



Presentation of the *Quality* Office of the UdL



Preliminary information: Spanish university system

- 17 Autonomous regions, all with authority on their universities
- 55 public universities, 27 private universities.
- Total student enrolment 1.440.000
- Total population in Spain: 46.116.779



Preliminary information: The university system in Catalonia

- 7 public universities, 4 private universities plus an Open University (15%)
- Total student enrolment 220.000 (15%)
- Total population in Catalonia. 7.251.447



The beginning of the quality assesment in the spanish university system

- **1992** Firts External Assessment (not compulsory). Most of the universities ask for being assessed
- **1996** The Catalan University Quality Assurance Agency (AQU Catalunya) is founded
- **1996-2006** (Pre – Bologna) assessment of 1st and 2nd cycle degrees, before the EHEA.
- **2003** The Quality Office at UdL is created
- **2005** The standards and guidelines (ESG) for quality assurance in the European Higher Education Area (EHEA) are published
- **2007-2010** Universities design their Internal Quality Assurance System.
- **2010 to the present** Catalan Quality Agency approved the external quality Framework for a degree



Quality offices and Quality agencies in Spain

Tasks to be developed **INSIDE** universities

- Development of indicators
- Satisfaction of stakeholders
- Assessment in quality procedures

- **All the universities created a Quality Unit**

Tasks to be developed **OUTSIDE** universities

- External evaluation of universities
- Public communication of university results

- **Some Quality Agencies arised in Spain**



PUBLIC AGENCY

AUTONOMOUS REGION

(1996) Cataluña - Agència per a la Qualitat del Sistema Universitari (AQU)

CATALUNYA

(1999) Andalucía - Agencia Andaluza de Evaluación de la Calidad y Acreditación

ANDALUCIA

(2001) Galicia - Axencia para a Calidade do Sistema Universitario de Galicia (ACSUG)

GALICIA

(2001) Castilla y León - Agencia para la Calidad del Sistema Educativo Universitario

CASTILLA Y LEÓN

(2002) ANECA - National Agency for Quality Assessment and Accreditation of Spain

MADRID

CASTILLA LA MANCHA

LA RIOJA

NAVARRA

CANTABRIA

ASTURIAS

EXTREMADURA

MURCIA

(2002) Islas Baleares - Agència de Qualitat Universitària (AQUIB)

ISLAS BALEARES

(2002) Canarias - Agencia Canaria de Evaluación de la Calidad y Acreditación Universitaria (ACECAU)

ISLAS CANARIAS

(2004) País Vasco - Agencia de Evaluación y Acreditación de la Calidad del Sistema Universitario

PAÍS VASCO

(2005) Aragón - Agencia de Calidad y Prospectiva Universitaria de Aragón

ARAGÓN

(2006) Comunidad Valenciana - Comisión Valenciana de la Acreditación y Evaluación de la Calidad.

VALENCIA



Quality agencies in European Union

ENQA

The European Network for Quality Assurance in Higher Education was established in 2000 to promote European co-operation in the field of quality assurance.

In 2004 the General Assembly transformed the Network into the **European Association for Quality Assurance in Higher Education (ENQA)**.

ENQA is an umbrella organisation which represents quality assurance organisations from the European Higher Education Area (EHEA). ENQA promotes European co-operation in the field of quality assurance in higher education and disseminates information and expertise among its members and towards stakeholders in order to develop and share good practice and to foster the European dimension of quality assurance.

