



**AGENCY FOR QUALITY ASSURANCE
IN THE GALICIAN UNIVERSITY SYSTEM (ACSUG)**
Annual Report 2011



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ACSUG
AXENCIA para a CALIDADE do
SISTEMA UNIVERSITARIO de
GALICIA

Edited by:

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ACSUG is a registered EQAR member.



ACSUG has implemented an AENOR certified Quality and Environmental Management System which meets the ISO 9001:2008 and ISO 14001:2004 Standards. Our Environmental Management System has been positively verified by EMAS (European Eco-Management and Audit Scheme).



INDEX

INTRODUCTION	7
ACSUG MISSION AND VISION	9
STRUCTURE AND ORGANISATION CHART	11
	11 ORGANISATIONAL STRUCTURE AND HUMAN RESOURCES
	16 INTERNAL QUALITY
	16 INFORMATION TECHNOLOGY
	17 FINANCIAL ADMINISTRATION
ACTIVITIES AND PROGRAMMES IMPLEMENTED IN 2011	19
	19 EVALUATION OF QUALIFICATIONS AND CENTRES
	22 ASSESSMENT OF TEACHING STAFF
	36 RESEARCH EVALUATION
	39 LABOUR MARKET INTEGRATION SURVEYS
COOPERATION AND COMMUNICATION	45
	45 INTERNATIONAL ACTIVITIES
	47 OTHER COLLABORATIONS
	48 COURSES, WORKSHOPS AND SEMINARS
	50 PUBLICATIONS

01



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Introduction

The Agency for Quality Assurance in the Galician University System (ACSUG) was founded in 2001 and its mission is to contribute towards the improvement of the Galician University System (SUG).

In 2011 ACSUG continued to place special importance on its international activities, actively participating in the work of the European Association for Quality Assurance in Higher Education (ENQA) of which it has been a full member since 2009.

Since November 2010 ACSUG has also been included on the European Quality Assurance Register for Higher Education (EQAR) to which other European university quality assurance agencies belong who are recognised for their professionalism and the credibility of their activities.

ACSUG is a member of the Spanish Network of University Quality Agencies (REACU) and is one of the agencies participating in the University Committee for the Regulation of the Monitoring and Accreditation of University Qualifications (CURSA). This committee undertakes vital work in the design and introduction of evaluation methods for official university qualifications.

In 2011 ACSUG continued to develop the previously adopted actions, while seeking to embrace all Galicia University System stakeholders and promote the quality of Galician universities. Some of these activities include the verification of university qualifications, the teacher assessment procedures, conducting labour market integration surveys, etc.

As far as new activities are concerned, this year we have initiated the monitoring of Officially Recognised Qualifications already implemented in the Galician universities. They must undertake a monitoring process in order to ensure that the qualification is taught according to the initial plan and to identify any possible improvements that could be introduced to it. ACSUG ensures that this monitoring is undertaken appropriately and during 2011 it conducted 9 evaluation processes as part of the pilot scheme in order to gain experience ahead of the introduction of the compulsory annual monitoring process.

Other international activities of note include the evaluation of university centres of the University of San Martín de Porres in Peru, and the European Union's ongoing Tempus project which aims to establish a Central Asian Quality Assurance and Accreditation Network (CANQA). Within Spain ACSUG staff have collaborated with and worked on the internal audit of the management system of AQU Catalunya.

We hope that this report, a reflection of the work and enthusiasm of ACSUG staff in the performance of their tasks, will help to acquaint its readers with the numerous actions we have undertaken in 2011.

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ACSUG mission and vision

The ACSUG has set out its Code of Ethics in a public document that lays down the general strategic principles and objectives that provide the foundation on which all its activities are based.

This document includes the ACSUG Mission and Vision statements.

MISSION

The key mission of the Agency for Quality Assurance in the Galician University System (ACSUG) is to help advance the improvement of the Galician University System (SUG) by drafting reports, conducting assessments and providing certification and accreditation for Galician University activities, particularly those related to teaching, research, the transfer of knowledge, and management.

The ACSUG also acts as an instrument for the permanent collection and channelling of information between the Galician universities, other institutions and interest groups, 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.

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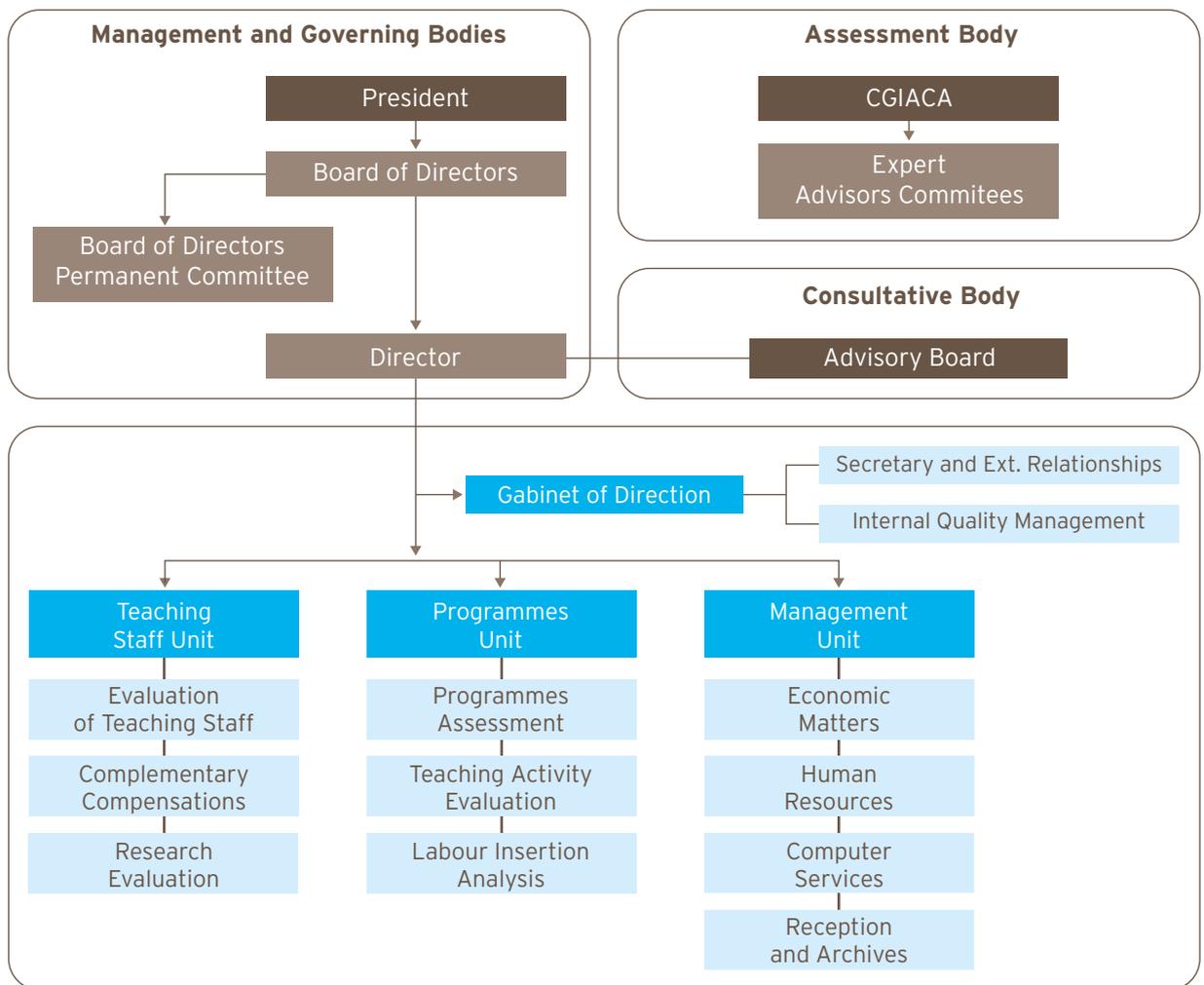
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Structure and organisation chart

ORGANISATIONAL STRUCTURE AND HUMAN RESOURCES

ACSUG's organisational and operational structure is shown in the diagram below



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

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

S/he is the institution's highest representative. The position has a four-year term. Ms. María Patrocinio Morrondo Pelayo has served as the ACSUG President since 9 July 2009.

Board Of Directors

This is ACSUG's highest governing and management body and is composed (December 2011) of the following members:

- a) the President of ACSUG, who is also the chair of the Board of Directors:
 - Ms. María Patrocinio Morrondo Pelayo
- b) The head of the department responsible for university matters:
 - Mr. Jesús Vázquez Abad
Councillor for Culture, Education and University Regulation
- 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 Universities

- Mr. Ricardo Capilla Pueyo
Director of the Galician Agency for Innovation
- d) The vice-chancellors of the universities of the Galician University System:
 - Mr. Xosé Luís Armesto Barbeito
Vice-chancellor of the University of A Coruña
 - Mr. Juan José Casares Long
Vice-chancellor of the University of Santiago de Compostela
 - Mr. Salustiano Mato de la Iglesia
Vice-chancellor of the University of Vigo
- e) The presidents of the Social Councils of the SUG universities:
 - Mr. Antonio Abril Abadín
President of the Social Council of the University of A Coruña
 - Mr. Manuel Puga Pereira
President of the Social Council of the University of Santiago de Compostela
 - Mr. Ernesto Pedrosa Silva
President of the Social Council of the University of Vigo
- f) Two people appointed by the head of the department responsible for university matters 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 Galician University System, designated by the Youth Department of Galicia:
 - Mr. Gerardo Chamorro Casal
 - Mr. Pablo Málvarez Villaverde
- 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 Galician University System, who attends meetings with voice but no voting rights:
 - Mr. Julio E. Abalde Alonso
Deputy Vice-chancellor for Quality and New Technologies at the University of A Coruña
 - Ms. Benita Silva Hermo
Deputy Vice-chancellor for Social Responsibility and Quality of the University of Santiago de Compostela
 - Mr. Ignacio Barcia Rodríguez
Deputy Vice-chancellor for Student affairs, Teaching and Quality Assurance at the University of Vigo
- l) Secretary of the Board of Directors, with voice but without voting rights:
 - Mr. Francisco Rico Rey
ACSUG Technical Officer

The Director of ACSUG

The Director is the executive body of ACSUG. S/he manages, organises, administrates and oversees all ACSUG activities, in accordance with the Board of Directors' guidelines. José Eduardo López Pereira has held this position since 7 September 2009.

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

The role of the CGIACA, as ACSUG's highest assessment body and acting completely independently, is to issue reports, conduct assessments, issue certificates and accreditations which are attributed to ACSUG, as referred to in section 1 of article 7 of the statutes, and to carry out any other function relating to quality assurance in the universities that 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 2011) 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 Señarís Rodríguez
 - Mr. Jorge Teijeiro Vidal
- c) The ACSUG Director, with voice but no vote, who acts as secretary:
 - José Eduardo López Pereira

The Advisory Council

Reporting to the Director of ACSUG, the Advisory Council, in its role as a consultative body, undertakes the function of monitoring how ACSUG is run and issuing an annual report for the Board of Directors. It also reports on ACSUG's procedures and actions at the request of the Director, and resolves any controversies with regards to the compliance of ACSUG's procedures and actions with the standards and Code of Ethics and of Good Practice.

The Advisory Council is composed (December 2011) 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 ACSUG Board of Directors, from people of renowned prestige in the scientific, academic and business fields, both nationally and internationally, from outside the Galician University System. Representatives from the business sector and students' bodies, who do not necessarily need to be from outside the Autonomous Community of Galicia, must also be among its members.
 - Ms. Patricia Odber de Baubeta
Academic Representative (University of Birmingham)
 - Mr. Arcangelo Gentile
Academic Representative (University of Bologna)
 - Ms. María Caridad Sánchez Acedo
Academic Representative (University of Zaragoza)
 - Mr. Josep M. Brucart Marraco
Academic Representative (Autonomous University of Barcelona)
 - Mr. Antonio Leal Millán
Academic Representative (University of Seville)
 - Mr. Adrián López Lorenzo
Student bodies' representative
- c) A secretary from the Advisory Council:
 - Mr. Fermín Santín Mon
Student bodies' representative
 - Mr. Manuel Jaime Martínez Rapela
Business sector representative
 - Mr. Enrique Ulloa Canalejo
Business sector representative
 - Mr. Luis Carlos Velón Sixto
ACSUG Technical Officer

Human resources

In 2011, ACSUG's staff was made up of 16 employees distributed amongst four departments:

EXECUTIVE COMMITTEE

Management Committee Technical Officer
López Lorenzo, Ana Isabel

Quality Management Technical Officer
Velón Sixto, Luis Carlos

TEACHING STAFF DEPARTMENT

Teaching Staff Technical Officer
Rico Rey, Francisco

Teaching Staff Technical Officer
Bouso Montero, Lucía

Administration
Millán Buceta, Sandra

Administration
Lesta Chapela, Eburne

PROGRAMMES DEPARTMENT

Programmes Technical Officer
Belmonte Otero, Isabel

Programmes Technical Officer
Ríos de Deus, María Paula

Programmes Technical Officer
Castro Pais, María Dolores

Programmes Technical Officer
Fernández Montes, María Carmen

ADMINISTRATION DEPARTMENT

HR and Business Admin. Technical Officer
Martínez Lafuente, Aitor

IT Technical Officer
Sierra Sánchez, María

IT Technical Officer
Mallo Rey, Marta

Specialist IT Technical Officer
Baña Souto, José Manuel

Administration
Couceiro Novais, María Virtudes

Administration
Domínguez Martínez, Santiago

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

The Teaching Staff Department is responsible for managing the invitations for assessment and issuing reports prior to recruiting university teaching staff, for the evaluation for assigning salary bonuses linked to the individual merits of civil servant lecturers and associate professors, for analysing and monitoring R&D capabilities within the universities and other tasks related to the evaluation of university teaching staff and research teams assigned to ACSUG by the agreement.

