



Universidad
Andrés Bello®

CONTINUOUS IMPROVEMENT OF THE STUDENT EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

Mr. Luis Aguilar • Mr. Miguel Mora
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Vicerectory of Quality Assurance

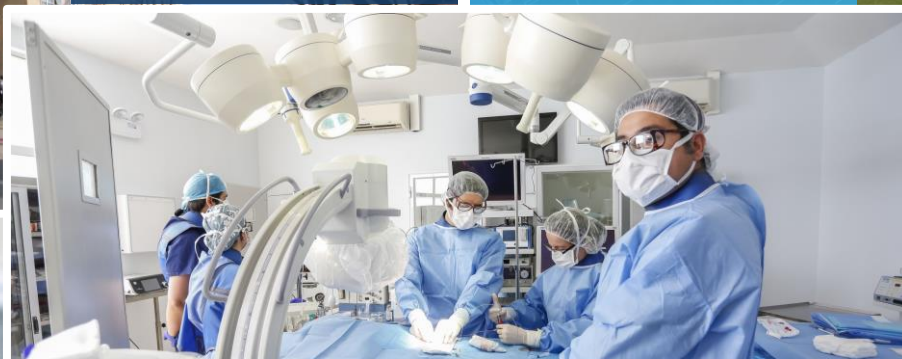
ABOUT UNAB

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM



PRIVATE
NON-PROFIT,
FOUNDED IN
1988

9 CAMPUSES
LOCATED IN THE
THREE MAIN
CHILEAN CITIES



11 SCHOOL
COVERING DIVERSE AREAS OF KNOWLEDGE

64
UNDEGRADUATE
PROGRAMS,
53 GRADUATE
PROGRAMS
AND 11 PHD
PROGRAMS



58,799
STUDENTS,
89%
UNDEGRADUATE,
AND OVER
90,000
ALUMNI

OUR MISSION

Offers an integrative and excellent educational experience for a globalized world for those who aspire to progress, supported by critical thinking and the continuous generation of knowledge.

OUR INSTITUTIONAL VISION

We wish to be recognized as one of the best universities in Chile.

OUR VALUES

- Excellency
- Responsibility
- Pluralism
- Respect
- Integrity





Internal Quality Assurance System DESIGN–CERTIFIED at institutional level
Internal Quality Assurance System IMPLEMENTATION–CERTIFIED at 4 Schools