<http://www.enqa.eu/>

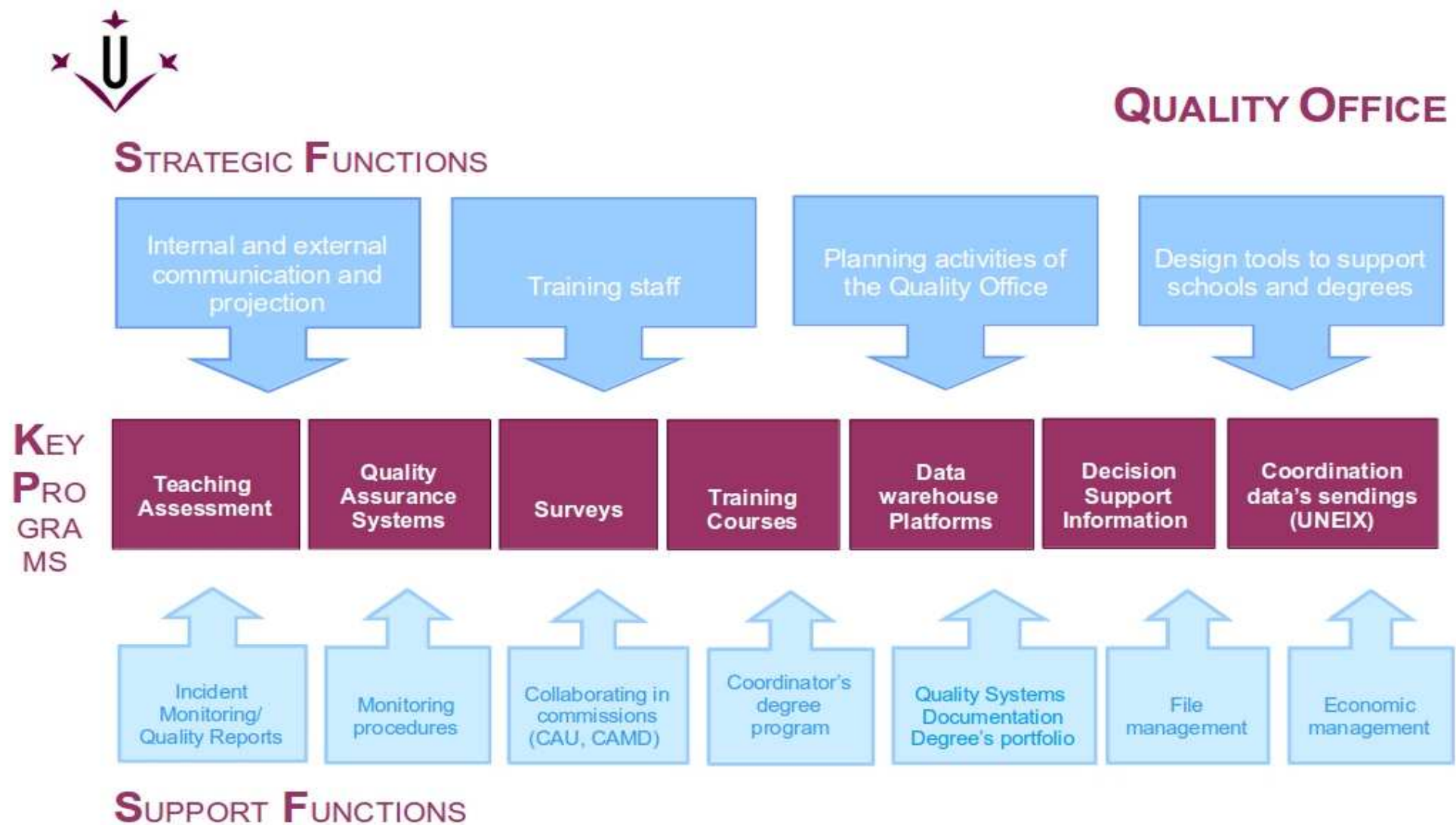
Members

<http://www.enqa.eu/index.php/members-area/members-interactive-map/>

Affiliates

<http://www.enqa.eu/index.php/members-area/enqa-affiliates/>

Quality Office at University of Lleida



Teaching assessment

- Each professor, every 5 years
- Is not compulsory but a good evaluation implies a salary increase
- **Based on internal criteria that must be accredited by a Quality Agency**
- **5 criteria:**
 - × **Self evaluation**
 - × **Evaluation by the department and the faculty**
 - × **Academic results of students**
 - × **Satisfaction of students**
 - × **Professional development (teaching coordination, teaching materials, academic training, etc...)**

Quality assurance systems

- Each School and Faculty has its own Internal Quality Assurance System
- Every year there is a follow-up of all the procedures at the level of degree, faculty and university.
- There are annual reports of these follow-up, based on indicators, surveys and qualitative information. **The main objective is to check if students are learning as was planned.**
- **Results are:**
 - × **Strong points**
 - × **Weak points**
 - × **Actions to be developed**

Surveys and indicators

- Information that can be measured along the development of studies.
- DATA WAREHOUSE of UdL
- Surveys: satisfaction of students about teaching and learning, external internships, mobility in European universities, etc..
- **Surveys and indicators can provide alarms that something is going wrong**

Task

Coordination team	director
Evaluation (professors and degrees)	1 technical staff
Assesment in Quality Procedures	1 technical staff
Surveys	1 technical staff
Datawarehouse (indicators)	2 informatic staff
Data reports	1 administrative staff
Administrative tasks	1 administrative staff

Quality Office at University of Lleida

