the number of valid responses. Item rated on a Likert scale 5 (1: Strongly disagree, 5: Strongly agree)

Target: Positive evolution

Unit: scale from 1 to 5



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.

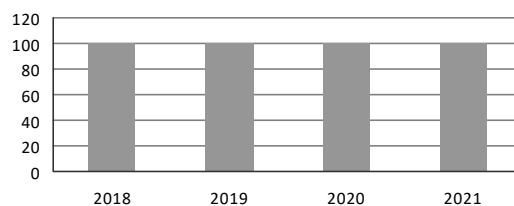
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	54/54	0	
2019	100	52/52	0	
2020	100	42/42	0	
2021	100	73/73	0	

Formula: $(\text{Number of reports issued on cancellation of enrolment due to force majeure within the deadline (15 working days)} / \text{Total reports processed}) \times 100$

Target: 100%

Unit: %

Indicator evolution



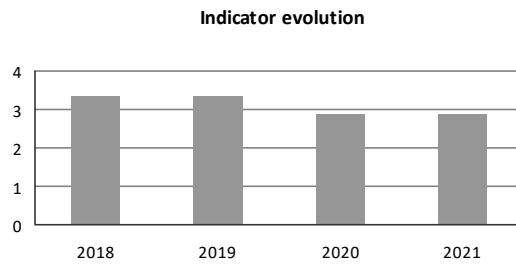
5. Satisfaction with inquiries or procedures regarding the cancellation of registration due to force majeure within the deadline.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,32		0	
2019	3,32		0	
2020	2,86		-0,46	
2021	2,86		-0,46	

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

Target: Positive evolution

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:

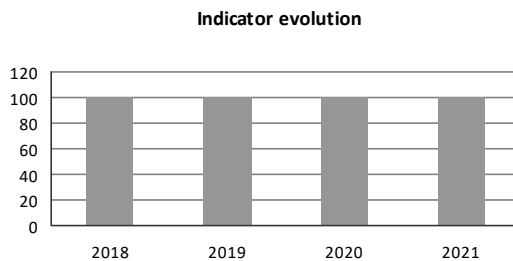
6. Rate of recognitions of credits processed within the due date.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	82/82	0	
2019	100	94/94	0	
2020	100	67/67	0	
2021	100	52/52	0	

Formula: (Number of notifications of recognition and transfer of credits within the deadline / Total number of recognitions processed) x 100.

Target: 100%

Unit: %



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

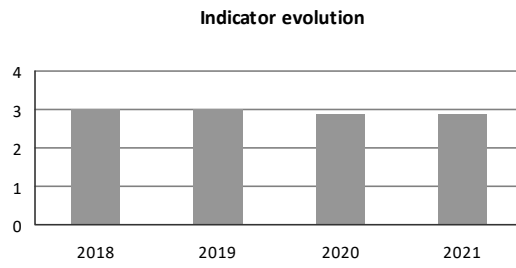
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,02		0	
2019	3,02		0	
2020	2,88		-0,14	
2021	2,88		-0,14	The value achieved in Meta was very high and it is difficult to achieve higher levels.

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

Target: Positive evolution

Unit: scale from 1 to 5

Observations: Totally incorrect, it is done in record time, much shorter than the time established for management.



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.

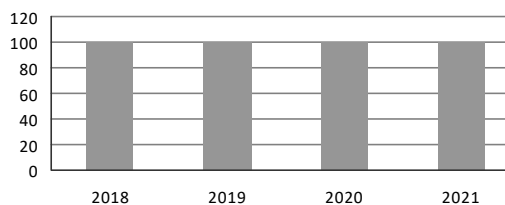
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	73/73	0	
2019	100	77/77	0	
2020	100	66/66	0	
2021	100	49/49	0	

Indicator evolution

Formula: $(\text{Number of files transferred within the deadline} / \text{Total number of transfers requested}) \times 100$.

Target: 100%

Unit: %



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.

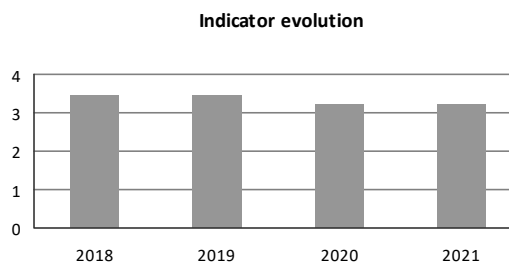
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,44		0	
2019	3,44		0	
2020	3,22		-0,22	
2021	3,22		-0,22	The value achieved in Meta was very high and it is difficult to achieve higher levels.

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

Target: Positive evolution

Unit: scale from 1 to 5

Observations: All management is carried out in accordance with the regulations in a timely manner. In fact, for all intents and purposes, the students do not even pay attention.