FORMALIZE
ACCUMULATED
EXPERIENCE



QUALITY POLICY



It is articulated for all institutional areas

Transversal

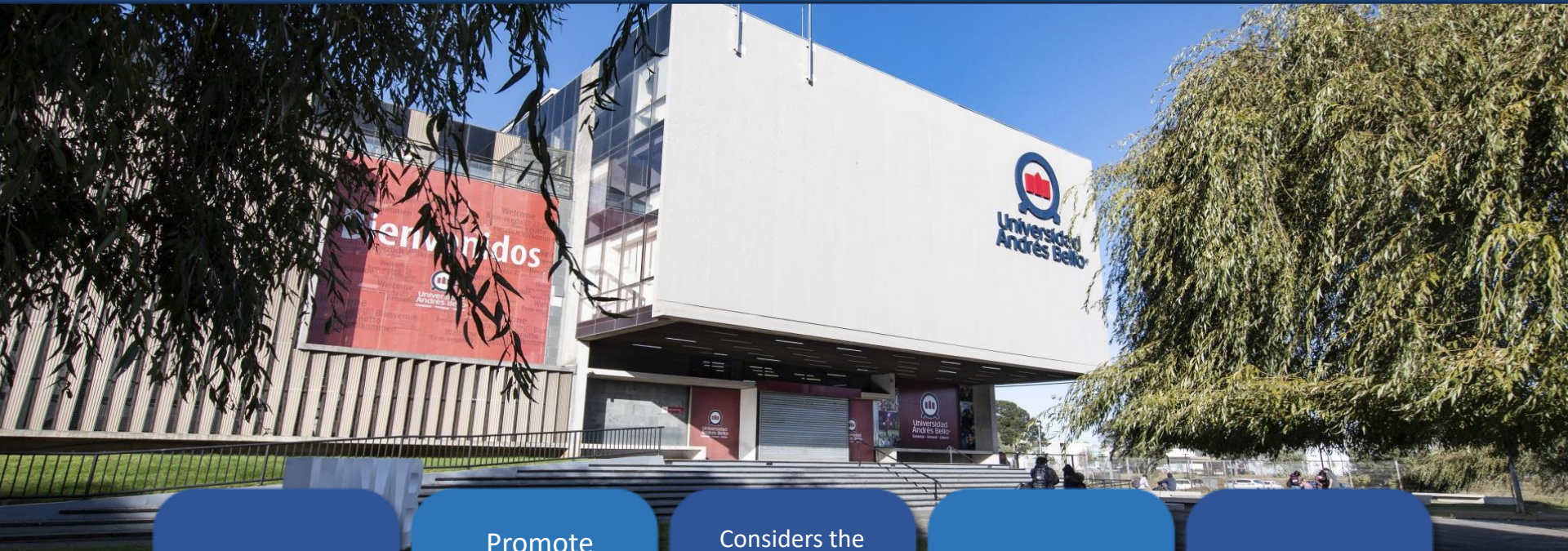
It's managed through the IQAS



WHAT DOES UNAB UNDERSTAND
BY QUALITY?



PROGRESSIVE FULFILLMENT
OF INSTITUTIONAL PURPOSES



Contribute to
address
institutional
mission

Promote
collaborative
work, decision
making and the
appropriate
allocation of
resources

Considers the
student experience
as a goal, evaluating
their learning
achievement and
satisfaction and
from different
perspectives.

