

- Measured according to the objectives and targets set by the institution
- Focused on both organisational and programme strategies
- More oriented to evaluating the process than the outcomes or impact
- Pointed to where improvement is desirable and necessary
- Accepting that there is no ideal or optimal measurement profile
- Focused on how the different elements work together in an integrated and strategic manner
- Need to take place on a regular basis and over a period of time as to reinforce the process.

We are beginning with four types of information that we need to know for the effective monitoring of internationalisation activities.

a) Data. To this end, the Education Faculty Office, the ORI and other services of the University of Murcia (e.g. ATICA, COIE, Academic Management...) can provide us with the lists of participants in each programme, qualifications or academic performance, regulations, that is to say, they can provide us with objective information in relation to the facts and events that are part of our three-year Internationalisation and Interculturality Plan.

b) Results analysis. The data provided by the Education Faculty Office and the above mentioned university services will be analysed by the Commissions in charge of their corresponding *Programas* (see Standards 5.1 and 5.2) and sent to the CGC.

c) Satisfaction level. A useful tool for the CGC is the use of an application for conducting surveys (ENCUESTAS) (see Annex 5.4). It arises from the need to have a computer application that will enable the members of our university to design surveys, publish them and make use of the results obtained, with the advantage of it being integrated within the corporate database of the University of Murcia. This tool can be accessed from anywhere with an internet connection. The access website is <http://www.um.es/encuestas.um.es>

d) Improvement plans. Following the results and satisfaction surveys, the Commissions will discuss and design Improvement Plans. Actions within these plans must be specific, verifiable and for a determined period of time; once finished, its efficiency will be assessed.

The CGC shall regularly draft a report on each of the actions raised. These will be sent to the Dean and the Faculty Board.

Criterion 3c: Realisations

The institution can demonstrate the extent to which its internationalisation plans are realised through documented outcomes and results.

As it has been mentioned, we consider that the information collected, the documents produced and the results disseminated are insufficient. However, at this moment in time, we can point out some:

A) Data

- Report of Activities and Plans for Improvement of the current Management Team of the Faculty (Year 2013-14, 2014-15 and 2015-16).
- Agreements with other universities: list of framework agreements, specific agreements.
- Programa Bilingüe: bilingual subjects, list of teaching staff and students in each bilingual module, academic results, list of students with EDS.
- Programa Especialistas: language specialities in the different degrees, list of lecturers and students, list of TFG, TFM and Doctorates (with their authors), academic results, etc.
- Programa Language: syllabus of degrees, language regulatory requirements, list of students and accredited competences, regulations of TFG and TFM, etc.

- Programa Intercultura: intercultural specialities in the different degrees, list of lecturers and students of, list of TFG, TFM and Doctorate (with their authors), academic results, etc.
- Programa Prácticas: Placement plan, academic results for Practicum 2 in Preschool Education and 1 in Primary Education.
- Programa Sin fronteras: list of foreign students in the Undergraduate Degrees, Master's Degrees and Doctorate Degrees, academic qualifications, degrees offered as distance programmes.
- Programa Movilidad: calls, list of destinations, academic qualifications, programmes of their own, list of places of origin, etc.
- Programa Investigación for UMU lecturers: list of research groups (main researchers and lecturers), list of destinations/lecturers who have participated in mobility programmes.
- Programa Investigación for incoming lecturers: list of students and institutions supporting them.
- Programa Acreditación: opportunities offered by the Faculty, list of teaching staff and PAS and levels completed by academic year.

B) Results analysis

In spite of having general results based upon the different *programas* (Programa Bilingüe, Especialistas, Prácticas...), we do not still have any specific data analysis on Internationalisation and Interculturality

C) Satisfaction

- Programa Bilingüe: lecturers and students' satisfaction survey, individual interviews, etc.
- Programa Especialistas: teaching staff and students satisfaction survey.
- Programa Prácticas: Satisfaction Survey of the Practicum 2 for Preschool Education and 1 for Primary Education.
- Programa Movilidad: Satisfaction survey.

D) Improvement Plans

- Programa Prácticas: Improvement Plan 2015-2016 (see <http://www.um.es/web/educacion/contenido/practicas>)

As it is shown, we have enough data (list of persons involved, academic results, calls, etc.) but we need to improve about the level of satisfaction (students, lecturers, PAS, administrators, employers, etc.) and obviously, on the basis of these reports, the establishment of improvement plans that boost our strengths and minimise our weaknesses.

Standard 4: Enhancement

Criterion 4a: Internal quality assurance

The institution's internal quality assurance system covers all internationalisation dimensions and activities.

Quality assurance can be described as the systematic, structured and ongoing attention to quality in terms of its maintenance and improvement. In the framework of policies and training processes developed within the universities, quality assurance should allow these institutions to show that they care about quality in their programmes and degrees and that they are committed to put in place enough means to ensure and prove such quality.

In the regulations establishing the management of official university teaching (Royal Decree 1393/2007, of October 29, and Royal Decree 861/2010, of July 2) it is stated that all universities have to establish an Internal Quality Assurance System (SGIC) that can be developed at University, Centre or