



Agencia Andaluza del Conocimiento
CONSEJERÍA DE ECONOMÍA Y CONOCIMIENTO

**REPORT ON THE RESULTS OF THE EVALUATION OF, AND
SATISFACTION WITH, THE MONITORING PROCESS OF OFFICIAL
BACHELOR'S AND MASTER'S DEGREES AT ANDALUSIAN
UNIVERSITIES**

Convocations: 2012-2013, 2013-2014 and 2014-2015



Executive summary

This report contains an integrated synthesis of the procedure, scope, results and analysis of satisfaction of the various stakeholders involved in the evaluation process for monitoring official bachelor's and master's degrees, carried out by the Directorate of Evaluation and Accreditation for the 2012/2013, 2013/2014 and 2014/2015 academic years.

Over the course of these three years DEVA carried out monitoring evaluations on a total of 701 bachelor's and 625 master's degrees. Results of the satisfaction questionnaires that were sent to the various stakeholders involved in the process of monitoring the degrees of the 11 Andalusian universities and the 53 evaluators comprising the evaluation commission are included.

The report concludes with a meta-evaluating synthesis, integrating changes and improvements stemming from analysing the results, and the proposals and judgements of the various stakeholders involved; these have helped to optimise the evaluation process in the light of successive convocations.



Resumen Ejecutivo

El presente informe contiene una síntesis integrada del procedimiento, alcance, resultados y análisis de satisfacción de los diferentes agentes implicados en el proceso de evaluación de seguimiento de los títulos oficiales de Grado y Máster llevados a cabo por la Dirección de Evaluación y Acreditación Universitaria durante las convocatorias **2012/2013, 2013/2014 y 2014/2015**.

Durante estas tres anualidades la DEVA ha realizado la evaluación de seguimiento a un total de 701 y 624 expedientes respectivamente entre títulos de grado y máster. Se incluyen los resultados de los cuestionarios de satisfacción que fueron enviados a los diferentes agentes implicados en el proceso de seguimiento de títulos de las 11 universidades andaluzas y a los 53 evaluadores que han constituido la comisión evaluadora.

Finalmente, se concluye con una síntesis de metaevaluación, integrando aquellos cambios y mejoras adoptadas derivadas del análisis de resultados, de las propuestas y valoraciones recogidas por los diferentes agentes implicados; que han ayudado a optimar el proceso de evaluación de cara a sucesivas convocatorias.



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1. Monitoring process for official bachelor's and master's degrees at Andalusian universities.

The Directorate of Evaluation and Accreditation (DEVA) of the Andalusian Knowledge Agency (AAC), in accordance with the provisions set out in the Royal Decree¹ and taking as its reference "Protocol for the monitoring and renewal of accreditation of official university degrees" drawn up by the University Commission for the Regulation of Monitoring and Accreditation (CURSA), continues with its programme of periodically monitoring university degrees in Andalusia.

The frame of reference on which the monitoring is based rests on three fundamental principles underlying the Standards and Guidelines for Quality Assurance in the European Higher Education Area (EHEA):

- Attending to the interests of students, employers and society in general with the goal of contributing to good quality higher education.
- Recognising the central importance of institutional autonomy and the responsibilities this brings with it.
- Underpinning the idea that the main responsibility for quality assurance rests with the university institution itself.

The process of monitoring the degrees has taken place using the computer platform that the AAC has designed for that purpose. This platform plays a dual role: first, to facilitate and streamline the processing and access to the information needed to carry out the monitoring and the exchange of information with the universities. And secondly to serve as an internal document management system for the evaluation processes. Among its other functions the platform stores the information needed for carrying out the monitoring of official degrees in Andalusia, with the exception of the verification statement and the modifications, which remain stored on the Ministry of Education's website.

In order to implement this procedure, DEVA has established three courses of action:

- **Analysis of the information that is publicly available through the websites of the degrees (bachelor's and master's degrees).** A twofold analysis of the websites is conducted:

¹Royal Decree 861/2010, dated 2 July, amending Royal Decree 1393/2007, dated 29 October, establishing the regulation of official university courses.

- first, the question of whether the information meets the needs of the university community and society in general is examined;
- secondly the extent to which the information available on the website corresponds to the information set out in the most recent official statement for the degree (verification statement or statement with subsequently approved modifications) is ascertained.

Confirmation is made that the website contains publicly available information, that it is up to date, that it is structured in such a way as to enable easy access and that the information presented coincides with the degree's most recent official statement.

- **Analysis of the self-assessed monitoring reports for the degrees (bachelor's and master's):**

In this phase the evaluators of the self-assessed reports need to confirm that they contain information about:

- the results of the degree and its Quality Assurance Systems (QAS),
- the results of the indicators, both those established by CURSA and those set by the degree's QAS,
- the improvement initiatives carried out on the basis of evaluation of the degree, making special reference to the treatment that has been given both to the recommendations of the verification report and the possible recommendations made in modification reports.

- **Drawing up the monitoring reports for bachelor's and master's degrees:**

- After evaluating the websites of newly-implemented degrees, a report is drawn up evaluating the degrees' publicly available information issued by the university.
- On the basis of the information generated after analysing the self-assessed monitoring reports, the monitoring report for the degree is written. This document integrates all the information received, also taking into account the cross-cutting information collected by the university.

In order to carry out the monitoring process of official bachelor's and master's degrees, DEVA relies on evaluators from various backgrounds, who specialise in the a range of knowledge areas and are invited to join specialist academic commissions. The composition, selection, appointment and functions of these commissions is subject to the provisions of the DEVA document "Procedure for the Selection and Appointment of Evaluators".

The information supplied by the universities in each of the sections that make up the self-assessed report is rated by the Monitoring Commission in accordance with the following scale:

- a) Satisfactory. The information provided is suitable. In this case, examples of good practice employed by those responsible for the degree will be cited.
- b) Improvable. Information is provided in the self-assessed report regarding the component being evaluated, but this information requires decisions to be taken enabling the completion of important aspects that contribute to the smooth running of the degree. In this case the areas capable of improvement are identified.
- c) Insufficient. Little information is provided in the self-assessed report regarding the aspects being evaluated. In this case reference will be made to the important information that needs to be included, analysed and evaluated for the smooth running of the degree.
- d) Not applicable. Used for those issues that do not need evaluation or do not apply due to the characteristics of the degree in question.

1.2. Overall results of the monitoring process

A brief analysis of the evaluation results of the monitoring process for the academic years 2012/2013, 2013/2014 and 2014/2015 is set out below.

