



STELLA FOR STAFF

2016

- EVALUATION REPORT -



Table of content

Statistical of participation	3
Assessment from staff and Universities.....	4
1. Reception and stay	4
2. Organization of the work done	4
3. Exchange of experiences.....	5
4. Communication with the staff at the host University	5
5. Learning of new practices.....	6
6. Activities carried out and benefits from the experience	6
7. Financial issues	8
8. Impressions on the programme: Positive aspects and aspects to be improved	10
9. Participation in future editions	13
10. Remarkable quotes of staff	14

Annex I – Resolution - Final list of mobility 2016



Statistical of participation

Grant:
24.000€

Total mobility: 24
Mobility from America to Europe: 11
Mobility from Europe to America: 13

Total participating Universities: 27
American Universities: 9
European Universities: 18

Total host Universities: 16
Total home Universities: 18

Total participating countries: 12
American countries: 5
European countries: 7

Home departments:

- ✳ Academic Technique Directory (1)
- ✳ Accounting (4):
 - Accounting Service (1)
 - Control Area (1)
 - Economics (1)
 - Management and Accounting Innovation (1)
- ✳ Administration, Spanish Language (1)
- ✳ Administration, Students Affairs, Cooperation with Erasmus+ Coordinators (1)
- ✳ CONAHEC (1)
- ✳ Coordination of Extension (1)
- ✳ Curriculum Planning Coordination (1)
- ✳ University Community Directorate (1)
- ✳ Electrical Mechanic (1)
- ✳ Engineering School (1)
- ✳ International Relations issues (6):
 - International Relations and Cooperation (2)
 - International Relations Office and Research Support Service (1)
 - Students and International Relations (1)
 - South America (1)
 - Program of Languages for Internationalization (PROLINTER) (1)
- ✳ IT & Communications Department (1)
- ✳ Library (3):
 - Library Services (2)
 - Library System (1)
- ✳ Rectory (1)

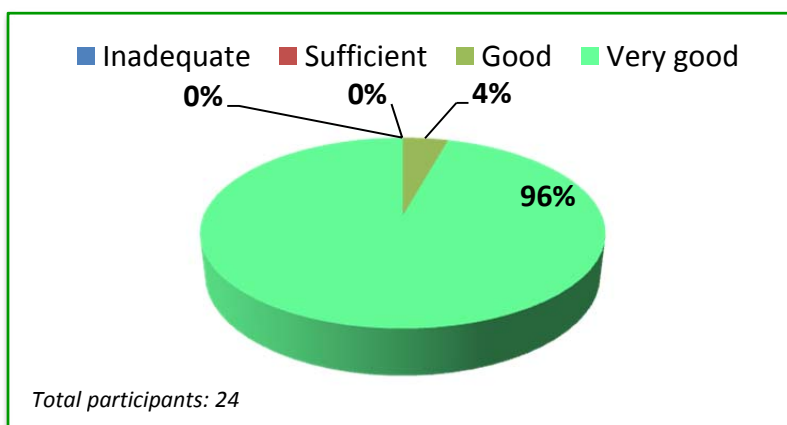
Host departments:

- ✳ Academic Department of Institutional Relations (1)
- ✳ Academic Vice-rectorate (1)
- ✳ Central Office of Admission and Reports-OCAI (1)
- ✳ Comptroller (1)
- ✳ CONAHEC (1)
- ✳ Coordination for Teacher Training and Formation (1)
- ✳ Coordination of Cultural and Social Affairs (1)
- ✳ Department of Mechanical Engineering, Chemical and Design (1)
- ✳ Direction of Virtual PUCP (1)
- ✳ Equality Office (1)
- ✳ General Coordination for Cooperation and Internationalization (1)
- ✳ International Relations issues (6):
 - International Relations Office (4)
 - Centre for International Education (1)
 - Department of Latin American Collaborations (1)
- ✳ Library (1)
- ✳ Management Service of I+D Activities (1)
- ✳ Quality and Institutional Assessment Service (1)
- ✳ Quality Office (1)
- ✳ Secretary's Office of the Director for the Business School-Bilbao (1)
- ✳ Strategic Planning and Internal Audit (1)
- ✳ Student Service Centre (1)

