Internal Quality Assurance System (IQAS) of the Doctoral School of the Universitat Politècnica de Catalunya

Date: January 2018

Work group:
  Doctoral School
  Doctoral Unit of the Academic Management Service (SGA)

Approved by:
  • Standing Committee on 15/02/2018
  • Doctoral School Board on 23/02/2018

Positively assessed by:
  • Favourable report by the Planning, Assessment and Quality Bureau (GPAQ). Resolution number 0001/2018 on 26/02/2018
## General information on the unit responsible for the design of the Internal Quality Assurance System

<table>
<thead>
<tr>
<th>Unit/school</th>
<th>Doctoral School</th>
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</table>
| **Management team** | **Director:** Francisco Sepulcre Sánchez  
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Chapter 1. The Doctoral School

1. Introduction to the Doctoral School

The establishment of the Doctoral School of the Universitat Politècnica de Catalunya (UPC) was approved by the Governing Council on 9 February 2012.

In accordance with Article 34 of the Statutes of the Universitat Politècnica de Catalunya (UPC), the Doctoral School is responsible for organising, coordinating and supervising the teaching that leads to the award of a doctoral degree.

The Doctoral School focuses on achieving the following objectives:

- To be a model of effective organisation of doctoral studies—both academically and in terms of administration, with the focus on doctoral students and professors—in order to ensure the quality and proper administration of courses and to support and facilitate interuniversity cooperation within Spain and internationally.
- To become a unit that helps give visibility to research conducted at the UPC and that helps strengthen its reputation as a leading university in research training.

The Doctoral School is based in the Rectorat building on the North Campus (Barcelona) and reports to the Office of the Vice-Rector for Science Policy.

In accordance with the UPC Statutes, the director represents the Doctoral School and performs ordinary management functions. The director of the School is appointed by the rector from among teaching and research staff who hold doctoral degrees, are employed by the University on open-ended contracts, and have outstanding research profiles.

When the Doctoral School was founded, programme administration was centralised. From the 2015-2016 academic year, following the creation of management and support units at UPC schools, administration was decentralised to each programme. Apart from coordinating doctoral programmes and supporting the administrative units responsible for each programme, the Doctoral School has given impetus to doctoral studies by working to improve their quality, thus contributing to the progress of society, both nationally and internationally.

The Doctoral School ensures that its programmes meet the requirements set out in relevant state regulations and provides rigorous, high-level training aimed at boosting research in academia, science and business.
The principles and values that guide the actions of the Doctoral School and its staff, which are aligned with those stated in the code of ethics and best practices for UPC staff and students, are as follows:

- Social commitment: honesty, integrity and transparency
- Institutional commitment: shared responsibility, critical thinking and cooperation
- Commitment to service: respect for individuals, impartiality, equity and efficiency
- Personal development: equality and tolerance
- Efficient use of resources: austerity, efficiency and sustainability
- Internationalisation

2. Functions

The Doctoral School has the following functions:

1. To organise those aspects of doctoral studies that fall within its scope of responsibilities.
2. To submit proposals to the Governing Council concerning approval for the creation, modification and discontinuation of doctoral programmes.
3. To oversee the quality of doctoral programmes.
4. To ensure that doctoral programmes are compatible with the UPC’s general research strategy.
5. To submit proposals to the Governing Council concerning the academic regulations for doctoral studies.
6. To assess the effectiveness of policies on predoctoral grants and student financial aid and, if necessary, make proposals to improve them.
7. To establish internal rules governing the rights and obligations of doctoral students, tutors and thesis supervisors, within the general framework of UPC regulations.
8. To establish rules governing the academic committees of the doctoral programmes, taking into account the specific requirements of different programmes, within the general framework of UPC regulations.
9. To propose the composition of the examination committees for doctoral theses to the rector for his or her approval, subsequent to the report of the academic committee of the doctoral programme in question.
10. To submit proposals to the Governing Council concerning approval of regulations governing special doctoral awards.

11. To plan cross-disciplinary training courses and specific research training for doctoral students.

12. To ensure sufficient provision of teaching and research staff for each doctoral programme to guarantee quality levels.

13. To promote interuniversity cooperation at the national and international levels.

14. To foster greater integration of doctoral graduates into the business sector and promote the internationalisation of doctoral programmes.

15. To provide technical support and regulatory advice to basic units (schools and departments) and management and support units that are partially or fully responsible for the management of doctoral programmes.

