

**REPORT ON THE RESULTS OF ASSESSING
THE EVALUATION PROCEDURE FOR THE
CONTRACTED TEACHING STAFF IN THE
ANDALUSIAN UNIVERSITY SYSTEM**

**Applicants' Satisfaction Levels
2014**



Summary and Future Improvement Initiatives

This report contains a statistical analysis of the results of assessing the evaluation procedure for contractual members of the Andalusian university system's teaching staff carried out by the Directorate for University Evaluation and Accreditation in 2014. It includes the results of the questionnaire sent out to 385 applicants who were evaluated in that year, of whom a total of 142 responded.

This analysis is carried out with the goal of continuing the mechanisms implemented by the Directorate for Evaluation and Accreditation (DEVA) geared towards the improvement of quality and ascertaining the degree of satisfaction of the stakeholders involved in the evaluation procedure for contractual members of the Andalusian university system's teaching staff.

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

Analysis of the results suggests the need to carry out improvement initiatives in the future that will help to fine-tune the evaluation processes, such as:

- Carrying out a study of the evaluation criteria in order to improve their clarity.
- Improving the explanations given in negative reports.



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1. CONTEXT

Section V of the Andalusian Universities Act (LAU) establishes, among other functions, that of evaluating the teaching and research activities of academic staff for the purposes of issuing reports, which are compulsory before they can be hired by Andalusian universities.

Such reports are essential prerequisites for applying for the posts of *Profesor Contratado Doctor*, *Profesor Contratado Doctor con Vinculación Clínica al SSPA*, *Profesor Ayudante Doctor* and *Profesor de Universidad Privada*.¹

This procedure is regulated by the resolution adopted by the Andalusian University Quality Evaluation and Accreditation Agency on 15 December 2005, which establishes the assessment procedure for contractual academic posts in the Andalusian university system.

Six technical assessment committees, covering a range of fields of knowledge and comprising a president and two members, were appointed to implement this mechanism. The experts concerned are independent evaluators of recognised standing and appointed by DEVA.

Over the course of 2014 the technical committees for the teaching staff accreditation programme were overhauled, and consequently the data collected from the survey reflect the work of committees both prior to and since the overhaul.

The data contained in this report derive from the evaluations DEVA carried out on applicants who received their assessments in 2014.

¹ Translator's note: Spanish academic job titles resist ready translation into English, since some of them have no direct equivalents in English-speaking countries. *Profesor Contratado Doctor* is a tenured PhD-holding associate professor; *Profesor Contratado Doctor con Vinculación Clínica al SSPA* is the same but with clinical ties to the Andalusian public health system; *Profesor Ayudante Doctor* is a non-tenured PhD-holding assistant professor; while a *Profesor de Universidad Privada* works at a private university. Unlike some other academic posts, none of them confers the status of *funcionario* (civil servant).

2. APPLICANTS' SATISFACTION WITH THE EVALUATION PROCESS

DEVA wanted to ascertain the degree of satisfaction among the various stakeholders involved in the procedure and this report is concerned with that of the applicants.

The evaluation scale encompasses degrees of satisfaction ranging from 1: Highly dissatisfied to 5: Highly satisfied, with an additional N/A rating.

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

The satisfaction questionnaire comprises six main sections, with the applicants' degree of satisfaction being requested for each:

Information about the procedure: This includes a rating of the information provided about the procedure, the information provided to carry out the assessment and the assessment deadlines.

Criteria: This includes a rating of the clarity and appropriateness of the assessment criteria.

Application: This includes a rating of the IT tool provided to help carry out the assessment and the report model.

Results: This includes a rating of the final information received by the applicants.

Staff involved in the process: This includes a rating of the service received from DEVA personnel, including the solutions given to queries and the response times.

