PAT's Standard Action Protocol

The Tutorial Action Plan (PAT) of the University of León aims:
- To provide comprehensive **support/guidance** to students, from their admission to their graduation, to contribute to their academic, personal, and professional development
- To establish **academic monitoring**, collecting feedback from the students, including comments, opinions, suggestions or complaints focused on the improvement of the quality of the courses

ACTUATION POINT DETECTION SYSTEM

IINPUTS COLLECTION→ TUTOR'S REPORTS→ COORDINATOR

1st →**Identification** of possible areas of improvement, detected difficulties and/or specific problems, by means of the tools: face-to-face meetings students/tutor, anonymous surveys, tutoring via email and private conversations with students...

When a specific problem is detected→ **INTERNAL EVALUATION BY THE PAT's TEAM** (Coordinator and tutors of the course)
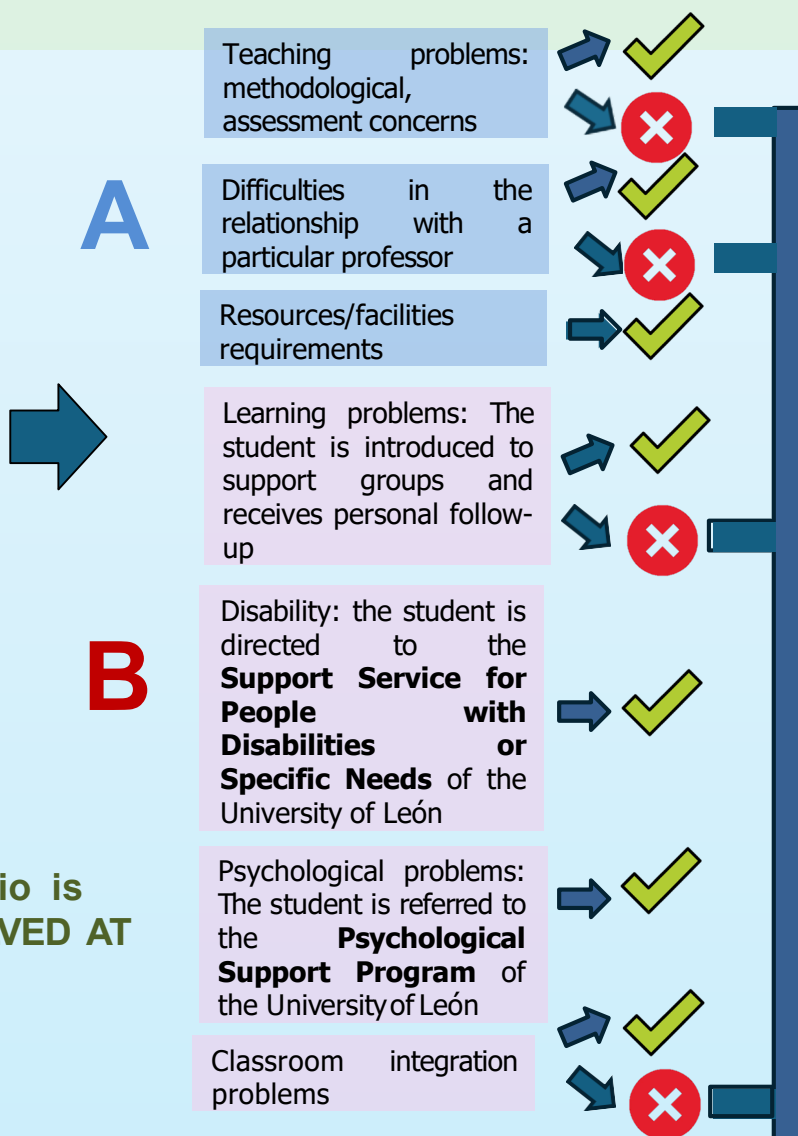
INTEGRATED FIRST LINE RESPONSE

2nd → To classify the problems detected **depending on their nature** (**A**: General comments/complaints or **B**: Specific difficulties concerning a student)

The **Dean's Office** of the Faculty is informed, and decisions are made internally, under the **Quality Management System (SGIC) of FVULE** and attempts are made to find a solution to the identified problem

The most common scenario is that PROBLEMS ARE RESOLVED AT THIS FIRST LINE RESPONSE

A

Teaching problems: methodological, assessment concerns

Difficulties in the relationship with a particular professor

Resources/facilities requirements

Learning problems: The student is introduced to support groups and receives personal follow-up

B

Disability: the student is directed to the **Support Service for People with Disabilities or Specific Needs** of the University of León

Psychological problems: The student is referred to the **Psychological Support Program** of the University of León

Classroom integration problems

ANONYMOUS ENQUIRE PROTOCOL

All tutor's and Coordinator's reports are sent and discussed with the **Evaluation and Quality Office** of the University of León, which serves to make inquiries, seek advice, and, occasionally, there may be something that requires the involvement of the **University's Ombudsman**

In the case of major issues, it is necessary to inform the **Rector's Office** of the University of León

INTEGRATED SECOND LINE RESPONSE

3rd→The specific problem is addressed in the framework of the **Course Councils** with the professors responsible for the subjects of each course and the **s**tudent representatives of the course and **the Quality Committee.**

Resolution→ Final point of the Protocol