



Standard 11

Outcome Assessment and Quality Assurance

11.1. Factual information

11.1.1. Description of the global strategy of the Establishment for outcome assessment and Quality Assurance (QA), in order to demonstrate that the Establishment:

- a) has a culture of QA and continued enhancement of quality;
- f) is compliant with ESG Standards.

The **strategy** of **FVETUM** fulfils the requirement to follow and apply of quality standards on its environment. As any other Veterinary Faculty within Spain and at **UM**, **FVETUM** follows the unified procedures for quality evaluation that fully respects principles set by National Agency for Quality Evaluation and Accreditation (**ANECA**), which is full member of the European Association for Quality Assurance in Higher Education (**ENQA**), and the International Network for Quality Assurance Agencies in Higher Education (**INQAAHE**), and also listed in the European Quality Assurance Register for Higher Education (**EQAR**). Its basic principles of internal quality assurance are the following ones:

- approval, monitoring and periodic review of study programmes and academic titles;
- assessment of students;
- quality assurance of teaching staff;
- learning resources and student support;
- information systems and public information.

It is a continuous work to match and combine the national and international standards and protocols, that keeps the **FVETUM** in a continuous work related to QA.

The **culture** of **FVETUM** started to apply the principles of QA in 2009 because it was part of a Pilot Project of ANECA in our University for implementing an **Internal Quality Assurance System** (IQAS, or in Spanish SGIC), and accredited by ANECA on the 16/09/2009. From that moment onwards, it has been revised several times (2013, 2014, 2015 and 2016) by the **AUDIT programme** maintaining its certified status (<http://www.aneca.es/Programas-de-evaluacion/AUDIT/Registro-de-universidades-centros-certificados>) on a **continued enhancement of quality**.

A key tool in the QA System (**QAS**) is the **Quality Guidebook**. It is a collection of descriptions of how critical processes are implemented, the different agents involved in and the organization of the QAS in the centre to ensure consistent and complete implementation of these processes. The **Quality Guidebook** is available on-line on the University's web page: <http://www.um.es/documents/14554/60960/MSGIC+aprobado+JF+diciembre+2015+con+mapas+procesos+y+macroprocesos.pdf/017d6175-ebc3-4043-8576-0c752e7f725f>.

- b) operates ad hoc, cyclical, sustainable and transparent outcome assessment, QA and quality enhancement mechanisms;
- c) collect, analyse and use relevant information from internal and external sources for the effective management of their programmes and activities;
- d) informs regularly staff, students and stakeholders and involves them in the QA processes;
- e) closes the loop of the QA Plan-Do-Check-Act (PDCA) cycle;

FVETUM has a fully implemented **QAS** and based on a hierarchy system with 3 decision bodies:

- **Committee for Assessment and Improvement of the Veterinary Degree Curriculum (CAIVDC)**. It is the first level, and its main duty is to be in charge of the day-to-day QA (<http://www.um.es/web/veterinaria/contenido/centro/organos-gobierno/comisiones/grado-planes-veterinaria>). This Committee is the coordination body of the Veterinary Degree, and it is in charge of gathering information and evidences on the implementation and the development of the syllabus, according to the objectives, contents, teaching activities, assessment, communication and quality procedures established by ANECA in the document of the Degree in Veterinary (<http://www.um.es/web/veterinaria/contenido/estudios/grados/veterinaria/documentacion>). **CAIVDC** also collects data about the results and performance indicators of the Degree, and receives suggestions and satisfaction inputs from all parties, which are used to make improvement proposals. **CAIVDC** is also responsible for the preparation of self-evaluation reports that must be presented to **UM**, and regional and national QA agencies.
- **Quality Assurance Committee (QAC)** of **FVETUM** is an upper body that coordinates and receives information (reports, improvement proposals, etc.) from the **CAIVDC** of the undergraduate and postgraduate programmes offered by the **FVETUM**. It provides an integrated QA coordination within our Establishment (<http://www.um.es/web/veterinaria/contenido/calidad>).
- At the top level, the **Faculty Board** reviews the activities of the **QAC**, and evaluates the improvement proposals, which, if approved, are implemented in the programmes. The activities of the QAS of the **FVETUM** are managed by the **Quality Coordinator**. Functions and composition of the **QAC** (approved by the **Faculty Board** on January 2008) are fully described on our website (<http://www.um.es/web/veterinaria/contenido/calidad/comision>). **FVETUM QAS** guarantees that all **FVETUM** members (academic as well as support staff, and students), and stakeholders (practitioners, veterinary civil servants and other industry representatives, employers, official college of veterinarians, etc.) are represented and participate as active members in the three bodies, in order to ensure a global and cyclic input/output from all parties. The contribution of students and external stakeholders is essential to guarantee a continuous improvement of the Veterinary Degree, to match the expectations of the students for high quality training, and the prospects of the veterinary profession. On the other hand, the **UM** has a Quality Office (<http://www.um.es/web/unica/>), dependent of the Vice-Rectorate for Education Scheduling. This Office gathers institutional academic indicators, evaluates the self-

