

SERVICE CHART

A large, dark metal padlock is the central focus, resting on a highly reflective, polished floor. The floor's surface is covered in a grid of fine scratches and reflects the padlock and the figures below. Two tiny human figures are standing on the floor in the lower right quadrant. One figure, wearing a dark suit and a hat, stands with their back to the camera. The other figure, wearing a light-colored suit, stands facing the first figure with their right arm raised in a gesture. The background is a bright, yellowish-green light that creates a strong glow around the padlock and the figures.

**DIRECTORATE FOR EVALUATION
AND ACCREDITATION
(DEVA)**

ANDALUSIAN AGENCY OF KNOWLEDGE

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The Directorate for Evaluation and Accreditation (DEVA) of the Andalusian Agency of Knowledge, which is attached to the Ministry of Economy, Innovation, Science and Employment of the Andalusian Regional Government, is the competent body for evaluation and accreditation of university institutions and teaching staff, and of research and personal activities, in the Andalusian System of Knowledge.

DEVA's functions are regulated by the Statutes of the Andalusian Agency of Knowledge, approved by Decree 92/2011 of 12 April.

DEVA has assumed the powers of the former Andalusian Agency for Quality Assurance in Higher Education and Research (AGAE). The Agency was favourably assessed in the external accreditation process conducted by the European Network for Quality Assurance in Higher Education (ENQA) on 6 April 2009. Ever since its creation, the Agency has been a member of ENQA, which has assured and strengthened its commitment to the quality criteria adopted in Bologna and expressed in ENQA's Quality Assurance Criteria and Guidelines for the European Space of Higher Education. At present, the Agency is a full-member of ENQA.

DEVA's Service Chart is intended to provide users with access to information, mechanisms and ways for active cooperation to improve DEVA's services. In addition, the Chart reflects DEVA's commitment to improving its services. To this end, DEVA's Management will take any steps needed to assure that the Chart contents are applied by all persons at its service.

1. DEVA'S FACTS AND AIMS

Mission

To assist the Andalusian University and Research System (SAUI) in every way it may require in the evaluation and accreditation of Higher Education and R&D&I activities by adapting its actions to social demands and the quality requirements of university and research training in the framework of the European Space of Higher Education.

Vision

To become a national and international reference organization for evaluation, certification and accreditation of higher education institutions and agents, their study programmes, research activities and innovation plans. Also, as a public service

organization subject to periodic review, to meet social demands with excellence and to anticipate users' future needs.

Values

DEVA's actions rely on the principles of transparency, objectiveness, independence, equality and equity, confidentiality, public service and social commitment, legality, coordination and cooperation, efficiency, environmental commitment, and occupational health and safety.

Target groups

- Andalusian universities (teaching and research staff, students, administration and support staff, management bodies).
- Evaluators.
- Regional Ministry of Economy, Innovation, Science and Employment.
- Employees.
- University institutes.
- Evaluation agencies.
- Employers.
- Society at large.

2. SERVICES INCLUDED IN THE CHART

The Chart contains the following services among those provided by DEVA, which are described on the webpage <http://deva.aac.es/>:

1. Evaluation of teachers with a view to their accreditation and future hiring by Andalusian universities.
2. Evaluation of teachers with a view to their appointment as emeritus professors by Andalusian public universities.
3. Evaluation of teaching and research activities, and of teaching and research staff management activities, in Andalusian public universities.
4. Verification of official undergraduate, graduate and doctoral degrees.
5. Evaluation of modification proposals for undergraduate, graduate and doctoral degrees.
6. Follow-up of official university degrees.
7. Support to the evaluation and training of teaching staff (DOCENTIA).
8. Teaching innovation.

9. Evaluation of foreign language knowledge accreditation procedures of Andalusian universities.
10. Evaluation of excellence projects by research groups.
11. Evaluation of interannual activity in research and technological development groups (groups under the Andalusian R&D&I Plan).
12. Evaluation of incentives to scientific and technical activities.
13. Evaluation of international projects.
14. Evaluation of knowledge capture projects.
15. Follow-up evaluation of excellence projects.
16. Evaluation of university institutes
17. Evaluation of incentives to research activities conducted by organizations from other Spanish autonomous regions, or by Andalusian universities or research centres.

