

PERSONAL INFORMATION

Sandra Marcos Ortega



Sex Female | [Redacted] | Nationality Spanish

JOB APPLIED FOR POSITION

WORK EXPERIENCE

17/05/2021- Present

Director of Quality. Pontifical University of Salamanca

22/11/2005 – 16/05/2021

Head of International/Institutional Relations and Internal Quality at the Quality Assurance Agency for the University System of Castilla y León (ACSUCYL). Spain.

Agencia para la Calidad del Sistema Universitario de Castilla y León. Avda. Reyes Católicos, nº 2. 47006. Valladolid. Spain. www.acsucyl.es

More than 15 years of experience in management and design of internal and external quality assurance processes in Higher Education in both national and international spheres.

Main duties and aims achieved as Head of International Affairs:

Management and development of international projects in cooperation with Quality Assurance Agencies in the European area and beyond. Some examples: Benchmarking in Higher Education; Analysis of the European Standards and Guidelines - setting the criteria for a panel of experts; Internal Quality Assurance in HE, Impact of external quality assurance processes in HE.

Chair of the IQA-ENQA (the European Network for Quality Assurance) standing committee made up of 6 members. The main duty was to analyze how Quality Assurance Agencies, operating in the European Higher Education Area, are running according European established rules.

ENQA advisor in the revision of the European Standards and Guidelines in the European Higher Education Area (2015 edition).

Coordination of the three entire processes for admission of ACSUCYL as full member of ENQA. Preparation of the self-assessments reports and management of the evaluation audits of ACSUCYL according to the European Standards and Guidelines (three times).

Coordination of the entire process for admission of ACSUCYL in the European Quality Assurance Register (EQAR).

Member of the Steering Committee of AR_Net project and I-AR project about automatic recognition of official degrees.

Organization of and participant in several international conferences and congresses as speaker.

Coordination of the evaluation of quality in internationalization of La Salle University (Colombia)

Member of the Working for developing Standards and Guidelines of Quality Assurance of on-line and blended education in Latin America.

Member of the working group of OEI and RIACES for developing Quality Label of excellence on-line and blended education in Latin America.

Coordinator from ACSUCYL of DEQAR Project (Database of External Quality Assurance Reports) This project is in collaboration with the European Quality Assurance Register (EQAR)

Participation in drawing up the proposal for the projet of jumelage avec le Maroc: Appui au Système de l'Enseignement supérieur au Maroc dans le cadre d'un rapprochement avec l'Espace européen de l'Enseignement supérieur : MA13/ENPI/SO/02-17 (MA/58). Within the project, I have developed the component 4 on quality assurance in higher education and support for the adaptation of the Moroccan Higher Education System to the Bologna Process. I have also developed follow-up tasks of said component.

External expert in the Jumelage entre Le Royaume d'Espagne Conseil de l'Éducation de Castille et León et la République Algérienne Démocratique et Populaire Ministère de l'Enseignement Supérieur et de la Recherche Scientifique (MESRS). Référence: DZ 16 ENI OT 01 18. « Appui au Ministère de l'enseignement Supérieur et de la Recherche Scientifique pour le renforcement des compétences pédagogiques des enseignants chercheurs et des capacités de gouvernance des gestionnaires-Algérie ». I have trained Higher Education Institutions on internal and external quality assurance processes in accordance with European Standards and Guidelines.

Main duties and aims achieved as Head of Internal Quality Unit:

Management of the design, development and follow-up of the Strategic Plans of ACSUCYL

Development of the Dashboard of the Institution as a tool for ongoing improvement. Complex data analysis.

Design of surveys and interpretation as well as design of the indicators and statistical analyses.

Development of guides and protocols for higher education institutions. I have experience working with the European Standards and Guidelines as it is the base of the criteria applied in the Spanish context for accreditation purposes.

In charge of the assessment and accreditation of university degree programmes. Management of more than 500 assessments in the last years and development of audits to Universities including site visits.