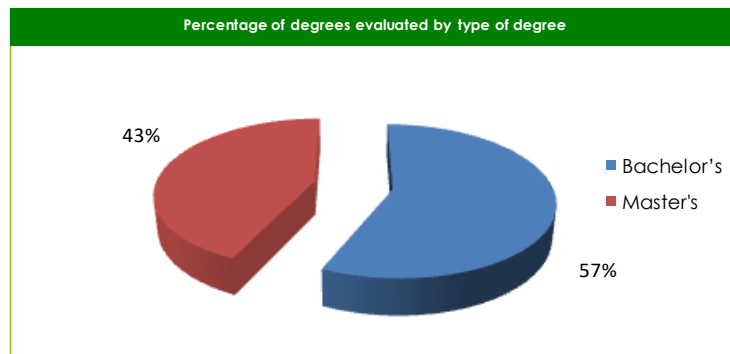
Joint results for the 2012/2013 and 2013/2014 academic years

The evaluation of the monitoring of the degrees was carried out jointly for the **2012/2013 and 2013/2014 academic years** and involved a total of 701 records covering both bachelor's and master's degrees. The universities supplied the website addresses of the degrees to enable them to be checked by DEVA. The websites of newly-implemented degrees, verified in the preceding year, were also evaluated in this convocation, representing a total of 67 records covering both bachelor's and master's degrees.

The table below shows the evaluations classified by university. The universities that put forward the greatest number of degrees for monitoring were the Universities of Seville and Granada, with 147 and 140 degrees respectively including both bachelor's and master's, followed by the University of Málaga with 99 degrees.

N° Degrees by University			
University	Bachelor's	Master's	Total
University of Almería	28	12	40
University of Cádiz	51	13	64
University of Córdoba	30	26	56
University of Granada	74	66	140
University of Huelva	28	20	48
International University of Andalucía	0	8	8
University of Jaén	36	19	55
University of Málaga	58	41	99
Pablo de Olavide University	18	26	44
University of Seville	75	72	147
Total	398	303	701

Monitoring of 701 degrees was carried out, of which 398 were bachelor's and 303 were master's degrees.

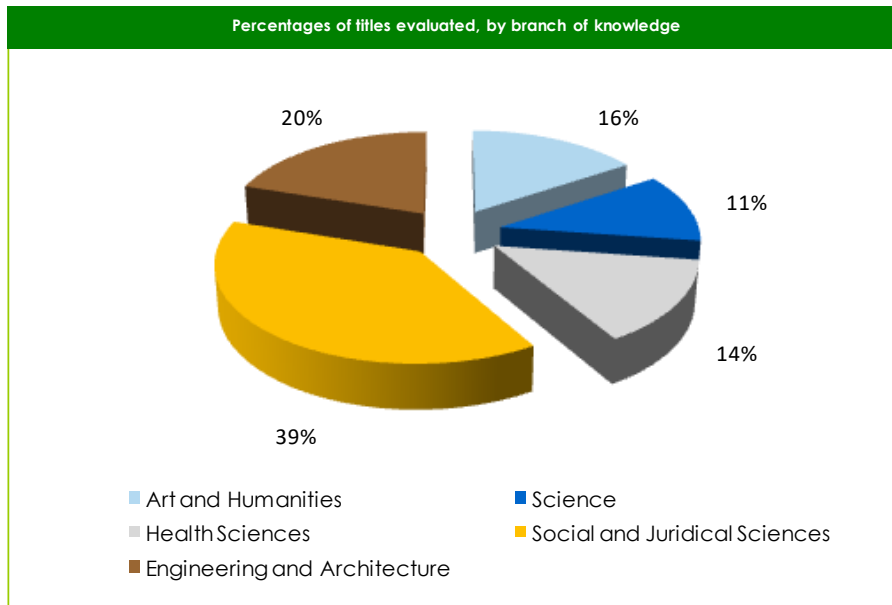


Classifying the evaluated degrees by branch of knowledge² reveals that Social and Juridical Sciences was the branch that had most degrees evaluated, with 271, representing 39% of the total. Engineering and Architecture had a total of 140 degrees evaluated, followed by Art and Humanities, Health Sciences and Science with 110, 99 and 81 degrees respectively.

Branch of Knowledge	N° of evaluations
Art and Humanities	110
Science	81
Health Sciences	99
Social and Juridical Sciences	271
Engineering and Architecture	140
Total	701

² The data of the seven branch-of-knowledge commissions, a classification used by the Andalusian Council of Universities in which the Social and Juridical Sciences branch is split into Social and Education Sciences, Juridical Sciences and Economic and Business Sciences, are merged and the data are presented in five branches of knowledge.

The chart below shows the percentages each branch of knowledge accounted for:

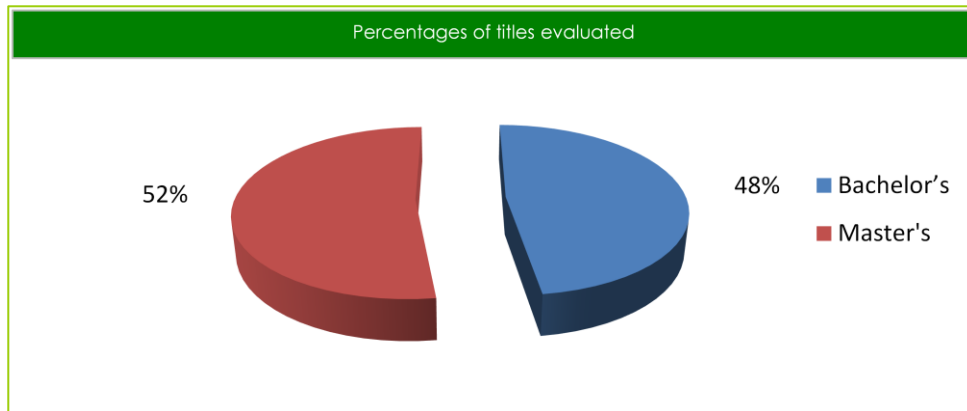


Results for the 2014/2015 academic year

Over the course of the 2014/2015 academic year, DEVA evaluated the monitoring of 625 qualifications covering both bachelor's and master's degrees. The universities supplied the website addresses of the degrees to enable them to be checked by DEVA. The websites of newly-implemented degrees, verified in the preceding year, were also evaluated in this convocation, representing a total of 86 records covering both bachelor's and master's degrees. The table below shows the evaluations classified by university. The universities that put forward the greatest number of degrees for monitoring were the Universities of Granada and Seville, with 132 and 109 degrees respectively for both bachelor's and master's degrees, followed by the University of Cádiz with 71 degrees.