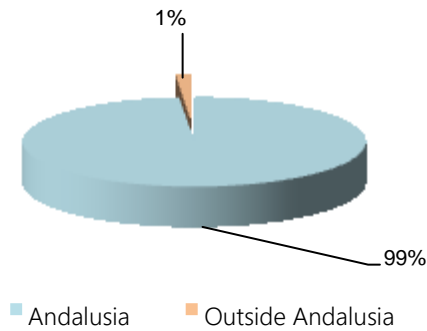
Overall rating: This includes a general rating of the DEVA evaluation procedure, which also contains a section for comments and improvement suggestions.

The same questionnaire was used to ensure that the results were comparable with previous surveys and to evaluate the improvement initiatives that have been implemented.

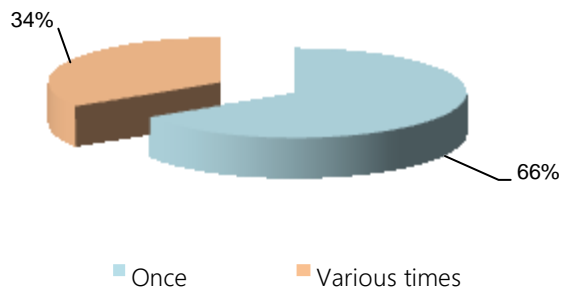
The evaluation questionnaire was sent out on 6 March to the 385 applicants who received their assessment during 2014. The closing date for receiving completed questionnaires was 31 March 2014; 142 completed questionnaires were received by the deadline.

The response rate was 36.9%. This is slightly higher than the response to the previous year's questionnaire.

All applicants were included in the procedure, regardless of their provenance. The majority of applications came from Andalusia: as may be seen from the pie chart, fully 99% of the responses were from Andalusian applicants.



In the event of an application obtaining an unfavourable evaluation, it may be resubmitted once six months have elapsed from the time the evaluation being issued. In order to reflect this circumstance a question has been added indicating the percentage of users who have requested accreditation more than once. The following pie chart shows that 66% of respondents have applied for accreditation only once, a percentage that is the same as obtained a year before.

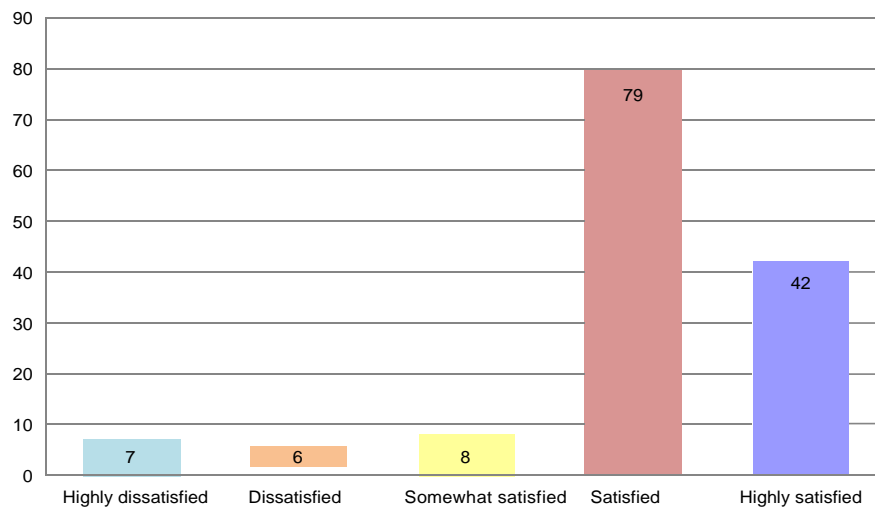


Each of the areas dealt with by the questionnaire are analysed below.

2.1 Information about the evaluation process

2.1.1 Access to the information published on the website

As part of its publication activity, DEVA makes available on its website all the information relating to the evaluation procedures that it carries out. This question, which is used to rate satisfaction with access to such published information, reveals an average level of satisfaction of 4, as may be seen in the following chart.

