



CARRYING OUT **VIRTUAL VISITS** IN THE DIFFERENT PROCESSES OF
EVALUATION OF DEGREES AND CENTRES OF THE UNIVERSITY
SYSTEM OF ARAGON.

ACPUA ACTION GUIDE FOR VIRTUAL VISITS

[Approved by the ACPUA Evaluation, Certification and Accreditation Commission, in
session of 30 October 2020].

1. Scope of application

The following guide will be applicable to all degree and centre assessment procedures in which a face-to-face visit is required but which, due to unforeseen circumstances, cannot be carried out in whole or in part and must be replaced by a virtual visit.

This protocol shall apply to the following procedures:

- a) Assessment procedures for ACPUA degrees that require a face-to-face visit:
 - Renewal of the accreditation of bachelor's and master's degrees, doctoral programmes and renewal of the accreditation of master's degrees in artistic education.
 - Assessment for the monitoring of bachelor's and master's degrees, doctoral programmes and master's degrees in arts education with the assessment of the favourable renewal of accreditation, but with an improvement plan.
- b) Procedures for the evaluation of ACPUA centres that require a face-to-face visit:
 - ACPUA Programme for the Certification of Internal Quality Assurance Systems of University Centres (PACE-SGIC).
 - Monitoring and renewal of the PACE-SGIC Certification.
 - ACPUA programme for the renewal of institutional accreditation (in preparation).
 - ACPUA 2030 Certification Programme for Universities and Centres (ALCAEUS).
 - Renewal of the ALCAEUS programme certification.
 - ACPUA Programme for the Periodic Evaluation of University Research (IUIs).

2. Justification

The last major global health crisis caused by the HIV/AIDS pandemic has led to a series of structural changes at all levels of education. Higher education, and therefore its academic, research and management activities, have continued due to their commitment to training and science, but they have had to adapt to the recommendations and standards that have been developed by international, European and national bodies to deal with this health emergency.

The temporary cessation of face-to-face activities in higher education has acted as a disruptor on its functioning, one of the most relevant changes being the appearance of protocols and norms that promote a model of distance learning. Working in higher education under this prism guarantees a zero risk of contagion and favours and enables university activities to be carried out, allowing a return to normality after the months of "state of alarm" that occurred in Spain from March onwards.

In view of the situation created in the field of higher education throughout the country by the health crisis caused by the COVID-19 pandemic, the ACPUA has reflected on the procedures followed external visits in all its evaluation programmes.

In order to safeguard the functioning of the system, the ACPUA joins all the recommendations, standards, clarifications and information that have appeared in this respect within the European Association for Quality Assurance in Higher Education (ENQA) and the European Quality Assurance Register for Higher Education Area (EQAR).

In the same , the ACPUA endorses the pronouncements on this matter made so far by the Spanish Network of University Quality Agencies (REACU), of it is a member, including those made at the meeting of 26 October 2020.

The Agency needs to provide the Aragonese higher education institutions with an action guide for carrying out virtual visits to the degrees and centres of the University System of Aragon , due to the current health emergency situation, cannot be carried out in person.

In this sense, the implementation of this guide starts with the academic year 2020/21.

The value of this new guide is its potential to facilitate the necessary visits in the evaluation processes ACPUA programmes, while at the same time meeting their objectives.

Before the final approval of this document, the SUA institutions were able to participate in its elaboration by providing their comments, observations and suggestions.

3. Guide guarantees

This guide defines the rules that the ACPUA will follow in the case of virtual visits, ensuring that the integrity of the evaluation processes is maintained. In this way it provides a frame of reference that guarantees the following premises:

1. Compliance with the "Standards and guidelines for quality assurance in the European Higher Education Area (ESG)" including in particular ESG 2.3 which states that "External quality assurance processes must be reliable and useful, pre-defined, consistently implemented and publicly available. These processes include the following elements:
 - a self-assessment or equivalent.
 - an external evaluation which normally includes an external visit.
 - a report derived from the external evaluation.
 - systematic monitoring.
2. Coordination of the virtual visit by the heads of the degree programmes and centres with the ACPUA.
3. The virtual visits will be carried out by independent experts, who will ensure that they have the necessary resources and expertise to carry out the assessment.
4. The documentation related to the virtual visit and therefore to the evaluation is the same as for a face-to-face visit.
5. The guarantee of transparency: the virtual visit will be publicised on the same terms as a visit in person.

