9. Academic and support staff
9.1. Factual information
9.1.1. Description of the global strategy in order to ensure that all requested competences for the veterinary programme are covered and that staff are properly qualified and prepared for their roles

Both transversal and specific competences (ANNEX X) are linked to the subjects that make up the *curriculum*, as previously described in Chapter 3. In addition, every subject is linked to a specific scientific field; called 'Area of Knowledge' in Spanish Legislation context. This compartmentalization of the scientific field ensures a more precise focus on a specific scientific field during the selection and recruitment procedure, staff training, and continuing education program, since the Academic Staff should be involved in the same 'Area of Knowledge' of the Subject. The objective of this is to guarantee that the most qualified academic staff is teaching the subjects.

The current Academic Staff is detailed in Annex II. When vacancies arise, within the Academic Staff, one of the Spanish legal requirements for the candidates is having an external accreditation (from the ANECA or other regional agencies). The qualifying documentation which should be endorsed and signed by a solicitor must be related to the 'Area of Knowledge' stated in the vacant post offered. This accreditation procedure includes the assessment of merits both teaching and research experience. By means of implementing this policy, Spanish universities are committed to recruiting top-quality staff to maintain the highest possible teaching and research standards in the Higher Education Institutions. Furthermore, in order to be promoted to a new position, the Academic Staff a must also participate in an externally accredited assessment program (the PEP or ACADEMIA programmes offered by the ANECA, see 9.1.2) and, afterwards, pass an open, competitive examination which is held in every University.

In order to promote more research-based education, the research activity of the academic staff is also externally evaluated by the Ministry of Science, Innovation and Universities. The external National Commission for the Assessment of Research Activity (CNEAI - ANECA) evaluates the Academic Staff in 6-year periods. The total number of positive 6-year period evaluations (called '*sexenios*') at the ULPGC corresponds to 1,136 (data from 2016. Link to the Research reports).

Moreover, and in relation to professional qualifications, which was also mentioned in the previous EAEVE report, the ULPGC, in their commitment to this recommendation, can report that the following European Specialities (EBVS) have been awarded the corresponding Diploma (8): Wildlife Population Health (2), Pathology (1), Small Ruminant Health Management (1); Parasitology (2), Herpetology (1), and Veterinary Sports Medicine and Rehabilitation (1). Also, the ULPGC has 9 Spanish national accreditation specialists (AVEPA) in the following areas: Cardiology (1), Dermatology (1), Internal Medicine (2), Neurology (1), Ophthalmology (2), Oncology (1), and Traumatology & Orthopaedics (1).

9.1.2. Description of the formal programme for the selection, recruitment and training to teach and assess students (including continuing education) of the academic staff

The procedure for the selection, and recruitment of the Academic Staff is organized by a centralized service at the ULPGC and it is described in the QAS procedure PI03 relating to Academic Staff. Every academic year, Departments present requests for new positions for increasing and/or replacing their staff to the Vice-Rectorate of Academic Planning and Academic Staff. The Vice-Rectorate evaluates these requests and the necessary funding availability. The Faculty participates in the formulation of needs for new positions for the Academic Staff and also participates in the evaluation committee of the candidates (see 9.1.8. for more details).

For the selection of Academic Staff, a public announcement is communicated on the ULPGC Academic Staff Website (link). Two kinds of announcements are communicated: working contract (1) and access to the public service (2).

(1) The working contract (non-civil servants) could be for 'part-time Lecturers' with variable hours (3, 4, 5 or 6 hours per week) or on full-time basis. Full-time working contracts can be made for the positions of 'PhD Assistant Professor' or 'PhD Contracted Professor', both with a minimum requirement of a PhD degree. The procedure is published on the Website of the ULPGC, specifically in the Personnel Service (link). Also, the relevant information and legislation are published on the same Website (link). As previously explained, full-time candidates must have obtained a positive external accreditation as a requisite. In the accreditation programs, the teaching, research and management activities are evaluated: the program called 'PEP' offered by the ANECA or through the Regional Agency (ACCUEE).

(2) For the access to public service (as civil servants), the organisation of an open competitive examination is communicated to society and the best candidate is selected by an official academic evaluation board. The relevant information and legislation are published on the same Website (link). As stated previously, the candidates must have obtained a positive national external accreditation as a requisite. In these accreditation programs, the teaching, research and management activities are evaluated: this program is called 'ACADEMIA' and is offered by the ANECA.

