ACPUA

Business Plan 2025

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ACPUA
AGENCIA DE CALIDAD Y PROSPECTIVA UNIVERSITARIA DE ARAGÓN

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Annual planning 2025

The Strategic Plan 2024-2028 of the University Quality and Foresight Agency of Aragon (ACPUA) defines a clear and ambitious roadmap to strengthen the quality of the Aragonese university system in the coming years. Within this framework, the 2025 Activity Plan specifies and organises the necessary actions to advance in the strategic objectives established, ensuring an efficient deployment aligned with national and international quality standards.

This Plan is articulated around five fundamental strategic lines: quality management in the evaluation and certification processes, internationalisation, the social dimension of quality, excellence and foresight, and communication. To these is added a transversal axis of continuous improvement of the agency's operation, thus consolidating a comprehensive approach to work.

Each of these strategic lines is developed through specific objectives and concrete actions to promote excellence in higher education, foster international collaboration, strengthen the agency's social involvement, innovate in evaluation processes and ensure effective communication with the different stakeholders.

This Plan will have an annual evaluation system based on Key Performance Indicators (KPIs). These indicators, as fundamental tools, will make it possible to identify areas for improvement, adjust the timing and quantification of the objectives indicated therein. This measurement will be carried out through a scorecard, as a tool for monitoring and precise measurement of each of the strategic lines, objectives and annual activities included in the ACPUA's strategic planning documentation for the years 2024-2028.

The 2025 Business Plan not only responds to the current challenges of the Aragonese university system, but also anticipates future trends, promoting a dynamic, inclusive and sustainable quality assurance model. With this approach, the ACPUA reaffirms its commitment to continuous improvement and excellence higher education, contributing to the development of a more competitive, equitable and globally connected academic community.

STRATEGIC LINES

L1.QUALITY MANAGEMENT IN ASSESSMENT AND CERTIFICATION PROCESSES

L2. INTERNATIONALISATION

L3. SOCIAL DIMENSION OF QUALITY

L4. EXCELLENCE AND FORESIGHT

L5. COMMUNICATION

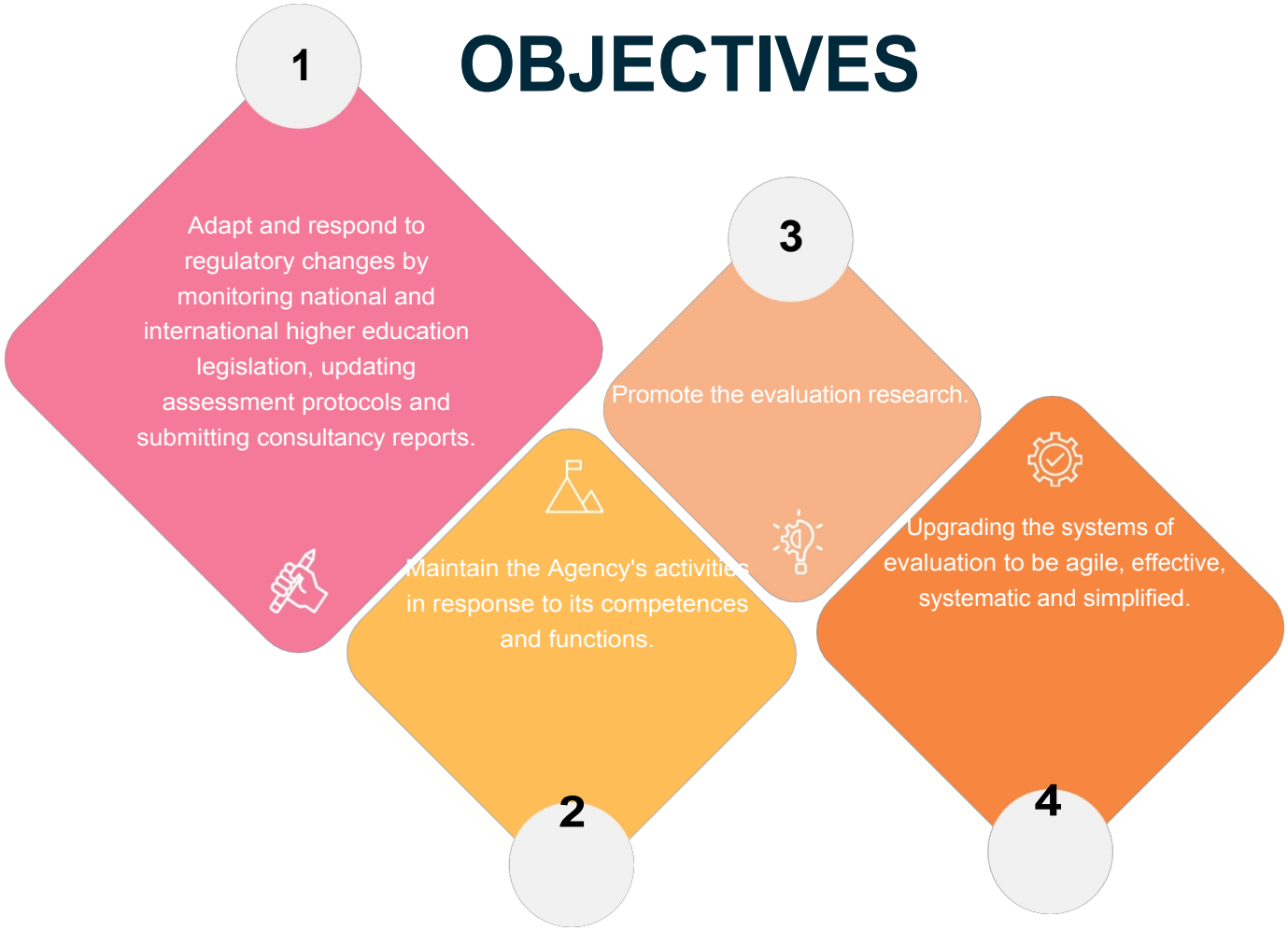
L5+1 CONTINUOUS IMPROVEMENT OF THE FUNCTIONING OF THE AGENCY

Legend of the document: The relationship between the strategic objectives, the multi-annual actions and the activities to be developed for each of the strategic lines during the year 2025 is presented.
In this way, each of the multi-annual actions has a specific colour in the temporality table, with a breakdown of the activities that will be carried out within each of them during the current financial year.

L1. QUALITY MANAGEMENT IN ASSESSMENT AND CERTIFICATION PROCESSES

To promote the quality assurance processes of the entire Aragonese university system, in an agile, efficient, systematic and simplified manner, in compliance with the new European regulations and recommendations.

Evaluation of degrees, centres, people and research.

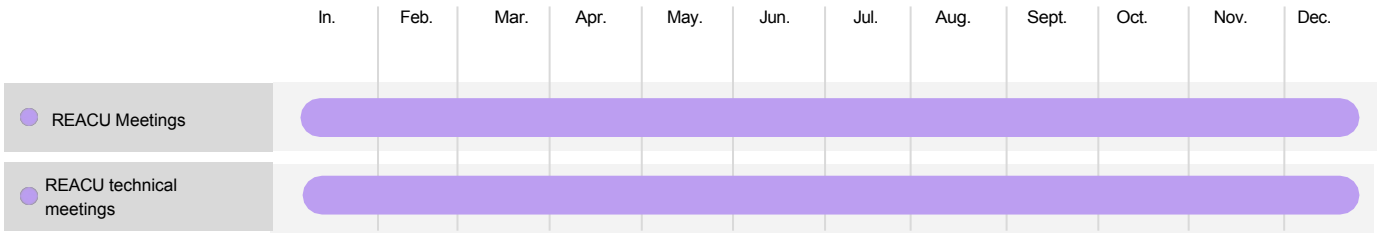


MULTI-ANNUAL ACTIONS

1. Establishment of forums, seminars and working groups with other agencies on best practices for the implementation of regulatory changes in the protocols of evaluation.
2. Participation in COARA.
3. support: issuance of mandatory reports to demand.
4. Maintenance of the reporting database.
5. Evaluation of university institutes: (ex-ante + periodic evaluation) belonging to the SUA or university systems of another area territorial.
6. Review and promotion of the new bank of ACPUA evaluators.
7. Implementation of annual training activities and seminars.
8. Assessment of qualifications (verification, modification, monitoring, renewal of accreditation, homologation of artistic education, renewal of accreditation of artistic education)
   Assessment of university centres.
   Evaluation of individuals (research activity+ PCDVD).
   Evaluation of university centres (PACE, institutional accreditation, ALCAEUS, DOCENTIA, certification of practice centres, UZ retribution for teaching staff).
9. Planning of coordination meetings with the universities and identification of calls for proposals for the evaluation.

