

ACP UA

# Strategic Plan

2024 - 2028



[Acpua.aragon.es](https://acpua.aragon.es)



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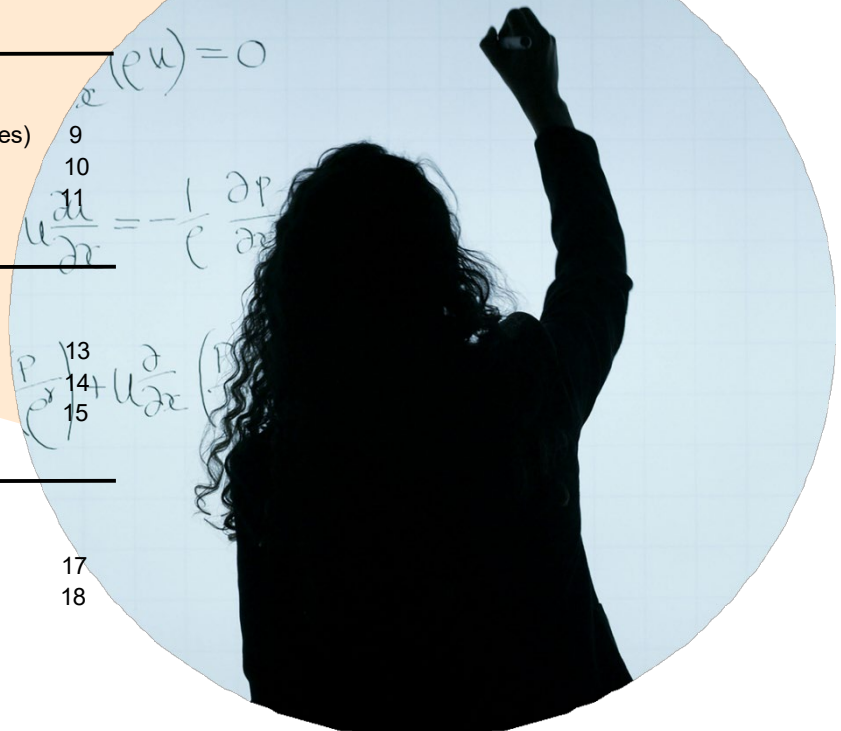
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## The Aragon Agency for Quality Assurance and Strategic Foresight in Higher Education



The Aragon Agency for Quality Assurance and Strategic Foresight in Higher Education (ACPUA) is the official higher education evaluation agency of the Autonomous Community of Aragon (Spain). ACPUA is a full member of ENQA and is registered in the European Register of EQAR Agencies.

Its main purpose is to **guarantee and promote the quality of the university system in Aragon** by carrying out technical tasks of evaluation, certification and accreditation of the quality of higher education in Aragon. This activity is complemented with study and foresight work and activities to promote an educational culture of quality in higher education in Aragon.



### The Strategic Plan 2024 - 2028

This is the II Strategic Plan that has been developed since the creation of the ACPUA. It includes as essential objectives the revaluation of the student's relationship with the university, the consolidation of the Agency within the international quality bodies for higher education, recognition of the new challenges posed by information and communication technologies in university studies, the certification of experiences, new trends in study and the importance of research for the university society as a whole.



ACPUA is committed to working in partnership with all its stakeholders, **fostering a culture of continuous improvement and self-assessment.**



## The state of higher education quality in a rapidly changing environment

In a world that is constantly evolving, education and training of the population is one of the main objectives set for the sustainable development of societies, so that educational quality has become a fundamental pillar for the integral development of institutions linked to higher education.

### The European Commission and the importance of higher education

It plays a key role in:

- The achievement of the European Higher Education Area (EHEA) and the European Research Area.
- The European Strategy for Universities• Erasmus+ programme
- Bologna Process

### International bodies for quality assurance

ENQA and EQAR are key entities within the quality assurance system in higher education in Europe and thus the EHEA. ENQA's mission is to work for the promotion of good practice and the implementation of standards, while EQAR provides a mechanism for transparency and public access to agencies that meet those standards.

ACPUA is a member of and collaborates closely with these institutions and other international organisations and projects.