In relation to Academic Staff training for teaching and assessing students; the ULPGC has a Continuing Education Plan for the Academic Staff defined in the QAS PI05. The last plan was approved by the ULPGC Government Council on the 29th September 2017 for the period 2017-2021. (link) New academic staff must apply for five of the training courses, which clearly are identifies with the label 'new:

- *Educational and methodological processes for new incorporated teachers.*
- *Tutorial Action.*
- *Moodle.*
- *Design of the assessment system for subjects.*
- *Knowing your way round the university context.*

During the current academic year (2018-2019) the training program is published on the ULPGC website (link). Biosecurity training has been recently incorporated to this official training (link).

9.1.3. Description of the formal programme for the selection, recruitment and training to perform their specific duties (including continuing education) of the support staff

There is a public system for the communication, selection and recruitment of new positions or vacancies among the Support Staff. The selection and recruitment of support staff directly depends on the ULPGC Rectorate, which decides their number depending on the estimations contained the ULPGC Staff Report. For those support personnel who are civil servants, the University holds open access competitive examinations. These examinations are organised for the different categories/levels of responsibility (more information on the Website). The University can also hire both permanent and temporary staff.

With regard to Support Staff training, in a similar way as described for the Academic Staff above, the ULPGC has a Continuing Education Plan for Support Staff as defined in QAS procedure PI06. The training plan is published on the ULPGC website

(link). This continuing education plan is designed ranging from general activities to specific activities and is designed for different professional categories and levels of responsibility. The program for the second semester 2018 has also been published (link).

9.1.4. Description of the formal programme for the appraisal, development, promotion criteria and procedures, supporting and mentoring of both academic and support staff

Every 5 years, the teaching merits of the permanent academic staff is assessed by the ULPGC (this is called a 'quinquennium'). Additionally, every 6 years the Academic Staff's research activity is assessed by the CNEAI (ANECA), as mentioned in 9.1.1. If the result is positive, this is reflected in the teacher's salary. For the non-permanent and part-time academic staff, an annual report from every Department is required for the renewal of contracts.

Contracted non-permanent academic staff members have the possibility acceding a permanent position through an examination process (public, open access, and with the participation of an examining board), once they have obtained the 'ACADEMIA' accreditation by the ANECA or the QA regional agencies which are required for those permanent positions. Equally, permanent staff can be promoted to a high level in teaching rank through the same type of examination, once they have been accredited by ANECA.

The evaluation of Academic Staff is undertaken by means of a national procedure called DOCENTIA (link) which was designed by the ANECA and further developed by the ULPGC Vice-Rectorate of Quality Assurance (link). The DOCENTIA-ULPGC assessment is an institutional QAS procedure PI07, which is mandatory for the promotion of the Academic Staff. In the case of getting a negative result (grade D), or a positive result with several aspects that need to be improved (grade C), a specific improvement plan is designed by selecting several actions from the general improvement plan (link).

9.1.5. Description of the formal rules governing outside work, including consultation and private practice, by staff working at the Establishment

Full-time academic staff cannot generally undertake outside work, except in official public institutions, and always with the authorization of the University. Part-time academic staff are allowed to do outside work, and, in the case of Part-time Lecturer's outside work is mandatory to get this position.

9.1.6. Description of the formal programme of the Establishment for the assessment of teachers by students and its outcome

Surveys administered to students are essential elements for the assessment of the academic staff at a central level, both as part of the DOCENTIA-ULPGC programme, and also of the programme for the assessment of satisfaction with the teaching activity, run by the Vice-Rectorate for QA (PI16). Not only do students participate in this program, but Faculties and Departments have to complete an individual report for every member academic staff. One third of the total academic staff is randomly selected to be assessed annually after drawing lots; therefore, all member of the academic staff must be assessed, at least, every 3 academic years.