Continuous
involvement of
stakeholders

Transparency,
accountability,
public trust

PILLARS OF THE SYSTEM



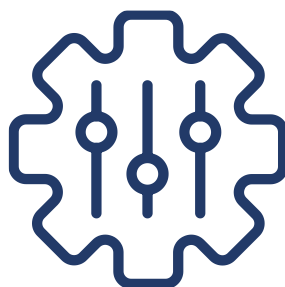
COHERENCE



PERTINENCE



EQUALITY



SELF-REGULATION

MAIN OBJECTIVES AND PRINCIPLES OF THE SYSTEM



Information for decision making

Permanent monitoring

Stakeholder perceptions

Transparency

Permanent participation

Flexibility

PROCESS MAP



Mission
and goals

Strategic
planning

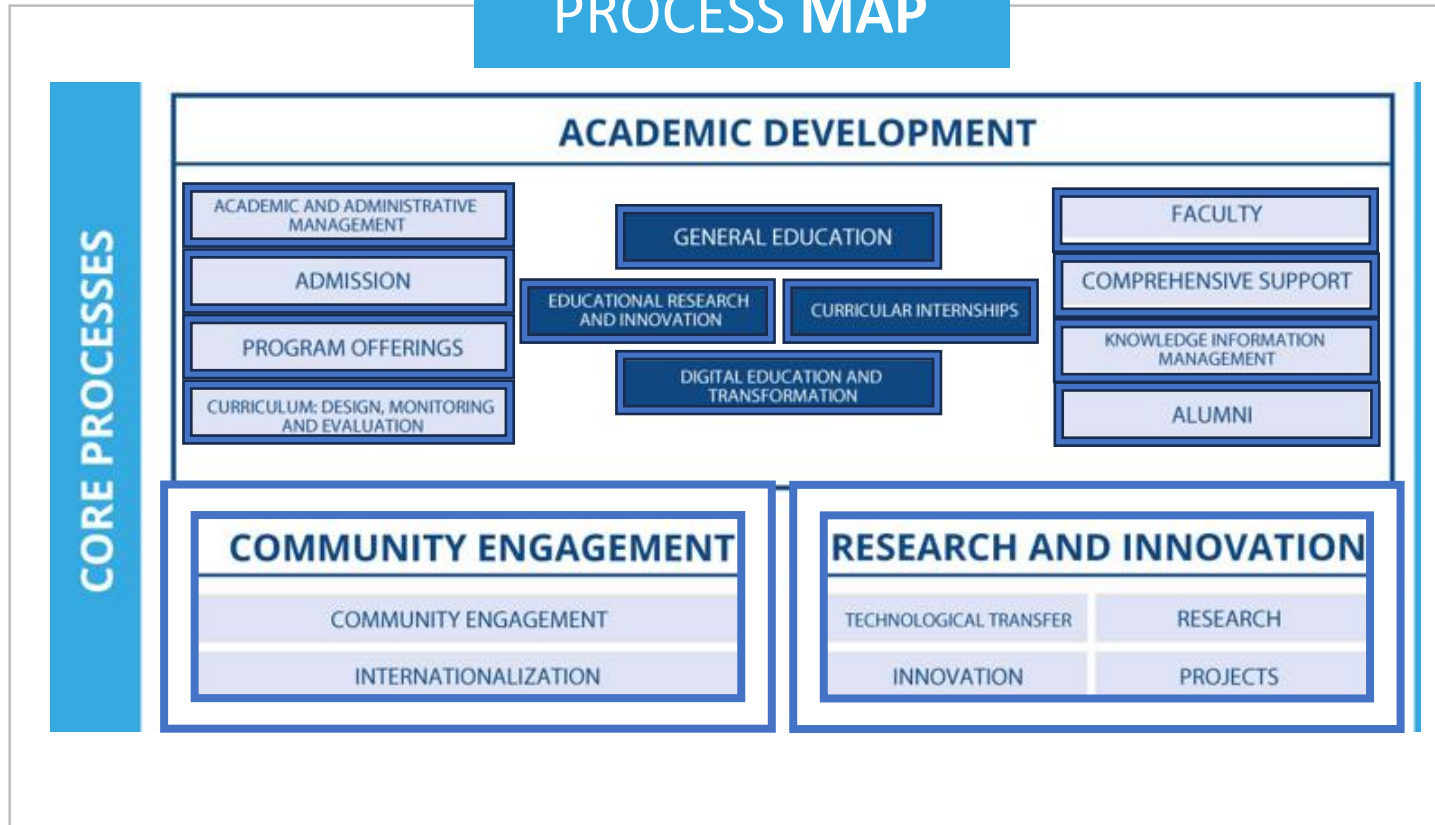
Integrity

Regulations

Governance

Quality
Assurance

PROCESS MAP



Design and
manage of the
student
learning
experience

Educational
Effectiveness
Assessment

Academic
management

Academic
Staff

Innovation
and Research

Community
Engagement

PROCESS MAP



Support of
the student
experience

Resources
and services

Administration

Transparency

Ethics

KEY PROCESSES THAT IMPACT STUDENTS EXPERIENCE

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM



Programs self-studies

Surveys

National Test

Process Audit

Students Learning
Assessment



Effectiveness of
Student Experience
Plans (ESEP)

Improvement Plans (IP)

Findings Platform

Programs 2022-2024
Assessment Plans



- Systematic
- Objective
- All stakeholders
- Dynamic and public results



Surveys



Effectiveness of Student Experience Plans

- Plans to Improve low results
- Collaborative platform for action's management
- Systematic monitoring
- Implemented actions effectiveness evaluation

