



**ACPUA**

AGENCIA DE CALIDAD Y PROSPECTIVA  
UNIVERSITARIA DE ARAGÓN

**RESULTS OF THE EVALUATION FOR THE RENEWAL OF THE ACCREDITATION OF  
PROGRAMMES IN THE UNIVERSITY SYSTEM OF ARAGON IN 2014.  
GOOD PRACTICES**

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## Results of the evaluation for the renewal of the accreditation of programmes in the University System of Aragon in 2014. Good practices

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*El criterio 3.4 de los Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) establece para las Agencias la realización de análisis temáticos recogiendo su estándar lo siguiente: «Las agencias deben publicar con regularidad informes que describan y analicen las conclusiones generales de sus actividades de aseguramiento externo de la calidad».*

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Avda. de Ranillas n.º 5D, 1ª Planta  
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Diseño y maquetación: Equipo técnico de la ACPUA.

Primera edición: noviembre de 2020

A menudo las personas están trabajando duro en la cosa equivocada. Trabajar en la cosa correcta probablemente es más importante que trabajar duro.

Caterina Fake



Each Accreditation Report (renewal) by programme published by the Aragón Agency for Quality Assurance and Strategic Foresight in Higher Education (ACPUA) includes a specific section on the good practices detected. This report compiles and aims to disseminate the total number of good practices identified in the University System of Aragón in 2014 in this assessment.

**Universidad de Zaragoza**

**School of Engineering and Architecture**

**Master's Degree in Renewable Energies and Energy Efficiency**

**Good practices detected:**

- Possibility of obtaining a double programme with the Université de Technologie de Compiègne (<http://www.utc.fr/>)

**Universidad de Zaragoza**

**Centre: Higher Polytechnic School**

**Bachelor's Degree in Environmental Sciences**

**Good practices detected:**

- Pilot project for the assessment of learning outcomes carried out in collaboration with the ACPUA.

This project was based on the difficulty in measuring the learning outcomes of the programmes due to the lack of definition of the same, being an initial task the necessary concreteness and coherence between exit profiles, objectives and competences of the programme. The Environmental Sciences programme course participated voluntarily in this project, generating through it a proposal to improve the programme course that was taken into account for the elaboration of the proposal to modify the programme course.

- "Matrix of programme".

This is a systematic procedure for contextualising and coordinating the specific competences in the bachelor's degree courses that requires the participation of the programme teaching team, which, with the help of an online computer application developed ex-profeso by the programme, analyses the relationships between the subjects in a bachelor's degree course. The output product, called the Matrix of programme, provides a map of links that allows the detection of key subjects, isolated subjects, links between non-reciprocal subjects, inadequate sequencing, gaps and unnecessary duplication. All this information should be used for the proper planning of the teaching of the subjects that will be reflected in the corresponding guides. It also has the function of promoting the collaborative work of the

teaching team of the programme and provides useful information both for possible changes to the curriculum and for the new teachers who join each course. And, ultimately, it contributes to the continuous improvement of the quality of the programme.

- Public information management.

Both the levels of transparency of the public information and the self-reporting model for the accreditation, as well as the display of information contained in the different Quality Evaluation Reports and the Learning Outcomes of the programme, constitute a good practice that can serve as a model for other programmes of the Universidad de Zaragoza.

**Universidad de Zaragoza****Faculty of Science****Master's Degree in Physics and Physical Technologies****Good practices detected:**

- Possibility of obtaining a double programme with the Master Physique Fundamental et Applications from the Universidad de Cergy Pontoise (<http://www.u-cergy.fr>).

**Universidad de Zaragoza****Faculty of Science****Master's Degree in Nanostructured Materials for Nanotechnological Applications****Good practices detected:**

- The existence of the SAMCA Chair in NANOTECHNOLOGY at the Universidad de Zaragoza and the grants offered to students of this programme (3 grants in the academic year 2013-2014).

**Universidad de Zaragoza****Faculty of Social Sciences and Labour****Bachelor's Degree in Social Work****Good practices detected:**

- Public day of presentation of the research practices carried out by the students in collaboration with the different social organisations.