The individual results are only accessible for each individual member for the staff. However, the global results of the DOCENTIA-ULPGC program are published on the Institutional Quality Assurance Website (link). More specifically, the ULPGC has published general results (link) on their website along with reports related to the results of the procedure (link). The results of

students satisfaction with programmes, Departments and Faculties are also disseminated on the transparency website (link) and the programme website (link)
.
Additionally, the Faculty of Veterinary Medicine organises a programme for monitoring teaching activity. Here we would like to highlight the monitoring activity focused on those subjects with low efficiency and performance rates (link). The monitoring program includes meetings with teachers and students to evaluate different aspects of the theoretical and practical teaching activities. This program is included in the Tutorial Action Plan, as shown in Chapter 8 (8.1.5).

9.1.7. Prospected number of FTE academic and support staff of the veterinary programme for the next 3 academic years

Although both academic staff/undergraduate students' indicators and support staff/ graduating students' indicators are considered as adequate; these ratios should be improved to some extent, mainly in relation to the practical teaching activities carried out in small groups. These activities require a greater number of academic staff members in comparison with other teaching activities.

On the other hand, there is a high level of non-permanent support staff (79%); the details are described in Table 9.1.3. Motivated by the economic restriction and derived by the sustainability of the public funding included in the Spanish and University budgets, the hiring of support staff has been paralysed during the last years. The Rectorate and the general manager of ULPGC have designed a new plan for increasing the number of permanent support staff in the next years. The total number of support staff will probably increase as a result of the approval of several public offers of support positions with replacement rate of 100% to offset the effects of economic restrictions in the past years, when the Spanish Government established to limit the replacement rate to 10%. It is expected to make a public offer of new positions with a replacement rate of 100% every year. For example, the Governing Council approved a public employment offer consisting of 15 new posts of work and 27 internal promotion positions in November 2018

9.1.8. Description of how and by who the strategy for allocating, recruiting, promoting, supporting and assessing academic and support staff is decided, communicated to staff, students and stakeholders, implemented, assessed and revised.

Every year the Vice-Dean of Academic Affairs, in accordance to the QAS procedure PCC02 related to the Academic Planning, informs the Vice-Rectorate of Academic Staff with regards to the requirements for the number of teaching

PCC02

groups in the different subjects and, if necessary, any changes in the distribution of hours in different academic activities. Consequently, with this information, the number of *curriculum* hours is recalculated. Based on the **Regulation for the Academic Planning** (link) staff calculations are completed and subsequent needs are determined by corresponding Departments. The Departments present these requirements to the Vice-Rectorate of Academic Staff. If a new position is approved, mainly motivated by sufficient financial support, the requested position request must be positively approved by the Faculty Board which includes representatives of the Faculty stakeholders.

The Rectorate of the ULPGC draws up an annual plan of actions for the recruitment, stabilization and promotion of academic staff. The ULPGC establishes its personnel needs based on the number of students, subject credits and the type of teaching and support activities corresponding to each Department, and this serves as a general guidance for the action plan, which is then approved by the ULPGC Government Council.

Similarly, the VTH can propose the hiring of clinical, technical and administration staff from its own budget. Directors of officially approved research projects can also hire research staff from their own budgets.

Table 9.1.1. Academic staff in the veterinary educational programme

Type of contract	2017-2018	2016-2017	2015-2016	*Mean*
Permanent Staff				
Full professors [1]	16	14	14	*14,6*
Associate Professors [2]	48	50	51	*49,6*
PhD Contracted Professors [3]	5	5	7	*5,6*
TOTAL permanent	**69**	**69**	**72**	69.8
Temporary Staff				
PhD AssistantPprofessors [4] (Full time)	4	4	4	*4*
Part-time Lecturer [5]	18.75 FTE (5 ATP3) (3 ATP4) (3 ATP5) (18 ATP6)	16.75 FTE (4 ATP3) (3 ATP4) (1 ATP5) (17 ATP6)	15.63 FTE (3 ATP3) (1 ATP4) (2 ATP5) (17 ATP6)	*17.04*
VTH Interns (FTE)	8	8	8	*8*
Practitioners[6] (Contracted by VTH)	11	11	11	*11*
Others[7] *(Venia docendi)* (FTE)	0.81	1.31	1.81	*1.31*
Total (FTE)	**111.56**	**110.06**	**112.44**	*111.15*

[1] *Full Professors (Catedráticos de Universidad): full-time, civil servants, tenured positions*

[2] *Associate professors (Titular de Universidad) full time, civil servants, tenured positions*

[3] *PhD Contracted Professors (Contratado Doctor) full time, non-civil servants, indefined contractual positions*

[4] *PhD AssistantPprofessors (Ayudante Doctor): full-time, temporary, contractual positions*

[5] *Part-time Lecturer (Asociado a Tiempo Parcial): part-time, temporary, contractual position. Variable number of hours: 6/5/4/3 hours per week*

[6] *VTH Practitioner: Small Animals (3), Ruminants (3), Equine (2), Porcine (1), Poultry (1), Necropsy (1).*

[7] *PhD Students and Postdoctoral Research Staff (60 hours) and External Practitioners (15 hours) with a 'Venia docendi'*

Practitioners involved with EPT are not included in this table.

