



COMMUNICATION ON ENGAGEMENT (COE)

University Quality and Prospective Agency of Aragon (ACPUA)

Period covered by this Engagement Communication:

From: 1 March 2025

Until: 1 March 2027

Part I. Statement of continuing endorsement by the Executive Director or equivalent position.

To our stakeholders:

I am pleased to confirm that the Agency for Quality and University Foresight of Aragon (ACPUA) reaffirms its support to the United Nations (UN) Global Compact and its Ten Principles in the areas of human rights, labour standards, environment and anti-corruption. This is our Communication on Engagement with the UN Global Compact. We welcome feedback to enrich our contribution to these goals from the entire university community and our stakeholders.

In this Communication we describe the actions taken by our organisation to support the UN Global Compact and its principles, as suggested for an organisation such as ours. In this document we outline the actions taken during the years 2023 and 2024 which are part of the two annual extensions of the ACPUA strategic planning 2019-22. In addition, we highlight within the development of the new strategic planning for the next 4 years, the continuation of the promotion of the social dimension of ACPUA and, in particular, the strengthening of measures of equality, diversity, emotional support to the student body and openness to society.

We are also committed in this new planning to reinforce and share this information with our stakeholders through our main communication channels, as we have been doing for the last two years through our website and social networks, fostering transparency and trust.

Yours sincerely,

In Zaragoza, 21 January 2025.

Cristina Rodríguez Coarasa

Director

AGENCY FOR UNIVERSITY QUALITY AND FORESIGHT OF ARAGON (ACPUA)

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Part II. Description of measures.

The new ACPUA Strategic Planning 2024-2028 has been developed during the year 2024, after a long participatory process involving internal and external stakeholders. Furthermore, it has been designed based on the current university context, the sustainability recommendations of the Global Compact, the update of the state regulations that include the SDGs as fundamental principles, as well as the recommendations received in the Final Report of the evaluation of the European Association for Quality Assurance in Higher Education ENQA that ended with the second renewal of ACPUA according to compliance with the ESG (Standards and Guidelines for Quality Assurance in Higher Education) in 2021 for a period of 5 years.

Currently, 6 Strategic Lines have been established that observe the Ten Principles of the United Nations Global Compact, showing its support, defending and enforcing these principles among its employees and collaborators and as a firm demonstration of the agency's commitment.

One of the most relevant aspects of this new planning has been the inclusion of the student body in the agency's mission as essential recipients and protagonists of the university quality actions promoted by the agency. In addition, two new values have been added that will promote innovation, technology and, above all, sustainability by raising awareness in the educational community the objectives of sustainable development and improving student health, among other aspects.

In this new period, the ACPUA is also committed to revising its Code of Ethics based on "Corporate Social Responsibility", strengthening the actions it has already been carrying out. This document is signed by all members and collaborators of the agency and reflects the highest ethical, professional and integrity standards. This revised Code of Ethics will be published on our website, as an example of the principle of transparency that governs the agency's activities.

Among the measures that the ACPUA has been taking and continues to take are the organisation of seminars, conferences and other actions related to the principles of the UN Global Compact:

- Publication on our website of protocols, methodologies, panels, reports and thematic evaluations.
- Ongoing review of our Strategic Plan and Charter of Services, detailing annually a programme of activities with the corresponding development and publication of the annual report.
- Maintenance of the programmes: ACPUA+Society, ACPUAxEquality and Diversity, ACPUA+Students.
- Development and dissemination of the ALCAEUS Protocol for the evaluation of university centres according to Agenda 2030.



ACPUA + Society, directly linked to the development of Strategic Line L6 "Openness to stakeholders". The main objectives of this programme are as follows:

- Integration of stakeholders (professionals, industry, society) into the ACPUA structure.
- Involvement of stakeholders (professionals, industry, society) in ACPUA evaluation activities.
- Joint commitment to the social dimension of quality and sustainability (achievement of the Sustainable Development Goals).
- Cooperation and stable relations with business associations, trade unions, professional associations, associations, chambers of commerce, and economic sectors in Aragon.
- Raising awareness of the ACPUA's mission and actions among Aragonese society, disseminating its culture of quality.
- Common understanding innovation in Higher Education, technological changes and labour market needs.