3. REGULATORY NORMS

- ENQA's Quality Assurance Criteria and Guidelines for the European Space of Higher Education.
- Spanish University Law (Organic Act 6/2001 of 21 December, modified by Organic Act 4/2007 of 12 April).
- Legislative Decree 1/2013 of 8 January approving the consolidated text of the Andalusian University Law.
- Science and Knowledge Law (Act 16/2007 of 3 December).
- Royal Decree 1393/2007 of 29 October structuring official university studies, modified by Royal Decree 861/2010 of 2 July.
- Royal Decree 99/2011 of 28 January regulating official doctoral studies.
- Decree 92/2011 of 19 April approving the Statutes of the Andalusian Agency of Knowledge.
- Order of 11 December 2007 setting up the regulatory bases of the stakeholder incentive programme of the Andalusian System of Knowledge and calling applications for the period 2009–2013.
- Resolution of 15 December 2005 establishing the procedure for evaluation of contractual figures in the Andalusian University System.
- Announcement of 28 May 2013 of the Managing Director of the Andalusian Agency of Knowledge communicating approval of the evaluation procedure for Tenured Lecturers with PhD clinically bound to the Andalusian Public Health System within the framework of the Andalusian University System.

4. USERS' RIGHTS

Pursuant to article 35 in the Law of Legal Regime of Public Administration and the Common Administrative Procedure (Act 30/1992 of 26 November) and to article 6 in the Law of Electronic Access of Citizens to Public Services (Act 11/2007 of 22 June), users have the right to

1. Be treated with due respect and consideration.
2. Receive general and specific information in person, by phone or through the Internet about any procedures involving them dealt with by the Centre.
3. Receive direct, personal service.
4. Obtain administrative information in an efficient, expeditious manner.
5. Receive factual, truthful, accessible information with strict confidentiality.
6. Obtain positive guidance.
7. Know the names of the officials and staff members dealing with their procedures.

DEVA additionally grants users the right to

- Know the characteristics of its services, functions and provisions.
- Be informed about DEVA's services, whether in person or by postal mail, e-mail, phone or fax.
- Receive truthful information in an efficient, expeditious manner.
- Receive direct, personal service.
- Be advised on the procedures for completion of documents and filing of claims, complaints and suggestions about DEVA's services.
- Know the processing status of their procedures.

5. FILING OF SUGGESTIONS AND CLAIMS

Suggestions, claims and complaints about DEVA's services and non-fulfilment of the commitments in this Service Chart can be filed as follows:

- By using the following hyperlink to the Andalusian Agency for Social Services and Dependency:
www.juntadeandalucia.es/agenciadeserviciosocialesydependencia.
- By using a Suggestions and Claims sheet from the Andalusian Regional Government available in paper form from DEVA and all registry offices of the Regional Government, and in electronic form from the following hyperlink: www.juntadeandalucia.es/justiciayadministracionpublica/lsr/index.jsp. The form

can be filled in and then presented electronically if the user possesses an appropriate digital certificate, as a print-out at any registry office of the Andalusian Regional Government or by any other means provided for in Act 30/1992.

In the event of any commitment contained in this Chart not being fulfilled, the Secretary General, in charge of its management, will send the interested user a letter stating the specific steps taken to correct the reported deficiency.

This Service Chart is subject to the action of the General Inspectorate of Services of the Andalusian Regional Government, which additionally supervises suggestions, claims and complaints about the Agency or its services formulated via the Suggestions and Claims Book of the Andalusian Regional Government.

The Regional Government shall not be held responsible for any damage caused by non-fulfilment of the Agency's commitments.

Users can also make suggestions, claims and complaints by the following means:

User box: <http://deva.aac.es/>

E-mail: deva.aac@juntadeandalucia.es

Phone: +34 957 355037

Fax: +34 957 355039

Postal address:

Doña Berenguela, s/n

Planta 3ª y 4ª

14006 Córdoba

Spain

DEVA's Management will supervise any suggestions, claims and complaints about the functioning of the Agency's services, and communicate the person concerned any steps taken in response, and their outcome, within 15 days of reception.

6. QUALITY COMMITMENTS

In providing the services described in this Chart, DEVA commits itself to

1. Knowing and meeting users' needs and expectations.

2. Conducting procedures and delivering services in a careful, expeditious manner.
3. Disseminating information about its procedures and/or services.
4. Delivering services reliably and with assurance of transparency, independence and equity in the results.
5. Taking advantage of users' knowledge to improve its services.
6. Maintaining its equipment and facilities in good order in order to assure correct delivery of services.

