



AGENCIA NACIONAL DE EVALUACIÓN
DE LA CALIDAD Y ACREDITACIÓN

AUDIT PROGRAMME

EVALUATION REPORT ON THE DESIGN OF THE INTERNAL QUALITY ASSURANCE SYSTEM

UNIVERSIDAD EUROPEA DE MADRID

DETAILS OF THE IQAS EVALUATED

University	<i>Universidad Europea de Madrid</i>
Faculty / Institute	All faculties
Scope of the IQAS	All recognised degree programmes (Bachelor, Master's and Doctorate) given in the aforesaid university
Date of issue of the ANECA Certification Committee's report	17 November 2008

RESULT OF THE IQAS DESIGN EVALUATION

Following an examination of the documentation with the design of university's IQAS covering the abovementioned scope, and the report drawn up by the Evaluation Committee in accordance with the evaluation criteria and guidelines set out in the AUDIT programme documents, the Certification Committee issues an overall **POSITIVE ASSESSMENT OF THE IQAS DESIGN**, with the following assessment of each of the guidelines:

GUIDELINE	ASSESSMENT
1.0 Quality policy and aims	Satisfactory
1.1 Quality assurance of programmes of study	Sufficient
1.2 Orientation of degree programmes toward the students	Sufficient
1.3 Quality assurance and enhancement of academic staff	Sufficient
1.4 Management and improvement of physical resources and services	Sufficient
1.5 Analysis and use of outcomes	Sufficient
1.6 Publication of information on degrees	Sufficient

STATEMENT OF GROUNDS

The overall positive assessment of the IQAS DESIGN is based on compliance with the criteria associated with each of the guidelines of the AUDIT programme, with special mention being made of the following strong points:

- The structure of the IQAS documentation is clearly outlined according to the AUDIT guidelines, and it thereby facilitates compliance of the same.
- The IQAS design exceeds the requirements set out in the AUDIT guidelines, in that it also includes another series of elements.
- The scope of the IQAS is clearly described: "All recognised degree programmes (Bachelor, Master's and Doctorate) given at the UEM".
- The list of indicators given is very complete and backed up with goals, values, follow-up mechanisms, etc.
- The procedures are clearly defined, together with their purpose, scope, development, responsibilities, etc.

- The diagrams give a clear representation of the activities in each process.
- The way in which all of the processes in the IQAS are linked to the process of “measurement and analysis” and “public information” is set out.
- The documentation shows the mechanisms for staff enhancement, a performance evaluation model, a teaching career plan and a reception plan.

ENHANCEMENT PROPOSALS

In order to ensure adequate implementation of the system, the following recommendations are made:

- Clearly specify the way to set in motion the enhancements stemming from the process of reviewing degree programmes.
- Be more precise in specifying how the accountability procedure is carried out in relation to each guideline.
- Specify in greater detail how each faculty would deal with discontinuing a degree.
- Specify mechanisms that regulate and provide information on the rules affecting the students.
- Specify the channels of communication used to disseminate placement, work experience and mobility.
- Define more clearly the way that pleas, complaints and suggestions are dealt with.
- Specify the way in which the stakeholders participate in defining the staff policy.
- Specify, with more information, the way that enhancements in the staff policy are reviewed and implemented.
- Establish guidelines to monitor services that are provided prior to termination of contracts so that measures aimed at their quality enhancement are adopted.
- Take account of mechanisms that regulate and guarantee the decision-making process for all of the stakeholders.
- State who is responsible for the dissemination of information on each process, where this is applicable.