



## Final Report on accreditation renewal of Master in General Health Psychology at University of Granada

### 1. DEGREE DETAILS

<b>ID Ministry</b>	4314541
<b>Degree Denomination</b>	University Master in General Health Psychology
<b>University</b>	University of Granada
<b>Centre</b>	International PostGraduate School
<b>University Participant/s</b>	
<b>Field of Knowledge</b>	Health Sciences

### 2. NORMATIVE SCOPE

Accreditation renewal is issued in accordance with the procedure established in article 27.bis of Royal Decree 1393/2007, October 29, regulating official university education. Evaluation has been conducted according to the criteria and guidelines for Quality Assurance in the European Higher Education Area (ESG) established in the *Guide for Accreditation Renewal of University Bachelor and Master Degrees*, provided by the Andalusian Knowledge Agency Direction for Evaluation and Accreditation.

The Andalusian Knowledge Agency, in accordance with the provisions of Law 16/2007, December,3, has been assigned the competences on evaluation and accreditation of university activities.

The Accreditation Renewal Commission, designated by the Andalusian Knowledge Agency Direction for Evaluation and Accreditation, has the competences for conducting the accreditation renewal evaluation of University official degrees. This report is issued by the aforementioned Commission of experts who act within an independent and autonomous system.

### 3. EVALUATION CONTENT

The Commission issued this report with the following evaluation:

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- First: It is certified and **verified** the compliance with the criteria as established in the *Guide for Accreditation Renewal of Andalusian University Bachelor and Master Degrees*, provided by the Direction for Evaluation and Accreditation, December 2014.
- Second: **Recommendations and special follow-up recommendations** are provided and an improvement Plan will be assessed through the follow-up stage.
- Third: The unresolved **modifications** marked in the provisional report which motivate, where applicable, the unfavourable report.

## MOTIVATION

### 3.0. INTRODUCTION

The Accreditation Renewal Commission in the light of the self-report for accreditation submitted by the applicant University, its evaluations, the evidences, answers and explanations provided during the accreditation visit, issued the Provisional Report for the accreditation renewal including modifications and recommendations on several criteria. Once the allegations were submitted on time by the University, the Accreditation Renewal Commission analysed such allegations and issued this Final Evaluation Report.

This Degree entitles students for professional development and it has to meet the requirements established by the Ministry of Education.

### 3.1. AVAILABLE PUBLIC INFORMATION

#### *It is achieved*

The information on the degree is made available on the UGR website Masters section. The available information on the Master studies is updated and covers all the key aspects concerning the Degree details, Plan of Studies, and additional information on professional career development in General Health Psychology; academic aspects (timetables, teachers, mobility, evaluation criteria); administrative (access and admission, enrolment, scholarships, normative for permanence and FMT, ECTS transfer system) for Master and new students' interest. The information on the Degree Internal Quality Assurance System is made accessible through the tab "Master Evaluation, follow-up and improvement"; information on the composition and normative concerning the Internal Quality Assurance Commission (CGIC), as well as access to the different procedures of the Internal Quality Assurance System

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(SGIC), Degree indicators, Verified Report, verification and follow-up reports and the Improvement Plan. Finally, a suggestions and complaints mailbox and an inquiry form are available on the website. The Master website evaluation has been rated a *medium to high* level.

Additionally to this specific information, UGR has launched a microsite for general information, addressed mainly to future students, including information on the Master studies.

### 3.2. QUALITY ASSURANCE SYSTEM

***It is partially achieved***

UGR has a common SGIC for all Master degrees. Despite the appropriate implementation, some of the procedures might be improved, such as the procedure concerning the satisfaction degree with PAS which is common in the International PostGraduate School, and therefore, there is no possibility to access to all degrees specific information. In the case of graduates and employers, it has not been implemented the data collection procedure on the degree of satisfaction, however, during the visit, it was verified that it will available next academic year. According to the provisional report allegations submitted, UGR will collect and analyse such information in the future, which is positively valued, and there have been also considered appropriate the proposals on data collection from PAS satisfaction degree.

