

**AGENCY FOR QUALITY ASSURANCE
IN THE GALICIAN UNIVERSITY SYSTEM (ACSUG)**
Annual Report 2010





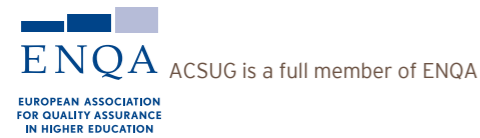
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Edited by:

**Agency for Quality Assurance in
the Galician University System (ACSUG)**

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ACSUG has implemented a Quality and Environmental Management System pursuant to the ISO 9001:2008 and ISO 14001:2004 Standards, as certified by AENOR. Its Environmental Management System has been positively appraised by EMAS (Community Eco-Management and Audit Scheme).

Desing, model-making and programming:
Ignacio Liédo (about.me/ignacioliédo)

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Introduction



The Agency for Quality Assurance Agency in the Galician University System (ACSUG) was created in 2001 in order to appraise and enhance the quality of the Galician University System (SUG).

In 2010, ACSUG continued with the activities it had already implemented, while consistently seeking to take account of all stakeholders in the SUG. Among these activities we can cite the verification of university qualifications, various evaluation processes to appraise the university teaching staff, and surveys conducted on labour market integration.

During this period we have also initiated new activities, particularly the Pilot Scheme to monitor Officially Recognised Qualifications, which has served as a learning activity that may be applied to the compulsory annual monitoring process of the degree courses already introduced in the Galician universities.

Internally, another initiative has been to set up the ACSUG Advisory Council in 2010. At its first meeting, this advisory body examined how the agency operates as a whole and issued its first report.

On a national scale, the ACSUG is a member of the Spanish Network of University Quality Assurance Agencies (REACU) and is one of the agencies participating in the University Committee for the Regulation, Monitoring and Accreditation of University Qualifications (CURSA), which performs the fundamental task of designing and establishing assessment methodologies for officially recognised university qualifications.

One of the activities introduced by REACU and coordinated by ACSUG was to collate information for a subsequent comparative study of the main features of the quality assurance agencies in Spain.

We can also mention other activities in which ACSUG staff have collaborated or participated in Spain, such as participating on a technical panel to develop a set of labour market integration indicators; in the working group of teaching staff experts; in the technical group for monitoring courses; and collaborating in the internal audit of the management system at AQU Cataluña.

During 2010 ACSUG continued to give special attention to international concerns by taking an active role in the activities of the European Association for Quality Assurance in Higher Education (ENQA), of which it is a full member.

With regards to its international involvement, an important aspect worth noting is the approval of ACSUG's inclusion on the European Quality Assurance Register for Higher Education (EQAR) in November 2010. The European quality assurance agencies, which belong to this register, are acknowledged for their professionalism and credibility in their activities.

We hope that this report, a reflection of the work and enthusiasm of ACSUG staff in the performance of their tasks, will help to divulge the numerous actions we have undertaken in 2010 whose purpose is to enhance the quality of the SUG.

ACSUG mission and vision



ACSUG has established a code of ethics, set out in a public document reflecting the general principles and strategic goals that are the basis for all its activities.

ACSUG's mission and vision are also contained in this document.

MISSION

The key mission of the ACSUG is to contribute towards the improvement of the SUG by issuing reports, conducting assessments, providing certification and accreditation for Galician University activities, particularly those related to teaching, research, the transfer of knowledge, and management.

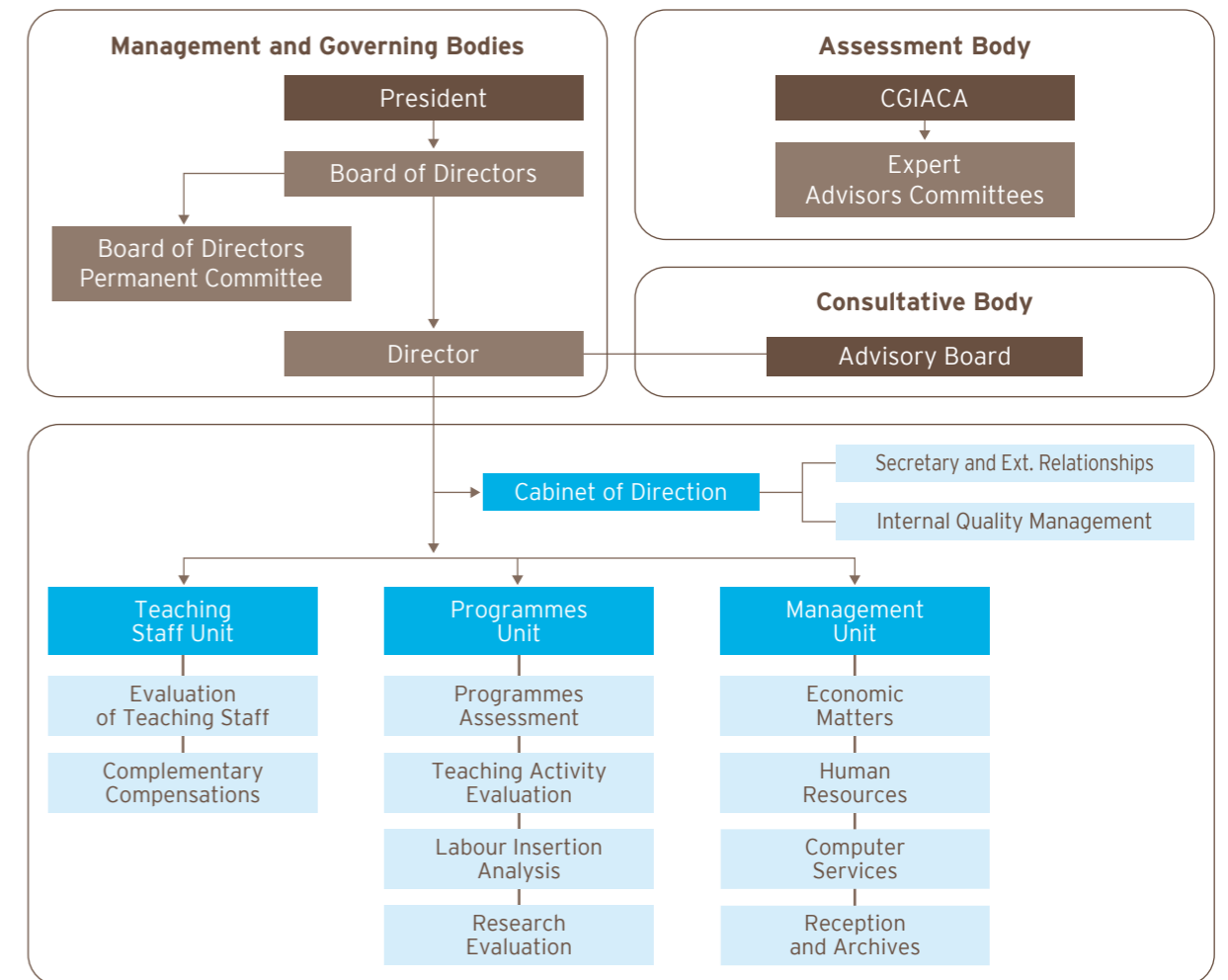
The ACSUG also serves as a permanent instrument for the collection and channelling of information between the Galician universities, other institutions, and stakeholders, enabling SUG to remain up to date and in touch with changing social demands.

VISION

ACSUG's vocation is to become a benchmark for quality assurance in the Higher Education Institutions of the SUG, and to be acknowledged in Galicia, Spain and internationally for its independence, transparency and credibility.

ORGANISATION CHART AND HUMAN RESOURCES

ACSUG's organisation chart and operations structure are shown in the diagram below:



ACSUG's institutional structure consists of the governing and management bodies, and its assessment and consultative bodies.

ACSUG's governing and management bodies comprise the president, the Board of Directors and the director.

The Galician Committee for Reports, Assessment, Certification and Accreditation (CGIACA), as the supreme evaluation body, and the Advisory Council as its consultative body, form a permanent part of ACSUG.

The ACSUG President

Is the institution's maximum representative. The position has a four-year term. Ms. Maria Patrocinio Morrondo Pelayo was appointed the new ACSUG president from 9 July 2009.

