*Joint European Master Degree in Efficient and Sustainable Energy,
Transport and Mobility to Build the Smart Cities of the Future
Internal Quality Assurance System*

INTERNAL QUALITY ASSURANCE HANDBOOK
Version 31-03-2023

Name of the programme

Joint European Master Degree in Efficient and Sustainable Energy, Transport and Mobility to Build the Smart Cities of the Future

UlysseusCitiesMD

Name of the coordinating institution
University of Seville

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Introduction

UlysseusCitiesMD develops its joint transnational Internal Quality Assurance System, following the Standards and Guidelines for Quality Assurance in the European Higher Education Area (the so-called ESG; 2015), and considering the Tuning Project Higher Education Structures in Europe (Line 5: the role of quality enhancement of the educational process – emphasising systems based on internal quality culture) and the recommendations in the EUA Guidelines for quality enhancement in European Joint Masters Programmes to comply with the needs of a joint Master's course.

Internal Quality assessment procedures in UlysseusCitiesMD have agreed upon by all partners and are integrated in this Handbook. The handbook provides a permanent roadmap to proceed effectively and efficiently to collect data from all identified sources, to generate information and proposals for improvement.

The handbook is divided in six main sections:

1. **Summary of the joint master degree**, including its objectives, distribution of roles among Partner universities, students, and associated partners, and a general overview of UlysseusCitiesMD programme structure and content, including the mobility tracks.

2. **Policy for internal quality assurance and academic governance and management structure.** Our policy for quality assurance will form part of our strategic governance and management. The Internal Quality Assurance Committee (IQAC) ensures the joint programme internal quality assurance and designs improvement strategies.

3. **Joint Roadmap for degree termination**

4. **Joint Roadmap for data analysis and quality enhancement planning**

5. **Joint procedures and indicators.** This part includes a coherent set of detailed procedures, and corresponding indicators, addressed to the different master's stakeholders involved: students, alumni, teachers, administrative staff, and external stakeholders (associated partners, invited experts, other institutions/companies collaborating in traineeships, etc) regarding:
    i. IQS-1. Analysis of academic performance
    ii. IQS-2. Assessment of the teaching and learning
    iii. IQS-3. Module evaluations
    iv. IQS-4. Mobility evaluations
    v. IQS-5. Traineeships evaluations
    vi. IQS-6. Graduate Outcomes
    vii. IQS-7. Overall satisfaction assessment
    viii. IQS-8. Suggestions, incidences, and complaints
    ix. IQS-9. Broadcasting the degree

6. **Annexes** (surveys, templates, etc)

1. Summary of the UlysseusCitiesMD joint master degree

UlysseusCitiesMD, the first joint degree of the Ulysseus European University

Ulysseus (https://ulysseus.eu/) is one of the 50 alliances so far selected under the European Universities initiative of the European Commission. In Ulysseus phase 1 (selected under the 2020 Erasmus+ call for European Universities, covering November 2020-October 2023), the alliance included six diverse Higher Education Institutions (HEIs) solidly involved in the development of their home regions and cities (see Table 1). The main objective of the first phase of the alliance was to build the foundations of Ulysseus by launching joint structures, governance, and pilot programmes, while the second phase (proposal selected under the Erasmus 2023 call for European Universities, covering November 2023 – October 2027), currently being implemented, focuses on programmes and structures consolidation. Is also includes the enlargement of the consortium, with two new partners –University of Münster (Germany) and University of Montenegro–, which means that the alliance is currently made of 8 diverse HEIs.

UlysseusCitiesMD involves the participation of the six HEIs of Ulysseus phase 1:
- Three comprehensive universities:
  - University of Seville, (USE),
  - Université Côte d'Azur, (UniCA),
  - University of Genoa, (UniGe).
- One technical university: Technical University of Košice (TUKE).
- Two universities of applied sciences:
  - Management Center Innsbruck, (MCI),
  - Haaga-Helia University of Applied Sciences, (HH).

UlysseusCitiesMD is the first accredited Ulysseus joint master degree. The programme is the internal model for the following Ulysseus Joint Masters Degrees and seeks to become a role model for other institutions for its co-creation process of design, curriculum flexibility and modularity, transversal skills modules, market-driven competencies development, interlinked education, research and innovation and mobility offer; that is, for its interdisciplinarity, its intersectoral and international capacity.

