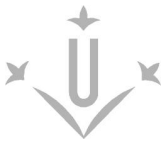


Procedure: Collect the satisfaction of stakeholders	PG 33
Responsible unit: TEACHING QUALITY AND PLANNING	
Approved by: Francisca Santiveri Morata Vice-rector of Academic Planning and Quality	
Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid	

HISTORY OF EDITIONS			
No. version	Date Elaboration	Date Approval	Summary of reasons for change
1.0	February 2023	Electronic signature	Initial edition



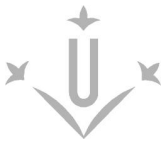
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PREPARATION / REVIEW

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1. OBJECT

The purpose of this procedure is to establish how the satisfaction of stakeholders involved in undergraduate, master's and doctorate teaching at the UdL is collected and analysed.

2. SCOPE OF APPLICATION

This procedure applies to the opinion studies of the agents involved in the teaching activity of the UdL (students, academic managers, teaching staff and PAS) that are included in the Internal Quality Assurance System of the UdL

3. SCOPE OF DIFFUSION

This procedure must be brought to the attention of the members of the UdL's Teaching Evaluation and Improvement Commission, center managements and deans, heads of studies and coordinators qualification of all own centers, the Information Systems and Communications unit and the Technical Studies Office.

4. RELATED PROCESSES

This procedure is part of the process *Rate and Redirect (A5)* and the Assess Satisfaction sub-process (A51).

5. RELATED MANAGEMENT SYSTEMS

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

6. DEFINITIONS

Database: Set of data with a coherent structure and accessible from one or more programs or applications.

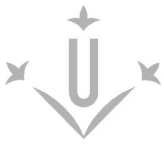
Campaign: A set of surveys that are sent to the target audience to collect their opinion on a specific topic in a certain period.

Poll: Data collection technique consisting of a series of questions that are directed at a group (target audience) of the university community. Its purpose is to find out states of opinion, attitudes or behaviour of people, referring to the activity carried out at the university. The type of survey used at the UdL is the virtual survey aimed at the entire population identified as the target audience.

Questionnaire: Form that contains a list of questions designed to collect the opinion of the population on a certain subject.

7. REFERENCES/ REGULATIONS

[Agreement no. 225/2007](#) of the Governing Council, of October 25, 2007, which approves transparency criteria for the results of student opinion surveys on teaching.



8. OPERATIONAL CONTENT

8.1. DESCRIPTION OF THE ACTIVITY

PLANNING

1. Detect the needs.

The vice-rector's office responsible for surveys sets the guidelines for applying this procedure and identifying the interest groups and topics to define a new opinion survey. In a special way it has considering the detection of the needs of the UdL's Internal Quality Assurance System and the proposals identified by the Teaching Evaluation and Improvement Commission.

2. Approve the design of the questionnaires.

The Teaching Evaluation and Improvement Commission (henceforth, CAMD) assesses and approves the design of the questionnaires. CAMD also knows and values questionnaires designed by external bodies that must be applied to the UdL within the framework of agreements established with other entities and institutions.

3. Prepare survey planning.

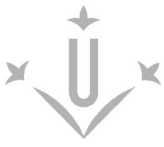
The QPD unit is responsible for planning the collection of the opinion of the agents involved in the activity at the UdL. Planning should include:

- The definition of the questionnaire.
- The survey period: period of opening and closing of the virtual survey.
- Population target: group to which the survey is directed.
- Data capture: data source personal and academic information necessary for the completion of the survey.
- Communication: Definition of communication activities to inform all those involved and the academic managers, invite to answer the survey and encourage participation and send and/or communicate the results.

In case the management of the survey is external, the QPD unit prepares and delivers the database (henceforth BBDD) of the target population, in accordance with the guidelines of the external bodies. These bodies are responsible for the remaining phases of the survey.

4. Create and launch a campaign

The QPD unit, from the data source, generates the campaign through a web survey management platform.



WORK FIELD

5. Invite to answer the virtual survey.

Once the campaign is open, the specific information and participation incentive actions that have been agreed for each campaign are developed.

The measures to encourage participation are developed throughout the entire fieldwork of the survey, including the campaigns that are managed by the external organizations with which collaboration agreements are established (job placement survey, Via Universitaria, etc...).

