

**Directorate for Evaluation and Accreditation
(Andalusian Agency of Knowledge)**

**SERVICE CHARTER FOLLOW-UP REPORT
01/01/2021 - 31/12/2021**



Service Charter Follow-Up Report. Directorate for Evaluation and Accreditation (Andalusian Agency of Knowledge)

Service:

Evaluation of University official Bachelor, Master and Doctorate degrees

Commitment:

Maximize the satisfaction of applicants for the evaluation procedure of official university education, bachelor, masters and doctorate degrees with the evaluation report

➡ Indicator:

Percentage of appeals filed

Measurement frequency: annually
Quality Standard: Less than 10%

01/01/2021
31/12/2021

1.96

Annual value of the indicator
(Arithmetic average): 1.96

Seguimiento del Indicador:

The standard has been met and exceeded. The average percentage of resources presented in the different evaluation programs is of the 1.96%

➡ Indicator:

Satisfaction with the evaluation report received

Measurement frequency: annually
Quality Standard: Higher than 3 out of 5

01/01/2021
31/12/2021

3.47

Annual value of the indicator
(Arithmetic average): 3.47

Indicator Follow-Up:

In surveys carried out at universities, the average of the satisfaction with the evaluation report received from the different evaluation programs exceed the established standard.

Service:

Evaluation of the Quality Assurance Systems of University Centers

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Commitment:

Maximize the satisfaction of applicants for the evaluation procedure of the Quality Assurance System of University Centers with the evaluation report

➔ Indicator:

Percentage of appeals filed

Measurement frequency: annually
Quality Standard: Less than 10%

01/01/2021
31/12/2021

0.0

Annual value of the indicator
(Arithmetic average): 0.0

Indicator Follow-Up: No appeals received

➔ Indicator:

Satisfaction with the evaluation report received

Measurement frequency: annually
Quality Standard: Higher than 3 out of 5

01/01/2021
31/12/2021

2.5

Annual value of the indicator
(Arithmetic average): 2.5

Indicator Follow-Up: Satisfaction surveys were sent to all Universities even those that did not participate in the call. Most of the reports that were issued were unfavorable so the valuation has been low. Shipping is proposed of satisfaction surveys only to the Universities that participate in the call and improvement of the language used in the reports to facilitate understanding by Universities.

Service:

Evaluation of teaching staff for their accreditation and future hiring by Andalusian Universities

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Commitment:

Resolve the requests for the evaluation procedure for the contractual figures of the teaching staff of the Andalusian University System in less than 4 months.

➔ Indicator:

Percentage of requests resolved in less than 4 months

Measurement frequency: annually
Quality Standard: Higher than 70 %

01/01/2021
31/12/2021

88.37

Annual value of the indicator
(Arithmetic average): 88.37

Indicator Follow-Up: Of the total requests (1,169), 88.37% (1,033) were resolved in less than 4 months.

Commitment:

Maximize the satisfaction of the applicants of the evaluation procedure for the contractual figures of the Andalusian University System teaching staff with the evaluation report

➔ Indicator:

Percentage of appeals filed

Measurement frequency: annually
Quality Standard: Less than 10%

01/01/2021
31/12/2021

6.16

Annual value of the indicator
(Arithmetic average): 6.16

Indicator Follow-Up: The established standard is met as a total of 72 appeals have been filed, representing 6.16% of the total resolutions issued

➔ Indicator:

Satisfaction with the program

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Measurement frequency: annually
Quality Standard: Higher than 3 out of 5

01/01/2021
31/12/2021

3.91

Annual value of the indicator
(Arithmetic average): 3.91

Indicator Follow-Up: In the surveys carried out, the degree of general satisfaction with the procedure was 3.91 out of 5, improving the established standard.

Service:

Evaluation of the teaching staff for their appointment as emeritus teaching staff of the Andalusian Public Universities

Commitment:

Resolve report requests prior to hiring as Professor Emeritus in less than 4 months

➔ **Indicator:**

Percentage of requests resolved in less than 4 months

Measurement frequency: annually
Quality Standard: Higher than 70 %

01/01/2021
31/12/2021

96.77

Annual value of the indicator
(Arithmetic average): 96.77

Indicator Follow-Up: Of the total requests (31), 96.77% (30) were resolved in less than 4 months.

