

**REPORT ON ASSESSMENT RESULTS OF THE
EVALUATION PROCEDURE FOR
CONTRACTED MEMBERS OF THE TEACHING
STAFF OF THE ANDALUSIAN UNIVERSITY
SYSTEM**

**Degree of satisfaction among applicants
2015**



Summary and Improvement Initiatives for the Future

This report contains a statistical analysis of the assessment results of the evaluation procedure for contracted members of the teaching staff of the Andalusian university system carried out by the Directorate of University Evaluation and Accreditation over the course of 2015. It includes the results of a questionnaire sent out to the 558 applicants who were evaluated in that year, of whom 191 responded.

This analysis is conducted with the goal of continuing with the mechanisms implemented by the Directorate of Evaluation and Accreditation (DEVA) to improve quality and to discover the degree of satisfaction among stakeholders involved in the evaluation procedure for contracted members of the teaching staff of the Andalusian university system.

The results show that the majority of respondents rate the procedure in overall terms as satisfactory or highly satisfactory.

Analysis of the results shows the need to implement future improvement initiatives that help to optimise the evaluation processes, such as continuing to improve the reasoning of negative reports.



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1. CONTEXT

Chapter V of the Andalusian Universities Law (LAU) establishes, among other functions, that of evaluating the teaching and research activity of academic staff for the purposes of issuing the requisite reports enabling them to be contracted by Andalusian universities.

These reports are a necessary requirement in order to be able to apply for the roles of Contracted Doctoral Lecturer (*Profesor Contratado Doctor*), Contracted Doctoral Lecturer with Clinical Ties to the Andalusian Public Health System (*Profesor Contratado Doctor con Vinculación Clínica al SSPA*), Assistant Doctoral Lecturer (*Profesor Ayudante Doctor*) and Private University Lecturer (*Profesor de Universidad Privada*).

This procedure is regulated by a resolution dated 15 December 2005, of the Andalusian Agency of University Quality Evaluation and Accreditation, establishing the evaluation procedure for contractual members of the teaching staff of the Andalusian university system.

In order to carry out this mechanism, six technical evaluation committees are appointed covering various areas of knowledge and comprising a president and two members. These experts are independent evaluators of recognised standing appointed by DEVA.

The data contained in this report derive from the evaluation carried out by DEVA on applicants who received their evaluation over the course of 2015.

2. APPLICANTS' SATISFACTION WITH THE EVALUATION PROCESS

DEVA wanted to find out the degree of satisfaction among the various stakeholders involved in the procedure and this report deals with the applicants' satisfaction.

The rating scale covers a range of satisfaction levels from 1: Very dissatisfied to 5: Very satisfied, with an additional response of N/a.

A sample of the questionnaire is included as an annex at the end of this document.

The satisfaction questionnaire is divided into six main sections, the degree of satisfaction being requested for each:

Information about the procedure: This includes the information provided about the procedure, the information provided in order to carry out the evaluation and the evaluation deadlines.

Criteria: This includes an evaluation of the clarity and appropriateness of the evaluation criteria.

Application: This includes an evaluation of the tool provided to help carry out the evaluation and the layout of the reports.

Results: This includes an evaluation of the final information received by the users.

Personnel involved in the process: This includes an evaluation of the service provided by DEVA personnel, including the response given to their queries and the time taken to respond

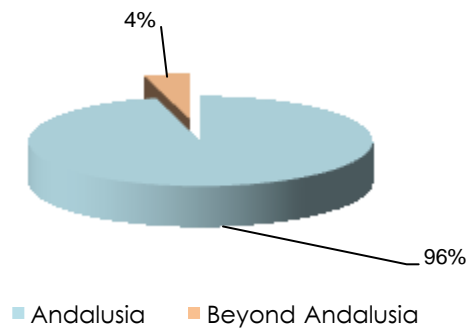
Overall evaluation: This includes the overall evaluation of the DEVA evaluation procedure, where observations and improvement suggestions also appear.

The same questionnaire continues to be used in order to be able to compare the results with those obtained in prior surveys and to evaluate the improvement initiatives carried out.