evaluation reports of all UM programmes, and submits those reports to the external regional and national QA agencies. It also conducts institutional satisfaction surveys for all stakeholders, and runs the programme for teacher assessment (<http://www.um.es/web/unica/contenido/profesorado>).

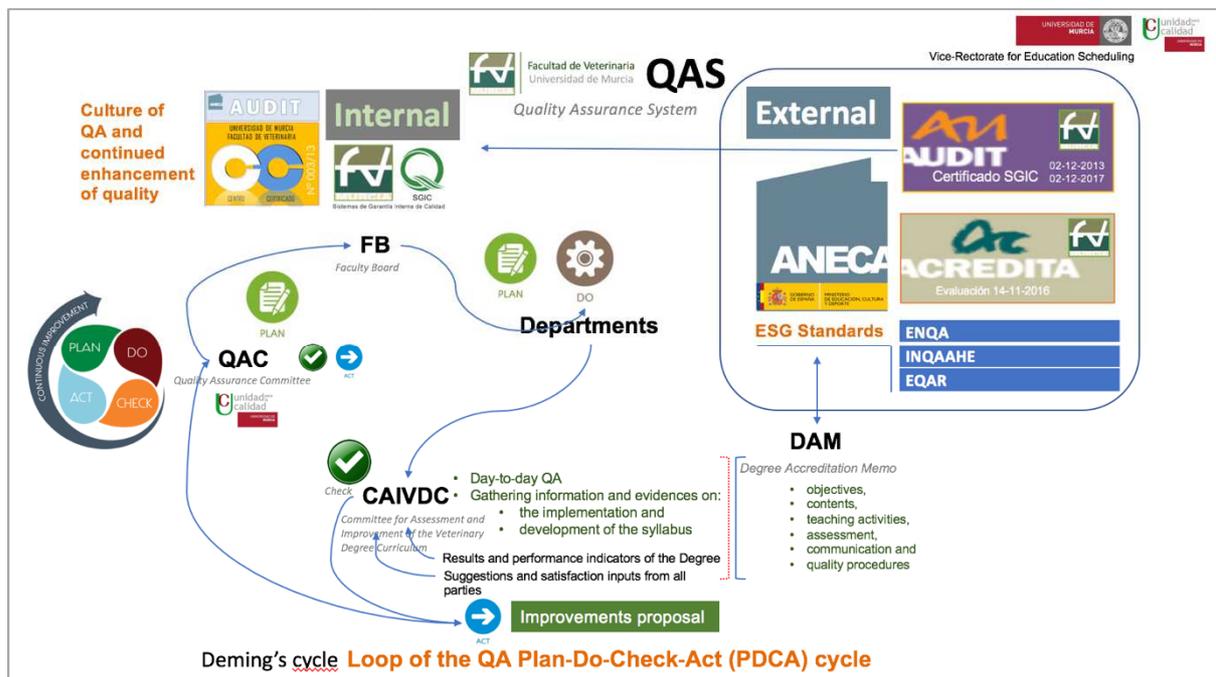


Figure 11.1: Schematic diagram of **FVETUM** Quality Assurance System, loop of the QA Plan-Do-Check-Act cycle.