3. Structure

The Doctoral School is the UPC unit tasked with organising, coordinating and supervising (within its area of responsibility) studies and activities that lead to the award of a doctoral degree (level 4 of the Spanish Qualifications Framework for Higher Education) in the following areas of knowledge:

- Architecture, Urbanism and Building Construction
- Sciences
- Civil Engineering
- ICT Engineering
- Industrial Engineering

The Internal Regulations of the Doctoral School, approved by the UPC’s Governing Council on 15 March 2013, establish that the following are members of the Doctoral School of the Universitat Politècnica de Catalunya:

- The directors of the Doctoral School
- The teaching and research staff of the doctoral programmes
- The doctoral students enrolled in doctoral studies at the University
- The administrative and service staff of the Academic Management Service’s Doctoral Unit
3.1 Governing and representative bodies of the Doctoral School

Figure 1. Governing and representative bodies of the Doctoral School

3.1.1 The Doctoral School's collegial bodies are the following:

- **Doctoral School Board**
  The Board, which is chaired by its director, is the Doctoral School's governing body. It fulfills organisation and management functions. The Board ensures that the Doctoral School adequately performs all of the functions attributed to it in the current legislation, the UPC Statutes and the Regulations on the Organisation and Functions of the Doctoral School.

- **Standing Committee**
  The Standing Committee is the Board's executive and permanent representation body. It is chaired by the director of the Doctoral School. Its functions include drafting the Doctoral School's strategic plan, designing and implementing the quality assurance system for monitoring activities and the results of the doctoral programmes and assessing the effectiveness of the University's policies on doctoral grants and student financial aid.

- **Academic committee of the doctoral programme**

IQAS of the Doctoral School of the Universitat Politècnica de Catalunya
The academic committee of the doctoral programme is linked to a specific doctoral programme and is responsible for defining the programme, updating it, ensuring its quality and coordinating it. It is also responsible for fostering the progress of research and education and authorising the deposit of doctoral theses by doctoral candidates on the programme.

- **Doctoral Student Council**
  The Doctoral Student Council represents the doctoral candidates and fosters their participation in all areas of university life and contributes to the goals of the University.

3.1.2 The Doctoral School's university officers are the following:

- **Director**
  The director is the person who represents the Doctoral School and carries out day-to-day supervision and management functions. His or her functions include ensuring compliance with the mission, goals, strategic plan and functions of the Doctoral School, executing and enforcing compliance with the agreements of the Board and the Standing Committee, and managing the provision of the infrastructure needed by the School.

- **Assistant director**
  The assistant director assists the director in his or her functions and performs the functions delegated to him or her by the director and any other function assigned to him or her in the UPC Statutes.

- **Secretary**
  The secretary, in addition to acting as such at the Doctoral School, is also the secretary of the Board and the Standing Committee. His or her functions include calling meetings of the collegial bodies on the order of the chairperson and organising collegial body elections at the Doctoral School.

- **Coordinator of the doctoral programme**
  The coordinator of the doctoral programme is the person responsible for the day-to-day supervision and management of the doctoral programme and chairs its academic committee.
Figure 2. Structure of the governing and representative bodies of the Doctoral School

IQAS of the Doctoral School of the Universitat Politècnica de Catalunya
3.2. The Academic Management Service

The UPC’s Academic Management Service provides technical and administrative support to the UPC’s governing bodies and schools through the following units:

- Academic Regulations and Transcripts Management Unit
- Grants and Student Financial Aid Unit
- Enrolment Fee Management and Educational Cooperation Agreement Unit
- Curricula and Awards Unit
- Doctoral Unit

The main support tasks performed for governing bodies are:

- Producing technical reports.
- Supporting and facilitating decision making.
- Providing advice and generating proposals.
- Providing technical support in the review and/or drafting of the rules that regulate the academic activity of UPC students.

The support provided to schools focuses on defining application criteria, procedures and administrative rules in relation to regulations, and on the review and implementation of curricula.

- Access
- Validations
- Enrolment
- Financial management of enrolment
- Grants and student financial aid
- Mobility
- Issuing of official degrees and European Diploma Supplements
- Student support

The Academic Management Service is located in the Vèrtext building on the UPC’s North Campus. The head of the Academic Management Service is responsible for the unit and its assigned staff.

3.2.1 The Doctoral Unit of the Academic Management Service

The Doctoral School is the academic unit responsible for doctoral programmes. Administrative management of programmes is currently decentralised to the administration units responsible for each programme.
The Doctoral Unit is the technical administration unit of the UPC’s Academic Management Service that provides support to the Doctoral School. It is responsible for processes related to thesis submission and defence, monitoring of students’ progress, and generally any academic procedures related to doctoral studies.

