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 31 January 2020.
Mission

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

Rendered services

Institutional information

S1. Providing the information required by the official information systems: the Integrated Information System University (SIIU), the Valencian Public University System (SIUVP) and the CRUE information platform.

S2. Coordinating and maintaining the Strategic Indicator System of the UV for the development of strategical planning.

S3. Analysing and spreading the UV's position in the main university rankings with the Observatory of Rankings published in SAP website.

Studies and reports

S4. Conducting studies and writing reports requested by the Office of the Principal, within the fields of education, research and transfer, human resources, economic resources, organization, rankings and others.

S5. Coordinating and writing the Report about Ordinary Activity and the main results of the UV that the Principal presents annually to the Senate.

Funding and resource distribution models

S6. Applying the internal distributional models of current expenditure requested by the governing bodies or pertinent services: distributional models for centres, departments and institutes; for teaching laboratories; for bibliographic services; distributional models for centres, departments and institutes; for teaching laboratories; for bibliographic services.

Institutional strategical planning support

S7. Giving technical support to the governing bodies for the development and control of the strategical plan of the UV and its scope in annual operating plans.

Support to improvement of university units

S8. Advising in the elaboration process of process maps and service charters, as well as in the implementation of other management tools to encourage the improvement of the organizational units of the UV.

S9. Carrying out the control and analysis of the UV's Suggestions, Complaints and Compliments Mailbox (SQiF) and prepare the report that is presented each year by the vice-principal to the Governing Council.

Elaboration of official statistics

S10. Elaborating the Annual Data Book of the UV and publishing it at SAP's website.

S11. Coordinating and elaborating the response to the demands of official statistics of the UV formulated by: GVA, CRUE, rankings and other institutions.

S12. Updating annually the Internationalisation map of the UV at SAP's website.

Commitments

Institutional information

C1. Referring and validating every file required by the SIIU, the SIUVP and the CRUE within the established time periods.

C2. Keeping the Strategic Indicator System updated with the last value available on 31 December.

C3. Updating every ranking in the Observatory of Rankings within a maximum of 7 workdays from the publication of their last edition.

Studies and reports

C4. Conducting every study and writing every report requested by the Office of the Principal.

C5. Handing over the Report about Ordinary Activity to the General Secretary office within the established time period.

Funding and resource distribution models

C6. Providing the results of the application of internal distributional models of current expenditure within the established time periods.

Institutional strategical planning support

C7. Referring every document requested with regard to institutional strategical planning.

Support to improvement of university units

C8. Ensuring a training session on the process of drawing up service charters for the members of the drafting committees that have previously requested the collaboration of the SAP.

C9. Issuing the annual report of the UV's Suggestions, Complaints and Compliments Mailbox of each academic year within the first quarter of the following year.

Elaboration of official statistics

C10. Publishing the Annual Data Book of the UV before 31 January each year.

C11. Answering every demand of official statistics of the UV formulated by GVA, CRUE, rankings and other institutions, within the requested time.

C12. Updating the Internationalisation map of the UV at SAP's website within the first quarter of each year.

Indicators

1. Percentage of files required by SIIU, the SIUVP and the CRUE validated within the established time periods.

2. Percentage of the indicators in the Strategic Indicator System updated with the last value available on 31 December.

3. Percentage of the rankings in the Observatory of rankings updated within the time period.

4. Percentage of studies and reports made regarding those requested by the Office of the Principal.

5. Days of postponement of the established time period for delivering the management report to the General Secretary.

6. Percentage of internal distribution models of current expenditure that have been referred within the established time period.

7. Percentage of written-up documents with regard to institutional strategical planning in relation to the total amount of requested documents.

8. Percentage of training sessions given for the development of service charters in concordance to requested.

9. Levels of compliance with the delivery period of the report of the SQiF Mailbox.


11. Percentage of demands of official statistics taken by the General Secretary.

12. Days of postponement of the publication deadline of the Internationalisation map of the UV at the website.