ACPUA x Equality and Diversity, directly linked to the development of Strategic Line L5 "Developing the social dimension of quality". This programme arises from the previous work carried out by the agency in favour of the opportunity for equality between men and women, the reduction of the gender gap in higher education, the commitment to the fulfilment of the SDGs and the introduction of respect for diversity. An open communication channel is maintained with associations and groups in this field. The main objectives of this programme are as follows:

- Consolidating and disseminating the ALCAEUS programme
- Apply the principle of real (effective, material) equality of opportunity between women and men across the board in evaluation guides.
- Development of the publication ACPUA Learns about diversity

ACPUA+Students, directly linked to the development of the Strategic Line L6 "Openness to " with students of the universities of Aragon as protagonists, as well as students in transition (before and after). The main objectives of this programme are the following:

- Integration of students into the ACPUA structure.
- Student participation in ACPUA evaluation activities.
- Cooperation and stable relations with the student organisations of the institutions of the University System of Aragon.
- Training students in the main evaluation processes.
- Quality culture: student awareness of Quality Agencies.



- Common understanding of student needs (student-centred learning).
- Students' needs in their transition to university (University orientation).
- Student comments on the impact of the pandemic.

The creation of the new publication Quality generation. Diseña tus "me gusta" y sé feliz was born with the aim of responding to the results generated in the Focus Group developed in 2022. The ACPUA was interested in finding out about the emotional state of young university students after the pandemic by evaluating these three dimensions: learning and teaching, communication with teaching staff and emotional state before and after the pandemic.

Due to the complicated mental health situation of the university community and immersed in our internal strategic planning process for the next four years, the ACPUA has decided to collaborate, by publishing this publication, to alleviate the socio-emotional difficulties of students in higher education, as well as of young people entering the university system or who, in their transition to employment, need psychological guidance and support.

Development and dissemination of the ALCAEUS Protocol for the evaluation of university centres according to Agenda 2030.

The ALCAEUS programme of the ACPUA is an international evaluation protocol that measures the degree of commitment of higher education institutions to the Sustainable Development Goals. The main objective of the 2030 certification of centres and/or universities awarded by the ALCAEUS programme is to give visibility to the efforts that institutions are making to comply with the SDGs set out in the United Nations 2030 Agenda. The process involves the award of a seal that establishes four levels of certification based on the score obtained in the assessment. The seal and certificate are valid for 6 years.

The programme was launched during the academic year 2020/21 with a pilot call addressed to the Aragonese university centres with institutional accreditation, and ended in 2022 with completion the meta-evaluation and the issuing the final certificates.

In 2024, international collaborations have begun for the dissemination of the programme in the Ibero-American sphere to promote, raise awareness and, above all, measure the progress that the 2030 Agenda is making in higher education institutions.

- Link to ALCAEUS protocol: [220624_prog_alcaeus_v3.0.pdf](#)



Part III. Measuring results.

The ACPUA carries out, in all its evaluation processes, the measurement of results based on meta-evaluation processes that also make it possible to ensure that the agency's activity complies with the principles included in the United Nations Global Compact.

1. ALCAEUS programme: dissemination and awareness-raising.

In order to raise awareness of the 2030 Agenda and expand the measurement strategies of the Sustainable Development Goals in the international field of quality assurance in higher education, the ACPUA has collaborated with different institutions:

- the Organisation of Ibero-American States (OEI). Holding several meetings with the aim of developing a collaboration agreement in 2025.
- the Ibero-American System for Quality Assurance in Higher Education (SIACES). Online dissemination of the ALCAEUS Protocol at the meeting of this body in Panama in September 2024.
- the International Network for Quality Higher Education (INQAAHE). The ACPUA has participated, invited by INQAAHE, in the event *"Future Proofing Accreditation, Standards and Education"* organised by the *Higher Education Sustainability Initiative (HESI)*, an organisation linked to UNESCO.

