



COMMUNICATION ON ENGAGEMENT (COE)

Aragon Agency for Quality Assurance and Strategic Foresight in Higher Education (ACPUA)

Period covered by this Engagement Communication:

From: 1 March 2023 Until: 1 March 2025

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

To our stakeholders:

I am pleased to confirm that the Aragon Agency for Quality Assurance and Strategic Foresight (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 measures taken by our organisation to support the UN Global Compact and its principles, as suggested for an organisation such as ours. As a novel measure, we highlight in the development of the social dimension of the ACPUA, the existence of a new protocol of the recently approved ALCAEUS programme, the first evaluation programme of universities within the European Higher Education Area (EHEA) that measures the degree of commitment of higher education institutions to the Sustainable Development Goals. This Certification, a pioneer in Spain, passed the pilot phase in 2022, positively completing the evaluation of two university centres of the University of Zaragoza.

We are also committed to sharing this information with our stakeholders through our main communication channels, as we have been doing for the last two years, mainly through our website and social media.

Yours sincerely,

In Zaragoza, on 8 February 2023.

Antonio Serrano González

Director of the ACPUA

AGENCY FOR UNIVERSITY QUALITY AND FORESIGHT



Part II. Description of measures.

The 2023 Activity Plan drawn up by the ACPUA is designed on the basis of the recommendations received in the Final Report of the evaluation of the European Association for Quality Assurance in Higher Education ENQA and which 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. For its renewal, the Agency had the participation of its 9 staff members, partners and stakeholders. The 8 Strategic Lines that make up the new Plan observe the Ten Principles of the United Nations Global Compact, showing its support, defending and enforcing its employees and collaborators to comply with these principles and as a firm demonstration of the agency's commitment.

The ACPUA maintains and strengthens the actions it has already been carrying out, such as the application of a Code of Ethics based on "Corporate Social Responsibility", signed by all the members and collaborators of the agency and which includes the highest ethical, professional and integrity standards. This Code of Ethics is 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, detailing annually a programme of activities with the corresponding development and publication of the annual report.
- Maintenance of the ACPUA + Society programme, 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 of innovation in Higher Education, technological changes and labour market needs.
- Joint collaboration with students to analyse their socio-emotional needs that have directly affected teaching during the pandemic.
- Creation of programmes to support students in their transition to universities.
- Maintenance of the ACPUA + Equality and Diversity programme, 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 the ALCAEUS programme
 - Apply the principle of real (effective, material) equality of opportunity between women and men across the board in evaluation guides.
 - Launching an ACPUA label on diversity

ALCAEUS Programme: New evaluation protocol.

Derived from the agency's participation in the "Capacity Building 2017-2018" project sponsored by the International Network for Quality Assurance in Higher Education (INQAAHE) and under the title "Making connections between the Institutional Evaluation and the Sustainable Development Goals", the ACPUA started the design of the ALCAEUS programme, with a *fit for purpose* methodology, in line with the ESG, 2015.

Project objectives

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.

Participants

The programme, which is voluntary, is aimed at national and international faculties, schools and centres that have a certificate of implementation of their system.



Internal Quality Assurance (PACE-SGIC programme of the ACPUA, AUDIT of the ANECA, others...), issued by a quality agency registered in EQAR.

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 the completion of the meta-evaluation and the issuing of the final certificates.

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.

ALCAEUS Programme: Meta-evaluation of the pilot programme call.

The meta-evaluation of the ALCAEUS pilot programme, carried out in 2022, has enabled the review of the programme through the participation of the different stakeholders (management teams of the centres evaluated, experts on the evaluation panels, the university management team and external experts). The results obtained in this review were used by the Agency's Evaluation, Certification and Accreditation Commission to include the improvements identified in the evaluation protocol, thus completing the final design of the programme. In turn, the Subcommittee for the Evaluation of Centres responsible for the final Certification reviewed the evaluation reports of the two centres participating in the evaluation, ensuring that the qualitative and quantitative results included in the final reports were in line with the latest version of the protocol. Based on these reports, both centres were awarded the ALCAEUS seal of approval. The level of certification achieved by the two centres was "Strong commitment to the 2030 Agenda".

Following our criteria of transparency and credibility, the final design of the evaluation protocol and the reports of the two university centres are already available on the ACPUA website, as well as in the European DEQAR register. Consequently, and after the final approval of the final protocol, we will generate quantitative indicators to measure the programme related to the number of centres certified with the ALCAEUS programme, as well as the number of trained expert evaluators per year.

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 2022:

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 ACPUA's Annual Report was approved by the ACPUA Governing Board on 27/06/2022 and published the following day, 28/06/2022. 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 21/02/2022 and published the following day, 22/02/2022. 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 average of the value obtained in all the satisfaction questionnaires answered by the stakeholders participating in the agency processes/events.	Satisfaction surveys.	A total of 189 satisfaction surveys were completed. The average satisfaction rating is 3.56/4 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 8 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 9 events have been organised to promote quality culture. 100% compliance
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.	10 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 Aragon University System.	Annual number of evaluation processes carried out outside the Aragon University System.	Register established for this purpose	3 evaluation processes have been carried out outside the Aragon 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 131 external experts, 66 are women; 50.38% of the external experts collaborating with the Agency are women. 100% compliance