UlysseusCitiesMD aims at offering a joint and fully transnational challenge-based programme that bridges the areas of Energy, Transport, Mobility and Smart Cities in an interdisciplinary way, to address the key challenges in energy transition and decarbonized systems, key priorities in European politics and interest. This topic selection builds on the experience of the partner universities in delivering programmes in these fields. The programme is designed to attract high-skilled students within and outside the EU and is in line with the latest labour market and research & innovation needs, including a just transition towards renewable energies and the development of smart cities and urban areas. It involves the collaboration of academics, companies, cities, NGOs, and our local communities, to provide innovative answers to the way a city will be energized, how people will live and move and how goods will be delivered in the near future.

UlysseusCitiesMD offers a fully integrated programme with the following seven elements of jointness:

1. Joint design and joint delivery, including awarding of a joint degree and a joint diploma supplement.
2. Joint academic governance structure and joint administration and financial management.
3. Joint policy for admission, selection, recognition, teaching and training, supervision, monitoring, assessment, mobility, traineeships, and master thesis procedures.
4. Joint Ulysseus student support (in addition to the specific supporting services at every partner university).

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5.   Joint Ulysseus resources (joint transnational teaching teams and joint Ulysseus facilities, in addition to the specific resources at every partner university).
6.   Joint transparency and documentation procedures. With the support of the Ulysseus Dissemination Unit, UlysseusCitiesMD will be jointly promoted, ensuring the visibility of the joint programme, and providing information to students and other stakeholders such as future employers.
7.   Joint internal quality assurance system.

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Distribution of roles among Partner universities, students, and associated partners in UlysseusCitiesMD

UlysseusCitiesMD follows an integrated approach involving the participation of partner universities, students, and associated partners, and the distribution of roles among them (**Figure 1**)

- All six partner universities belong to the European University Ulysseus, coordinated by the USE, which is also the Coordinating Institution of UlysseusCitiesMD.

  - USE is responsible for coordinating the accreditation of the Joint Programme, participated by the six partner universities. Due to regulatory constrains, the joint programme has been only accredited in Spain (through ACCUA), followed by Austria and France (upon recognition by the EQAR-registered Austrian and French Evaluation Agencies).
  - Because of their Programme accreditation status, USE, UniCA and MCI will be the three-student enrolling HEIs, whereas TUKE, UniGe and HH will receive UlysseusCitiesMD students only on a mobility basis. The Consortium plans to accredit UlysseusCitiesMD in Slovakia and Italy, so the joint programme could be also part of the academic offer of TUKE and UniGe. Haaga-Helia is not authorized (by the Finnish Educational Authorities) to offer a joint programme in the knowledge areas concerning this joint master.
  - As Coordinating Institution, USE is also appointed for issuing of the physical joint degree (diploma), and its joint diploma supplement, awarded by USE, MCI and UniCA. USE will also oversee the administrative and financial management of UlysseusCitiesMD through the Master Secretariat, sited at the USE International Graduate School.
  - All six partner universities jointly participate in the joint academic governance, admission and recognition, teaching and evaluation, master thesis supervision and assessment, mobility, traineeships (research), and internal QA procedures. They all provide student support, resources, promotion and dissemination of the Joint Programme.

- The Ulysseus students have participated in the joint programme design and will participate in UlysseusCitiesMD academic governance and internal QA procedures. They could also participate in peer-teaching and assessment, on a voluntary basis.

- The implication of the stakeholders as associated partners of UlysseusCitiesMD has been fundamental, as they have been one of the key pieces of the co-creation process and are expected to actively participate in the master' implementation process in some of many possible formats: hosting internships, co-supervising students during their master thesis, offering visits of their industrial sites, participating in the selection process, providing study cases inspired by industrial challenges for lectures, acting as invited lecturers, participating in academic governance and QA structure, etc. Moreover, aside from these associated partners, Ulysseus alliance has 152 associated partners, so far, comprising regional and local governments, specific companies, business confederations, student's and citizen's associations, NGOs, research centers and think-tanks. All of them have committed to collaborate in Ulysseus activities, so they are also expected to contribute to the implementation of UlysseusCitiesMD.