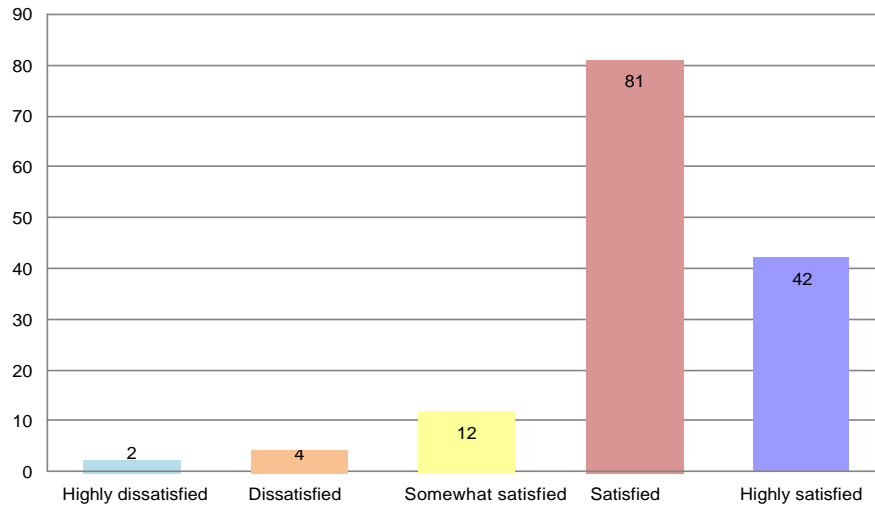


The percentage of respondents who report themselves as “satisfied” or “highly satisfied” with the information published on the website accounts for 85% of the responses, representing a higher rating than that obtained in the preceding year.

2.1.2 Documentation on the procedure to be found on the website

This question indicates whether the respondents have found all the documentation needed for the process on the website. The average level of satisfaction – 4.11 – also exceeded that of the previous year.

The following chart shows the distribution of responses.



Comments regarding the information about the procedure

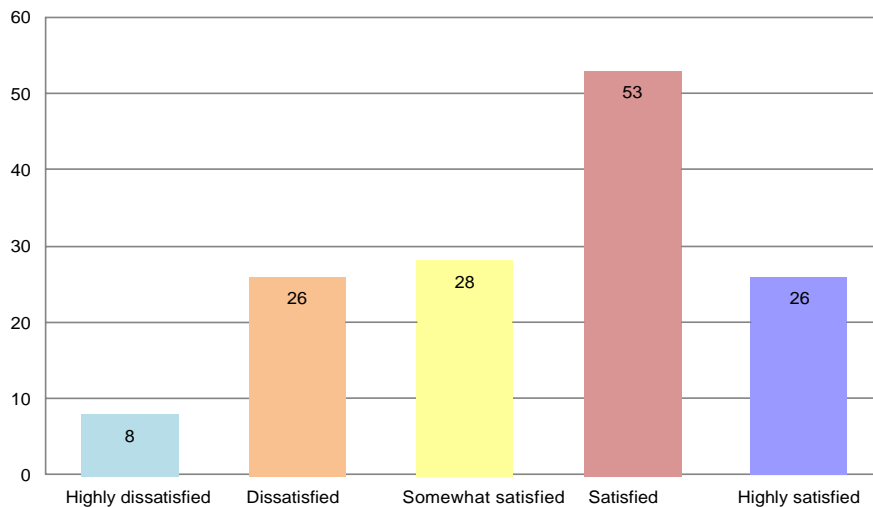
There were no comments or improvement suggestions related to the information about the evaluation procedure.