Monitoring: N° of degrees by university			
University	Bachelor's	Master's	Total
University of Almería	24	17	41
University of Cádiz	39	32	71
University of Córdoba	29	25	54
University of Granada	63	69	132
University of Huelva	22	19	41
International University of Andalucía	0	7	7
University of Jaén	28	16	44
University of Málaga	40	30	70
Loyola Andalusia University	8	9	17
Pablo de Olavide University	12	7	39
University of Seville	34	75	109
Total	299	326	625

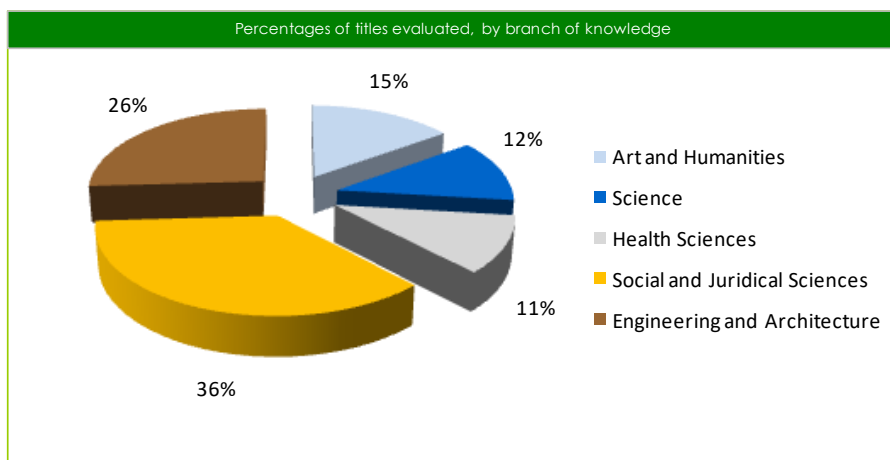
A total of 625 degrees were monitored, of which 299 were bachelor's and 326 were master's degrees.



Classifying the evaluated degrees by branch of knowledge³ reveals that Social and Juridical Sciences was the branch that had most degrees evaluated, with 227, representing 36.37% of the total. Engineering and Architecture had a total of 162 degrees evaluated, followed by Art and Humanities, Science and Health Sciences, with 94 and 68 degrees respectively.

Branch of knowledge	Nº evaluations
Art and Humanities	94
Science	74
Health Sciences	68
Social and Juridical Sciences	227
Engineering and Architecture	162
Total	625

The chart below shows the percentages each branch of knowledge accounted for:



The monitoring procedure, guide and protocol for official degrees are all available on the website: <http://deva.aac.es/?id=seguimiento>

³ The data of the seven branch-of-knowledge commissions, a classification used by the Andalusian Council of Universities in which the Social and Juridical Sciences branch is split into Social and Education Sciences, Juridical Sciences and Economic and Business Sciences, are merged and the data are presented in five branches of knowledge.

2. Evaluators' satisfaction with the evaluation process

Once the evaluation period was over, the AAC wanted to ascertain the level of satisfaction among the evaluators who participated in the process, with the aim of using the information obtained to put improvement measures into practice.

To this end satisfaction questionnaires were sent out to 53 evaluators who had participated in the monitoring of bachelor's and master's degrees in Andalusia.

The questionnaire is divided into four components, and respondents were asked to give their degree of satisfaction with aspects of each component. The scale of satisfaction ranges from 1: Very dissatisfied to 5: Very satisfied. Respondents are also asked to identify strengths and areas for improvement in each component.

The four components are:

Process of evaluation: rating the training activities carried out by AAC, the composition of the monitoring commission and the scheduling of the evaluation.

Tools: rating the design and user-friendliness of the evaluation protocol, the IT platform designed for the process of monitoring the degrees and other support materials provided by the AAC.

Support and management from the University Evaluation and Accreditation team: rating the technical support and the administrative management, the back-up provided, the time taken to respond to queries and the usefulness and appropriateness of the responses provided by AAC staff.

Overall rating of the process of monitoring official degrees: rating the overall utility, viability, transparency and validity of the evaluation process; the experience as an evaluator (in the case of the evaluators' survey) and general satisfaction with the Agency.

Information about the satisfaction survey results is presented globally using statistical analysis and charts to help identify weaknesses and the areas for improvement detected by the respondents in each of the evaluated components.

The evaluation questionnaire was sent out on 30 November 2015 to the 53 evaluators who participated in the evaluation of the monitoring of official degrees and were appointed by DEVA for that purpose.

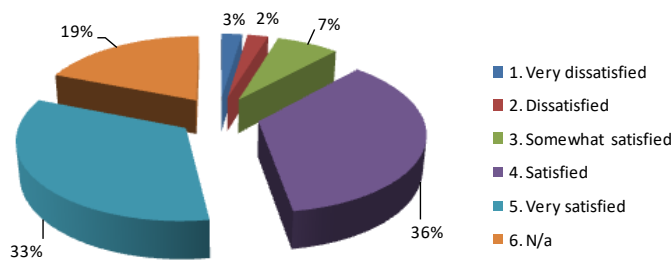
A total of 42 completed questionnaires were received.

2.1 Evaluation process

2.1.1 Composition of the evaluation teams

As may be seen from chart 1 below, on the question relating to the composition of evaluation teams **76%** of respondents described themselves as either "very satisfied", "satisfied" or "somewhat satisfied".

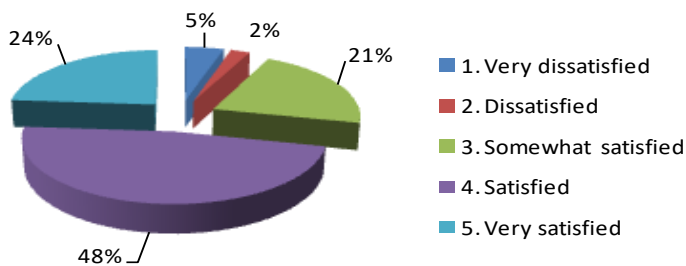
Chart 1. Composition of the evaluation teams.



2.1.2 Scheduling of the evaluation

As is evident from chart 2 regarding the scheduling of the evaluation, **72 %** of the respondents described themselves as “very satisfied” or “satisfied” and **21%** as “somewhat satisfied”; in conjunction these account for approximately **93%** of the total.

Chart 2. Scheduling of the evaluation

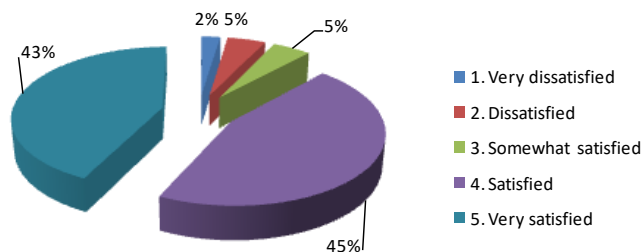


2.2 Tools

2.2.1 Design and user-friendliness of the evaluation protocol

As is evident from chart 3 regarding the design and user-friendliness of the evaluation protocol, **88%** of the respondents described themselves as “very satisfied” or “satisfied”.