MOBILITY PROGRAMMES

Service 8

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

Commitment 8

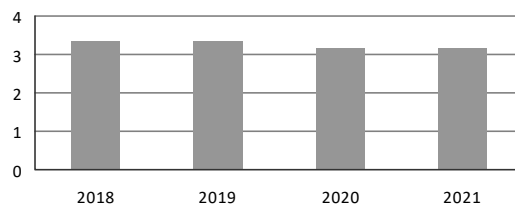
To add the qualifications into the mobility students' transcript within 5 working days of receiving all the qualifications from the host university.

INDICATORS:

10. Satisfaction with inquiries and management of mobility programmes.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,32		0	
2019	3,32		0	
2020	3,17		-0,15	
2021	3,17		-0,15	The value achieved in Meta was very high and it is difficult to achieve higher levels.

Indicator evolution



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

Target: Positive evolution

Unit: scale from 1 to 5

Observations: Totally incorrect, it is done in record time. In fact, from the secretariat we go after the student body.

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 inquiries or management of external internships.

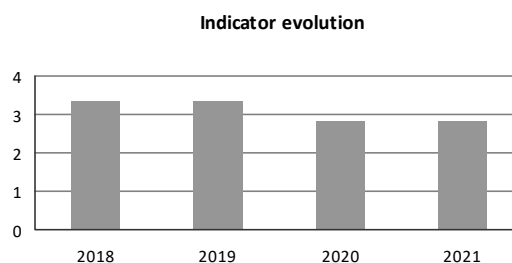
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,33		0	
2019	3,33		0	
2020	2,82		-0,51	
2021	2,82		-0,51	The value achieved in Meta was very high and it is difficult to achieve higher levels.

Formula: Item 27 average weighted by the number of valid answers

Target: Positive evolution

Unit: scale from 1 to 5

Observations: Totally incorrect, it is done in record time. In fact, we send notices by e-mail, on the web, etc., during the whole procedure.



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
2018	3,58		0	
2019	3,58		0	
2020	3,11		-0,47	
2021	3,11		-0,47	The value achieved in Meta was very high and it is difficult to achieve higher levels.

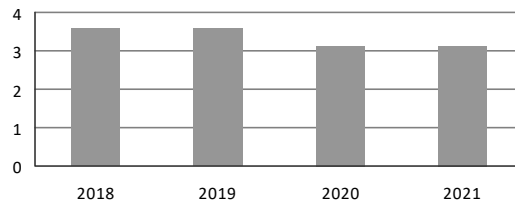
Formula: Mean of item 28 weighted by the number of valid responses

Target: Positive evolution

Unit: scale from 1 to 5

Observations: Totally incorrect, from before the beginning of the course, the information is available, we send reminders on how to perform the procedure and we even provide the necessary tools to submit the work.

Indicator evolution



CERTIFICATES

Service 11

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

Commitment 11

Issue the certificates previously requested within 7 working days, except during the enrolment period or when it is a non-credit-bearing course of study; the deadline is 10 days.

INDICATORS:

13. Certificate issuance rate within the deadline.

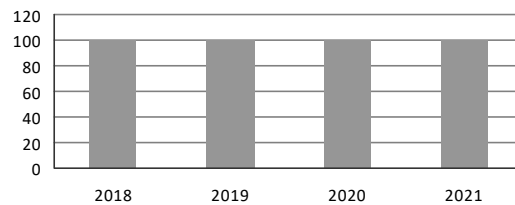
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	379/379	0	
2019	100	755/755	0	
2020	100	1.018/1.018	0	
2021	100	600/600	0	

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.

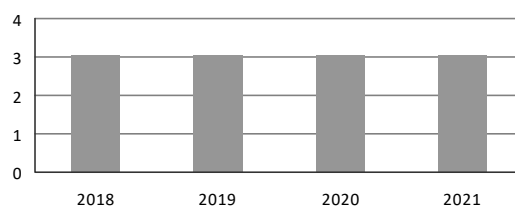
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,02		0	
2019	3,02		0	
2020	3,05		0,02	
2021	3,05		0,02	

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

Target: Positive evolution

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.

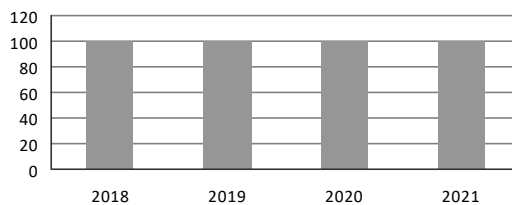
INDICATORS:

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
2018	100	41/41	0	
2019	100	80/80	0	
2020	100	44/44	0	
2021	100	65/65	0	

Indicator evolution

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: %

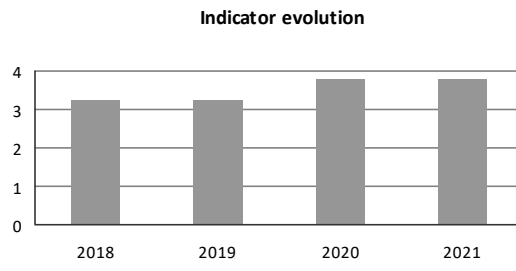
16. Satisfaction with queries or procedures on bringing forward examinations sittings.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	3,26		0	
2019	3,26		0	
2020	3,78		0,51	
2021	3,78		0,51	

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

Target: Positive evolution

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 inquiries and procedures for challenging qualifications.