The structure of the Doctoral Unit's administrative and service staff is currently as follows:

- Head of the Doctoral Unit
- 1 academic management specialist – Group A2
- 1 support specialist – Level 2
- 2 administrative officers – Scale C1

The functions of the Doctoral Unit of the Academic Management Service are:

- To collaborate with and provide technical support to the Doctoral School's governing bodies.
- To provide support for users (academic committees for programmes, coordinators, administrative staff, doctoral students, UPC staff, etc.).
- To design training aimed at developing cross-disciplinary competencies.
- To provide technical support in relation to the implementation of the Internal Quality Assurance System.
- To assist with the introduction of doctoral studies.
- To provide technical support in assessment, monitoring of students' progress and graduation.
- To provide technical support to the Doctoral School in relation to monitoring and accreditation of doctoral programmes.
- To organise, coordinate, develop and monitor processes related to academic programming of doctoral studies (offer of places, etc.).
- To draft and supervise agreements with companies and institutions.
- To organise, coordinate and provide support for the general activities of the Doctoral School.
- To organise, coordinate and supervise continuous updating of public information in order to ensure its effective dissemination.
- To organise, coordinate and supervise university extension processes that affect users within its area of responsibility (access, mobility, etc.).
- To manage and safeguard documentation within its area of responsibility.
- To coordinate, process and deal with requests submitted to Doctoral School bodies (DEMANA tickets).
- To produce and update academic regulations and the academic calendar for doctoral studies.
- To ensure compliance with the Academic Regulations for Doctoral Studies and propose updates to these regulations.
• To manage the budget of the Doctoral School and the budget for examination committees, and to monitor budget implementation.
• To assist with the dissemination of the course offerings (updating of guides, representation at fairs, etc.).
• To manage the submission, defence and assessment of doctoral theses within the area of management stipulated in the relevant procedure.
• To plan, organise and supervise administrative arrangements with respect to special doctoral awards.
• To update and maintain public information on social media (Facebook, Twitter, LinkedIn).

3.2.2 Administration units for doctoral programmes

Each doctoral programme is assigned an organisational unit, whose role is to provide administrative services to the academic committee for the programme, the coordinator and doctoral students. This unit may be a management and support unit or a UPC school or department. Under the current administrative framework, a single management and support unit is usually responsible for several programmes in the same field.

Click on the following link for details of the administration unit for each doctoral programme: https://doctorat.upc.edu/en/programmes/research-area-list?set_language=en

The administration units for doctoral programmes are usually the academic units to which the teaching and research staff responsible for coordinating the programme are attached. Programme management is immediately accessible because the coordinator, doctoral students, tutors and thesis supervisors all work and study in the same environs as the administration unit.

Administration units—with the supervision and support of the Doctoral Unit of the Academic Management Service—are responsible for processes related to admission, enrolment, thesis defence and the issuing of degree certificates.

In some programmes, there are doctoral students, tutors and thesis supervisors who carry out their activity in localities other than the one where the administration unit is located. In such cases, another unit (located on the campus in question) is assigned to collaborate with the administration unit so that doctoral students can complete academic procedures without going to another location. Many of these procedures can also be completed online.
The main functions of programme administration units are:

- To update the doctoral course offerings.
- To establish the specific enrolment calendar (in accordance with the framework enrolment calendar) and disseminate it.
- To manage and assess applications for admission to the programme using the online admission application.
- To generate copies of the admission decisions of academic committees and send them to applicants.
- To manage and safeguard student academic records in both physical and electronic form.
- To manage the enrolment process.
- To record enrolment fee payments to be paid to third parties.
- To receive new doctoral students.
- To deal with programme users.
- To manage documentation and enter data in the PRISMA application to report when a thesis is submitted to the Doctoral School.
- To provide support in the process of forming examination committees.
- To manage the purchase of travel services related to doctoral thesis examination committees and make corresponding payments.
- To request that the Doctoral School provide budgets for the formation of examination committees.
- To provide administrative support to examiners in relation to thesis defences.
- To manage the registration of research plans and doctoral theses in the academic records of doctoral students.
- To generate assessment and grade reports for the academic year.
- To manage annual calls for research plans and provide related administrative support.
- To disseminate details of thesis defences and events at which doctoral students defend their research plans.
- To manage requests for doctoral degree certificates.
- To issue any academic certificates requested by doctoral students.
- To provide technical and administrative support to academic committees.

3.2.3 Other units and services

In addition to the units described above, other UPC units and services also collaborate in administrative processes related to doctoral studies.
The main units involved in the administration of these programmes are:

- **Academic Management Service:**
  - Academic Regulations and Transcripts Management Unit
  - Grants and Student Financial Aid Unit
  - Enrolment Fee Management and Educational Cooperation Agreement Unit
  - Curricula and Awards Unit
- **Communication Service**
- **PRISMA Service**
- **Planning, Assessment and Quality Bureau (GPAQ)**
- **Libraries, Publications and Archive Service**
- **Personnel Service - Research Employment Advice and Support Unit**
- **International Relations Bureau**
- **Financial Management, Research and Innovation Service**

**Academic Management Service**
[https://www.upc.edu/sga/es](https://www.upc.edu/sga/es)

**Academic Regulations and Transcripts Management Unit**
This unit currently deals with requests and incidents related to the status of academic records in PRISMA.