The CGIC composition and its rules are made public through the Master website, following thus one of the recommendations issued in the degree follow-up report. There is evidence that CGIC conducts an important activity regarding the Degree analysis and improvement, and therefore, is positively valued the analysis presented in the accreditation renewal self-report. Additionally, it has been verified that, with some exceptions, the Degree direction has launched several actions to follow the recommendations included in the different follow-up reports. Nevertheless, It is not possible the access to CGIC minutes including the analysis of all areas for improvement and the proposals of the corresponding actions, as it has been pointed out in the Degree follow-up report. Furthermore, It must be enhanced the inclusion of all the initiatives launched and the actions for improvement included in the Improvement Plan, as a result of both the Degree follow-up process and the analysis by the CGIC members. Currently there is a correctly structured Degree Improvement Plan, published on the Master website, though including just four actions. Despite three of them have been seemingly developed, it is not clear the achievement of the objectives proposed. Therefore, it will be just an active action for the academic year 2017-2018. The actions for improvement outlined in the allegations presented to the provisional report are positively valued, however, the recommendation to facilitate its follow-up is maintained.

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**Recommendations:**

- 1.- It is recommended to increase the Improvement Plan effectiveness.
- 2.- It is recommended the implementation of data collection procedures concerning graduates, employers and PAS' degree of satisfaction with the Master.

**3.3. EDUCATIONAL PROGRAMME DESIGN, ORGANISATION AND DEVELOPMENT**

*It is partially achieved*

The educational programme has undergone no essential modifications from its verification, and it is carried out, in general, according to the guidelines established in the Verified Report. The educational guides are updated and in compliance with the guidelines issued in the Report, nevertheless there are some differences concerning the description of competences. It is noticeable that just a few guides differentiate between basic and supplementary bibliography. Despite the correct revision and updating, during the interviews, it could be verified that, for some cases, there are some differences between the educational activities and evaluation methods included in the guides and those ones actually implemented. It must be taken into account that the students' satisfaction degree concerning education planification and development is at medium level and it has lightly decreased last year.

The offer of places is in accordance with the provision in the Verified Report, however the places for new students enrolment has increased last year, which is more than 40% higher than the number of places offered. Although the reasons are indicated in the self-report, notwithstanding the possible administrative circumstances, a higher number of students might be a risk for the appropriate educational programme development, specially concerning the necessity of external practice which is essential to acquire professional skills. As it is indicated in the allegations, the offer of places will be modified and, for that reason, a special follow-up recommendation is maintained regarding this issue.

External practices are positively valued by students and teachers, however, the offer of destinations is not so positively considered. Despite this problem has been adequately analysed by the Master direction, moreover it is understandable that it is not easy to have a wide offer of agreements including the necessary requirements between the University and health centres, it is recommended to make an effort to achieve a wider quality offer which guarantees the students' practice training adequate for their career development in the future. In fact, it was verified during the interviews that there is a certain variability among the different centres concerning the activity to realise (in some cases unavoidable), but also regarding key aspects such as the coordination with tutors or the number of interventions in which each student participates.

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Finally, there have been no mobility actions, although taking into account the characteristics of the Master it is not easy to sign adequate agreements, which makes more difficult stay realisations at other universities. In this sense, it is positively valued the inclusion of a specific improvement and the agreements established.

**Recommendations**

- 3.- It is recommended to increase the offer of destinations for practices and improve coordination with centres.
- 4.- It is recommended to reinforce the offer of destinations for exchange programmes.

**Special Follow-up Recommendations:**

- 1.- The actions proposed must be carried out to adjust the number of new students to the provisions included in the Verified Report.

**3.4. TEACHING STAFF**

*It is achieved*

Teaching staff is adequate for the training programme development. The changes applied for medical leave reasons, and the new faculty's profile is adequate for the characteristics of the Degree.