Board Of Directors

This is ACSUG's highest governing, management and administrative body, and is composed (December 2010) of the following members:

- a) The president of ACSUG, whose is also the chair of the Board of Directors:
 - Ms. Maria Patrocinio Morrondo Pelayo
- b) The head of the department responsible for university affairs:
 - Mr. Jesús Vázquez Abad
Councillor of University Education and Organisation
- c) The heads of each of the departments with the responsibility for Higher Education and Research, Development and Innovation:
 - Mr. José Alberto Díez de Castro
General Secretary for the Universities
 - Mr. Benito Fernández Rodríguez, representing Mr. Ricardo Capilla Pueyo
General Manager for Research, Development and

- Innovation
- d) The vice-chancellors of the universities of the SUG:
 - Mr. José María Barja Pérez
Vice-chancellor of the University of A Coruña (UDC)
 - Mr. Juan José Casares Long
Vice-chancellor of the University of Santiago de Compostela (USC)
 - -Mr. Salustiano Mato de la Iglesia
Vice-chancellor of the University of Vigo (UVI)
- e) The presidents of the Social Councils of the SUG universities:
 - Mr. Antonio Abril Abadín
President of the Social Council of the UDC
 - Mr. Manuel Puga Pereira
President of the Social Council of the USC
 - Mr. Emilio Atrio Abad
President of the Social Council of the UVI
- f) Two people appointed by the head of the department responsible for university affairs from amongst distinguished members of the academic and scientific communities:
 - Mr. Francisco Campos Freire
 - Mr. José Carlos de Miguel Domínguez
- g) Two people appointed by the head of the department responsible for Research, Development and Innovation from amongst distinguished members of the scientific and business communities:
 - Mr. Jaime Fábregas Casal
 - Ms. Sonia Rodríguez-Campos González
- h) The President of the CGIACA:
 - Mr. Miguel Ángel Santos Rego
- i) Two students from the SUG, designated by the Youth Department of Galicia:
 - Mr. Marcos Loureiro Díaz
 - Ms. Azucena Rodríguez Amoroso
- j) The director of ACSUG who attends meetings with voice but no voting rights:
 - José Eduardo López Pereira
- k) The head of the department with the responsibility

for quality assurance in each of the universities of the SUG, who attends meetings with voice but no voting rights:

- Ms. Maria Elena Sierra Palmeiro
Deputy Vice-chancellor for Quality Assurance and New Technologies at the UDC
 - Ms. Benita Silva Hermo
Deputy Vice-chancellor for Social Responsibility and Quality Assurance at the USC
 - Mr. Ignacio Barcia Rodríguez
Deputy Vice-chancellor for Student affairs, Teaching and Quality Assurance at the UVI
- l) Secretary of the Board of Directors, with voice but without voting rights:
- Mr. Francisco Rico Rey
ACSUG Technician

ACSUG director

The director is the executive body of ACSUG. S/he manages, organises, administrates and inspects all ACSUG activities, in accordance with the Board of Directors' guidelines.

Mr. José Eduardo López Pereira occupies this post since 7 September 2009.

Galician Committee for Reports, Assessment, Certification and Accreditation (CGIACA)

The role of the CGIACA, as the ACSUG's highest assessment body, and acting completely independently, is to perform the following tasks assigned to ACSUG: issue reports, conduct the assessments, and issue certificates and accreditations, as set out in section 1 of article 7 of the statutes, as well as any other functions pertaining to quality assurance tasks in the universities which the ACSUG Board of Directors or any applicable

regulations may require.

The president and its members are appointed for a four-year term.

The CGIACA is composed (December 2010) of the following members:

- a) The President:
 - Mr. Miguel Ángel Santos Rego
- b) Six members elected by the ACSUG Board of Directors from amongst distinguished members of the academic and scientific community:
 - Mr. Juan Luis Barja Pérez
 - Ms. María José Bravo Bosch
 - Ms. Mercedes Brea López
 - Mr. Gustavo Rodríguez Fuentes
 - Ms. María Antonia Señaris Rodríguez
 - Mr. Jorge Teijeiro Vidal
- c) The Director of ACSUG with voice but no vote, who acts as secretary:
 - Mr. José Eduardo López Pereira

The Advisory Council

The Advisory Council, reports to the ACSUG Director, and as a consultative body, its functions include observing the operation of ACSUG and issuing an annual report for the Board of Directors. It also reports on ACSUG's procedures and actions, and at the request of the Director, it resolves controversies that may arise with regard to the compliance of ACSUG's procedures and actions with the rules, code of ethics and good practice.

The Advisory Council is composed (December 2010) of the following members:

- a) The president, who is the ACSUG director:
 - Mr. José Eduardo López Pereira
- b) Between six and ten members appointed by the

ORGANISATIONAL STRUCTURE

ACSUG Board of Directors, from people of renowned prestige in the scientific, academic and business fields, both nationally and internationally, from outside the SUG. Representatives from the business sector and students bodies, who in this case, are selected from the autonomous region of Galicia, are also guaranteed to be among its members:

- Ms. Patricia Odber
Academic Member (University of Birmingham)
 - Mr. Arcangelo Gentile
Academic Member (University of Bologna)
 - Ms. Maria Caridad Sánchez Acedo
Academic Member (University of Zaragoza)
 - Mr. Josep M. Brucart Marraco
Academic Member (University Autònoma de Barcelona)
 - Mr. Antonio Leal Millán
Academic Member (University of Seville)
 - Mr. Alberte Mera García
Member representing the student body
 - Mr. Gabriel González Vázquez
Member representing the business sector
 - Mr. Enrique Ulloa Canalejo
Member representing the business sector
- c) A secretary from the Advisory Council:
- Mr. Luis Carlos Velón Sixto
ACSUG Technician

ACSUG STAFF

In 2010, ACSUG's staff was made up of 16 employees distributed among four departments:

CABINET OF DIRECTION
Technician of cabinet of direction López Lorenzo, Ana Isabel
Technician in quality management Velón Sixto, Luis Carlos
TEACHING STAFF DEPARTMENT
Teaching staff technician Rico Rey, Francisco
Teaching staff technician Bouso Montero, Lucía
Administration Millán Buceta, Sandra
Administration Lesta Chapela, Edurne
PROGRAMMES DEPARTMENT
Programmes technician Belmonte Otero, Isabel
Programmes technician Ríos de Deus, María Paula
Programmes technician Castro Pais, María Dolores
Programmes technician Fernández Montes, María Carmen
ADMINISTRATION DEPARTMENT
HR and economic affairs technician Martínez Lafuente, Aitor
IT technician Sierra Sánchez, María
IT technician Mallo Rey, Marta
Specialist technician in IT Baña Souto, José Manuel
Administration Couceiro Novais, María Virtudes
Administration Domínguez Martínez, Santiago

The Cabinet of Direction is mainly responsible for ACSUG'S external relations, for supporting the expert assessment panels, and for monitoring and the continuous improvement of internal quality at ACSUG.

ORGANISATIONAL STRUCTURE

The Teaching Staff Department is responsible for managing the invitations for assessment and reporting on research and educational work. It is also in charge of the management of university lecturers and their assessment in relation to the assignation of salary bonuses based on the individual merits of the tenured lecturers and temporary lecturers.

Amongst other activities, the Programmes Department is responsible for developing the institutional assessment of qualifications and services, for establishing internal quality assurance procedures in the centres, for appraising university teaching staff performance (DOCENTIA Programme), for analysing and monitoring the R&D abilities under the scope of the universities, and for the surveys on SUG graduate integration into the labour market.

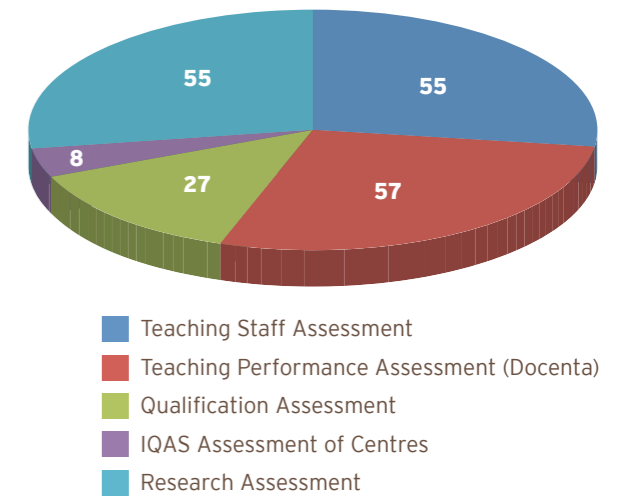
The Administration Department comprises the departments responsible for supporting the rest of the units, including ACSUG general services (Economic Affairs, Human Resources, IT Services, Reception, Registration and Filing), all required to enable ACSUG to carry out all the tasks with which it is entrusted effectively.

EXPERT ASSESSOR PANELS

ACSUG works together with the panels of expert assessors during the various evaluation procedures.

The panels of experts are managed according to the protocol approved by the CGIACA (ACSUG's supreme assessment body) which establishes the procedures for electing the expert assessors and defines the criteria governing the training of the various assessment panels needed as part of ACSUG's activities.

The following graph shows the number of assessors who have worked with ACSUG during 2010:



INTERNAL QUALITY

Internal quality assurance and environmental management system

During 2010, ACSUG continued to implement and improve its quality assurance and environmental management system.

The main development in the management system was to continue to adapt to the EU Eco-management and Audit Scheme (EMAS), achieving the external verification by AENOR in April. Following this verification, ACSUG has been included on the "Galician Register of Centres endorsing an Environmental Management and Audit System".

ACSUG's internal management system has introduced the following standards: ISO 9001:2008 (quality), ISO 14001:2004 and the EMAS Regulation of 2009 (both for the environment) having received external certification for all these standards. In the annual monitoring audit, AENOR was able to verify that ACSUG fully complies with the requirements of these standards.

Finally, we wish to mention that in 2010, the internal audit of the quality assurance management system was carried out for the first time by ACSUG staff, which enabled the participating employees to become familiar with and gain a better understanding of how the system works.

OTHER REGULATIONS INTRODUCED IN RELATION TO QUALITY AND MANAGEMENT

ACSUG has always sought to implement any regulation that allows us to perform our activities more effectively and efficiently. For this reason, we have implemented the Spanish Law on Prevention of Risks in the Workplace (LPRL) and the Spanish Data Protection Law (LOPD).