Service:

Grant evaluation for R&D&I Projects

Commitment:

Improve the satisfaction of applicants with the evaluation carried out

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➔ **Indicator:**

Percentage of appeals filed

Measurement frequency: annually

Quality Standard: Less than 10%

01/01/2021

31/12/2021

0.15

Annual value of the indicator
(Arithmetic average): 0.15

Indicator Follow-Up:

The standard has been met and exceeded. The average percentage of resources presented in the different evaluation programs is 0.15%

Service:

Grant evaluation for the recruitment, incorporation and mobility of human capital in R&D&i

Commitment:

Improve the satisfaction of applicants with the evaluation carried out

➔ **Indicator:**

Percentage of appeals filed

Measurement frequency: annually

Quality Standard: Less than 10%

01/01/2021

31/12/2021

0.07

Annual value of the indicator
(Arithmetic average): 0.07

Indicator Follow-Up:

The standard has been widely met. The average percentage of resources presented in the different evaluation programs is 0.07%

Service:

Information and attention to citizens and stakeholder

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Commitment:

Keep the institutional and functional information of the DEVA updated

➤ Indicator:

Quarterly update on the DEVA website

Measurement frequency: annually

Quality Standard: 4 a year

01/01/2021
31/12/2021

58.0

Annual value of the indicator
(Arithmetic average): 58.0

Indicator Follow-Up:

Updating the website as an information channel to the citizen is very important. According to the information registered, 58 updates have been made.

➤ Indicator:

Average period elapsed since the change and its publication on the Web

Measurement frequency: annually

Quality Standard: Less than 1 month

01/01/2021
31/12/2021

8.0

Annual value of the indicator
(Arithmetic average): 8.0

Indicator Follow-Up:

According to the records on the publication of content on the website, the average period has been 8 days, meeting the established standard.

Commitment:

Maximize the satisfaction of DEVA users with attention to queries made

➤ Indicator:

Satisfaction with the attention received to the queries raised

Measurement frequency: annually

Quality Standard: Higher than 4 out of 5

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01/01/2021
31/12/2021

4.25

Annual value of the indicator
(Arithmetic average): 4.25

Indicator Follow-Up:

In the surveys carried out with the users of the different programs, the average satisfaction with the attention received in consultations proposed complies with the established standard, obtaining a rating of 4.25 out of 5.

Commitment:

Reduce response time for complaints and suggestions to 12 days and maximize satisfaction with a provided response

➡ **Indicator:**

Percentage of responses to complaints and suggestions in less than 12 days

Measurement frequency: annually
Quality Standard: Higher than 70%

01/01/2021
31/12/2021

83.33

Annual value of the indicator
(Arithmetic average): 83.33

Indicator Follow-Up:

The quality standard is satisfactorily met. Of the 7 complaints received, 6 were answered in less than 12 days..

➡ **Indicator:**

Degree of satisfaction with response provided

Measurement frequency: annually
Quality Standard: Higher than 3 out of 5

01/01/2021
31/12/2021

4.0

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Annual value of the indicator
(Arithmetic average): 4.0

Indicator Follow-Up:

In the surveys carried out, the overall satisfaction level was 4 out of 5 improving the established standard.

Commitment:

Provide communication channels for personalized attention and advice

➔ **Indicator:**

Publication on the website of a telephone number and email address where citizens can make inquiries about the services

Measurement frequency: annually

Quality Standard: Yes

01/01/2021

31/12/2021

1.0

Annual value of the indicator
(Arithmetic average): 1.0

Indicator Follow-Up:

The publication on the website of the communication channels defined (telephone and email address) for make inquiries is confirmed

➔ **Indicator:**

Percentage of answered queries received via email

Measurement frequency: annually

Quality Standard: 90%

01/01/2021

31/12/2021

100.0

Annual value of the indicator
(Arithmetic average): 100.0

Indicator Follow-Up:

According to the records of the areas related to the services, a total of 434 queries answered by email

Commitment:

Promote the use of telematic means to notify resolutions to citizens

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➡ **Indicator:**

Percentage of electronic notifications made to citizens

Measurement frequency: annually
Quality Standard: Higher than 50%

01/01/2021
31/12/2021

95.22

Annual value of the indicator
(Arithmetic average): 95.22

Indicator Follow-Up: Of the total number of notifications to citizens made, 712, it is confirmed the effective electronic notification of 678. The standard of quality is met

Commitment:

Gather the needs and expectations of stakeholders

➡ **Indicator:**

Number of actions carried out to collect the needs and expectations of stakeholders by service

Measurement frequency: annually
Quality Standard: Greater than or equal to 1

01/01/2021
31/12/2021

6.14

Annual value of the indicator
(Arithmetic average): 6.14

Indicator Follow-Up: According to the information provided by the areas, there is evidence of 43 actions (meetings, surveys, ..) to collect needs and expectations of stakeholders

Commitment:

Constant updating and improvement of documentation related to the Evaluation and Accreditation processes (Criteria, Guides)

➡ **Indicator:**

Number of documents reviewed per service

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Measurement frequency: annually
Quality Standard: Greater than or equal to 1

01/01/2021
31/12/2021

2.86

Annual value of the indicator
(Arithmetic average): 2.86

Indicator Follow-Up: Review of 20 documents (Criteria, Guides etc.) of different services

THE DIRECTOR

SEBASTIÁN SANTIAGO CHÁVEZ DE DIEGO
Signed on 4/4/2022