Platform support


Planes de Efectividad de la Experiencia Estudiantil

Miguel Ángel Mora Moscoso

INICIO
MIS PLANES
BUSCAR
PANELES
DATOS
CONFIGURACIÓN
BIBLIOTECA COMITÉ

Buscador de Planes de Mejora

Tipo Encuesta

Todo

▼

Año Encuesta

2022

▼

Macro Unidad

Facultad de Enfermería

▼

Unidad

Todo

▼

Campus

Todo

▼

Nivel


Todo

▼

Estado

Todo

▼




Tipo Encuesta	Año Encuesta	Macro Unidad	Unidad	Campus	Nivel	Año Plan	Estado	% Cumpl.	Responsable(s) Plan	Responsable(s) Seguimiento
2022 CONSULTA UNAB PREGRADO TITULADOS	2022			Todas las Sedes	Pregrado	2023	Edición		Carla Andrea Claeys Mercado	Miguel Ángel Mora Moscoso
2022 CONSULTA UNAB PREGRADO EMPLEADORES	2022			Todas las Sedes	Pregrado	2023	Edición		Carla Andrea Claeys Mercado	Miguel Ángel Mora Moscoso
2022 CONSULTA UNAB PREGRADO ACADÉMICOS	2022			Todas las Sedes	Pregrado	2023	Edición		Carla Andrea Claeys Mercado	Miguel Ángel Mora Moscoso
2022 NPS	2022			Todas las Sedes	Pregrado	2023	Edición		Carla Andrea Claeys Mercado	Miguel Ángel Mora Moscoso

Filas por página 25
1-4 de 4

PROGRAMS SELF-STUDIES AND IMPROVEMENT PLANS

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

- 
- For external accreditation or Institutional purposes
 - Guided by external standards
 - Weakness and strengths critical analysis
 - Improvements plan design

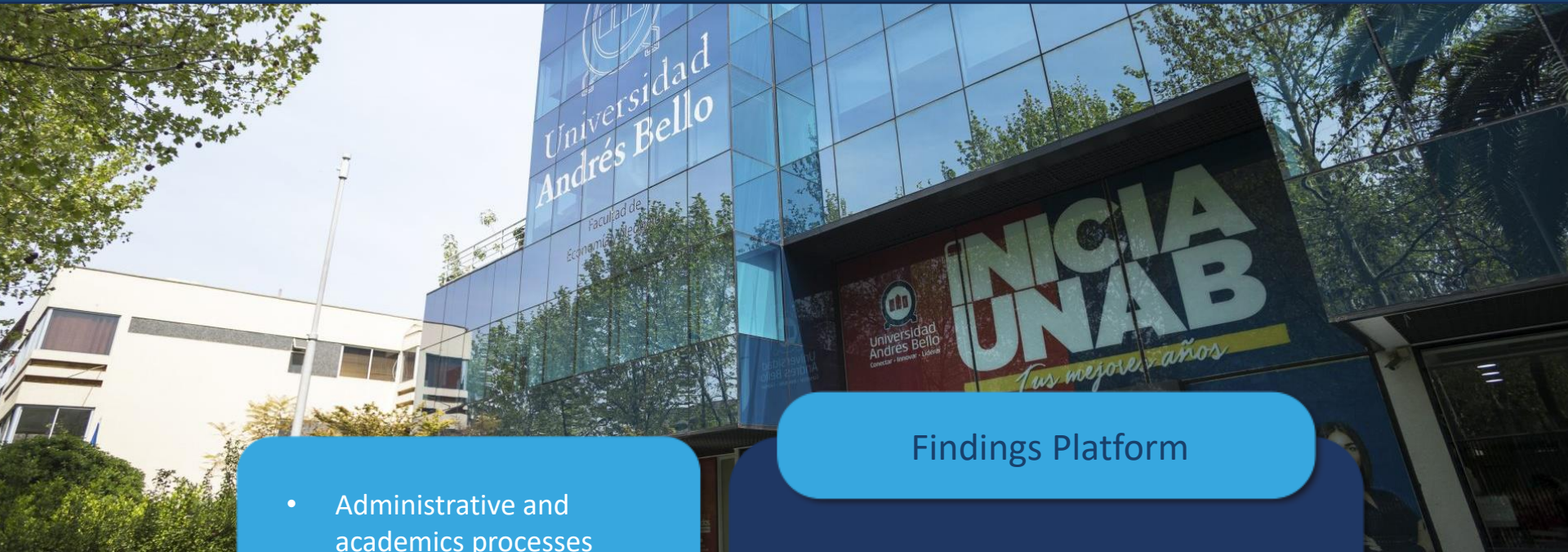
Programs self studies

Improvements Plans (IP)