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Figure 1. *Distribution of roles of partner universities, students, and associated partners in UlysseusCitiesMD*

Partner universities	Roles	
USE	General Coordination Administration & financial management Accreditation (EA) Enrollment Awarding the joint degree and joint DS	Programme design Governance Admission, Selection, Recognition Teaching & Training Assessment Master Thesis supervision Mobility Internships (research) Students' support Resources Promotion and dissemination Internal Quality Assurance
UCA, MCI	Enrollment Awarding the joint degree and joint DS	
TUKE, UniGe, HH		
Students	Programme design Governance Peer-teaching & Assessment Internal Quality Assurance	
Associated partners	Programme design Governance Admission, Selection Teaching & Training Assessment Master Thesis supervision Mobility Internships (professional) Students' support (i.e., career guidance) Internal Quality Assurance	

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General overview of UlysseusCitiesMD programme structure and content

UlysseusCitiesMD combines specific and interdisciplinary training in the areas of Energy, Transport, Mobility and Smart Cities with complementary training offered at each partner university and training in high level digital skills, languages, critical thinking, creativity, innovation, leadership, and entrepreneurship as key transversal skills to provide solutions to global problems.

To achieve the learning outcomes, the co-creation group established a 120 ECTS study programme, divided into two years (4 semesters, 30 ETCS each), with three main parts (the "Core", the "flexible semester, and the "getting into the sector semester"), and a previous "Fundamentals" 0 step.
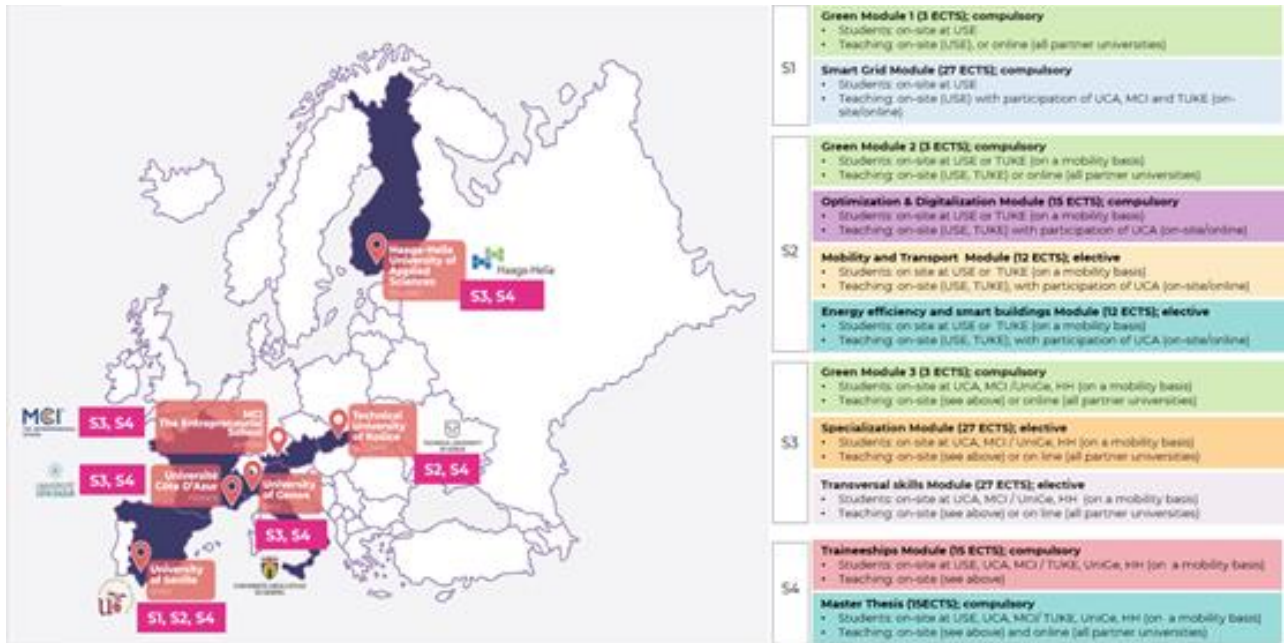
From the structural point of view, UlysseusCitiesMD offers _flexible_ and _modular_ pathways, with _embedded mobility_ (physical, virtual or blended) and _traineeships_, which will be tailored to the students' preferences for _research, innovation_ or _professional_ activity.