THE GLOBAL GOALS

### The 2030 Agenda and the SDGs



The 2030 Agenda as a global framework adopted by the United Nations (UN) establishes an action plan for sustainable development made up of 17 Sustainable Development Goals (SDGs). These goals underpin the pillar of the ACPUA's activity, focusing all attention on people and their needs, obtaining a network of quality that covers from the person as an individual, through the relationship of the student with their higher education institution to prevail in the SUA as a whole.

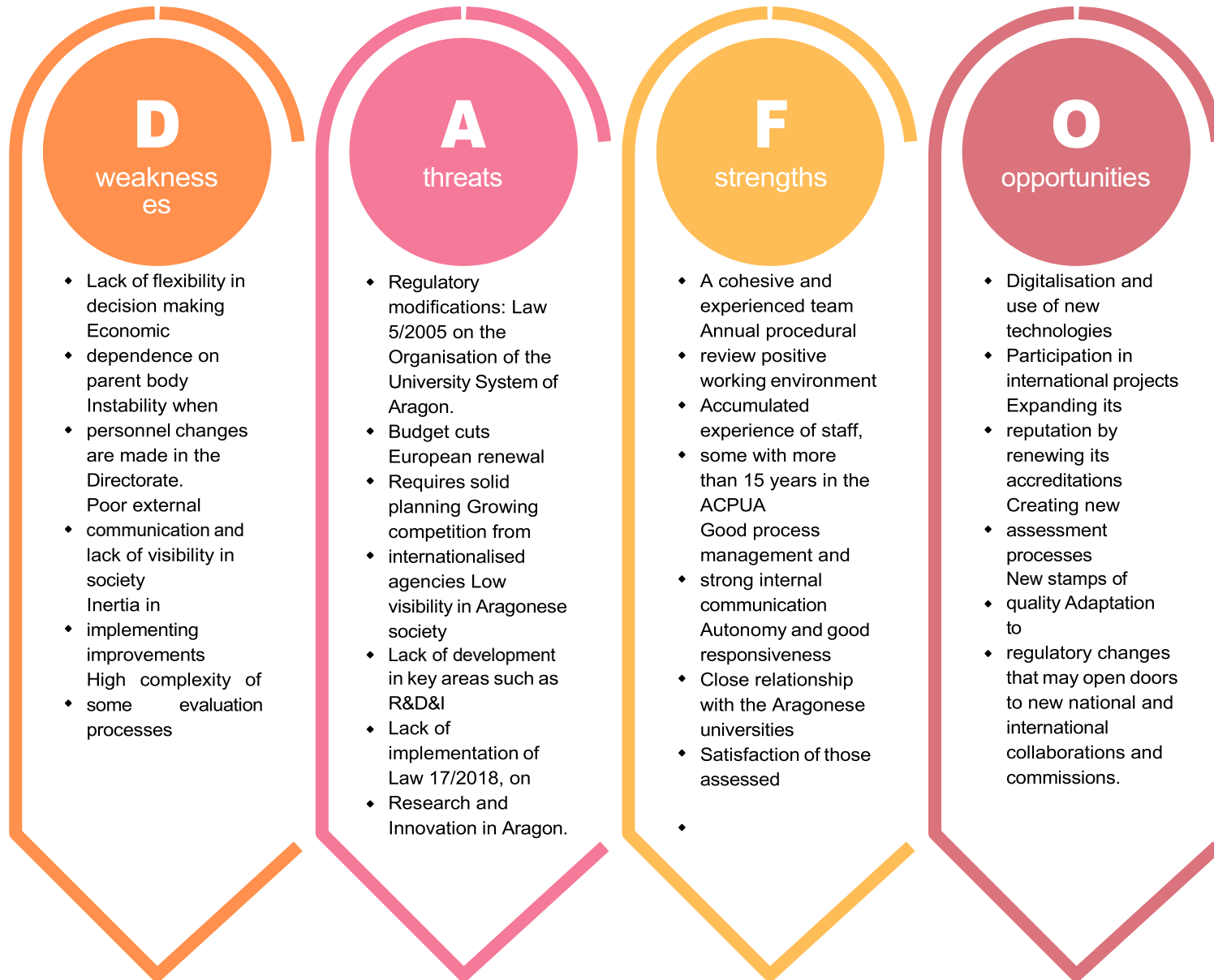


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# Tools for diagnosis



## Implementation and results of an internal SWOT tool



## Conducting and results of the stakeholder survey

To develop an effective strategic plan aligned with the needs of the ACPUA's immediate environment, in order to complement the data obtained through the SWOT, **a survey was conducted among its target audience:** members of the governing, advisory and technical bodies of the ACPUA, members of the Universities of Aragon, the Government of Aragon, other national evaluation agencies and international evaluation bodies, evaluators in the Agency's processes, the student body and social agents.