2.2 Criteria

2.2.1 Clarity of the evaluation criteria established

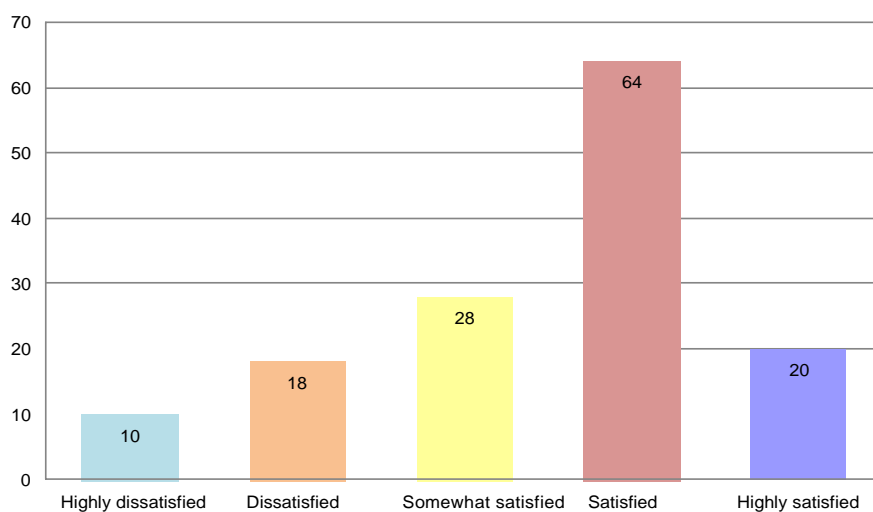
This was awarded a lower rating (3.44) compared to the other items. Even so, the percentage of respondents describing themselves as “satisfied” or “highly satisfied” with the way the evaluation criteria are set out exceeded 55% (55.6%). This represents a fall since the preceding year, without there being any change to the established criteria.

The following chart shows the distribution of responses.



2.2.2 Appropriateness of the evaluation criteria to the status requested

Average satisfaction with the appropriateness of the evaluation criteria was 3.47.



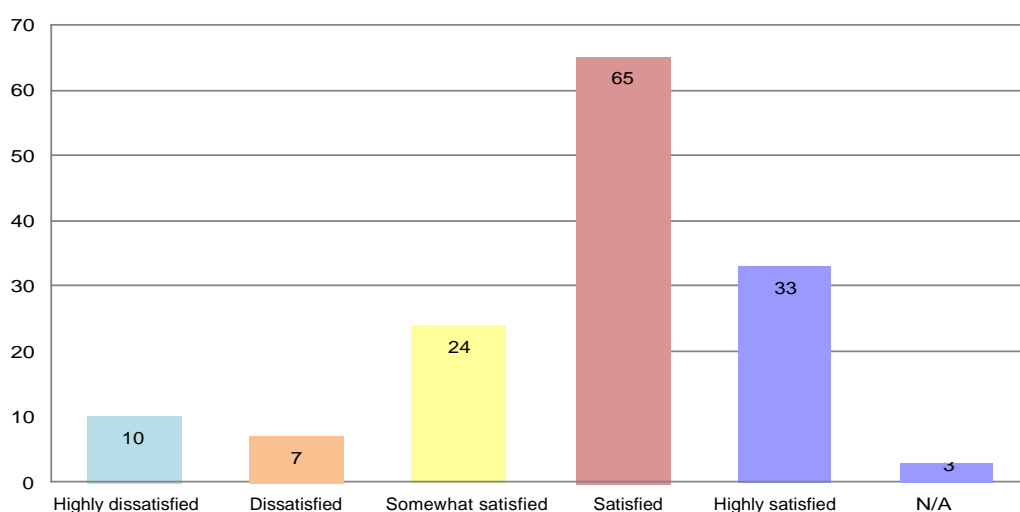
Comments regarding the evaluation criteria

The majority of comments relate to the evaluation criteria. As in previous findings, respondents request that the scoring awarded in each of the sections be made known. They also request better adaptation of the criteria to the specific circumstances of certain areas. An updating of the criteria is currently in hand to ensure greater clarity and suitability to the various areas.