The UlysseusCitiesMD temporal and modular structure, as well as its distribution in semesters, partner universities and teaching formats are illustrated in **Figures 2** and **3,** respectively. The UlysseusCitiesMD students' physical mobility scheme is included in **Figure 4**.
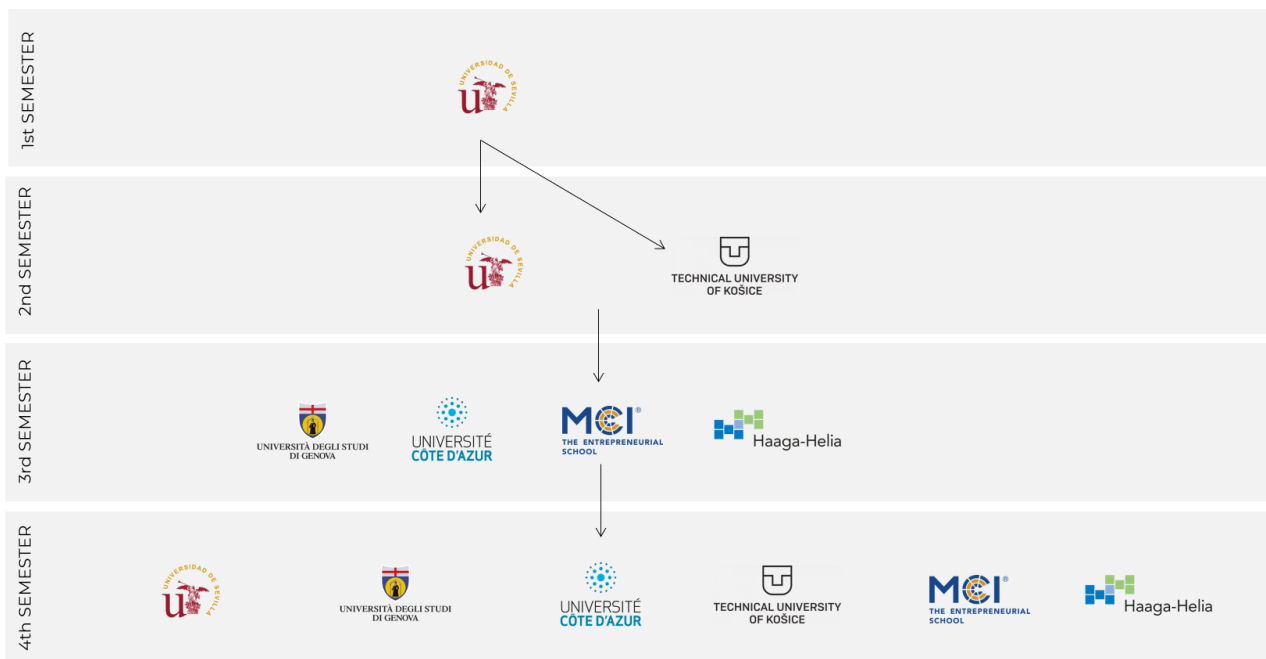
Figure 2. *UlysseusCitiesMD temporal and modular structure*

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Figure 3. Distribution of UlysseusCitiesMD semesters, modules, student mobility and teaching formats within the Ulysseus Campus

Figure 4. UlysseusCitiesMD students physical Mobility scheme

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2. Policy for internal quality assurance and academic governance and management structure

For the implementation of UlysseusCitiesMD, a joint structure for academic governance, internal QA, administration, and financial management, has been established, integrated with the Ulysseus and local structures (**Figure 5**). Three specific joint academic committees and a Joint Master Secretariat have been developed in order to address different issues related to the joint master. Each partner university takes part in these committees and there is also the participation of associated partners and students.

These bodies are:

1. The Academic Steering Committee. The programme is to be managed by an Academic Steering Committee, responsible for the correct implementation of the joint master and general management. It is formed by one local academic of each partner university, two representatives of associated partners and one student. The Academic Steering Committee is chaired by the Academic Coordinator of the joint programme.

This Academic Steering Committee will be in charge of:

- The General coordination of UlysseusCitiesMD
- Approving the final list of admitted students
- Approving changes in the syllabi
- Approving changes in the admission and evaluation processes
- Proposing structural changes dealing with academic and administrative aspects
- Proposing and approving Thesis Committee members
- Supporting the provision of traineeships for the students, as well as their final assessment
- Coordinating with the Internal QA Committee continuous monitoring and improvement of the programme.

This Committee will have one Sub-Committee at each partner university. Each Sub-Committee will be chaired by the representative who is a member of the Academic Steering Committee, plus two other academics of the corresponding university. The aim of the Sub-Committees is to solve all the academic issues within their own university.

2. The Selection Committee. It oversees the issues related to the admission criteria, the selection procedure, and awarding of possible scholarships to the best and disadvantaged students. It will be formed by one academic from each partner university and one person representing the associated partners. None of them can be a member of the Steering Committee. The Selection Committee will have regular meetings (mainly on-line) before the beginning of each Joint Master edition to manage all applications received and to apply the admission criteria for the student selection process, as well as to define the award of possible scholarships.