The Master's faculty has a wide academic experience in teaching and research, and more than 80% of them have active six-year terms and/or participate in competitive research projects. On the other hand, teachers' participation in training programmes is improvable. In the self-assessment report is indicated that academic training does not depend on the Master, it must be taken into account that the improvement of teaching staff educational quality will affect the Master improvement. Participation data included in the report, without being alarming, are clearly improvable and require, at least, deeper reflection.

Master's Academic Commission is responsible for the academic guides content revision and the training programme adequate coordination. Nevertheless, although the efforts made are positively valued, it was verified during the interviews there were some problems concerning coordination in theoretical subjects that repeat content included in the Bachelor Degree. Despite, in some cases, this seemed to be justified by the students' different academic origins, it must be taken into account that all of them present the same skills and therefore, it would not be necessary that Master studies covered a possible lack from Bachelor ones. The inclusion of an action for improvement related to this issue and taken into account in the allegations provided in the provisional report, is positively valued, however it is maintained the recommendation to facilitate follow-up.

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**Recommendations**

5.- It is recommended to review coordination mechanisms for the training programme.

**3.5. INFRASTRUCTURES, SERVICES AND RESOURCES ALLOCATION**

*It is achieved*

Infrastructures and available resources are adequate for the Degree characteristics and there are have been no remarkable modifications in regards to the information presented in the Verified Report. The main educational facilities and infrastructures are provided by the Mind, Brain and Behaviour Research Centre and the Faculty of Psychology. Additionally, the Master has several associated services such as library, newspaper library, Doc library and laboratory. Some of the clinical practice is developed at the University of Granada Psychology Clinic.

As far as the Master management is concerned, it depends on the International PostGraduate School. In general, both students and teachers’ satisfaction degree is high, except for the case of attention to complaints and suggestions which presents a lower rate from last year students. The possible reasons for this lower degree of satisfaction have not been analysed through the self-assessment report. In any case, as it was verified during the interviews, the UGR is launching several actions for improvement to resolve some of the administrative problems detected.

Both the UGR and the Master’s direction carry out actions for academic and professional counselling. Nevertheless, these aspects has a lower valuation by students and, in fact, they are the lowest scoring indicators. It was also remarked during the interviews the importance of professional counselling improvement. The analysis presented in the self-assessment report it is positively valued, however, specific actions for improvement should have been launched, included within the Degree improvement plan.

**Recommendations:**

6.- It is recommended to develop the actions for improvement proposed concerning the Master administrative management.

**3.6. LEARNING OUTCOMES**

*It is achieved*

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In general, training activities and methodology are adapted to the provision in the Verified Report and they are oriented to the Degree learning aims and academic achievement. Nevertheless, it was verified during the interviews that, in some cases, there are differences between the systems included in the guides and those ones actually developed.

The different subjects qualifications, included the master thesis, TFM, and the academic indicators present satisfactory value, as established in the Verified Report. Regarding subjects qualifications, it is remarkable the high percentage of *distinction*, as well as the fact that 100% of TFM achieved the aforementioned qualification. Despite the direction justifies these excellent outcomes for the students high motivation levels, the high average grade in admission and the high percentage of students who have taken other postgraduate studies, it is important to analyse in detail the outcomes achieved to guarantee the evaluation systems proper functioning.

### 3.7. SATISFACTION AND PERFORMANCE INDICATORS

#### *It is partially achieved*

In the evaluation of the different stakeholders' satisfaction degree, it is surprising the considerable fluctuation observed in the case of students, with lower results last year. Despite the possibility these data were the result of a low participation rate in the surveys and, therefore, the outcomes produced might not be accurate, it is alarming that the lowest degree of satisfaction had been obtained last year, when the participation rate had improved. In any case, this issue is not analysed in the self-assessment report and, although the efforts made by the direction to improve the different stakeholders' participation in the satisfaction surveys are positively value, this effort will not benefit the Degree if the results obtained are not thoroughly analysed to develop actions for improvement where necessary.

