





Data Information of the University of Alicante

Was created in **1979**

1 Campus (1,5 millon m²)

7 Centres (Faculties & Colleges)

14 Research Institutes

57 Departments

27.946 Students

2.212 Teaching Staff

1.356 Management and administrative staff



<u>Studies</u>	<u>Number</u>	<u>Students</u>	
Total	127	27.946	
Undergraduate	23	13.228	54 1st & 2nd cycle
Degree courses	25	11.536	
2nd cycle	6	1.451	
Official postgraduate courses	19	783	
3rd cycle (PhD)	54	948	



Vice-Presidency for Strategic Planning and Quality

**Secretariat for
Strategic Planification**

**Secretariat for
Quality**

**Coordination actions of
Strategic Planning**

**Coordinate the
programmes /actions of
Quality**



Vice-Presidency for Strategic Planning and Quality

**Technical Unit for Quality
(UTC)**

**Institute of
Science of
Education
(ICE)**

**Technical support & advice to
all programmes & actions of
Quality in UA**

**Training for teachers &
pedagogic support to Quality
teaching programmes**



QUALITY IN HIGHER EDUCATION

“Quality in Higher Education is a description of the effectiveness of everything that is done to **ensure that diligent students can derive maximum benefit** from the educational opportunities available to them **and also fulfil the requirements for the award** for which they are working”. ENQA (European Association for Quality Assurance in Higher Education). *Standards and Guidelines for Quality Assurance in the European Higher Education Area*.

Spanish Legislation: LOU (6/2001); Directives for the drafting of university degrees of graduate and postgraduate studies published by the MEC (12/2006) RD 1393/2007 compiled:

- Necessity to establish quality assurance criteria to ease the assessment, certification and accreditation as well as to consider quality assurance as a key priority in university development policies.
- The necessity to introduce an Internal Quality Assurance System as a main element for the future proposal of degrees.



The statutes of UA, approved by the Claustro Estatuto, Art 108.3 states that, ***“The University will ensure the quality of education provided and its relevance to the needs of society, as well as ensure the teaching activities of its faculty”***

The UA, under its **Strategic Planning**, has as its objectives the **commitment to continuous improvement and enhancement of quality and assessment in all areas (teaching, research and management); as well as the overall operation of the institution**. All this according to the criteria, directives and methodologies developed amongst others by the ENQA and the ANECA, in order to guarantee the quality of its teaching provided in the EEES.

The University must make available a Strategic Management System that will enable it to achieve its Quality objectives.



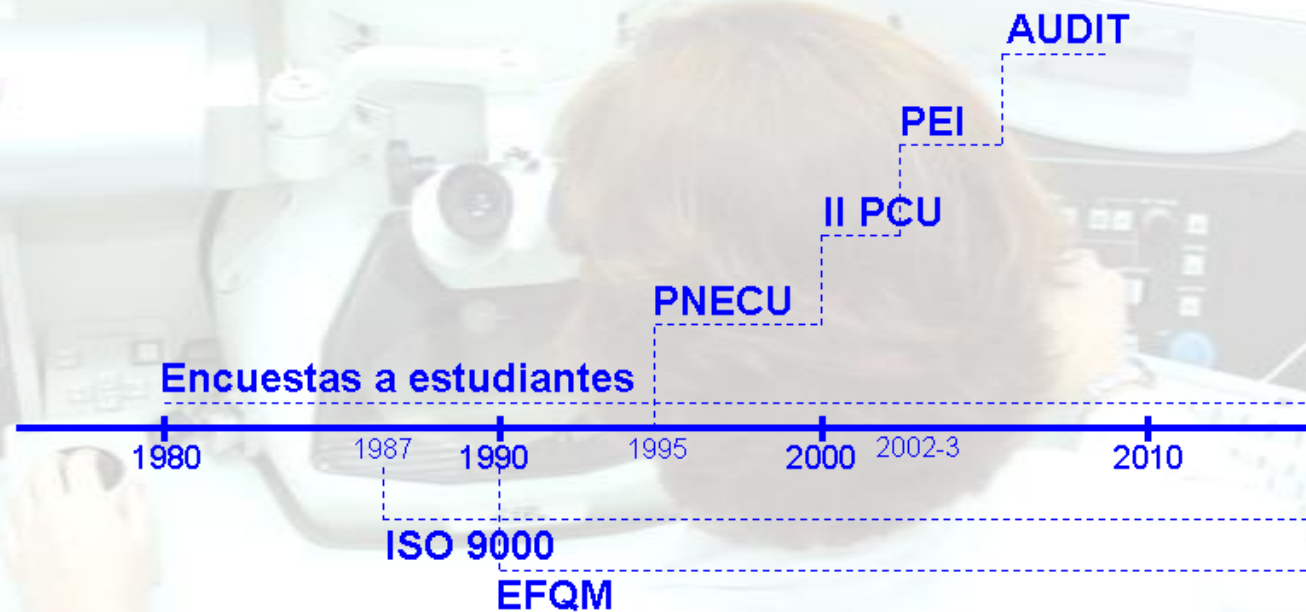
ANECA (National Agency for Quality Assessment and Accreditation) was set up as a public trust on 19 July 2002.