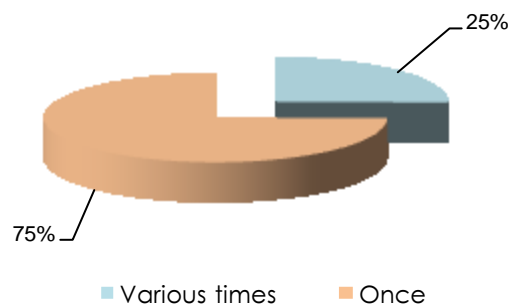
The evaluation questionnaire was sent out on 3 and 4 February to 558 applicants who received their evaluation over the course of 2015. The closing date for the receipt of questionnaire responses was 29 February 2016, at which point 191 completed questionnaires had been received.

The response rate was 34.2 %. This was lower than the rate obtained for the previous year's questionnaire, but continues at around the same level of 35%.

All applicants are accepted for the procedure regardless of their provenance. The majority of the applications originate from Andalusia, as is evident below.



In the event of receiving an unfavourable evaluation, an applicant may apply again once six months have elapsed from being notified of the evaluation. To take this circumstance into account a question has been introduced that shows the percentage of users who have requested more than one accreditation. The next chart shows that 75% of the survey respondents have requested accreditation only once. This is a slight increase on previous years.

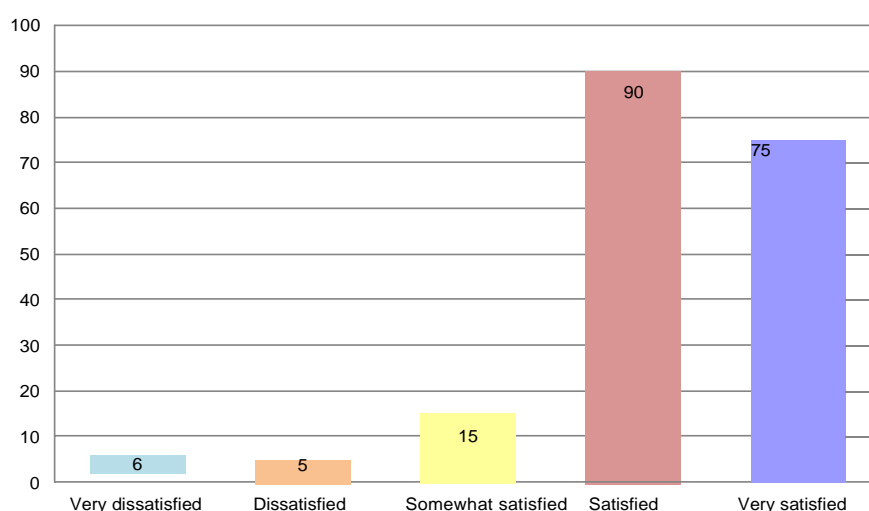


Each of the components addressed in the questionnaire is analysed below.

2.1 Information about the evaluation process

2.1.1 Acceso to information published on the website

As part of its dissemination policy DEVA makes available on its website all the information relating to the evaluation procedures that it carries out. The purpose of this question is to assess satisfaction with access to such information. The average satisfaction level in this regard is 4.17, as is evident from the chart below.

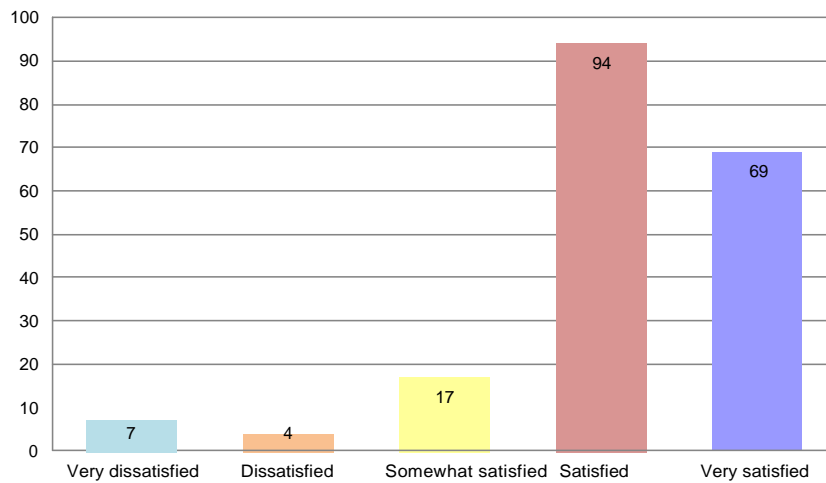


The percentage of those “satisfied” and “very satisfied” with the information published on the website accounts for 86% of the evaluations, representing a slightly higher score than the one obtained in the previous year.