- To address self-studies weaknesses
- Collaborative platform for plans management
- Implemented actions effectiveness evaluation



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<div> <div>NAVEGAR</div> <div>PÁGINA</div> </div>			<div> <div>COMPARTIR</div> <div>SEGUIR</div> <div></div> </div>		
<div> <div>PLAN DE MEJORA FONOAUDIOLOGIA 2022</div> <div> <div>VOLVER</div> <div></div> </div> </div>					
Código	Facultad	Carrera		Año	
PM-FCR-FONO-2022	Ciencias de la Rehabilitacion	FONOAUDIOLOGIA		2022	
Responsable Plan	Corresponsable Plan	Responsable Revisión	Estado	Cumplimiento del plan	
Carola Cabezas Orellana	Gonzalo Gallardo Martinez	Fabian Elias Sandoval Rios	Cerrado	74%	
RESUMEN EVALUACIÓN					DETALLE PLAN
Dimensión	Criterio	Debilidad	Evaluación	Comentarios	Evid. Comp.
1. 1. Propósitos e Institucionalidad de la Carrera o Programa	4. Plan de Estudios	1. Las instancias de difusión respecto del proceso de titulación con los estudiantes son insuficientes. Si bien existe avance en la apropiación del estudiantado respecto al proceso de titulación, aún es un desafío superar el 70% de respuestas favorables	100% - Superada	el 81% de los estudiantes conocen el proceso de titulación al 2022	(0)
1. 1. Propósitos e Institucionalidad de la Carrera o Programa	4. Plan de Estudios	2. Si bien la carrera ha definido asignaturas integradoras como un mecanismo sistemático para el seguimiento del plan de estudios y el perfil de egreso, al ubicarse al final del itinerario formativo no permite tomar acciones de mejora oportunas.	100% - Superada	Se logra superar debilidad gracias a la innovación curricular	(0)
1. 1. Propósitos e Institucionalidad de la Carrera o Programa	5. Vinculación con el Medio	2. Los canales de comunicación y difusión hacia los titulados son aún insuficientes.	100% - Superada	Se realizan todas las actividades comprometidas con titulados, ofreciendo instancias para vincularse con ellos	(0)
1. 1. Propósitos e Institucionalidad de la Carrera o Programa	5. Vinculación con el Medio	3. La carrera realiza un conjunto de actividades de Vinculación con el Medio, pero se requiere mayor apropiación y socialización del modelo de VcM institucional por parte de los estudiantes.	100% - Superada	Ya me han enviado las evidencias al correo pero cuando termine mi ev les pediré que suban las evidencias complementarias, aquí les mando una pero no puedo enviar más	(5)
1. 1. Propósitos e Institucionalidad de la Carrera o Programa	5. Vinculación con el Medio	4. La participación de empleadores (según encuestas) en actividades de VcM es baja (42,9%, inferior al 50%)	65% - En proceso de superación, pero no resuelta	Si bien se gestionan varias actividades, aún la encuesta reporta solo un 33% de empleadores que reconocen participar de actividades de VCM organizadas por la carrera.	(0)



- Administrative and academics processes
- Certified auditing team
- Wide involvement
- Evidence and KPI review
- Objective and rigorous Process Audit Report

Process Audit

Findings Platform

- To management not-compliance findings
- Collaborative platform for plans management
- Implemented actions effectiveness evaluation



Miguel Mora
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15:48
20/11/2023
 Salir

Inicio

Mantenedores

Informes

Hallazgos

Descarga

1 Ingreso

2 Clasificación

3 Implementación

4 Cierre de Acciones

5 Eficacia

6 Cierre

7 Finalizado

Compromiso docente para VcM.

