

QE (12) 2: Global improvement report

General information	
Report N ^o : 001	Academic year: 2023/2024
Place: UCV, Valencia, Spain	Date and time: 10/07/2024 – 10.30 CET

These improvement actions have been extracted from the analysis reports and the survey comments of the corresponding procedure. All evidence can be consulted at Whaller (Quality Assurance Results – Intake 2022): <https://my.whaller.com/sphere/412v2y/box/774649>

-Improvements related to the admission profile:

Actions taken from Analysis report of QE (06) 2 Analysis and improvement recommendations of the admission profile.

IMPROVEMENT ACTION PLAN FOR THE ADMISSION PROFILE					
Code and date of proposal	Improvement Action	Tasks to be developed	Responsible for the Task	Timing	Associated indicator and expected value
IAP-01 Date: 19/07/2023	Describe the tracks better	A video with the explanation of the tracks made by each track Coordinator	Coordinators of the tracks, and Joint Communication Unit	Promotion for intake 2025/2026	QI (06) 1 Enrolment rate -≥ 50%

-Improvements related to the academic results:

Actions taken from Analysis report of QE (01) 1 Analysis and improvement recommendations of the academic performance.

Code and date of proposal	Improvement Action	Tasks to be developed	Responsible for the Task	Timing	Associated indicator and expected value
IAP-01 Date: 10/07/2024	Avoid content repetition	Stablish a calendar organization in advance that can be shared, so that not only teachers and dates can be verified, but also the content, in order to avoid repetitions	Course Coordinators	Next academic year	QI (10) 1 ≥3
IAP-02 Date: 10/07/2024	Include co-supervisors' grades in final grades	The opinion of the co-supervisors should be included in the final grade	Master Thesis Coordinator	Next academic year	QI (10) 3 ≥3
IAP-03 Date: 10/07/2024	Increase the engage in online courses	Select teachers who demonstrate a higher level of commitment to their classes, especially when they are delivered online.	Course Coordinators	Next academic year	QI (10) 1 ≥3
IAP-03 Date: 10/07/2024	Take care of the mental health of the students during programme	Workshop on support networking and stress management	Programme Board	Next academic year	QI (10) 1 ≥3

-Improvements related to the mobility coordination:

The improvements shown below are corresponding to the General Student Survey Comments.

1. Strengthen communication and coordination

- Implement a standardized communication protocol between coordinators and students, including updates on deadlines, schedules, and administrative notices to avoid delays and inconsistencies in communication.

2. Optimize course structure and lecturer coordination

- Reduce the number of lecturers per subject to ensure more coherence and depth of content.

3. Enhance ARI (Applied Research Internship) organization

- Redesign the ARI research proposal process to make topics more realistic, feasible, and appropriately scoped.
- Provide clearer guidance and expectations for ARI deliverables earlier in the semester.

4. Improve support for Non-EU Students (Visas & Residence Permits)

- Develop a dedicated support system/team for visa and residence permit guidance tailored to non-EU students.
- Provide step-by-step timelines and documentation requirements well in advance to reduce administrative challenges.

5. Provide administrative and mobility information earlier

- Ensure that all mobility-related information (locations, requirements, administrative steps, costs) is provided with sufficient lead time allowing students to plan logistics and finances effectively.

-Improvements related to the teaching staff:

Improvement actions derived from Faculty feedback:

1. Improve time allocation for student monitoring

- Redesign workload distribution to ensure faculty have dedicated time slots for student monitoring and supervision.
- Introduce realistic limits on the number of students each lecturer supervises to maintain quality and avoid overload.
- Provide optional administrative support to reduce non-academic tasks and free up time for student mentoring.

2. Enhance coordination across first year courses and between specialization track courses

- Establish structured coordination meetings among course Coordinators to align schedules, deadlines, and content delivery.
- Create a centralized course planning system or shared calendar to visualize overlapping assignments and teaching loads.

3. Address insufficient or non-recognized compensation

- Review the compensation model to ensure teaching and supervision hours reflect actual workload and institutional expectations.
- For universities where compensation is restricted, negotiate alternative recognition mechanisms (e.g., teaching credits, reduced workload in other areas, or formal acknowledgement in performance evaluations).

-Improvements related to the available resources:

Based on the General Student Survey Comments.

1. Improve Timely Access to Learning Materials:

- Facilitate the course guide in advance.
- Require lecturers to upload PowerPoint slides and other course materials immediately after each class session.
- Set program-wide expectations for faculty regarding the timely release of academic resources before deadlines.

-Improvements related to the graduate profile and labour market integration:

Not yet applicable. Should be studied two years after graduation (July 2026)

-Improvements related to improve the general satisfaction of all the stakeholders:

Comments extracted from the Graduate Student Survey, Professors and Supervisors feedback and surveys:

Students:

Standardize coordination and communication across universities

- Establish unified communication protocols between partner universities to avoid students bearing the burden of information transfer.
- Define a standardised workflow for ARI, internships, and thesis processes to ensure consistency across institutions.
- Standardize exam formats and assessment criteria across courses within the same track.
- Develop shared assessment rubrics to ensure fairness and reduce instructor-dependent variability.
- Communicate exam expectations clearly and early to students.
- Share arrival guides and accommodation options well in advance of mobility periods.

Teaching staff:

Improve Teaching Quality and Faculty Engagement

- Implement peer-evaluation or teaching-observation systems to ensure consistent teaching quality across departments.
- Introduce clear expectations and accountability mechanisms for faculty participation and responsiveness.

- Create a centralised online platform where all partners upload deadlines, procedures, mobility details, and academic documents.

Supervisors:**Improve Master Thesis and ARI Supervision**

- Require supervisors to provide timely responses and structured feedback, particularly at midterm evaluation points.
- Set minimum communication standards for supervisors
- Offer guidelines and training for supervisors on expectations specific to this joint master's program.

Signed:

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