2.1.2 Documentation available and published on the website about the procedure

This question explored whether the respondents had found all the documentation needed for the process on the website. The average level of satisfaction, 4.12, is practically the same as the one obtained in the previous year.

The chart below sets out the distribution of responses.



Observations regarding the information about the procedure

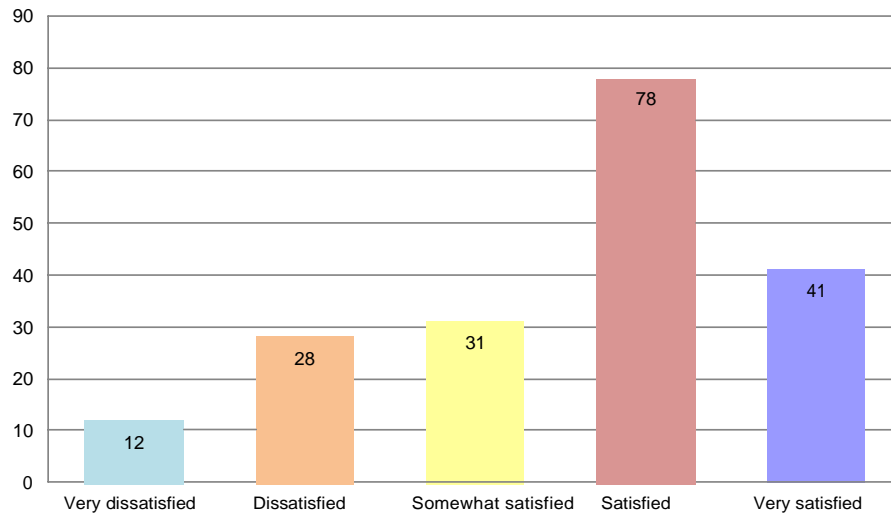
There were no observations or improvement suggestions put forward by users with regard to the information about the evaluation procedure.

2.2 Criteria

2.2.1 Clarity of the evaluation criteria established

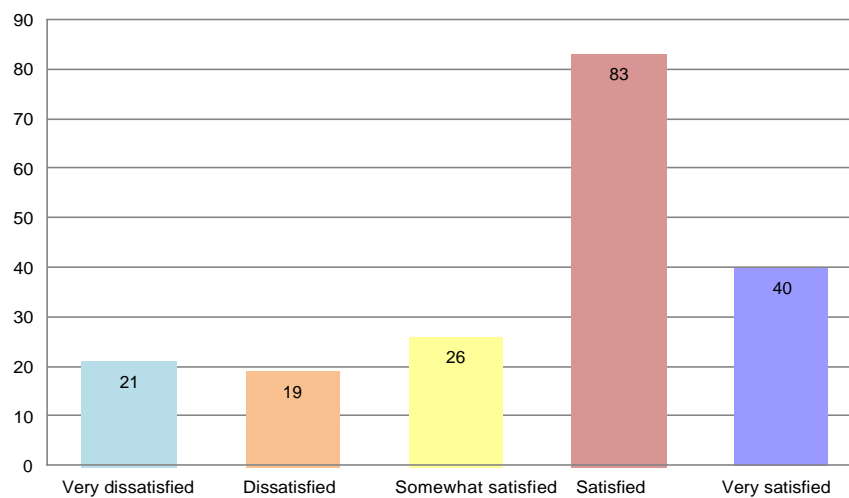
This obtained a lower score (3.54) than other questions. Even so, the percentage of those who were “satisfied” or “very satisfied” with the definition of the evaluation criteria exceeded 60% (62.3%). The results have improved compared to the previous year without having made any modification to the criteria established.

The chart below sets out the distribution of responses.



2.2.2 Appropriateness of the evaluation criteria to the role(s) solicited

The average level of satisfaction with the appropriateness of the evaluation criteria was 3.5.