Número de hallazgo: 11

Información requerida del Hallazgo

Informe Asociado	Tipo de hallazgo
AUDITORÍA EDUCACIÓN Y CIENCIAS SOCIALES	No Conformidad Mayor
Origen del hallazgo	Identificación área de mejora
Auditoría Interna	DESARROLLO DE PROGRAMAS DE VINCULACIÓN CON EL MEDIO
Fecha de detección	Responsable
07/12/2022	Marcela Flotts
Número de hallazgo	Unidad Responsable
11	EDUCACIÓN Y CIENCIAS SOCIALES
Descripción	
Entre los directivos de los programas queda en evidencia que, por la importancia que cobra la VcM actualmente en la Universidad y en los procesos de acreditación, se hace necesario contar con docentes con dedicación y compromiso docente a esa actividad. Señalan que hacer VcM implica también juntar evidencia de impacto, logros, contribuciones, subir a la plataforma la información, etc., es decir, mucho tiempo de dedicación. Se menciona también que problema radica en que, en carreras más pequeñas, no hay jornadas suficientes.	

Opciones

- Editar
- Cerrar acciones
- Bitácora

Evidencias

Registro

Autor	Fecha de creación
Nayadet Muñoz	30/04/2023 18:04:03

STUDENTS LEARNING ASSESSMENT AND ITS PLANS

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM



- Milestone courses
- Learning outcomes achievement
- Learning achievement feedback
- Evidence of learning assurance
- Review of teaching strategies, curriculum and evaluation

2022-2024 Programs Assessment Plans

- Three years period
- Annual and semester monitoring
- Annual and semester action update
- Flexibility to learning assurance

Students Learning Assessment



Archivo Exportar Compartir Chatear en Teams Obtener información

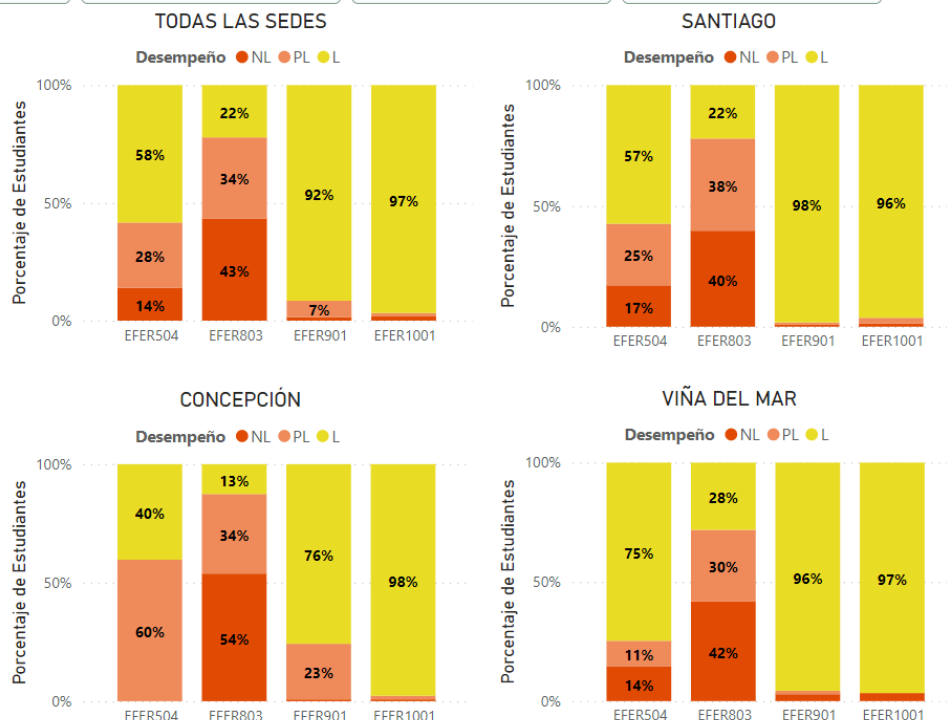
Período: Todas
 Facultad: Enfermería
 Carrera: Enfermería
 Modalidad (Presencial, On...): Todas
 Jornada (Diurna, Vesperti...): Todas