The success of the virtual tour is based on the following aspects, which are considered key:

1. Allow for group work by the expert panel.
2. Allow interviews with the different groups involved in the degree programme or the centre.
3. Produce the relevant material for the expert panel's visit report, which will then be submitted in each case to the relevant ACPUA evaluation sub-committee.

4. Considerations on virtual visits

1. General technical aspects of the virtual tour (checking internet connection, verification of attendees, virtual meeting rooms, attendance, etc.).

Before each interview, a virtual meeting will always be organised by videoconference between the coordinator of the degree and/or the centre and the technician responsible for the ACPUA, who will act as secretary of the panel of experts. At this meeting, the stability of the internet connection will be checked. In the same way, the technician responsible for the ACPUA will hold a meeting in another room with the assessment panel to carry out the same checks.

These prior preparations help to optimise the process and ensure consistency and uniformity of assessments.

2. Confidentiality, security and data protection

Confidentiality, security and data protection are critical aspects when conducting a virtual visit. For this reason, the ACPUA and the Institution must establish an additional agreement, taking into account the regulations in force. The measures that guarantee these aspects will be confirmed in the meeting prior to the visit and always respecting the following starting points, in order to guarantee the viability of the process:

- a) The videoconference meeting platform will always be managed by the ACPUA, with the presence at all times of the ACPUA technician who will act as secretary of the panel of experts.
- b) The virtual visit will be recorded and made available to the chairperson of the visiting panel. The recording shall be destroyed after the end of the evaluation (including the allegation/appeal period).
- c) Only the ACPUA may record hearings.
- d) All members of the visiting panel, evaluation committees and ACPUA technicians have signed the corresponding code of ethics, which is published on the Agency's website.

3. coordination meeting.

A few days before the date of the visit, the ACPUA technician, who will act as secretary of the panel of experts, will hold a coordination meeting with the head of the degree and/or the centre. The aim of this meeting will be to adjust the agenda of the previously planned visit as much as possible, to guarantee the attendance of a sufficient number of participants in each of the interviews with the groups of interest and to adjust the plans and questions for these interviews in accordance with the information received from the institution.

The person in charge of the degree and/or of the centre shall deliver the list of participants in the different hearings sufficiently in advance, including the following information: name and surname(s), telephone number, e-mail and the profile for which he/she is participating.

4. Visiting agenda.

The agenda of the visit to be agreed with the degree and/or centre managers will be adapted to the characteristics of the agreed technologies (availability, feasibility, etc.). It is important to ensure short breaks for resting, reading and analysing information, preparing technical aspects of the sessions, as well as sufficient time for private discussions with the panel of experts.

5. Space dedicated to the open audience of people interested in participating in the visit and not invited to any of the interviews of the groups of interest.

The participation of all those people belonging to a group of interest in the degree and/or the centre who, not having been invited to the interviews included in the virtual visit agenda, wish to take part in it, will be carried out in the following way:

- a. The qualification and/or the centre must carry out the necessary publicity among its stakeholders to ensure that anyone wishing to participate in the visit can do so with full guarantees.
- b. The degree programme and/or the centre will open a deadline to sign up for this interview space (open hearing). The list of people wishing to participate must be sent to the ACPUA. This list will include the following information: full name, ID card number and email address.
- c. The degree and/or the centre will send the list one week before the visit to the ACPUA technician.
- d. The ACPUA will organise as many "open hearing" sessions as necessary according to the number of registrants.
- e. The ACPUA will provide the link to the "open hearing" interview session at least 15 minutes before the interview.
- f. Only persons included in the list provided by the university may participate.