Observations relating to the evaluation criteria

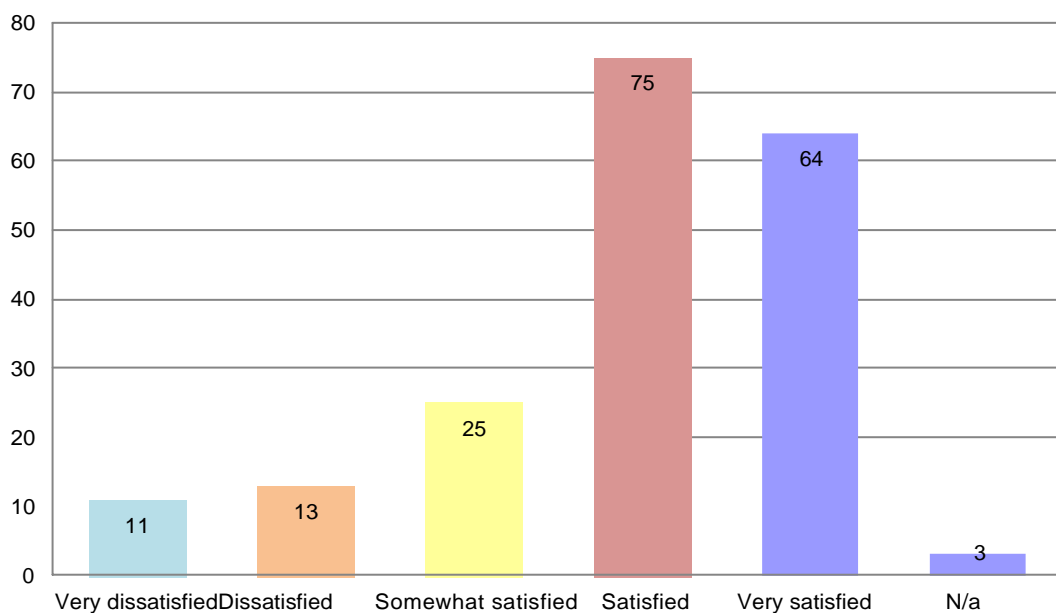
Most of the observations were made in relation to the evaluation criteria. Just as in previous results, respondents wanted to know the score awarded for each of the components. They also requested that the criteria be better adapted to the specific nature of certain areas. Work is currently being carried out on updating the criteria to ensure greater clarity and suitability to the various areas.

The employment situation of each applicant also has an impact, with some saying that professional experience outside the university should count more heavily and others saying the opposite, that university teaching should be valued more.

2.3 Application

2.3.1 Status information provided by the consultation application during the procedure

DEVA offers an application that users can access to find out the status of their case. The average level of satisfaction with the application is 3.83, with 72% of the respondents reporting themselves “satisfied” or “very satisfied”. This represents a small but practically imperceptible fall compared to the previous year. Work is being done to update the application to improve its functionality.



Observations relating to the application

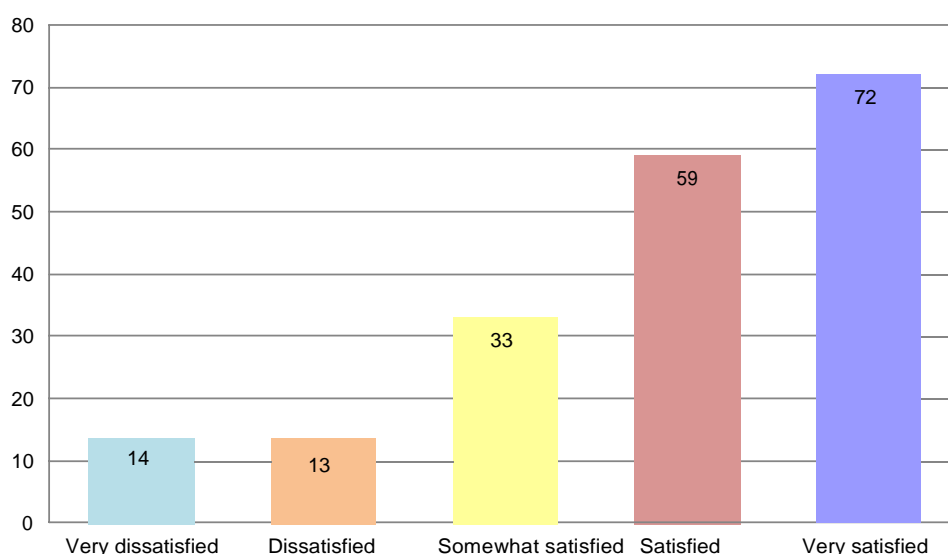
One of the improvements proposed was the idea of creating a computer application for submitting the request, without having to use paper. This suggestion is usually put forward in all

