

The academic guidance services adequately support the learning process, while the career guidance services facilitate incorporation into the labor market

This standard, which relates to the effectiveness of the learning support systems, has been given an **“achieves with quality”** rating in the majority of the degrees accredited during the 2015-2016 and 2016-2017 academic years.

#### [Academic Guidance Services: The Tutorial Action Plan \(TAP\)](#)

The Center offers students academic guidance and career guidance services in order to offer them a professional and high-quality educational experience.

First of all, we would like to point out how effective the tutorial action plans corresponding to the degrees being awarded have proven to be, with the academic performance indicators reaching results close to 100% in each of them.

In the sphere of academic and career guidance, students are mentored in a personalized manner from the early stages of their contact with the institution, through the Information and Welcome services, as well as through the Admissions, Academic and Operational Management of the programs, the External Work Experience programs and Career programs.

After completing the degree program, students are added to the network of former students through the Alumni program.



#### **International mobility and “Welcome service”:**

The Center offers a **“Welcome”** service to cater to students' needs and provide them with the **“International Student Handbook”**, a handbook aimed at international students in particular, which is intended to help them prepare for and manage their stay in Barcelona.

More specifically, and in order to provide personalized guidance as part of students' tutorial action plan, the Management of the degree course monitors the progress of each student's academic

education through continuous assessment, which takes into account their participation in lessons or in the virtual classroom, as well as their attendance and test results.

With regard to the monitoring of students' academic progress, the primary areas of focus of the **Tutorial Action Plan (TAP)** include: mentoring for the External Academic Work Experience (EAWE) programs, mentoring for the Master's degree dissertation (MDD) and personalized monitoring carried out by both the Academic Management team and each professor that makes up the degree course's teaching staff:

- **Mentoring for the External Academic Work Experience (EAWE) programs**

As part of this subject, the student has an internal academic work experience tutor and another external tutor who monitors their progress; moreover, mentoring sessions are held with these tutors periodically. Students also have a person of reference available to them within the Careers Service to answer any questions they may have throughout the process.

- **Mentoring for the Master's degree dissertation (MDD)**

The aim of the mentoring activities in this subject is to advise students on the choice of the topic of study and ensure that the work is correctly developed and guided throughout the process. Each student has a tutor who is on-hand to guide them and monitor them throughout each phase of the dissertation. To this end, a scheme of tutorials is planned in which the student can get answers to any questions they may have. The tutorials are carried out through face-to-face meetings or via email and the number of tutorial sessions to be held is specified for each of the degree courses. The tutor is assigned at the beginning of the course and accompanies the student throughout the process. The **tutor's** function is to guide the student in the search for documentation, a bibliography, to guide them on their planning and research, the structure of the work, time management and to review the process followed.

It is worth noting that students also have a Master's degree Dissertation Writing Guide, which is given to them at the beginning of the course.

- **Educational mentoring by the teaching staff**

In addition to conducting the teaching sessions, the teaching staff are available to address students' questions.

As part of the degree course, one-on-one or group sessions are periodically scheduled with the students to address any matters they may need assistance with, whether it is to answer their questions, discuss their work or to monitor how they are performing in the Master's degree. The tutorials can be conducted in person or remotely through electronic means (video conference, email, etc.). The aim of this mentoring program is to ensure that students are making sufficient progress in learning the content of each subject, as well as to offer them advice on how to carry out their projects.

- **Personalized mentoring for students by the Academic Management team**

The academic coordinator or co-director who spends time monitoring students serves to facilitate this monitoring process. Students can go to them at any time and will always receive a response. Students appreciate the continued support of a member of the Management team, particularly young students with an international profile. In the degree courses that have optional subjects, tutorials like these provide students an opportunity to receive advice on what subjects best suit their profile and interests.



Finally, it is worth pointing out that at the beginning of the course, students receive information related to how the program will function (schedule of classes, system of assessment, Master's degree dissertation, professional work experience, etc.). They are also given a Student Guide which includes all this information. Additionally, they are taught about and encouraged to use digital forms of learning aids, such as the eCampus. This virtual campus plays a key role in the study program, as it is where the calendars, teaching materials, contents and assessment activities for the various subjects are centralized. The eCampus is also used as a means for communicating with students electronically.