The UlysseusCitiesMD Selection Committee is in contact with the Ulysseus Academic Recognition Board, which will ensure the coordination with the Academic Recognition Committees of each Ulysseus partner university, to promote flexible and automatic academic recognition within Ulysseus.

3. The Internal Quality Assurance Committee. It the joint programme internal quality assurance and designs improvement strategies. This Committee is formed by one academic from each partner university, two representatives of associated partners and two students of the current edition of the Joint Programme. The Internal QA Committee will implement all the internal evaluation strategies and mechanisms.

The UlysseusCitiesMD Internal QA Committee is in contact with:

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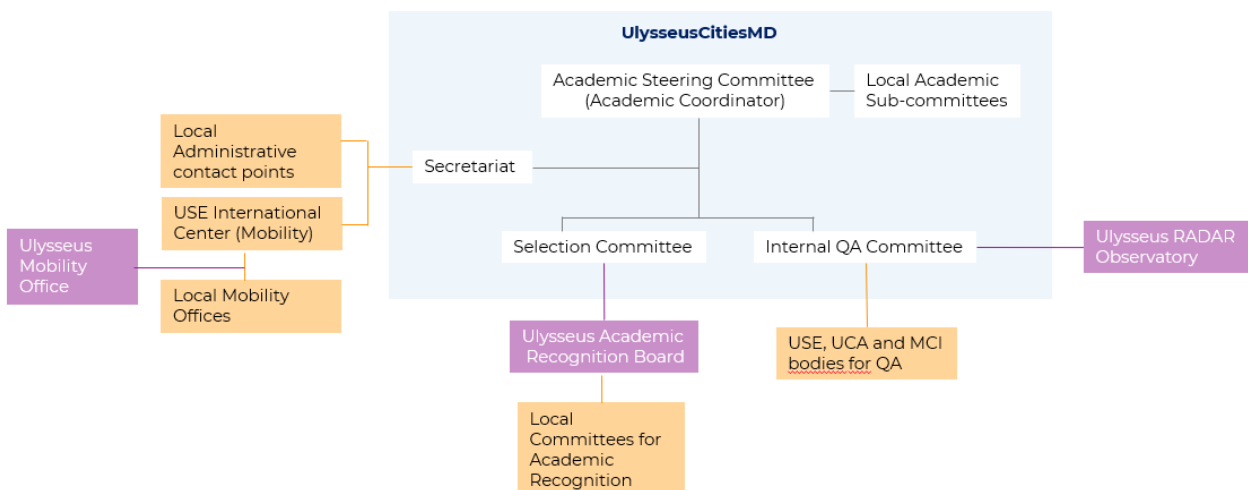*Internal Quality Assurance System*

- The Ulysseus body for internal monitoring: RADAR Observatory (internal monitoring and foresight).
- The USE Unit for QA Management, which coordinates the accreditation and following up of the joint degree with ACCUA external QA Agency., and the MCI and UniCA bodies for QA Management.

<u>4. The Joint Master Secretariat. I</u>t the operative unit in charge of executive management, communication with other partners, administrative and financial management. It is located at the International Graduate School (IGS) of the Coordinating Institution USE and is composed by the UlysseusCitiesMD Academic Coordinator, a Project Manager and an Administrative Assistant, and supported by the staff from the USE IGS.

The Joint Master Secretariat is in contact with:

- Local administrative and financial staff at every partner university, in order to supervise the exchange of student documentation among partners, as well as deal with financial issues. Each Partner University will establish an Administrative Contact Point, following a single window principle, which will act as a recipient of any queries and petitions and will present them to the Steering Committee when not able to provide an adequate answer to them. It will offer services to students, academic staff, administrative staff and general public.

- USE International Center, whose Mobility Office is in contact with the Mobility Office of each partner university and the Ulysseus Mobility Office. During the students' mobility (study, traineeships) periods, USE, as Coordinating Institution, will take care of communicating all student data to other University/Center/Company, to ensure that all of them benefit from services like student rooms, canteen, library, language courses, etc. All students during the Master period will have health insurance and administrative help. Non-EU students will receive special joint support by the Coordinating Institution and other Host Institutions, in order to facilitate and speed up the visa procedure.