2.3 Application

2.3.1 Information provided by the status-querying application during the procedure

DEVA provides a computer application whereby users can ascertain the processing status of their application. The average degree of satisfaction with this application is 3.85, with “satisfied” and “highly satisfied” accounting for 74% of responses, representing an increase on the preceding year.



Comments regarding the computer application

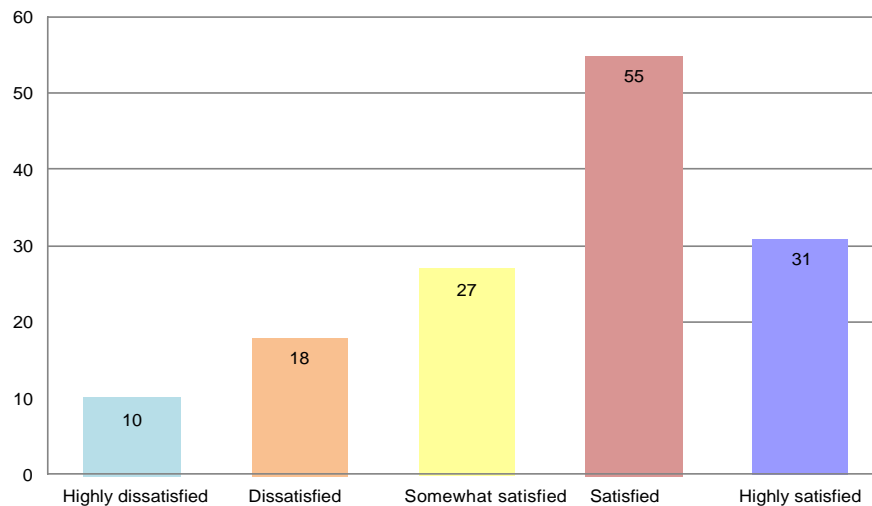
Some of the improvement proposals for the application include the idea of being able to download a copy of the verdict or the report via the application.

Another of the improvement proposals is the possibility of providing a computer application to submit the application, thereby avoiding having to use so much paper.

2.4 Results

2.4.1 Time taken to process the application

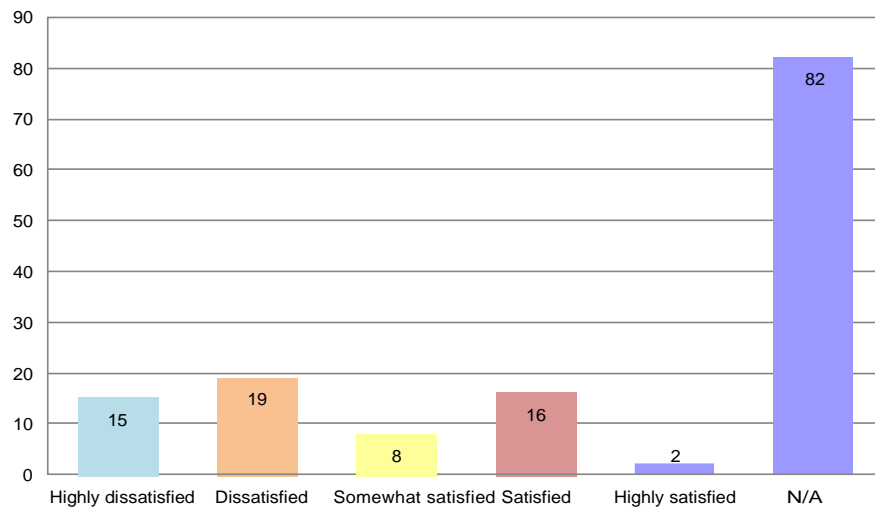
The degree of satisfaction with the time taken to process the application was 3.56. 60% of the respondents reported themselves as “satisfied” or “highly satisfied” with the processing time, a rise of 10% compared to the preceding year.



2.4.2 Explanation given in negative reports, when issued

This item produced some anomalous results, in that people who were awarded a positive evaluation responded with N/A rather than not replying to the question. This analysis will therefore omit such replies.