DATA PROCESSING

6. Export the data

Once the campaign is closed, the registration and survey responses are automatically exported to the digital data collection platforms managed by the Information and Communication Systems unit (SIC) and the Technical Studies Office (GTE)

If the phase of the publication of results is carried out by external bodies, the QPD sends the BBDD of the results in accordance with the instructions received.

7. Publish the results

The results of the surveys managed by the UdL are made public to all academic managers through the university's DATA warehouse.

Faculty can access their individual results through a dedicated report viewing platform.

All interested agents (internal and external) can consult the global results of all the surveys managed by the UdL at the link <https://www.udl.cat/ca/serveis/qpd/enquestes/>.

The results of the surveys managed by the external bodies will be made public on their respective websites, which are disseminated through the link <https://www.udl.cat/ca/serveis/qpd/enquestes/>.

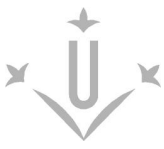
In addition, detailed results by subject can be consulted openly on the web pages of each degree, through the link: Degree in figures.

From the set of opinion and satisfaction studies carried out at the UdL, very valuable information is extracted for the monitoring and improvement of degrees (PG03 Review and improve training programs). There is a set of indicators that are part of the monitoring of degrees, on the one hand, and that are included in the monitoring and accreditation guides of AQU Catalunya and, on the other hand, there are several indicators that are part of the monitoring of the processes and procedures of the Internal Quality Assurance System of the UdL centers. Likewise, the results of the surveys are included in procedure PG23 Publish information and receive accounts on training programs.

ANALYSIS OF THE COMMENTS

8. Classify the comments subject to analysis

In addition to the above, the comments provided by the interested agents surveyed through these studies are a source of qualitative information of great value for the improvement of teaching.



Once the phase of collecting and processing the results of a survey from the QPD is completed, the phase of preliminary processing of the comments and observations collected through the surveys begins.

First, a typology of comments is distinguished in order to identify those that are the object of action. Of the set of comments that indicate aspects of improvement, they are grouped into two blocks: on the one hand, those that refer to the whole, or a general aspect, of a qualification or service, and, on the other hand, those that refer to people. Regarding this last case, priority is given to comments that identify bad practice in teaching and/or non-inclusive attitudes, in order to promote corrective actions.

9. Assess the consistency of comments

All comments are made available to the managers of the center, department or service in order to promote the necessary improvement actions.

For the identification and treatment of comments that refer to people and that indicate bad practice in teaching, a working group is created in the Teaching Evaluation and Improvement Commission. In this working group there will always be the vice-chancellors with responsibility for the issues of students, teaching, quality and teachers and, in addition, the person responsible for the QPD unit.

The comments that identify bad practice in teaching and/or non-inclusive attitudes are analyzed in order to assess the consistency of these observations through the temporal evolution and the volume and significance of the observations in recent years in the whole of the unit or person to which they refer.

10. Develop a Plan of Measures to attend to the comments

The Action Plan is drawn up once the significant comments have been identified and with the aim of addressing situations that require some action. The actions to be carried out can be at different levels: responsible vice-rectorates, center where the incident occurs or coordination of the degree, if this is the case.

The Action Plan is taken to the Teaching Evaluation and Improvement Commission (CAMD) for discussion and approval.

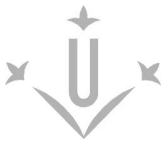
The general comments on the qualifications are included in the processing of the information for the preparation of the center's annual Improvement Plan.

11. Apply the Plan of Measures

Once the Plan of Measures has been approved by the CAMD, the vice-rectorate responsible for surveys leads the implementation of the proposed measures, with the participation of the vice-rectorate responsible for teaching, the unit responsible for PDI training and the unit responsible for quality and planning teacher.

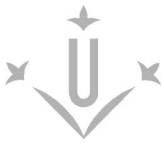
12. Report on the actions taken

Periodically, the vice-rectorate responsible for surveys informs the CAMD of the measures being implemented.