With regards to the LOPD, ACSUG satisfactorily passed the audit conducted by an external firm in July 2010 which was able to testify to ACSUG's appropriate management practices in terms of data protection and security.

INFORMATION TECHNOLOGY

During 2010, in addition to the tasks connected to the day to day activities, ACSUG's IT services have been involved in the following activities:

- Improvements to applications managing the regional salary bonuses in the SUG universities: salary bonuses for teaching performance and research, for management positions and for curricular excellence.
- Introduction of a new application to manage the teaching staff accreditation process (evaluation prior to recruitment as a temporary Ph.D. lecturer, PhD assistant or from private university, and reporting prior to exceptional recruitment of an associate lecturer). This software, programmed

in Java under the MVC standard and based on SGBD MySQL, allows the migration of data already entered by users in the previous accreditation application, the capture of new curricular data and the internal management of applications, as well as the administration of assessment panels and users, evaluation of submitted dossiers and resource management.

- Improvements to and development of the Programme for supporting the Evaluation of the Performance of University Teaching Staff (DOCENTIA). During 2010, the universities of A Coruña and Santiago de Compostela carried out this evaluation process.
- Improvements and adaptations to the application created by the University of Oviedo to assess the six-year research periods of the non-permanent, and interim research staff at this university.
- Improvements and adaptation to the application to manage the programme to consolidate and structure the competitive research departments in the SUG universities.

FINANCIAL MANAGEMENT

ACSUG's financial resources proceed mainly from contributions from the other bodies in the consortium. Part of this funding is reflected in the budget of the Autonomous Community of Galicia, while the rest corresponds to co-operation agreements for the exercise of the various activities assigned to the ACSUG.

The table below shows the income and expenses for the 2010 financial year:

Income of the financial year	Amounts
Fees, public prices and other income	13,733.78
Current transfers	753,605.93
Real state income	1,608.84
Retained earnings from cash flow	54,835.09
Total amount	823,783.64

Expenses of the financial year	Amounts
Personnel costs	507,794.26
Current expenses on goods and services	309,646.98
Total investments	6,342.40
Total amount	823,783.64

The accounts and the budget settlement are submitted for audit on an annual basis. Once the audit is completed the documents are forwarded, together with the auditor's reports, to the Public Accounts Department of the Galician Regional Government and to the Accounts Committee for Galicia.



EVALUATION OF DEGREE COURSES AND CENTRES

The VERIFICA Programme for evaluating graduate and masters qualifications

On 27th February 2009 ACSUG signed a partnership agreement with ANECA to develop the VERIFICA Programme in the Autonomous Region of Galicia. In its second clause it sets out that *“ACSUG shall develop the proposals for reporting on the assessment of the Graduate and Masters qualifications referred to in article 25 of the Royal Decree 1393/2007, of 29th October”*.

Consequently, ACSUG developed an assessment procedure to evaluate the course contents of the officially recognised graduate and master’s qualifications submitted by the SUG universities, in accordance with the *Assessment Protocol for Verifying Officially Recognised Qualifications* devised by ANECA.

In order to carry out this assessment at ACSUG, five Branch Assessment Committees (CERs) were set up, as well as one ANECA-ACSUG Mixed Committee. Each branch committee is composed of academics, business people and students, selected according to the criteria established in the procedures. These were developed by ANECA for the selection and appointment of assessment

panels who verify officially recognised university qualifications of the VERIFICA Programme. On each committee a technician from the ACSUG Programmes Unit acts as secretary. The ANECA-ACSUG Mixed Committee is chaired by the Director of ACSUG, and one or several representatives from ANECA, the chairs and secretaries from the various Branch Assessment Committees and a legal advisor also take part.

The committee members attended a training day on 4th March 2010. The framework within which the assessment panels operate is contained in the CER Operation Regulation developed by ACSUG.

EVALUATION PROCEDURE

The various stages of the assessment process developed at ACSUG and governed by the provisions of the Royal Decree 1393/2007 and the agreement signed with ANECA are as follows:

- 1st. Presentation by the Universities of the Report for each qualification to the Education Department and the Council of Universities.
- 2nd. Verification that the report meets the requirements set out in the Council of Universities regulations.
- 3rd. ANECA assigns the Reports to the Branch Assessment Committees at ACSUG.
- 4th. Reports are individually assessed by the assessors.

- 5th. Consensus meeting between the Branch Committees at ACSUG and proposal for provisional reports.
- 6th. Approval of the Provisional Reports by the Mixed Committee and dispatch to the Universities.
- 7th. Presentation of appeals against the provisional report by the universities.
- 8th. Review of appeals by the Branch Assessment Committees and drafting of Final Report.
- 9th. Approval of Final Reports by the Report Issuing Committee, the reports are sent to ANECA who, in turn, sends them to the Council of Universities.
- 10th. Informing the coordinators who presented each qualification about the Final Reports.

Monitoring of graduate and masters qualifications

On 3 February 2010 the following document agreed by the universities and ACSUG was sent: "Model for annual monitoring report and improvement plan for the graduate and masters courses".

On 19 February an invitation was launched to the three Galician universities for them to participate in the Pilot Scheme for Monitoring Graduate and Masters Courses. The deadline for the presentation of applications to participate was 15 March, while that for submitting the report was 15 October.

COURSES PARTICIPATING IN THE MONITORING PILOT SCHEME

UDC	USC	UVI
3	2	4

On 26 October, the ACSUG received the annual monitoring reports for the courses indicated in the above table. Following their review, on 17 December a meeting was held with the deputy vice-chancellors for quality assurance and the heads of the quality assurance

QUALIFICATIONS ASSESSED BY ACSUG IN 2010

The graduate and masters qualifications assessed by ACSUG in 2010 were as follows:

UNIVERSITY	N° graduate qualifications	N° Master qualifications	TOTAL
UDC	0	3	3
USC	9	10	19
UVI	3	10	13
TOTAL	12	23	35

	UDC		USC		UVI		TOTAL	
	Bachelor degree	Master	Bachelor degree	Master	Bachelor degree	Master	Bachelor degree	Master
Arts and Humanities	0	2	0	4	0	3	0	9
Sciences	0	0	0	0	1	4	1	4
Health Sciences	0	0	4	2	0	0	4	2
Social and Legal Sciences I	0	0	2	0	2	2	4	2
Social and Legal Sciences II	0	1	3	4	0	1	3	6
TOTAL	0	3	9	10	3	10	12	23

Out of the qualifications submitted to ACSUG for the 2010 assessment process, 94% obtained a positive assessment.

departments to inform them of the results. The delivery of the final report is expected to take place in the first quarter of 2011, following the period for appeals.

Internal Quality Assurance Systems – FIDES-AUDIT Programme

On 18 January 2010 the third invitation was opened to the FIDES-AUDIT Programme, targeted at the Galician universities with the following characteristics:

- Those who had presented their application form in the first invitation but did not submit an assessment model.
- Those who obtained a negative evaluation in the previous process.
- Those who are presenting their application to participate in the FIDES-AUDIT Programme for the first time.

The centres participating in the 3rd invitation to assess their IQAS models are listed in the table below.

CENTRES PARTICIPATING IN THE 3RD INVITATION TO THE FIDES-AUDIT PROGRAMME

UNIVERSITY	CENTRES	TOTAL CENTRES
USC	Faculty of Biology	15
	Faculty of Economics and Business Studies	
	Faculty of Business Administration and Management	
	Faculty of Law	
	Faculty of Physics	
	Faculty of Medicine and Odontology	
	Faculty of Chemistry	
	Faculty of Veterinary studies	
	Faculty of Geography and History	
	Higher Polytechnic Institute	
	University School for Optics and Optometry	
	University School of Teacher Training (Lugo)	
	University School of Nursing Studies (Lugo)	
University School of Labour Relations		
University School of Social Work (Santiago)		
UVI	Caixa Nova Business School	2
	University Centre for Defence	

Two assessment panels were set up to conduct the assessments according to the criteria previously established and published on our website. The panels consisted of academic and professional members, as well as technical staff from ACSUG who acted as secretaries.

PANEL 1	PANEL 2
Chair: Jesús Félez Mindán (Polytechnic University of Madrid) Academic Representative: Paloma Sobrado Calvo (University of Murcia) Academic Representative: Juan Carlos Zubieta Irún (University of Cantabria) Business representative: Mónica Rodríguez Gavín (Externaliza) Secretary: María Dolores Castro Pais (ACSUG)	Chair: Fuensanta Hernández Pina (University of Murcia) Academic Representative: Juan José Cubero Marín (University of Zaragoza) Business representative: Marta González Moldes (Trillium Consultores) Secretary: María Paula Ríos de Deus (ACSUG)

Following the assessment process, all the IQAS which applied this year obtained a positive evaluation.

On 23 November 2010, ACSUG, AQU Catalunya and ANECA awarded the AUDIT certificates to the IQAS submitted in the second invitation whose model was considered to be well defined, consistent with the programme's guidelines and backed by an organisational structure with the ability to implement them so as to ensure compliance with the quality commitments undertaken by each of the universities. At the occasion, attended by numerous academic and agency representatives, a total of 241 centres from 38 Spanish universities received the AUDIT certificate.