L1 Objective 1 Adapt and respond to regulatory change

1 Creation of forums, seminars and working groups with other agencies on best practices for the implementation of regulatory changes in assessment protocols.



L1 Objective 2 Maintain activities of the Agency

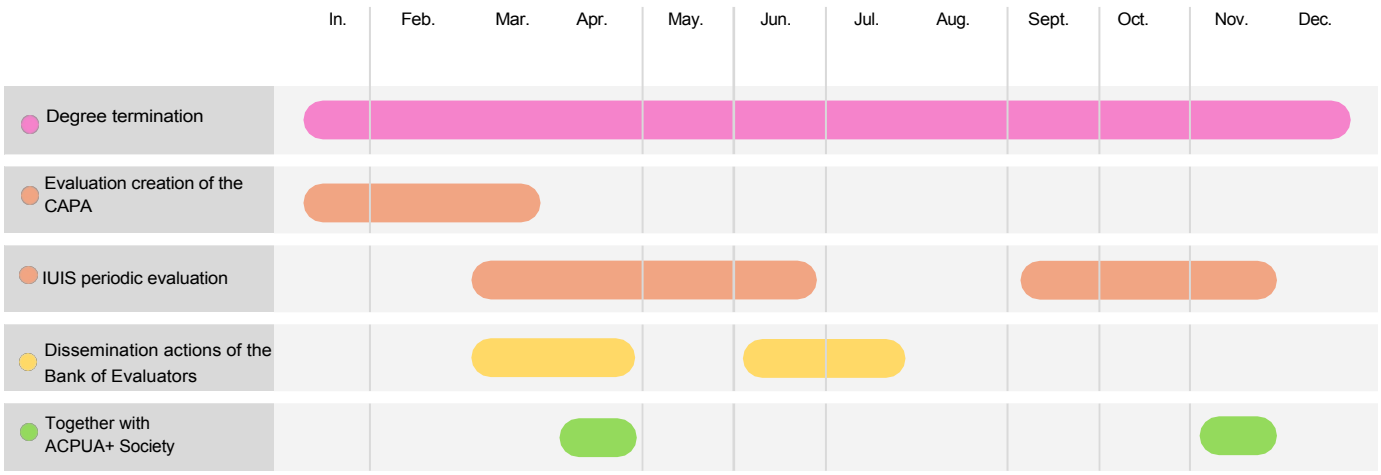
3 support: issuance of mandatory reports on demand

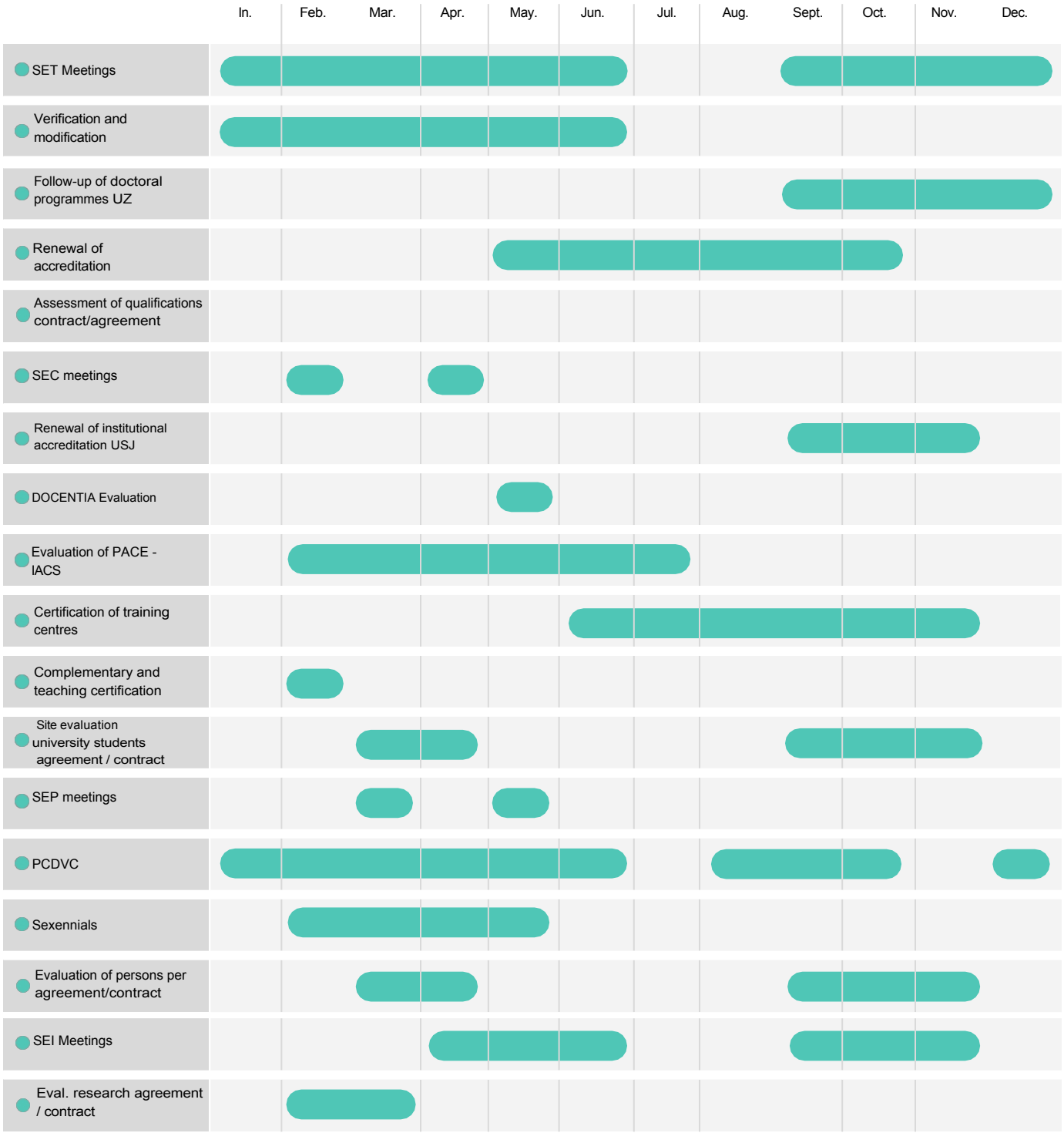
5 Evaluation of university institutes: (previous evaluation+ periodical) belonging to the SUA or university systems of another territorial area.

6 Review and promotion of the new bank of ACPUA evaluators.

7 Implementation of annual training activities and seminars.

8 Evaluation of degrees, university centres, people and research.

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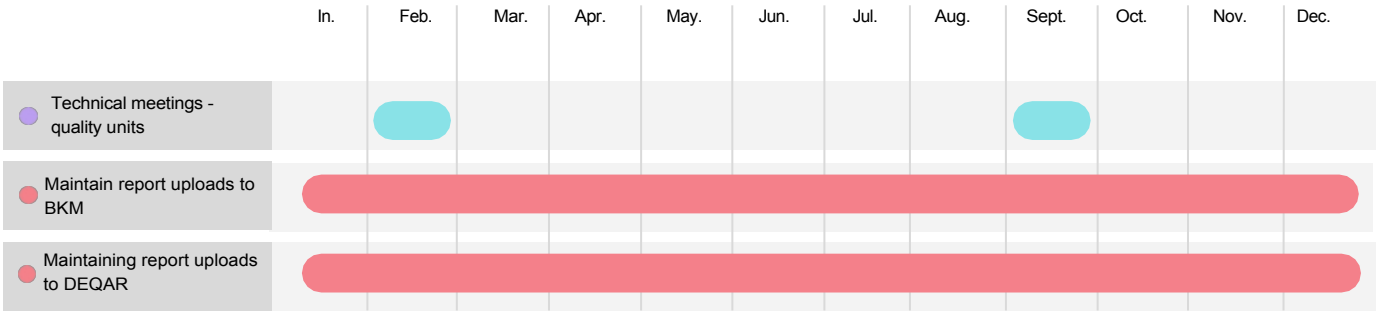
SET Meetings
Verification and modification
Follow-up of doctoral programmes UZ
Renewal of accreditation
Assessment of qualifications contract/agreement
SEC meetings
Renewal of institutional accreditation USJ
DOCENTIA Evaluation
Evaluation of PACE - IACS
Certification of training centres
Complementary and teaching certification
Site evaluation university students agreement / contract
SEP meetings
PCDVC
Sexennials
Evaluation of persons per agreement/contract
SEI Meetings
Eval. research agreement / contract