6. Number of participants.

The number of participants per interview will be a maximum of eight to ensure sufficient time for discussion with each participant.

The profile of participants will be determined with the centre according to the evaluation in question.

7. On the preparation of the connection

The Agency will provide the degree and/or centre leader with the link to the sessions. The degree programme leader should indicate to the participants the need to connect 15 minutes before their session and to be available on the telephone number listed in section 4.3 of this guide. For this purpose, spaces marked as "connection preparation" are set up in the visit agendas.

The ACPUA will have two virtual rooms available for the visit. These two rooms will be managed by the Agency's staff.

Guests invited to each session by clicking on the link provided will enter a room where the panel secretary will welcome them and ensure that all attendees' connections are working. At the scheduled time of the session, the panel secretary will usher the attendees into the panel room where hearing will take place.

Each participant must have his or her own audio and video connection of sufficient quality to ensure that the hearing is conducted in the best possible conditions.

Each participant must ensure that they connect from a room or physical space that guarantees silence and confidentiality. If, for technical reasons, participants have to use the same space, it must be ensured that each person has a device (computer, tablet, phone, etc.) that allows individual use of the camera and microphone using headphones.

The degree and/or the centre will provide technical support to each of the members participating in the hearings. The platform used for the virtual tour will be ZOOM, which does not require the installation of any associated software.

Participants must have the camera on during the entire hearing but with the microphone closed, which will be opened at the moment of their intervention.

8. On consecutive translation from English into Spanish.

If any of the persons intervening on behalf of the degree and/or the centre require consecutive translation from English into Spanish, this must be communicated sufficiently in advance to the ACPUA, which will provide the translation. In the same way, if any member of the panel of experts requires such translation, the Agency will also be responsible for this.

9. About the site visit.

The need for a site visit to the degree programme and/or the centre will be agreed upon in the

"pre-visit coordination meeting". If such a visit is necessary, the ACPUA technician, who will act as secretary of the panel, will coordinate it with the head of the degree and/or the centre "pre-visit coordination meeting". This meeting will also determine who will accompany the visiting panel on behalf of the degree programme and/or the centre. On the part of the panel, the visit will be carried out exclusively by the chairperson (or delegated member of the panel) and the secretary of the panel of experts.

In the same way, this visit could be replaced (if so considered by the panel of experts) by the submission of video evidence on certain aspects of the facilities, being relevant in this case that the veracity of the images is demonstrated. In this case, the details of the evidence that the centre can prepare will be determined in the "pre-visit coordination meeting".

10. On the evidence.

The evidence to be submitted in each of the assessment processes shall be made available to the panel of experts in the same way as the face-to-face visits. Paper evidence shall be converted into pdf files. For other types of evidence that cannot be included in any kind of

evidence repository (recordings, online evidence, etc...), those responsible for the degree and/or the centre will communicate in the "coordination meeting prior to the visit" the specific casuistry to the technician responsible for the Agency, who will do the same with the president of the panel of experts for the relevant consideration and resolution in each case.

5. FINAL CONSIDERATION

For the rest of the issues related to the assessment process itself, the different degree and/or centre assessment protocols for each of the processes (objectives, periodicity and scope, assessment bodies, results, assessment criteria, assessment procedures, etc.) shall be followed. These protocols are published on the ACPUA website.