Amongst other activities, the Programmes Department is primarily responsible for verifying, monitoring and modifying official qualifications, for evaluating the design and certification of the implementation of internal quality assurance procedures in the centres, for appraising centres outside the Spanish University System (SUE), for developing the university teaching staff evaluation

programme (Docentia Programme), and for the labour market integration surveys of SUG graduates.

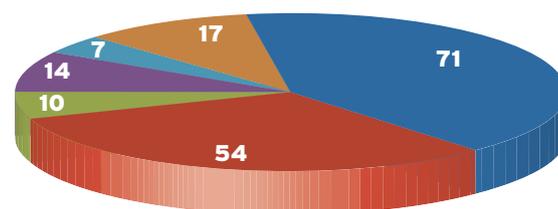
The Administration Department comprises the departments responsible for supporting the rest of the units, including ACSUG general services (Economic Affairs, Human Resources, IT Services, Reception, Register and Archive), all required to enable ACSUG to properly carry out all the tasks with which it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

Panels of expert assessors

ACSUG works together with the panels of expert assessors employed during the 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 selecting the expert assessors and defines the criteria governing the training of the various assessment panels needed for ACSUG's evaluation procedures.

The following graph shows the number of assessors who have worked with ACSUG during 2011:



- Teaching Staff Assessment
- Research Assessment
- Tuition Assessment (Docentia Programme)
- Qualification Assessment
- IQAS Assessment of Centres
- Assessments outside the SUG

INTERNAL QUALITY

Internal quality and environmental management system

During 2011, ACSUG has continued with the implementation and improvement to its quality and environmental management system. The major improvements introduced include: the drive towards the systematic measurement of satisfaction amongst ACSUG clients and users and a new website design and structure: www.acsug.es.

As the body responsible for monitoring and evaluating quality in the universities, ACSUG considers the smooth running of the organisation to be essential for ensuring that all its tasks are carried out effectively and efficiently.

The internal management system implemented at ACSUG adheres to the ISO 9001:2008 (quality) Standard and the ISO 14001:2004 Standard as well as the EMAS Regulation of 2009 (both pertaining to environmental management).

ACSUG must renew its certificates in the coming year and AENOR will perform the relevant audits at the beginning of 2012.

Other rules introduced in relation to quality and management

ACSUG has always sought to adopt any regulation that enables 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).

INFORMATION TECHNOLOGY

In 2011, in addition to the work generated by the day-to-day activities at ACSUG, the IT services also carried out the following tasks:

- Proposal for the redesign of the ACSUG website. The website is being developed based on the Drupal content management system. Staff have been given access to the beta version to allow them to offer their ideas and content, with the aim of making access to information easier for the end user.
- Improvements to the applications for managing bonus payments in the Galician University System centres: salary bonuses for teaching and research work, bonuses for administrative work and bonuses for curricular excellence.
- Improvements to the application for managing teaching staff accreditation (evaluation prior to recruitment as an associate professor, lecturer, and from a private university and report prior to exceptional recruitment as a full-time lecturer).
- Improvements to and adaptation of the application for managing the Programme for Evaluating the Performance of University Teaching Staff (DOCENTIA Programme). During the pilot assessment process at the University of A Coruña and at the University of Santiago de Compostela, amendments are continuously being made to the DOCENTIA Programme handbook and the IT programme needs to be adjusted to adopt these changes.
- Improvements and adjustments to the application developed for the University of Oviedo in order to evaluate the six-year research periods of the untenured and interim research staff of this university. The most noteworthy improvement has been the introduction of a module for managing resolution appeals.

- Improvements to the application for managing the TRS (Teaching and Research Staff) Special Promotion Programme at the University of Vigo. At the request of this university the application now permits the proof of curricular merits to be attached in electronic form.
- Adaptation and installation of the Alfresco document manager, to support the evaluation of the system for monitoring officially recognised qualifications.

FINANCIAL ADMINISTRATION

The activities undertaken by ACSUG are financed by a specific allocation agreed to in the Galician University System Finance Plan 2011-2015, and is included in the Autonomous Community of Galicia's Budget for 2011.

This budget allocation allows ACSUG to undertake the activities attributed to it within the budget, pursuant to the additional 27th provision of the Galician Parliament Law 3/2002 of 29 April governing fiscal and administrative policies, described in article 7 of its statutes.

Within this budget allocation, ACSUG also partly undertakes activities which correspond to the General Secretariat of Universities, mainly those related to the analysis and evaluation of the quality of research carried out within the SUG.

Additionally, in 2011 ACSUG signed partnership agreements in order to undertake several evaluation activities, which has resulted in additional revenue through payment for these services.

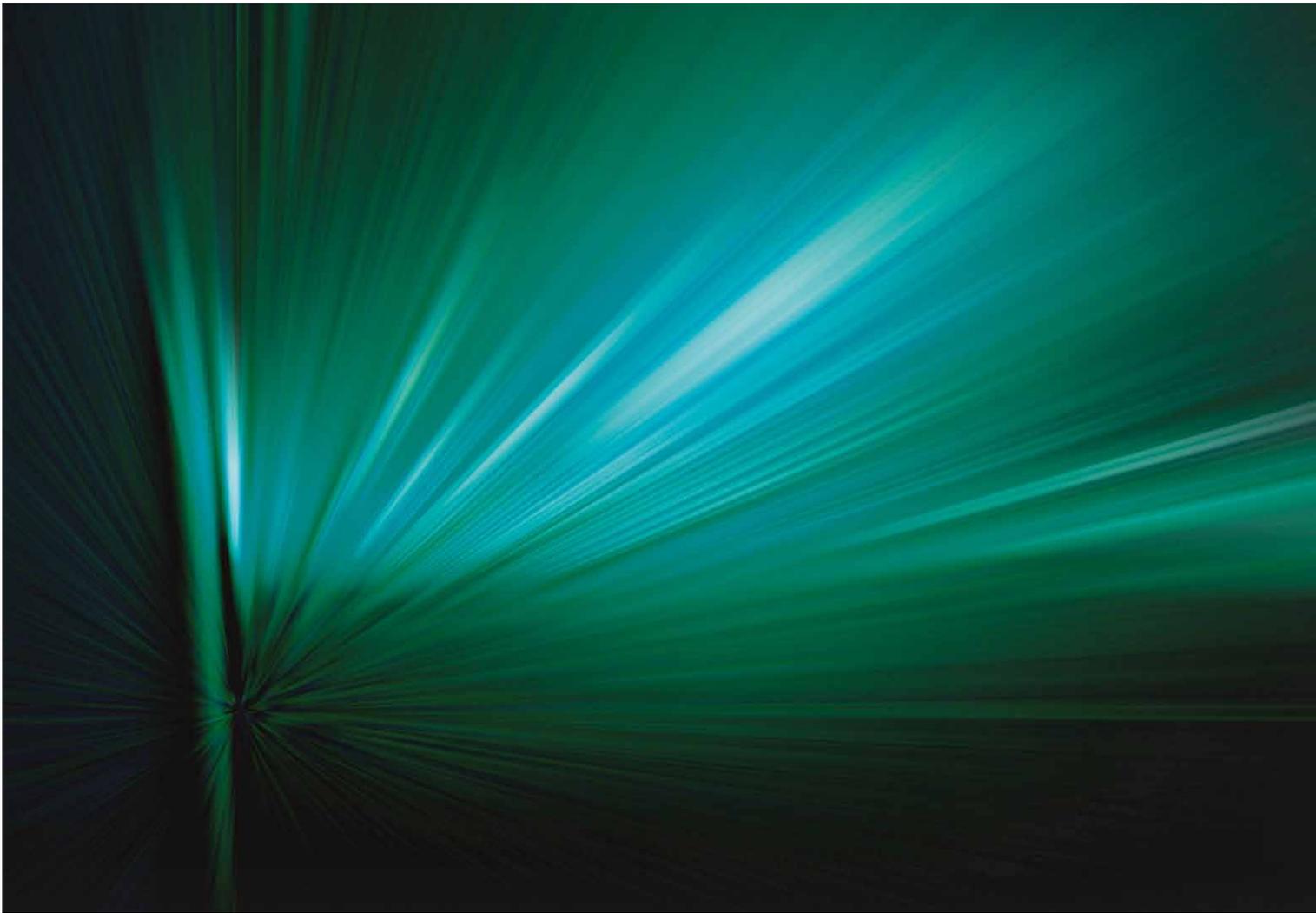
Below is a summary of the expenditure budget settlement for the 2011 financial year.

Recognised Obligations	Amounts
Personnel costs	496.806,68
Current expenses on goods and services	400.693,67
Total investments	11.229,20
Total amount	908.729,55

Recognised Obligations by Area	Amounts
ACSUG departments	74.141,78
Teaching staff assessment	243.611,19
Programmes assessment	282.769,57
Internal management costs	308.207,01
Total amount	908.729,55

The annual accounts and the budget settlement are audited annually. 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 of Galicia

04



Activities and programmes implemented in 2011

EVALUATION OF QUALIFICATIONS AND CENTRES

VERIFICATION-MODIFICATION of officially recognised qualifications

Pursuant to the provisions of articles 25, 27 and 27 bis of Royal Decree 861/2010 of 2 July which amends Royal Decree 1393/2007 of 29 October and the provisions of the "Secretariat General of Universities" of the "Department of Education and University Regulation" of the Regional Government of Galicia, ACSUG is responsible for the evaluation, prior to its verification by the Council of Universities, of the new study programmes submitted by the Galician University System (SUG) universities, for the annual monitoring of the qualifications registered on the Register of Universities, Centres and Qualifications (RUCT) and for renewing its accreditation within the term established by the aforementioned regulations.

The evaluation process for each qualification case or proposal encompasses the following stages:

- 1) The Report for each qualification is submitted by the University to the Council of Universities (CU) by means of the computer application created for this purpose by the Ministry of Education.
- 2) Review and validation of the documentation by the CU and forwarded the study programme to ACSUG.
- 3) Assigning each case to the relevant Branch Evaluation Committee (CER) and preparation of a provisional report by ACSUG, following the evaluation protocols

devised for this purpose and respecting the REACU agreements.

- 4) Forwarding the provisional report to the university and opening the period for appeals (20 calendar days.)
- 5) Review of the appeals by the pertinent CER, drafting of Final Report by ACSUG in favourable or unfavourable terms which is subsequently forwarded to the CU.
- 6) The CU notifies the Ministry of Education, the Autonomous Community and the University of the outcome of the verification.
- 7) In the case of a favourable report, the Autonomous Community must decide on whether to authorise it.
- 8) If the authorisation is approved, the qualification is registered on the RUCT and now becomes an accredited qualification.
- 9) After having introduced the qualification, ACSUG will monitor it annually based on the agreements made by the CURSA.
- 10) After having lapsed 6 years for bachelors and PhD degrees and after 4 years for Masters degrees, the accreditation must be renewed, provided that ACSUG has ensured the study programme is being taught as initially intended (which entails a visit by external experts to the university) and conforms to the recommendations set out during the monitoring process.

QUALIFICATIONS ASSESSED BY ACSUG IN 2011

In 2011, 19 officially recognised bachelor and master's degrees were verified.