The level of satisfaction with negative reports was 2.51. This item had the lowest satisfaction score.



Comments regarding the results

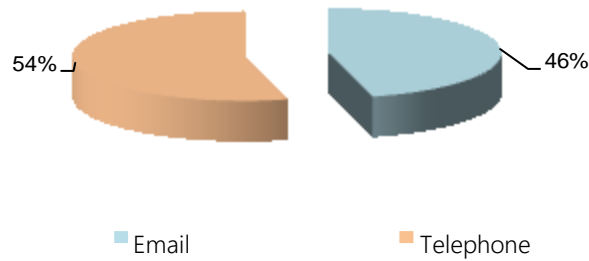
Some of the respondents' comments refer to the excessive time taken to provide a verdict and suggest that the procedure should be streamlined. There are also some comments about the lack of explanation given in negative reports.

The level of satisfaction with response times has improved compared to previous surveys, but has fallen slightly in the section referring to the way the report is explained. In order to address this aspect an amendment has been made to the templates of negative reports, enabling a more detailed explanation to be given in negative reports.

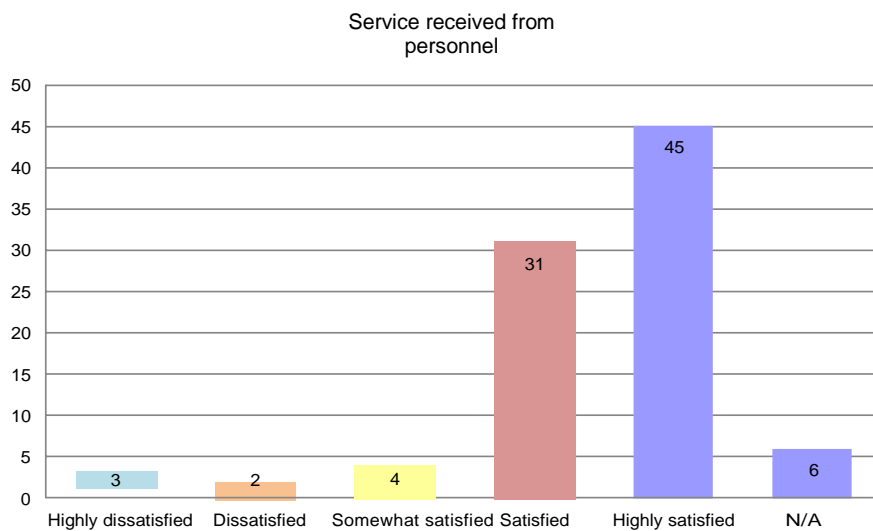
Personnel

The personnel involved in the assessment procedure for contractual teaching posts in the Andalusian university system offer their services both over the telephone and via email.

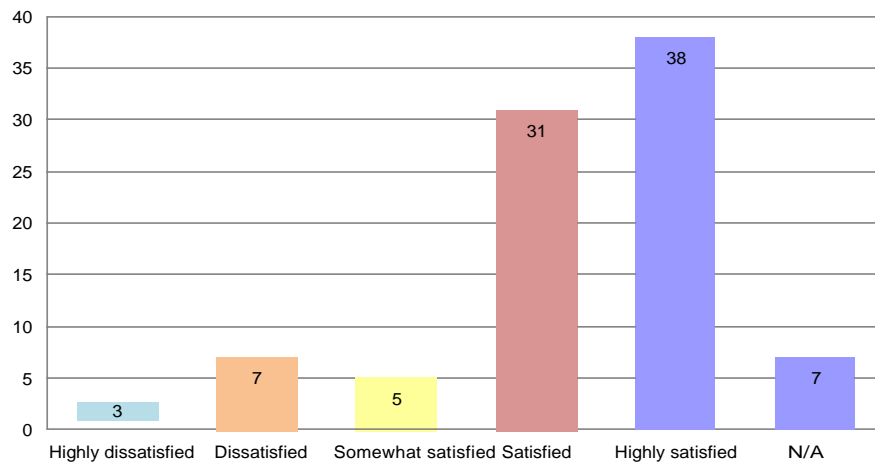
This year there was a change in the most frequently used medium for making queries, with the telephone being the preferred channel of communication (54%), although the difference was not a significant one.