ANNEX I: **Indicative** template with the agenda of the virtual visit for the **evaluation of the degrees of the University System of Aragon.**

COORDINATION MEETING PRIOR TO THE VIRTUAL VISIT					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN MEMBER OF THE PANEL	REMARKS
9.00-9.15	PREPARING THE CONNECTION	DEGREE COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.15-10.00	VISIT AGENDA	DEGREE COORDINATOR	SCHEDULES, INTERVIEW PARTICIPANTS, TECHNICAL QUESTIONS	ACPUA TECHNICIAN	
10.00-10.45	EVIDENCE	DEGREE COORDINATOR	EVIDENCE REPOSITORY, SITE VISIT, ETC.	ACPUA TECHNICIAN	
10.45-11.00	BREAK				
11.45-12.30	OTHER CONTENTS ABOUT THE VISIT	DEGREE COORDINATOR	OPEN HEARING, TRANSLATION, CONFIDENTIALITY, OTHER...	ACPUA TECHNICIAN	

FIRST DAY OF THE VIRTUAL TOUR					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
8.45-9.00	PREPARING THE CONNECTION	DEGREE COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.00-9.30	PRIVATE MEETING OF THE VISITING PANEL				
9.30-9.45	PREPARING THE CONNECTION	DEGREE COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.45-10.30	PRESENTATION	DEGREE COORDINATOR, HEAD OF THE CENTRE, REPRESENTATIVES OF THE INSTITUTION, ETC.	PRESENTATION OF THE DEGREE PROGRAMME, CONTEXTUALISATION, ETC. LINES OF WORK, OBJECTIVES TO BE DEVELOPED, ETC...	CHAIRMAN OF THE VISITING PANEL	
10.30-10.45	PREPARING THE CONNECTION	DEGREE COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
10.45-11.30	INTERVIEW 1ST INTEREST GROUP STUDENT BODY				
11.30-11.45	PRIVATE MEETING OF THE VISITING PANEL				
11.45-12.00	BREAK				
12.00-12.15	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
12.15-13.00	OPEN HEARING				

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

FIRST DAY OF THE VIRTUAL TOUR					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
13.00-13.15	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
13.15-14.00	INTERVIEW 2ND GROUP OF INTEREST TEACHERS				
14.00-15.30	BREAK				
15.30-15.45	PRIVATE MEETING OF THE VISITING PANEL				
15.45-16.00	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
16.00-16.45	INTERVIEW 3RD EMPLOYERS' GROUP				
16.45-17.00	PRIVATE MEETING OF THE VISITING PANEL				

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SECOND DAY OF THE VIRTUAL TOUR					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
9.00 -9.15	PRIVATE MEETING OF THE VISITING PANEL				
9.15 -9.30	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.30-10.15	INTERVIEW 4TH INTEREST GROUP GRADUATES				
10.15-11.00	STUDY OF THE EVIDENCE				
11.00-11.30	BREAK				
11.30-11.45	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
11.45-12.30	INTERVIEW 5TH INTEREST GROUP ADMINISTRATION AND SERVICES				
12.30-12.45	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
12.45 -13.30	COMPLETION OF THE INTERVIEWS WITH DIFFERENT GROUPS	DEGREE COORDINATOR, REPRESENTATIVES OF THE INSTITUTION, ETC.	SPACE FOR DISCUSSION ON POSSIBLE ISSUES RAISED DURING THE INTERVIEWS.	CHAIRMAN OF THE VISITING PANEL	

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

VIRTUAL OR ON-SITE VISIT TO THE FACILITIES IF NECESSARY					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
9.00 -10.00	VISIT TO THE FACILITIES			THE CHAIRMAN OF THE VISITING PANEL (OR PERSON DELEGATED BY HIM/HER) AND THE ACPUA TECHNICIAN	
10.00 -11.00	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL (OR PERSON DELEGATED BY HIM/HER) AND THE ACPUA TECHNICIAN	
11.00-11.30	BREAK				
11.30-12.30	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL (OR PERSON DELEGATED BY HIM/HER) AND THE ACPUA TECHNICIAN	
12.30-13.30	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL (OR PERSON DELEGATED BY HIM/HER) AND THE ACPUA TECHNICIAN	

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

ANNEX II: **Indicative** template with the agenda of the virtual visits for the different evaluations referring to the centres of the University System of Aragon⁽¹⁾.