**Grants and Student Financial Aid Unit**
This is the unit of the Academic Management Service responsible for:

- Reviewing applications.
- Preparing files for the Ministry of Education and the AGAUR.
- Receiving results and processing information.
- Communicating results to students and schools.
- Dealing with claims and internal administrative appeals.

**Enrolment Fee Management and Educational Cooperation Agreement Unit**
This is the unit of the Academic Management Service responsible for all procedures related to doctoral student enrolment:

- Payment control.
- Handling of refunds.
- Settlement of enrolment fees with affiliated schools and external bodies.
- Temporary suspension of students’ rights.
Curricula and Awards Unit
This is the unit of the Academic Management Service responsible for:

- Reception and control of academic records.
- Processing of official degree files for the Ministry of Education.
- Processing of official degree files and UPC-specific degrees for printing.
- Reception of degree certificates and quality control.
- Delivery of degree certificates to UPC schools and departments.
- Issuing of European Diploma Supplements.

Communication Service
https://www.upc.edu/comunicacio/ca

This is the UPC unit responsible for promoting, coordinating and carrying out promotional actions and activities aimed at informing and orienting students interested in gaining admission to UPC bachelor’s, master's and doctoral degrees.

PRISMA Service
https://www.upc.edu/prisma/ca

PRISMA is a Teaching Area service that supports the management of UPC courses by developing information systems and provides support and training to users. Specifically, the course management system provides support for certain management processes: study programmes, students and academic records, enrolment and assessment, final theses, research plans, submission and defence of doctoral theses, financial management of academic services, and communication with other systems (teaching intranets, Ministry of Education, Catalan Ministry of Business and Knowledge, etc.). PRISMA includes a system for managing pre-enrolment in UPC courses, including doctoral programmes. https://preinscripcio.upc.edu/home_candidat.php?idioma=1

Planning, Assessment and Quality Bureau (GPAQ)
https://www.upc.edu/gpaq/ca

This is the UPC unit that provides support to the University’s governing bodies in designing, implementing and monitoring institutional, academic and quality-related planning and assessment processes, in accordance with guidelines in effect, institutional objectives, and legislation and regulations in force, with the overall aim of ensuring continuous improvement in its various areas of activity and accountability to stakeholders.
The Bureau performs the following functions for the Doctoral School:

- Providing advice and support on strategic planning, institutional assessment, quality improvement, and internal and external quality certification of its activity.
- Coordinating the design and implementation of internal quality assurance systems and UPC doctoral programmes, and monitoring and accreditation of doctoral degrees.

**Libraries, Publications and Archive Service**
[https://upcommons.upc.edu/page/about?locale-attribute=en](https://upcommons.upc.edu/page/about?locale-attribute=en)

The Libraries, Publications and Archives Service is a Teaching Area service that provides support to students, professors and researchers in learning, teaching and research activities. The Rector Gabriel Ferraté Library has a dedicated study and work area for doctoral students, and all UPC libraries offer spaces and resources for study and collaborative work. The UPC Digital Library and the Library Catalogue offer information resources (journals, databases, books, etc.) UPC libraries organise training sessions for doctoral students to teach them how to use all available information resources and also provide support with writing of doctoral theses and other academic works. Libraries use the UPCommons, FUTUR and TDX information systems to ensure the online visibility of the UPC's academic output.

**Personnel Service - Research Employment Advice and Support Unit**
[https://www.ctt.upc.edu/Inici_117_121_ca.html](https://www.ctt.upc.edu/Inici_117_121_ca.html)

This UPC unit is responsible for planning, organising and executing administrative processes related to the employment and work life of teaching, research, administrative and service staff, research support staff and grantholders. It also provides advice and support in personnel-related matters to governing bodies, organisational units and research project managers in accordance with the UPC’s personnel guidelines and policies and the current legal framework in order to ensure that the contractual and administrative relationship between the University and its staff complies with these guidelines and provisions.

In relation to the Doctoral School, its specific function is to plan, design, organise and execute processes and administrative procedures linked to internal calls for the recruitment of research support staff and calls related to predoctoral and postdoctoral grants and student financial aid. The Personnel Service is also responsible for disseminating and following-up on external calls.
International Relations Bureau
https://www.upc.edu/sri/en

This UPC unit works toward promoting international mobility, making the University known, putting it in contact with other organisations and institutions and offering support for the internationalisation of the university community. With respect to doctoral programmes, the Personnel Service offers students support in the process of applying for financial aid for doctoral enrolment fees if the UPC has an agreement with the student’s university of origin or the institution providing the aid.