Participation as a senior technical officer at the Agency in meetings of the Spanish Network of Quality Assurance Agencies (REACU). Said network draws up proposals concerning all aspects related to quality in higher education, ensuring compliance with the rules set out at a European level and which are submitted to the national Ministry of Education and applied by all the quality assurance agencies operating in Spain.

As Head of the Internal Quality System of the Institution, I realized the design, implementation and development of the Management Quality System in ACSUCYL accordingly ISO Standard 9001. The System has undergone annual certification audits since its implementation in 2006. The last eight external audits were approved with a grade of "Excellent" as there were no cases of non-conformity identified in the system.

In charge of writing informative reports for different internal and external audits.

July 2019- Present

Coordinator of the European Association for Accreditation in Higher Education (ECA)

This organisation's main aims are: to establish mutual recognition, provide a platform for mutual learning and to disseminate experiences with accreditation and accreditation-like practices; to provide transparent information on quality; to facilitate the internationalisation of institutions and students. Currently, I'm monitoring the following European Projects as ECA coordinator:

- 2020-1-LV01-KA203-077578 Fostering Student Engagement through AI-driven Qualitative Quality Assurance Practices

- 612892-EPP-1-2019-1-NL-EPPKA3-PI-FORWARD Measuring and Comparing Achievements of Learning Outcomes in Higher Education in Europe – Phase 2 (CALOHE2)

- 612874-EPP-1-2019-1-ES-EPPKA3-PI-FORWARD Measuring and Comparing Achievements of Learning Outcomes in Higher Education in Europe - Extension (CALOHEX)

- (I-AR), No: 619628-EPP-1-2020-1-NL-EPPKA3-NARIC. Automatic Recognition

- (STACQ), No: 619626-EPP-1-2020-1-NL-EPPKA3-NARIC.

- 2019-1-SK01-KA203-060807 Quality Assurance Student Experts

- 2019-1-PL01-KA203-065656 Systemic University Change Towards Internationalisation for Academia (SUCTIA)

Member of the Certification Group (Cequent) about quality in internationalization and also member of the working group on mutual recognition and on innovation in quality assurance and accreditation.

Coordinator of the external evaluation of the Agency for Enhancement Quality in Arts (EQ-Arts) against ESG to become member of the European Register of Quality Assurance Agencies (EQAR)

March 2018 -Present

Assistant Professor at Open University of Cataluña (UOC)

Professor on the Master's degree on *Quality Management and Evaluation in Higher Education* at UOC University.

EDUCATION AND TRAINING

06/2002 Master's Degree in Information Systems Management.
IDE-CESEM. Madrid

06/2001 Bachelor's Degree in Information Management.
University of Salamanca. Spain
Management and analyses of information

PERSONAL SKILLS

Mother tongue(s) Spanish

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Replace with name of language certificate. Enter level if known.					
French	A2	A2	A2	A2	A2
Replace with name of language certificate. Enter level if known.					

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills Good communication skills due to my position as responsible for international affairs and the several trainings and conferences as speaker. I have participated as speaker in several seminars and workshops in different countries.

Organisational / managerial skills Experience in motivating and coordinating personnel; Leadership; Efficient and efficacy management

Job-related skills Flexibility, an ability to handle varying workloads, and an aptitude for teamwork in an international environment. Good command of quality control processes (currently responsible for quality audit)

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Independent user	Proficient user

Levels: Basic user - Independent user - Proficient user
[Digital competences - Self-assessment grid](#)

Other Skills

- Capacidad de diálogo y empatía
- Capacidad de diálogo y empatía

Driving licence B

ADDITIONAL INFORMATION

Memberships

As representative of ACSUCYL in ENQA:

- Member of the WG for developing the standards and guidelines for evaluation of e-learning programmes in Latin America. 2020.
- Member of the WG for developing the standards for the quality y label of excellence of e-learning programmes in Latin America. 2021.
- Chair of the IQA-ENQA. 2015-2018
- Member of the WG on quality assurance of e-learning provision. 2015-2018.
- Member of the KP3. Knowledge on Part 3 of the ESG. 2013-2015
- Member of the IQA group. 2011-2013
- Member of the WG on Impact of Quality in Higher Education.