- Management of the external practices of research and intervention practices, with 140 collaborating organisations and high levels of satisfaction in all groups.



- High intensity in the deployment of mobility programmes (Erasmus, Sicue, Americampus, cooperation internships), managed through a vice-dean and 14 coordinators.
- Assimilation of the IQAS by all stakeholders. It can be seen how all the stakeholders (teachers, students and graduates) are aware of the activities related to the revision and improvement of the programme.

**Universidad de Zaragoza**

**Faculty of Economics and Business**

**Master's Degree in Accounting and Finance**

**Good practices detected:**

- A seminar to present the Final Masters Papers from previous years, in order to facilitate the orientation of new students.

**Universidad de Zaragoza**

**Faculty of Education**

**Master's Degree in Lifelong Learning in Multicultural Contexts**

**Good practices detected:**

- Effective implementation of a mentoring programme, very well appreciated by the trainees.

**Universidad de Zaragoza**

**Faculty of Business and Public Management**

**Master's Degree in Tourism Management and Planning**

**Good practices detected:**

- Membership of the REDINTUR (<http://www.red-intur.org/>) and ACEEPT (<http://aceept.jimdo.com/>) networks
- Possibility of obtaining a double programme from the Universidad de Pau and the Pays de l'Adour (<http://www.univ-pau.fr>) and its Master's Degree in Geography and Planning, specialising in Leisure, Tourism and Territorial Development (LTDT).

**Universidad de Zaragoza****Faculty of Philosophy and Letters****Bachelor's Degree in Philosophy****Good practices detected:**

- Assimilation of the IQAS by all stakeholders.

**Universidad de Zaragoza****Faculty of Philosophy and Letters****Bachelor's Degree in Information and Documentation****Good practices detected:**

- Analysis and assessment of the skills associated with the programme (teaching innovation project)
- Assimilation of the IQAS by all stakeholders
- Satisfaction of students and graduates with external internships.

**Universidad de Zaragoza****Faculty of Philosophy and Letters****Master's Degree in Cultural Heritage Management****Good practices detected:**

- Carrying out of an integrated workshop on cultural heritage project management, an activity that crosses the various subjects of the curriculum. This workshop is carried out through a visit to an environment with outstanding heritage values, after which group work must be carried out with aspects related to all the subjects of the Master's.

**Universidad de Zaragoza****Faculty of Philosophy and Letters****Master's Degree in Territorial and Environmental Planning****Good practices detected:**

- Possibility of obtaining a double programme from the Universidad de Pau and the Pays de l'Adour (<http://www.univ-pau.fr>) and its Geography and Planning Master's Degree, specialising in Sustainable Development, Planning, Society and Territory (DAST).





**Universidad de Zaragoza**

**Faculty of Philosophy and Letters**

**Master's Degree in Geographic Information Technologies for Land Management: Geographic Information Systems and Remote Sensing**

**Good practices detected:**

- Assimilation of the IQAS by all stakeholders
- The collection and analysis of information that the programme has been carrying out since its implementation is an excellent practice, both in the follow-up reports and in the self-report for the accreditation (renewal). These reports could serve as a model for other programmes at the Universidad de Zaragoza.

**Universidad de Zaragoza**

**Faculty of Medicine**

**Master's Degree in Public Health**

**Good practices detected:**

- The master's degree has carried out an important activity of its own to evaluate the satisfaction of the stakeholders, with several questionnaires at the service of improving the programme. The summary information on the satisfaction surveys that has been provided as evidence to the self-report is of high quality.
- Open tutorials for the methodology subjects are carried out as a zero-tutoring course.

**Universidad de Zaragoza**

**Faculty of Veterinary Medicine**

**Bachelor's Degree in Food Science and Technology**

**Good practices detected:**

- Development of a computer application that allows for the continuous updating of the teaching activities agenda in order to inform students and teachers in a timely manner. This agenda includes each and every one of the teaching-learning activities called for in each subject (master classes, seminars, laboratory or pilot plant practices, visits to companies or research centres, continuous assessment tests, deadlines for submissions, etc.). The application provides a clear vision of the teaching-learning activities planned for both students and teachers. In the case of students, it is also customisable, so that they can include in their diaries the activities of the different subjects in which they are enrolled.