Financial Management, Research and Innovation Service

This UPC unit is responsible for developing and analysing financial, budgetary and cost information related to the University’s research activity (in accordance with the current legal framework) in order to support decision-makers in this area and governing bodies; advising and orienting teaching and research staff and managers on management of resources; and controlling, analysing and processing economic transactions.

Specifically, with respect to doctoral programmes, the Service offers advice and guidance on financial management of grants provided by the Government of Catalonia for the completion of industrial doctorates.

3.3. Regulations

The Internal Regulations of the Doctoral School, approved by the Doctoral School Board on 27 May 2015, pending approval by the UPC's Governing Council, in a session to be held on 25 October 2018.

Article 14 of the Regulations on the Organisation and Functions of the Doctoral School of the UPC, approved by the Governing Council in March 2013, stipulates that one of the functions of the Standing Committee is to design and implement a quality assurance system for monitoring doctoral programme activities and results. In addition, Article 8 provides that the Doctoral School Board must approve the document on the design and implementation of the quality assurance system for doctoral programmes and monitor the application of the system.

The Doctoral School's strategic plan, approved by the UPC's Governing Council on 8 October 2015 (Decision no. 179/2015), defines the main aim of the School as follows: To provide students with a high-quality doctoral education that enables them to achieve competencies that facilitate achievement of their career goals, and that supports the activity they carry out in research groups.
It follows from the strategic plan that:

- The doctoral education provided by the UPC must be of high quality.
- The aim of doctoral studies is to enable students to acquire competencies and skills related to the doctoral programme.
- The competencies acquired must help students achieve their career goals.
- The UPC must seek to provide training for the planned number of students in each doctoral programme.
- Doctoral education must bolster the activity of research groups because doctoral studies entail carrying out research.
Chapter 2. The Internal Quality Assurance System (IQAS)

4. Introduction to the Doctoral School IQAS

The Universitat Politècnica de Catalunya (UPC) is a university with extensive and valuable experience promoting quality in all of its areas of activity. See the website on the UPC's quality policy (http://www.upc.edu/qualitat/ca/institucio).

The UPC is committed to pursuing continuous improvement in teaching, research and management. This commitment encompasses the following elements:

- The establishment of internal quality assurance systems to gain recognition of the quality of teaching at the UPC.
- The design of mechanisms, policies and guidelines to achieve verified, competitive scientific quality.
- The principles and values stated in the code of ethics and best practices that guides the conduct of UPC staff and students in the performance of their activities.
- Criteria of effectiveness and efficiency for managing activities carried out by individuals and working groups in relation to teaching and research objectives.

At the UPC, each school has autonomy to define its IQAS and create a support structure.

The Doctoral School is responsible for all UPC official doctoral programmes. As such, it is the unit responsible for developing, modifying if necessary, and approving the IQAS that applies to all UPC doctoral programmes. Following approval, the IQAS is published on the Doctoral School website (https://doctorat.upc.edu/en/doctoral-school/quality-system).

Each doctoral programme is responsible for preparing monitoring reports and accreditation self-reports within the framework of the IQAS. https://doctorat.upc.edu/en/doctoral-school/quality-system

The Doctoral School is also responsible for producing an annual monitoring report on doctoral programmes and publishing it in the quality section of the School’s website. https://doctorat.upc.edu/en/doctoral-school/quality-system
5. **Responsibility for the IQAS**

The objectives of the Doctoral School IQAS are:

- To fulfil the UPC’s commitment to meet societal needs and expectations.
- To provide the transparency required within the framework of the EHEA.
- To incorporate continuous improvement strategies.
- To provide a common framework for the initiatives units undertake to promote doctoral programmes, thus making an effective contribution to quality assurance.
- To facilitate the process of accrediting the School’s doctoral programmes.

The [Regulations on the Organisation and Functions of the Doctoral School](#) stipulate that:

- The Doctoral School Board is responsible for approving and monitoring the IQAS.
- The Standing Committee of the Doctoral School is responsible for designing and implementing the quality assurance system for monitoring activities and results related to UPC doctoral programmes.

Section 3 of the [Internal Regulations of the Doctoral School](#) stipulates that the academic committee and coordinator of each doctoral programme are responsible for producing the monitoring report and accreditation self-report for that programme.

The Doctoral School is responsible for producing the Monitoring and University Accreditation Report for Doctoral Programmes, which must be approved first by the Standing Committee and then by the Doctoral School Board.

