

Follow-Up Report of ACCUA Service Charter 2023

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BALANCE SCORECARD REPORT
01/01/2023 - 31/12/2023



Junta de Andalucía

**Consejería de Universidad,
Investigación e Innovación**

Agencia para la Calidad Científica
y Universitaria de Andalucía



Balance Scorecard Report

Law 9/2021, of December 23, which creates the Business Agency for Transformation and Economic Development (TRADE) and the Agency for Scientific and University Quality of Andalusia (ACCUA), created the Agency for Quality Scientific and University of Andalusia, here in after the Agency, as the administrative agency of those provided for in art. 65 of Law 9/2007, of October 22, of the Administration of the Government of Andalusia, to carry out the powers in matters of evaluation and accreditation of university activities and evaluation and accreditation of research and development activities and innovation of the Agents of the Andalusian Knowledge System that was developed by the Andalusian Knowledge Agency until the effective constitution of ACCUA in execution of the aforementioned law.

Through the approval of Decree 17/2023, of February 14, which approves the Statutes of the Agency for Scientific and University Quality of Andalusia (ACCUA), and its entry into force on March 1, 2023, produces the effective implementation of the Agency.

In accordance with the second additional provision of Law 9/2021, of December 23, since the effective constitution of ACCUA, it is subrogated to all the rights and obligations of the Andalusian Agency of Knowledge in relation to the purposes and functions that comes to play.

The content of this Follow-Up report of the Services Charter corresponding to the 2023 financial year deals exclusively with competencies regarding the Evaluation and Accreditation of university education, which are the responsibility of ACCUA.

In accordance with the above and in the exercise of the powers determined in the Statutes of ACCUA, the signature of this report corresponds to the Director of the Agency for Scientific and University Quality of Andalusia.

**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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 10%

Annual value of the indicator (Arithmetic average): 1.1

Indicator Follow-Up:

The standard has been met and exceeded. The average percentage of resources presented in the different evaluation programs is of the 1.1%

→ Indicator:

Satisfaction with the evaluation report received

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 3 out of 5

Annual value of the indicator (Arithmetic average): 3.44

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 and improves the previous year's evaluation.

**Service:**

Evaluation of the Quality Assurance Systems of University Centers.

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 10%

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 3 out of 5%

Annual value of the indicator (Arithmetic average): Not available

Indicator Follow-Up:

The indicator is not available at the date of preparation of the report

**Service:**

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

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 70%

Annual value of the indicator (Arithmetic average): 88.19

Indicator Follow-Up:

Of the total requests (1.160), 88,19% (1.023) 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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 10%

Annual value of the indicator (Arithmetic average): 4.48

Indicator Follow-Up:

The established standard is met as a total of 52 appeals have been filed, representing 4,48% of the total resolutions issued.

→ Indicator:

Satisfaction with the program

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 3 out of 5

Annual value of the indicator (Arithmetic average): 3.84

Indicator Follow-Up:

In the surveys carried out, the degree of general satisfaction with the procedure was 3.84 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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 70%

Annual value of the indicator (Arithmetic average): 2.86

Indicator Follow-Up:

Of the total requests (35), 2,86% (1) were resolved in less than 4 months. This is due to changes in the procedure by which all emeritus faculty reports are issued at the same time so that either all are issued in less than 4 months or all are issued in more than 4 months

Service:

Grant evaluation for R&D&I Projects

Commitment:

Improve the satisfaction of applicants with the evaluation carried out.

→ Indicator:

Percentage of appeals filed.

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 10%

Annual value of the indicator (Arithmetic average): Not applicable

Indicator Follow-Up:

The standard cannot be assessed because in 2023 no call for these programs has been evaluated and therefore no resources have been received.

**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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 10%

Annual value of the indicator (Arithmetic average): Not applicable

Indicator Follow-Up:

The standard cannot be assessed because in 2023 no call for these programs has been evaluated and therefore no resources have been received.

Service:

Information and attention to citizens and stakeholder

Commitment:

Keep the institutional and functional information of the agency updated

→ Indicator:

Quarterly update on the DEVA website

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: 4 a year

Annual value of the indicator (Arithmetic average): 72.0

Indicator Follow-Up:

Updating the website as an information channel to the citizen is very important. According to the information registered, 72 updates have been made.

→ Indicator:

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

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Less than 1 month

Annual value of the indicator (Arithmetic average): 29.0

Indicator Follow-Up:

According to the records on the publication of content on the website, the average period has been 28.6 days, meeting the established standard. The indicator remains stable compared to last year with a certain positive trend (2022: 29.3 days vs 2023: 28.6 days). During the monitoring of this indicator of the Services Charter, it is observed that the perception of importance by the areas of the agency with this commitment has increased. In 2023, only 7 of the 72 publications (10%) were published above the committed deadline. Excluding these publications, the average deadline has been 12 days.

**Commitment:**

Maximize the satisfaction of agency users with attention to queries made

→ Indicator:

Satisfaction with the attention received to the queries raised

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 4 out of 5

Annual value of the indicator (Arithmetic average): 4.18

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 4.18 out of 5. The IMPLANTA program satisfaction indicator is not available at the date of preparation of the report

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 70%

Annual value of the indicator (Arithmetic average): 100.00

Indicator Follow-Up:

The quality standard is achieved. Of the 6 complaints/suggestions/messages received, all were answered in less than 12 days, on average 6.6 days.

→ Indicator:

Degree of satisfaction with response provided.

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 3 out of 5

Annual value of the indicator (Arithmetic average): Not available

Indicator Follow-Up:

Surveys were sent to all complaints/suggestions/messages received but none were responded to

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Yes

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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 90%

Annual value of the indicator (Arithmetic average): 90.50

Indicator Follow-Up:

According to the records of the areas related to the services, a total of 486 queries answered by email

Commitment:

Promote the use of telematic means to notify resolutions to citizens.

→ **Indicator:**

Percentage of electronic notifications made to citizens.

Measurement frequency: annually
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Higher than 50%

Annual value of the indicator (Arithmetic average): 96.08

Indicator Follow-Up:

Of the total number of notifications to citizens made, 865, it is confirmed the effective electronic notification of 812. 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
Measurement period: 01/01/2023 to 31/12/2023
Quality Standard: Greater than or equal to 1

Annual value of the indicator (Arithmetic average): 2.14

Indicator Follow-Up:

According to the information provided by the areas, there is evidence of 15 actions (meetings,



surveys, ..) to collect needs and expectations of stakeholders. The indicator has been affected by the period in which the Management position has been vacant

Commitment:

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

→ Indicator:

Number of documents reviewed per service

Measurement frequency: annually

Measurement period: 01/01/2023 to 31/12/2023

Quality Standard: Greater than or equal to 1

Annual value of the indicator (Arithmetic average): 3.43

Indicator Follow-Up:

Review of 24 documents (Criteria, Guides etc.) of different services

THE DIRECTOR