VERIFICATIONS									
Branch of Knowledge	UDC		USC		UVI		TOTAL		Total
	Bachelor's Degree	Master's Degree							
Arts and Humanities	0	1	0	0	0	1	0	0	2
Sciences	0	0	0	0	0	1	0	1	1
Health Sciences	0	2	0	0	0	0	0	0	2
Social and Legal Sciences	0	2	1	1	0	4	1	7	8
Engineering and Architecture	0	3	0	1	0	2	0	6	6
Total	0	8	1	2	0	8	1	14	19

ACSUG made 30 modifications to officially recognised bachelor and master's degrees.

MODIFICATIONS									
Branch of Knowledge	UDC		USC		UVI		TOTAL		Total
	Bachelor's Degree	Master's Degree							
Arts and Humanities	0	0	0	0	1	1	0	0	2
Sciences	0	0	0	2	0	1	0	0	3
Health Sciences	0	1	1	1	1	0	2	2	4
Social and Legal Sciences	0	1	3	1	1	3	4	5	9
Engineering and Architecture	4	4	0	1	1	2	5	7	12
Total	4	6	4	5	4	7	11	14	30

Monitoring officially recognised bachelor and master's degrees

In February 2010 the invitation to the Pilot Scheme for the Monitoring of Bachelor and Master's Degrees of the Galician University System was published. A total of 9 applications were submitted from the three universities: 3 qualifications from the University of A Coruña, 2 from the University of Santiago and 4 from the University of Vigo

On 26 October 2010 ACSUG received the annual monitoring reports for the qualifications shown in the above table. After reviewing the reports, a meeting was held on 17 December 2010, between the deputy vice-chancellors for quality and the directors of the quality departments, where they were informed of the results. Following the appeals period, the final reports were issued in the first quarter of 2011. Eight out of the nine qualifications obtained a favourable final report.

Number of
qualifications
monitored in 2011

BRANCH	CYCLE	UDC	USC	UVI	TOTAL
Arts and Humanities	Bachelor's Degree	0	0	1	1
	Master's Degree	0	0	0	0
Sciences	Bachelor's Degree	0	1	1	2
	Master's Degree	0	0	0	0
Health Sciences	Bachelor's Degree	1	0	0	1
	Master's Degree	0	0	0	0
Social and Legal Sciences	Bachelor's Degree	1	1	0	2
	Master's Degree	1	0	1	2
Engineering and Architecture	Bachelor's Degree	0	0	0	0
	Master's Degree	0	0	1	1
TOTAL		3	2	4	9

Internal quality assurance systems. FIDES-AUDIT programme

On 12 May 2011 the fourth invitation was opened to the FIDES-AUDIT Programme, for the Galician university centres that requested the evaluation of their Internal Quality Assurance System design.

The centres participating in the 4th invitation to assess their IQAS models are listed in the table below.

CENTRES PARTICIPATING IN THE 4TH EVALUATION PROCESS FIDES-AUDIT PROGRAMME		
UNIVERSITY	CENTRES	TOTAL CENTRES
USC	Faculty of Humanities of Santiago	5
	University College of Labour Relations of Lugo	
	Faculty of Educational Sciences of Santiago	
	Faculty of Sciences of Lugo	
	Faculty of Philosophy of Santiago	
UVI	University College of Nursing of Meixoeiro (CHUVI)	5
	University College of Nursing of Ourense	
	University College of Nursing of Pontevedra	
	University College of Nursing of Povisa	
	University College of Teacher Training "Sedes Sapientiae" San Pablo Ceu	

Two evaluation panels were set up to conduct the two assessment processes, which were based on the criteria previously established and published on our website.

The panels consisted of academic and professional members, as well as technical staff from ACSUG.

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

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

On 15 December 2011, ACSUG, AQU Catalunya and ANECA awarded the AUDIT certificates to the IQAS that were presented in the third call for assessment whose model was considered to be well defined, consistent with the programme's guidelines and backed by an organisational structure capable of implementing it, and which are able to guarantee compliance with the quality commitments undertaken by each of the universities. The ceremony, organised by AQU Catalunya, was attended by several academic authorities and agency representatives.

In the first quarter of 2012 the final reports for the IQAS submitted in the fourth assessment process 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.

ASSESSMENT OF TEACHING STAFF

Assessment and report prior to recruiting university teaching staff in the SUG universities

Following the changes introduced in 2009, with the introduction of the new IT platform and amendments to the scoring of the accreditation evaluation, the latest processes have not been completed in the corresponding year, and have even been entirely carried out in the following year. In order to return to normality with regards to the publication of the invitation to evaluation, in 2011 four invitations have been made, two pertaining to 2010 and two for 2011.

These were the 2010 calls but have been completed in 2011:

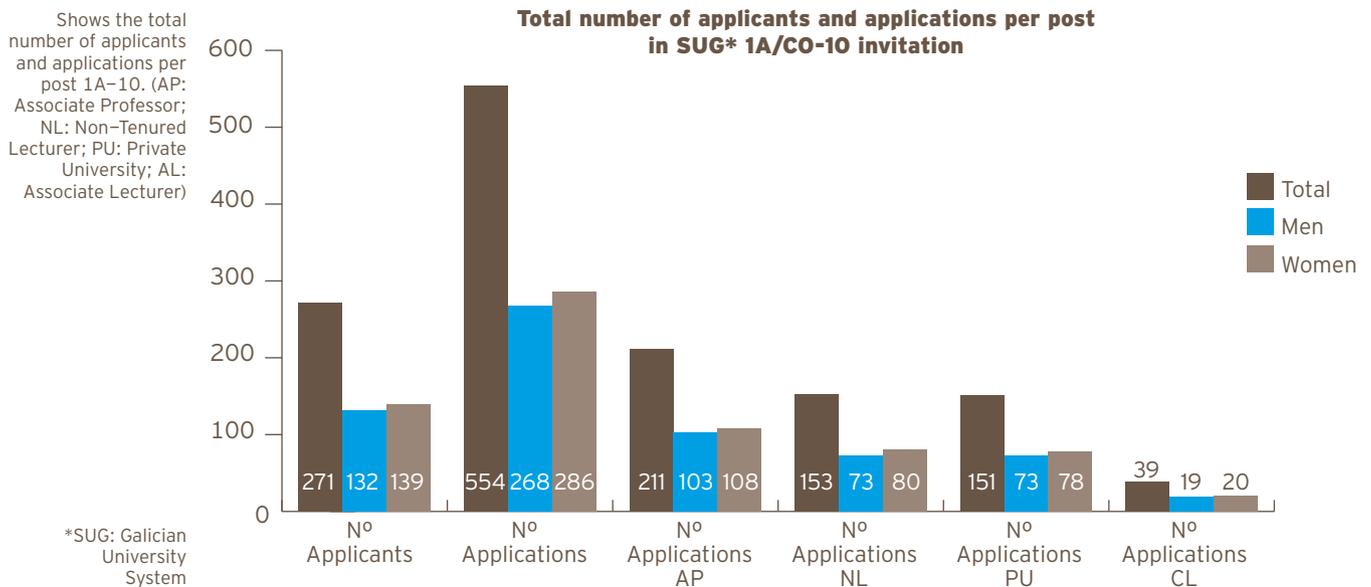
- Resolution of 17 December 2010 by the ACSUG President approving the ordinary invitation for assessment prior to recruitment of teaching staff by the SUG universities.

- Resolution of 17 December 2010 by the ACSUG President approving the ordinary invitation for assessment for obtaining the prior report before the exceptional recruitment of associate teaching staff by the SUG universities
- Resolution of 19 December 2011 by the ACSUG President approving the ordinary invitation for assessment for obtaining the prior report before the exceptional recruitment of associate teaching staff by the SUG universities.

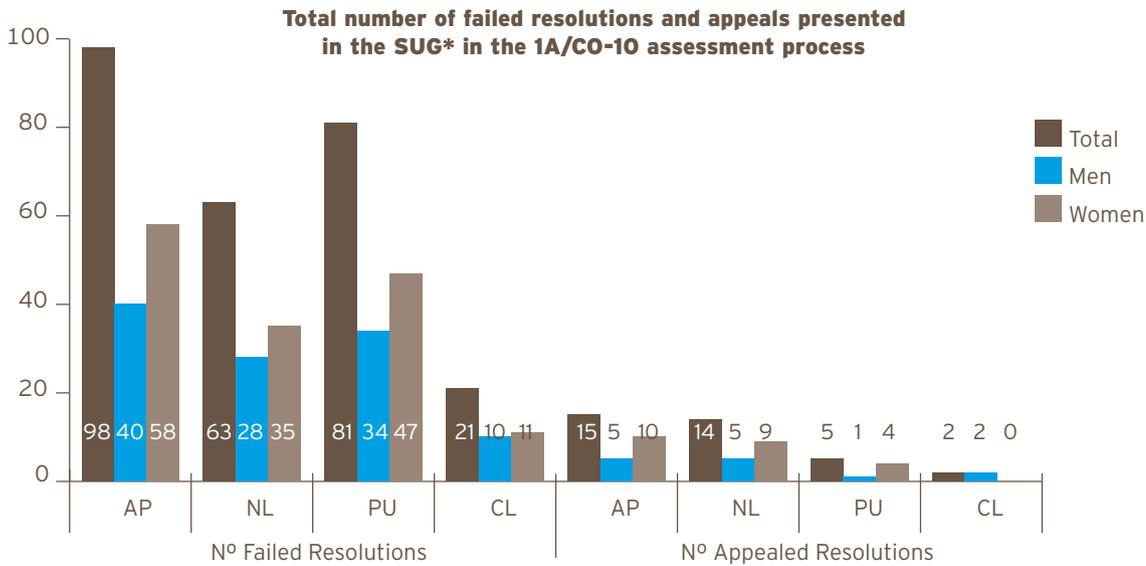
And these were the invitations made in 2011:

- Resolution of 19 December 2011 by the ACSUG President approving the ordinary invitation for assessment prior to recruitment of teaching staff by the SUG universities.

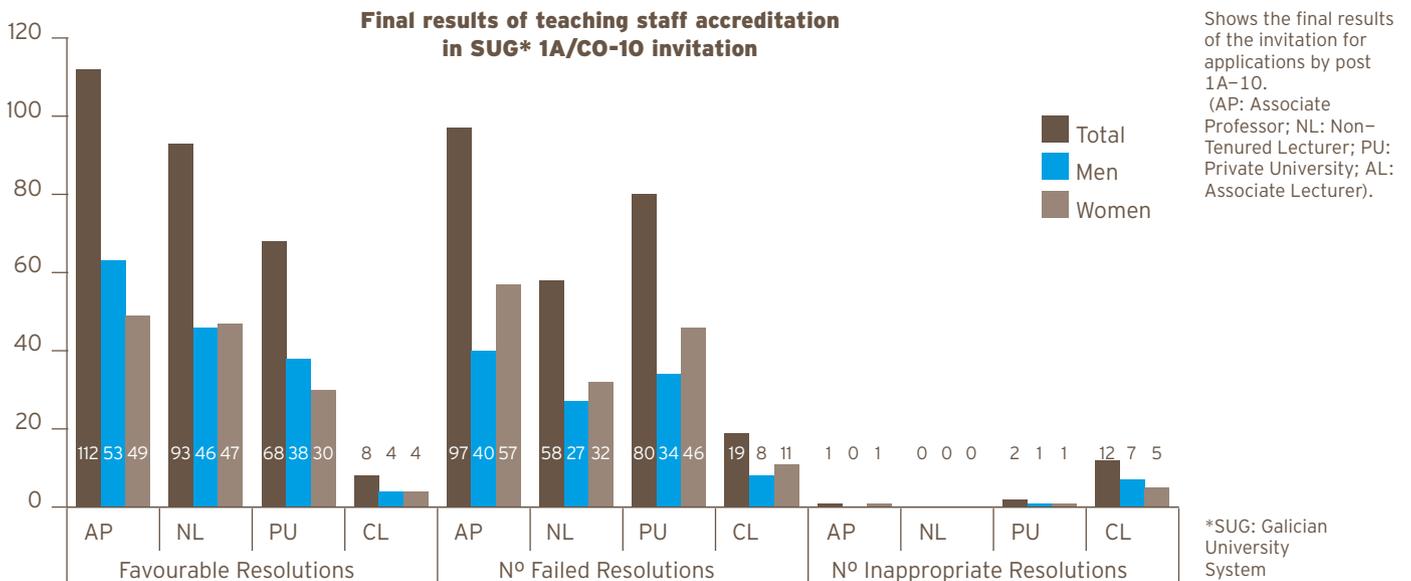
We are able to present the 2010 invitation data on the following graphs:



This year we point out that there were few appeals compared with the number of negative resolutions.