The Organic Law (2001) establishes:

The ultimate goal of the Trust is to contribute to the quality improvement of the higher education system through the assessment, certification and accreditation of university degrees, programmes, teaching staff and institutions.



Historical evolution of Quality Assurance





Quality at the Univesity of Alicante

Services and Units: Assessment (EFQM model)

2003/2004	2004/2005
Sports Service	Economic Management Service
IT Service	Accounting Service
Scientific Instruments service and research support (SICAI)	Selection and training Service
Preventive service	Human Ressources Management Service
Library information and documentatoin services (SIBYD)	
Centre of Doctorate and Postgraduate Studies (CEDIP)	
2005/2006	2006/2007
Alumni services	Secretariat of the promotion of Valencia
Filing and Registry services	Technical Unit of Quality
Management services	Office of Communication
Academic management services	Office of Alumni information
Legal services	
Publication services	
SGITT	
Building and support services	



Other Issues:

:

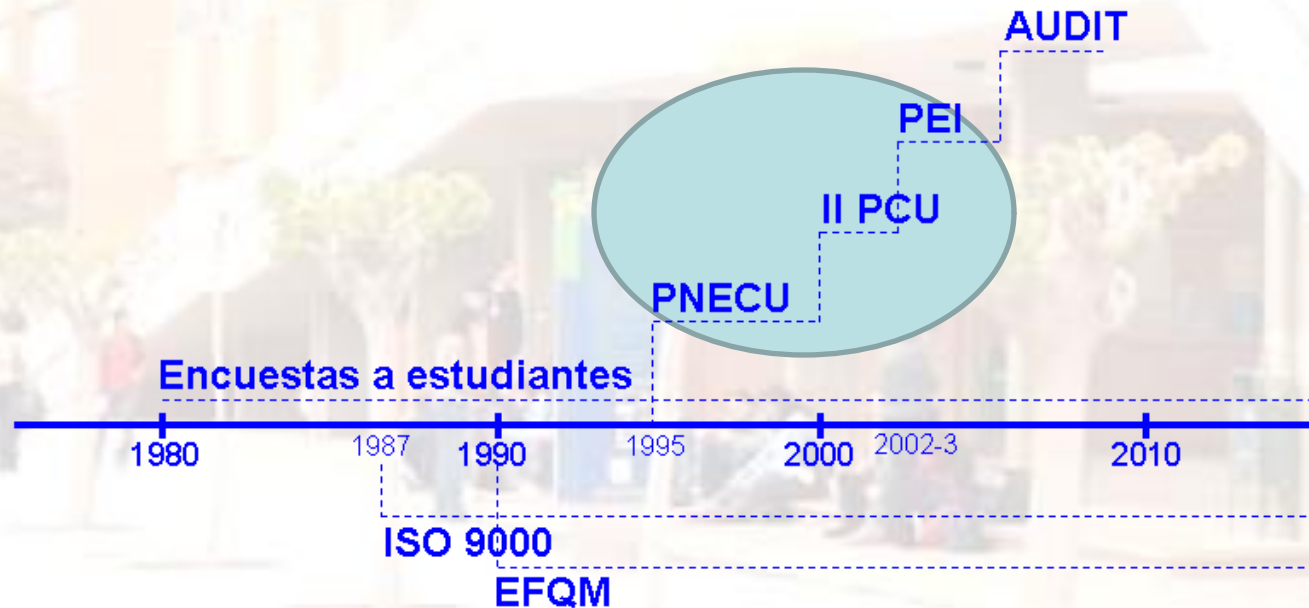
- Follow up of the improvement plan
- “Cartas de Servicio” (Commitment to Quality)
- User Satisfaction Questionnaires
- Training session related to Quality