In the first quarter of 2011 the final reports on the IQAS submitted in the 3rd invitation will be made official, following the meeting of the Galician Committee for Reports, Assessment, Certification and Accreditation (CGIACA) which ratifies the results of the evaluation panels.

The fourth invitation for assessment for the IQAS models is expected to be published in January 2011.

TEACHING STAFF APPRAISAL

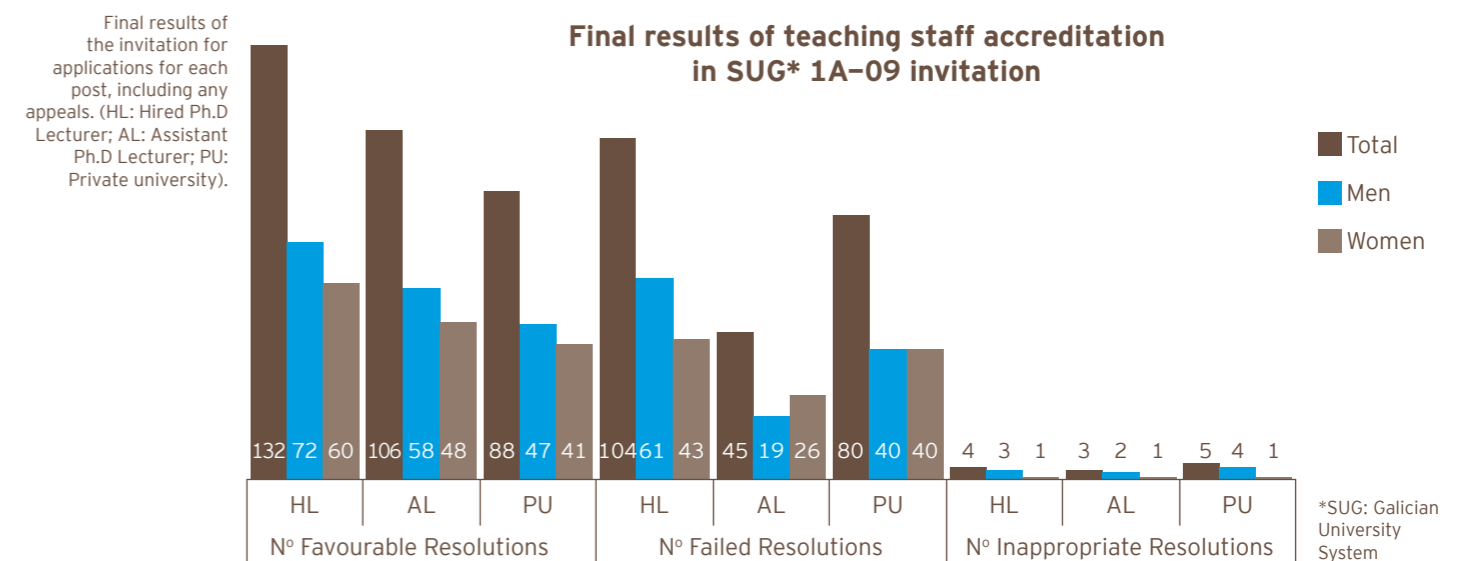
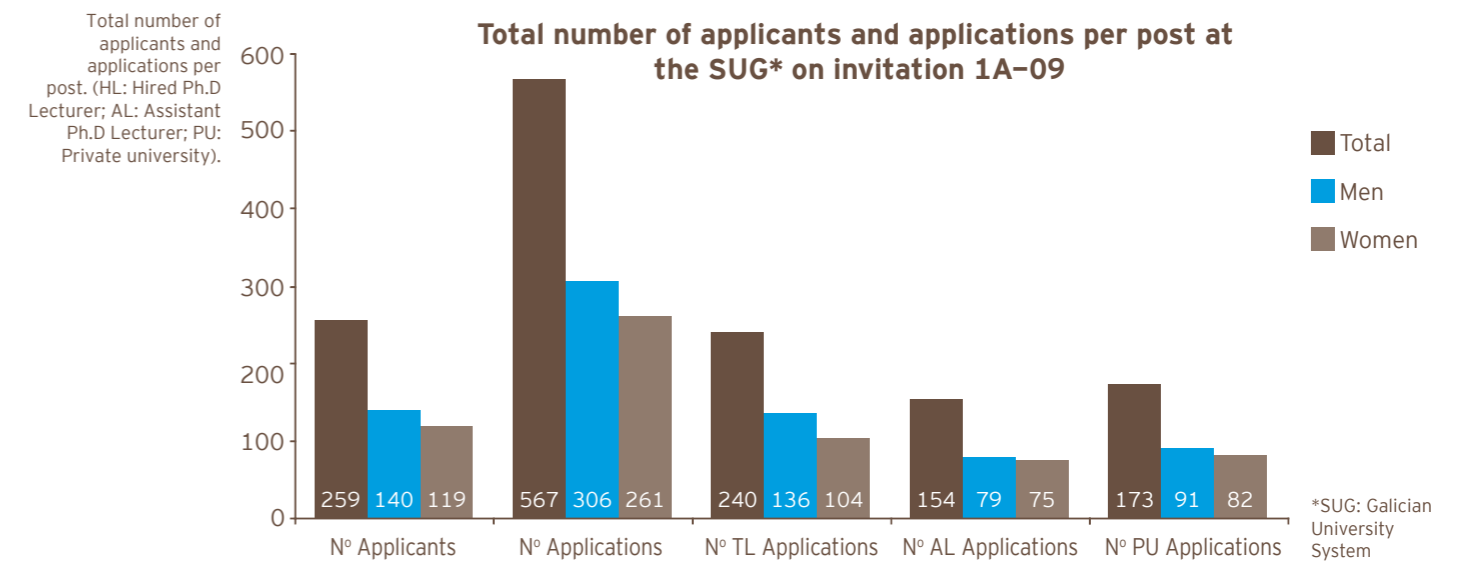
Assessment and reporting prior to recruiting university teaching staff to the universities of the SUG

2009 was a year of many changes, such as the modification to the scoring and the introduction of a new IT platform, leading to necessary changes in the periods opening for the annual invitations. In 2009, two invitations were published:

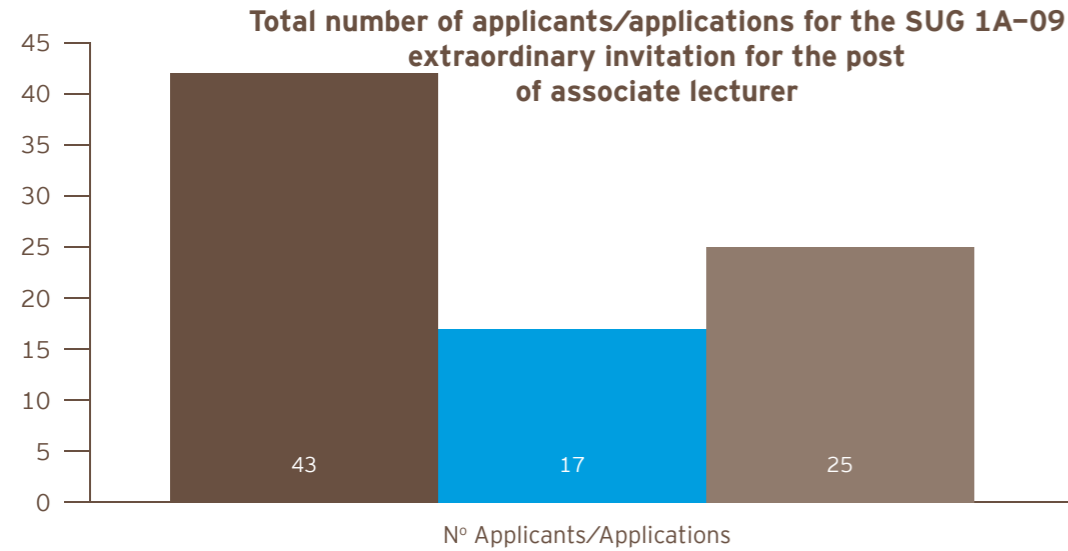
- The first was published on 30 December 2009 in the Official Journal of Galicia (DOG) through the resolution of 15th December 2009, passing the ordinary invitation for assessment for the recruitment of university lecturers for the universities forming part of the SUG.
- And the second was published on 30 December 2009, also in the Official Journal of Galicia (DOG) through the resolution of 15th December 2009, passing the ordinary invitation to obtain the report prior to the exceptional recruitment process for

associate lecturers at the universities forming part of the SUG.

Both these processes took place entirely in 2010 due to their dates of publication.