Plan 2025

L1 Objective 3 Promote research evaluation

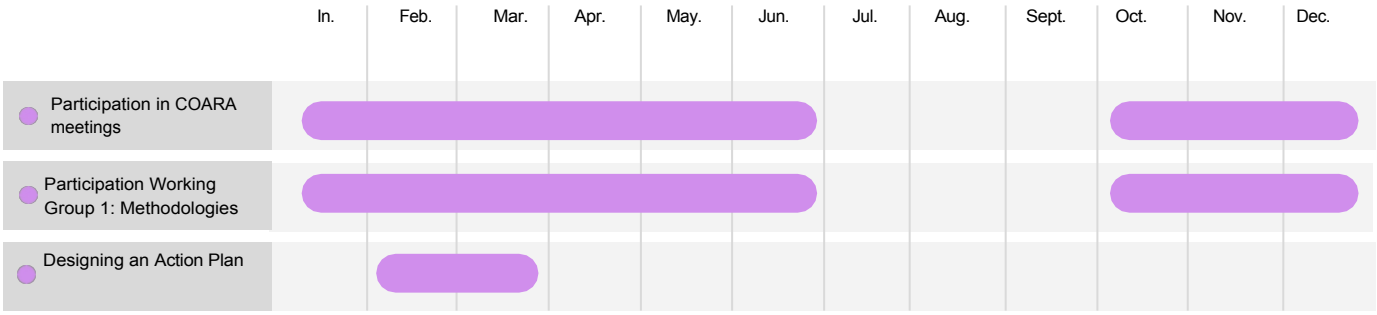
9 Planning of coordination meetings with the universities and identification calls for evaluation.

4 Maintenance of the reporting database.



L1 Objective 4 Updating evaluation systems

2 Participation in COARA.



L2. INTERNATIONALISATION

Develop strategic actions to improve the agency, taking into account the recommendations and compliance with the standards and guidelines for higher quality in Europe and fostering international cooperation.

Evaluation, agencies and projects.

OBJECTIVES

Plan 2025

MULTI-ANNUAL ACTIONS

1. Actions foreseen in the European evaluation: preparation of the application to EQAR, drafting of the Terms of Reference (TOR), preparation of the Self-Assessment Report (SAR), preparation and execution of the official expert visit, review of the documents and monitoring of the recommendations.

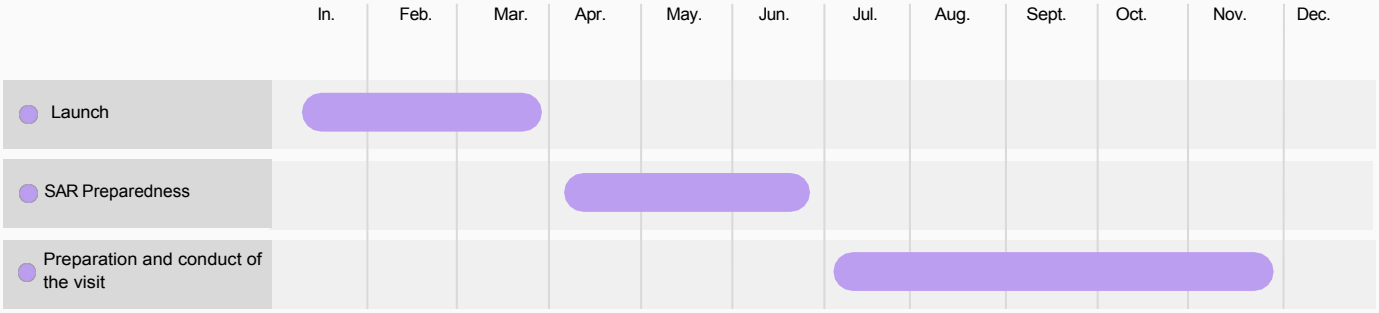
2. Participation in face-to-face or online General Assemblies, seminars and trainings of international organisations: EQAR, ENQA, ECA, INQAAHE.

3. Maintenance of the European database (DEQAR) of the reports of evaluation of the agency.

4. Collaboration and synergies with other organisations and projects to expand international collaboration: planned with the Organisation of Ibero-American States_OEI (Kalos Seal), with the Madri+d Foundation (Sofia Seal), with the INTERREG- POCTEFA Dual projects.
Transversalis and Alianza UNITA of the University of Zaragoza and Erasmus+ projects, among others.

L2 Objective 1 Develop ENQA - DEQAR renovation process

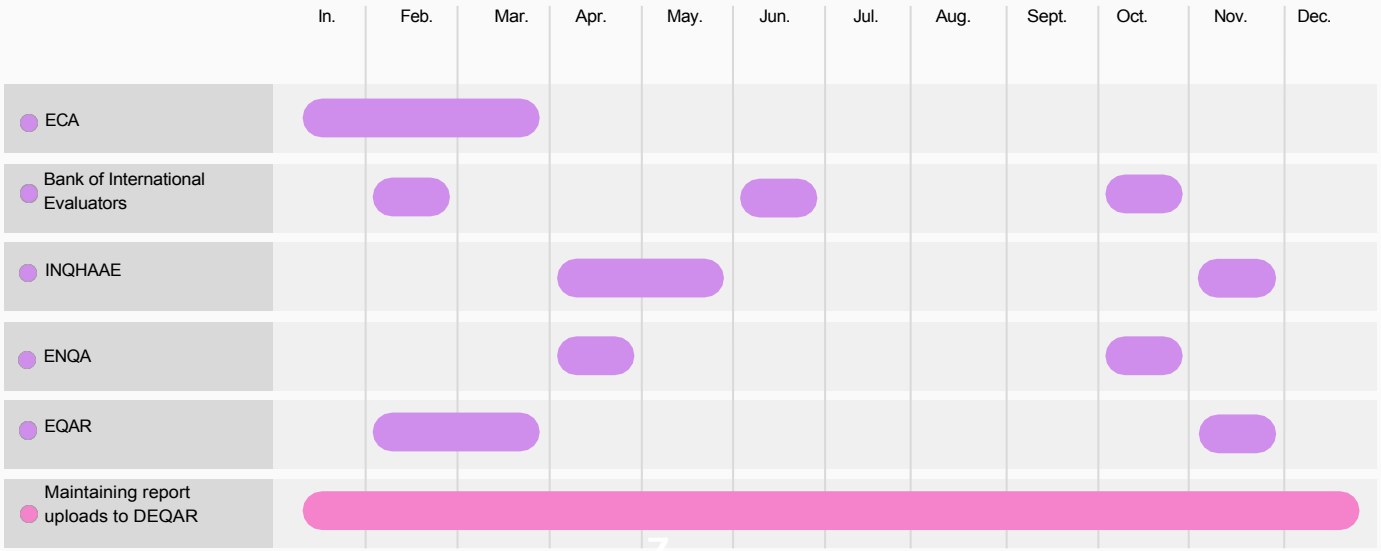
1 Actions foreseen in the European evaluation: preparation of the application to EQAR, drafting of the Terms of Reference (TOR), preparation of the Self-Assessment Report (SAR), preparation and execution of the official expert visit, review of the documents and follow-up of the recommendations.



L2 Objective 2 Participate in annual actions of international organisations

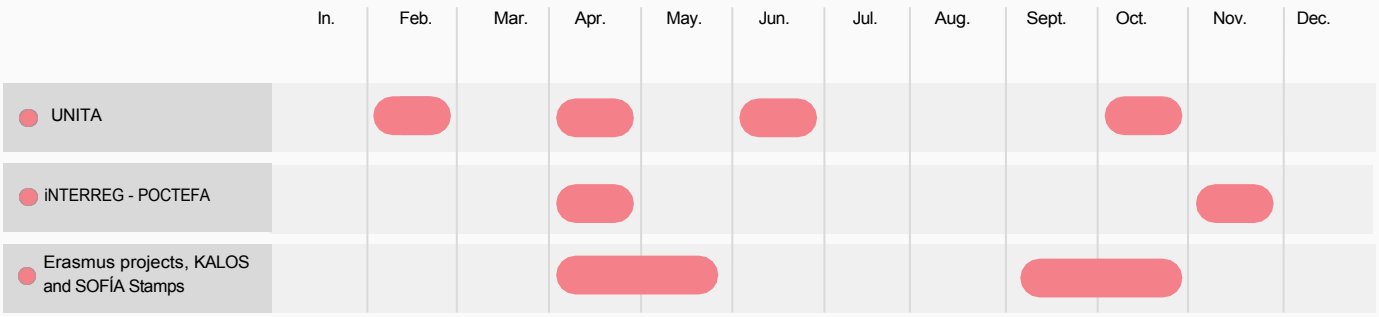
2 Participation in face-to-face or online General Assemblies, seminars and trainings of international organisations: EQAR, ENQA, ECA, INQAAHE.

