

## Rights & Duties

### Users' Rights

Users of the services offered by the SAP, have the rights recognised on the article 13 of the Law 39/2015, of 1 October, on the Common Administrative Procedure on the Public Administrations, and specially the following rights:

- To be treated with respect and deference.
- To receive a non-discriminatory treatment and an attention adapted to their personal conditions, according to the available resources.
- To know the identity of the responsible people and the staff who handles the proceedings that affect them.
- To know, at any moment, the status of the processing of applications they have pursued.
- To use the official languages in the Valencian Community territory, according to what is provided by the legal order.
- To access to public information under the terms provided in the current legislation.
- To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the SAP in which they are an interested party, through the established channels.

Any other right arising from the current regulations.

### Users' duties

- To treat SAP's staff with respect and deference.
- To present the required documentation within the time limit.
- To cite the Analysis and Planning Service of the UV as a data source in any document that uses information elaborated by the SAP.
- Any other duty arising from the current regulations.

## Validity

This is a reduced version of the Service Charter. The full version of the charter can be found at:

<http://www.uv.es/sap>.

This Service Charter will remain in force until 1 January 2025.

## Location and opening hours

### Contact info

Address: Servei d'Anàlisi i Planificació  
Av. Blasco Ibáñez, 13 Nivell 2  
46010 València

Telephone: 96 386 42 04

Email: [sap@uv.es](mailto:sap@uv.es)

Website: <http://www.uv.es/sap>

### Personal attention

In the facilities of the SAP from 9:00 to 14:00, Monday to Friday.

### Public Transport

Subway: Line 3 (Facultats)

Bus: Lines 12, 30, 31, 70, 71, 79, 80, 81

Valenbisi: Station 85: Blasco Ibáñez – Jaume Roig  
(near to the entrance to the Office of the Principal's building)

### Collaboration and Participation Forms

SAP users can collaborate in the improvement of the service, through the following ways:

#### Suggestions, Complaints and Compliments Mailbox:

<http://www.uv.es/bustia>

Commitment to answer within 30 days.

#### SAP Surveys:

<http://www.uv.es/reculldedades>



# SERVICE CHARTER

## Analysis and Planning Service

VNIVERSITAT DE VALÈNCIA



VNIVERSITAT  
DE VALÈNCIA



## Mission

The Analysis and Planning Service is a general service of the UV which mission is to coordinate the official statistics, provide and to analyse the information necessary for governing bodies to make decisions, with appropriate reports. It provides technical support for the institutional strategic planning and action plans targeted at continuous improvement of the UV and its management units.

## Rendered services

### Information systems

- S1.** Provide the information required by the official information systems: Integrated University Information System (SIIU), Information System of Valencian Public Universities (SIUVP) and CRUE's information platform.
- S2.** 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.

### Studies and reports

- S3.** Prepare the studies and reports requested by the Management Board, within the areas of teaching, research and transfer, human resources, economic and physical resources, organisation, rankings and others.
- S4.** 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.

### Resource distributional models

- S5.** 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.

### Institutional strategic planning support

- S6.** Provide technical support to the governing bodies for the preparation and monitoring of UV Strategic Plan and its deployment in the annual Operation Plans.

### Support for the improvement of university units

- S7.** 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.
- S8.** 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.

### Requests for institutional information

- S9.** Coordinate and elaborate the response to the demands of institutional information requested by the official organisms: GVA, City Councils,

rankings and other institutions.

- S10.** Respond to requests for information made by users outside and inside the UV.

### Datawarehouse Projects

- S11.** Incorporate relevant structured information from different areas into the UV's Datawarehouse (DW) to facilitate management, information analysis and decision making.

### Publication of institutional data on the web

- S12.** Prepare the Annual Statistical Data Book of the UV and publish it on the SAP's website.
- S13.** Update annually the Internationalisation map of the UV on the SAP's website.
- S14.** Analyse and spread the UV's position in the main university rankings through the Rankings Observatory published on the SAP's website.

## Commitments

### Information systems

- C1.** Send and validate all the files required by the SIIU, the SIUVP and the CRUE within the established deadlines.
- C2.** Update the GESCAT information system, in the term of 2 days from the reception of the modification.

### Studies and reports

- C3.** Prepare all the studies and reports required by the Management Board.
- C4.** Submit the Management Report of the ordinary activity to the General Secretariat within the period established for its presentation to the University Senate.

### Resource distributional models

- C5.** Provide the results of the application of internal distribution models of current expenditure within the established time periods.

### Institutional strategic planning support

- C6.** Submit every document requested with regard to strategic institutional planning.

### Support for the improvement of university units

- C7.** Guarantee a training session on the process of drawing up service charters for the units that have previously requested the collaboration of the SAP.
- C8.** Issue the monitoring report of the UV's SQiF Mailbox of each academic year within the first quarter of the following year.

## Requests for institutional information

- C9.** Respond to requests for official information formulated by the official organisms: GVA, rankings and other institutions, within the deadline.
- C10.** Respond to requests for information from users admitted for processing within the established term.

### Datawarehouse Projects

- C11.** Publish in DW the reports requested by the UV managers and approved by the SAP regarding their feasibility.

### Publication of institutional data on web

- C12.** Publish the UV Annual Statistical Data Book before 31 January each year.
- C13.** Update the Internationalisation map of the UV on the SAP's website within the first quarter of each year.
- C14.** Update every ranking of the Rankings Observatory within a maximum of five workdays from the publication of its last edition.

## Indicators

- 1.** Percentage of SIIU, SIUVP and CRUE files validated within the deadline.
- 2.** Percentage of updates in GESCAT made within 2 days.
- 3.** Percentage of studies and reports prepared with respect to those requested by the Management Board.
- 4.** Days of postponement of the established time period for submitting the Management Report to the General Secretariat.
- 5.** Percentage of internal distribution models of current expenditure that have been submitted within the deadline.
- 6.** Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested.
- 7.** Percentage of training sessions given for the development of service charters compared to those requested.
- 8.** Level of compliance with the deadline for the submission of the report of the SQiF Mailbox.
- 9.** Percentage of requests for official information attended to by official organisms within the deadline.
- 10.** Percentage of information responses to users within the established time period.
- 11.** Percentage of reports published in DW with respect to those requested and approved.
- 12.** Days of postponement of the publication deadline of the UV Annual Statistical Data Book.
- 13.** Days of postponement of the publication deadline of the Internationalisation map of the UV on the website.
- 14.** Percentage of rankings updated in the Rankings Observatory within the deadline.