Berklee’s quality system—its program improvement model—aligns with the Internal Quality Guarantee System (SGIC) employed by the Universitat Politècnica de València (UPV). Both systems feature three tiers. For UPV and Berklee, the quality assurance process is cyclical, beginning and ending with the degree itself. Qualitative and quantitative data and other information in the UPV model aligns with the assessment pieces of Berklee’s model. These data are recorded and analyzed in the management report for the UPV and during the program review process for Berklee. Revisions and adjustments are implemented to improve the degree and enhance student learning. The table below itemizes the alignment of the three tiers. The illustrations graphically show the alignment of the two systems.

Additional detail about the Berklee assessment system as well as findings and analysis can be seen at the Office of Institutional Research and Assessment's website: berklee.edu/institutional-research-assessment.

### Process Alignment of the Three Tiers of the UPV and Berklee Quality Systems

<table>
<thead>
<tr>
<th>Tier</th>
<th>Description</th>
<th>UPV</th>
<th>Berklee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>Definition and documentation of processes and procedures</td>
<td>Process → degree</td>
<td>Implement</td>
</tr>
<tr>
<td>Tier 2</td>
<td>Monitoring of processes and procedures</td>
<td>Quantitative, qualitative, and other information</td>
<td>Assess</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Establishment of actions on the basis of the results</td>
<td>Management report → improvement measures</td>
<td>Revise</td>
</tr>
</tbody>
</table>
UPV SGIC Model

Información cuantitativa
- Indicadores de actividad, rendimiento...

Información cualitativa
- Indicadores de percepción
- Sistema SQF
- Verificación Seguimiento Acreditación

Otra información

Informe de gestión
- Acciones de mejora

Procesos Procedimientos → Títulos
Berklee Valencia Program Improvement Model

Valencia Program Improvement Model

Implement
- Comprehensive program review
- Learning outcomes
- Student assessment
- Best practices
- Alignment with institutional mission, core competencies, and commitment to diversity

Assess
- Quantitative
  - Course evaluations
  - Grade distribution review
  - Surveys (students, graduates, alumni, faculty and staff)
  - Report to UPV, following AVAP requirements
- Qualitative
  - Accreditations
  - Student comments
  - External assessments

Revise
- Course changes
- Program changes
- Adjustments to campus programs and services
- Training for faculty
- Enrollment goal setting