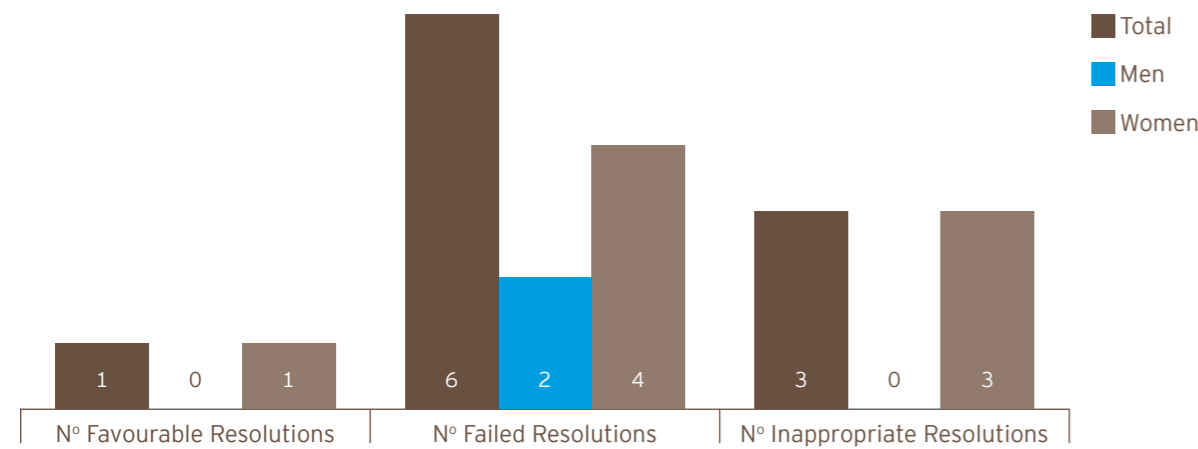


ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2010



Total number of applicants/applications for the post of Associate Lecturer.

Final results for the SUG 1A-09 extraordinary invitation for the post of associate lecturer



Final results of the invitation, including any appeals for the post of Associate Lecturer.

Unlike the 2008 process, the post of associate lecturer reappears in this year's invitation. This is an outcome of a modification to the Organic Law 4/2007 of 12 April amending the Spanish Universities Act 6/2001 of 21 December 2001, which governed the position of associate lecturer. The second temporary provision sets out that

the Government should regulate the terms and conditions under which universities may recruit these lecturers in exceptional circumstances. With the publication of the Royal decree 989/2008 of 13 June, the abovementioned provision is fulfilled, limiting invitations to fill vacancies for this type of contract by universities until 3 May 2013.

ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2010

This exceptional post has an important distinction, in that it is open only to people with a university qualification in the form of a diploma, a technical engineering or technical architecture qualification. This indispensable requirement to be admitted to the process is not correctly interpreted by the applicants, giving rise to a large number of non-admissions amongst the applications.

associate lecturers' contracts in the public universities of Galicia, and also when issuing an appraisal prior to making their contracts permanent, pursuant to the provisions of article 6 of the Decree 266/2002, of 6 September, relating to the recruitment of university lecturers, and articles 9 and 10 of Decree 270/2003, of 22 May, which governs ACSUG.

Prior assessment and reporting for the progress and consolidation of the temporary associate lecturers recruited by the SUG universities

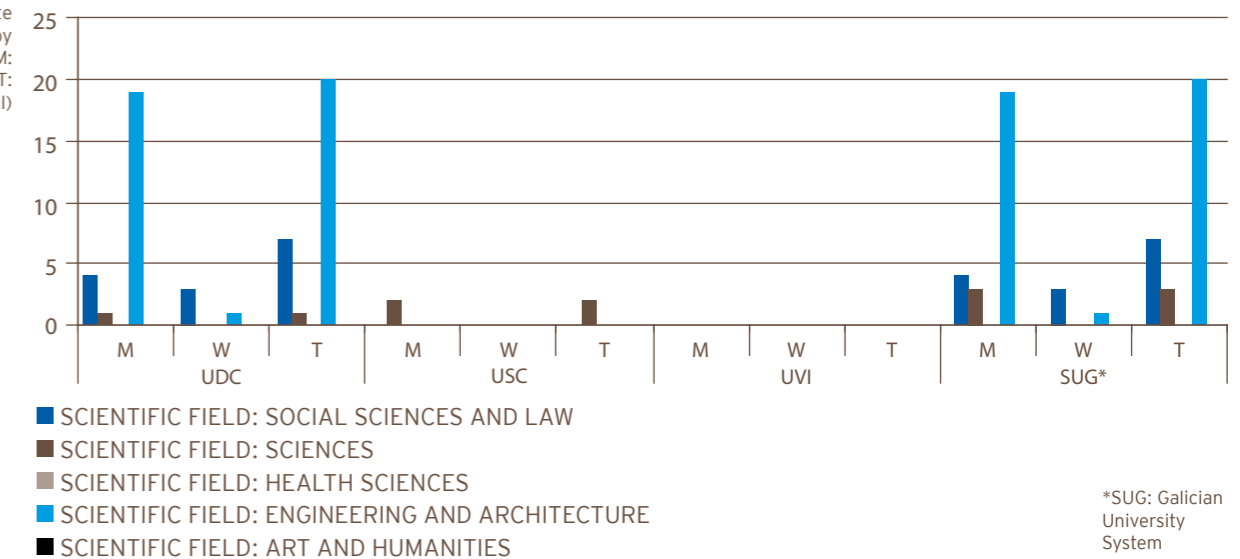
Report prior to extending associate lecturers' contracts

The Order of 22 April 2008 (Official Journal of Galicia, 5 May 2008) sets out the procedure ACSUG must follow when issuing reports prior to the extension of the

All lecturers employed by Galician public universities as associate lecturers and who are in the final year of their initial maximum contract of 4 years, as referred to by article 6.2 of Decree 266/2002, of 6 September, may apply for the post of university lecturer.

Number of applicants in 2010 for assessment and the report prior to the extension of the contracts of associate lecturers employed by SUG universities. (M: male, F: female and T: total)

Number of applicants in 2010 for assessment and the preliminary report for the extension of the contracts of associate lecturers



*SUG: Galician University System

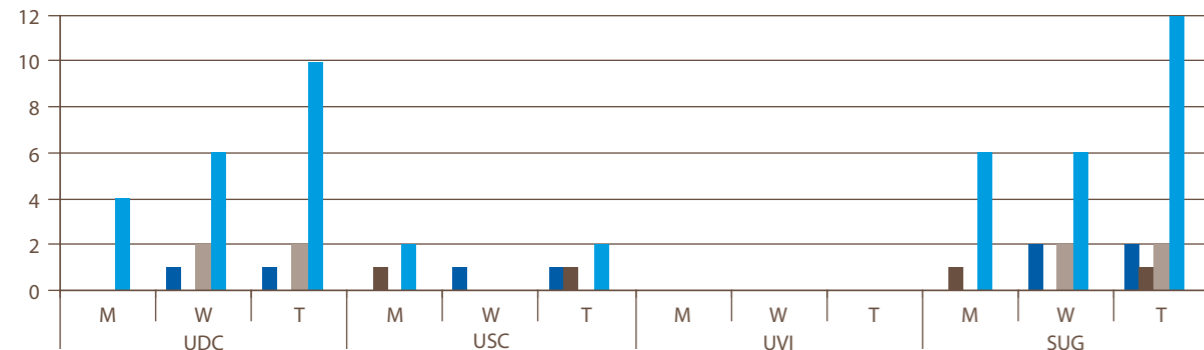
ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2010

Appraisal conducted before an associate lecturer may become a permanent lecturer

All associate lecturers who have had their contracts extended as lecturers or associate lecturers by any of the public universities of Galicia may request this procedure, in accordance with article 6.2 of Decree 266/2002, of 6 September, governing the recruitment of university lecturers.

payments linked to individual teaching and research merits or to merits gained in management tasks. Their aim was to set up a system of bonuses, paid by the regional government, for permanent teaching and research staff as well as for temporary lecturers in the public universities of Galicia. Four types of allowances have been established; an allowance in recognition of teaching work (CLD), an allowance in recognition of research work (CLI), an allowance in recognition of

Number of applications submitted in 2010 for assessment to allow associate lecturers to convert their contracts into that of a permanent lecturer



- SCIENTIFIC FIELD: SOCIAL SCIENCES AND LAW
- SCIENTIFIC FIELD: SCIENCES
- SCIENTIFIC FIELD: HEALTH SCIENCES
- SCIENTIFIC FIELD: ENGINEERING AND ARCHITECTURE
- SCIENTIFIC FIELD: ART AND HUMANITIES

*SUG: Galician University System

INCENTIVE payments

The Organic Law 6/2001 of 21 December (University Act) sets out that regional governments may establish, for temporary teaching and research staff (article 55) and for tenured teaching and research staff (article 69), extra incentive payments linked to individual merits in teaching, research or management.

Decree 55/2004 of 4 March was published to develop these articles by establishing a system of incentive

curricular excellence in teaching and research (CEC), and an allowance in recognition of work in management posts (CEG).

Allowance in recognition of teaching and research work

These were the first bonus payments to be developed, with annual invitations taking place since 2004. Their aim is to reward teaching and research work undertaken within the SUG. All permanent staff and temporary Ph.D

lecturers working in Galician universities may apply, provided they comply with the requirements previously established for the appraisal.

The 2010 invitation was published in the Official Journal of Galicia on 8 November 2010 through the resolution of

20 October 2010 which passed the public invitation to the assessment process for the assignment of additional allowances in recognition of teaching work and in recognition of research work. The results are broken down in the following tables by applicants, overall results, results for each allowance type and applicant category.

