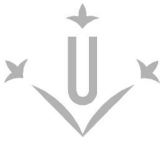


Procedure: WELCOME AND GUIDE STUDENTS	PG 28
Responsible unit: TEACHING QUALITY AND PLANNING	
Approved by: Montserrat Rue Monné Vice-rector of Students and Employability	
Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid	

HISTORY OF EDITIONS			
No. version	Date Elaboration	Date Approval	Summary of reasons for change
PC 03 1.0	June 2010	June 2010	Initial edition
PG 1.0	May 2018	Electronics	Homogenize procedures in all centers
2.0	February 2020	Electronics	Changes in operational content
2.1	June 2022	Electronic signature	Update of the regulations



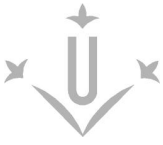
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PREPARATION / REVIEW

Montserrat Rue Monné. Vice-rector of Students and Employability

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1. OBJECT

The purpose of this procedure is to establish the guidelines for actions relating to the reception and guidance of students. The different actions carried out are informative, training and orientation.

2. SCOPE OF APPLICATION

This procedure applies to undergraduate students at the UdL's own centers.

3. SCOPE OF DIFFUSION

This procedure must be brought to the attention of the people who participate in student orientation actions at the center: management team, training program coordinators, center orientation and tutoring coordinator, tutor teachers , etc.

4. RELATED PROCESSES

This procedure is part of the Design and deliver regulated training process (A33).

5. RELATED MANAGEMENT SYSTEMS

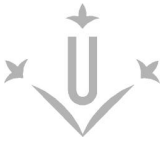
This procedure is included in the scope of the UdL's Internal Quality Assurance System.

6. DEFINITIONS

Host: Receive new students. Make it easier for them to join the University or teaching.

University orientation: It assumes functions of training, advice and information aimed at the student as a whole —personal, educational and vocational maturity— throughout the university training process.

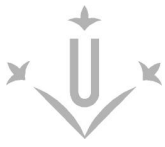
Tutorial Action Plan (PAT): Program that aims to accompany and guide students throughout their stay at the University of Lleida, guiding them so that their time at the university is as profitable and pleasant as possible. It starts on the day they start the first year of the degree and ends when they finish the last year. It is about accompanying and advising students throughout their comprehensive training process, through academic, personal and professional guidance, so that they can make well-founded decisions throughout their university career, as future professionals and as to citizens This program at the UdL is called UdL Acompanya-Programa Nèstor.



Tutorial action: It is articulated as a resource so that students can receive personalized assistance in order to better configure their curricular itinerary and optimize academic performance, in order to achieve a comprehensive education in this way. Likewise, tutoring serves to provide information and guidance to the institution in the form of detecting needs and identifying weak points and strong points in academic and teaching matters of the different studies, which can be useful for academic and management managers. Tutoring contributes to the improvement of the institutional image, as well as the evaluation processes of teaching quality. The participation of the student councils (central and each centre) and course and/or group delegates will be essential for the smooth running of the PAT. The student body constitutes a permanent source of information for the continuous improvement of the system.

PAT coordinators in the centers: University teaching staff who assume the functions of guidance, advice and reception of students. They are the reference figure during the students' stay at the universities. The PAT coordinators are the points of reference at the centers, they assume the role of tutor, and students can turn to them when they need guidance in some area. There is a coordinator in each centre, who has the collaboration of the management, the heads of studies and, especially, the degree coordinators.

Mentorship: Tutoring system between peers in the degree, in which there are students who, based on their experience, help their peers in lower courses to solve the difficulties and problems that may arise during the course. Importantly, the mentoring process provides an opportunity to have a shared experience, where both people learn from each other and a peer-to-peer relationship is established. Learning is shared and the benefits are mutual, as there is no relationship of superiority between mentors and mentees.