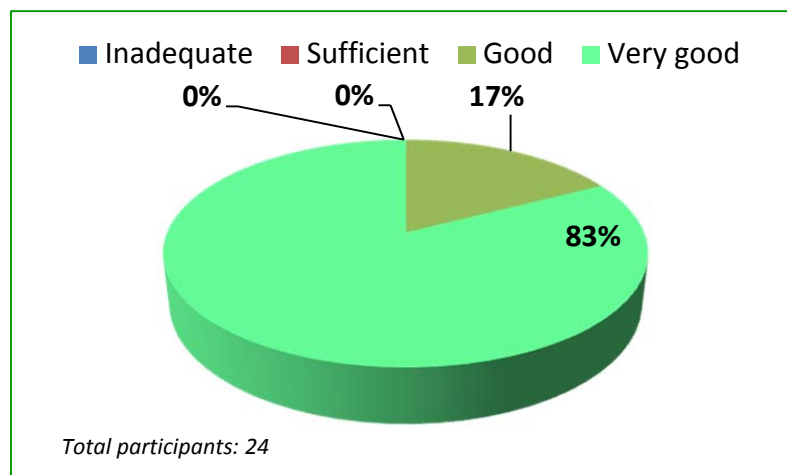


Assessment from staff and Universities

1. Reception and stay – Staff's assessment

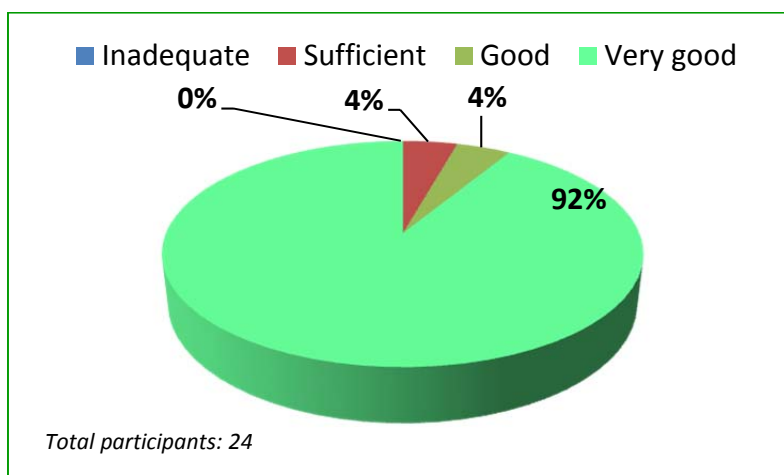


2. Organization of the work done – Staff's assessment

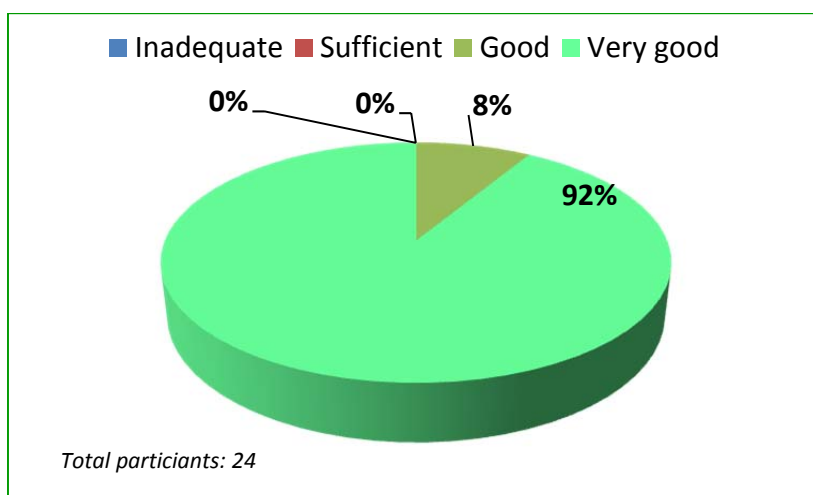




3. Exchange of experiences – Staff's assessment

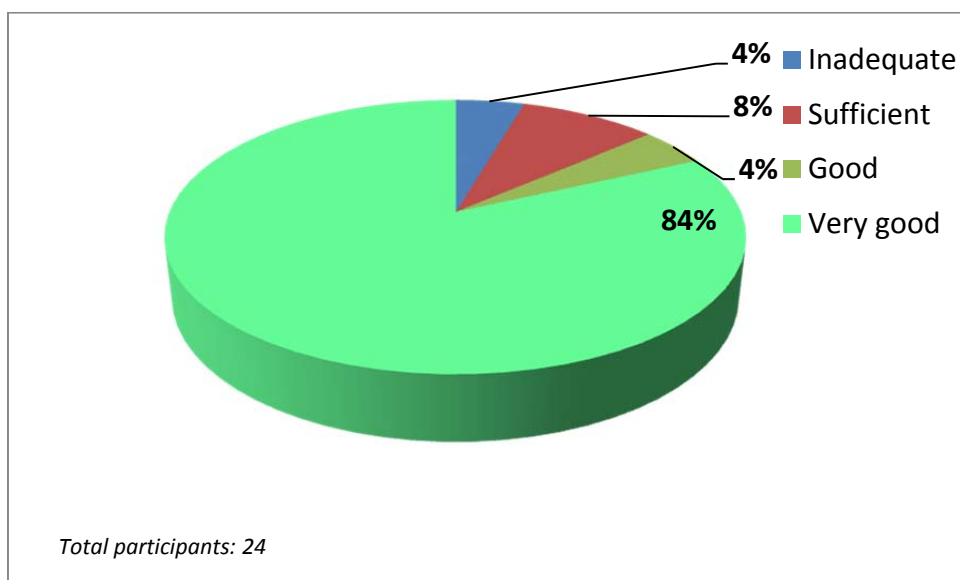


4. Communication with the staff at the host University – Participants' assessment





5. Learning of new practices – Participants’ assessment



6. Activities carried out and benefits from the experience – Staff’s assessment

Percentage	Action	Benefits
80%	Working meetings with highest representatives of the host University and other staff (Rector, Vice-rectors, directors and heads of area).	1. To get an insight of host life; 2. To get an insight of job shadowing of host University; 3. To learn international strategy of the host University; 4. To learn a different educational model; 5. To know about specific local projects: Type and management (University programmes, state grants, teaching and research programmes); 6. To learn host culture;
60%	General presentation of host University and visits to several departments and facilities.	