At the academical level:

- Teaching staff assessment:
 - 2003/2004 starting with the assessment by students on teaching.
 - 2008/2009 Setting up the experimental phase of the teaching assessment process activity at the UA (Docentia programme)



- Questionnaire to graduates (every 3 years)
- Preparation of degrees performance reports
- Postgraduates assessment
- Undergraduates assessment :



Most of the Degrees have been evaluated according to the different National Quality Evaluation Plans until 2007



Diplomado Óptica y Optometría 1997/1998 y 2002/2003

Licenciado en Química 1997/1998 y 2004/2005

Diplomado en Magisterio 1998/1999

Licenciado en Psicopedagogía 1998/1999

Licenciado en Filología Inglesa 1998/1999 y 2003/2004

Licenciado en Geografía 1999/2000

Licenciado en Filología Catalana 1999/2000

Licenciado en Economía 1999/2000 y 2002/2003 (*)

Diplomado en Ciencias Empresariales 2000/2001

Ingeniero Técnico en Informática de Gestión 2000/2001

Ingeniero Técnico en Informática de Sistemas 2000/2001

Ingeniero en Informática 2000/2001

Diplomado en Trabajo Social 2001/2002

Diplomado en Enfermería 2002/2003

Diplomado Turismo 2003/2004

Licenciado en Biología 2004/2005

Licenciado en Ciencias del Mar 2004/2005

Licenciado Humanidades 2004/2005

Licenciado Historia 2004/2005

Ingeniero Químico 2004/2005

Arquitectura 2004/2005

Licenciado en Derecho 2005/2006

Diplomado en Relaciones Laborales 2005/2006

Licenciado en Ciencias del Trabajo 2005/2006

Licenciado en Filología Hispánica 2006/2007

Licenciado en Matemáticas 2006/2007

Ingeniero Geólogo 2006/2007

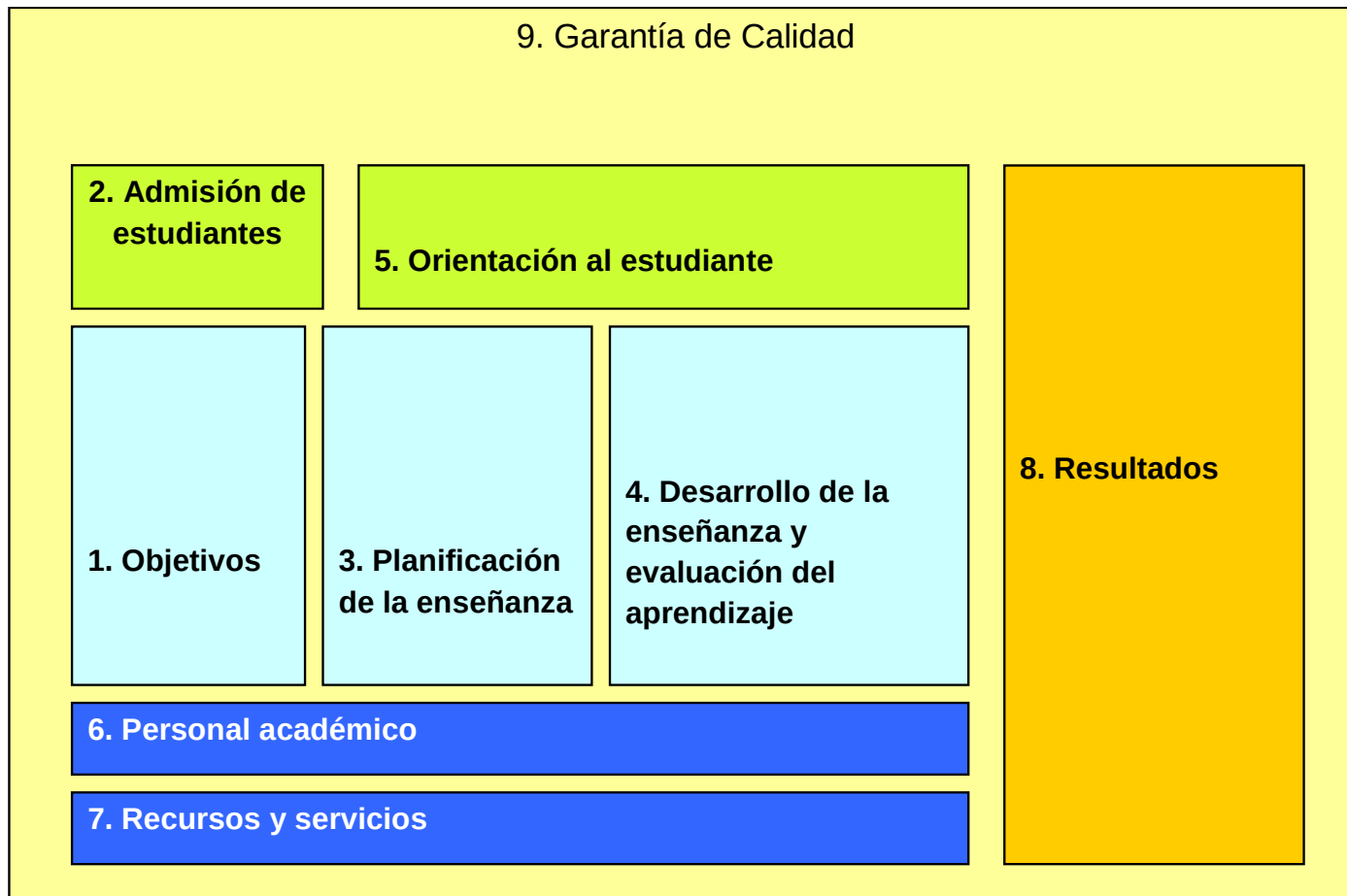


Internal Quality Control System (AUDIT)

System of degrees based on 2 principal levels (Bologna, 1999)

- First level of certification: undergraduate degrees
- Second level → postgraduate, Masters, doctorate

In response to the process designed by the ANECA, the accreditation of a school official or masters degree is structured on the basis of 9 criteria of quality





AUDIT is a guide to develop quality systems in Universities

AUDIT facilitates compliance with criterion 9 of the CHECK agenda

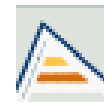
OBJETIVES:

- Facilitate the development and implementation of quality systems
- Implement a procedure that leads to the recognition of such systems
- Take a further step towards building a European Quality programme
- Contribute to the improvement of quality of academic programmes

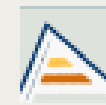
System design:



Interest group	Aspects to consider in the IQAS
Students	Selection and admission of students, profile of training and education, organisation and development of the teaching, learning support system, results of training/education and professional work placement...
Professors and support staff of the Centre	Selection and admission of students, profile of training and education, organisation and development of the teaching, learning support system, results of training/education and professional job placement...
Management team of the university	Provision of information, teachers and support staff, resources, analysis of results, providing information ...
Employers and alumni	Provision of training, profile of training, quality of training and job placement of graduates...
Public administration	Provision of information, profile of training, academic staff and support, achievement and academic performance, quality of training and job placement of graduates, costs ...
Society	Offer of and demand for education, progress and results of education, job placement...