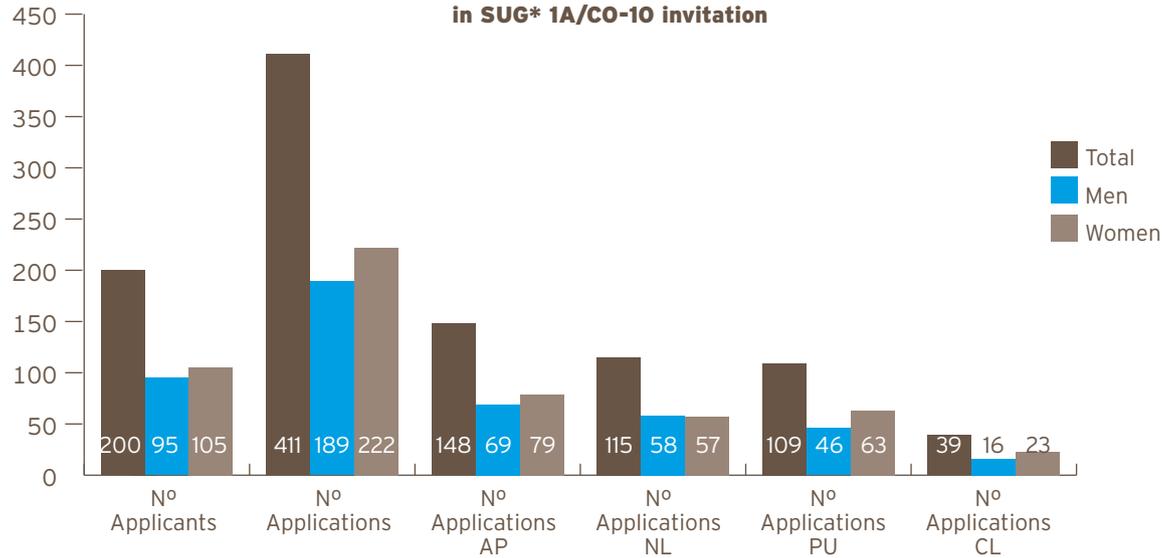


Following the final decisions pertaining to the reconsideration requests the graph presents the final data relating to the accreditation procedure:



Shows the total number of applicants and applications per post 1A-11. (AP: Associate professor; NL: Non-Tenured Lecturer; PU: Private university; AL: Associate Lecturer)

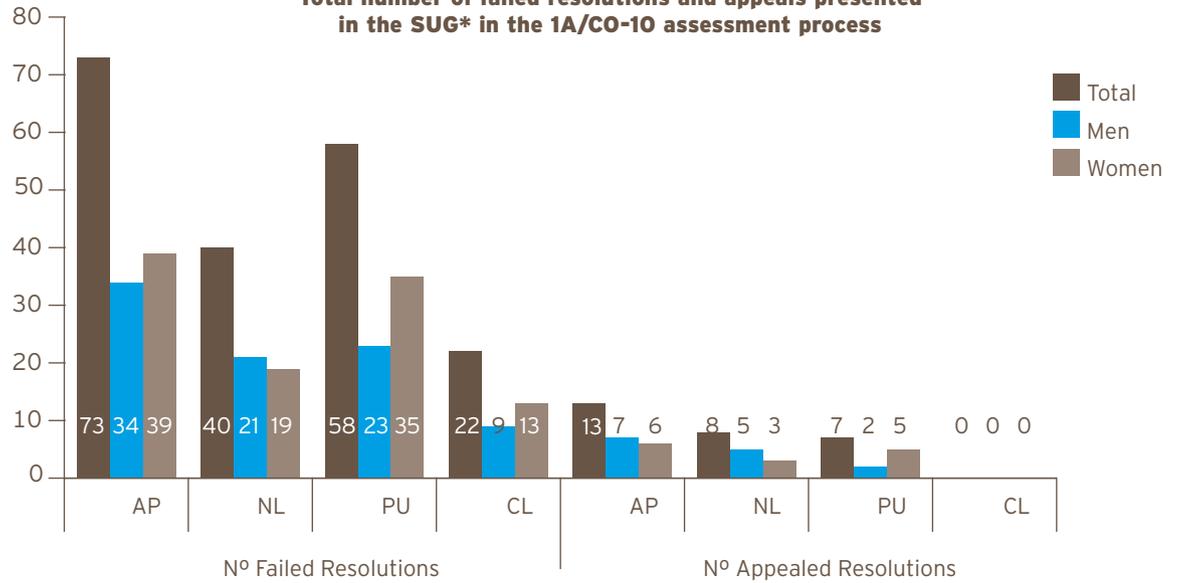
Total number of applicants and applications per post in SUG* 1A/CO-10 invitation



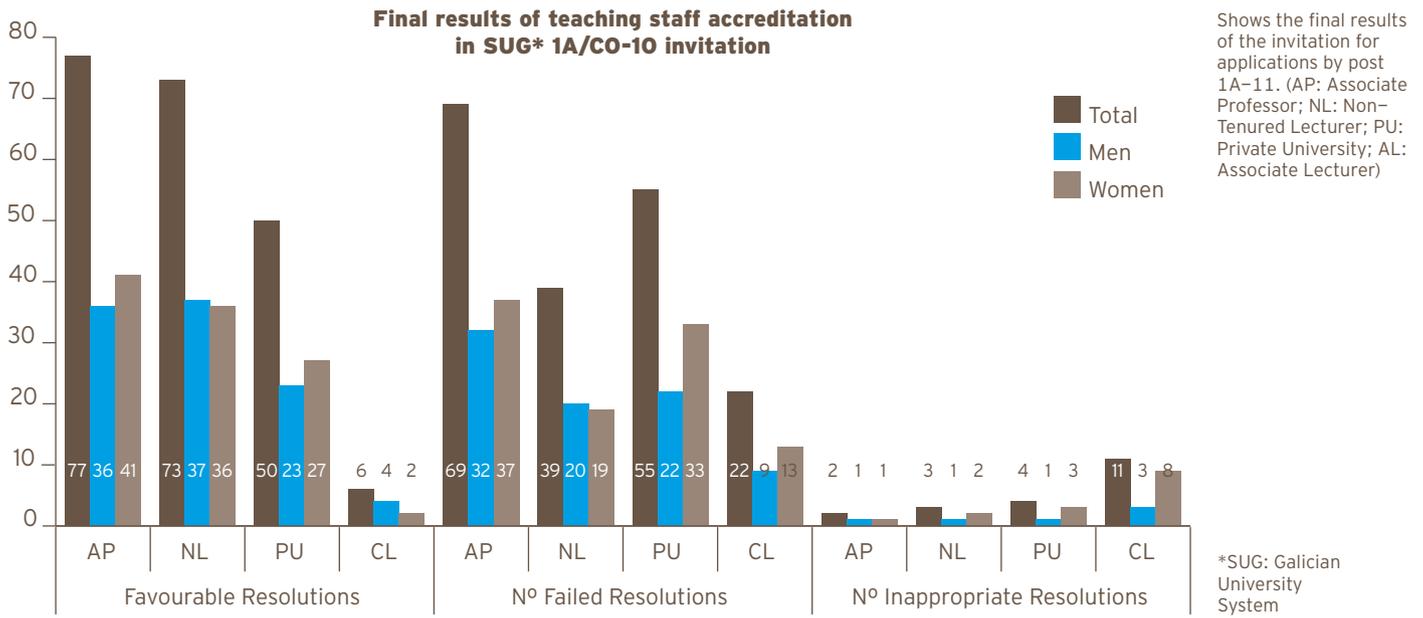
*SUG: Galician University System

Comparison between unfavourable resolutions and requests for reconsideration presented 1A-11. (AP: Associate Professor; NL: Non-Tenured Lecturer; PU: Private University; AL: Associate Lecturer)

Total number of failed resolutions and appeals presented in the SUG* in the 1A/CO-10 assessment process



*SUG: Galician University System



Assessment and prior report for the promotion and consolidation of associate lecturers within the SUG universities

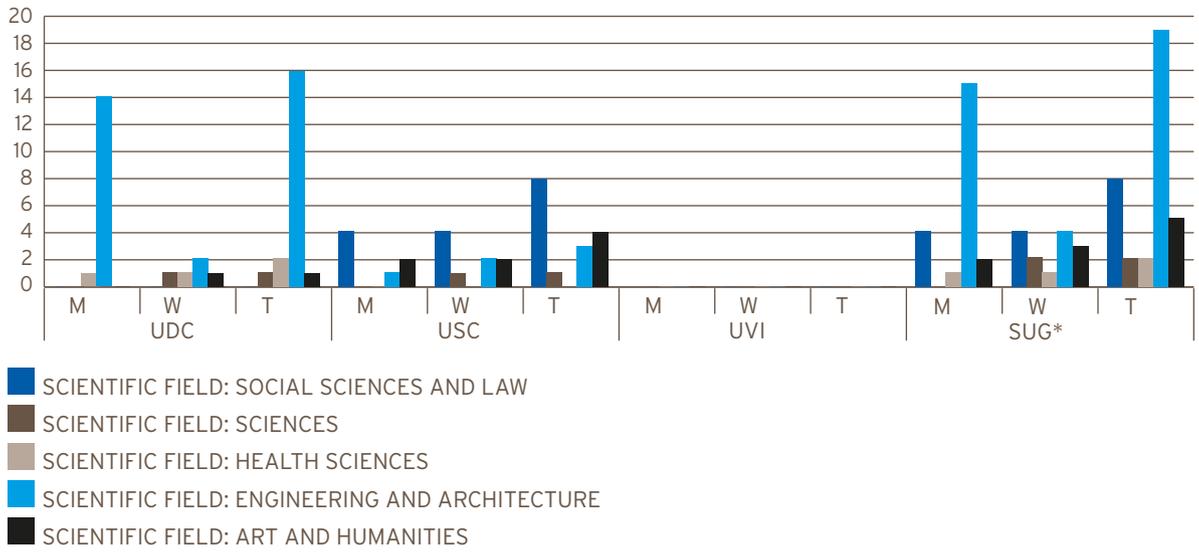
Through the Order of 22 April 2008 (Official Journal of Galicia 5 May 2008), the procedure is set out by the Agency for Quality Assurance in the Galician University System (ACSUG) for issuing reports prior to the extension of the associate lecturers' contracts in the state universities of Galicia, as well as for the issue of an appraisal prior to converting the contracts into a permanent position pursuant to the provision 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.

As discussed above, it is an open process.

- **Preliminary Report for extending associate lecturers' contracts:** All lecturers employed by Galician state universities as associate lecturers, and who are in the final year of their initial maximum 4-year contract, as contemplated by article 6.2 of Decree 266/2002, of 6 September, may request the report.

Number of applicants in 2011 for assessment and the preliminary report for the extension of the contracts of associate lecturers employed by SUG universities (M: man, W: woman and T: Total)

Number of applicants in 2011 for assessment at the report prior to the extension of the contracts of associate lecturers

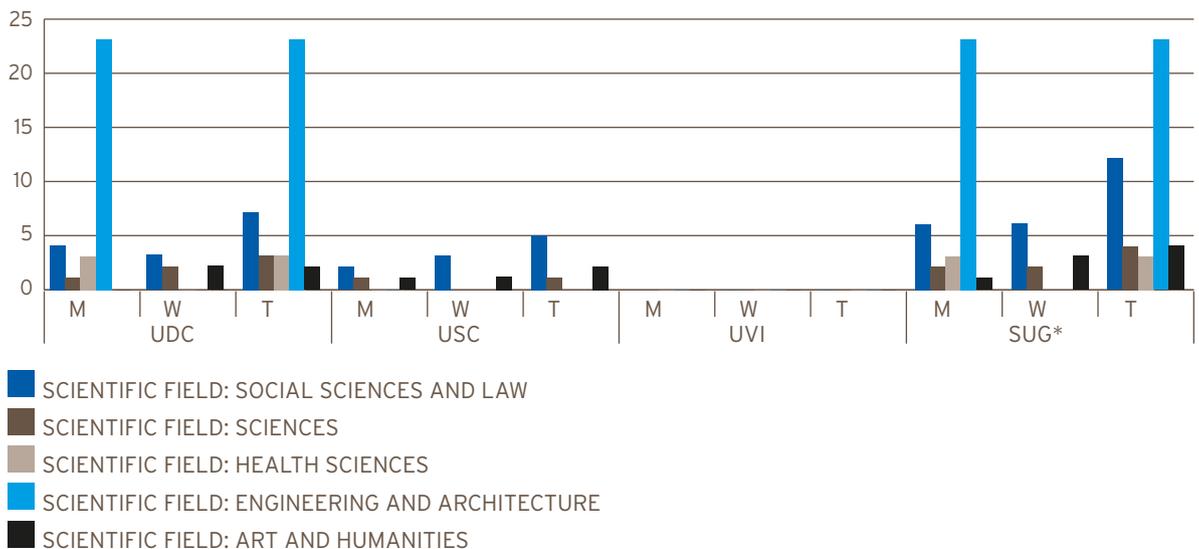


- **Appraisal prior to an associate lecturer becoming a tenured lecturer.** All associate lecturers who have had their contracts extended by any of the state universities of Galicia may request this, in accordance with article

6.2 of Decree 266/2002, of 6 September, relating to recruitment of university teaching staff.