7. REFERENCES/ REGULATIONS

- PAT [UdL Accompanya – Nestor Program](#). Approved by Government Council Agreement 265 of December 17, 2020. Coordination of Social Commitment, Equality and Cooperation. It depends on the Vice-Rector's Office for Students and Employability, which establishes the general framework. The centers (faculties and schools) promote and apply the general initiatives of this support in accordance with their specific characteristics and with the characteristics of each qualification.
- [Regulations on the figure of the coordinator of a degree and master's training program at the University of Lleida](#). (Governing Council Agreement No. 74/2016 of March 30, 2016, modified by Governing Council Agreement 32/2020 of February 18, 2020).

8. OPERATIONAL CONTENT

8.1. DESCRIPTION OF THE ACTIVITY

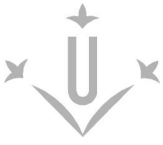
1. Elaborate guidelines for the reception and guidance of students

The vice-rectorate with student powers is in charge of establishing the general framework and guidelines for the tutorial action on which the UdL's own centers (faculties and schools) are based to welcome and guide students. Its objective is to support students in the process of comprehensive, academic and professional training, so that they can make well-founded decisions throughout their university career and as a future professional. The axes used for the preparation of the guidelines are the results of the actions and assessments of the PAT of the different own centers, the results of job placement and the implementation of proposed improvements.

2. Plan and agree actions

The school management, the PAT coordinator and the training program coordinators plan the reception and orientation actions to be carried out in the next academic year in accordance with the guidelines set out in the framework of the PAT program and subsequently monitor it.

This planning must provide for the implementation of the improvements identified in the monitoring of this procedure, the improvements agreed upon in the annual monitoring of the training programs (procedure PG 03 Review and improve the



training programs) and agree on the actions that will be organized at the center within the framework of the PAT, with regard to degree studies.

3. Develop actions

The actions included in the PAT are developed. With the help of the various management units of the University that support it, the center prepares the material, facilities and personnel necessary to carry out the actions and disseminates them.

3.1 Welcoming, training and information actions: includes activities in each of the academic courses that make up the degree. Information is delivered to students progressively as they need it and to make it more useful to them depending on the stage of their education. Actions of this axis are: reception days, workshops and sessions or seminars.

3.2 Guidance and advice: the program offers the student who needs it advice, or referral to the resources established by the UdL, in the academic, professional and personal fields. The UdL, through the UdLxTothom program, assigns to each center a reference person for students with functional diversity: responsible for attention to inclusion at the center (RAIC). The RAICs, with the support of the UdLxTothom program, guide the student in a personalized way to facilitate integration into the university, autonomy and academic development.

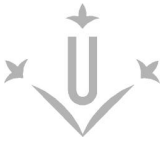
Actions of this axis are individual or group tutorials.

3.3 Mentorships: it is intended that students in higher courses help new students in their comprehensive orientation. Mentoring consists of a system of tutorials between fellow students in the degree, in which there are students who, based on their experience, help their fellow students in lower courses to solve difficulties and problems that may arise during the course.

3.4 Orientation and job placement program: The main objective is to offer services to encourage and promote the employability of students and graduates of the University of Lleida. The UdL is part of the University Network for Employment - www.ocupaciouniversitaria.gencat.cat- which aims to promote and improve the employability of students and graduates of Catalan universities.

4. Evaluation

The evaluation must make it possible to make decisions aimed at improving the



quality of the design and execution of the PAT, while at the same time it must serve to adjust the actions to the needs of the training process. At a general level, the UdL must facilitate the identification of student needs, the improvement of the organizational structure of the studies, the optimization of resources and the public projection of the institution. The evaluation focuses on the three axes that make up the PAT and will provide the necessary feedback for its improvement.

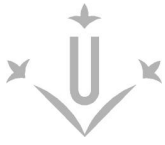
The evaluation, which is important in any process or project, in this case must allow decisions to be made aimed at improving the quality of the design and execution of the program, while also serving to adjust the actions to the needs of the training process.

The evaluation of the axis of welcoming, training and informative actions must be carried out on the basis of two indicators: evaluation of the reception days, evaluation of the training actions.