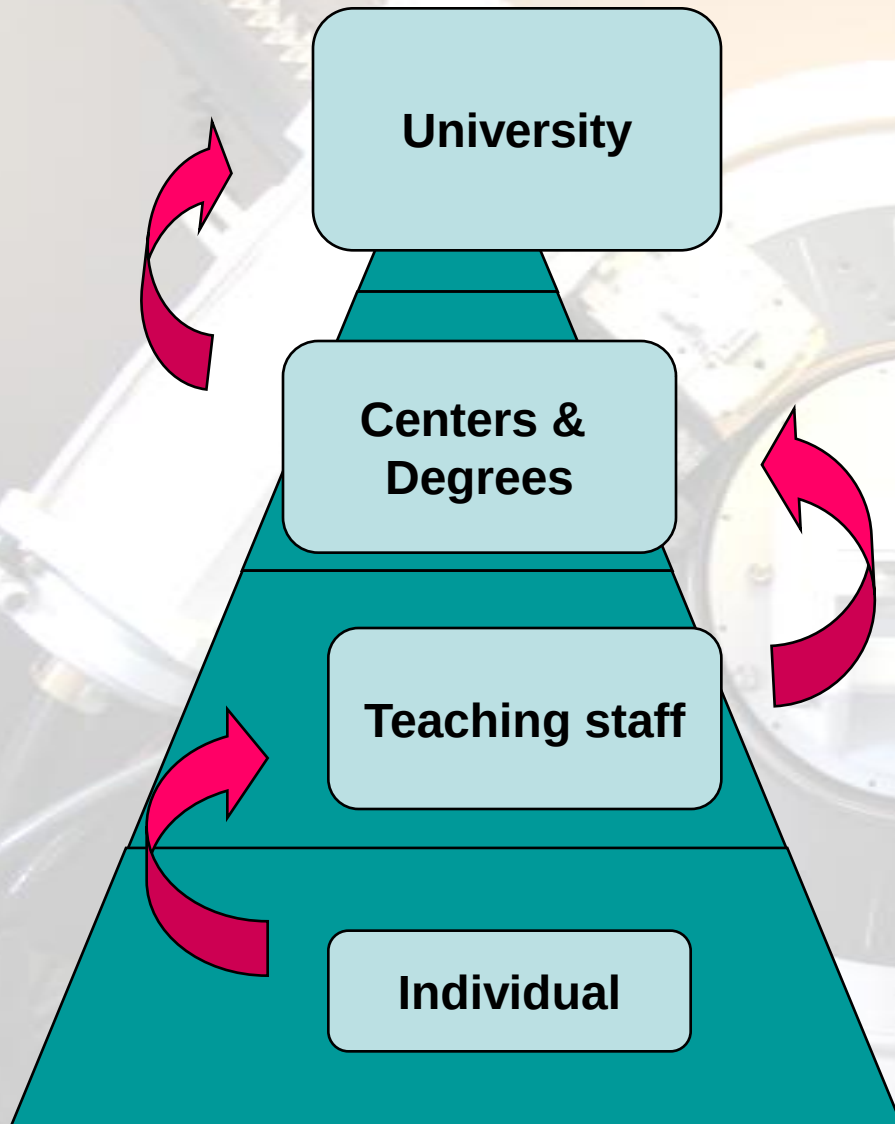


- Definition and documentation of a quality manual (scope of the system, University files, map of processes, a reference to procedures) and a
- Manual of Procedure, which describes how the processes are carried out to meet the AUDIT criteria:
 1. Define policy and quality objectives
 2. Ensuring the quality of programs
 3. Orientate teachers towards students' need
 4. Ensure and improve the quality of academic staff
 5. Manage and improve the material resources and services
 6. Analysing results
 7. Publishing information on the qualifications