Distribution of applications by incentive type and by university

Post/university	CLD APPLICATIONS	CLI APPLICATIONS	TOTAL APPLICATIONS
UDC	28	35	63
USC	71	69	140
UVI	63	73	136
TOTAL	162	177	339

Distribution of applications by university and by result

Post/university	TOTAL APPLICATIONS	OVERALL RESULTS	
		COMPLY	DO NOT COMPLY
UDC	63	60	3
USC	140	132	8
UVI	136	120	16
TOTAL	339	312	27

Distribution of applications for the incentive for teaching work by university and by result

Post/university	CLD APPLICATIONS	CLD RESULTS DISTRIBUTION	
		COMPLY	DO NOT COMPLY
UDC	28	26	2
USC	71	66	5
UVI	63	55	8
TOTAL	162	147	15

Distribution of applications for the incentive for research work by university and by result

Post/university	CLI APPLICATIONS	CLI RESULTS DISTRIBUTION	
		COMPLY	DO NOT COMPLY
UDC	35	34	1
USC	69	66	3
UVI	73	65	8
TOTAL	177	165	12

Distribution of applications by university and by category in the university

POST	UDC	USC	UVI	TOTAL
CU	0	2	0	2
TU	8	40	33	81
TEU	7	1	5	13
CD	48	97	98	243
TOTAL	63	140	136	339

In short, it has to be mentioned that in this invitation, most of the applicants were temporary Ph.D Lecturers and Permanent Lecturer. This is the outcome of the new recruitment and of conversions from one category to another. Most of the permanent lecturers working in the SUG have already been granted these allowances following the completion of the first invitations. It is also important to highlight that the volume of applications has diminished considerably. This is because the allowances may be consolidated.

Regional allowance for recognition of curricular excellence in teaching and research

This assessment protocol was developed, firstly, through the **Order of 16 April 2004 (Official Journal of Galicia of 28 April)**, later completed with the publication of the protocol on assessment developed by the CGIACA through the **Order of 16 October 2006 (Official Journal of Galicia of 26 October)**. This protocol contains the criteria and merits involved in the appraisal conducted before assigning the allowances for curricular excellence and in recognition of performing management tasks in force at the time, with the exception of a few negligible modifications.

As occurs with the additional allowance for management tasks, the invitation was published towards the end of 2010, specifically on 9 November. This meant that although the process began in 2010, the evaluation of the dossiers is to be carried out during the first quarter of 2011; therefore the results of the 2010 invitation shall be covered in the 2011 annual report.

Allowance for performance of management tasks

On 26 November 2010 the **Resolution of 20 October 2010** was published approving the ordinary public announcement to apply for this allowance. This is the

last of the incentive payments granted by the regional government to be processed in accordance with the **Decree 55/2004 of 4 March**, and the assessment protocol published by the **Order of 16 October 2006 (Official Journal of Galicia of 26 October)**.

As with the allowance for curricular excellence, the score obtained is distributed in stages, although notable differences exist between one allowance and the other. While a total of 14 stages exist in the allowance for excellence, the allowance for management tasks has 8 stages, and this allowance is based on a **score in decimal points** (awarded from 0.5 points/stages, and is paid in proportion to this grade). Additionally, in the allowance for curricular excellence, the stages are distinguished by those which may be consolidated (9 stages all together) and those which may not be consolidated (5 in all), while in the allowance for management tasks all of the **8 stages may be consolidated**. The financial amount paid at each stage also differs between each allowance type: the allowance for management tasks awards a total of €240 per year for each stage; the allowance for curricular excellence awards €450 per year for each stage.

The period for presenting applications opened on 27 November 2010, and the applicants had one month in which to process their applications through the computer application and later in the official records. Following the review of the documentation and its appraisal by ACSUG, the resolutions are to be declared by CGIACA during 2011. This is the reason why it is not possible to include the data on the results obtained by the applicants in this process.

DOCENTIA Programme

In 2007 ACSUG signed a partnership agreement with ANECA to set up the Programme for Supporting the Evaluation of the Performance of University Teaching Staff (DOCENTIA) in Galician universities. The aim was

to provide a mechanism to guarantee the quality of the tuition provided by the university teaching staff, and to promote its development and recognition.

Once the models presented by the Galician universities had been positively appraised, in 2009, the **experimental implementation and monitoring phase commenced**. This phase is to last a minimum of two years and will culminate with the certification of the models.

As far as December 2010, the UDC had implemented two processes to introduce its DOCENTIA model. The USC and UVI both conducted their first implementation process in 2010.

At the same time, in 2010 the DOCENTIA Commission¹ monitored the models which had been in operation a year, through an external committee, amongst those, that of UDC.

With regards to the paperwork for the programme, the Procedure for certifying the DOCENTIA processes began, whose objective was to certify the models introduced in the universities against established criteria.

Other teaching staff evaluation procedures

Teaching staff appraisal at the University of Oviedo

ACSUG and the University of Oviedo signed a partnership agreement in order to assess the individual merits of the temporary and permanent research staff of this university.

In order to conduct this appraisal a computer application is available which is used both by the applicants and later

¹ The body responsible for monitoring and coordinating the Programme in which representatives from all the regional agencies participate and is chaired by ANECA.

by the assessors in order to process all the applications. The applicants may gradually enter all the stages in 6-year blocks to be submitted for appraisal, entering all the relevant information deriving from their research activity. Each entry should be accompanied by a brief summary containing the most significant aims and outcomes of the research, as well as any data necessary in order to locate and identify it.

As is to be seen, there have been very few applicants in the 2010 invitation. The outcomes have been 100% positive and we have therefore received no appeals:

	Number	Percentage
Applicants	9	
Stage requested	9	
Positive stage	9	100.00%
Negative stage	0	0.00%
Appeals	0	0.00%

Assessment of the teaching and research staff (PDI) at the University of Vigo (UVI)

In compliance with the Teaching Staff Regulations, UVI has a special teaching and research staff promotion programme (PDI): an annual assessment process that determines how many permanent university lecturers or temporary Ph.D lecturers will be appointed.

By 31 December 2010 the 2010 invitation had not been published for this evaluation process.

RESEARCH EVALUATION

Since 2006, ACSUG, on behalf of the General Secretariat for Universities, within the Subdirectorat for Scientific and Technological Promotion of the SUG, has been holding

the invitation to the programme for the consolidation of research units.

There are three assistance groups: strategic groups, networks and emerging groups. There is also an invitation to assessment to extend the consolidation.

In these processes, ACSUG makes the travel arrangements and provides living expenses for the expert panels (external to SUG), and sets up and maintains a computer application to allow the assessors to work remotely on the cases. The consensus meetings are held at the ACSUG offices.

In 2010 the following invitations took place:

Assessment process	Number of cases assessed
Consolidation of Research Units 2010	85
Monitoring of Consolidation of Research Units 2006	41

LABOUR MARKET INTEGRATION SURVEYS

The labour market integration survey of SUG graduates is an annual activity that we have been conducting at ACSUG since 2001.

The aim of these surveys is to obtain information about the graduates' employment situation, the characteristics of the work integration processes, and to obtain a retrospective view of the graduates and their experience at university.

The main purpose of these surveys is to provide universities with a tool to help improve the quality of

university education. The labour market integration indicators will, in fact, be of vital importance to the task of monitoring the officially recognised qualifications. These surveys are an essential tool for closing the gap between labour market requirements and the education provided by the universities.

During 2010, we have been working in both directions in relation to SUG university qualifications, with the surveys of 2006-2007 and 2007-2008 graduates.

General report on the "Study of Labour Market Integration of 2006-2007 Graduates from the SUG"

This study presents the results by subject field and for the SUG as a whole.

In addition to working on the global report, individual reports have been prepared for each of the university qualifications taught in the SUG, each of which have been sent to the pertinent centres. Each report for the individual qualifications contains the following information: the results by qualification, by qualification within the SUG, for the subject field within which the qualification falls and for the SUG overall.

Number of individual reports by university qualification in each of the universities for graduates from the 2006-2007 academic year.

Subject field/University	UDC	USC	UVI	Total
Health Sciences	6	6	4	16
Sciences	2	7	5	14
Engineering and Architecture	19	11	13	43
Social and Legal Sciences I	5	4	5	14
Social and Legal Sciences II	3	4	3	10
Social and Legal Sciences III	9	13	14	36
Social and Legal Sciences IV	2	2	4	8
Arts and Humanities I	3	5	2	10
Arts and Humanities II	3	10	4	17
TOTAL	52	62	54	168

Field work for the "Study of Labour Market Integration of 2007-2008 Graduates from the SUG"

In order to carry out this field work, this year a "Partnership agreement" has been signed between ACSUG and the Department for Work and Welfare, which set out the technical specifications for conducting surveys of the 2007-2008 graduates from the SUG. On the one hand, ACSUG's IT Services have developed a computer application to carry out the surveys, and with the cooperation of Directorate General of Training and Placement, the telephone interviews were conducted from its Telephone Assistance Centre. The analysis of the results for the overall report began at the end of 2010 and their publication is expected in 2011.

ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2010

Technical details of the study:

Population: SUG graduates from 2007-2008 academic year.