the satisfaction questionnaires and work is being done to take it into account in the future.

2.4 Results

2.4.1 Time taken to process the request

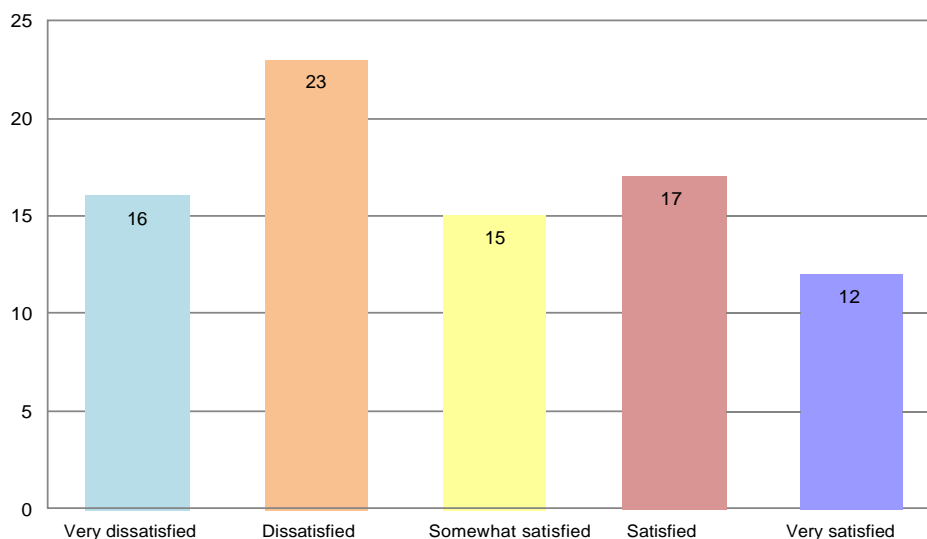
The level of satisfaction with the time taken to process the request was 3.84. 68% of the respondents describe themselves as “satisfied” or “very satisfied” with the processing time. The degree of satisfaction is increasing year-on-year, suggesting that the steps that have been taken are having an effect.



2.4.2 Reasoning of negative reports, in the event of having obtained an unfavourable evaluation

There were some anomalous responses to this question, in the sense that people who had obtained a positive evaluation answered with N/a instead of not responding to the question. The analysis will therefore omit these responses.

The degree of satisfaction with reasoned negative reports was 2.83. This component had the lowest satisfaction score, although a slight improvement was recorded compared to the previous year’s result. In part this is due to updating the templates used for negative reports, which has improved the amount of detail regarding the reasoning that underlies the reports.



Observations relating to the results

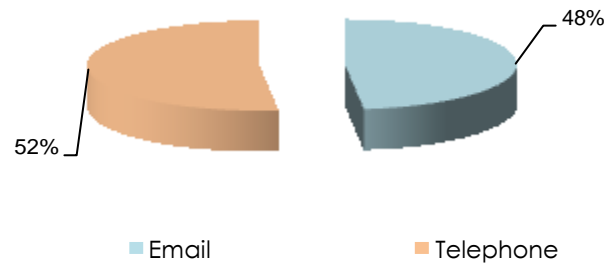
Some of the applicants' observations stated that the time taken to reach a decision was excessive and the procedure should be speeded up. Others seemed to think the procedure was fast.

There were also some observations regarding the lack of explanations for negative reports. On this point it was requested that the individual score for each of the components be made known.