7. QUALITY INDICATORS

1. Overall appraisal of user surveys.
2. Number of actions performed to capture, know and meet users' needs and expectations.
3. Number of users participating in service satisfaction surveys.
4. Proportion of assessments completed before their scheduled deadlines.
5. Number of events or sessions held to inform about procedures or services.
6. Webpage update frequency.
7. Update of guides and procedures.
8. Proportion of evaluation reports produced.
9. Preparation and publication of results reports.
10. Number of commitments fulfilled.
11. Number of appeals and their bias analysis.
12. Number of unfavourable reports and their bias analysis.
13. Number of events or sessions held to foster users' participation.
14. Number of actions performed to foster stakeholder's participation.
15. Software update frequency **[N.T. correcto??]**.
16. Committee renewals.
17. Visibility of assessment criteria in each procedure.

8. CITIZEN PARTICIPATION PROCEDURES

DEVA has set up various mechanisms for cooperation and participation of service users including periodic surveys among stakeholders and establishment of efficient information, communication and participation channels

- Channels or mechanisms for participation of citizens in improving available services:
 - Periodic meetings with user groups.
 - Forums, seminars and other meeting types.
 - Meetings with other public and private institutions.
 - User satisfaction surveys.
 - General e-mail boxes.

- Information and communication channels:
 - Personal: Forums, seminars and other meeting types.
 - Written: Letters and communications.
Service brochures and Service Chart.
Service guides and procedures.
 - Internet: Webpage.
Letters and communications.
 - Phone: Enquiries phones.

9. QUALITY ASSURANCE SYSTEM

DEVA has devised a Strategic Plan to set quality objectives for both the institution as a whole and its individual departments, as well as a time schedule of programmes, actions and associated assessment mechanisms.

The design and implementation of the Strategic Plan relies on excellence models and is endorsed by wide consensus among stakeholders. DEVA's Quality Assurance System (QAS) has implemented the plan via this Service Chart, periodic user satisfaction surveys, suggestion and complaint management, and external evaluations by the European Network for Quality Assurance in Higher Education (ENQA).

DEVA's QAS is concerned with

- Defining and/or revising objectives.
- Current and future needs of the organization, and social and entrepreneurial demands in its field of action.
- Los hallazgos pertinentes de las revisiones por la dirección **[N.T. a qué se refiere??]**.
- Current process performance.
- Stakeholders' satisfaction.

- Self-assessment results.
- Comparative studies, threat analysis and opportunities for improvement.
- The resources needed to fulfil its objectives.
- Continuous improvement by monitoring fulfilment of programme objectives and gradually adapting them to emerging norms and requirements.

10. SUPPLEMENTARY INFORMATION

Contact

Address:

Doña Berenguela, s/n
Planta 3ª y 4
14006 CÓRDOBA
Spain

Phone: +34 957 355037

Fax: +34 957 355039

E-mail: deva.aac@juntadeandalucia.es

Web page: <http://deva.aac.es/>

Access

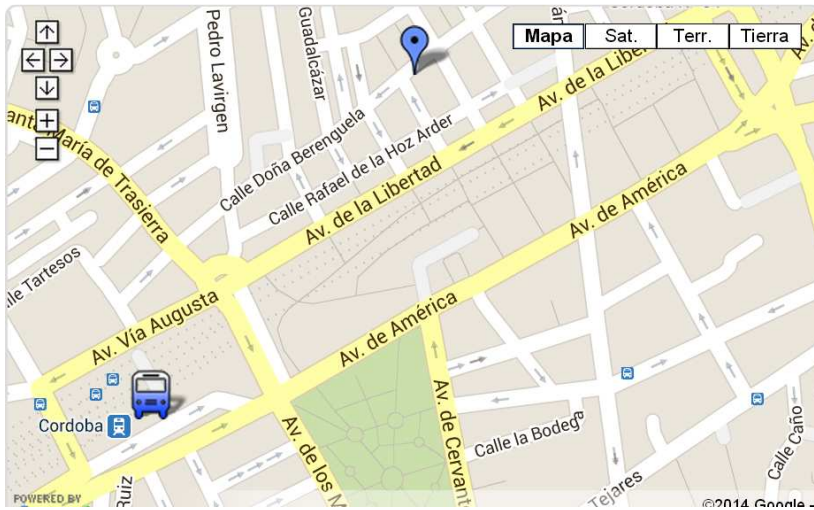
Urban bus: Lines 5, 9, 10, 11 and 12 (“Llanos del Pretorio” stop)

DEVA is a 10 minute’s walk from Cordoba’s railway and bus stations.