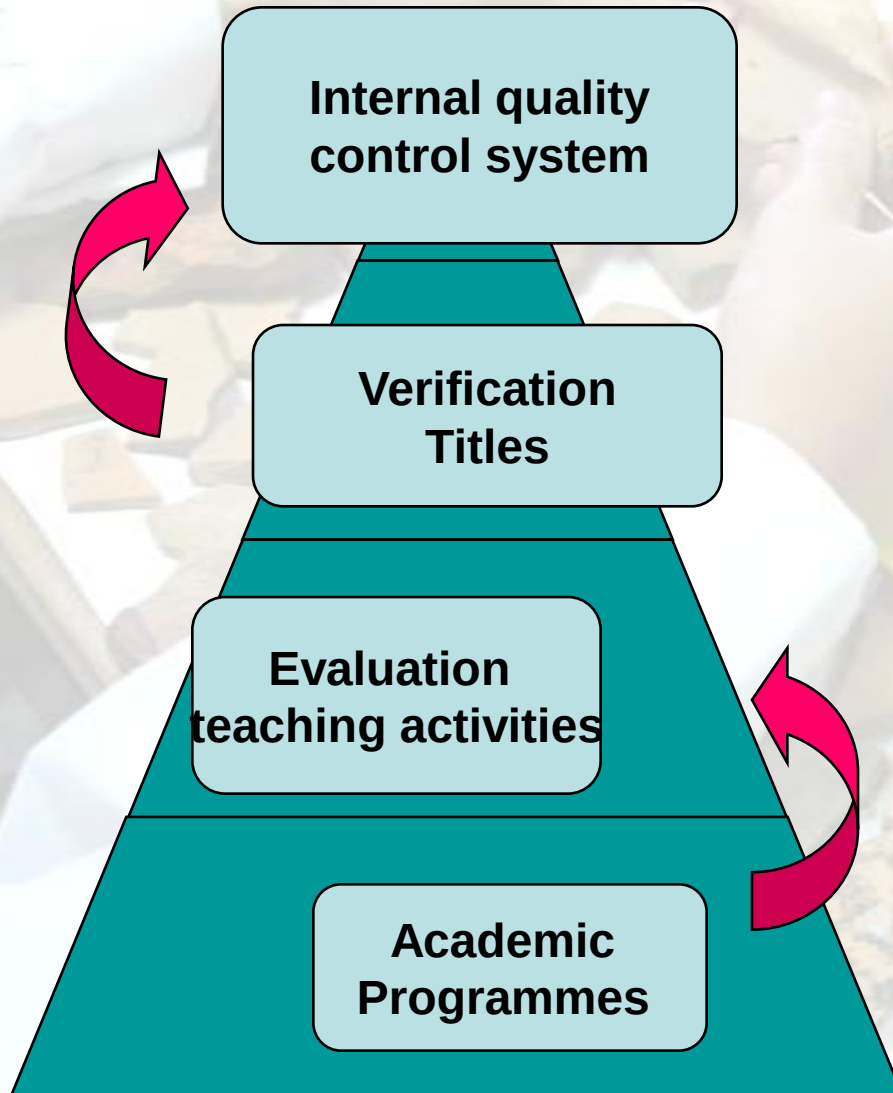
CYCLE OF CONTINUOUS IMPROVEMENT IN UNIVERSITY EDUCATION AND TRAINING





*"Institutions should have a **policy** and a set of **associated procedures** for quality assurance and criteria for their programmes and diplomas.*

*Likewise, they should explicitly commit themselves to the **development of a culture that recognises the importance of quality and quality assurance in their work.** "*



