



AGENCIA NACIONAL DE EVALUACIÓN
DE LA CALIDAD Y ACREDITACIÓN

AUDIT PROGRAMME

EVALUATION REPORT ON THE DESIGN OF THE INTERNAL QUALITY ASSURANCE SYSTEM

**FACULTY OF COMMUNICATION AND
DOCUMENTATION,¹
UNIVERSITY OF MURCIA**

DETAILS OF THE IQAS EVALUATED

University	University of Murcia
Faculty/Institute	Faculty of Communication and Documentation
Scope of the IQAS	All recognised degree programmes (Bachelor, Master's and Doctorate) given in the

¹ *Facultad de Comunicación y Documentación*

INFORME DE EVALUACIÓN DEL DISEÑO DEL SISTEMA DE GARANTÍA INTERNA DE CALIDAD (SGIC)

	aforesaid university
Date of issue of the ANECA Certification Committee's report	18 December 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	Satisfactory

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 best aspect of this design, aside from the purely formal one of presentation, is that which refers to guideline 1.0.
- The good presentation, order and accessibility of the mechanisms, the corresponding bodies and processes involved, with the corresponding procedures for each one, and they are all expressly referred to in each section of the handbook.
- Regarding guideline 1.1, the design clearly sets out the decision-making procedures in relation to the degree programmes that are offered, there is a body with the capacity and jurisdiction for the design, planning and monitoring of degrees. The mechanisms for the accountability of degree programme quality to the stakeholder groups are also clearly stated.

- Regarding guideline 1.2, mention is worthy of the procedures for gathering and analysing information to establish the need and requirements for student guidance, the enhancement of teaching and learning systems, and placement/work experience and student mobility.
- Guideline 1.5 is also well structured and developed. The documentation for different procedures is enclosed, together with a list of indicators and evidence on the various aspects associated with these outcomes; indicators on academic performance, mobility, employment, placement/work experience, etc. Particular mention is made of the Committee's assessment of the design for the accountability procedures for stakeholders of graduate employment, which is an important issue and one that is often given little consideration.
- Lastly, the design deals satisfactorily with the bodies, mechanisms and processes to manage everything involving the publication of information on degree programmes, in particular ensuring that information is updated and its transmission to the stakeholders.

ENHANCEMENT PROPOSALS

In order to ensure adequate implementation of the system, the following recommendation is made:

- Specify the mechanisms that regulate and guarantee the decision-making process connected with the definition of the entry requirements and admission criteria, student support and guidance, teaching methodology and learning assessment.