Number of applications received in 2011 from associate lecturers employed by SUG universities for assessment and the preliminary report in order to acquire the status of tenured lecturers. (M: man, W: woman and T: Total)

Number of applications submitted in 2011 for assessment to allow associate lecturers to convert their contracts into that of a permanent lecturer



Incentive payments

The Organic Law 6/2001 of 21 December on universities, sets out that regional governments may establish, for untenured teaching and research staff (article 55) and for tenured teaching and research staff (article 69), additional incentive payments linked to individual merits in teaching, research or administration.

Decree 55/2004 of 4 March was published to develop these articles by establishing a system of incentive payments linked to individual teaching and research merits or to merits in administration. Their aim was to set up a system of bonuses paid by the regional government to permanent teaching and research

staff as well as to untenured lecturers in the public universities of Galicia. Four types of allowances have been established: in recognition of teaching work (CLD), in recognition of research work (CLI), in recognition of curricular excellence in teaching and research (CEC), and in recognition of work in administrative positions (CEG).

The data presented below corresponds to the overall results for the 2010 processes for the three complementary incentive payments that currently exist in Galicia. What is notable is the high percentage of positives as a common aspect of 2 of the three categories of bonus payments.

INCENTIVE	TOTAL APPLICATIONS ASSESSED	NEGATIVE RESOLUTIONS	APPROVED RESOLUTIONS	% POSITIVE APPLICATIONS
Teaching and Research Work	339	27	312	92,03%
Teaching and Research Curricular Excellence	403	2	401	99,50%
Administrative Responsibilities	312	42	270	86,54%
Total	1.052	69	983	93,44%

Distribution of appraisals by incentive category

Incentive payment in recognition of teaching and research work

The aim is to reward teaching and research work undertaken within the University System of Galicia (SUG). All permanent staff and untenured professors working in Galician universities may apply, provided they comply with the requirements previously established for the appraisal. These were the first bonus payments to be introduced and have been awarded since 2004.

The 2010 invitation was published in the Official Journal of Galicia (DOG) on 8 January 2010 through the Resolution of 20 October 2010 approving the public announcement calling for pre-assessment for the assignation of incentive payments in recognition of teaching work and in recognition of research work. The results are broken down by applicant, overall results, results by bonus category and status of the applicant.

ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2011

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	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	DISTRIBUTION CLD RESULTS	
		COMPLY	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	DISTRIBUTION CLI RESULTS	
		COMPLY	NOT COMPLY
UDC	35	34	1
USC	69	66	3
UVI	73	65	8
TOTAL	177	165	12

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

Distribution of applications by university and by position occupied in the university (FP: University Full Professor, TU: Tenured Professor, CEU: Full Professor of University College, TEU: Tenured Professor of University College, CD: Associate Professor)

To summarise, this year's process has been entirely conducted during 2011, and most of the applicants were Associate Professors or Tenured University Professors, owing to new recruitment and the conversion of some categories into others. Most of the tenured teaching staff in the SUG have been receiving these additional payments since the procedure was introduced. It should also be pointed out that the number of applications has fallen significantly over the years as the procedure becomes consolidated.

Autonomous Community Bonus for Teaching and Research Curricular Excellence

The evaluation protocol for this bonus payment was developed, initially through the Order of 16 April 2004 (Official Journal of Galicia of 28 April) which was subsequently completed with the publication of the assessment protocol developed by the CGIACA through the Order of 16 October 2006 (Official Journal of Galicia of 26 October). It covers the criteria and merits for the pre-assessment and assignation of the allowances for recognition of curricular excellence and for administrative work, which are applicable to date.

As stated in the previous annual report, the 2010 invitation was published towards the end of the year,

specifically on 9 November. This led to the processing tasks and the evaluation of the applications being undertaken during the first four months of 2011. Consequently, the results of the 2010 process are analysed in this 2011 annual report.

So, as is becoming usual practice, and owing to the same reason related to the timescales, the data for 2011 process will be analysed in the 2012 annual report. It will be a special round of assessments because it will be 5 years since the first one and most of the applicants applying belong to the group of candidates undergoing reassessment. To comply with the rules in force, 5 years after having presented their application, the applicants must submit the teaching or research work they have carried out over this period for a further appraisal. In exceptional cases, the re-appraisal process may take place after three years, provided further five-year or six-year periods have been completed (basic score).

When analysing the outcomes for the 2010 curricular excellence bonuses on both the graph and on the table, it is important to note the difference between applicants being reassessed and new applicants.

In the case of re-appraised candidates, the table reflects the scores that have been added in each assessment

process to the already existing scores. In the case of new applicants, the result is the total obtained.

The tables do not reveal many resolutions with scores higher than 6 or 7 because it does not reflect the total score the same applicant may accumulate over various appraisal procedures; the probability of obtaining such high scores in one assessment process is highly unlikely. A second table needs to be devised to show the historical scores in order to observe that indeed some candidates have earned the maximum number of points in this appraisal round (14 points altogether).

If we study the negative outcomes, we will notice that they do not account for more than 0,5% of the total number of applications. The cases of applicants with negative results on this occasion, are due to not having acquired 2 five-year periods and one six-year period (basic score). This is the most common reason for a negative outcome.

Another circumstance may arise, such as applicants submitting themselves for re-appraisal who may not include a new basic score to add to that which they already have. Other applicants are also graded negatively who do not comply with other criteria laid down by

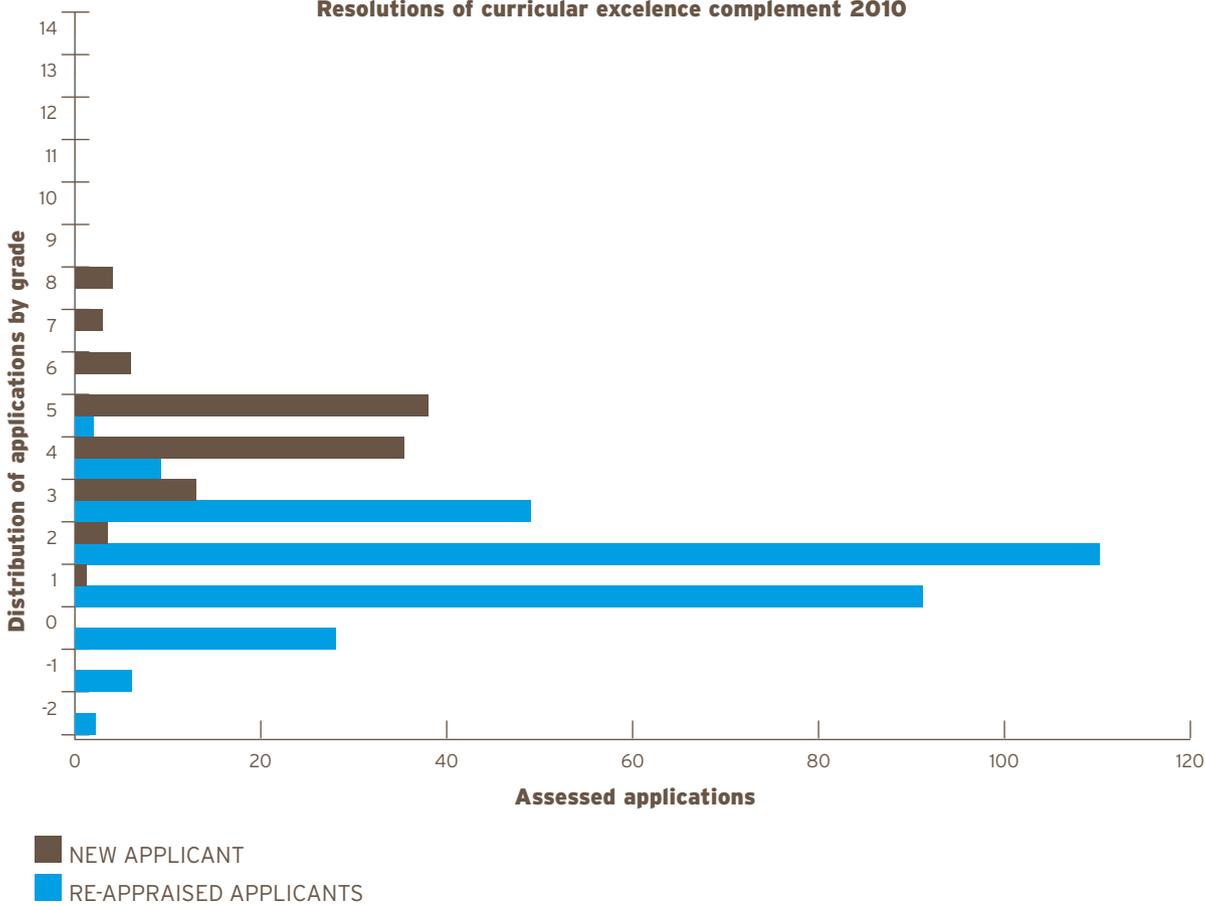
Results of the
assessment process
for bonus payments
for curricular
excellence 2010

UNIVERSITIES		NEGATIVE RESOLUTIONS		APPROVED RESOLUTIONS		APPLICANT DISTRIBUTION BY SCORE (2010 APPRAISAL)																				
						-2	-1	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14				
UDC	85	NEW APPLICANT	20	0	20	0	0	0	0	1	1	9	6	3	0	0	0	0	0	0	0	0	0	0		
		RE-APPRAISED APPLICANT	65	0	65	0	2	10	16	22	10	5	0	0	0	0	0	0	0	0	0	0	0	0	0	
USC	207	NEW APPLICANT	51	0	51	0	0	0	0	3	7	18	17	3	1	2	0	0	0	0	0	0	0	0	0	
		RE-APPRAISED APPLICANT	156	0	156	2	3	10	56	59	21	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0
UVI	111	NEW APPLICANT	35	2	33	0	0	0	1	0	5	8	15	0	2	2	0	0	0	0	0	0	0	0	0	
		RE-APPRAISED APPLICANT	76	0	76	0	1	8	19	29	18	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	403	NEW APPLICANT	106	2	104	0	0	0	1	4	13	35	38	6	3	4	0	0	0	0	0	0	0	0	0	0
		RE-APPRAISED APPLICANT	297	0	297	2	6	28	91	110	49	9	2	0	0	0	0	0	0	0	0	0	0	0	0	0

the evaluation procedure, such as the need to be civil servants or tenured associate professors or that their position is not permanent and stable, or that they are

unable to provide evidence of one year's service in that position.

Resolutions of curricular excellence complement 2010



The negative values (-4, -3, -2, -1 grades) and grade 0 are applicable only to the re-assessed cases. These would result in a negative result and no allowance for new applicants

Bonus Payments for Administrative Work

On 26 November 2010, Resolution 20 October 2010 was published which approved the ordinary invitation to apply for this salary bonus. This is the last of the regional government incentive payments and was developed pursuant to 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). Applications were submitted over the 30 days following the publication, and after the review of the paperwork and its evaluation at ACSUG over the following months, the CGIACA issued the resolutions in March 2011. This is the reason why it was not possible to include the data on

the results obtained by the applicants in this evaluation process in the previous annual report and why they are included in this one.

The first invitation for evaluation was published in 2007 and potential member candidates of the SUG applied en masse. It was calculated that 1401 applications were submitted all together. Since this first evaluation process, the trend in the results has been similar, while a new aspect has been added to the applicants' profiles, which is that some are now undergoing reassessment. Those applicants who have applied on previous occasions and apply for an evaluation of another period in a previous held position or in a different position may submit their candidate for assessment. This has led to a modification in the parameters measured, with the incorporation of results lower than 0,5 points. While this result would mean a negative outcome for new applicants, for reassessed candidates it would increase their overall score, unless their result was a minimum of 0,1 points, in which case, it would be negative. The data for the applicants overall is as follows:

	APPLICATIONS ASSESSED	PERCENTAGE RESULTS
NEGATIVE	42	13,46%
POSITIVE	270	86,54%
TOTAL RESOLUTIONS	312	

The following circumstances will lead to a negative resolution: applicants who do not gain at least 0,5 points/grades in their first evaluation, applicants who do not meet other criteria set out in the evaluation procedure itself such as being a civil servant or associate professor or that their position is not permanent and secure or that they are not able to provide evidence of one year's service in that position; the reappraised applicants whose result is below 0,1 points/grades in the re-evaluation, or their overall grade (adding together the previous and new decimal points) is below 0,5 points.