COORDINATION MEETING PRIOR TO THE VIRTUAL VISIT					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN MEMBER OF THE PANEL	REMARKS
9.00-9.15	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.15-10.00	VISIT AGENDA	VISIT COORDINATOR	SCHEDULES, INTERVIEW PARTICIPANTS, TECHNICAL QUESTIONS	ACPUA TECHNICIAN	
10.00-10.45	EVIDENCE	VISIT COORDINATOR	EVIDENCE REPOSITORY, SITE VISIT, ETC.	ACPUA TECHNICIAN	
10.45-11.00	BREAK				
11.45-12.30	OTHER CONTENTS ABOUT THE VISIT	VISIT COORDINATOR	OPEN HEARING, TRANSLATION, CONFIDENTIALITY, OTHER...	ACPUA TECHNICIAN	

¹Interviews with other stakeholders may be added if the evaluation protocol so requires.

FIRST DAY OF THE VISIT					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
8.45-9.00	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.00-9.30	PRIVATE MEETING OF THE VISITING PANEL				
9.30-9.45	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.45-10.30	PRESENTATION	REPRESENTATIVES OF THE CENTRE, QUALITY MANAGERS / ODS, REPRESENTATIVES OF THE INSTITUTION, ETC.	PRESENTATION OF THE CENTRE, CONTEXTUALISATION, ETC., LINES OF WORK, OBJECTIVES TO BE DEVELOPED, ETC...	CHAIRMAN OF THE VISITING PANEL	
10.30-10.45	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
10.45-11.30	INTERVIEW 1ST INTEREST GROUP QUALITY MANAGERS / ODS				
11.30-11.45	PRIVATE MEETING OF THE VISITING PANEL				
11.45-12.00	BREAK				
12.00-12.15	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
12.15-13.00	OPEN HEARING				

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

FIRST DAY OF THE VISIT					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
13.00-13.15	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
13.15-14.00	INTERVIEW 2ND INTEREST GROUP STUDENTS / ALUMNI / GRADUATES				
14.00-15.30	BREAK				
15.30-15.45	PRIVATE MEETING OF THE VISITING PANEL				
15.45-16.00	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
16.00-16.45	INTERVIEW 3RD INTEREST GROUP EMPLOYERS				
16.45-17.00	PRIVATE MEETING OF THE VISITING PANEL				

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

SECOND DAY OF THE VISIT					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
9.00 -9.15	PRIVATE MEETING OF THE VISITING PANEL				
9.15 -9.30	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
9.30-10.15	INTERVIEW 4TH INTEREST GROUP FACULTY				
10.15-11.00	STUDY OF THE EVIDENCE				
11.00-11.30	BREAK				
11.30-11.45	PREPARING THE CONNECTION	VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
11.45-12.30	INTERVIEW 4TH INTEREST GROUP ADMINISTRATION AND SERVICES				
12.30-12.45	PREPARING THE CONNECTION	DEGREE COORDINATOR / VISIT COORDINATOR	CONNECTION CHECK, MEETING ROOMS, PLATFORM...	ACPUA TECHNICIAN	
12.45 -13.30	COMPLETION OF THE INTERVIEWS WITH DIFFERENT GROUPS	DEGREE COORDINATOR, CENTRE COORDINATORS, QUALITY MANAGERS / ODS, REPRESENTATIVES OF THE INSTITUTION, ETC.	SPACE FOR DISCUSSION ON POSSIBLE ISSUES RAISED DURING THE INTERVIEWS.	CHAIRMAN OF THE VISITING PANEL	