Through this tool, data is collected that identifies the needs and expectations of all the Agency's stakeholders, making it possible to gather quantitative and qualitative information, promoting public transparency and citizen participation.

In terms of distribution, **out of 81 respondents**, 13% of the respondents are members of the Government of Aragon and of the governing, advisory and technical bodies of the ACPUA; 9% come from the Universities of Aragon; 14% from other national Evaluation Agencies; 33% are evaluators in the Agency's processes; 5% are students; 11% are social agents and other relevant groups.

With regard **to process management**, 89% of the respondents consider it to be adequate, and 85% are satisfied with the attention received when participating in the procedures promoted by the ACPUA.

The **international dimension** of the ACPUA is positively evaluated, 76% consider the actions that have been carried out to be relevant, with a very favourable evaluation of the projects and activities in which it has participated.

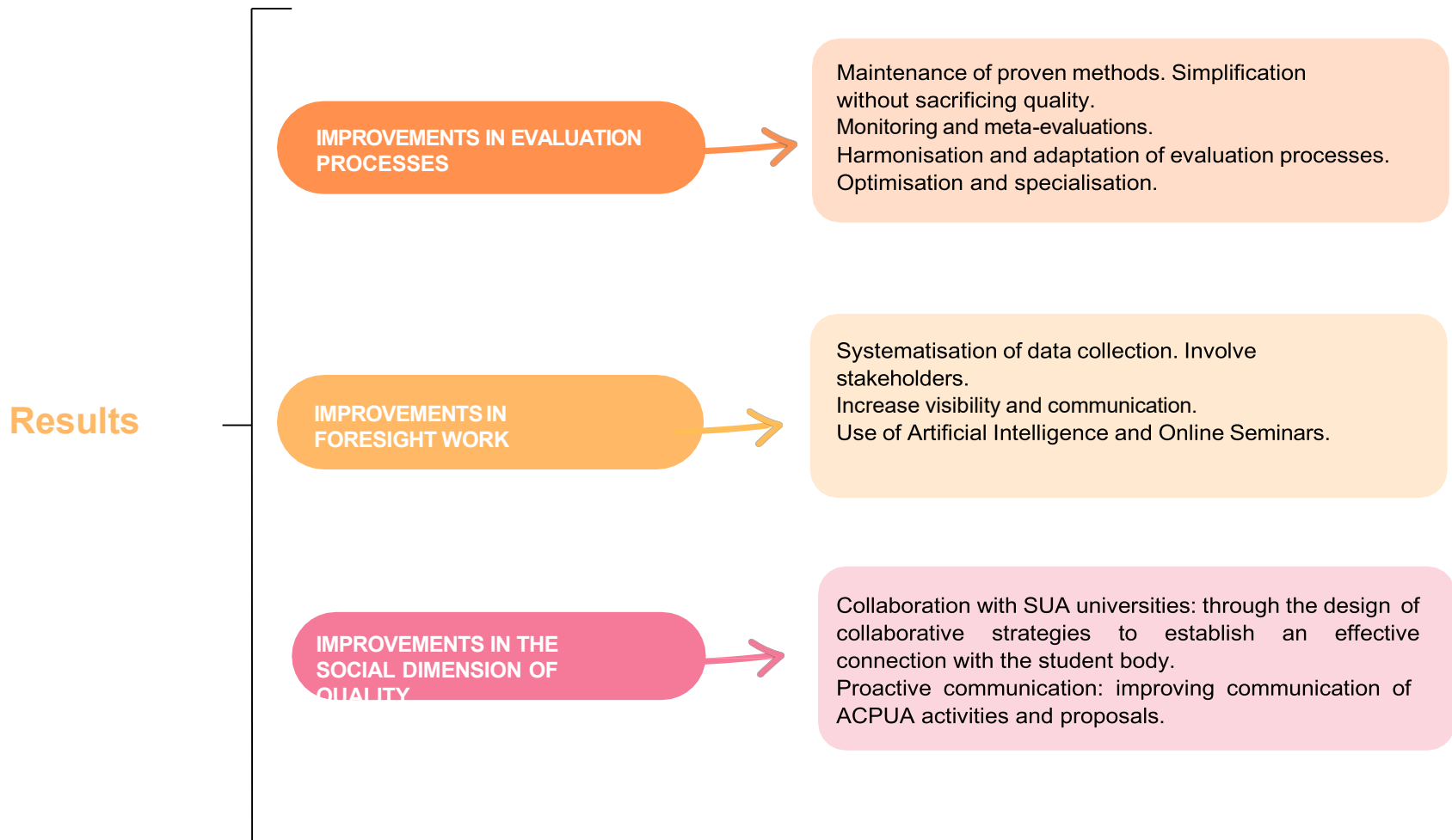
The programmes related to the **social dimension of quality** emphasise the importance of the Agency's Alumni Report, which 70% of those aware of it highlight as useful or very useful. However, respondents consider the Agency's foresight work to be insufficient.