3 Maintenance of the European database (DEQAR) of the agency's evaluation reports.



L2 Objective 3 Collaborate with other bodies to carry out international projects and/or evaluations.

4 Collaboration and synergies with other organisations and projects to expand international collaboration: planned with the Organisation of Ibero-American States_OEI (Kalos Seal), with the Madri+d Foundation (Sofia Seal), with the INTERREG- POCTEFA Dual Transversalis and UNITA Alliance projects of the University of Zaragoza and Erasmus+ projects, among others.

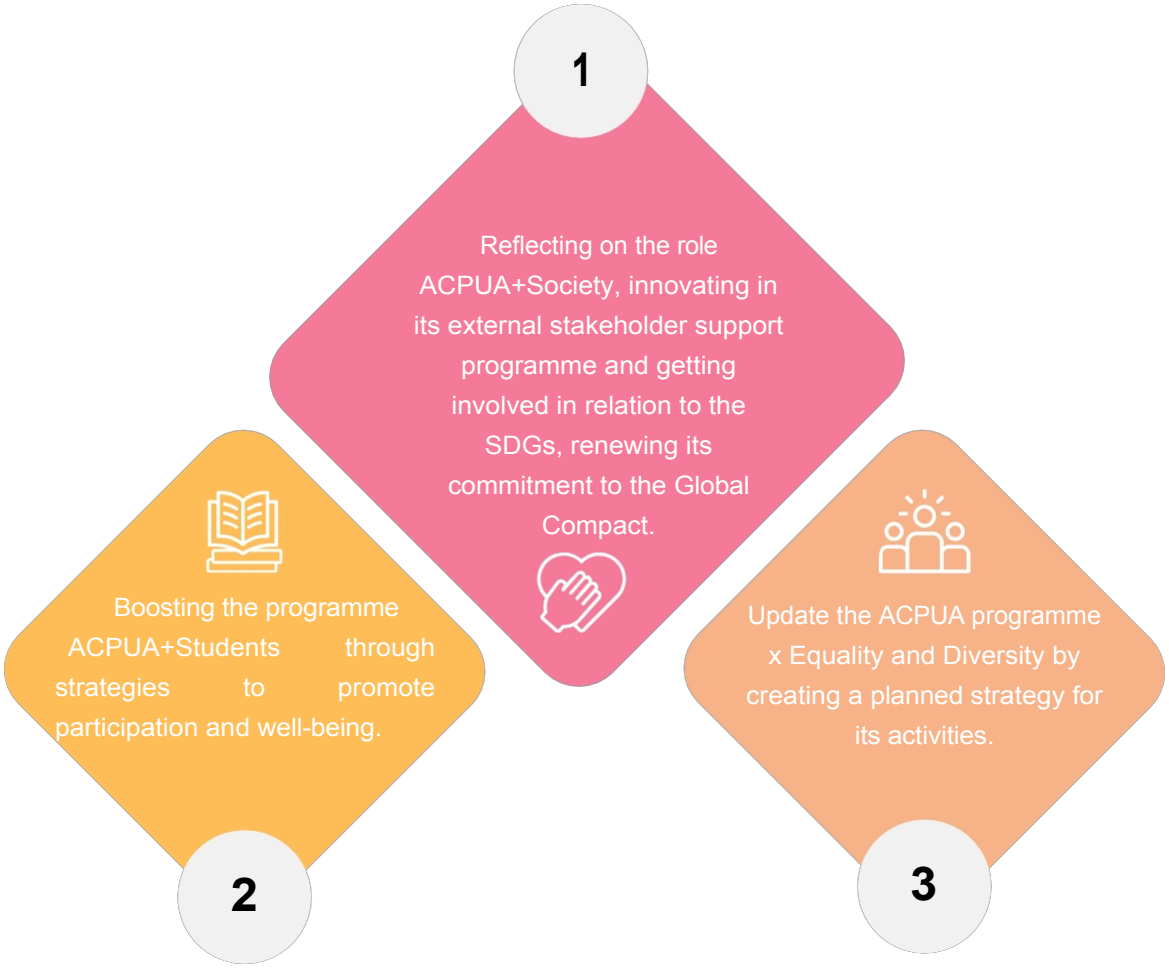


L3. SOCIAL DIMENSION OF QUALITY

Promote social, flexible, inclusive and sustainable participation, supporting in a transversal way the social dimension of quality of the agency, in relation to the university system (especially its student body) and society in general.

ACPUA+ Students,+ Society, x Equality and diversity.

OBJECTIVES



MULTI-ANNUAL ACTIONS

1. Creation of the planned strategy of student involvement through the following actions: co-creation of quality assessment procedures, surveys, polls, training, dissemination of university orientation in one click, development of the new student participation programme, and the development of a new student participation programme. welfare.

2. Creation of the planned strategy for the promotion of inclusion and equality: peer panels, adaptation of methodologies and protocols, relations with associations and groups, participation in exchanges or projects.

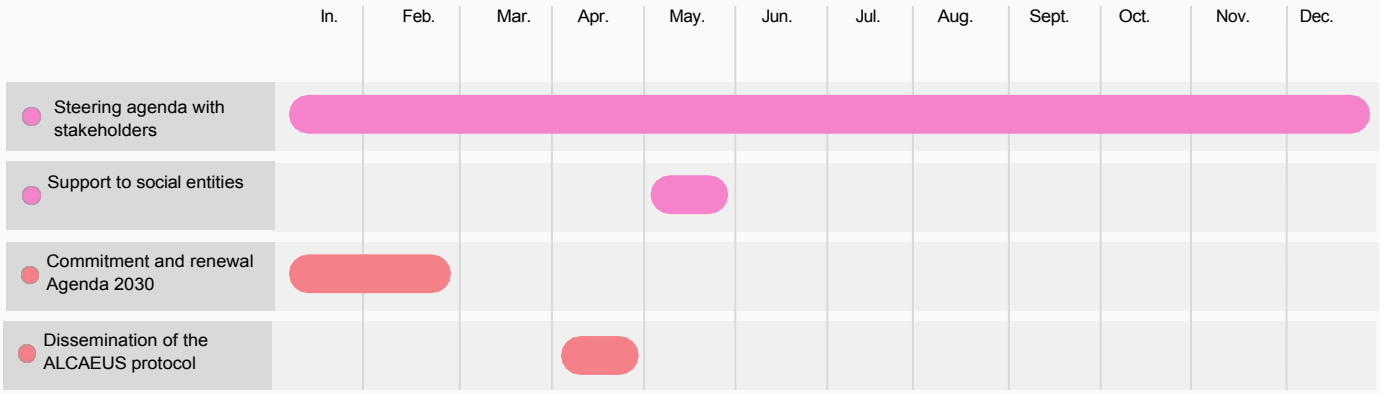
3. Establishment of a planned strategy in relation to the Agency's external stakeholders: institutional agenda, dialogue meetings and support to social entities.

4. Development of sustainability actions in relation to the 2030 Agenda: dissemination and implementation of the ALCAEUS programme, volunteering and solidarity actions of the Agency, cross-cutting implementation of the SDGs in its activities.

L3 Objective 1 Reflect on the role of ACPUA+ Society

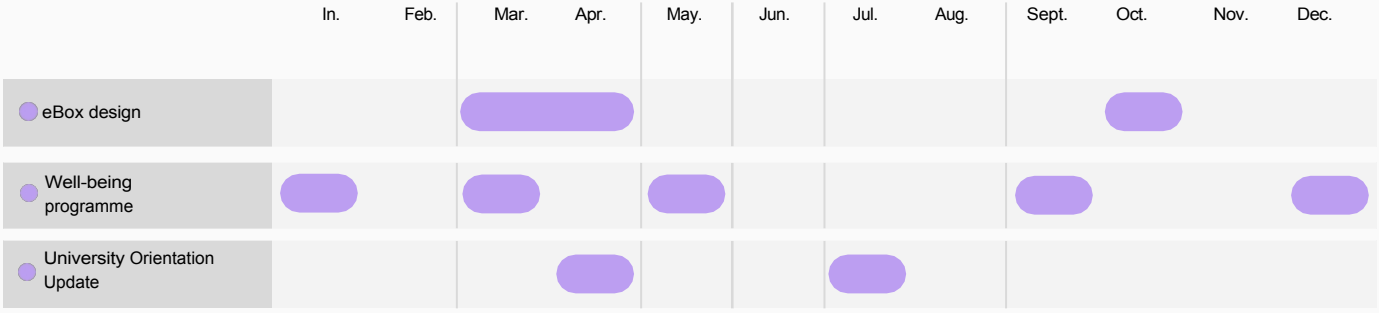
3 Establishment of a planned strategy in relation to the Agency's external stakeholders: institutional agenda, dialogue meetings and support to social entities.