6. **Legal and regulatory framework**

Details of the legal and regulatory framework can be found at the website: [https://doctorat.upc.edu/ca/gestio-academica/normativa](https://doctorat.upc.edu/ca/gestio-academica/normativa)

The regulations that apply to the validation, monitoring, modification and accreditation process for qualifications can be found at the AQU website: [http://www.aqu.cat/universitats/metodologia_referents.html#WAnOpMkbMp5](http://www.aqu.cat/universitats/metodologia_referents.html#WAnOpMkbMp5)
7. Processes related to the quality system

The appendices to this document include information on the following processes:

### STRATEGIC PROCESSES

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<th>PE01</th>
<th>Definition of the quality policy and objectives of the UPC Doctoral School</th>
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<tr>
<td>PE02</td>
<td>Definition, deployment, monitoring and review of the Internal Quality Assurance System (IQAS) of the UPC Doctoral School</td>
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### KEY PROCESSES

<table>
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<th>PC01</th>
<th>Processes for the validation, monitoring, modification and accreditation of UPC doctoral programmes</th>
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<tbody>
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<td>PC02</td>
<td>Design and documentation of the process for offering doctoral places at the UPC</td>
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<td>PC03</td>
<td>Design and documentation of the UPC doctoral studies process</td>
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<td>PC04</td>
<td>Design and documentation of the management process for UPC special doctoral awards</td>
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<td>PC05</td>
<td>The pertinence of information of the UPC Doctoral School</td>
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### MEASURING AND IMPROVING PROCESSES

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<th>PMM01</th>
<th>Satisfaction surveys</th>
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<td>PMM02</td>
<td>Handling of complaints and suggestions related to the UPC Doctoral School</td>
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<tr>
<td>PMM03</td>
<td>Definition, deployment, monitoring and review of the Internal Quality Assurance System (IQAS) of the UPC Doctoral School</td>
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8. Mechanisms and instruments for obtaining and analysing information on stakeholder satisfaction

The table below shows information-gathering processes, the frequency with which they are carried out, and the responsible unit/service in each case:

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<th>Information-gathering tool</th>
<th>Unit/service</th>
<th>Frequency</th>
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<tbody>
<tr>
<td>Satisfaction survey of doctoral students</td>
<td>GPAQ</td>
<td>Every two years</td>
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<tr>
<td>Satisfaction survey of thesis supervisors</td>
<td>Doctoral School</td>
<td>Every two years</td>
</tr>
<tr>
<td>Survey on employment outcomes and graduate satisfaction</td>
<td>AQU</td>
<td>Every three years</td>
</tr>
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Satisfaction survey of doctoral students
The results of these surveys can be found at:
https://www.upc.edu/portaldades/ca/enquestes/doctorat/copy_of_enquestes-als-doctorands

Satisfaction survey of thesis supervisors
The first survey of thesis supervisors will be conducted in September 2018. The results of the survey will be made available at:
https://www.upc.edu/portaldades/ca/enquestes/doctorat/enquestes-a-directors-de-tesis-doctorals

Survey on employment outcomes and graduate satisfaction
Information on the survey and the model can be found at:
http://www.aqu.cat/estudis/doctorats/index.html#WBB-pckbO0V
The results for the UPC can be found at:
http://www.upc.edu/portaldades/ca/enquestes/insercio-laboral/enquestes-a-doctors

Satisfaction surveys results are one of the indicators used for monitoring and accreditation of doctoral programmes. The aim is to collect and analyse data every two years in order to obtain information that serves to improve processes and facilitate accreditation of doctoral programmes.

There is also a procedure for receiving complaints, claims and suggestions, and for conflict resolution in relation to doctoral programmes. The first step in all cases is to submit an application. Applications are analysed at the Doctoral School and presented to the Standing Committee by the director. Proposals and suggestions for improvement are then communicated to the programme coordinator(s) concerned.
9. Publication of information and analysis of results

The UPC's quality policy establishes the need for accountability to stakeholders and society as a whole.

All indicators related to the operational implementation and quality of doctoral programmes are published on the UPC's Statistics and Management Figures web page: [http://www.upc.edu/portaldades/ca](http://www.upc.edu/portaldades/ca)

The information on doctoral programmes can be found at: [https://gpaq.upc.edu/lldades/indicador.asp?index=doctorat](https://gpaq.upc.edu/lldades/indicador.asp?index=doctorat)

The Doctoral School works with the GPAQ to improve the support offered to doctoral programmes to prepare monitoring and accreditation reports and increase the number of indicators included on this scorecard.

The indicators currently available are grouped by area in a way that facilitates analysis of results by doctoral programme academic committees. Further work needs to be done so that each doctoral programme can access and consult its indicators in a single document. Users may submit a query or suggestion directly from the website by sending a message to the UPC's contact e-mail address.