Figure 5. *UlysseusCitiesMD joint structure for academic governance, Internal QA, administration, and financial management (light blue), and its integration with Ulysseus (purple) and local (orange) structures.*

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3. Joint Roadmap for termination of the degree

In case of interruption/termination of the degree implementation, the involved university part-ners will guarantee that the enrolled students finish their study programme, according to their corresponding university regulations. The master secretariat will provide both general and indi-vidualized information and mechanisms to all affected students.

A detailed degree termination calendar will be published on the joint master web page and by other dissemination means, with the adaptation procedure and any other information of interest for the involved students, including the mechanisms that guarantee the student's right to finish their study programme.

As a general rule:

1. The study programme will be progressively terminated in an academic-year basis, unless the Ulysseus Governing Council decides otherwise following strategic criteria for the Ulys-seus University.
2. Once the study programme of one academic year is terminated, students will have the right to undertake three examinations of every extinguished subject in every of the fol-lowing three academic years.
3. The evaluation system of every extinguished subject will be the same in the three calls for examination, having as a reference the subject content of the last academic year in which the subject was offered. This content should be available well in advance to students. The teacher involved in the examinations will be allocated by the Academic Steering Commit-tee.
4. The UlysseusCitiesMD Internal Quality Assurance Committee will supervise the degree termination process, in coordination with the Quality Assurance bodies of the involved universities.

4. Joint Roadmap for data analysis, decision-making, and quality enhancement planning

General Data collection and analysis system. For all Ulysseus joint degrees, a specific data col-lection system is being developed within the Ulysseus Digital Platform. All data related to Ulys-seusCitiesMD will be upload by the Joint Master Secretariat. For every procedure, the data pro-vider is identified. The system will also include all documents, indicators and tools concerning Ulysseus internal QA of joint programmes. It will be available to the internal QA Committee and the Academic Steering Committee of every joint degree, the RADAR Observatory members, as well as the QA bodies of USE, UniCA and MCI Ulysseus partner Universities.

The surveys among students, alumni, staff, and external stakeholders will allow for the iden-tification of strengths and needs for improvements in the programme design and in the teaching methods. Different forms will be digitalized and sent through the Digital Platform to the target groups in a coordinated manner by the Master Secretariat. In particular, the content of the survey to measure graduate outcomes will be aligned to the EUROGRADUATE survey, a pilot survey funded by the Erasmus + programme.

Annual Self-evaluation report (SER). The main document for quality enhancement of the joint master degree is the Annual Self-evaluation report (SER). It is elaborated by the IQAC based on the data available on the digital platform and includes the analysis of the data and indicators of every academic year, highlighting the strengths and weaknesses of the programme. Besides, the IQAC prepares the corresponding **Enhancement Plan (EP),** with proposals for improvement.

Every year, the Ulysseus IQAC prepares and provides the Annual Self-evaluation report and cor-responding Enhancement Plan to the Academic Steering Committee, which approves or

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modifies the Enhancement Plan and uses both documents for internal decision making (towards the Master Coordinator and Local Sub-Committees). For important issues (i.e., those requesting changes in the study programme), the Academic Steering Committee provides enhancement proposals to the USE, UniCA and MCI bodies for QA. The Ulysseus IAQC also provides the SER and EP to the RADAR observatory (for inclusion in the RADAR Annual Report and advising the Ulysseus General Committee and Governing Council).

All documents for QA of Ulysseus joint degrees will be publicly available on the degree's website.

Table 1. *General Roadmap for data analysis, decision-making and quality enhancement in UlysseusCitiesMD*

	Master Secretariat	IAQC	Academic Steering Committee	Master Coordinator & Local sub-committees	RADAR Observatory	QA bodies of Ulysseus partners
Day-a-day management	Collects and provides data to the Ulysseus Digital Platform QA system	Analyzes the data and prepares the SER and a proposal of EP	Analyses the SER, approves and/or modifies the EP, and decides about the enhancement measures	Implements enhancement measures		
General Calendar	October-January	February-March	April-May	September		
Surveys	March - June					
Major changes			Processes the enhancement proposals through the QA bodies of Ulysseus partner universities			Decides about major changes in a coordinated way Processes the corresponding modifications in a coordinated way
Calendar			April-May			June-September
Annual RADAR REPORT		Provides the SER to the RADAR Observatory			Analyzes the SER and makes suggestions within the RADAR report	
Calendar		February-March			April-May	

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5. Joint procedures and Indicators

IQS-1. Analysis of academic performance

Objective. To identify and analyze academic performance of the UlysseusCitiesMD based on objective, quantitative indicators (e.g., the graduation ratio and the dropout rate) for further improving the programme.