4 Development of sustainability actions in relation to the 2030 Agenda: dissemination and implementation of the ALCAEUS programme, volunteering and solidarity actions of the Agency, cross-cutting implementation of the SDGs in its activities.



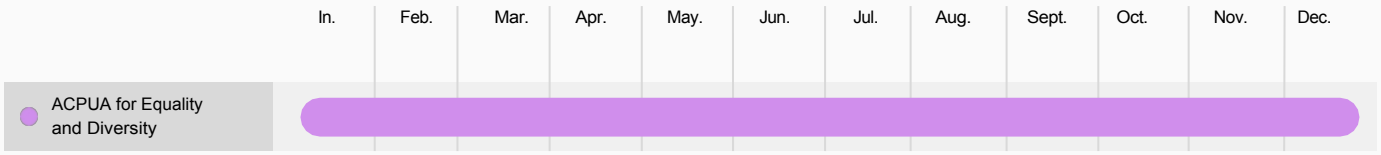
L3 Objective 2 To promote the ACPUA programme+ Students

1 Creation of the planned strategy of student participation through the following actions: co-creation of quality assessment procedures, surveys, polls, training, dissemination of the university orientation in one click, development of the new welfare programme.



L3 Objective 3 Updating the ACPUA for Equality and Diversity programme

2 Creation of the planned strategy for the promotion of inclusion and equality: peer panels, adaptation of methodologies and protocols, relations with associations and groups, participation in exchanges or projects.



4. EXCELLENCE AND FORESIGHT

Promoting new methodologies, systematising the analysis of quality in the university system, while promoting excellence and disseminating results through seminars and publications.

Studies, seminars and conferences, publications.

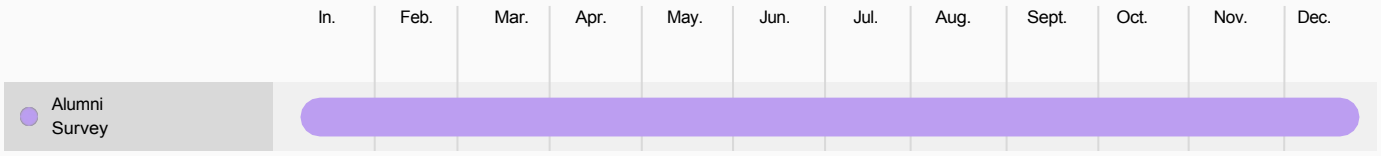
OBJECTIVES

MULTI-ANNUAL ACTIONS

1. Conducting the alumni survey in collaboration with other Aragonese institutions, including topics of current interest.
2. Development of a collaborative focus group for the creation of the University Quality Laboratory, as well as the execution of actions for its implementation.
3. Creation of a new system of university analysis of interest for the SUA.
4. Annual planning of the management Quality Seminars and other conferences.

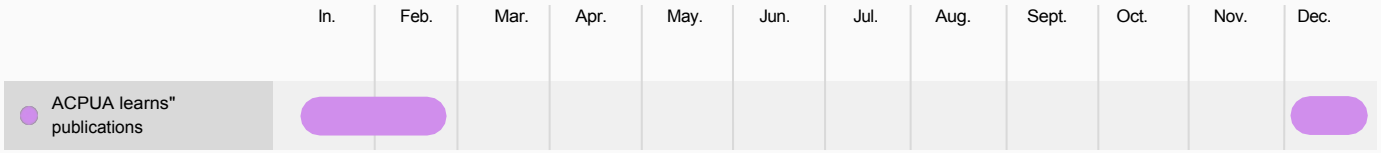
L4 Objective 2 To develop the SUA alumni survey

1 Carrying out a study of graduates in collaboration with other Aragonese institutions, including current topics of interest.



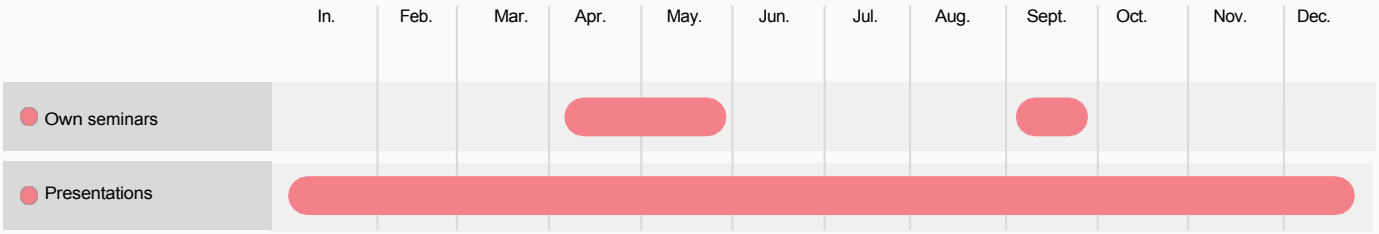
L4 Objective 4 Edit ACPUA learns publications

2 Development of a collaborative focus group for the creation of the University Quality Laboratory, as well as the execution of actions for its implementation.



L4 Objective 5 Manage quality seminars and participate in conferences, etc.

4 Annual planning of the management of Quality Seminars and other conferences.

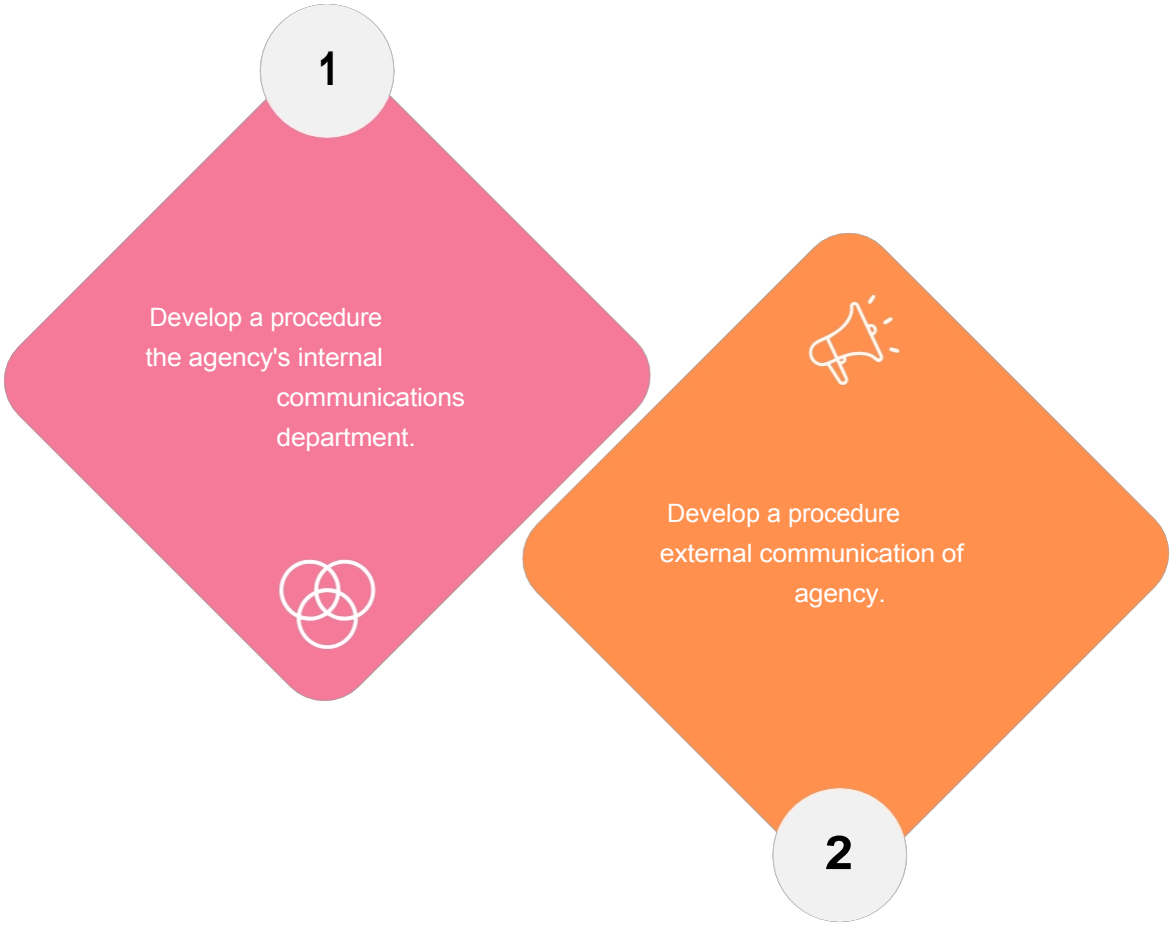


5. COMMUNICATION

Designing the agency's institutional communication strategy, ensuring fluid and clear internal information, as well as with our target audience, through continuous, cyclical and specific actions.