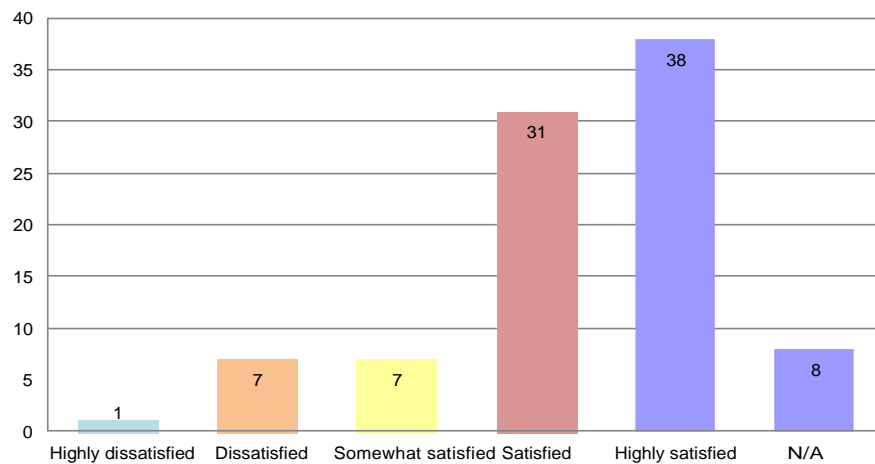
The average score for the overall level of satisfaction obtained in these sections is 4.2, making it the highest-rated aspect in the entire questionnaire, as is evident from the following charts. This represents an increase on the answers obtained from the preceding year's survey.



Solution received from the personnel to the question posed



Time of response to the question posed



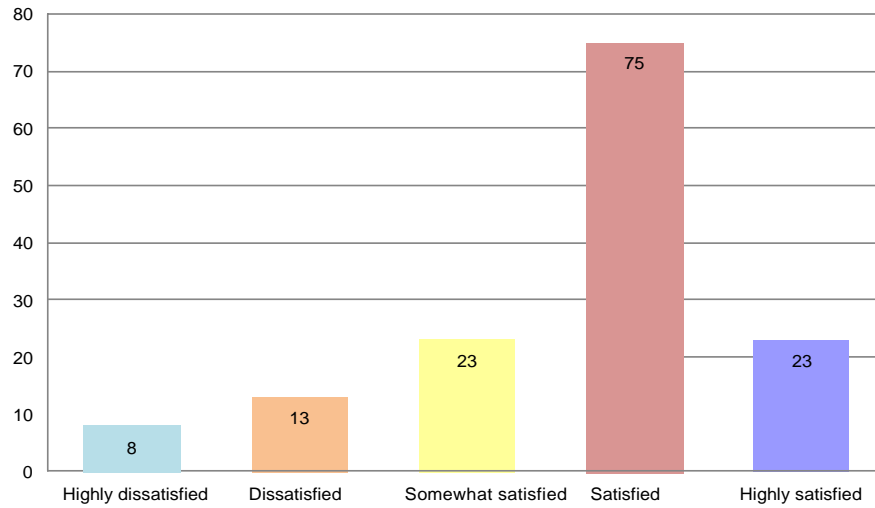
Comments regarding personnel

There were no comments relating to this aspect of the process; although it remains the most highly-rated section, we will continue to work on improving communication with the applicants such that we can address the queries posed as rapidly and efficiently as possible.

2.6 Overall rating

The overall level of satisfaction with the procedure is 3.64.