Public information on the operational implementation of the doctoral programme

The Doctoral School website has become well established as a specific site that presents comprehensive, up-to-date information on activities related to doctoral studies at the UPC. The website ([https://doctorat.upc.edu/en?set_language=en](https://doctorat.upc.edu/en?set_language=en)) provides new and continuing doctoral students with all the information they need on courses and procedures.

The tables below show the indicators for each doctoral programme that must be published and kept up to date.

At the UPC, these indicators are presented either on the Doctoral School website or the site for the specific doctoral programme (if it has one).
<table>
<thead>
<tr>
<th>DIMENSIO</th>
<th>CONTINGUTS</th>
</tr>
</thead>
</table>
| ACCÉS AL PROGRAMA DE DOCTORAT | - Objectius del programa  
- Perfil d'ingrés  
- Perfil de sortida  
- Nombre de places ofertes  
- Període i procediment de matriculació  
- Requisits i claus d'admissió  
- Procediment i assignació del tutor i director de tesi  
- Complements de formació  
- Beques |
| ORGANITZACIÓ | - Línies de recerca  
- Activitats formatives  
- Procediment per a l’elaboració i defensa del pla de recerca |
| PLANIFICACIÓ OPERATIVA | - Normativa acadèmica  
- Durada dels estudis i permanència  
- Calendari acadèmic  
- Recursos d’aprenentatge:  
  - Espais virtuals de comunicació  
  - Laboratoris  
  - Biblioteca  
  - Altres  
- Sistema de garantia interna de la qualitat |
| PROFESSORAT | - Professorat del programa  
- Perfil acadèmic i investigador  
- Informació de contacte |
| PROGRAMES DE MOBILITAT | - Objectius  
- Normativa general  
- Beques |
| TESI DOCTORAL | - Normativa i marc general (avaluació, dèbit, defensa, menció internacional del títol, estructura, etc.)  
- Tesis depositades als darrers cursos acadèmics |
| INSECCIÓ LABORAL | - Principals xarxes laborals (empreses, universitats i altres institucions) dels doctors del programa |

**Table 1. Public information on the implementation of doctoral programmes**

Values for the indicators must be available on Doctoral School web pages that present the courses for each doctoral programme.
10. Quality assurance of physical resources

As detailed in the validation reports for doctoral programmes, the UPC has classrooms, laboratories and libraries designed to provide an optimal environment for the activities carried out in each of these settings.

Each doctoral programme is also provided with the necessary physical resources by the promoting unit for the programme to ensure proper conditions for conducting research.

In the building that houses the Rector Gabriel Ferraté Library, the UPC also has specific spaces reserved for doctoral students, designed to facilitate group work and serve as meeting spaces. [https://doctorat.upc.edu/en/doctoral-school/study-areas?set_language=en](https://doctorat.upc.edu/en/doctoral-school/study-areas?set_language=en)

Monitoring reports and survey results provide the Doctoral School with information for follow-up and improving resources. [https://doctorat.upc.edu/en/doctoral-school/quality-system](https://doctorat.upc.edu/en/doctoral-school/quality-system)

<table>
<thead>
<tr>
<th>DIMENSIO</th>
<th>INDICADORS</th>
</tr>
</thead>
</table>
| QUALITAT DEL PROGRAMA FORMATIU | - Oferta de places 
- Demanda 
- Estudiants matriculats de nou ingress 
- Nombre total d’estudiants matriculats 
- Percentatge d’estudiants estrangers matriculats 
- Percentatge d’estudiants provinents d’estudis de màster d’altres universitats 
- Percentatge d’estudiants matriculats a temps parcial 
- Percentatge d’estudiants amb beca |
| ADEQUACIÓ DEL PROFESSORAT | - Nombre de directors de tesi desfensades 
- Percentatge de successos vits dels directors de tesi desfensades |
| Eficàcia dels sistemes de suport a l’aprenentatge | - Satisfacció dels doctors amb els estudis 
- Satisfacció dels directors de tesi amb els estudis |

<table>
<thead>
<tr>
<th>DIMENSIO</th>
<th>INDICADORS</th>
</tr>
</thead>
</table>
| QUALITAT DELS RESULTATS | - Nombre de tesi desfensades a temps complet 
- Nombre de tesi desfensades a temps parcial 
- Durada mitjana del programa de doctorat a temps complet 
- Durada mitjana del programa de doctorat a temps parcial 
- Percentatge d’abandonament del programa 
- Percentatge de tesi amb la qualificació de cum laude 
- Percentatge de doctors amb menció internacional 
- Nombre de resultats científics de les tesi doctors 
- Percentatge d’estudiants del programa de doctorat que han realitzat estades de recerca 
- Taxa d'ocupació |

**Table 2. Indicators that must be made public (at minimum)**
11. Support and guidance provided to doctoral students

The administration unit for each doctoral programme has an internal procedure (established by the school to which it belongs) for receiving students, tutoring and providing support in programme implementation.