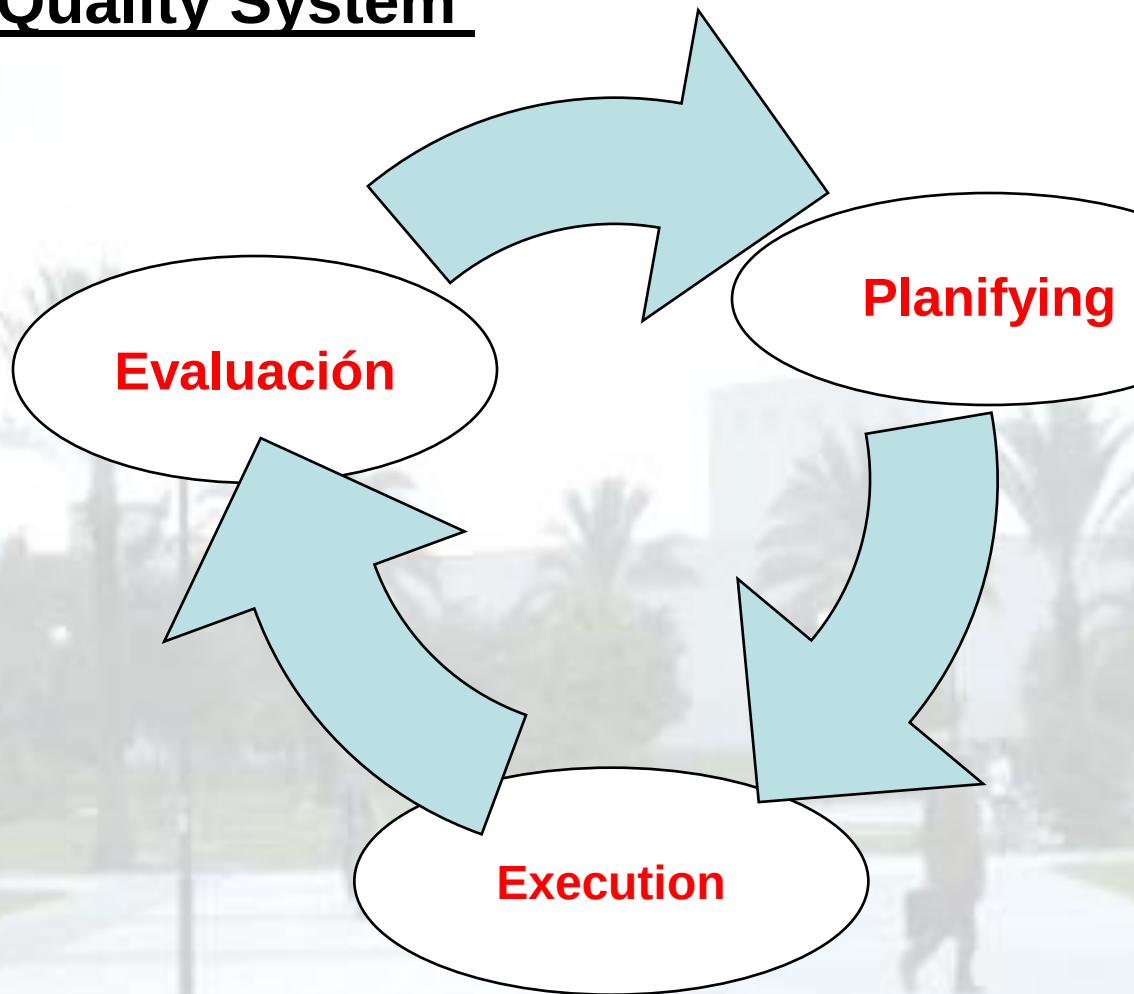
UNIVERSITY CENTER MUST CARRY OUT *MAJOR CHANGES* IN ITS MANAGEMENT IN ACCORDANCE WITH THE SYSTEMS OF INTERNAL QUALITY ASSURANCE

THESE CHANGES AFFECT ALL THE STAFF OF THE CENTER

Quality System



Universitat d'Alacant
Universidad de Alicante



I measure myself every day not in order to know how told I am but to know

How much I have grown up

Eduardo Chillida