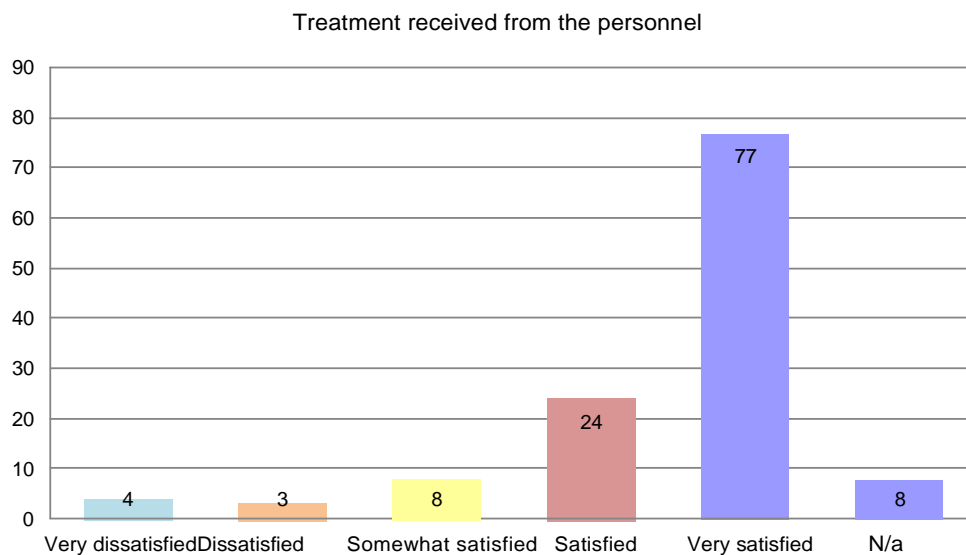
2.5 Personnel

The personnel involved in the evaluation procedure for contractual members of the teaching staff of the Andalusian university system are available for answering queries both on the telephone and by email.

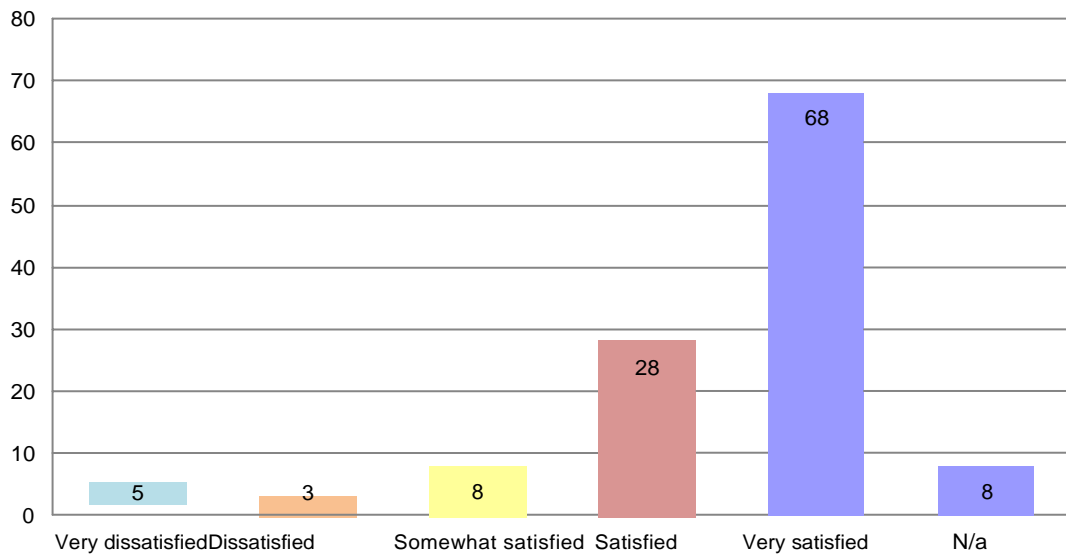
The telephone was the most popular medium for queries again this year (52%), although the difference is not especially large.