Internal and external communication.

OBJECTIVES



ACPUA
AGENCIA DE CALIDAD Y PROSPECTIVA UNIVERSITARIA DE ARAGÓN

MULTI-ANNUAL ACTIONS

1. Development of information guidelines for the Agency's staff, management of mails.
2. Drafting and publication of the annual report.
3. Establishment of criteria for the annual planning and evaluation of the activities.
4. Systematisation of news production and translation.
5. Publicising reports in : internal, website, Ministry, DEQAR).
6. Protocol the feedback of all actions to stakeholders: evaluators, panel of experts, institutional partners, among others.
7. Criteria for updating the agency's website and its translation.
8. Social networks: definition of a communication plan, management of content and those responsible for it, creation of dissemination objectives, among others.
9. Drafting criteria for the elaboration of the reports on evaluation.
10. Establishment of regular publicity and communication actions to give visibility to the ACPUA.

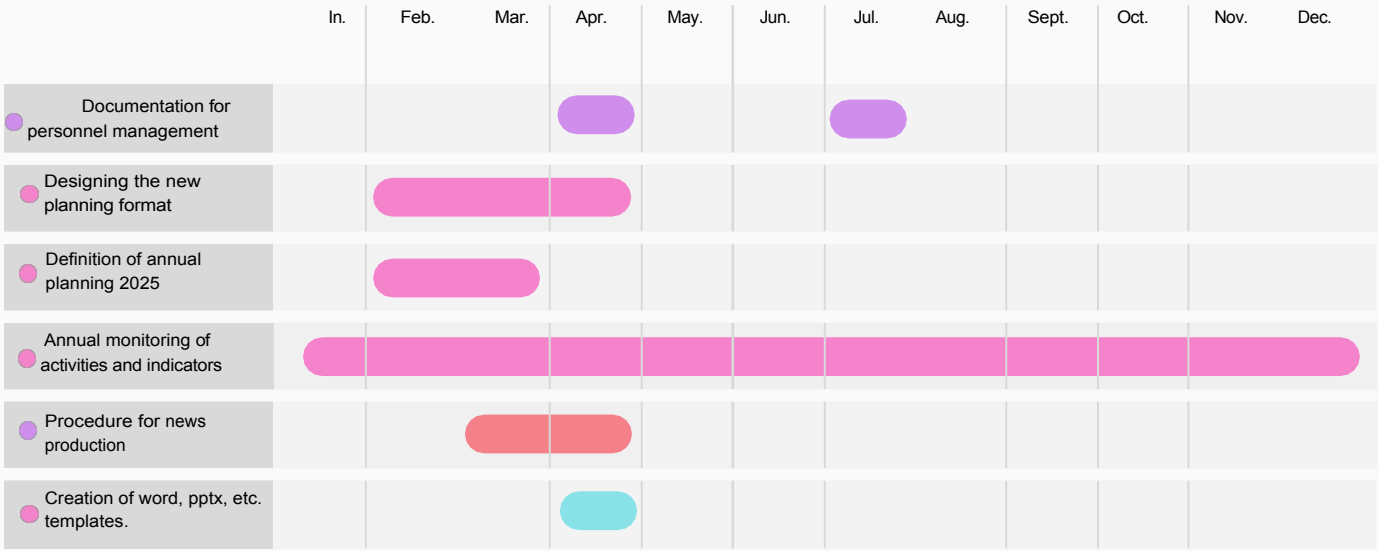
L5 Objective 1 Internal communication

1 Development of information guidelines for Agency staff, e-mail management.

3 Establishment of criteria for annual planning and evaluation of activities. Systematisation

4 of news production and translation.

9 Drafting criteria for the preparation of evaluation reports.



L5 Objective 2 External communication

2 Drafting and publication of the annual report

4 Systematisation of news production and translation.

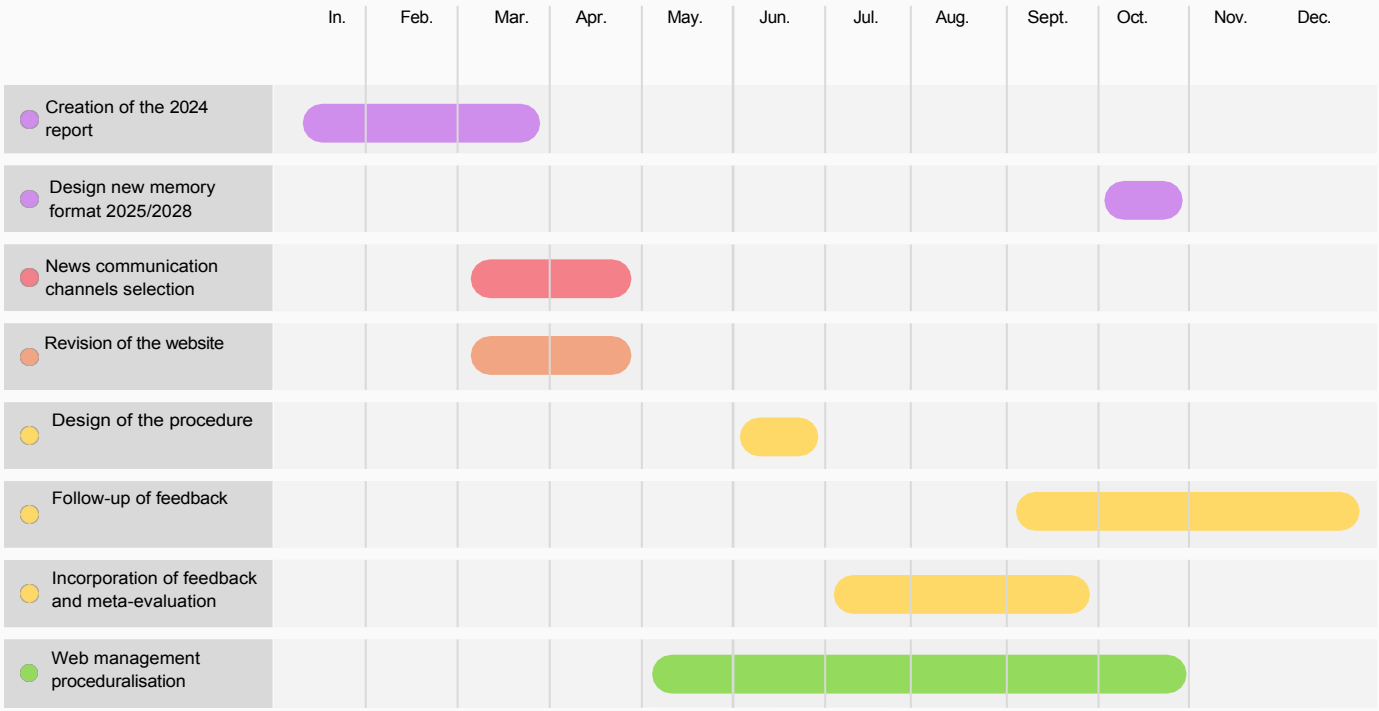
5 Publicising reports in databases: internal, website, Ministry, DEQAR).