Los siguientes gráficos muestran los porcentajes de logro del Resultado de Aprendizaje de un Ámbito específico para cada Integrador por Sede. Los filtros de la parte superior permiten elegir a una Unidad específica. Para lograr una correcta visualización de la información, **es estrictamente necesario indicar el Ámbito y Resultado de aprendizaje desde el filtro que se encuentra bajo este recuadro.** Si no selecciona el ámbito y RA verá el promedio por curso

ÁMBITO Y RESULTADO DE APRENDIZAJE

A1-1

Desempeños: D = destacado; C = competente; L = logrado; B = básico; PL = parcialmente logrado; I= insuficiente; NL = no logrado; I = insuficiente





Let's see some of our
results as a
contribution to
support student
experience

EXAMPLE OF SURVEYS AND ESEP

CONTINUOUS IMPROVEMENT OF THE STUDENT
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Opinion collection strategy: Survey	Question or topic: I have had a good experience with my program academic management (applications, course programing, etc.)	Results or initial findings: UNAB 2020 Survey School of Nursing 60/100
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IMPLEMENTED ACTIONS Effectiveness of Student Experience Plans Faculty of Nursing	Action: Focus group by class and Campus. Evidence: Focus group results/report by class and Campus.
Action: Students Committee participates in monthly School Council. Evidence: Meeting Minutes	Action: Class programing process Orientation to first-year students in class programing for the second semester. Evidence: First-year students meeting minutes



RESULTS

Results or final
findings: UNAB
2021 Survey
Faculty of
Nursing
75/100 (+15)

EXAMPLE OF SURVEYS AND ESEP

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

Opinion collection strategy: Survey	Question or topic: The availability and attention of programs authorities	Results or initial findings: NPS 2020 School of Rehabilitation Sciences 65/100
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IMPLEMENTED ACTIONS Effectiveness of Students Experience Plans School of Rehabilitation Sciences	Action: Inform students about programs authorities schedule and modality of attention in students level meetings.
Evidence: Students level meetings minutes	Evidence: Informative PPT



RESULTS

Results or final
findings:

NPS 2022
Faculty of
Rehabilitation
Sciences

76/100 (+11)

EXAMPLE OF NATIONAL TEST

(standardized evaluation)

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

Opinion collection
strategy: National
test

Question or topic: EUNACOM results under
the national average (Medicine Program)

Question or topic: Improve
English-Teaching program
National Test results



IMPLEMENTED ACTIONS National Test

Medicine Program:

- Curricular review
- Teaching-strategies Innovation
- Personalized academic support programs
- Pre-EUNACOM specialized preparation

English-Teaching Program:

- Mandatory Specialized Workshop for 3rd and 4th year students.
- Work on writing texts for analysis and resolution of pedagogical problems.
- Implementation of the END workshop

Objectives / results

Medicine Program:

1. Results above the national average 2. Be beetwing the best 5 Universities in this exam.

English-Teaching

Program: Program improved its results, placing itself above the national average in most cases.



EXAMPLE OF AUDITING PROCESSES AND FINDINGS PLATFORM

CONTINUOUS IMPROVEMENT OF THE STUDENT
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Opinion collection
strategy: Process
Audit

Question or topic: In interviews, students revealed that psychological support provided to them is insufficient, especially to attend stress issues regarding their program.

Results or initial findings:
Dentistry Program 2021
Audit



IMPLEMENTED ACTIONS Findings Management System School of Dentistry

Objective: Achieve knowledge of academic authorities and students about support plans of prevention and promotion of mental health and its scope.

Cause analysis: Lack of knowledge of support plans for prevention and promotion of mental health, because the dissemination of these actions is carried out in not specific way for academic authorities and students.

Action: Implement differentiated communication strategies for academic authorities and students.

Evidence: Gantt chart, Communication campaign



RESULTS

By deployment of communicational campaign, it was achieved that Dentistry students are aware of the psychological support available at the University, providing more than 200 hours of psychological care in all Campuses since 2021.