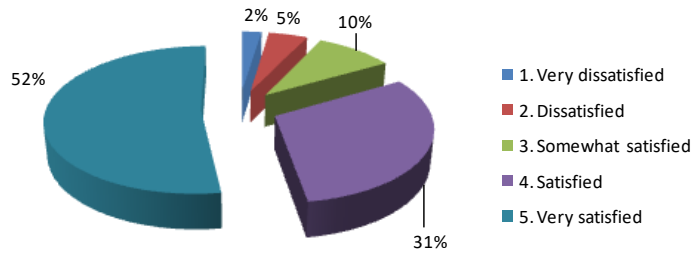
Chart 3. Design and user-friendliness of the evaluation protocol



2.2.2 Design and user-friendliness of the IT platform

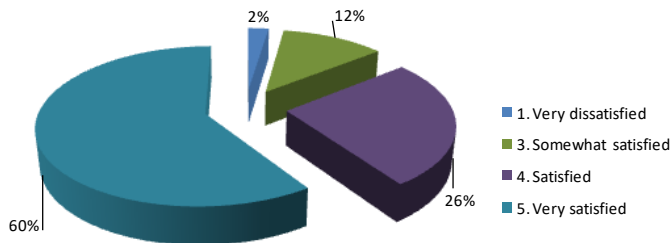
The respondents describing themselves as “very satisfied”, “satisfied” or “somewhat satisfied” with the design and user-friendliness of the IT platform, as shown in chart 4, accounted for **93%** of all completed surveys.

Chart 4. Design and user-friendliness of the IT platform



2.2.3 Other support material provided by DEVA (guideline document, model reports, etc.)

Chart 5. Other support material provided by DEVA (guideline document, model reports, etc.)



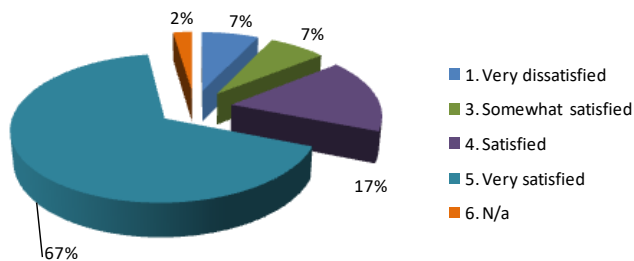
As can be seen from chart 5, respondents regarded the support material provided by DEVA (guideline document, model reports, etc.) very positively, with **60%** of the evaluators describing themselves as very satisfied, **26%** as satisfied and **12%** somewhat satisfied.

2.3 Support and management from the University Evaluation and Accreditation team.

2.3.1 Technical support provided for evaluation

With regard to the technical back-up provided for the evaluation, chart 6 shows that “very satisfied” and “satisfied” jointly accounted for **84%** of respondents’ ratings.

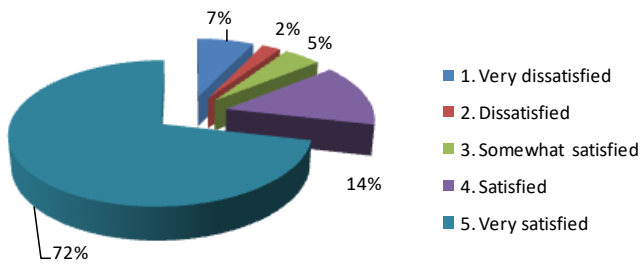
Chart 6. Technical support provided for evaluation



2.3.2 Administrative management (Appointments, management of payments)

The level of satisfaction with DEVA’s administrative management was generally high, as can be seen from chart 7. **72%** of respondents described themselves as very satisfied, and **19%** as satisfied or somewhat satisfied.

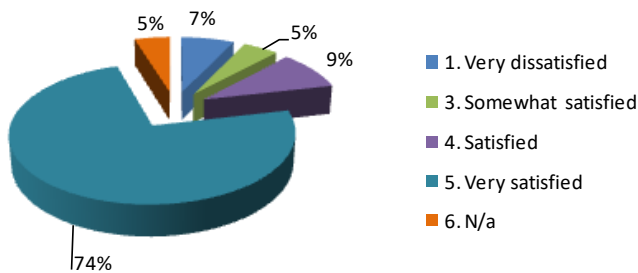
Chart 7. Administrative management (appointments, payments)



2.3.3. Service received from the programme’s technical staff

As chart 8 indicates, on the question concerning the service received from the programme’s technical staff, “very satisfied”, “satisfied” and “somewhat satisfied” jointly accounted for **88%** of the responses.

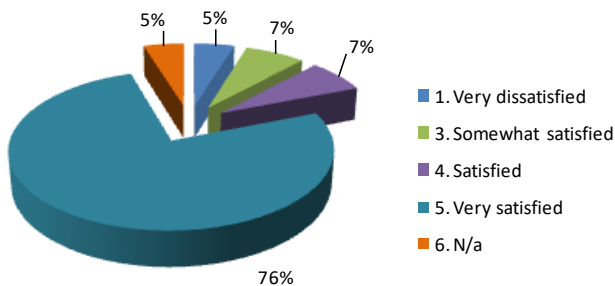
Chart 8. Service received from the programme’s technical staff



2.3.4. Speed of response to the queries posed

As far as the speed of response to queries is concerned, chart 9 shows that **83%** of respondents reported being either “very satisfied” or “satisfied”, while **7%** were “somewhat satisfied”.

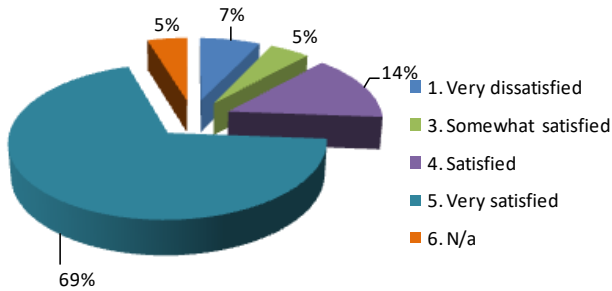
Chart 9. Speed of response to queries posed.



2.3.5. Utility and appropriateness of responses received.

Regarding the utility and appropriateness of the responses received, **69%** of respondents said that they were very satisfied, **14%** satisfied and **5%** somewhat satisfied, as can be seen in chart 10.