- Integration of subjects from different disciplinary modules around projects focused on the development of the specific competences of the professional profiles of the Bachelor's Degree. Specifically, 3 integration projects have been designed (involving 8 subjects) focused on the professional profiles of "Management and quality control of products in the food sector", "Food processing", "Food safety" and "Development and innovation of processes and products in the food sector".

- Creation of specific teaching material (more than 50 documents located in a repository) with QR codes located in each of the pilot plant's equipment. By means of the mobile devices, either their own or those available in the plant, and the creation of an internal network, students can continue to train autonomously, consulting the videos on how to use the equipment and the practice protocols, which is of great help in passing the last subjects of the programme ("Practicum Planta Piloto" and "Trabajo Fin de Grado").

### **Universidad de Zaragoza**

#### **Faculty of Veterinary Medicine**

#### **Master's Degree in Animal Nutrition**

#### **Good practices detected:**

- Availability of a scholarship programme: CIHEAM (<http://www.ciheam.org/>) through the IAMZ (<http://www.iamz.ciheam.org/es/>) offers scholarships for candidates from member countries that cover the costs of registration, medical insurance, travel and full board in the Aula Dei Campus Residence. Candidates of any nationality can also apply for scholarships that cover all or part of the tuition fees.



### Universidad San Jorge

#### School of Government and Leadership

#### Master's Degree in Business Administration (MBA)

##### Good practices detected:

##### - Implementation of Quality Assurance Systems

In December 2011 Universidad San Jorge obtained, from the certifying entity AENOR, the ISO-9001:2008 (Registration Number ER-1191/2011) and ISO-14001:2004 (Registration Number GA-2011/0619) certifications for its Integrated Quality and Environmental Management System.

In November 2013 Universidad San Jorge received, from the Certification Commission constituted by ANECA, two favourable reports without conditions on the implementation of its Internal Quality Assurance System in accordance with the requirements of the AUDIT programme in the Centres submitted for evaluation: Faculty of Health Sciences and Faculty of Communication.

Although this certification did not reach the School of Government and Leadership to which this Master's degree is attached, the implementation of the IQAS of Universidad San Jorge is common to all its programmes, reaching levels of excellence. On the other hand, the culture of quality and continual improvement is established in all the groups of the University.

##### - Personalised attention to students:

The student orientation tutorials, to select the itinerary (research or professional) and the personalised follow-up of the students' performance, are aspects that are highly valued by the students.

**Universidad San Jorge****Faculty of Health Sciences****Bachelor's Degree in Pharmacy****Good practices detected:****- Implementation of Quality Assurance Systems**

In December 2011 Universidad San Jorge obtained, from the certifying entity AENOR, the ISO-9001:2008 (Registration Number ER-1191/2011) and ISO-14001:2004 (Registration Number GA-2011/0619) certifications for its Integrated Quality and Environmental Management System.

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**- Personalised attention to students:**

A good practice is the Tutorial Action Plan which assigns a tutor to each student from the moment they enter university with the aim of accompanying them throughout the learning process. A mentoring programme has been set up, through which students from higher education courses welcome and inform new students starting their programme.

**- Teacher coordination**

The coordination is also noteworthy, through the figures of the vice-dean and programme coordinator as well as the external and internal internship coordinators and the annual coordination meetings within the different blocks of subjects.



### **Universidad San Jorge**

#### **Faculty of Communication**

#### **Master's Degree in Marketing and Corporate Communication**

#### **Good practices detected:**

##### **- Implementation of Quality Assurance Systems**

In December 2011 Universidad San Jorge obtained, from the certifying entity AENOR, the ISO-9001:2008 (Registration Number ER-1191/2011) and ISO-14001:2004 (Registration Number GA-2011/0619) certifications for its Integrated Quality and Environmental Management System.

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##### **- Personalised attention to students:**

The student orientation tutorials, to select the itinerary (research or professional) and the personalized monitoring of the students' performance, are aspects very well valued by the students.