EXAMPLE OF AUDITING PROCESSES AND FINDINGS PLATFORM

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

Opinion collection
strategy: Process
Audit

Question or topic: ... it require of implement
additional academic support beyond mentoring to
evening students.

Results or initial findings:
School of Law 2021 Audit



IMPLEMENTED ACTIONS Findings Management System School of Law

Objective: Ensure that academic units are clear about how to detect students that may need academic support and how to address additional requirements.

Cause analysis: Insufficient dissemination of the way in which support units should be notified about students who require academic support

Action: Socialization of alert criteria for students at risk of dropping out to be referred to academic support

Evidence: Communication campaign implemented. Communication meeting



RESULTS

Evening program's Faculty and directors have made referrals of students to receive academic and psychoeducational support, increasing student coverage progressively from 2021 to date.

EXAMPLE OF SELF-STUDIES AND IMPROVEMENT PLANS

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM

Opinion collection
strategy: Programs
self-studies

Question or topic: "... encourage greater
participation of students in formal instances
presented to them."

Results or initial findings: IP
Physiotherapy



IMPLEMENTED ACTIONS Physiotherapy Program Improvement Plan

Goal: Hold a semester meeting with the student's council and with each class level.

Action 1: Students Council participate in program council each semester and each campus.

Action 2: Strengthen student participation in the program council

Evidence: Students meetings minutes per each campus.



RESULTS

Results or final findings:
Physiotherapy IP

Goals are met

EXAMPLE OF SELF-STUDIES AND IMPROVEMENT PLANS

CONTINUOUS IMPROVEMENT OF THE STUDENT
EXPERIENCE USING AN INTERNAL QUALITY ASSURANCE SYSTEM



Opinion collection
strategy: Programs
self-studies

Question or topic: Dissemination of benefits and aid, offered by the State and the University, to which students can opt is perceived as insufficient

Results or initial findings:
Dentistry Program IP 2021



IMPLEMENTED ACTIONS Dentistry Program IP

Goal: 75% of students respond favorably

Indicator: % of favorable responses

Action 1: Student Affairs Office manages the dissemination of benefits to students

Evidence 1: Student Affairs Office report

Action 2: Program Academic Secretaries send email with benefits information to students

Evidence 2: Email registration



RESULTS

Results or final findings:
Dentistry Program IP
PM

**100% weakness
overcome**

Opinion collection
strategy: Students
Learning Assessment

Question or topic: students learning achievements under 80% in milestone courses



IMPLEMENTED ACTIONS Students Learning Assessment

Some actions:

- Nursing program: Students who do not achieve expected learning results are assigned to mentoring where they study descended topics
- Architecture program: Implementation of different teaching strategies to address specific program learning outcomes.
- Astronomy Program: feedback instances more frequently, along with an evaluation prior to the final, without grading, using the same rubrics.
- Speech therapy: Case-based learning strategies.



EXPECTED RESULTS

90% learning outcomes
achievement in each
milestone courses

Contact us

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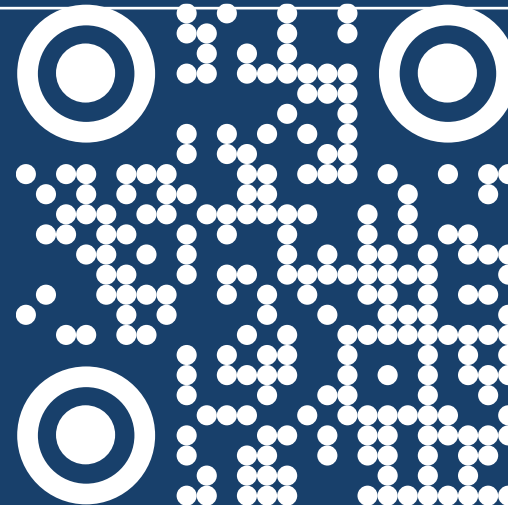
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