Chart 10. Utility and appropriateness of responses received.

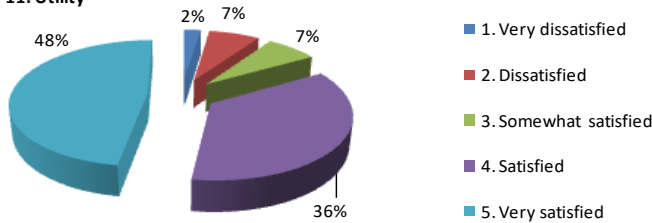


2.4. Overall rating of the monitoring process of official degrees.

2.4.1. Utility.

As far as the utility of the process of monitoring official degrees is concerned, chart 11 shows that **84%** of respondents described themselves as either “very satisfied” or “satisfied” while **7%** said they were “somewhat satisfied”.

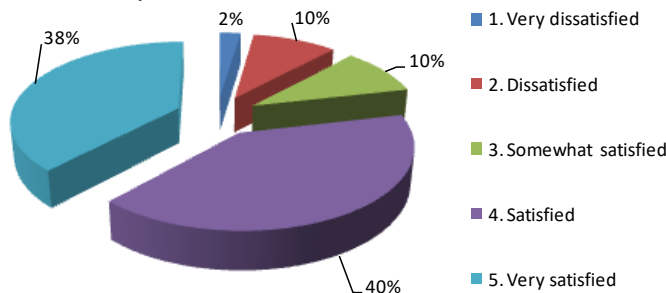
Chart 11. Utility



2.4.2. Viability.

As is evident from chart 12, those who described themselves as being “very satisfied” or “satisfied” with the viability of the monitoring process jointly accounted for **78%** of the total.

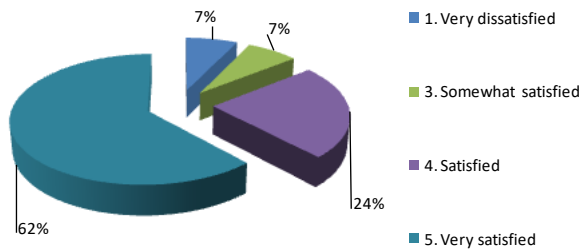
Chart 12. Viability



2.4.3. Transparency.

Chart 13 shows that on the question regarding the transparency of the monitoring process **86%** of respondents were either “very satisfied” or “satisfied”.

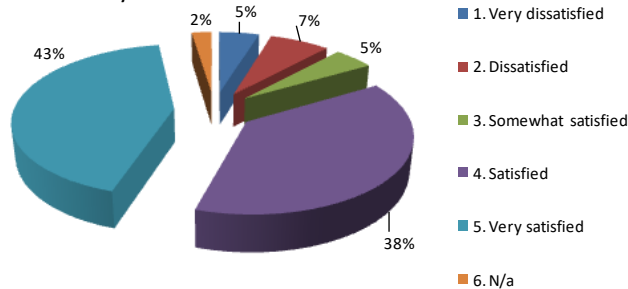
Chart 13. Transparency



2.4.4. Validity.

As far as the validity of the monitoring process was concerned, **81%** of the respondents expressed themselves as either “very satisfied” or “satisfied” and **5%** as “somewhat satisfied”, as may be observed in chart 14.

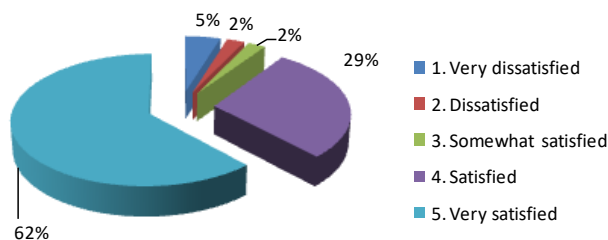
Chart 14. Validity



2.4.5. General rating of the experience as an evaluator.

In terms of the experience as an evaluator, chart 15 indicates that **91%** of respondents said they were either “very satisfied” or “satisfied” and **2%** as “somewhat satisfied”; this represents roughly **93%** of all responses.

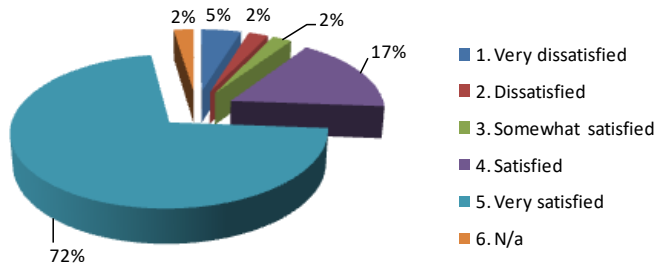
Chart 15. General rating of the experience as an evaluator



2.4.6. General satisfaction with DEVA.

The evaluators' satisfaction with DEVA is generally high, as may be observed from chart 16, with **72%** reporting themselves to be “very satisfied”, **19%** “satisfied” and **2%** “somewhat satisfied”.

Chart 16. General satisfaction with DEVA



In each of the satisfaction survey's components respondents were asked to indicate any positive aspects or improvement initiatives. Such comments are set out below.

Positive aspects

- Notable among the positive aspects was the importance placed on the technical support provided by DEVA staff, their empathic understanding and their ability to attend to any query in a diligent and conscientious manner.
- The consolidation and fine-tuning of the evaluation process over successive years of the monitoring programme.

- The support materials provided by the agency were appropriate, supplied promptly and highly useful in aiding and facilitating the evaluators' task.
- The IT application was simple and user-friendly, as well as being very intuitive.
- The overall opinion of the monitoring process is highly satisfactory. It is well adapted to the functional parameters and enables the trajectory of degrees to be traced over time.

Improvement initiatives

- Extend the evaluation periods for drawing up reports.
- Balance the fees received with the work carried out.
- Establish an autosave function on the IT platform while work is being done (there is a narrow window of time in which the platform is active for saving information).
- A more detailed self-assessed report model is needed, completion of which should be compulsory, and more concise (length).

3. Universities' satisfaction with the evaluation process

After the evaluation period had ended a satisfaction questionnaire was sent out to the people at the universities involved in the process of monitoring bachelor's and master's degrees in Andalusia.

The questionnaire is divided into six sections, each aimed at establishing the degree of satisfaction with a different aspect of the evaluation procedure:

- Procedure for the monitoring of degrees.
- Evaluation criteria.
- Support tools.
- Reports and results.
- DEVA staff involved in the degree monitoring process.
- Satisfaction.

A total of 55 completed questionnaires were received.