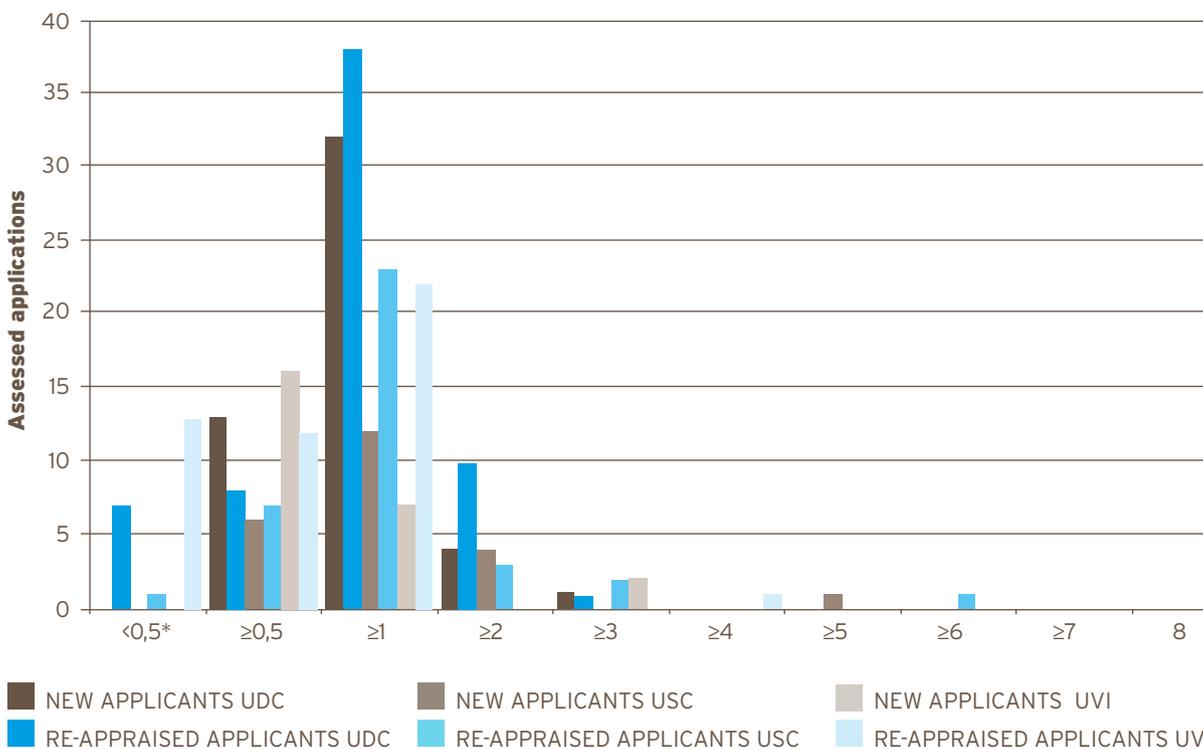
On this table for the 2010 process, the overall number of resolutions with scores in levels above 6 or 7 is limited. This is because only the scores obtained in this round and not total scores are reflected. It is unlikely that such high scores are achieved in just one assessment process, although there are a few cases. If the historical overall score of the applicants were taken account of in another table, there would be more outcomes at this level. With regards to this particular bonus payment, it should be noted that the payment is made based on both decimal points and whole points gained by the applicant.

	DISTRIBUTION OF APPLICANTS BY SCORE (2010)									
	<0,5*	≥0,5	≥1	≥2	≥3	≥4	≥5	≥6	≥7	8
NEW APPLICANT UDC	0	13	32	4	1	0	0	0	0	0
RE-APPRAISED APPLICANTS UDC	7	8	38	10	1	0	0	0	0	0
NEW APPLICANT USC	0	6	12	4	0	0	1	0	0	0
RE-APPRAISED APPLICANT USC	1	7	23	3	2	0	0	1	0	0
NEW APPLICANT UVI	0	16	7	0	2	0	0	0	0	0
RE-APPRAISED APPLICANT UVI	13	12	22	0	0	1	0	0	0	0
NEW APPLICANT	0	35	51	8	3	0	1	0	0	0
RE-APPRAISED APPLICANT	21	27	83	13	3	1	0	1	0	0

Distribution of applications by scores in the 1D/10 evaluation for bonus payments for administrative responsibilities

On this graph below we analyse the total scores for each reappraised applicant.

Resolutions management posts complement 2010



Total score obtained by the re-assessed candidates in the 1D/10 process

Programme DOCENTIA

In 2007 ACSUG signed a partnership agreement with ANECA to set up the Support Programme for Evaluating the Performance of University Teaching Staff (DOCENTIA) in Galician universities. The aim of the programme is to provide mechanisms for managing the quality of tuition among the university teaching staff, and for promoting their career development and recognition.

Once the models presented by the Galician universities had been positively appraised, the pilot implementation and monitoring phase commenced in 2009, a phase that lasts a minimum of two years culminating with the certification of the models.

In 2011 the UDC completed the 2nd evaluation of the implementation of its DOCENTIA design. The USC conducted its 2nd implementation evaluation.

The UVI is currently reviewing its evaluation Handbook and is pending the start of the 2nd assessment process.

Other teaching staff appraisals

Teaching staff appraisal at the University of Oviedo

A computer programme is used to carry out the evaluation firstly by the applicants and subsequently by the assessors to enable them to resolve all of the cases. The applicants enter each 6-year period to be submitted for evaluation, and complete them with the most salient information relating to their research work in each. Each entry must be accompanied by a brief summary that includes the key aims and outcomes of the research, as well as the details required to trace and identify them.

As can be seen, there have been very few applicants in the 2010 process. The results were 100% positive, and therefore no appeals were made.

	Number	Percentage
Applicants	9	
Grade requested	9	
Positive grade	9	100,00%
Negative grades	0	0,00%
Appeals	0	0,00%

Prior assessment for the appointment of Tenured or Associate Professors at the University of Vigo (TRS 2010/2011)

To comply with its Teaching Staff Regulations, the UVI has a special teaching and research staff (TRS) promotion programme consisting of an annual assessment process to determine the appointment of Tenured Professors or Associate Professors in the teaching department.

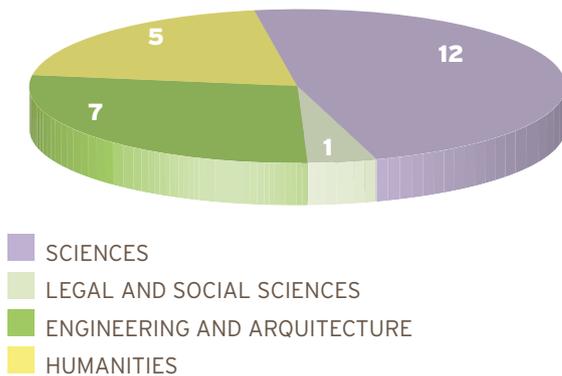
These posts, 18 for this 2010/2011 process, are subject to the same obligations as those of full-time teaching staff, and appear on the Organisation Charts in the teaching departments.

The Committee for Academic Organisation and Teaching Staff makes the selection based on the external technical evaluation reports prepared by ACSUG in accordance with the agreement signed with the University of Vigo.

The evaluations of this round were conducted entirely in 2011, as the University of Vigo published the 2010 invitation later than those of the other annual processes;

it was published on 14 February 2011. The data in relation to the applicants, presented on this occasion by areas, were:

Applications submitted by area in the 2010/11

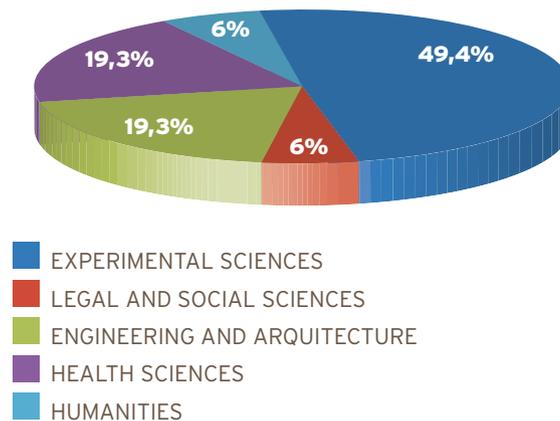


RESEARCH APPRAISAL

Evaluation prior to the awarding of the grants from the Isidro Parga Pondal Programme

The aim of the Isidro Parga Pondal Programme is to help bridge the shortfall in human resources in the R&D departments in Galicia by fostering the incorporation into research centres in the Autonomous Community of Galicia of doctorates with certified research training in national or international scientific bodies. The Isidro Parga Pondal Programme will assist the SUG universities for a duration of 3 years and the 15 contracts will be made on the dates indicated in the resolution governing the award, which should run between 1 February 2011 and 31 December 2014. They were announced by the Department of Economy and Industry in its Order of 31 December 2010.

% Applications by branches 2010



Only the evaluation phase of the scientific-technical merits of the candidates is undertaken by ACSUG. During the evaluation process, the panels of expert assessors must mark the merits presented with supporting evidence by the candidates, placing more relevance on the contributions made in the last three years. The evaluations made by the experts account for 90% of the overall score (based primarily on: scientific publications; projects; contracts and patents; presence, speeches and papers in congresses; supervision of theses, and other scientific merits). The final selection of the candidates is made by the selection committee. Starting with the scores awarded in the expert assessor reports (90% of the grade), they may add up to 10% additional points to each candidate, based on: the commitment of the applicant, through personal declaration, to the use of the Galician language in all the dealings the individual concerned has with the regional administration as a result of this procedure; and based on how well the candidate's CVs match the positions offered.

After the overall score is obtained for each individual applying for the grants from the Isidro Parga Pondal Programme, the grants are awarded, starting with the candidate and position with the highest score. The applicants are ordered in descending order of points and the grants are awarded, starting with the candidate and position with the highest score. The panel draws up a waiting list in descending order based on the candidates' scores, which includes the applicants who comply with the requirements but who did not earn a sufficient score to receive the grant, but who obtained a score equal to or higher than the minimum set by the selection committee.

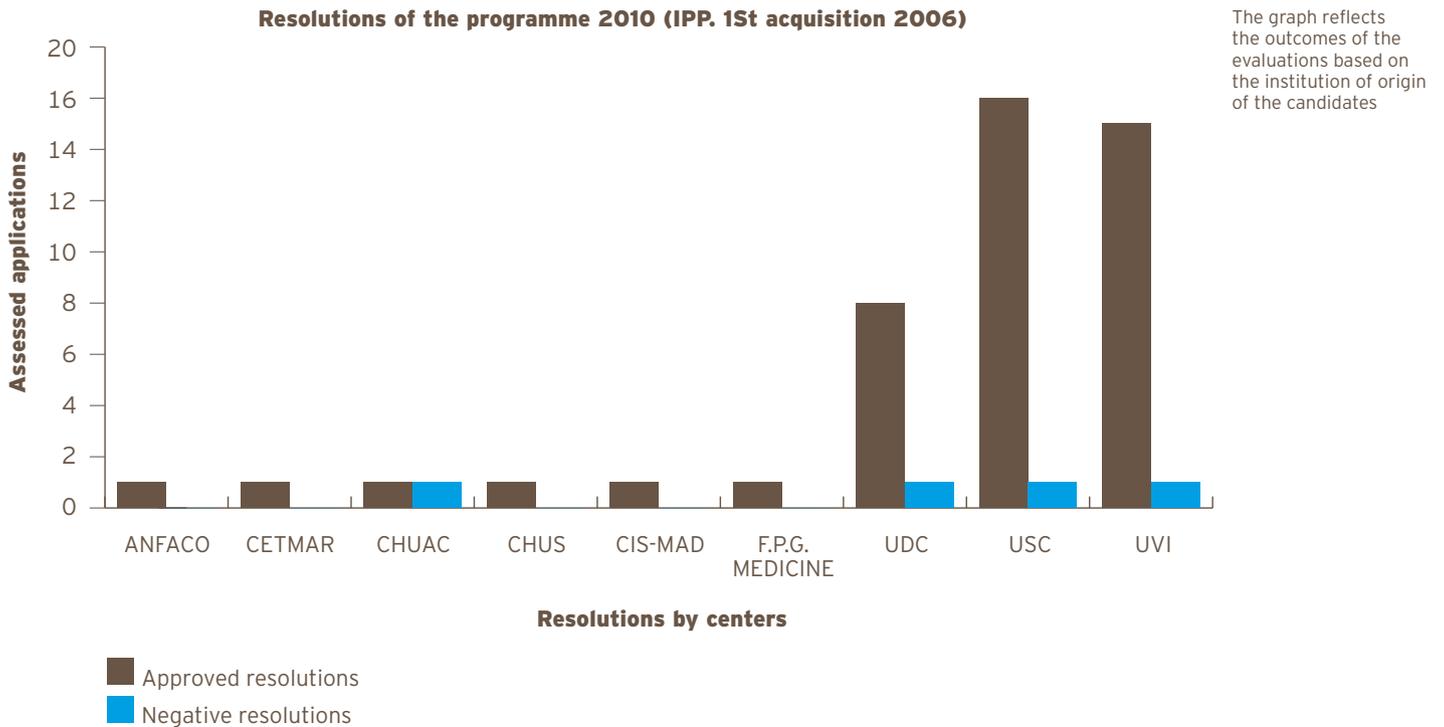
Evaluation of the quality of the scientific-technological output and activity of the researchers forming part of the Isidro Parga Pondal Programme (2006 award) in order to obtain the "certificate of compliance" with the quality requirements for scientific-technological output and activities

The purpose of this evaluation is to ascertain the quality of the scientific-technological output and activity of the applicants, after which the compliance certificate is issued, if appropriate.