The **QAS** of the **FVETUM** includes the following procedures:

- **Academic follow-up report of the Degree.** Each academic year, a performance report is prepared from data on academic results, which is compared to those of previous years.
- **Teaching follow-up meetings.** Two types of meetings are held to monitor the progress of the Degree during each academic year; one of them is held with subject coordinators, and the other one is open to all the Faculty stakeholders, with students playing a central role. These meetings are considered a key tool of our **QAS**.
- **Direct input from student representatives (Student Office), which actively collaborate in both coordination and quality assessment.** The students participate in different evaluation surveys and are represented in all central and faculty committees. In relation to the evaluation of the educational programmes, the student participates in: the mid-term course evaluation (a collective evaluation made by the students participating in a course), the final course evaluation (anonymous individual evaluations), coordination and management meetings (between the programme coordinators and representatives of students).
- **Complaint and suggestion mailbox,** at the disposal of students, teachers and support staff, is available physically at the deanery and in all pages of the web site (<http://www.um.es/web/veterinaria/buzon-de-sugerencias>).
- **Internal surveys completed by students, teachers and support staff.** The system also receives external input from the following sources:
 - **Satisfaction surveys conducted by the UM Quality Office,** which are completed by students, teachers, support staff, and external stakeholders, including **FVETUM** alumni.
 - **Teachers assessment** made by the students and carried out by the **UM** Quality Office.
 - **External QA Agencies (ANECA).**

Regarding the participation of students in the QA system, it is important to mention that not only **FVETUM** undergraduates, but also students from other Universities, take part in assessment, mainly in relation to communication, transparency, evaluation and support during ANECA Accreditation process.

The activity of our **QAS** is summarised in an annual Self-Evaluation Report (*Memoria de Seguimiento del Grado*), based on the aforementioned procedures and data sources. The items evaluated are:

- Communication and transparency.
- Structure and functioning of the QA.
- Performance indicators.
- Implementation of systems for quality improvement.
- Implementation of the recommendations by QA Agencies in previous evaluations.

- Modification of the syllabus.
- Evaluation of the strengths and weaknesses of the programme.

The **QAS** is evaluated annually by the **UM** Quality Office, and periodically by national QA Agency (ANECA). The issues and recommendations received from these evaluations are analysed by the QAS to implement the corresponding improvement measures. Since 2009, the **FVETUM** set up an Internal Quality Assessment System. As established by the Ministry of Education, Culture and Sport, a complete accreditation of the Veterinary Degree syllabus took place in 2013 by the national QA agency. As a result of the implementation of the QA internal system, the **FVETUM** obtained a special government seal quality, **AUDIT**, valid until 2/12/2017, which will be re-evaluated again in 2018. (<http://www.um.es/documents/14554/1775289/DIPLOMA+CERTIFICADO+ANECA+SGC.pdf/5b65b491-84f9-4de7-a35f-4dad612d1eb;>). **This award also reflects the quality performance of our Establishment.**

11.1.2. Description of the form by which the strategy, policy and procedures are made formal and are publicly available.

All the proposals and actions of the **QAS** are discussed and approved by the corresponding bodies, and finally if approved by the Faculty Board, they will be implemented in the programmes and planning for the next academic year. Complete information about our quality policy, procedures and performance is available on the **FVETUM** website (<http://www.um.es/web/veterinaria/contenido/calidad>), which includes, among other items the following ones:

- The composition of the **QAC** and their internal regulations.
- Self-evaluation reports.
- Improvement plans.
- Results on satisfaction surveys.
- Reports issued by QA agencies (**UM** Quality Office, ANECA) on the assessment of the **FVETUM** QA internal system.
- The Strategic Plan of the **FVETUM** (2015-2018)
<http://www.um.es/documents/14554/52526/Plan+Estrat%C3%A9gico+Facultad-1.pdf/c8565517-b7b3-4ff8-8538-667e63bb7fed>.
- Innovative projects.
- Complaint and suggestion mailbox.
- Information about awards of excellence given to our teachers and students.

The activities of the **QAS** are also disseminated as headlines on the **FVETUM** website (<http://www.um.es/web/veterinaria/contenido/calidad>), Virtual Campus, classroom screens, informative displays screens, e-mail and social networking (mainly Facebook <https://www.facebook.com/Facultad-de-Veterinaria-de-Murcia-782579485218509/>) and occasionally through printed posters and leaflets.