In terms of **training and communication**, 55% consider that the quality seminars promoted by the ACPUA are necessary and sufficient.

In terms of **areas for improvement**, they propose to carry out face-to-face activities, implement techniques or advice to address tensions between local and international practices, recommendations for transversal competence training for students and teaching staff, increase student representation and strengthen foresight work.

## Focus group

In addition, a focus group was held in August with **two representatives from each of the Agency's previously identified stakeholder groups**, with the aim of deepening and complementing the quantitative data obtained from the survey and the SWOT analysis. This proved to be a fundamental milestone to ensure that the strategic decisions to be implemented in the Agency through its 2nd Strategic Plan reflect the realities and expectations of the external public, enriching the planning process and strengthening the effectiveness of the Plan as a whole.



THE COMPANY  
VALUES

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# Our mission, vision and values



## Mission

**The new proposal includes the students as protagonists of the Agency's activity.**

The ACPUA's mission is to guarantee and promote the quality of the university system in Aragon. This includes the development of useful links between the university (including the student body), the socio-productive fabric, the institutional decision-making bodies and Aragonese society as a whole, as well as the promotion of the exchange of experiences, not only with other national and international university systems but also with other educational levels (secondary education, vocational training, etc.).

To achieve this mission, the ACPUA mainly carries out technical tasks of evaluation, certification and accreditation. This public service activity is complemented by research and foresight work and activities to promote a culture of quality in higher education in the region.



## Vision

**The new proposal includes the Agency as rigorous, professional, objective and independent.**

The ACPUA aims to be an agile and efficient agency; one that will become indispensable in the territory due to the rigour, professionalism, objectivity, independence, seriousness and operability of its service activity. Providing the added value of quality assurance, we will be an indispensable reference for all institutions and agents with educational responsibilities in the region.

We aspire to become, outside Aragon, a qualified agency and a recognised interlocutor in the European area of university quality and evaluation.

In order to achieve this vision, the ACPUA must be governed in all its procedures and actions by European standards and guidelines (ESG). With transparency, independence of judgement and commitment to accountability, we support reflection, continuous improvement and creativity.



## Values

**The new proposal includes two new values to complete a decalogue: the social dimension of quality, the promotion of the 2030 Agenda and sustainability, as well as the use of innovative and technological tools.**

1. Independence, autonomy and objectivity.
2. Social accountability and transparency by ensuring public access to reliable, timely, clear and accurate information.
3. The social dimension of quality, the promotion of the 2030 Agenda and sustainability, promoting and ensuring its fulfilment in higher education.
4. The establishment of internal and external quality assurance mechanisms for the continuous improvement of processes to ensure their effectiveness and efficiency.
5. The use of innovative and technological tools to facilitate and simplify evaluation and feedback in the Agency's processes.
6. The development of relations with all stakeholders (university, administration, business world, Aragonese society) through the promotion of dialogue to ensure their satisfaction.
7. The promotion of student participation in the Agency's activity and quality assurance processes.
8. Cooperation with national and international higher education agencies and networks.
9. Commitment to a job well done by the Agency's staff and its collaborators, associated with professionalism and honesty.
10. Teamwork, based on respect and collaboration to achieve the best working environment.

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# Strategic lines



