

# SERVICE CHARTER MONITORING REPORT YEAR 2025

## UVdiscapacitat Universitat de València

### COMMITMENT C1

Attend to 100% of information, counselling and assessment requests made according to the user's specific needs.

Associated service S1. Provide information, advice and/or assessment based on the needs of students with disabilities.

INDICATOR IND1. Percentage of requests for information, advice and assessment of students with disabilities attended to annually.

Formula:  $(\text{No. of requests attended to} / \text{No. of requests formulated}) \times 100$

Value: 100 %

Target: 100%

Deviation: 0 %

### COMMITMENT C2

Attend to 100% of information, counselling and assessment requests made by UV staff with disabilities.

Associated service S2. Inform, advise and/or assess the needs of PDI and PTGAS with disabilities.

INDICATOR IND2. Percentage of requests for information, advice and assessment of UV staff with disabilities attended annually.

Formula:  $(\text{No. of requests attended to} / \text{No. of requests formulated}) \times 100$

Value: 100 %

Target: 100%

Deviation: 0 %

### COMMITMENT C3

Attend to 100% of requests for technical and/or personal support made by students with disabilities.

Associated service S3. Provide technical and personal support for students with disabilities depending on their needs according to Uvdisability availability.

INDICATOR IND3. Percentage of requests for technical and personnel support attended to annually

Formula: (No. of requests attended to/ No. of requests formulated) x 100

Value: 100 %

Target: 100%

Deviation: 0 %

#### **COMMITMENT C4**

Carry out informational, awareness-raising and/or training actions regarding disabilities within the university community.

Associated service S4. Encourage the university community and institutions outside the UV to take an active role in the inclusion of people with disabilities.

INDICATOR IND4. Number of informational, awareness-raising and/or training actions carried out annually.

Formula: Quantify No. Of activities carried out annually

Value: 271 activities

Target: A minimum of 3 actions to be carried out annually

Deviation: 268 activities

#### **COMMITMENT C5**

Attend to 100% of accessibility requests made.

Associated service S5. Manage actions aimed at making the university more accessible by eliminating the existing physical, electronic and communication barriers in order to facilitate the inclusion of people with disabilities.

INDICATOR IND5. Percentage of accessibility requests processed annually.

Formula: (No. of requests attended to/ No. of requests formulated) x 100

Value: 100 %

Target: 100%

Deviation: 0 %