Data source: local administration of USE, UniCA and MCI. Cohort indicators of the students that started the UlysseusCitiesMD Programme two years before.

Data analysis and enhancement systems:
- The UlysseusCitiesMD Secretariat requests the data to the local administrations and uploads them into the Ulysseus Digital Platform
- The Ulysseus Internal QA Committee analyses the academic performance indicators, diagnose possible causes for deviations from reference values and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-1.1. Number of incoming students in the programme

ID-1.2. Number of students enrolled in the programme

ID-1.3. Graduation rate: (Number of students from cohort C who finish their studies within the time specified in the study plan or in one more year / Number of new students from entry cohort C)*100. Reference value = 85%

ID-1.4. Dropout rate: (Number of students from cohort C who, without a degree, have not enrolled in either the course under study or the previous one / Number of new students from entry cohort C)*100. Reference value = 15%

ID-1.5. Success rate: (Number of credits passed by the students / Number of credits of the courses they take)*100

ID-1.6. Performance rate: (Total number of credits passed by students/Number of credits of the courses in which s/he has been enrolled)*100

IQS-2. Assessment of the teaching and learning

Objective. To gain knowledge on the quality of the teaching, in order to identify enhancement plans and adequate indicators for the assessment of learning and teaching.

Data source: surveys, university administrations

Data analysis and enhancement systems:
- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to the students.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

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Indicators:

ID-2.1. Number of teachers in UlysseusCitiesMD
ID-2.2. Satisfaction rate of students on the degree teachers
ID-2.3. Satisfaction rate of students on the teaching, learning, and assessment methodology.
ID-2.4. Satisfaction rate of students on the resources and support services and material available

IQS-3. Procedure for module assessment

Objective. To obtain performance information for further improvement and refinement of the teaching in the UlysseusCitiesMD Programme concerning its modules.

Data source: surveys

Data analysis and enhancement systems:
- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to students through the Ulysseus Digital Platform.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the module assessment indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-3.1. Satisfaction rate of students on the Green Module
ID-3.2. Satisfaction rate of students on the Smart Grid and Renewable Energy Production and Integration
ID-3.3. Satisfaction rate of students on the Optimization and Digitalization of Smart Cities
ID-3.4. Satisfaction rate of students on the Mobility and Transport in Smart Cities Module
ID-3.5. Satisfaction rate of students on the Energy efficiency and Smart Buildings module
ID-3.6. Satisfaction rate of students on the Specialization Module
ID-3.7. Satisfaction rate of students on the Transversal skills module
ID-3.8. Satisfaction rate of students on the Master Thesis module

IQS-4. Procedure for assessment of mobility

Objective. To ensure the quality of the mobility programme of the UlysseusCitiesMD programme by evaluating, monitoring and improving the programme.

Data source: Ulysseus Mobility Office; surveys

Data analysis and enhancement systems:
- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to students through the Ulysseus Digital Platform.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the mobility indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-4.1. Number of students who carry out additional mobility (not compulsory)
ID-4.2. Satisfaction rate of students on the mobility period

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IQS-5. Procedure for assessment of Traineeships

Objective. To assess the internship/placement in terms of the performance and student's experiences

Data source: Master Secretariat; surveys

Data analysis and enhancement systems:
- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to the students, academic supervisors, companies, and depts. through the Ulysseus Digital Platform.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the traineeships indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-5.1. Number of companies and research depts available for student traineeships
ID-5.2. Satisfaction rate of students on the traineeship period
ID-5.3. Satisfaction rate of companies/departments with on student's performance
ID-5.4. Satisfaction rate of academic supervisors with the organization of the traineeships.

IQS-6. Procedure for assessment of Graduate Outcomes

Objective. To measure and analyse the extent to which graduates of the UlysseusCitiesMD programme integrate successfully into the labour market and their satisfaction with the training received in the Degree based on their experiences after the programme.

Data source: graduate surveys one year after graduation

Data analysis and enhancement systems:

- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to the graduates through the Ulysseus Digital Platform.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the labour market integration indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-6.1. Graduate employment rate
ID-6.2. Satisfaction rate of graduates with their training.
ID-6.3. Satisfaction rate of employers with the graduates' training.

IQS-7. Procedure for overall satisfaction assessment

Objective. To understand the overall satisfaction of the direct stakeholders involved in the Degree: students, teachers, administrative staff, and external stakeholders (associated partners, invited experts, other institutions/companies collaborating in traineeships, etc) for further improving the programme.