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

VIRTUAL OR ON-SITE VISIT TO THE FACILITIES IF NECESSARY					
DATE:	(TO BE AGREED BETWEEN THE INSTITUTION AND THE AGENCY)				
SCHEDULE (A CONCRETE)	CONTENTS	PERSONS FROM THE INSTITUTION INVOLVED	TOPICS TO BE DISCUSSED	MAIN PANEL MEMBER (INTERVIEW MODERATOR)	REMARKS
9.00 -10.00	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL OR THE PERSON ON WHOSE BEHALF DELEGATE AND ACPUA TECHNICIAN	
10.00 -11.00	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL OR PERSON DELEGATED BY HIM/HER AND THE ACPUA TECHNICIAN	
11.00-11.30	BREAK				
11.30-12.30	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL OR PERSON DELEGATED BY HIM/HER AND THE ACPUA TECHNICIAN	
12.30-13.30	VISIT TO THE FACILITIES			THE CHAIRPERSON OF THE VISITING PANEL OR PERSON DELEGATED BY HIM/HER AND THE ACPUA TECHNICIAN	

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

ANNEX III: Regulatory reference framework

European regulations and information:

- COVID-19 consequences. EQAR page, including answers to frequent questions by registered agencies. <https://www.eqar.eu/covid-19/>
- [ENQA protocol for online visits due to force majeure.](#)

State regulation:

- [Royal Decree 1393/2007, of 29 October](#), which establishes the organisation official university education.
- [Royal Decree 99/2011, of 28 January](#), regulating official doctoral studies.
- [Royal Decree 420/2015, of 29 May](#), on the creation, recognition, authorisation and accreditation of universities and university centres.
- [Resolution of 7 March 2018, of](#) the General Secretariat for Universities, issuing instructions on the procedure for the institutional accreditation of public and private university centres.
- [REACU Protocol](#): "Evaluation criteria and guidelines for the accreditation of Bachelor, Master and Doctoral degrees [Revision approved by REACU meeting 8-9 May 2014]".
- [Protocol for the renewal of institutional accreditation of university centres](#) (Approved at the REACU meeting held on 15 January 2020).

Regional regulations:

- [ORDER IJU/969/2017, of 23 June](#), regulating the procedure for the implementation, monitoring, modification, renewal of accreditation and suppression of official university courses in the Autonomous Community of Aragon.

Own documents:

- [ACPUA Accreditation Renewal Programme](#). Approved by the ECSC 17 July 2020.
- [Programme for the Renewal of Degree Accreditation](#). Protocol for the Evaluation of Doctoral Programmes. Approved by the CECA 17 July 2020.
- [Guide for the completion of self-reports and information on the visit of the panel of experts](#). Second renewal of the accreditation of the official degrees of the University System of Aragon.
- [Procedure for the monitoring of bachelor's and master's degrees](#). Approved by the ECSC on 17 July 2020.
- [ACPUA programme for the monitoring of degree programmes](#). Protocol for the evaluation of doctoral programmes. Approved by the ECSC on 17 July 2020.

ACPUA guide for virtual visits for the SUA's degree and centre assessment processes

- [Guidelines for the monitoring of master's degrees in arts education](#). Approved by the CECA 17 July 2020.
- [ACPUA Programme for the Certification of Internal Quality Assurance Systems of University Centres](#). Approved by the CECA on 17 July 2020.
- [ACPUA institutional accreditation programme](#). Procedure for initial institutional accreditation.
- [ACPUA 2030 Certification Programme for Universities and Centres](#). Framework Document. Approved by the ECSC on 17 July 2020.
- [ACPUA Programme for the periodic evaluation of university institutes research \(IUIs\)](#). Framework document. Approved by the ECSC on 24 April 2018.

Other documents:

- Decalogue of virtual visits. ANECA
- Protocol for action in the framework of VSMA due to the effects of the SARS-COV-2 coronavirus. Annex I: Specific action protocol for accreditation visits in virtual format. AQU Catalunya.
- Action protocol for carrying out virtual accreditation visits in the event of a health alert. ACSUG.
- Protocol for non-face-to-face renewal commissions. ACCUEE.
- Instructions for virtual accreditation visits. AQUIB.
- Proposed agenda for visit virtual format. UniBasq.

6. Document revision history

Revision No.	Date	Remarks
V_0.0	15/10/2020	Referral to external experts and universities
V_1.0	30/10/2020	Approval by ECSC