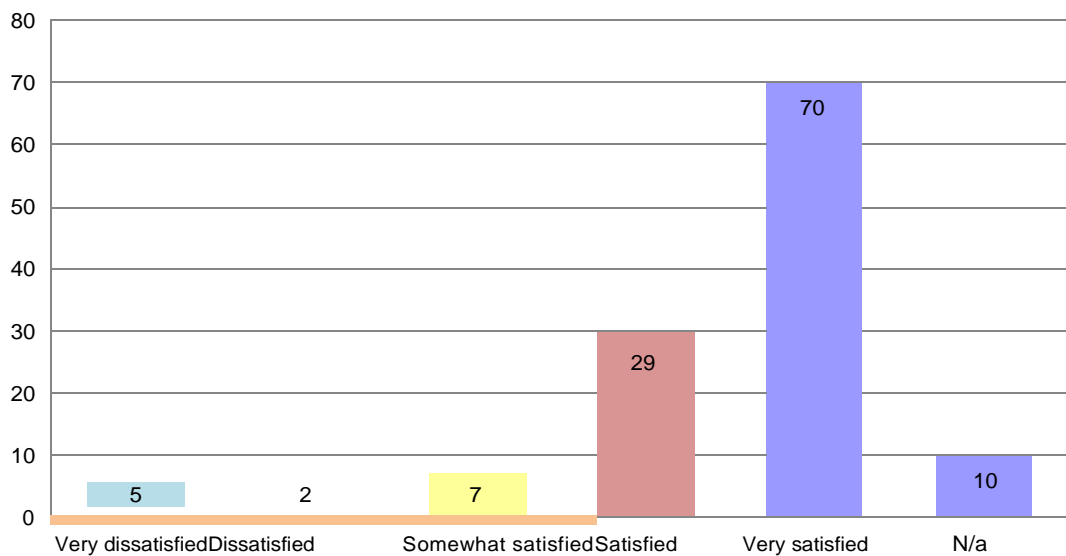
Overall, the average degree of satisfaction reported for the issues in this section was 4, the most highly-rated part of the entire questionnaire, as is evident from the following charts. There was a decline in comparison to the figures obtained for the same questions in the previous year.



Response received from the personnel to the query posed



Time to respond to the question posed



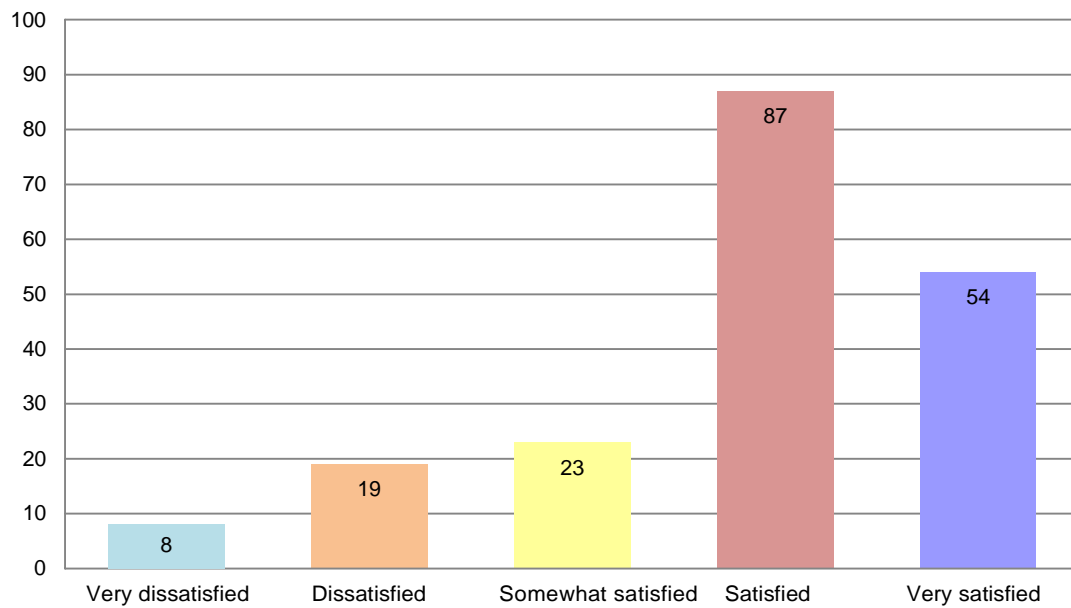
Observations relating to the personnel

The observations relating to this section are expressions of gratitude for the service and response provided by the programme personnel.

2.6 Overall rating

The overall degree of satisfaction with the procedure is 3.83.