Table 9.1.2. Percentage (%) of veterinarians in academic staff

Type of contract	2017-2018	2016-2017	2015-2016	Mean
Permanent (FTE)	**71%** (49/69)	**71%** (49/69)	**68%** (49/72)	**70%**
Temporary (FTE)	**91%** (38,6/42,5)	**88%** (36,1/41,1)	**89%** (34,3/38,4)	**89.3%**
Total* (FTE)	**78.6%** (87.7/111.5)	**77.2%** (85.1/110.1)	**75.4%** (83.3/110.4)	**77.1%**

* *'Venia docendi' not included.*

Table 9.1.3. Support staff of the veterinary programme

Type of contract Permanent (FTE)	2017-2018	2016-2017	2015-2016	Mean
Veterinary Building	5	5	5	5
Department administrative	8	8	8	8
Veterinary Library	1	1	1	1
Temporary (FTE)	**2017-2018**	**2016-2017**	**2015-2016**	**Mean**
Department Technicians	27	27	27	27

	11	11	11	11
Department's Officials	11	11	11	11
Library Technical Specialist	2	2	2	2
Veterinary Building Concierge	5	5	5	5
Veterinary Farm	7	7	7	7
Total (FTE)	**66**	**66**	**66**	**66**

Central Services

Type of contract Permanent (FTE)	2017-2018	2016-2017	2015-2016	*Mean*
Rectorate	15	15	15	*15*
Work Safety Service	1	1	1	*1*
Academic Service	34	34	34	*34*
Informatic and Communications	2	2	2	*2*
Research Service	12	12	12	*12*
Works and Maintenance Service	8	8	8	*8*
Organization and Internal Service	21	21	21	*21*
Patrimony and Hiring Service	19	19	19	*19*
Human Resources Service	28	28	28	*28*
Financial Service	19	19	19	*19*
Legal Service	5	5	5	*5*
Postgraduate and PhD Service	13	13	13	*13*
Sports Service	2	2	2	*2*
Temporary (FTE)	**2017-2018**	**2016-2017**	**2015-2016**	***Mean***
Work Safety Service	4	4	4	*4*
Academic Service	2	2	2	*2*
Informatic and Communications	52	52	52	*52*
Research Service	5	5	5	*5*
Works and Maintenance Service	10	10	10	*10*
Organization and Internal Service	43	43	43	*43*
Patrimony and Hiring Service	3	3	3	*3*
Human Resources Service	2	2	2	*2*
Financial Service	1	1	1	*1*
Sports Service	19	19	19	*19*
Research Institutes	6	6	6	*6*
Total (FTE)	**326**	**326**	**326**	*326*
Estimation FTE (5,7% weighing)	**18.6**	**18.6**	**18.6**	*18.6*

Total Calculation of Support staff of the veterinary programme

	2017-2018	2016-2017	2015-2016	*Mean*
Central Services (Estimation FTE)	18.6	18.6	18.6	*18.6*
Veterinary Building and Departments	66	66	66	*66*
TOTAL SUPPORT STAFF (FTE)	**84.6**	**84.6**	**84.6**	*84.6*

Table 9.1.4. Research staff of the Establishment

Type of contract	2017-2018	2016-2017	2015-2016	Mean
Permanent[1] (FTE)	69	69	72	*69.8*
Temporary[2] (FTE)	19	13	13	*15*
Total (FTE)	**88**	**82**	**85**	*85*

[1] The permanent academic staff of the FVM also conducts research activities
[2] Contracted academic staff is not included in this table, although they also conduct research activities. Only the research personnel is included (non-Academic Staff).