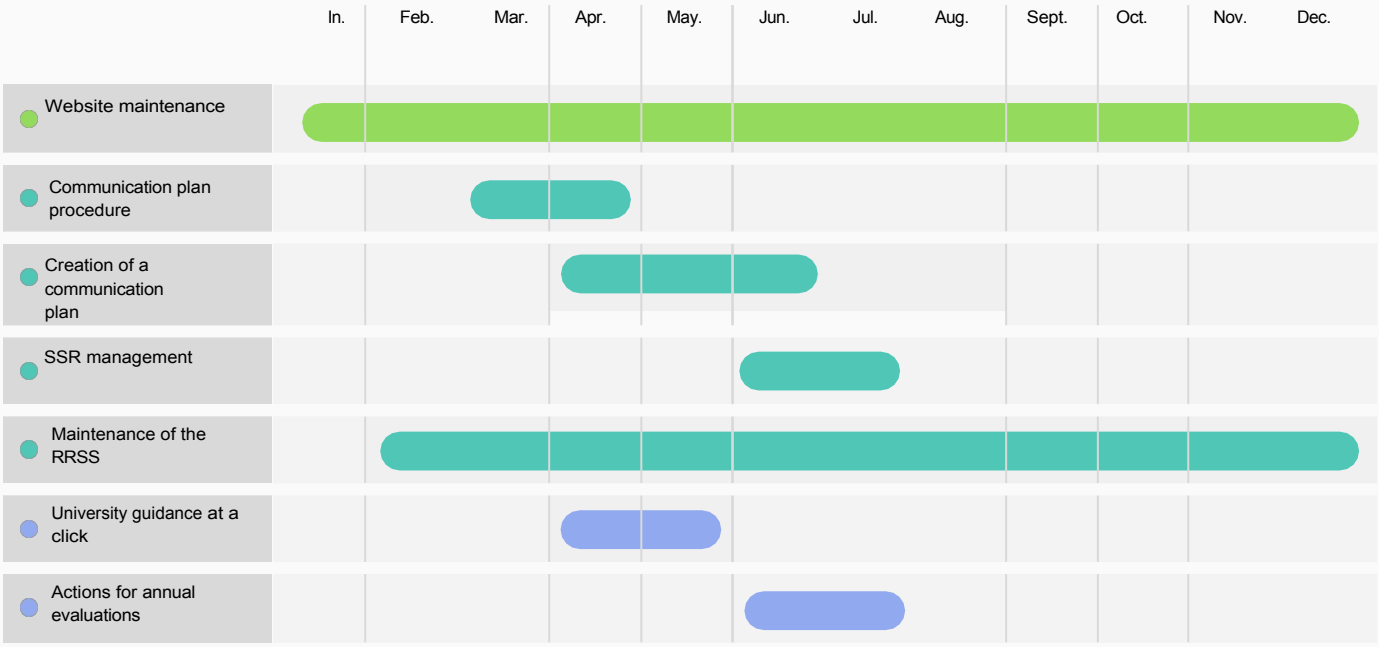
6 Protocol the feedback of all actions to : evaluators, panel experts, institutional partners, among others.

7 Criteria for updating the agency's website and its translation.

8 Social networks: definition of a communication plan, management of content and those responsible for it, creation of dissemination objectives, among others.

10 Establishment of regular publicity and communication actions to give visibility to the ACPUA.

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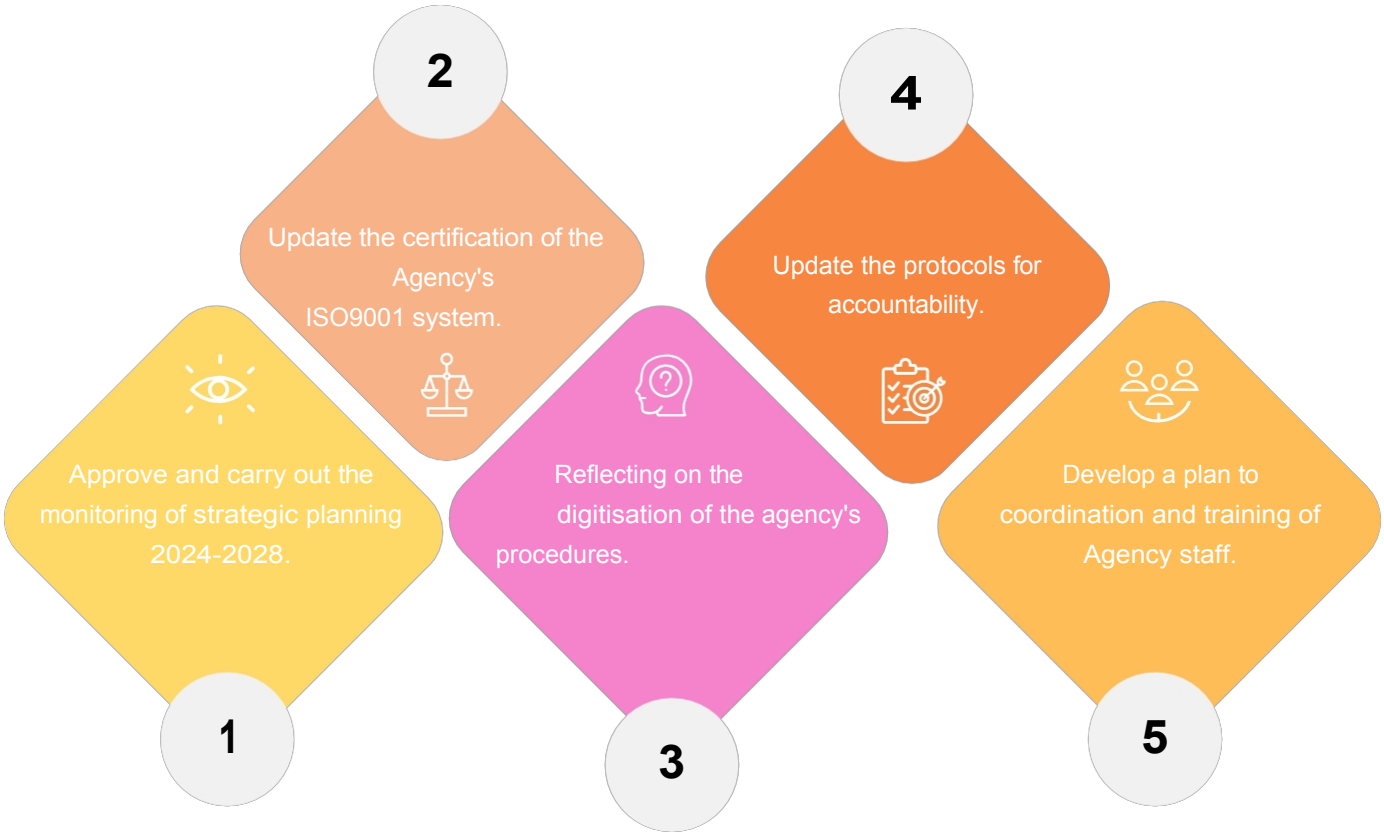
Website maintenance
Communication plan procedure
Creation of a communication plan
SSR management
Maintenance of the RRSS
University guidance at a click
Actions for annual evaluations

L5+1 CONTINUOUS IMPROVEMENT OF THE FUNCTIONING OF THE AGENCY

Ensure compliance with the Agency's quality strategy, updating and renewing, where necessary, the Agency's coordination processes in relation to its staff and the Committees with which it works.

Coordination and strategy, quality system improvement, accountability.

OBJECTIVES

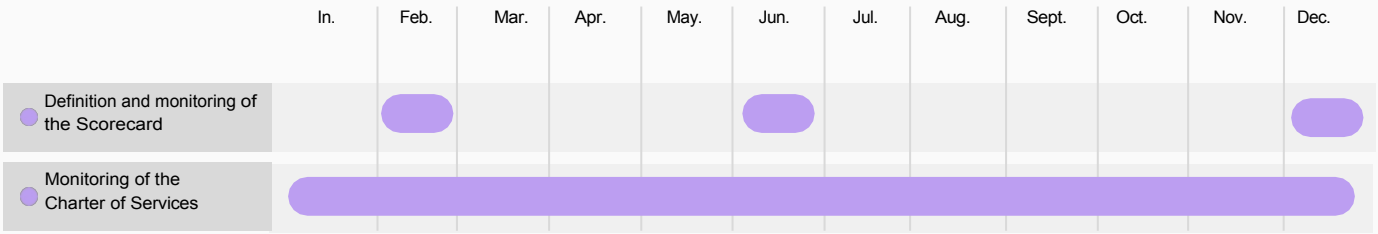


MULTI-ANNUAL ACTIONS

1. Documentary collection of the ACPUA's evidence of quality in compliance with its strategic planning 2024-2028, by carrying out a annual stakeholder tracking, target tracking, annual report development and planning annual activity report.
2. Maintenance and certification of the ISO9001 System: process management, updated service charter, evaluation and measurement of the satisfaction of processes and activities. Procedures for processes in the administration area.
3. Updating and maintenance legislation, codes of conduct, data protection, transparency and accountability.
4. Criteria on the digitalisation of processes: bank of evaluators, reduction of administrative burden, , maintenance and renewal of ACPUA working committees.
5. Internal reflection on the delivery of evaluation services by agreement / contract.
6. Participatory evaluation and continuous improvement: working groups to propose modifications and improvements to ACPUA processes in line with continuous improvement, feedback system to evaluate and adjust the agency's processes. Specifically address areas for improvement.
7. Updating the coordination of the technical and administrative tasks of the ACPUA: information, training and satisfaction assessment plan for ACPUA staff. Task mapping. Follow-up of information meetings.