The ACPUA also had the opportunity to present its ALCAEUS programme for the certification of university centres' commitment to the SDGs and also its new Institutional Accreditation Renewal Programme which includes specific criteria on sustainability.

Link to HESI: [Future-Proofing Accreditation, Quality Assurance and Standards | Times Higher Education \(THE\) event website](#)

- United Nations Global Compact in Zaragoza. The ACPUA attended the meeting convened by the United Nations Global Compact in Zaragoza, contributing to the analysis of the current situation of the Aragonese entities that form part of this network and sharing their Best Practices.

ACPUA Best Practices: [Best Practices - COMparte \(pactomundial.org\)](#)



2. ACPUA+Students Programme: prevention of mental health problems and promotion of well-being.

On 3 October, the ACPUA presented its new publication: Generación de calidad. Design your "likes" and be happy.

Link to the publication in Spanish on the ACPUA website: [es la acpua aprende xii.pdf \(aragon.es\)](https://www.acpua.es/la-acpua-aprende-xii.pdf)

Link to publication on the ACPUA website: [en the acpua learns.pdf](https://www.acpua.es/en-the-acpua-learns.pdf)

3. ACPUA Charter of Services.

As part of its Internal Quality Assurance System, the ACPUA has established a service charter, which is monitored annually by means of a series of indicators.

These are the commitments, indicators, measurement and results for the year 2024:

COMMITMENT	INDICATOR	MEASUREMENT	RESULT
Disseminate the Annual Report of Actions in the first half of the year.	Date of publication of the Annual Activity Report	Publication made on the website in the first half of the year.	The Annual Report was approved by the ACPUA Governing Board on 12/03/2024 and published on the same day, 12/03/2024. 100% compliance
Publish the Annual Action Plan in the first quarter of the year.	Date of publication of the Annual Programme of actions	Publication made on the website in the first quarter of the year.	The Annual Action Programme was approved by the ACPUA Governing Board on 12/03/2024 and published on the same day, 12/03/2024. 100% compliance
Obtain an evaluation of more than 3 out of 4 in satisfaction surveys for all services provided annually by the Agency.	Annual arithmetic mean of the value obtained in all the satisfaction questionnaires answered by the stakeholders participating in the processes/events of the agency	Satisfaction surveys	214 satisfaction surveys have been completed. The average satisfaction rating is 3.45/4 for all services. provided annually by the Agency. 100% compliance
Ensure annually that there is no conflict of interest in the appointment of experts in the different areas of expertise. evaluation processes	Percentage of expert panels accepted by universities (Panels accepted/ Panels proposed x 100)	Register established for this purpose	Of the 9 panels of experts appointed in the different evaluation processes, all have been accepted by the universities. 100% compliance
Organise at least 8 events per year to promote culture. of quality	Annual number of events organised by ACPUA	Website registration	A total of 8 events have been organised to quality culture. 100% compliance



COMMITMENT	INDICATOR	MEASUREMENT	RESULT
Participate in at least 5 events per year to promote quality culture in collaboration with other entities.	Annual number of events in which ACPUA intervenes	Website registration	8 interventions have been carried out in events to promote quality culture in collaboration with other entities. 100% compliance
Conduct at least two evaluation processes annually outside the University System. Aragonese	Annual number of evaluation processes carried out outside the University System Aragonese	Register established for this purpose	Two evaluation have been carried out outside the Aragonese University System. 100% compliance
Achieve gender equality among external experts working with the Agency throughout the year.	Percentage of women out of the total number of external experts convened in a year (Female experts/total experts x 100)	Annex activity report	Out of 125 external experts, 62 are women; 50% of the external experts working with the Agency are women. 100% compliance