The teachers' degree of satisfaction results are clearly better, with a higher level, whereas PAS results validity is conditioned by the fact that the analysed outcomes are global data and they are not specifically referred to the Degree. In the case of graduates and employers, there are not yet outcomes of global satisfaction with the Degree.

The results of satisfaction surveys on the teachers' educational activity are adequate, with high levels for all the analysed dimensions, except one, learning assessment. Concerning this issue, it is important to remark that, during the interviews, it was pointed out the evaluation systems used do not correspond always to the provision in the academic guides.

There are no satisfaction surveys for external practice tutors. There is just a question, within the global satisfaction questionnaire, on the external practice tutor's interest in students. Given the importance of practice training in this Degree, it is essential to develop a system which allowed to know the students' satisfaction degree with their practice tutors. In fact, during the interviews, it was verified the necessity of several areas for improvement

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concerning external practices, as it was mentioned above, such as the importance on enhancing the different the coordination mechanisms with different tutors.

As it has been mentioned above, the satisfaction degree with all the services for academic and professional counselling is quite low. This is a specially alarming issue given that this Master is provided to boost students' career. Despite the analysis on this issue it is positively valued, specific actions for improvement must be established to enhance these rates. The necessity to enhance professional counselling for graduates was one of the issues pointed out during the interviews. There are not available data concerning graduates insertion on labour market.

The actions for improvement proposed in the allegations to the provisional report concerning the different stakeholders' degree of satisfaction are positively valued, nevertheless the recommendations are maintained to facilitate follow up.

The assessment of academic indicators temporal evolution is adequate to the students typology and the training programme characteristics. There have not been withdrawal, and the efficiency rates, outcomes and performance achieved the aims established in the Verified Report.

The analysis on the Degree sustainability is adequate. Teachers' experience, available resources and academic outcomes achieved support its sustainability. Additionally, as it a Master training that makes possible access to a regulated profession and the insertion in labour market for graduates in Psychology, it is expected that the high rate of applications for admission in the Degree is maintained or even increased next year, as it occurred since the implementation moment.

**Recommendations:**

8.- It is recommended to develop the actions for improvement proposed in the allegations included to the provisional report.

**4. CONCLUSIONS**

Taking into account the renewal accreditation report, the analysed evidences, the audiences during the visit to the University, and once the deadline for allegations is over, the Renewal Accreditation Commision analysed the allegations and issued this Final Evaluation Report.

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**2. QUALITY ASSURANCE SYSTEM**

Recommendations:

- 1.- It is recommended to increase the Degree plan for improvement operativity.
- 2.- It is recommended to implement the procedures on satisfaction data collection from graduates, employers and PAS with the Master.

**3. EDUCATIONAL PROGRAMME DESIGN, ORGANISATION AND DEVELOPMENT**

Recommendations:

- 3.- It is recommended to increase the offer of destinations for external practice and improve coordination with centres.
- 4.- It is recommended to reinforce the offer of destinations for exchange programmes.

Recommendations for special follow-up:

- 1.- The actions proposed for adapting the number of new students to the provision in the Verified Report must be carried out.

**4. TEACHING STAFF**

Recommendations:

- 5.- It is recommended to review the mechanisms for the training programme coordination.

**5. INFRASTRUCTURES, SERVICES AND RESOURCES ALLOCATION**

Recommendations:

- 6.- It is recommended to develop the actions for improvement proposed concerning the Master administrative management.
- 7.- It is recommended to develop actions for improvement regarding professional and academic counselling to students.

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## 7. SATISFACTION AND PERFORMANCE INDICATORS

Recommendations:

8.- It is recommended to develop the actions for improvement proposed through the allegations to the provisional report.

**The Accreditation Renewal Commission issued a FAVOURABLE report**

**FRANCISCO GRACIA NAVARRO**

**DIRECTOR FOR EVALUATION AND ACCREDITATION**

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