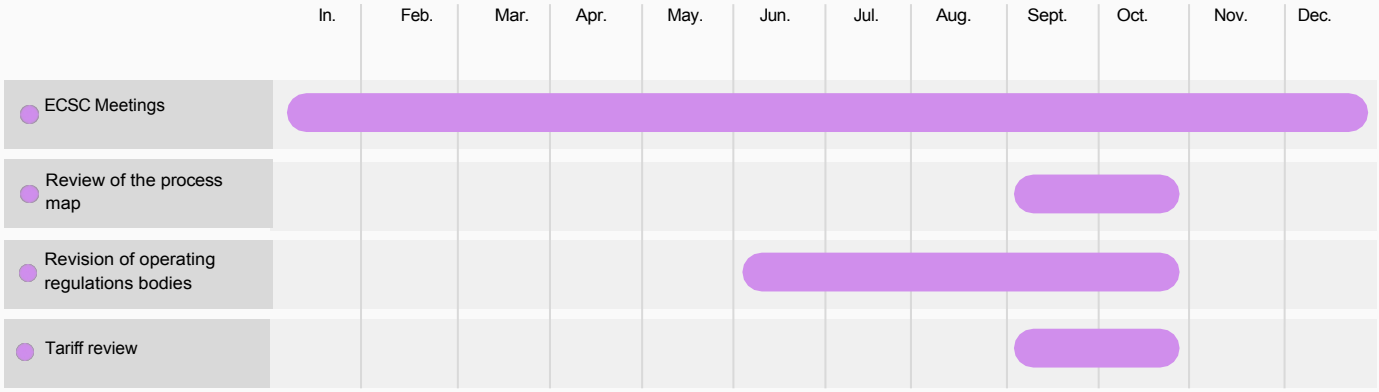
L5 Objective 1 Approval and monitoring of strategic planning

1 Documentary collection of evidence of the quality of the ACPUA in compliance with its strategic planning 2024-2028, carrying out an annual tracking of actors, monitoring of objectives, development of annual report and annual planning of activities.



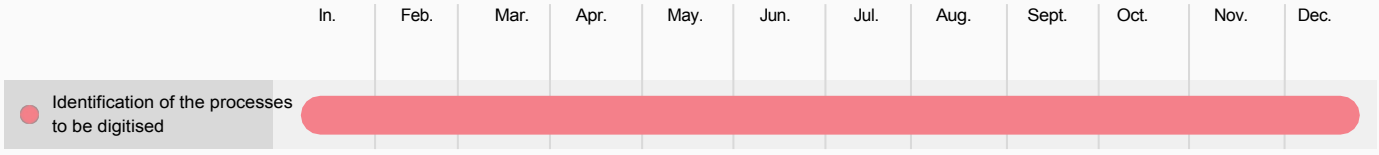
L5 Objective 2 ISO 9001

2 Maintenance and certification of the ISO9001 system: process management, updated service charter, evaluation and measurement of the satisfaction of processes and activities. Procedures for the processes of the administration area



L5 Objective 3 Digitisation of the Agency's procedures

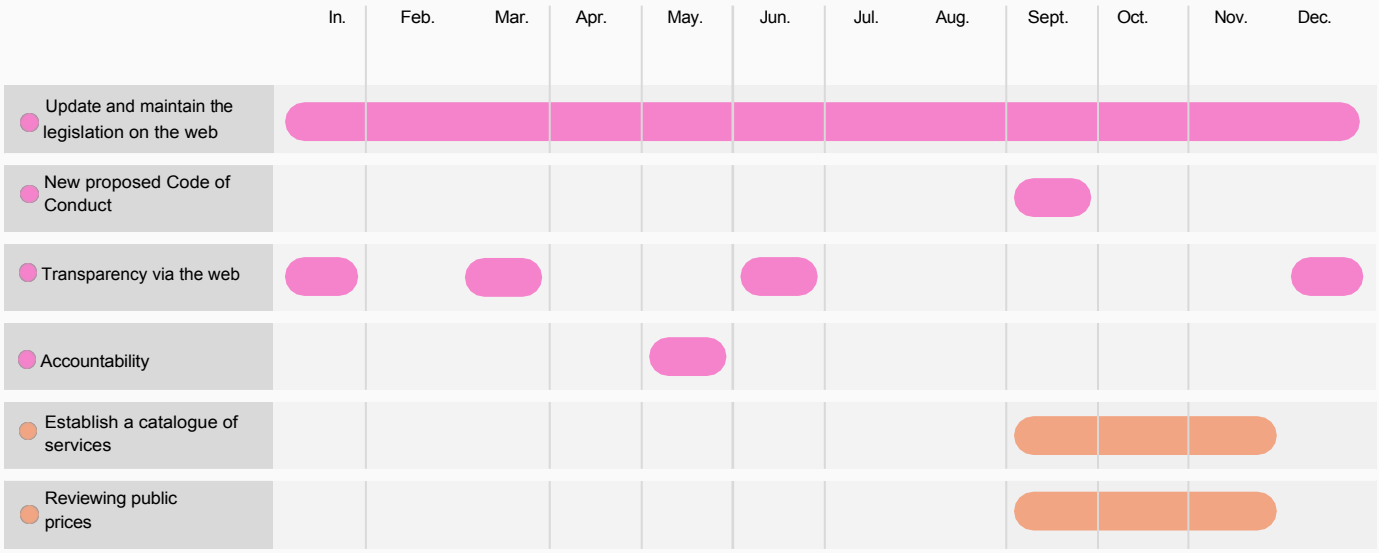
4 Criteria on the digitalisation of processes: bank of evaluators, reduction of administrative burden, databases, maintenance and renewal of ACPUA working committees.



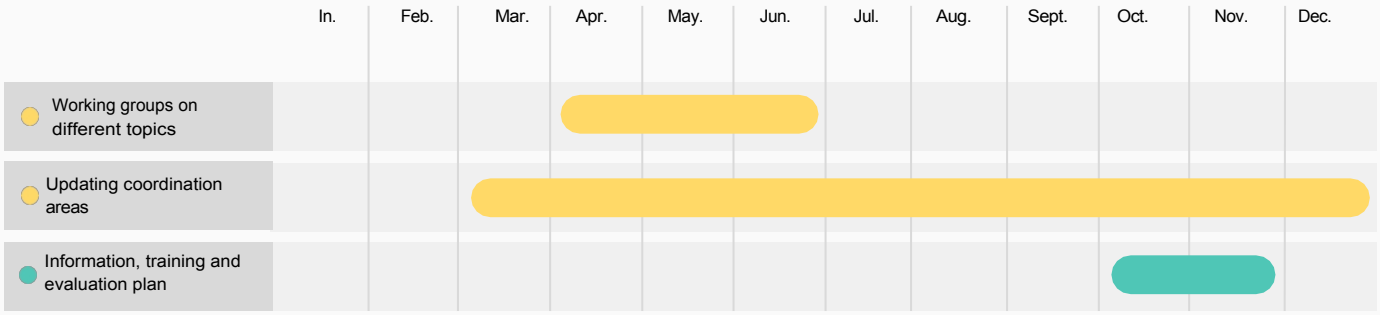
L5 Objective 4 Updating accountability protocols

3 Updating and maintaining legislation, codes of conduct, data protection, transparency and accountability.

5 Internal reflection on the provision of evaluation services by agreement/contract.



L5 Objective 5 Develop a coordination and training plan for the Agency

6 Participatory evaluation and continuous improvement: working groups to propose modifications and improvements to ACPUA processes in line with continuous improvement, feedback system to evaluate and adjust the agency's processes. Specific attention to areas for improvement.

7 Updating the coordination of the technical and administrative tasks of the ACPUA: information, training and satisfaction assessment plan for ACPUA staff. Task mapping. Follow-up of information meetings.