General processes for doctoral courses also define how and when students are assigned a tutor or thesis supervisor and how mentoring of students is monitored annually.

The International Mobility Office of the Student Mobility Unit (part of the International Relations Bureau) promotes mobility, welcomes international students and SICUE national mobility programme participants undertaking studies at the UPC, and facilitates the integration of incoming students, helping them get settled in the city when they arrive. This support includes providing information on accommodation, Catalan and Spanish courses, health insurance, the Orientation Week for international students, the city, and so on. Most importantly, the International Mobility Office provides international students with information and advice on the steps they need to take to meet legal requirements related to their stay. [https://www.upc.edu/sri/en/students/students-mobility-office](https://www.upc.edu/sri/en/students/students-mobility-office)

Aware of the importance of developing the personal and professional skills of trainee researchers and of the need for them to extend and update their knowledge in a changing world, the Doctoral School of the Universitat Politècnica de Catalunya, in collaboration with other services such as the Libraries, Publications and Archives Service, the Language and Terminology Service, UPC Alumni, the Innova Programme and the Institute of Education Sciences, offers doctoral candidates cross-disciplinary courses and training that are classified by subject area.

12. Institutional action plan to facilitate graduate employment

UPC Alumni is the UPC’s service for graduates. Its main aim is to foster a sense of belonging to the UPC among graduates by offering lifelong learning courses related to their doctoral specialisation and providing services and resources that facilitate interaction and enable them to develop new professional and personal relationships through networking.

The objectives of UPC Alumni are:

- To facilitate exchange, knowledge and experience among members of the UPC community.
- To provide the community with services related to lifelong learning, career guidance and job search advice, sport, leisure, culture and entrepreneurship.
- To facilitate interaction between members through clubs, gatherings and social media.
- To serve as an umbrella organisation and enhance the visibility of other UPC alumni associations and of members of the Association of Friends of the UPC (subject to their wishes).
In addition, members of UPC Alumni Premium are offered personalised advice, job search guidance, and help defining their professional profiles. This assistance is delivered through individual interviews, job search workshops, skills development workshops, roundtables, sessions with companies seeking to attract talent, and other events and activities. The Careers Service provides members with support during their job search and throughout their professional lives.

13. Review of the IQAS and improvement plan

The process is reviewed periodically based on the results obtained each academic year. The Doctoral School Board (chaired by the director of the Doctoral School) is responsible for this review process and for implementing proposed improvements.

The review process focuses mainly on the following points:
- Degree of compliance with processes
- Level of achievement in relation to the indicators for each process

At a meeting of the Doctoral School Board held on 23 February 2008, it was agreed that the Standing Committee of the Doctoral School would hold an annual meeting to review implementation of the IQAS and monitor implementation of proposed improvements.

At this meeting, the Board will decide on new proposals for improvement. Proposals that are implemented will be tracked in annual monitoring and university accreditation reports.

14. Accountability

The instrument of accountability is the annual Monitoring and University Accreditation Report. The Report assesses the monitoring process applied at the UPC, problems identified, improvement actions proposed or implemented, and good practices that have been identified and can be disseminated throughout the University.

Both the IQAS and the Monitoring and University Accreditation Report are public instruments that can be found at the Doctoral School website: http://doctorat.upc.edu/ca/escola-doctorat/sistema-de-qualitat. Each doctoral programme also produces its own specific monitoring report, which is published on the Doctoral School website in the section for that programme.

The quality of UPC doctoral programmes is reflected in the satisfaction of all users involved in every process and at every stage, including doctoral students, participating researchers, and the University’s teaching, research, administrative and service staff. It is also evidenced by the information published, guarantees with respect to rights and duties, the results of opinion and satisfaction surveys, suggestions made by respondents, the level of participation, and data collected to produce indicators.
### Appendices

#### STRATEGIC PROCESSES

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<td>Definition, deployment, monitoring and review of the Internal Quality Assurance System (IQAS) of the UPC Doctoral School</td>
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#### KEY PROCESSES

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<th>Processes for the validation, monitoring, modification and accreditation of UPC doctoral programmes</th>
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<td>Design and documentation of the process for offering doctoral places at the UPC</td>
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<tr>
<td>PC03</td>
<td>Design and documentation of the UPC doctoral studies process</td>
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<td>PC05</td>
<td>The pertinence of information of the UPC Doctoral School</td>
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#### MEASURING AND IMPROVING PROCESSES

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<td>PMM02</td>
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<tr>
<td>PMM03</td>
<td>Definition, deployment, monitoring and review of the Internal Quality Assurance System (IQAS) of the UPC Doctoral School</td>
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