Branch/university	Population			Sample		
	UDC	USC	UVI	UDC	USC	UVI
Arts and Humanities	98	312	237	65	216	150
Sciences	97	393	189	66	213	125
Health Sciences	274	753	227	162	307	147
Social and Legal Sciences	1216	1714	1542	597	850	841
Engineering and Architecture	915	329	920	437	222	432
TOTAL	2600	3501	3115	1327	1808	1695
		9216			4830	

Population and sample of SUG graduates from the 2007-2008 academic year by subject field.

Geographic scope: The surveys do not correspond to any particular geographic area since the SUG graduates do not necessarily need to reside in Galicia.

Sample/reporting unit: Are the same; each of the SUG graduates for the years analysed. The graduates were accessed by means of lists provided by each university: Deputy Vice-chancellor for Quality Assurance and New Technologies at the University of Coruña, Deputy Vice-chancellor for Quality Assurance and Planning at the University of Santiago de Compostela and the Deputy Vice-chancellor for New Technologies and Quality Assurance at the University of Vigo.

Sample Design: A stratified sample was taken which produced a sample by qualification and campus. The size was calculated to estimate the proportion parameters for the population with a maximum absolute error of 10% for each qualification and campus.

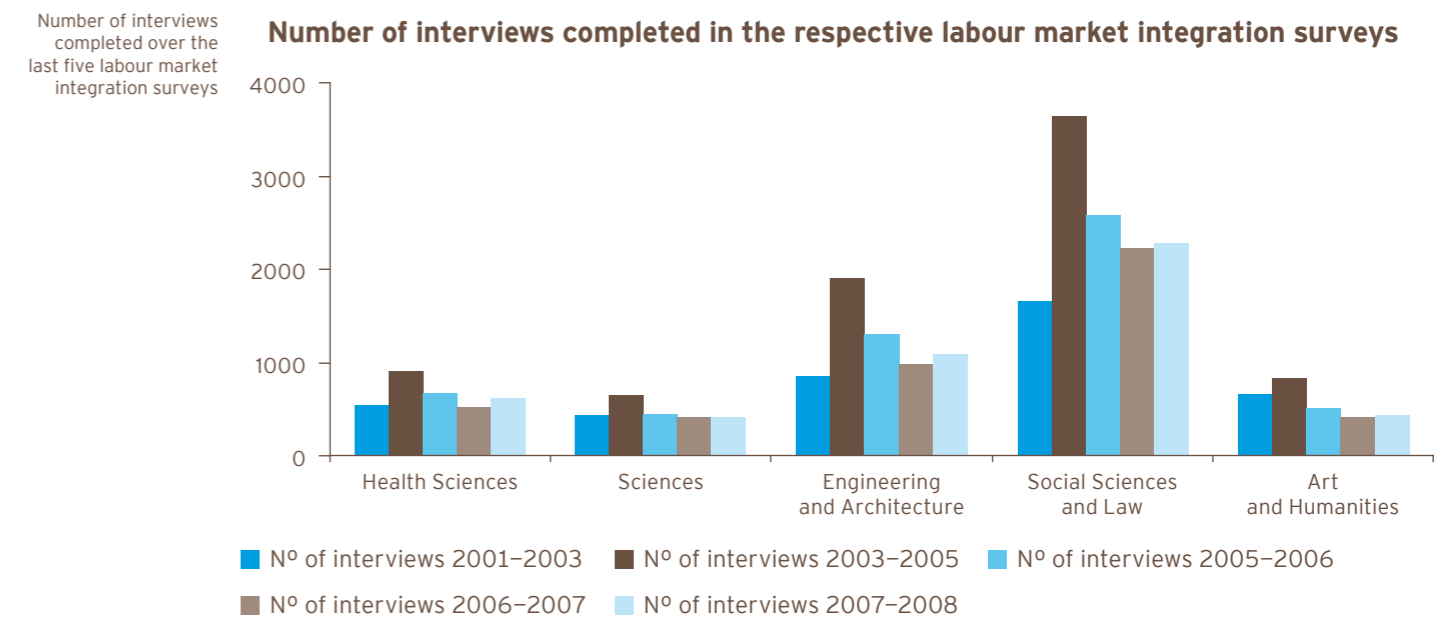
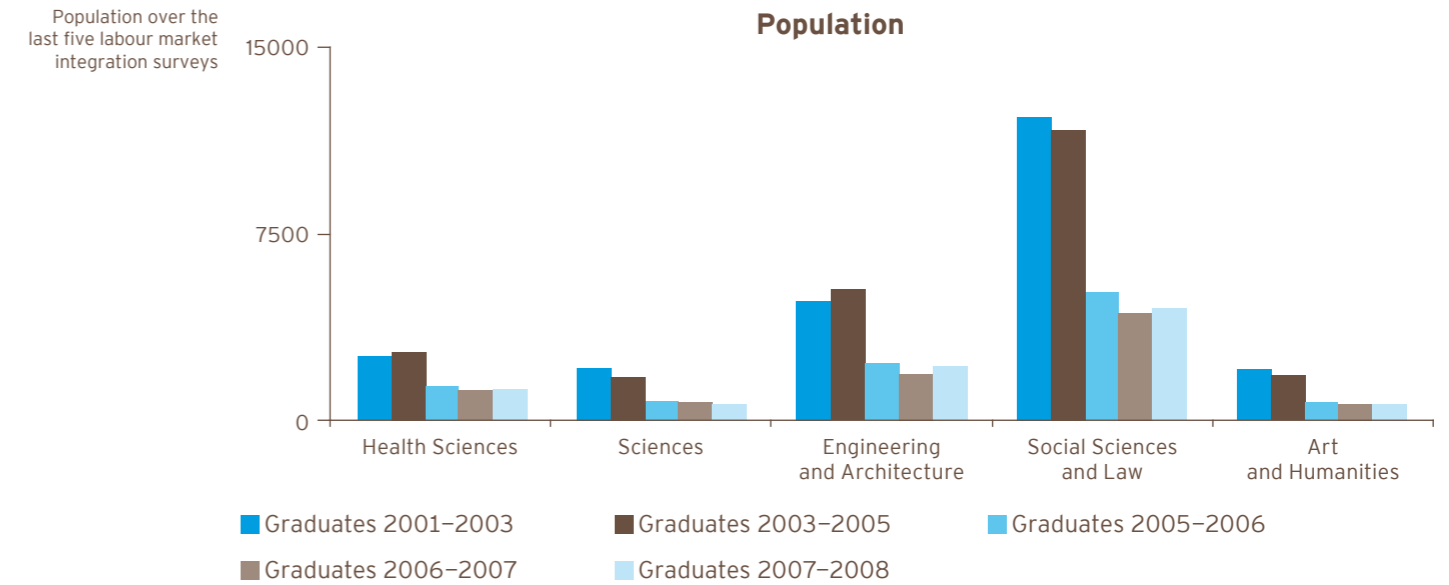
Data Collection: The field work was carried out from 21 May to 30 November 2010 by the Telephone Assistance

Centre of the Directorate General for Training and Placement of the Department of Work and Welfare, by using the C.A.T.I. method.

Comparison of labour market integration surveys

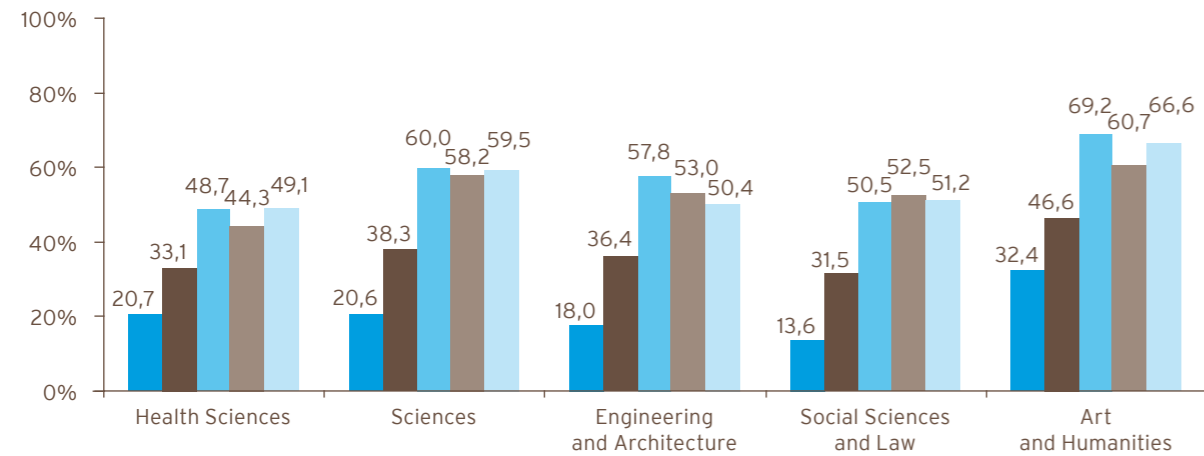
Following, we can see different graphs about the evolution of the labour market integration in the surveys for the population, the sample and the percentage of graduates surveyed by subject field.

ACTIVITIES AND PROGRAMMES
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ACTIVITIES AND PROGRAMMES
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% of graduates interviewed



% of graduates interviewed over the last five labour market integration surveys

■ % of graduates interviewed 2001-2003 ■ % of graduates interviewed 2003-2005 ■ % of graduates interviewed 2005-2006
■ % of graduates interviewed 2006-2007 ■ % of graduates interviewed 2007-2008

Other labour market integration surveys

In 2010 ACSUG drafted the report on the employment situation amongst computer engineers in Galicia in cooperation with the "Professional College of Computer Engineering of Galicia (CPEIG)" and the "Professional College of Technical and Computer Engineering of Galicia (CPETIG)", coordinated by the Foundation for the Promotion of Industrial Quality and Technological Development of Galicia.