11.1.3 Description of the regular publication of up to date, impartial and objective information, both quantitative and qualitative, about the educational programmes and awards the Establishment is offering.

Information regarding the academic planning of our educational programmes (once approved by the Faculty Board) is available on the **FVETUM** website at least two months in advance the academic year will starts; so, students are able to plan ahead their activities for the following academic year before enrolment. General information about the Veterinary Degree (description of the syllabus, subjects and admission) is published in the link <http://www.um.es/web/veterinaria/contenido/estudios/grados/veterinaria>. Detailed information on the planning for each academic year is also available. Finally, specific information on each subject is available for teachers and registered students through the **UM** Virtual Campus (<http://www.um.es/web/universidad/campus-virtual>).

Quantitative and qualitative information about the programme (performance indicators, results of satisfaction surveys, etc.), and awards, is regularly published on the website (<http://www.um.es/web/veterinaria/contenido/calidad>).

To reinforce the dissemination of the continuously update information, other electronic resources are used as described in section **11.1.2**.

11.1.4. Description of the QA processes not yet described in the other 10 Standards.

All the QA processes of the **FVETUM** have already been described in the corresponding standards.

11.1.5. Description of how and by who the QA strategy of the Establishment is decided, communicated to staff, students and stakeholders, implemented, assessed and revised.

The QA strategy of the **FVETUM** is defined by our internal QA System, within the framework of the **UM** Quality Office. Strategy is revised on the basis of self-evaluation reports, data collection from internal and external stakeholders, and the inputs from external QA agencies.

The **QAC** of the **FVETUM** is based on academic and support staff, students and external stakeholder's representatives with the aim to achieve an integral quality culture in our Establishment. In particular, the participation of the President or representative of the Official College of Veterinarians in Murcia in the Committee for Assessment and Improvement of the Veterinary Degree Curriculum, and in the Quality Commission, ensures the connection with society, the veterinary profession and the veterinary

education in Spain. All the information about our QAS is available online (<http://www.um.es/web/veterinaria/contenido/calidad>), and is fully described in **Appendix 4**. Information is also disseminated as explained in **11.1.2**.

11.2. Comments

- The implementation and development of a **QAS** has been a key objective for the **FVETUM**, and noticeable changes can be observed in comparison to the last EAEVE visitation (2006). A remarkable achievement of **FVETUM** was to pilot the first Veterinary Faculty in Spain and also at **UM** to obtain the AUDIT recognition as the Quality Certificate of the **QAS**. It has been very useful to understand the philosophy of Quality and review the protocols and procedures.
- However, as it depends on the Quality Office of the **UM**, our **QAS** must conform to general rules that do not always adapt to the characteristics and requirements of the **FVETUM**. We believe that quality cannot be measured by using fixed and common parameters for all **UM** academic programmes; our teaching distinctive features demand specific attention and resources different to other Degrees.
- Some of the improvements implemented by the **QAS** is especially recognized by the students, such as the follow-up meetings with teachers, and the publication of the teaching planning previous to enrolment, which allows students to organize their future activities. People are our main asset. The high number of applicants for our Veterinary programme requires the selection of students with the best academic records, and highly motivated, which is complemented by a team of committed teachers, experts in their fields, with initiative, and keen to participate in any aspect related to the improvement of teaching quality. Our staff is also a key factor for a good performance of our **QAS**.

11.3. Suggestions for improvement

- Certain autonomy would be desirable to develop the improvement potential of the **FVETUM** in relation to specific QA standards and management procedures.
- Although human and equipment resources are remarkable, an effort should be needed to improve the infrastructures of the **FVETUM**.
- Many QA actions have already been implemented and incorporated into the curriculum and the global activity of the **FVETUM**, but, as stated in the Strategic Plan, those initiatives will help to face new challenges, including the review of the Veterinary Degree syllabus (a review within the frame time of 7 years), optimisation of subject content coordination, promotion of permanent education and postgraduate programmes, online training and employability studies, among other objectives.