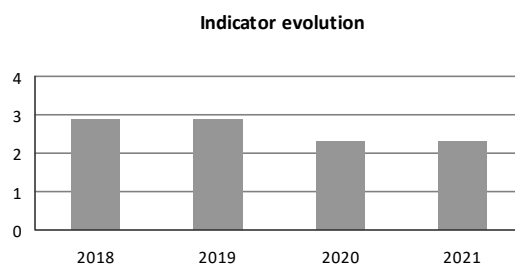
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	2,88		0	
2019	2,88		0	
2020	2,29		-0,60	
2021	2,29		-0,60	The value achieved in Meta was very high and it is difficult to achieve higher levels.

Formula: Item average weighted by the number of valid answers

Target: Positive evolution

Unit: scale from 1 to 5

Observations: The entire procedure is carried out within the official deadlines by ENTREU.



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.

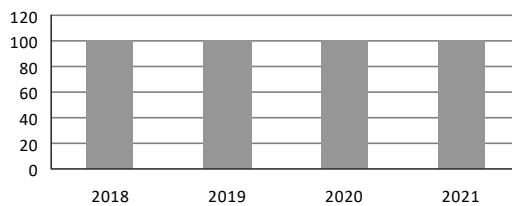
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	21/21	0	
2019	100	26/26	0	
2020	100	26/26	0	
2021	100	23/23	0	

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



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.

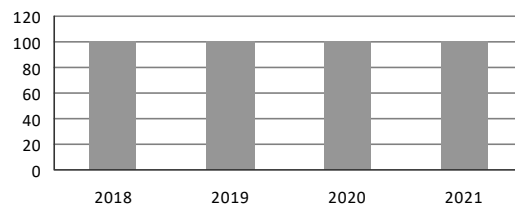
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	100	533/533	0	
2019	100	590/590	0	
2020	100	639/639	0	
2021	100	767/767	0	

Indicator evolution

Formula: $(\text{Number of academic degrees sent within the due date} / \text{Total number of academic degrees sent}) \times 100$

Target: 100%

Unit: %



DOCTORAL STUDIES

Service 16

Manage the documentation and information of interest related to doctoral programmes of the Faculty, including the ones related to the deposit and defence of the thesis.

Commitment 16

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

INDICATORS:

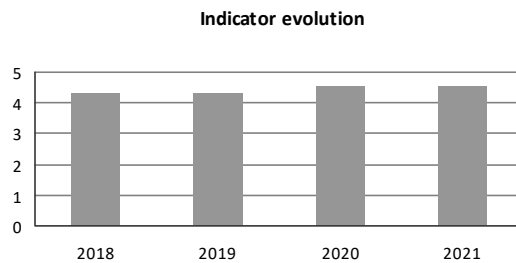
20. Satisfaction with management and information about doctoral procedures.

Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	4,30		0	
2019	4,30		0	
2020	4,53		0,23	
2021	4,53		0,23	

Formula: Mean of item 1 weighted by the number of valid responses

Target: Positive evolution

Unit: scale from 1 to 5



RECOGNITION OF FOREIGN QUALIFICATIONS

Service 17

Processing the student's applications related to the accomplishment of the complementary training requirements demanded by the Ministry to get the homologation of higher education qualifications.

Commitment 17

To inform users who have applied for the recognition of foreign qualifications about the procedures to be followed in order to meet the training requirements set by the Ministry within 15 days.

INDICATORS:

21. Information rate regarding the homologation of foreign qualifications within the due time.

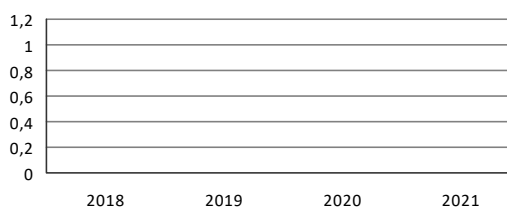
Year	Value	Num./den.	Deviation	Cause of negative deviation
2018	n. d.	0/0		
2019	n. d.	0/0		
2020	n. d.	0/0		
2021	n. d.	0/0		

Indicator evolution

Formula: $(\text{Number of applications processed within the deadline} / \text{Total number of applications submitted}) \times 100$

Target: 100%

Unit: %



SCHEDULES, CLASSROOMS AND EXAMS CALENDAR

Service 18

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

Commitment 18

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

INDICATORS:

22. 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
2018	1		0	
2019	1		0	
2020	1		0	
2021	1		0	

Indicator evolution

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

Target: Yes (yes = 1)

Unit: Yes = 1, No = 0