56%	Cultural and social activities: From a general point of view (language, climate, etc.) and from the academic point of view (diversity management, multicultural awareness and integration at work).	
43%	Publicity of organizational methods.	

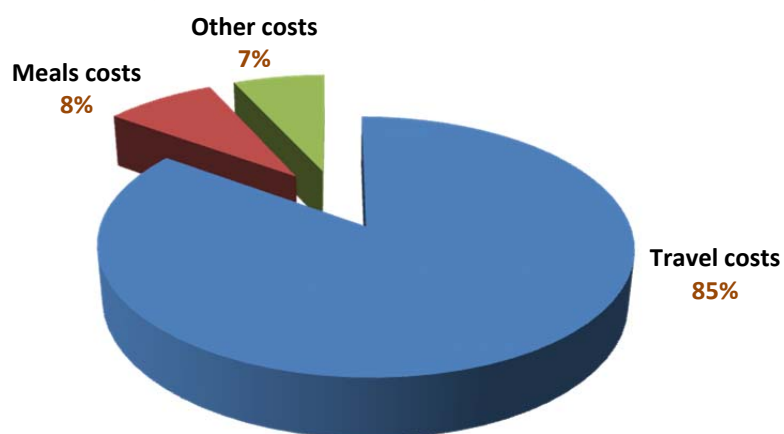


30%	Exchanging of information on administrative and academic programmes (including ECTS system and University curricula).	7. To obtain a broader perspective;
26%	Meetings for discussing Erasmus Mundus or students mobility opportunities.	8. To learn how to manage diversity at home;
21.5%	Meetings for discussing future international cooperation.	9. To identify differences and coincidences in the organizational University system: public/private staff employment system, EU/America management, ways to face problems and to achieve goals, interaction among University and community;
2%	Video-conference of participants addressed to several departments at host University.	10. To identify differences and coincidences in the academic planning: degrees, accreditation, teaching planning;
		11. Possibilities for agreements and future cooperation;
		12. To learn good practices and technical professional skills applicable to their current home job.



