

# **SERVICE CHARTER MONITORING REPORT YEAR 2024**

## **Servei d'Anàlisi i Planificació Universitat de València**

### **COMMITMENT C1**

Send and validate all the files required by the SIIU and the CRUE within the established deadlines.

Associated service S1. Provide the information required by the official information systems: Integrated University Information System (SIIU), CRUE's information platform, etc.

INDICATOR IND1. Percentage of SIIU and CRUE files validated within the deadline.

Formula: (Number of SIIU and CRUE files validated within the deadline / Number of SIIU and CRUE files requested) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

### **COMMITMENT C2**

Update the GESCAT information system, in the term of 2 working days from the reception of the modification.

Associated service 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.

INDICATOR IND2. Percentage of updates in GESCAT made within 2 days.

Formula: (Number of updates in GESCAT made within 2 days / Number of modifications received in GESCAT) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

### **COMMITMENT C3**

Prepare all the studies and reports required by the Management Board.

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

INDICATOR IND3. Percentage of studies and reports prepared with respect to those requested by

the Management Board.

Formula: (Number of studies and reports prepared for the Management Board / Number of studies and reports requested by the Management Board) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT C4**

submit the Management Report of the ordinary activity to the General Secretariat within the period established for its presentation to the University Senate.

Associated service 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.

INDICATOR IND4. Days of postponement of the established time period for submitting the Management Report to the General Secretariat.

Formula: Deadline set by the General Secretariat - Date of delivery of the Management Report to the General Secretariat

Value: -3 days

Target: Before or equal to deadline

Deviation: -3 days

Cause of negative deviation: It was delayed because we waited for the presentation of the rector.

## **COMMITMENT C5**

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

Associated service 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.

INDICATOR IND5. Percentage of internal distribution models of current expenditure that have been submitted within the deadline.

Formula: (Number of internal distribution models of current expenditure that have been submitted within the deadline / Number of internal distribution models of current expenditure requested) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT C6**

Submit every document requested with regard to strategic institutional planning.

Associated service 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.

INDICATOR IND6. Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested.

Formula:  $(\text{Number of documents produced with regard to strategic institutional planning} / \text{Number of documents requested}) \times 100$

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT 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.

Associated service 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.

INDICATOR IND7. Percentage of training sessions given for the development of service charters compared to those requested.

Formula:  $(\text{Number of training sessions given for the development of service charters} / \text{Number of training sessions requested}) \times 100$

Value: Not available

Target: 100%

Deviation: Not available

## **COMMITMENT C8**

Issue the monitoring report of the UV's SQiF Mailbox of each academic year within the first quarter of the following year.

Associated service 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.

INDICATOR IND8. Level of compliance with the deadline for the submission of the report of the SQiF Mailbox.

Formula:  $\text{Deadline for the delivery of the report of the SQiF Mailbox (31 March)} - \text{Date of delivery of the report of the SQiF Mailbox}$

Value: 15 days

Target: Before or equal to deadline

Deviation: 15 days

## **COMMITMENT C9**

Respond to requests for official information formulated by the official organisms: GVA, rankings

and other institutions, within the deadline.

Associated service S9. Coordinate and elaborate the response to the demands of institutional information requested by the official organisms: GVA, City Councils, rankings and other institutions.

INDICATOR IND9. Percentage of requests for official information attended to by official organisms within the deadline

Formula: (Number of requests for official information attended to by official organisms within the deadline / Number of requests for official information attended to by official organisms received) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT C10**

Respond to requests for information from users admitted for processing within the established term.

Associated service S10. Respond to requests for information made by users outside and inside the UV.

INDICATOR IND10. Percentage of information responses to users within the established time period.

Formula: (Number of information responses to users within within the established time period / Number of information requests made by users) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT C11**

Publish in DW all reports requested by UV managers once their viability has been studied.

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

INDICATOR IND11. Percentage of reports published in DW with respect to those requested and approved.

Formula: (Number of reports published in DW / Number of reports requested and approved) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

## **COMMITMENT C12**

Publish the UV Annual Statistical Data Book before 31 January each year.

Associated service S12. Prepare the Annual Statistical Data Book of the UV and publish it on the SAP's website.

INDICATOR IND12. Days of postponement of the publication deadline of the UV Annual Statistical Data Book (31 January).

Formula: Publication deadline of the UV Annual Statistical Data Book (31 January) - Date of publication of the UV Annual Statistical Data Book

Value: 62 days

Target: Before or equal to deadline

Deviation: 62 days

### **COMMITMENT C13**

Update the Internationalisation map of the UV on the SAP's website within the first quarter of each year.

Associated service S13. Update annually the Internationalisation map of the UV on the SAP's website.

INDICATOR IND13. Days of postponement of the publication deadline of the Internationalisation map of the UV on the website.

Formula: Publication deadline of the Internationalisation map of the UV on the website (31 March) - Date of publication of the Internationalisation map of the UV on the SAP website

Value: 2 days

Target: Before or equal to deadline

Deviation: 2 days

### **COMMITMENT C14**

Update every ranking of the Rankings Observatory within a maximum of five workdays from the publication of its last edition.

Associated service S14. Analyse and spread the UV's position in the main university rankings through the Rankings Observatory published on the SAP's website.

INDICATOR IND14. Percentage of rankings updated in the Rankings Observatory within the deadline.

Formula: (Number of rankings editions updated in the Rankings Observatory within the deadline (five working days) / Number of rankings editions in the Rankings Observatory) x 100

Value: 100 %

Target: 100%

Deviation: 0 %