Universitat d'Alacant
Universidad de Alicante

International Relations Service

Services offered – 3rd edition – june 2018

Our mission

We aim to support and implement the University of Alicante's internationalisation policies by fostering and establishing new relationships with national and international institutions and organisations, in an effort to promote mobility among university members and develop programmes, grants and projects on international development aid and solidarity.

Our services
and commitments

DEVELOPMENT AID

Managing UA calls for proposals on development aid

c *Publishing the terms and conditions by 30 March each year - i1*
c *Issuing the final decision within 3 months after publication - i2*

Circulating and managing non-UA calls for proposals on development aid

c *Circulating non-UA calls for proposals through established channels within 2 days after publication - i1*

Circulating and managing UA international volunteering programmes

c *Updating each year's volunteering guide in June - i3*

Raising awareness of and promoting development aid principles among university community members

c *Including the UN's Sustainable Development Goals (SDGs) in UA calls for proposals on development aid - i4*
c *Launching at least 2 awareness activities on the UN's 2030 Agenda each year - i5*

MOBILITY

Managing national and international student mobility programmes:

- Informing students of the administrative procedures involved in their mobility programmes
- Tutoring students on the whole process
  - c *Holding at least 2 welcome sessions each academic year for incoming students participating in international programmes – i6*
  - c *Holding at least 1 information meeting each academic year for Erasmus+ outgoing students – i7*
  - c *Holding at least 1 tutoring session for outgoing students participating in non-European mobility programmes – i8*

Managing mobility programmes for academic and administrative staff

- c *Circulating calls for applications within 1 day after publication – i9*
- c *Processing payments within 1 week – i10*

Managing mobility agreements

- c *Sending information on vacancies to centre coordinators 3 days before the call is published – i11*

Managing mobility programmes

- c *Publishing the mobility calendar on the website in September – i3*

Managing visiting students from EU countries

- Monitoring the application and enrolment procedure
- Providing information on the application and enrolment procedure, as well as on administrative procedures at the UA
  - c *Holding at least 2 welcome sessions each year for visiting students – i6*

Managing the grants for students collaboration

- c *Holding 1 training session for assistant students 1 week before the activity – i3*

ASIA-PACIFIC RELATIONS OFFICE (APRO)

Managing Chinese and Japanese language courses

- c *Offering courses at least twice during the academic year – i12*
- c *Replying to 90% of pre-registration applications within no more than 2 days after reception – i13*

Preparing and circulating information on institutional visit programmes

- c *Publishing institutional visit programmes at least 10 days before the event – i14*

Supporting the mobility to Asia-Pacific destinations

- Receiving and tutoring Asian students at the UA during their stay
- Advising UA students participating in an exchange programme in Asia
  - c *Holding at least 2 welcome events each academic year for incoming students – i6*
  - c *Holding at least 2 information sessions each academic year for outgoing students – i6*

Managing grants for language acquisition

- c *Publishing language grant application deadlines on the website in January – i3*

In addition, we commit ourselves to...

- c *Replying to 95% of complaints and suggestions within 3 days – i15*
- c *Achieving at least 4 out of 7 points in the Service Satisfaction Survey – i16*

And these are the indicators...

i1   Percentage of calls published within the set deadline
i2   Percentage of final decisions issued within the set deadline
i3   Deadlines met
i4   Percentage of calls published incorporating the SDGs
i5   Number of activities run
i6   Number of sessions held
i7   Number of information meetings held
i8   Number of tutoring sessions held
i9   Percentage of calls circulated within the set deadline
i10 Percentage of payments processed within the set deadline
i11 Percentage of vacant student places sent to coordinators within the set deadline
i12 Number of language course offered to students
i13 Percentage of responses within the set deadline
i14 Percentage of programmes prepared within the set deadline
i15 Percentage of responses to complaints and suggestions within the set deadline
i16 Service satisfaction rate

How to help us and get involved

You can help us improve by:

• Submitting your complaints or suggestions regarding our Service through any of the UA register offices or our website's suggestions box.

• Taking surveys.

Address and opening hours

SERVICIO DE RELACIONES INTERNACIONALES

Servicio de Relaciones Internacionales

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Development Aid Division

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+34 965 90 97 44	p.institucionales@ua.es	Tuesday from 3 to 5.30 p.m.

Mobility and International Programmes Division

+34 965 90 98 43	studyabroad@ua.es	Monday to Friday from 9 a.m. to 2 p.m.
+34 965 90 38 12	s.internacional@ua.es	Tuesday and Thursday from 3 to 5 p.m.

Asia-Pacific Relations Office

+34 965 90 96 69	asiapacifico@ua.es	Monday to Friday from 9 a.m. to 2 p.m.
		Monday from 3 to 5 p.m.

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