9.2. Comments

Our academic staff/undergraduate students indicator (I1=0.26) and support staff/ graduating students indicator (I3=1.35) are considered as adequate. We should highlight that for this calculation an estimation of the support staff assigned to centralized university services, but delegated to the Faculty of Veterinary Medicine, have been included. Notwithstanding, the Faculty of Veterinary Medicine would not be able to function properly without these esteemed personnel members, the I3 would became only 1.05 if they were not accounted for.

Morover, with reference to the suggestion of the increasing of the number of support staff for the teaching of basic subjects, the Support Staff in the University Department in charge of teaching the basic subjects have not changed since 2009. The ULPGC has several centralized services and 7/8 Departments are not located on the Veterinary Campus; therefore, the number of Support Staff for those departments could be misleading because only the members of staff who work on the Veterinary Medicine Campus were counted in the previous report. In ANNEX III, the reader can find for more details about the number of Support Staff members in relation to the Degree in Veterinary Medicine as this list includes the total number of support staff members depending on the different Departments, Hospital, Farm, Library, Administration, etc.). In addition, the Departments teaching basic subjects are abet to send their support staff to the Veterinary Campus if the subjects need extra support for their teaching activities. This is a responsibility of the Departments and it is not a duty of the Faculty.

The Faculty is not able to decide to increase the number of Support Staff in Departments. Although our responsibility in this policy is limited, the QAS does permit the Faculty to detect these kinds of deficiencies: this corresponds to problems detected with the Procedure for Academic Complaints (PAC06) or arises as a result of information from the Annual Internal Report of the Faculty or by External Accreditation (i.e. the ACREDITA Program of the ANECA for the revision and accreditation of degree study programmes, which is mandatory every 6 years for our Degree).

In addition, a QAS Institutional Procedure (PI04) has been implemented for the better management of the recruitment and selection of Support Staff for all the ULPGC.

Due to economic restrictions and originating from the need for sustainability in public funding included in both Spanish and the University budgets, hiring of support staff has been stalled over the last few years, as shown in 9.1.3. Only minimal variation has occurred, and motivated by retirements; however these vacancies have been published.

A plan of action to be implemented during 2019, has been recently presented to the ULPGC community by the Vice-Rector for Academic Affairs. The proposal is a change in the calculation of the academic workload activity completed every year by the Academic Staff, so therefore there is some uncertainty about the prospective new hiring opportunities in the near future. Furthermore, the high number of retirements that will take place among the Academic Staff of the Canary Islands Universities during the next 10 years is being taken into account by the University Rectorates and the by Government of the Canary Islands.

With reference to the suggestion of the inclusion of more veterinarians in the basic subjects mentioned in the previous last report the Academic Staff members participating in the basic subjects has not changed since 2009. As a consequence, new positions have not been created and the opportunity to introduce more veterinarians in those subjects has not been possible. The Faculty agrees with the suggestion, but the Spanish legislation corresponding to Human Resources Policy does not permit exclusive restriction to or priority selection of veterinarians in

the cases of a new position offer in the basic subjects. In addition, the new QA system has introduced an Institutional Procedure (PI03) in relation to the recruitment and selection of Academic Staff. Furthermore, many of the non-veterinarian academic staff members are integrated in research groups with veterinarian academic staff. The majority of the research activity in those research groups is published in Journals indexed in the Veterinary Science Category (JCR) and these staff members provide an interdisciplinary view of the research activity, as well as transversal and comparative knowledge in basic sciences.

9.3. Suggestions for improvement

The Faculty of Veterinary Medicine is committed to increasing the number of members of European or American Specialities Colleges in our Academic Staff. This is particularly relevant in the clinical veterinary activity in order to provide the highest standardized specialized practitioners for our educational program. For this purpose, the Faculty of Veterinary Medicine has included the possession of this kind of Diploma in the new ULPGC rating scales for the selection of the Academic Staff as a further merit for the recruitment of candidates (not previously included).

The procedure for the academic staff assessment in relation to the degree of satisfaction with the teaching activities which is completed by the students in a detailed and time-consuming survey should be improved in order to speed up and/or reduce the number of questionnaires while still maintaining the high level of representation. These surveys are mandatory evidence in the external evaluation processes and must be performed ensuring representativeness. In the past years, they were performed on-line but the results were not useful because of their low representativeness.