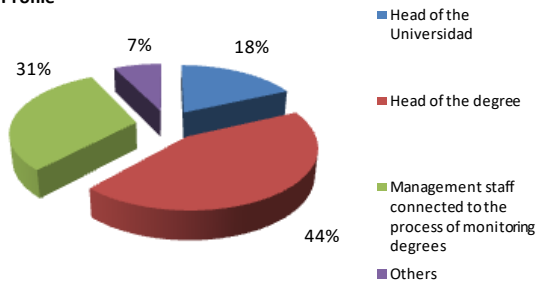
The ratings scale ranges from 1: Very satisfied to 5: Very dissatisfied. Respondents were also asked to provide any relevant observations as they saw fit in each of the sections.

Information about the results of the satisfaction questionnaires is set out globally using pie charts and a brief analysis of the important aspects included in the observations regarding each individual section.

Identifying details

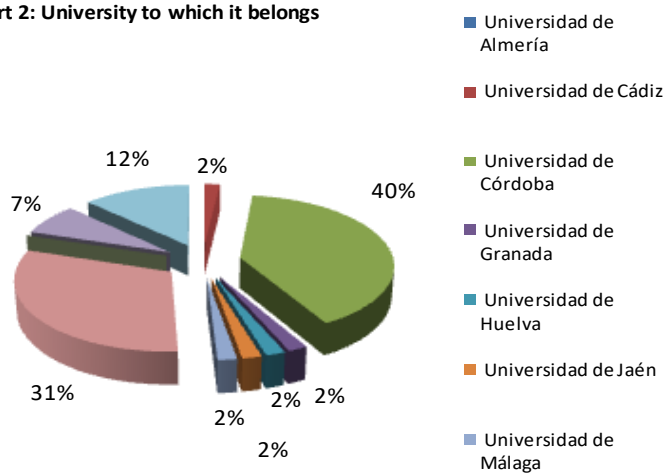
The responses are broken down by user profile and by university in the two charts below:

Chart 1: Profile



The largest group of responses, **44%**, came from the people responsible for the degrees involved in the monitoring process.

Chart 2: University to which it belongs

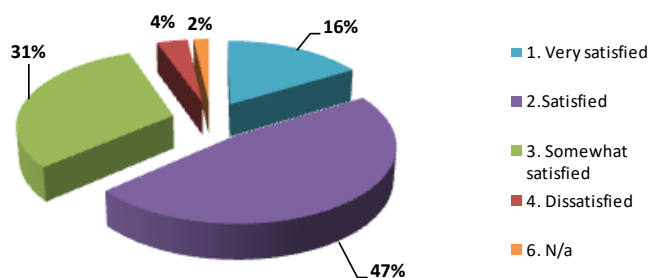


A response to the questionnaire was received from all the universities except the University of Almería and the International University of Andalusia.

Procedure for the monitoring of degrees

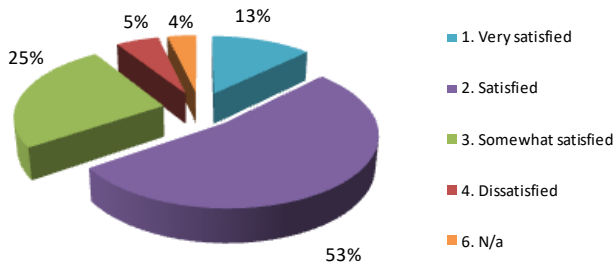
As may be seen in chart 3, in response to the question about the accessibility of the information published on the DEVA website regarding the procedure, **63%** of respondents described themselves as either "very satisfied" or "satisfied".

Chart 3: Accessibility to the information published about the procedure on the DEVA website



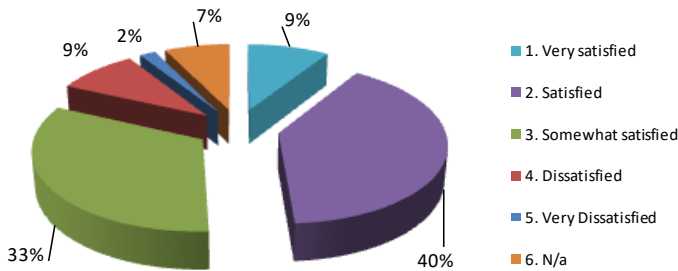
The response to the documentation published on the procedure was highly positive, with **66%** pronouncing themselves to be either "very satisfied" or "satisfied" and **31%** of the respondents as "somewhat satisfied", as may be seen in chart 4.

Chart 4: Documentation published on the procedure



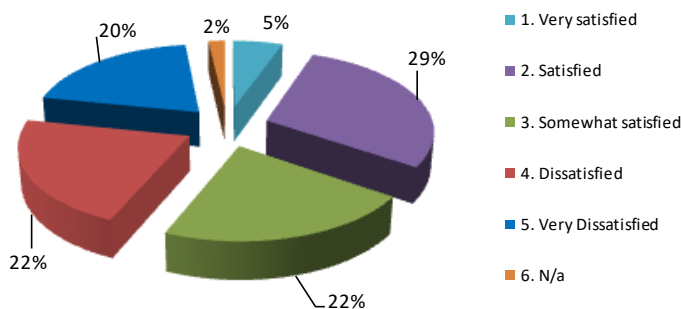
As may be seen in chart 5, when asked to rate the Monitoring Commission for degrees, **9%** of respondents described themselves as “very satisfied”, **40%** as “satisfied” and **33%** “somewhat satisfied”.

Chart 5: Monitoring Commission for degrees



In terms of the deadlines that were established, as can be observed in chart 6, **56%** of the respondents were either “very satisfied”, “satisfied” or “somewhat satisfied”. **42%** of universities were not satisfied with the deadlines that were established.

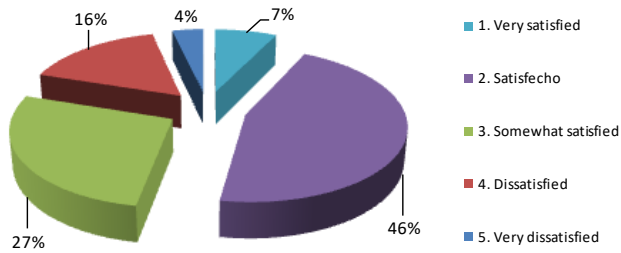
Chart 6: Deadlines established



Evaluation criteria

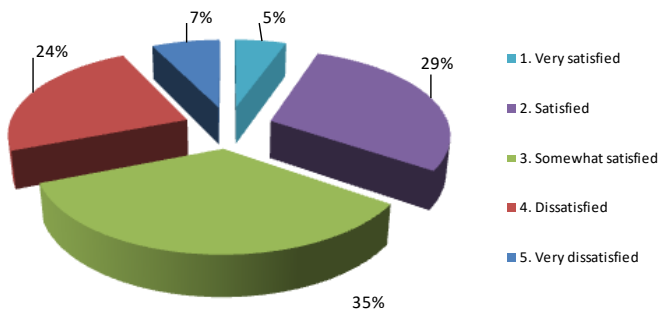
The respondents view the clarity of the evaluation criteria positively, as can be seen from chart 7. **7%** describe themselves as “very satisfied”, **46%** as “satisfied” and **27%** as “somewhat satisfied”.