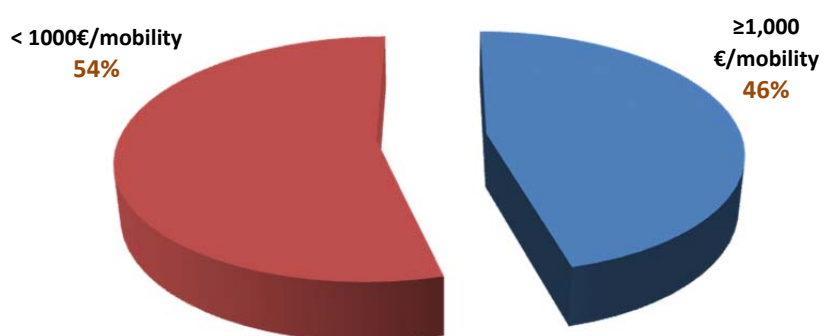
7. Financial issues

Mobility costs advanced by staff



Total participants: 24

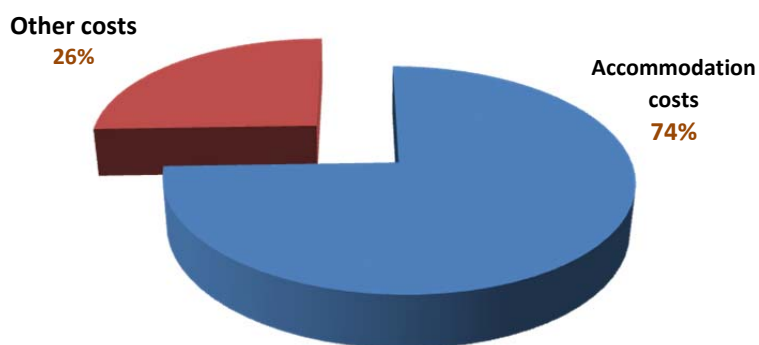
Mobility costs advanced by staff



CGU grant: 1,000€/mobility

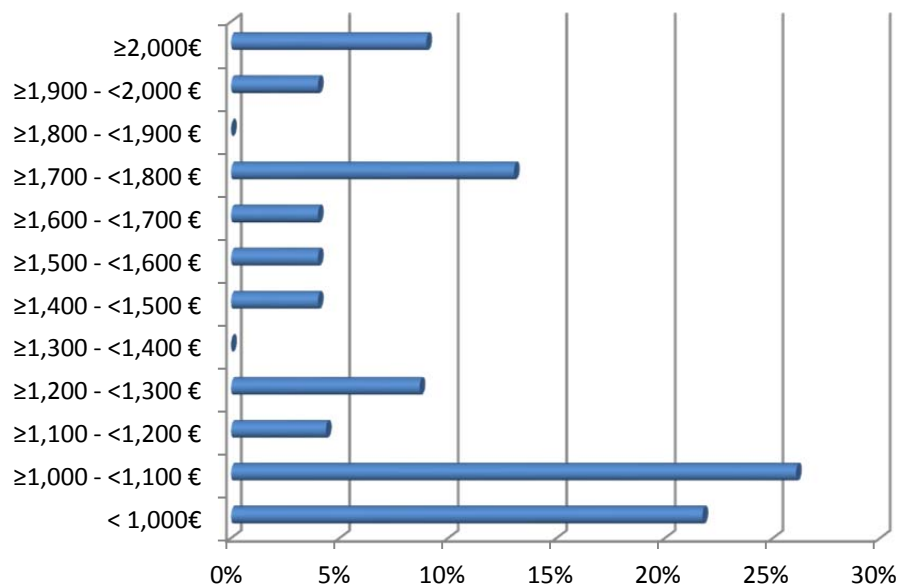


Mobility costs covered by host Universities per incoming staff



Total host Universities reporting costs: 14 out of 16

Mobility costs of home Universities per outgoing staff



CGU Grant: 1,000 €/mobility | Total home Universities reporting costs: 18 out of 18