74% of the respondents described themselves as “satisfied” or “very satisfied” with the overall procedure, somewhat higher than the result obtained from previous questionnaires.



3. CONCLUSIONS

Having conducted an analysis of the results of the evaluation survey, what follows is a summary of the conclusions that may be drawn.

The survey results indicate a high degree of satisfaction with the procedure in general: 3.83 out of 5.

Compared to the previous report, the general degree of satisfaction is somewhat higher overall and for each of the components, apart from the occasional exception.

The respondents gave a positive assessment to the information with which they are provided regarding the procedure and the application they have at their disposal to submit the report.

The assessment of the evaluation criteria continues to be lower than for the other components, and the same applies to the reasoning underlying reports, this being the component where most effort needs to be focused. Here however an improvement has been noted in comparison to the preceding year, owing to a modification of the report templates.

Further work is needed on updating the criteria to achieve a better fit with the various roles and the characteristics of each field of knowledge.

The highest satisfaction score continues to be awarded to the DEVA personnel, something that points to their commitment to the improvement and efficiency of the procedure.



4. Annex I. Applicants' satisfaction questionnaire

Users' satisfaction questionnaire regarding the evaluation programme for contractual participants in the Andalusian university system

The Directorate for Evaluation and Accreditation (DEVA) of the Andalusian Knowledge Agency, as part of its Menu of Services, establishes indicators measuring the degree of satisfaction with the programmes it carries out.

In order to measure the contractual participants' degree of satisfaction with the evaluation programme, in which you have taken part as a user, we request that you complete this questionnaire to enable us to collect information to improve the procedure.

1. Sex
 - Male
 - Female
2. Autonomous Community to which you belong
 - Andalusia
 - Outside Andalusia
3. Role for which the evaluation was requested (more than one option may be marked)
 - Contracted doctoral lecturer
 - Contracted doctoral lecturer with clinical ties to the SSPA (Andalusian health system) Assistant Doctoral Lecturer
 - Private University Lecturer
4. Is this the first time that you have requested an evaluation for contractual roles from this Agency?
 - Yes
 - No



Please indicate your degree of satisfaction with the following areas covering a range of aspects of the evaluation programme for contractual participants.

A. Information about the Procedure

5. Acceso to the information published on the website regarding the procedure

Very dissatisfied

Dissatisfied

Somewhatsatisfied

Satisfied

Very satisfied

N/a

6. Documentationavailable on the website regarding the procedure

Very dissatisfied

Dissatisfied

Somewhatsatisfied

Satisfied

Very satisfied

N/a

B. Criteria

7. Clarity of the evaluation criteria established for the applicant roles

Very dissatisfied

Dissatisfied

Somewhatsatisfied

Satisfied

Very satisfied

N/a



8. Appropriateness of the evaluation criteria to the applicant roles

- Very dissatisfied
- Dissatisfied
- Somewhatsatisfied
- Satisfied
- Very satisfied
- N/a

C. Application

9. Status information provided by the consultation application during the procedure

- Very dissatisfied
- Dissatisfied
- Somewhatsatisfied
- Satisfied
- Very satisfied
- N/a

D. Results

10. Time taken to process the request

- Very dissatisfied
- Dissatisfied
- Somewhatsatisfied
- Satisfied
- Very satisfied
- N/a

11. In the event of having obtained an negative report,appropriateness of the reasoning of the report.

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied

N/a

E. Personnel

If you have been in contact with the staff involved in the evaluation programme for contractual roles, please indicate your degree of satisfaction with such personnel.

Means by which contact was made (more than one option may be marked)

- Email
- Telephone

12. Treatment received from the personnel

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

13. Response received from the personnel to the query posed

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied



N/a

14. Response time to the query posed

Very dissatisfied

Dissatisfied

Somewhat satisfied

Satisfied

Very satisfied

N/a

F. Overall rating

15. General degree of satisfaction with the procedure

Very dissatisfied

Dissatisfied

Somewhatsatisfied

Satisfied

Very satisfied

16. Observations

Please give any clarification or observation you wish to add regarding the answers chosen over the course of the questionnaire, indicating the number and letter of the component to which it refers.

17. Proposals for improving the procedure.

Please give suitable proposals for improving the procedure in future reviews.