Chart 7: The evaluation criteria are clearly defined



Turning next to the appropriateness of the evaluation criteria, chart 8 shows that the “very satisfied” and “satisfied” responses accounted for **34%** of the total, while **35%** of respondents described themselves as “somewhat satisfied”.

Chart 8: The evaluation criteria are appropriate



Support tools

In terms of DEVA's Monitoring and Renewal of Accreditation IT application, **4%** of respondents describe themselves as “very satisfied”, **38%** as “satisfied” and **25%** as “somewhat satisfied”, as can be observed in chart 9.

Chart 9: IT application. DEVA's Monitoring and Accreditation Renewal application

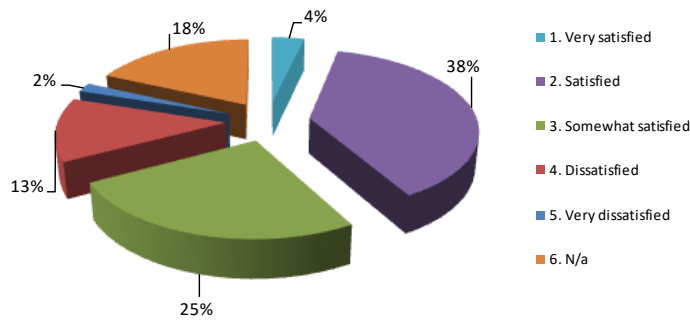
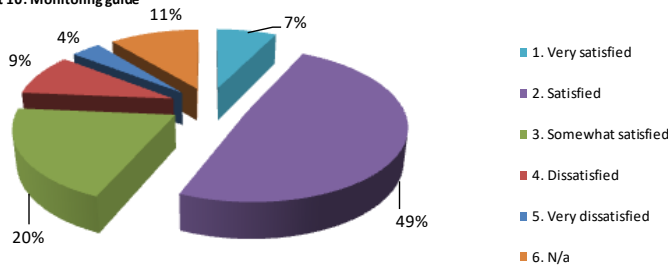


Chart 10 shows that as far as the monitoring guide is concerned, **56%** of respondents described themselves as either "very satisfied" or "satisfied", while **20%** were reportedly "somewhat satisfied".

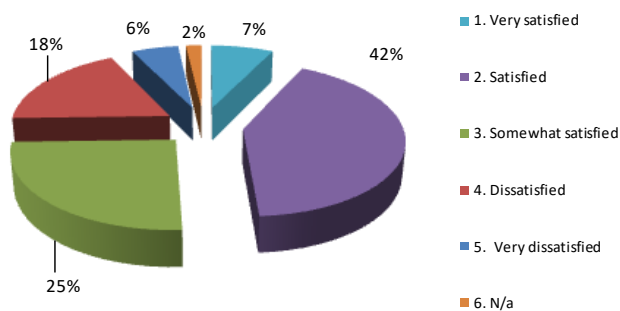
Chart 10: Monitoring guide



Reports and results

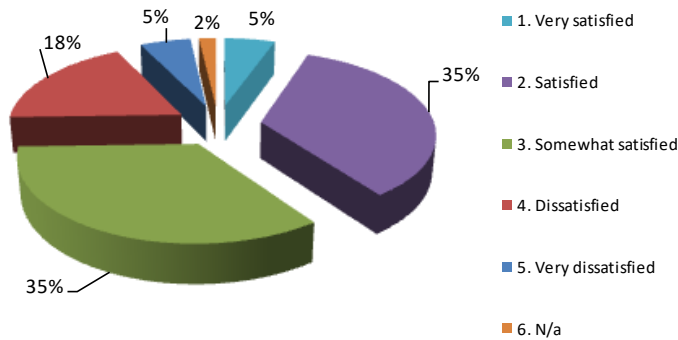
Turning next to the way the content of the reports was viewed, **7%** of respondents were "very satisfied", **42%** were "satisfied" and **25%** "somewhat satisfied". **24%** of respondents were not satisfied with the report content, as is evident from chart 11.

Chart 11: Content of the reports



As may be seen from chart 12, referring to the usefulness of the monitoring reports in terms of improving the educational programme, **75%** of respondents described themselves as either "very satisfied", "satisfied" or "somewhat satisfied".

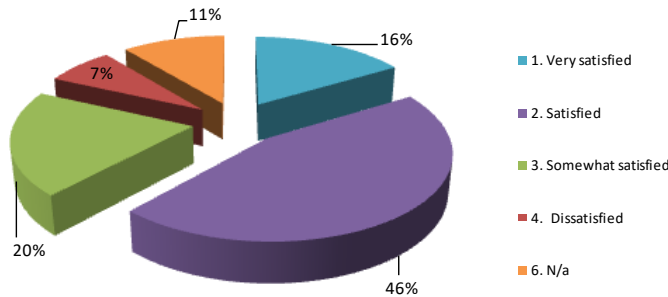
Chart 12: Utility of the degrees' monitoring reports for the improvement of the educational programme



DEVA staff involved in the process of monitoring degrees.

Chart 13 indicates that the respondents place a high value on the usefulness and appropriateness of the answers received to queries posed, with **16%** describing themselves as “very satisfied”, **46%** as “satisfied” and **20%** as “somewhat satisfied”.

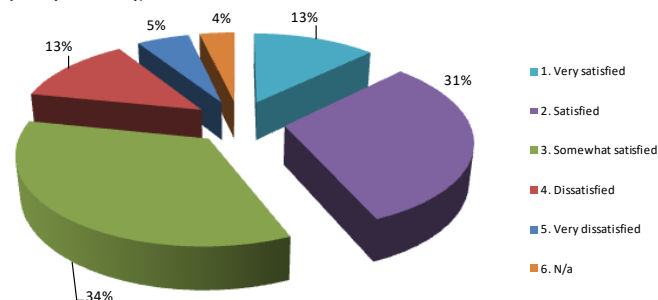
Chart 13: Utility and appropriateness of the answers received to queries posed



Satisfaction

Finally respondents were asked to rate their general satisfaction with the degree monitoring programme (utility, viability, transparency, validity). **13%** reported themselves as “very satisfied”, **31%** as “satisfied” and **34%** as “somewhat satisfied”, as is shown by chart 14.