The primary objective of this study is to find out the current employment situation of technical and computer engineers from the SUG, and to provide relevant information that will be of use to all the stakeholders

involved: universities, business people in the sector, computer colleges and associations, companies and society in general.

The publication was presented at the Secretariat General of Modernisation and Technological Innovation of the Galician Regional Government on 23 April 2010, with the title "Employment Situation of Computer Engineers in Galicia." It is published as two volumes, Volume I: Computer Engineering, Volume II Technical Computer Engineering.

Both publications can be consulted on the following link:
http://www.osimga.org/gl/documentos/doc_propios/observacions_tematicas/



Since its foundation, ACSUG has considered it of vital importance to establish relationships and exchange information with other quality assurance agencies and other university related bodies both within Spain and outside its borders.

It has also stressed the importance of promoting and advertising the activities ACSUG performs through its website, by holding seminars, through its publications, etc.

INTERNATIONAL ACTIVITIES

ENQA

The European Association for Quality Assurance in Higher Education (ENQA) is a body comprising the higher education quality assurance agencies from 26 European countries. As a full member of ENQA since November 2009, ACSUG took part in the activities organised by this institution during 2010:

- ACSUG continued participating in the “Internal Quality Assurance (IQA) Group”, made up of quality assurance technicians from European university quality assurance agencies. At the group’s annual meeting in London on 8 and 9 June, ACSUG presented its report on the actions implemented at the agency in the area of internal and external

communication. This report was selected to be included among the 5 which were published in the summary document of the meeting.

- Participation in the ENQA Annual General Assembly, held in Helsinki in September, where a presentation was given on the labour market integration surveys ACSUG is conducting.
- Attendance at the 5th European Quality Assurance Forum (EQAF), held in November 2010 in Lyon (France), where a joint paper by ACSUG, the Spanish National Agency for Quality Assurance and Accreditation (ANECA) and the Agency for Quality Assurance in the University System of Castilla y León (ACSUCyL) was presented about the programme to support the appraisal of teaching performance (DOCENTIA).

EQAR

The European Register of Quality Assurance Agencies (EQAR) was created in 2008 by ENQA, ESU, EUA and EURASHE, the European bodies representing the quality assurance agencies, students, universities and other higher education institutions, in order to enhance transparency in the quality of higher education in Europe. EQAR is a register which includes all quality assurance agencies that are acknowledged for their level of professionalism and credibility in the performance of their activities.

On 18 November 2010, ACSUG was included in the EQAR, after the organisation had verified that ACSUG performs its activities in accordance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (EHEA).

Tempus CANQA Project

Since 2009 ACSUG has been involved in the European Union Tempus Project to set up the Central Asian Quality Assurance and Accreditation Network (CANQA). The project, in which representatives from Tajikistan, Kazakhstan, and Kyrgyzstan are taking part, has three-year duration (2009-2011).

From 19 to 21 November 2010 the annual review meeting was held in the city of Almaty in Kazakhstan. Various actions took place at the meeting including a presentation on ACSUG experience in the external quality assurance and accreditation processes. The project was reviewed and monitored during 2010 and the actions to be performed in 2011, the project's final year, were planned.

Evaluation of the university centres of the University of San Martín de Porres

ACSUG and the University of San Martín de Porres in Peru signed an agreement in October 2010 whereby ACSUG is to carry out the tasks of evaluating and certifying this university, to ensure the level of quality assurance there.

Three of the university's centres (Faculty of Obstetrics and Nursing, Faculty of Deontology and the Institute of Quality in Education) requested that ACSUG initiate an external certification process towards the end of 2010, and which is to be implemented during 2011.

Attendance at other international conferences

ACSUG participated in the "Seminar on Quality Assurance in Higher Education. Exchanges between players in the European Higher Education Space between Latin America, the Caribbean and Europe (ALC-EU)" held in Madrid in April, which served as a benchmarking exercise between all the countries present.

OTHER COLLABORATIVE WORK

Report on the status of the external quality assessment of Spanish Universities

In July 2010 the "Report on the status of the external quality assessment of Spanish Universities 2009" was published. The report, drafted jointly by all the university quality assurance agencies and coordinated by ANECA, is the fourth in a series of annual reports whose aim is to provide information to government authorities and to society in general about the status of quality assurance in Spanish universities, and to comply with its commitment to accountability.

The report has three sections: assessment of officially recognised education, evaluation of teaching and research staff, and the status of the implementation of quality assurance systems (FIDES-AUDIT), and methods for evaluating tuition (DOCENTIA).

Internal Audit cooperation with AQU Catalunya

ACSUG staff has served as internal auditors in the internal audit of the AQU management system. This collaboration has been an extremely positive experience for both sides

as it has enabled us to compare working methods in both agencies and to seek improvement in our activities.

Participation in working parties

Group of teaching staff technicians of the REACU agencies

At the request of the directors of the REACU agencies, a working group has been formed, made up of technical personnel responsible for the appraisal process prior to the recruitment of teaching staff in the regions' agencies. The group's task is to carry out a comparative study of the procedures and scoring methods applied in the different agencies in the appraisal processes prior to recruiting teaching staff.

Since these recruitment appraisal processes have been established, the need has been identified to create a greater coordination between the agencies concerned. The origin of the meeting in Madrid on 21 October was an interesting benchmarking exercise which took place in 2010 between all the agencies and coordinated by AQUIB. Each participating agency has answered a detailed questionnaire to find out the features of each appraisal process in detail (procedures and scoring methods).

At the mentioned meeting, the conclusion was reached that the best way to unify the appraisal processes being implemented in the various agencies would be to lay down a set of "good practices" for evaluation, with all the agencies sharing a minimum common denominator. Using the terminology used for evaluating programmes, this would involve devising an "AUDIT" of the teaching staff appraisal process. This lowest common denominator would be limited to the technical sphere, since many issues will depend on political or strategic decisions that are outside the scope of this working group.

Technical group for the creation of labour market integration indicators

This group was created in 2010 and consists of technicians from the following REACU agencies: ACAP, ACPUA, ACSUCYL, ACSUG, AGAE, ANECA, AQU_Catalunya, AQUIB and UNIBASQ. Its primary aim is to work on the development of a set of labour market integration indicators which could be applied nationally.

Technical group for monitoring officially recognised qualifications

The purpose of this group is to mark out the basic lines of action, defined by the quality assurance agencies belonging to REACU, to monitor university education in accordance with the international quality assurance standards and in compliance with the provisions of current legislation.

COURSES, WORKSHOPS AND SEMINARS

Organised by ACSUG

DATE	ACTIVITY	PLACE
10/02/10	Training workshop for Assessment Panels belonging to the DOCENTIA Programme at the University of Santiago de Compostela (USC)	ACSUG
04/03/10	Training workshop for assessment panels of the VERIFICA Programme	ACSUG
06/07/10	Presentation of the publication: "Study of Labour Market Integration of 2006-2007 Graduates from the Galician University System"	ACSUG
23/11/10	FIDES-AUDIT certificates award ceremony	Galician School of Public Administration (EGAP) - Santiago de Compostela.

Presentation of papers

DATE	ACTIVITY	PARTICIPATION	PLACE
08-09/06/10	Annual Meeting of the Internal Quality Assurance Group (IQA Group) of ENQA	Presentation by an ACSUG technician about good practice in management systems	London (United Kingdom)
07-09/07/10	International University of Menendez Pelayo (UIMP) seminars: "Evaluation, monitoring and accreditation of university education. Past, present and future"	Paper on the evaluation of qualifications presented by the ACSUG Director	Santander
23-24/09/10	ENQA General Assembly	Attendance by the ACSUG Director and presentation of a paper on labour market integration	Helsinki (Finland)
28-29/10/10	Seminars on evaluation	Paper on monitoring qualifications presented by the ACSUG Director	Cádiz
18-21/11/10	5th European Quality Assurance Forum (EQAF)	Attendance by the ACSUG Director and presentation of a paper on the DOCENTIA programme	Lyon (France)
18-21/11/10	CANQA annual Conference: "Modernization of internal and external quality assurance in higher education of Central Asia"	Attendance and presentation of a paper by an ACSUG technician	Almaty (Kazakhstan)
01/12/10	Teaching staff training course	Paper presented by the ACSUG Director	University of Vigo

PUBLICATIONS

In 2010 ACSUG issued the following publications:

Annual Report



Title: Annual Report 2008.
Pages: 50
Year: 2010.
Publication formats: CD with versions in Galician, Spanish and English.



Title: Annual Report 2009.
Pages: 29
Year: 2010.
Publication formats: CD with versions in Galician, Spanish and English.

Labour Market Integration



Title: Study of Labour Market Integration of 2006-2007 Graduates from the Galician University System
Pages: 161
Year: 2010.
Legal Deposit: C 1013-2010
ISBN: 978-84-614-0575-6
Publication formats: A book publication including a CD in Galician, Spanish and English.