Publications

As representative of ACSUCYL in ECA:

- Member of the group on recognition
- Member of the group on innovation in quality assurance and accreditation
- Member of the certification group

Last publications

KVI. OEI-RIACES. Quality Label in e-learning programmes in Latin America. (OEI 2021)

Ibero-American guide for the evaluation of the quality of distance education. (OEI. 2020)

Considerations for Quality Assurance of e-learning provision. Occasional Paper, ENQA. 2018.

ICU Report. La Calidad de las titulaciones no presenciales. ANECA. 2018

Quality Assurance of Joint Programmes. European Approach. (Frontex programme 2017)

Report on Impact of Quality for Higher Education. (ENQA 2016)

KP3-Knowledge in Part 3 of the ESG. System Wide Analyses. 2015 (ENQA Occasional Paper)

Internal Quality Assurance Assessing Impact: Using External Reviews and Evaluations in Internal Quality Assurance. 2015 (ENQA Occasional Paper)

Benchmarking on the follow-up of feedback from stakeholders. 2011 (ENQA Occasional Paper)

Seminars and Conferences

Short list of seminars and conferences as speaker.

Coordinator of the webinar about quality assurance of European Universities. 2020.

Webinar: Responses to COVID-19 Pandemic Situation: Support to HEIs in their adaptation to emergency remote teaching and learning. May 2020.

Design and Evaluation of on-line and blended programmes (Bachelor and Master) Loja. Ecuador 2020.

Training sessions for experts about evaluation procedures and internal quality assurance 2009-present. (three training sessions per year)

Training sessions for universities about external evaluation processes 2009-present (two per year)

13th European Quality Assurance Forum. Considerations for Quality Assurance of e-learning provision. Vienna, 2018.

Quality Assurance Study and Institutional Accreditation. RECMAT International Conference. ,2018

Consistency on evaluations for programme accreditation. Valladolid, 2018

A common framework for quality on e-learning provision. First results from the ENQA working group, Zaragoza, 2017.

International Conference. Single Accreditation of Joint Programmes – Turning a Bologna Guideline into Reality. Accreditation practices of joint programmes around European Joint Master's

programme in Strategic Border Management. Vilnius, 2017

Training of experts on the European Standards and Guidelines. Mannheim, 2016

General Assembly of ENQA. 2009-Present

Learning from each other using benchmarking to develop IQA Helsinki, 2011

Internal Quality Assurance - Enhancing quality culture, London, 2010.

Fourth European Quality Assurance Forum. Copenhagen, 2009.

Projects and working groups

Member of the Advisory Committee for the evaluation against the ESG in the Quality Assurance Agency of Valencia (2021- .

Member of the Steering Committee of the Project leads by UNIBASQ "External Quality Assurance of Student Centred Learning: reaching a common understanding"

External evaluator of the Quality Assurance Agency of Catalonia (AQU)

Member of the working group for the definition of a quality label on e-learning programmes in Latin America.

External Expert in the Jumelage avec Maroc Appui au Système de l'Enseignement supérieur au Maroc dans le cadre d'un rapprochement avec l'Espace européen de l'Enseignement supérieur

External expert in the Jumelage entre Le Royaume d'Espagne Conseil de l'Éducation de Castille et León et la République Algérienne Démocratique et Populaire Ministère de l'Enseignement Supérieur et de la Recherche Scientifique (MESRS)

Certification Group. (ECA). Certification of Quality in Internationalization.

Mutual Recognition and Joint Programmes (ECA). Establishment of common rules and procedures.

ENQA-IQA. Chair. The main mission of this working group is to analyse and provide knowledge on the outcomes of the ENQA external review process to get consistency and transparency. 2015-2018

Quality on e-learning provision. 2015 - 2018.

Impact of Quality for Higher Education. ENQA. 2013 - 2015.

KP3-Knowledge in Part 3 of the ESG. ENQA 2013-2015

QUEST. Project carried out by students from universities in different EU countries supported by the European Commission with support of different Spanish quality Assurance Agencies.

Benchmarking on the follow-up of feedback from stakeholders. ENQA. 2011