69% of respondents reported that they were “satisfied” or “highly satisfied” with the procedure in overall terms, somewhat higher than that obtained in previous surveys.



3. CONCLUSIONS

Having presented an analysis of the survey results relating to the procedure, we now turn to the conclusions that may be drawn from the results.

The survey findings indicate a high general degree of satisfaction with the procedure, where a score of 3.64 out of 5 was obtained.

In comparison to the preceding report a somewhat higher level of satisfaction is observed, both in general terms and for each of the individual sections, barring one particular case.

The respondents award a positive rating to the information placed at their disposal about the procedure and the computer application provided to submit the report.

Ratings of the evaluation criteria continue to be lower than other aspects, and the same may be said of ratings of response times and the explanations provided in reports: this is the area where most effort must be focused.

We will continue to make ongoing efforts to reduce the time required for administrative processes, other than the evaluation itself, to improve response times.

Over the course of 2014 a change has been made to the evaluation committees, in that the importance of providing explanations for negative reports has been emphasised, and it is to be hoped that the results of the next survey will show the rewards of this.

The highest satisfaction levels continue to be related to DEVA personnel, something that demonstrates the commitment of the staff to the improvement and efficiency of the procedure.



4. Annex I. Applicants' satisfaction questionnaire

Users' satisfaction questionnaire with the evaluation programme for contractual academic staff in the Andalusian university system

The Andalusian Knowledge Agency's Directorate of Evaluation and Accreditation (DEVA), as part of its portfolio of services, establishes indicators to gauge the level of satisfaction with the programmes it runs.

In order to gauge the level of satisfaction with the evaluation programme for contractual posts, in which you have participated as a user, it would be extremely helpful if you could complete this questionnaire with the goal of collecting information to improve the procedure.

1. Sex

Male

Female

2. Your autonomous community

Andalusia Outside Andalusia

3. Post for which you requested evaluation (more than one option may be marked)

Profesor Contratado Doctor

Profesor Contratado Doctor con Vinculación clínica al SSPA

Profesor Ayudante Doctor

Profesor de Universidad Privada

4. Is this the first time that you have applied for evaluation for these contractual posts with this Agency?

Yes

No



Please indicate your degree of satisfaction with the following issues related to various aspects connected to the evaluation programme for contractual posts.

A. Information about the procedure

5. Access to the information published on the website about the procedure

Highly dissatisfied

Dissatisfied

Somewhat satisfied

Satisfied

Highly satisfied

N/A

6. Documentation available and published on the website about the procedure

Highly dissatisfied

Dissatisfied

Somewhat satisfied

Satisfied

Highly satisfied

N/A

B. Criteria

7. Clarity of the evaluation criteria established for the roles in question

Highly dissatisfied

Dissatisfied

Somewhat satisfied

Satisfied

Highly satisfied

N/A

Results of assessing the evaluation procedure for contracted teaching staff in the Andalusian university system. DEVA



8. Appropriateness of the evaluation criteria to the roles in question

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

C. Application

9. Information provided by the status-query application during the procedure

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

D. Results

10. Time taken to process the application

- Highly satisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

11. In the event of having been issued with a negative report, appropriateness of the explanation given in the report.

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

E. Personnel

If contact has been made with the personnel involved in the evaluation programme for contractual posts, indicate your level of satisfaction with such members of staff.

Way in which contact was made (more than one option may be marked)

- Email
- Telephone

12. Service received from members of staff

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

13. Solution received from personnel to the query posed

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied



N/A

14. Time of response to the question posed

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied
- N/A

F. Overall rating

15. General level of satisfaction with the procedure

- Highly dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Highly satisfied

16. Comments

Please provide any clarification or comment you would like to make relating to the answers given over the course of the questionnaire, indicating the letter and number of the question to which they refer.

17. Improvement proposals for the procedure.

Please provide proposals that you believe would improve the procedure in future reviews.