8. Impressions on the programme: Positive aspects and aspects to be improved

Universities' assessment – Positive aspects	
89%	Staff career: -Increasing professional competences; -Acquiring experience to face the daily home tasks in a globalized working environment; -Learning new techniques and working methods; -The programme facilitates the transfer of knowledge and the exchange of experiences; -Positive impact on the professional career: personal and academic development; -Recognition of good work; -Acquiring a broader perspective; -Professional and personal grow; -To get acquainted with different working tools and methodologies outside Europe; -The programme motivates and transforms staff.
42%	Institutional Internationalization: -Opportunities to ameliorate the institutional best practices, and a globalize environment; -Strengthening institutional ties; -Stablishing new long-term relationships; -Strengthening communication channels between participating Universities; -The programme is part of the international strategy; -The programme serves to promote integral internationalization.
21%	Cultural aspects: -The programme facilitates cultural exchange; -To generate a more comprehensive understanding about mobility.
10%	Institutional agreements and cooperation: -To promote the establishment of interinstitutional agreements; -To create intercultural collaboration between institutions.



Staff's assessment – Positive aspects	
35%	Internationalization: -To know in first-hand how Universities and similar departments work in other continents; -To learn about other management systems; -To approach other academic areas.
35%	Sharing of good practices: -To know processes, technics, methodologies for research, analysis, and carry out follow up and presentation of results of curriculum evaluation; -To know different ways to face the daily work; -Opportunities to exchange ideas, experiences, doubts and concerns about areas of responsibility; -To take advantage at home work of new learnings at foreign Universities; -The programme let establish comparative frames.
26%	Cultural aspects: -Cultural, political and social learning of host country; -To immerse in a new working environment; -To build understanding, tolerance; -To learn, understand and appreciate differences and coincidences; -To know and practice a new language.
26%	Future collaboration: -To initiate institutional students agreements; -To initiate processes for implementing double degrees; -To open horizons for new projects.
22%	Motivation and grow: -The programme brings development and international experience for administrative staff in Latin America, who do not have many opportunities like this one; -It is a good way to motivate and foster loyalty among home staff; -Recognition of own strength; -Professional and personal grow.
9%	Professional contacts: -Building a wider professional contact net; -Stablishing new relationships for future collaborations.



Universities' assessment – Aspects to be improved

11%	Short time of mobility: -To increase the period of mobility.
11%	Geographical aspects: -To open the programme for continental mobility in America.
5%	Few mobility: -To increase the number of individual exchange.
5%	Low grants to cover intercontinental travel: -To increase the grant.
5%	Final report supporting documents: -To make easier the reporting; -Not to ask for personal information (tax residence).

Staff's assessment – Aspects to be improved

13%	Some no-equivalences between home and host departments: -To consider the relationship between the applying job title and the personal interest of applicant in an particular issue, and the ability to implement improvements in the service in order to solve structural differences between home and host departments.
13%	Low grants to cover an intercontinental travel: -To increase the grant; -To be flexible regarding dates for mobility so that participants can travel in off season.
9%	Short period of mobility: -To increase mobility up to 10 days minimum; -To increase the period more than one week to make possible visits to more than one university, to exchange information and to sign cooperation agreements.
8%	Information for management of individual mobility: -To elaborate a leaflet with logistical information (institutional presentation, log-book of activities, characteristics of invoices, general issues to take into account); -To better structure individual mobility.
4%	Few variety of participating Universities: -To recruit more Universities to participate in the programme.
4%	Few variety of departments: -To diversify the participating areas as many of them are international departments; -To extend the programme to more people and more countries.



9. Participation in future editions

Universities...

...willing to
repeat the
participation
100%



Staff...