Office hours:

9:00 am to 2:00 pm, Monday–Friday

Location plan:



Annex 1. Relationships between areas and services in the Chart

DIRECTORATE FOR EVALUATION AND ACCREDITATION (DEVA)	
AREA	SERVICES – PROCESSES
A1. Studies	A1S1. Evaluation for verification of official undergraduate, graduate and doctoral studies
	A1S2. Evaluation of modification proposals for undergraduate, graduate and doctoral studies
	A1S3. Follow-up of official university degrees
	A1S4. Support of teacher evaluation and training (DOCENTIA)
	A1S5. Evaluation of foreign language knowledge accreditation procedures of Andalusian universities
	A1S6. Teaching innovation
	A1S7. Evaluation of university centres
A2. Research	A2S1. Evaluation of excellence projects by research groups
	A2S2. Evaluation of interannual activity of technological R&D&I groups
	A2S3. Evaluation of incentives to scientific and technical activities
	A2S4. Evaluation of international projects
	A2S5. Evaluation of knowledge capture projects
	A2S6. Follow-up evaluation of excellence projects
	A2S7. Evaluation of university institutes
	A2S8. Evaluation of incentives to research activities by bodies from other Spanish regions or Andalusian universities or research centres
A3. Teachers	A3S1. Evaluation of teachers with a view to their accreditation and future hiring by Andalusian universities
	A3S2. Evaluation of teachers with a view to their appointment as emeritus professors by Andalusian universities

The applicable indicators are disaggregated as follows:

- DEVA: the indicator is not repeated since it refers to general actions involving the Directorate as a whole
- Areas: the indicator is repeated in each area involved
- Services: the indicator is repeated as many times as services are involved

Annex 2. Relationships between dimensions, commitments and indicators in the Chart

Dimensions	Objectives and commitments	Indicators	Disaggregation level	Quality standard	Computation frequency
Responsiveness	O.1. To conduct procedures and deliver services in a careful, expeditious manner	I.1.1. Proportion of evaluations completed before their scheduled deadlines	Services	100%	Yearly
Resources	O.2. To maintain equipment and facilities in good order in order to assure correct delivery of services	I.2.1. Software update frequency [N.T. correcto??].	Areas	Yes	Yearly
	O.3. To keep committees updated in order to assure correct delivery of services	I.3.1. Renewal of committees	Areas	Yes	4 years
User support	O.4. To know and meet users' needs and expectations.	I.4.1. Overall assessment of user surveys	Areas	≥ 4	2 years
		I.4.2. Number of actions performed to capture, know and meet users' needs and expectations	DEVA	100% planned	Yearly
		I.4.3. Number of users participating in service satisfaction surveys	Areas	75%	Yearly
Communication	O.5. To disseminate information about procedures and/or services	I.5.1. Number of events or sessions held to inform about procedures or services ^(*)	DEVA	100% planned	Yearly
		I.5.2. Webpage update frequency	Services	Yes	Yearly
		I.5.3. Update of guides and procedures	Areas	Yes	Yearly
		I.5.4. Visibility of assessment criteria in each procedure	Areas	Yes	Yearly
Reliability and transparency in the results	O.6. To deliver services reliably and assure transparency in the results	I.6.1. Proportion of evaluation reports produced	Areas	100%	Yearly
		I.6.2. Preparation and publication of results reports	Areas	Yes	Yearly
		I.6.3. Number of commitments fulfilled	Areas	100%	Yearly
		I.6.4. Number of appeals and their bias analysis	Areas	≤ 1%	Yearly
		I.6.5. Number of unfavourable reports and their bias analysis	Areas	95%	Yearly
Participation	O.7. To use stakeholders' knowledge to improve services	I.7.1. Number of events or sessions held to collect information about users' needs and expectations ^(*)	DEVA	Yes	Yearly
		I.7.2. Number of actions performed to foster stakeholders' participation	DEVA	100% planned	Yearly

Annex 3. Disaggregation levels of indicators in the Chart

	I.1.1.	I.2.1.	I.3.1.	I.4.1.	I.4.2.	I.4.3.	I.5.1.	I.5.2.	I.5.3.	I.5.4.	I.6.1.	I.6.2.	I.6.3.	I.6.4.	I.6.5.	I.7.1.	I.7.2.
DEVA					x						x					x	x
A1.		x	x	x		x	x	x	x	x			x	x	x		
A1S1.	X											X					
A1S2.	X											X					
A1S3.	X											X					
A1S4.	X											X					
A1S5.	X											X					
A1S6.	X											X					
A1S7.	X											X					
A2.		x	x	x		x	x	x	x	x			x	x	x		
A2S1.	X											X					
A2S2.	X											X					
A2S3.	X											X					
A2S4.	X											X					
A2S5.	X											X					
A2S6.	X											X					
A2S7.	X											X					
A2S8.	X											X					
A3.		x	x	x		x	x	x	x	x			x	x	x		
A3S1.	X											X					
A3S2.	X											X					