The evaluation of the guidance and counseling axis must be done at the end of the academic year, through a survey administered by the general coordinator of the program addressed to center coordinators with questions about the operation of the program and proposals for improvement.

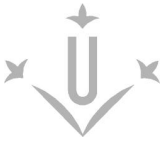
The evaluation of the mentorship axis is used to find out the degree of satisfaction of the different members who participate in the program. The purpose of the evaluations is to make a general assessment of the mentorships, and for this reason the body of the evaluation must be the same for all centers, although freedom is given to include more items.

The person responsible for the evaluation will be the center's PAT coordinator, who will collect the information from each axis and make an assessment that will be sent to the general coordinator of the UdL's PAT, who will inform the vice-rectorate responsible for students as responsible for proposing the improvement actions that must be carried out. These actions are also part of the annual monitoring of the titles, and the analysis of this information is included in the procedure PG 03 Review and improve the training programs.

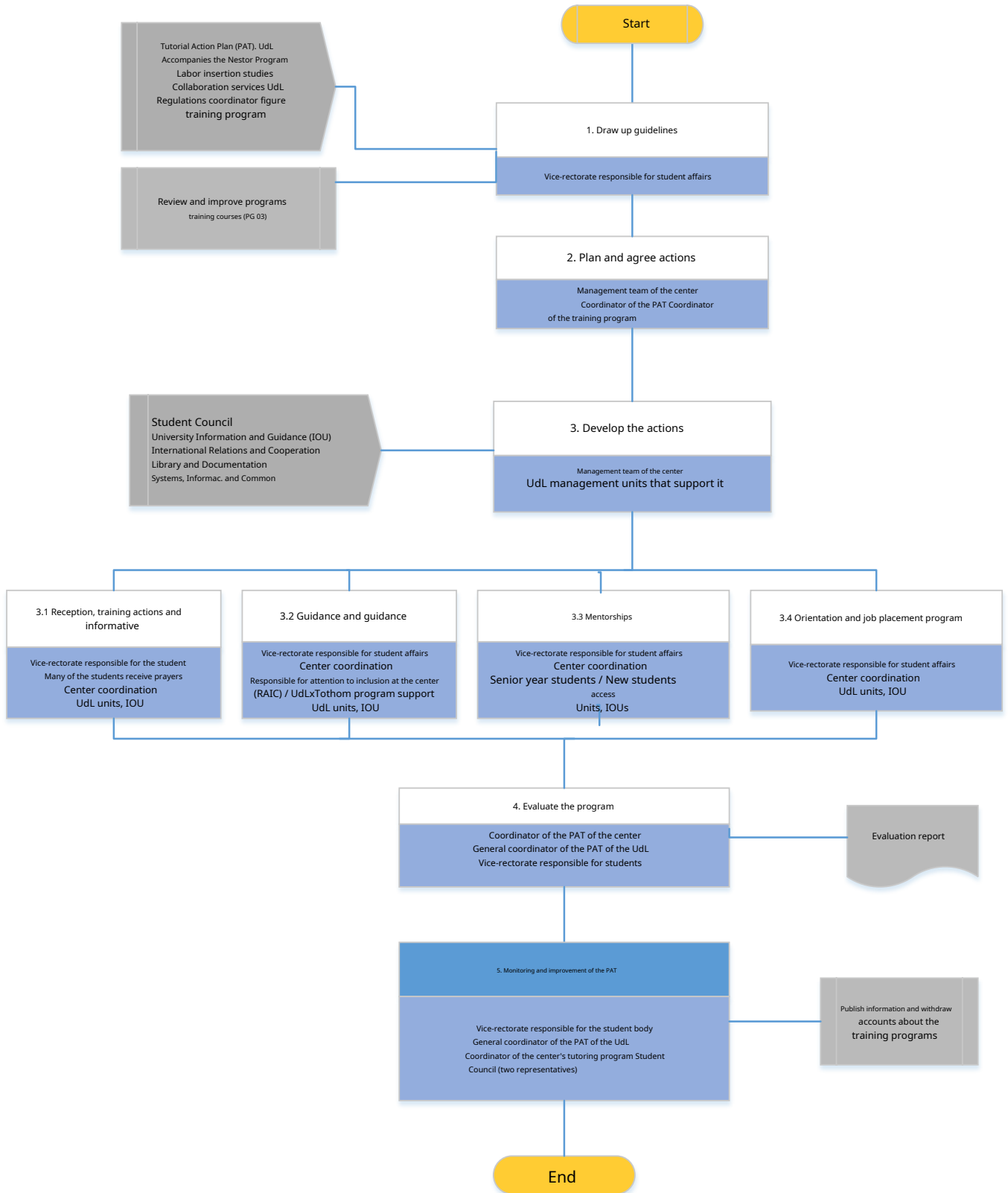


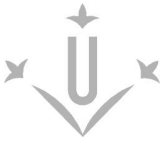
5. Monitoring and improvement of the Tutorial Action Plan

The analysis of the results of the evaluated and proposed actions will be carried out by a commission chaired by the vice-rector responsible for students, by the coordinators of the PAT of each center with the PAT coordinator of the UdL and two representatives of the Council of the 'Student. From the result of this analysis, proposals for improvement emerge.



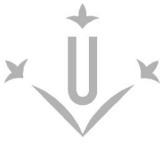
8.2. ACTIVITY FLOW





8.3. RESPONSIBILITIES

- **Vice-rectorate responsible for students:** It establishes the general framework of the Comprehensive Plan for University Tutoring and gives the instructions that are subsequently developed in accordance with the characteristics of each center. Finally, he will be responsible for reviewing and applying the different aspects that can be improved.
- **Management team of the center:** He is responsible for planning and carrying out the reception and orientation activities at the center and following them up, in accordance with the coordinator of the center's Tutoring Plan and the coordination of the training programs and following the guidelines of the vici-rector responsible for students.
- **Coordinator or general coordinator of the PAT of the UdL:** He is responsible for the Orientation and Tutoring Plan at the UdL and for coordinating the Plan's programs and their implementation and development in the centers.