...willing to repeat the
experience and
recommending it:
17%

...willing to repeat the
experience:
100%



University services willing to participate:

- ✿ Academic Economic Management, Accounting Service, Administration and Finances
- ✿ Academic Management, Planning and Evaluation Area, Career Centre, Postgraduate Departments, Curriculum Development
- ✿ Computing, Academic Computing
- ✿ Cooperation and Volunteering Office
- ✿ General Management of University, General Management of Engineering Faculties
- ✿ Human Resources, Work Risks Prevention and Health Staff Control
- ✿ Institutional Communications
- ✿ International Offices and International Relations Unit of Faculty of Chemistry, Faculty of Economic and Business
- ✿ Law Department
- ✿ Leadership Centre, Rectorate, Vice-rectorates on Administrative, Academic and Research issues
- ✿ Library



- ✿ Physical Education and Health
- ✿ Public Relations, Public Politics
- ✿ Publication and Exchange Service
- ✿ Quality and Institutional Assessment Service
- ✿ Research Management and Services
- ✿ Sciences Department
- ✿ Services for Development and International Cooperation
- ✿ Social Responsibility Academic Management
- ✿ Students Affairs
- ✿ University Information Service, Admissions Office
- ✿ Virtual Education, e-learning

***Some Universities do not mention any specific services but:**

- ✿ 'Non-teaching Staff' departments
- ✿ 'Depends on internal call (need prior consent)'
- ✿ Open during 'International Staff Week'
- ✿ No-named '15 departments'
- ✿ 'Same' departments than in current edition

10. Remarkable quotes of staff

'The entire trip has been an invaluable experience because participants can share not only academic aspects. The result is an integral learning in all aspects'.

Elsa Mariela del Águila Reátegui
Deputy Manager of Library System
Pontifical Catholic University of Peru (Peru)

'I would like to repeat the experience considering that, in my opinion, it is an excellent way to promote links between Universities staff and to improve our work methods'.

María Pilar Sánchez Burriel
Students and International Relations Department
University of Zaragoza (Spain)

'I think it is a great program. It gives staff the opportunity to see how things are done in other contexts and to share best practices. I highly recommend it'.

Gabriela Valdez
Programme Manager, Membership & Services
University of Arizona/CONAHEC (USA)



'This programmer is fantastic because it offers administrative staff possibilities for knowing, in a personal and close manner, the internal management and organization of member Universities which we collaborate with'.

Sofia Quero Mussot
Administrative
International Relations Office
University of Málaga (Spain)

'Sharing the best practices of our Universities is a priceless experience and an open window to build understanding, tolerance, innovation and creativity. I am convinced that participating Universities nourish themselves from these exchanges, building collaborative networks and opening their horizons to new projects'.

Fabiola Chávez Muñoz
Head of Communications
Public Relations and Communications Unit
La Salle University (Mexico)

'I would like to repeat the experience and I think it is very recommendable to know other type of university organizations and other cultures'.

Arantzazu Jauregui Campo
Head of Budgetary Accounting Unit
Basque Country University (Spain)

'Very few Universities or Consortia promote and invest on administrative mobility. It is a good way to motivate and create loyalty among their home administrative staff and to strengthen relationships with host Universities'.

Fredy Arbieto Chávez
Finance Coordinator
Management and Innovation Unit
Pontifical Catholic University of Peru (Peru)



'I wish all the Universities and their workers had an opportunity like this. To be able to observe how others execute the same thing you do is unique'.

Leonardo Hiroshi Horie
Administrative Assistant, Responsible for Academic Section
International Office and Academic Section
Universidade Estadual Paulista 'Júlio Mesquita Filho' (Brazil)

'It is an amazing experience to have the opportunity to exchange ideas, experiences, doubts and concerns about our areas of responsibility [...]. It is far way more enlightening than just reading about the other institution on their web pages!'

Mónica L. Pugh
Director of Centre for Student Leadership
University of Monterrey (Mexico)

'If it could be possible I would like very much to repeat the experience because I am sure it was a big benefit for me and my work with my national and foreign students'.

Ewa Jazkzinska
Student Officer and Erasmus+ Administrator
Faculty of Biology
Adam Mickiewicz University in Poznan (Poland)