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Data source: surveys

Data analysis and enhancement systems:
- With the help of the Ulysseus Dissemination Unit, the UlysseusCitiesMD Secretariat makes the virtual surveys available to the different stakeholders, through the Ulysseus Digital Platform.
- The UlysseusCitiesMD Secretariat compiles all results, determines the average satisfaction rates and makes all compiled results available on the Digital Platform.
- The Ulysseus Internal QA Committee analyses the overall satisfaction indicators, and prepares the SER, that will be available through the Ulysseus Digital Platform.

Indicators:

ID-7.1 Satisfaction rate of students on the whole degree
ID-7.2. Satisfaction rate of teachers on the whole degree
ID-7.3 Satisfaction rate of administrative staff on the whole degree
ID-7.4. Satisfaction rate of associated partners on the whole degree

IQS-8. Procedure for suggestions, incidences, and complaints

Objective. To develop an agile system to address justified complaints, incidences and suggestions from students, teachers, administrative staff and associated partners, related to the elements and processes of the joint degree (i.e., enrolment, orientation, teaching, mobility, internships, resources, facilities, services, etc).

Data source: UlysseusCitiesMD suggestions and complaints inbox

Data analysis and enhancement systems:
- The UlysseusCitiesMD suggestions and complains inbox will be available in the joint degree webpage.
- The addressee of a complaint will keep the name of the issuer or any other reference anonymous (unless the complainer states otherwise) and facilitate a prompt resolution of the complaint.
- The Academic Steering Committee will consider complaints about academic judgments, and about matters to do with the student's course of study or research only if the candidate is not satisfied with the outcome reached at the home or host university.
- The universities are responsible for the effective organization of the tests and examinations which are carried out by the UlysseusCitiesMD Faculty at each university. With regard to results of examinations the Commitee may function as a Review Committee only if the student is not satisfied with the outcome reached at the university level.
- Concerning the handling of complaints of academic judgments and the effective organization of tests and examinations Ulysseus guarantees a system that takes adequately into account the specific nature of the joint programme and its requirements.
- An initial response to any complaint/suggestion can be expected within 7 days of receipt, and a considered response to the complaint should be received within a further three weeks, with any subsequent remedy implemented with the minimum of delay.

Indicators:

ID-8.1 Number of complaints
ID-8.2. Number of suggestions
ID-8. 3 Number of incidences

IQS-9. Procedure for broadcasting the degree

Joint European Master Degree in Efficient and Sustainable Energy,
Transport and Mobility to Build the Smart Cities of the Future
Internal Quality Assurance System

Objective. To make the information about UlysseusCitiesMD available to all students, teachers, administrative staff and associated partners

Data source: UlysseusCitiesMD web page, social media, other means.

Data analysis and enhancement systems:
The programme will count on the support of the Ulysseus Dissemination Unit, as well as the communication departments of the six partner universities. They will contribute to the implementation of a plan that includes (but is not limited to):

- The joint programme will be integrated into the academic offer catalogue of the six partner universities. A summary of all the access requirements, the training catalogue, the modules, and awarding of the joint degree and diploma will be included.
- UlysseusCitiesMD website, a specific page within the Ulysseus webpage, including:
  o The presentation of Ulysseus and the joint master programme.
  o General academic information (objectives, participants, job opportunities, structure and content of the curriculum, joint degree, and joint diploma supplement), fees and scholarships, student's rights and obligations, and equal opportunity policy.
  o Information and documentation about the main procedures (admission and selection, application for scholarships and recognition of prior learning, enrolment, mobility, traineeships, master thesis, and joint degree and diploma supplement).
  o Student's supporting services and facilities (both joint Ulysseus and individual university).
  o Opportunities to participate in Ulysseus and UlysseusCitiesMD live, including participation in the governance, peer teaching and assessment, the Ulysseus Student Association, the UlysseusCitiesMD Student Network, and Ulysseus Educational Activities.
  o An Inbox for student's feedback, suggestions, and complaints.
- Social media: the social media channels of Ulysseus and its partners will be used to actively promote the application period, as well as key landmarks during the academic course. An annual social media campaign will be agreed upon by all partners. All universities commit to having a data protection and image management agreement signed by the students in order to use pictures and video recordings of the programme.
- Sustainably printed leaflets (and potentially, goodies) can be made available for the use of all partners by the Ulysseus Dissemination Unit, following the Ulysseus visual identity guidelines.

Indicators:

ID-9.1 Number of visits to the degree website
ID-9.2 Number of followers on social media