There are differing basic conditions that need to be met to obtain a positive report, depending on the scientific field to be evaluated. The conditions for all fields have been established in accordance with the applicable regulations to the stage prior to accreditation for the Manual Colmeiro Programme (Order of 21 May 2008 and Resolution of 20 July 2005).

There are 2 different parts in the evaluation: the first part comprises the merits relating to the entire scientific-technological career of the lecturers-researchers until 2006 (this entails the appraisal of the entire scientific-technological career of lecturers-researchers in order to determine whether they comply with the quality requirements in science and technology) and the second part comprises the merits relating to the last 4 years of research activity from 2007 until 2010 (this entails an appraisal of the activity undertaken in the last four years, evaluating only the work carried out in their position in the institution in which they were employed during this time). The result of the evaluation is either positive or negative. A final positive evaluation is achieved when

the minimum criteria for each of the phases are fulfilled (entire scientific-technological career and activity in the last 4 years).



Grants for the consolidation and structuring of competitive research units in the Galician University System

Through the Order of 29 March 2011, the terms and conditions for the grant - awarded on a competitive basis - for the consolidation and structuring of the competitive research units in the Galician University System, and the evaluation process for 2011 went ahead. The assistance is for:

a) Competitive Benchmark Groups:

a.1) Renewal of the grants awarded in 2006 and extended in 2008 for the consolidation of research teams, who based on their scientific output and their R&D work, constitute a benchmark in the SUG, and who had not been the beneficiaries of a new assistance in the 2010 evaluation process.

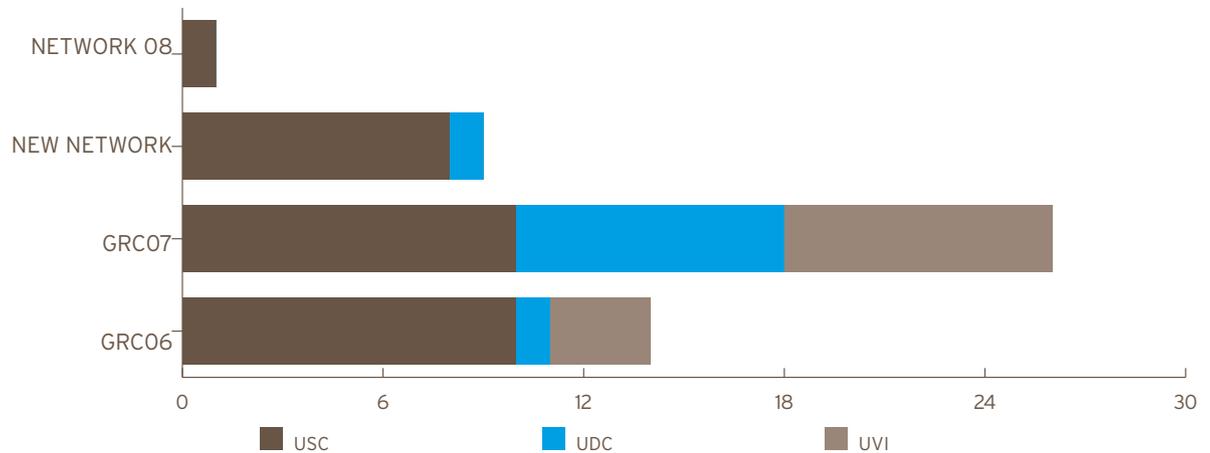
a.2) Renewal of the grants awarded in 2007 and extended in 2009 for the consolidation of research teams, who based on their scientific output and their R&D work, constitute a benchmark in the SUG.

b) Research Networks:

b.1) New networks: These are grants for research teams in humanities and social and legal sciences to support the development of a network action plan in order to generate new scientific capabilities and take on new research objectives more effectively.

b.2) Action plan for existing networks: Assistance for research teams who were beneficiaries of the network grants of this evaluation procedure in the 2008 academic year, to support a specific plan for collaborative work to generate the outcomes for which the network was created.

Distribution of applicants by category and university



The grant beneficiaries are selected based on the accumulation of evaluations made by a panel of assessors and by the selection committee. The panel of assessors comprises experts from outside the SUG appointed by the head of the General Secretariat of Universities, and each covers different subject fields in the evaluation process. This is the evaluation stage in which ACSUG is involved since it is responsible for selecting the members of the panel of expert assessors who reach a consensus on the scoring criteria at the Agency's offices.

The meeting for this call for applicants was held on 15 July 2011. During this phase of the evaluation process, up to a maximum of 80 points may be assigned to each application. In category a) the panel may assign a maximum of 50 points for the activity the group undertook over the time it benefitted from the assistance

(2006-2009 or 2007-2010) and 30 points for any new activities they propose in the application. The Competitive Benchmark Groups who applied in 2010, are re-submitted to the evaluation process.

LABOUR MARKET INTEGRATION SURVEYS

The labour market integration surveys of the graduates of the Galician University System are an annual undertaking that ACSUG has been carrying out since 2001. It has enabled us to have 37,310 records at our disposal with historical data allowing us to analyse the evolution of key factors in labour market integration of SUG university graduates, as well as aspects related to their education during their time at university.

During 2011 the labour market integration surveys of SUG graduates have been completed and widened to include the following areas:

- Overall report on the: "Survey on labour market integration of the graduates from the Galician University System 2007-2008" (EIL0708), which presents the results by branch of knowledge 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 individual report by qualification contains the following information: the results by qualification, by qualification within the Galician University System, by branch within which the qualification falls and for the SUG overall.

Branch of Knowledge/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

Number of individual reports written per university qualification in each of the universities, corresponding to the graduates of the 2007-2008 academic year

- Field work for the "Labour Market Integration Survey of Graduates from the Galician University System 2008-2009" (EIL0809). The field work for the survey was carried out between 4 and 27 October 2011.

Technical details of the EIL0809 study:

Population: SUG graduates from 2008-2009 academic year

UNIVERSITY	POPULATION	SAMPLE
A Coruña	2.598	1.479
Santiago de Compostela	3.525	1.873
Vigo	2.723	1.613
Total	8.846	4.965

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: These are the same; each of the Galician University System graduates for the academic years surveyed. The graduates were accessed by means of lists provided by each university: Vice-Chancellor for Qualifications, Quality and New Technology of the University of A Coruña, Vice-Chancellor for Social Responsibility and Quality of the University of Santiago de Compostela and the Vice-Chancellor for Students, Teaching and Quality of the University of Vigo.

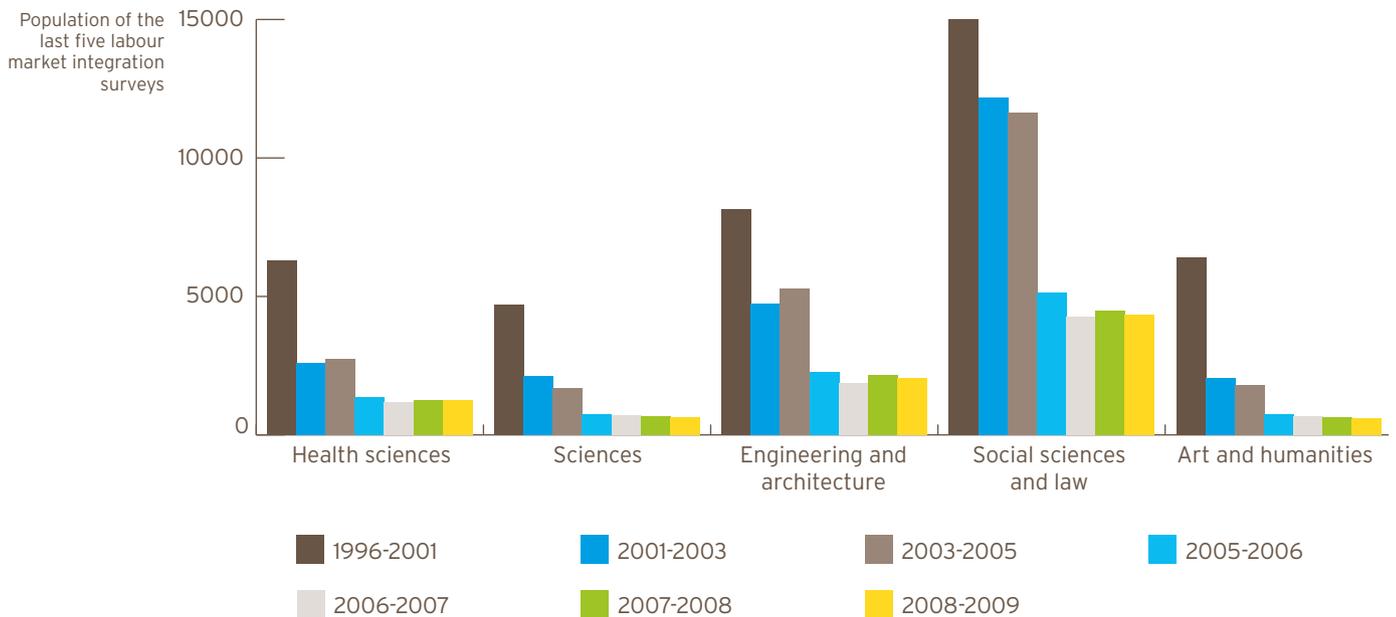
Sample Design: A stratified sample was taken which produced a sample by qualification and campus. The size

was calculated to estimate the proportion parameters for the population with a maximum absolute error of 10% for each qualification and campus.