Chart 14: General satisfaction with the degree monitoring programme (utility, viability, transparency and validity)



At the end of each section of the satisfaction questionnaire respondents had the option of expressing comments that they deemed relevant to the process. These comments are set out below.

Positive aspects:

- DEVA staff always give a response to the queries posed. Quality of service.

- The process is conducted rigorously and transparently. It is proving to be useful in the process of implementing bachelor's and master's degrees.

Improvement initiatives:

- A harmonisation of the criteria is requested when it comes to carrying out the evaluation of the various procedures.
- The procedure is excessively rigid and bureaucratic.
- Avoid asking the universities to provide an excessive amount of paperwork.
- The deadlines that are set are tight and not notified with sufficient advance notice.
- More advance notice should be given of the dates, procedures and results.

4. Conclusions

The degree monitoring process has been carried out in accordance with what was planned and following the pre-established schedule.

The universities' and evaluators' collaboration and involvement in the process have been of vital importance for the smooth running of the programme; fluid communication has been maintained with DEVA.

The work carried out by DEVA staff over the course of the three academic years has been one of the most striking features for both the universities and for the members of the evaluating commission.

After analysing the results obtained and the suggestions put forward by the various stakeholders involved, DEVA is working on a series of improvements to be put in place, with the aim of increasing the degree of users' satisfaction and improving the evaluation process, which are specified in the following section.

5. Meta-evaluation, changes and improvements adopted, 2015-2016

Once the procedure for monitoring degrees in the 2014-2015 academic year had been completed a process of meta-evaluation was embarked upon. The following were all taken into account for the meta-evaluation: the satisfaction surveys completed by both evaluators and universities; the suggestions put forward at meetings with the members of the evaluation commissions and the considerations pertaining to DEVA personnel. This review has led to the following improvements being adopted:

- An extension in the time given to members of the evaluation commission to draw up monitoring reports.
- An extension and advance notification for the universities of the deadlines for submitting publicly available information and self-assessed reports.
- Improvements have been carried out in the IT application, incorporating some of the functions requested by users.
- Review of the documents used in the degree monitoring programme with the aim of achieving the changes needed for their improvement.
- Updating the branch commissions with a view to the forthcoming monitoring convocation.

6. Annexes

Annex I. Evaluators' satisfaction questionnaire regarding the programme for monitoring university degrees in Andalusia.

The Directorate for University Evaluation and Accreditation of the Andalusian Knowledge Agency (AAC) requests your collaboration as an evaluator participating in the process of monitoring official bachelor's and master's degree qualifications.

We aim to use this questionnaire to find out your opinion and degree of satisfaction in relation to various aspects of the monitoring process in which you have recently participated.

We would like to express our gratitude for the time you devote to this and also ask that if you have any comment that you would like to convey, please do so in the open items.

The response options have the following meanings:

1. "Very dissatisfied"
2. "Dissatisfied"
3. "Somewhat satisfied"
4. "Satisfied"
5. "Very satisfied"

Evaluation process

	1	2	3	4	5	N/a
Composition of the evaluation teams						
Scheduling of the evaluation						

Indicate strengths and areas for improvement relating to the evaluation process

Tools

	1	2	3	4	5	N/a
Design and user-friendliness of the evaluation protocol						
Design and user-friendliness of the IT platform						
Other support material provided by DEVA (guideline document, model reports...)						

Indicate strengths and areas for improvement relating to the tools

Support and management from the University Evaluation & Accreditation team

	1	2	3	4	5	N/a
Technical support provided for the evaluation						
Administrative management (appointments, payments)						



Service received from the programme's technical staff						
Speed of response to queries posed						
Utility and appropriateness of answers received						

Indicate strengths and areas for improvement relating to the support and management of the University Evaluation & Accreditation team.

Overall rating of the process of monitoring official degrees

	1	2	3	4	5	N/a
Utility						
Viability						
Transparency						
Validity						
General rating of the experience as an evaluator						
General satisfaction with DEVA						

Give an overall opinion and indicate general aspects not previously identified relating to the monitoring process for official bachelor's and master's degrees.

Thank you for your participation.



Annex II. Universities' satisfaction questionnaire regarding the programme for monitoring university degrees in Andalusia

PROGRAMME: Monitoring Official Degrees

The Directorate for University Evaluation and Accreditation of the Andalusian Knowledge Agency (AAC) requests your collaboration as an agent involved in the process of monitoring official bachelor's and master's degrees.

It is very important for us to ascertain the opinion of the people who receive information and the results of the evaluations that we carry out, so that we can incorporate improvements when we review our processes.

We aim to use this questionnaire to find out your opinion and degree of satisfaction with the monitoring process in which you have recently been involved.

We would like to express our gratitude for the time that you devote to this.

For each of the questions, please write a number that most closely reflects your opinion of aspect concerned, taking into account the following range of response options:

1. "Very dissatisfied"
2. "Dissatisfied"
3. "Somewhat satisfied"
4. "Satisfied"
5. "Very satisfied"

We also request that if there is any aspect that you consider to be important relating to one of the sections being evaluated that you use the observation boxes provided.

A. Identification details.

Please indicate the role of the person completing the questionnaire.

Head of the university	
Head of the degree	
Management staff connected to the process of monitoring degrees	
Others	

University concerned.

University of Almería	
University of Cádiz	
University of Córdoba	
University of Granada	
University of Huelva	
University of Jaén	
University of Málaga	
University of Seville	
International University of Andalusia	

Loyola Andalusia University	
Pablo de Olavide University	

B. Procedure for the monitoring of degrees.

	1	2	3	4	5	N/a
Accessibility to the information published about the procedure on the DEVA website.						
Documentation published about the procedure.						
Degree Monitoring Commission.						
Deadlines established.						

Observations

C. Evaluation criteria.

	1	2	3	4	5	N/a
The evaluation criteria are clearly defined.						
The evaluation criteria are appropriate.						

Observations

D. Support tools.

	1	2	3	4	5	N/a
IT application. DEVA Monitoring and Accreditation Renewal application.						
Monitoring guide.						

Observations

E. Reports and results.

	1	2	3	4	5	N/a
The content of the reports.						
Utility of the degree monitoring reports for improving the educational programme.						

Observations

F. DEVA personnel involved in the degree monitoring process.



	1	2	3	4	5	N/a
Usefulness and appropriateness of the responses received to the queries posed during the process.						

Observations.

G. Satisfaction.

	1	2	3	4	5	N/a
Rate your general satisfaction with the degree monitoring programme (Utility, viability, transparency, validity)						

Observations.

Thank you for your collaboration.