- **Coordinator of the center's PAT:** It coordinates the reception and orientation activities at the center, is responsible for energizing tutor teachers and student tutors (recruitment, training, monitoring and assessment) and provides the resources and strategies for the tutors to carry out their work. He is responsible for the orientation and tutoring programs at the center and is in contact with the general tutoring coordinator of the UdL.
- **Coordinator of the training program:** He is responsible for applying the monitoring and evaluation instruments provided for in the protocol for the annual internal monitoring of official degrees. Together with the collectives involved in the program, it evaluates the results and prepares a report of prioritized improvement proposals.
- **Teaching staff:** Faculty of the center who carry out tutorials.
- **Student Council:** Participates in the reception program and in the organization of workshops at the center, according to the criteria of the coordinator of the center and



the dean's office. It also participates in the continuous improvement of the system, especially the tutorials.

9. PARTICIPATION INTEREST GROUPS

Both in the actions to be carried out and in the monitoring of the program, the Student Council and the coordinators of the Tutoring Plan actively participate, as far as the students and teachers are concerned, they participate directly in the organization and revision and improvement of the program. In addition, units of the UdL participate in the preparation of the reception actions, so the participation of the administration and service staff involved in this area is also guaranteed.

The results obtained from the actions carried out in the Centers are reported to the Faculty Board or Center Management, which is the collegiate body representing and ordinary governance of the Faculty and the Center respectively and in which all the collectives of the center are represented.

The student body is aware of all the activities that are carried out through the UdL Virtual Campus space, of the publication that is made on the different social networks in which the UdL participates and also has at their disposal the open mail, which allows you to give your opinion and make the observations you think are appropriate anonymously about the operation of the reception, tutoring, workshops and mentor program as well as the guidance received from the University.

10. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
Evaluation report of the tutoring and guidance programs for students	Vice-rectorate responsible for student matters