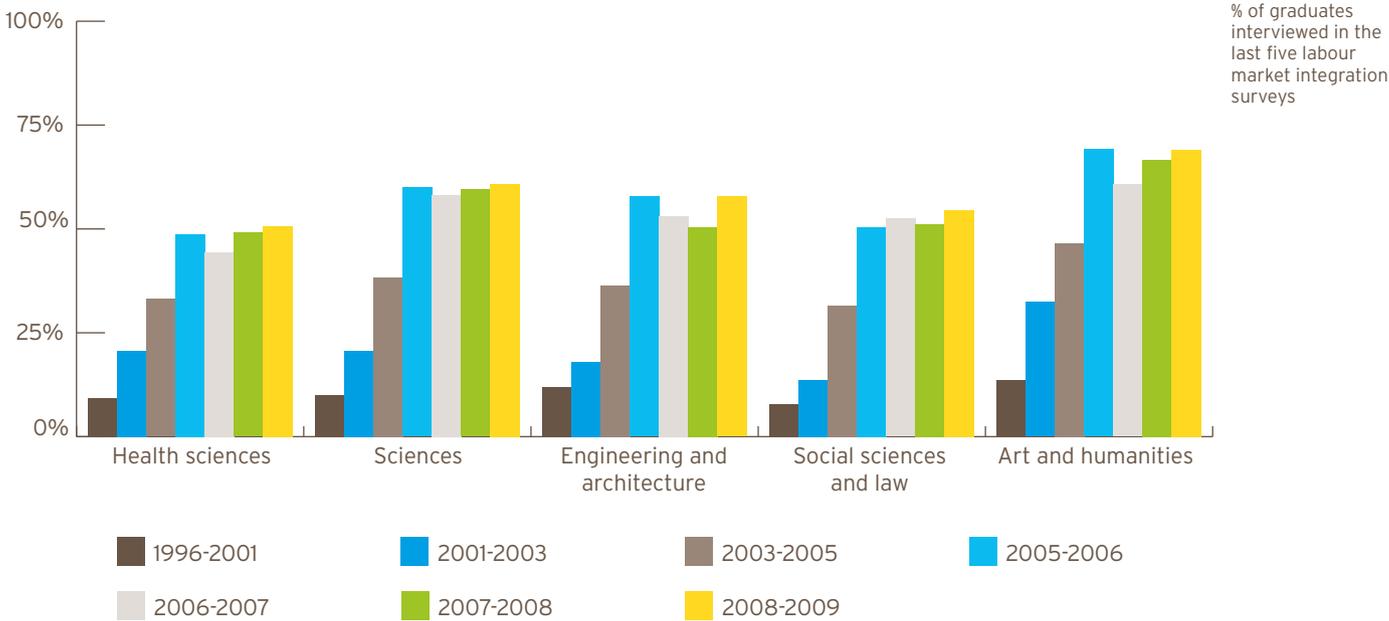
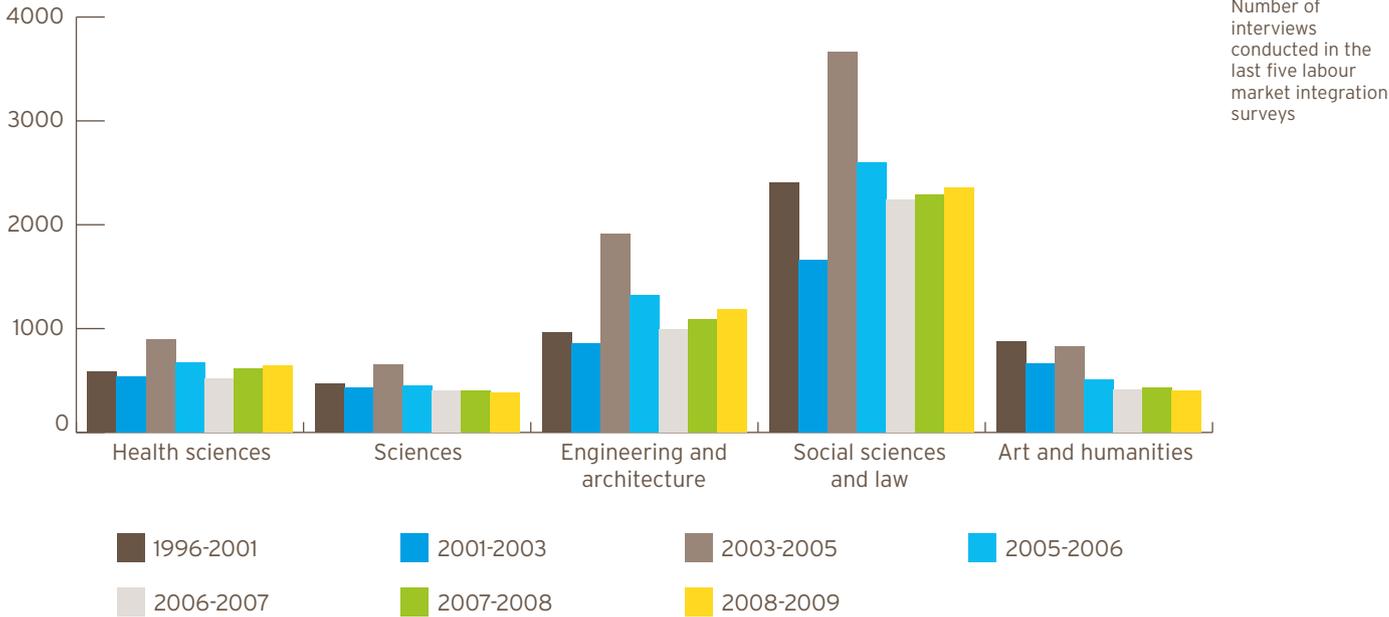
Data Collection: The field work was performed by the firm Instituto Sondaxe, S.L.

Comparison of labour market integration surveys

Evolution of the labour market integration in the last six surveys for the population, the sample and the percentage of graduates surveyed by branch of knowledge:



ACTIVITIES AND PROGRAMMES
IMPLEMENTED IN 2011



05



Cooperation and communication

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

It has also stressed the importance of promoting and publicising ACSUG's activities on its website, through seminars, its own 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.

ACSUG was accepted as a full member of ENQA in November 2009 for a period of five years (until 2014). It was agreed that ACSUG would send ENQA a progress report in 2011 setting out the changes implemented and any significant new developments. As such, after two years as a full member of ENQA, in November 2011 ACSUG sent this report.

In its reply, ENQA congratulated ACSUG on the improvements implemented since 2009. With regards to the aspects to work on in the following years, ENQA recommended the continuing participation of international assessors, in both the ACSUG bodies and in the external

assessment panels. It also recommended the continuing participation of students and people from the business community.

In 2011 ACSUG took part in activities carried out by ENQA:

- 1) ACSUG collaborated on several studies organised by ENQA:
 - An agency-wide survey of all the ENQA agencies on the different activities and good practice carried out by each of them.
 - Study on the percentage of reports published in English amongst ENQA member agencies.
 - Study on the implementation of the Standards and Guidelines for Quality Assurance in the European Higher Education Area.
 - Study on accreditation procedures in higher education distance learning.
- 2) Since 2008, ACSUG has been involved in a working group, the "Internal Quality Assurance (IQA) Group" made up of internal quality assurance technical officers from various European university quality agencies. In 2011, ACSUG took part in a Benchmarking activity on quality indicators. In April 2011, a meeting took place in Mannheim to discuss this activity. ENQA has published a document containing the most important outcomes of this project.
- 3) Attendance by the ACSUG Director at the ENQA Members' Forum at The Hague (Netherlands) in March

2011, where ENQA officially announced its decision to transfer its headquarters from Helsinki (Finland) to Brussels (Belgium).

4) Participation by the ACSUG Director in the ENQA General Assembly in October 2011 in Bucharest (Romania). At this meeting mainly administrative matters were discussed as well as the partial renewal of the ENQA board. The results of several studies undertaken by ENQA during 2011 were also presented.

5) Attendance by an ACSUG technical officer at the 6th European Quality Assurance Forum (EQAF) held in Antwerp (Belgium) in November 2011. The EQAF is an annual forum where stakeholders, including students, universities, university quality agencies, etc. can exchange experiences in higher education.

6) Participation by the ACSUG Director in the "Internationalisation and Quality Assurance: Connecting European and Global Experiences" conferences. These conferences were organised by ENQA and by the International Network for Quality Assurance Agencies in Higher Education (INQAHE) and were held in Brussels (Belgium).

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. The EQAR is a register that includes all the quality assurance agencies recognised for their professionalism and credibility when carrying out their work.

ACSUG has been included on the EQAR register since 2010, after this body verified that ACSUG carries out its activities in compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (EHEA).

Project Tempus CANQA

Since 2009 ACSUG has been collaborating on the European Union Tempus Project, whose purpose is to set up a Central Asian Quality Assurance and Accreditation Network (CANQA) in Tajikistan, Kazakhstan and Kyrgyzstan.

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

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. The process consists of three phases: A self-assessment to be carried out by the centre itself (following the guide prepared by ACSUG), an external evaluation by an external panel of experts appointed by ACSUG (including a visit to the centres subject to evaluation) and a final report prepared by ACSUG including the results of the process.

In 2011 ACSUG evaluated three centres at this university: Faculty of Obstetrics and Nursing, Faculty of Dentistry and Institute for Quality in Education, including an external visit to Peru in June 2011.

At the end of the same year, the University of San Martín de Porres requested the evaluation of two additional centres: Faculty of Human Medicine and Faculty of Psychology. The centres are carrying out their self-assessment and during 2012 the rest of the stages forming part of the evaluation process will be concluded.

OTHER COLLABORATIONS

Report on the status of the external quality evaluation of spanish universities

In 2011 the “Report on the status of the external quality evaluation of Spanish Universities 2010” was drafted. The report, coordinated by ANECA, provides data on all the quality evaluation agencies and is the fifth of a series of annual reports whose aim is to provide information to public 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 two parts: evaluation of official education and evaluation of the teaching and research staff. The report is expected to be published in the first quarter of 2012.

Coordination of benchmarking activities between the members of the Spanish Network of University Quality Agencies (REACU)

ACSUG is a member of the REACU, a body to which all the regional university quality evaluation agencies and the National Agency for Quality Evaluation and Accreditation (ANECA) belong.

At one of this body’s meetings the collation of data from all the REACU member agencies was proposed. This activity was coordinated by ACSUG between the end of 2010 and the beginning of 2011. The outcome was a summary report containing information that was of value to all the agencies and which enabled them to improve their benchmarking.

Collaboration with the internal audit of AQU Catalunya

In February 2011, an ACSUG technical officer was involved as an internal auditor 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

Technical group for the verification, monitoring and accreditation of officially recognised qualifications

ACSUG is involved in this group whose purpose is to identify the fundamental guidelines, as defined by the member agencies of the REACU, for conducting the verification, monitoring and accreditation of university education based on the international quality standards and pursuant to current legislation.

Technical group for the development of Labour Market Integration indicators

Throughout 2011, ACSUG assisted with the drafting of the document: “Proposal for labour market integration indicators for the Spanish Network of University Quality Assurance Agencies” within the “Technical group for the development of Labour Market Integration indicators”. This group comprises representatives from the Spanish Network of University Quality Agencies (REACU): ACAP, ACPUA, ACSUCYL, ACSUG, AGAE, ANECA, AQU_Catalunya, AQUIB and UNIBASQ.

COURSES, WORKSHOPS AND SEMINARS

Organised by ACSUG

DATE	ACTIVITY	PLACE
February and March 2011	Staff from the ACSUG Programmes Department organised and taught several training seminars on qualification monitoring for staff from the three SUG universities	UDC, USC and UVI
14/04/11	Training workshop on qualification verification for professional assessors and students	ACSUG
27/05/11	Training workshop for member of the DOCENTIA Programme Assessment Panels from the USC	ACSUG
15 and 16/11/11	Seminar for SUG assessors, with attendance by 400 people	Galician College of Public Administration (EGAP)

Courses, workshops and seminars organised by ACSUG

Presentation of papers

Attendance and presentation of a paper by ACSUG

DATE	ACTIVITY	PARTICIPATION	PLACE
From 21/02/11 to 22/02/11	Workshop on the monitoring and accreditation of qualifications	Paper presented by the Director of ACSUG	Almería
From 24/02/11 to 26/02/11	Conference on Modelling and Measurement of Competencies in Higher Education	Attendance by the ACSUG Director and a technical officer and presentation of a poster on labour market integration	Berlin (Germany)
From 05/04/11 to 07/04/11	International Network for Quality Assurance Agencies in Higher Education (INQAAHE) Conference 2011	Attendance by ACSUG technicians and the Director and presentation of a paper on Internal Quality Assurance Systems of the universities	Madrid
05/05/11	Course at the University Centres of Training and Innovative Education (CUFIE)	Papers presented by teaching staff from ACSUG	University of A Coruña
13/06/11	Teaching staff training course: "Evaluation conducted by ACSUG prior to the recruitment of university teaching staff"	Papers presented by teaching staff from ACSUG	University of Vigo
27/06/11	International symposium on work placement in university education	Paper presented by the Director of ACSUG	Poio (Pontevedra)
From 25/10/11 to 26/10/11	Seminar: "New perspectives for Masters Study Programmes in Europe"	Attendance by an ACSUG technical officer and presentation of a poster on professionally oriented masters	Berlin (Germany)
From 03/11/11 to 05/11/11	10 th Congress of the Galician Society for the Promotion of Statistics and Operation Research (SGAPEIO)	Attendance by an ACSUG technical officer and presentation of a poster on labour market integration	Pontevedra

PUBLICATIONS

In 2011 ACSUG issued the following publications::

Annual Reports



Title: "Memoria de Actividades 2010" (Annual Report 2010)

Pages: 22

Year: 2011

Labour Market Integration



Title: "Estudo da inserción laboral dos titulados no Sistema Universitario de Galicia 2007-2008"
(Labour Market Integration Survey of Galician University System Graduates 2007-2008)

Pages: 166

Year: 2011

Legal Deposit: C 3096-2011

ISBN: 978-84-615-5642-7



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SISTEMA UNIVERSITARIO de
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