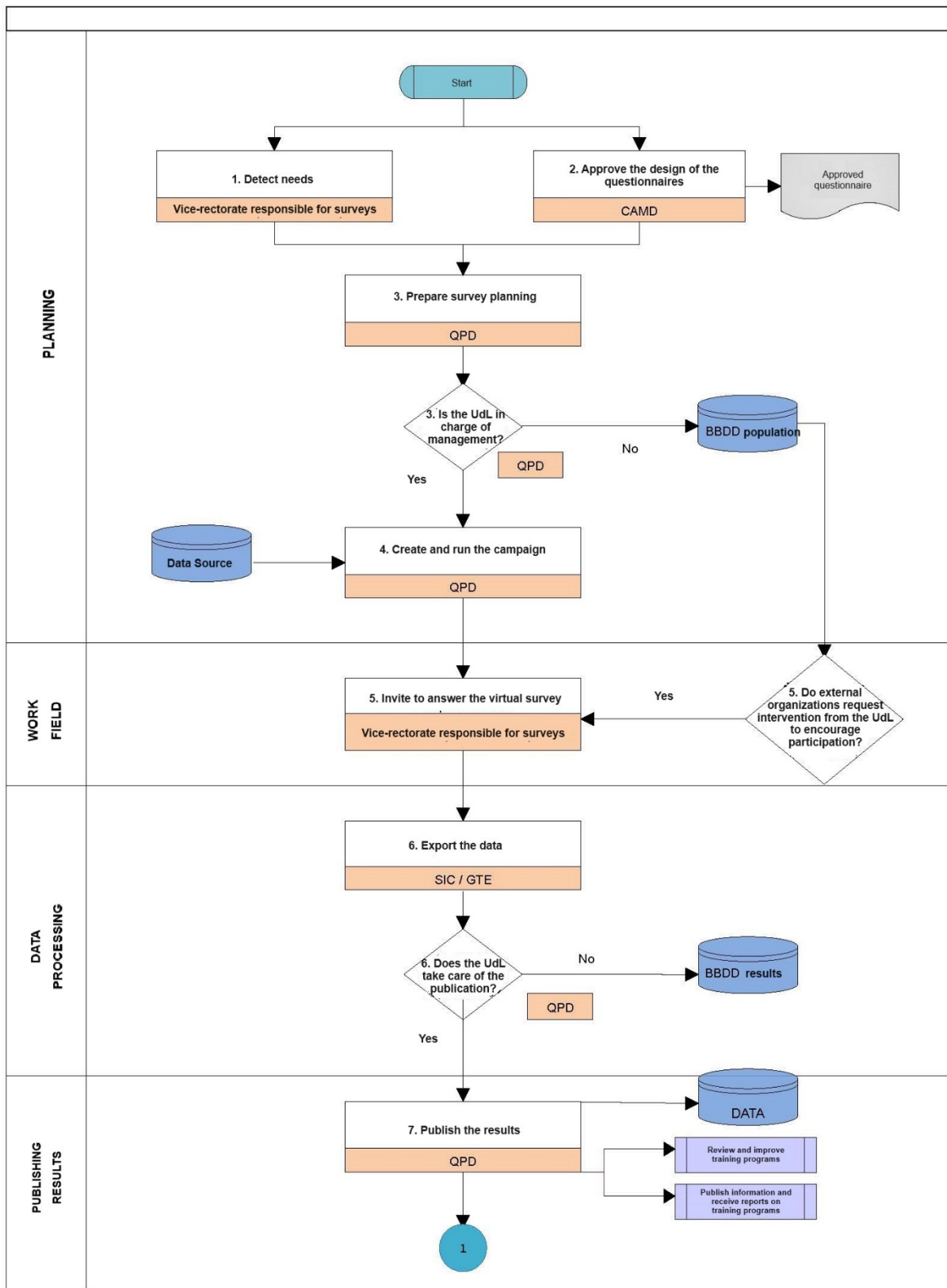


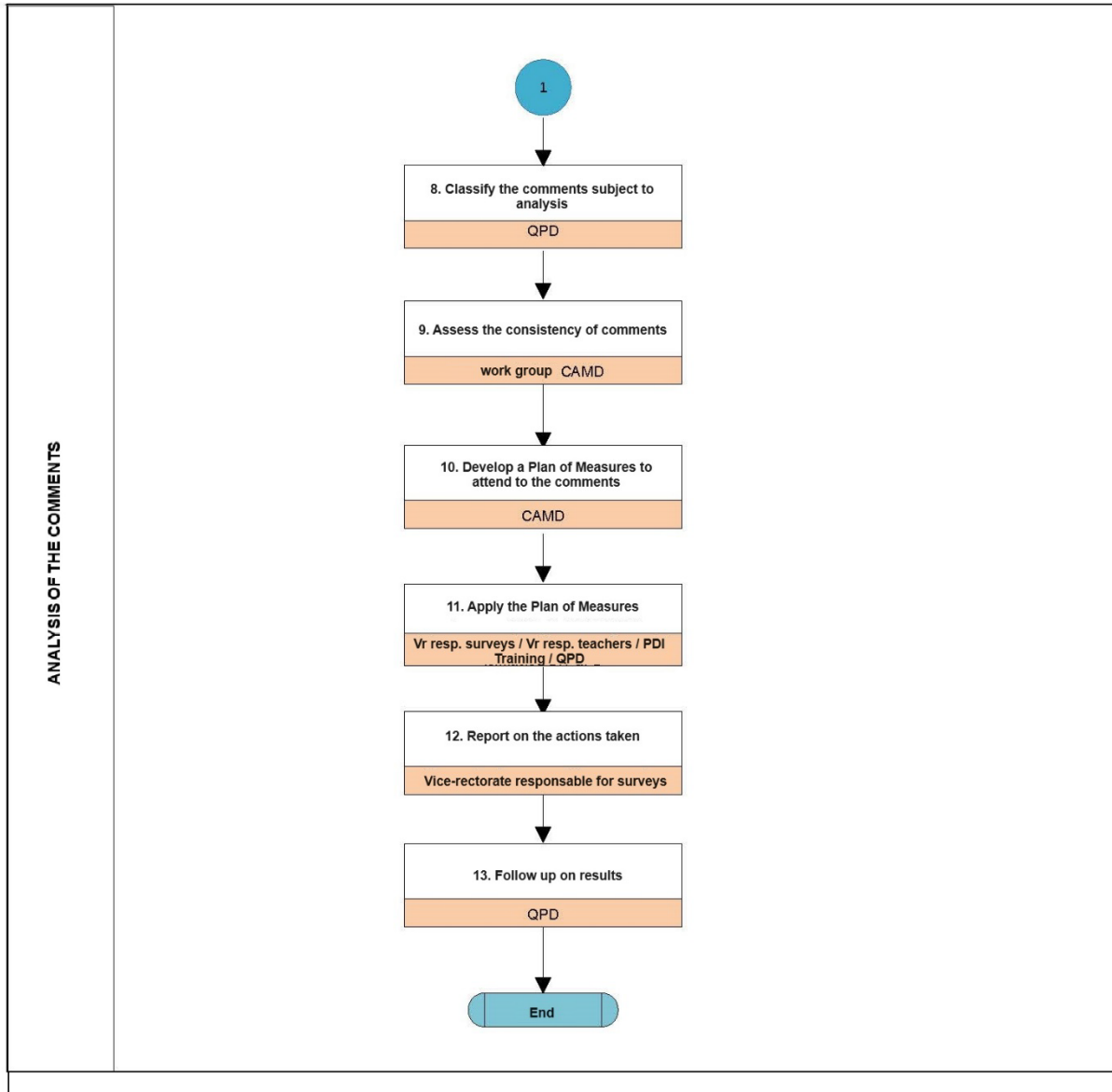
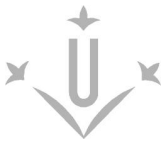
13. Follow up on results

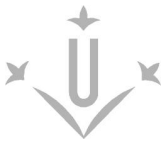
In the successive opinion studies, the QPD unit monitors the results obtained by the groups that have been the object of action.



8.2. ACTIVITY FLOW







8.3. RESPONSIBILITIES

- **Teaching Evaluation and Improvement Commission (CAMD):** Approves the questionnaire models to be used for the UdL opinion surveys, or their modifications, monitors the results of the surveys and resolves issues related to these opinion and satisfaction studies.
- **Vice-rectorate responsible for surveys:** It is responsible for the management of surveys at the UdL. Marks the guidelines relating to the survey procedures considering the identified needs. It informs the responsible committee of the operation and results of the different types of survey.
- **Unit of QPD:** Responsible for managing procedures related to opinion polls.
- **Data Management Technicians (GTE) and Programming Analysts (SIC):** They are in charge of matters relating to management, the maintenance and updating of databases, digital survey platforms and data collection from closed surveys.

9. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
Questionnaire approved	QPD
BBDD population	QPD
Data Source	QPD/SIC
BBDD results	GTE/SIC