



CEN TRO FORMACIÓ N POSTGRADO  
Vicerrectorado de Investigación y Postgrado

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# **WORKSHOP ON USERS SUPPORT FROM A QUALITY MANAGEMENT PERSPECTIVE**

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# Valencia

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Population

4.000.00

0

Host of the 32nd America's Cup

# Big numbers



# Key figures from the whole university

Number of students

**35.000**

Number of teachers

**2.387**

Administrative staff

**1.593**

Facultees

**15**

Centers overseas

**2**

Number of students on continuing

**45.000**

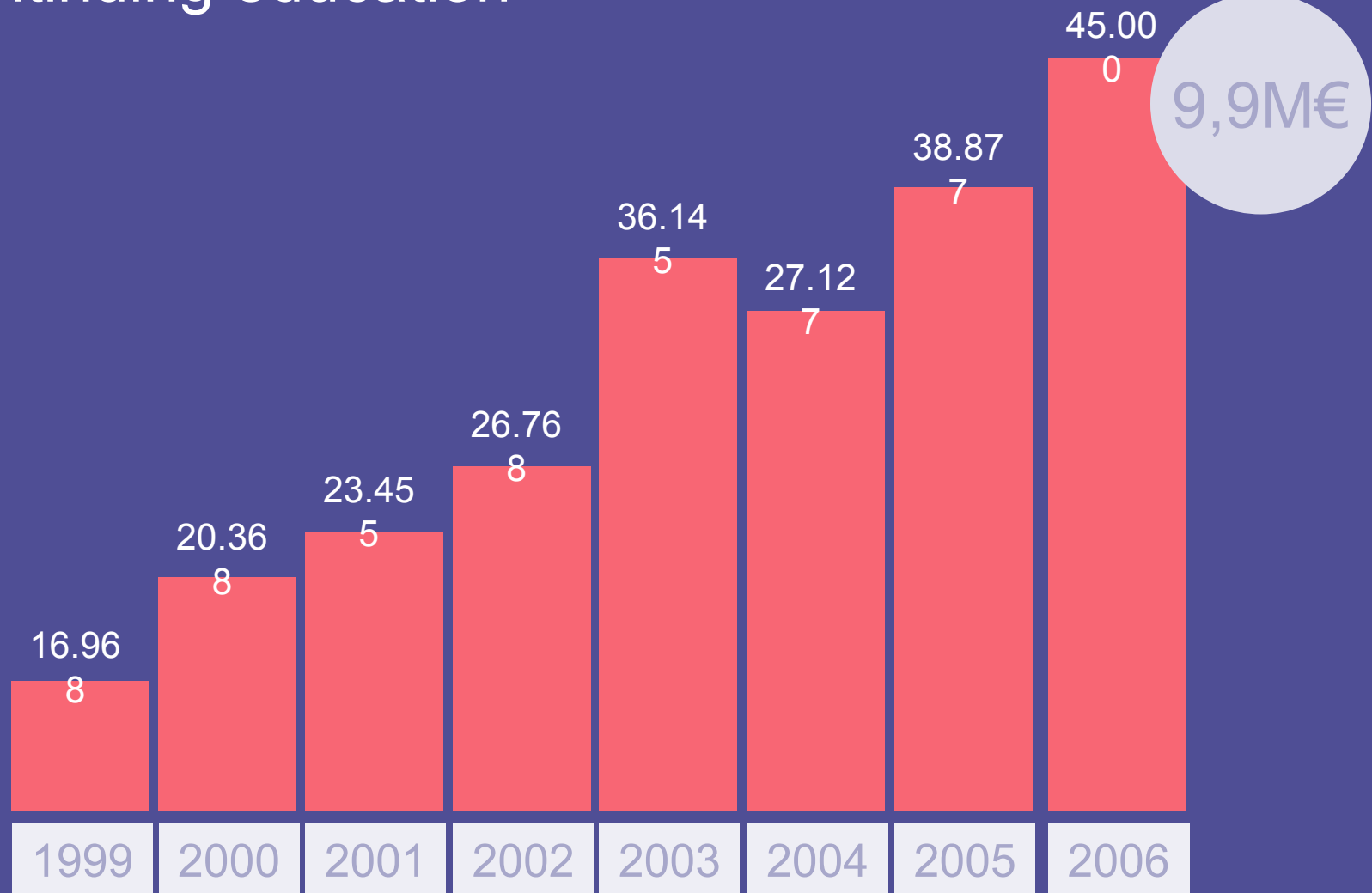
Number of continuing education programs

**1.600**

Students  
35

# Evolution of the number of students in continuing education

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...because we research and we use quality management models



# Research



# Research

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ALFA II-0180-A

UNI-QM



DAETE



# Collaborative work: beta version

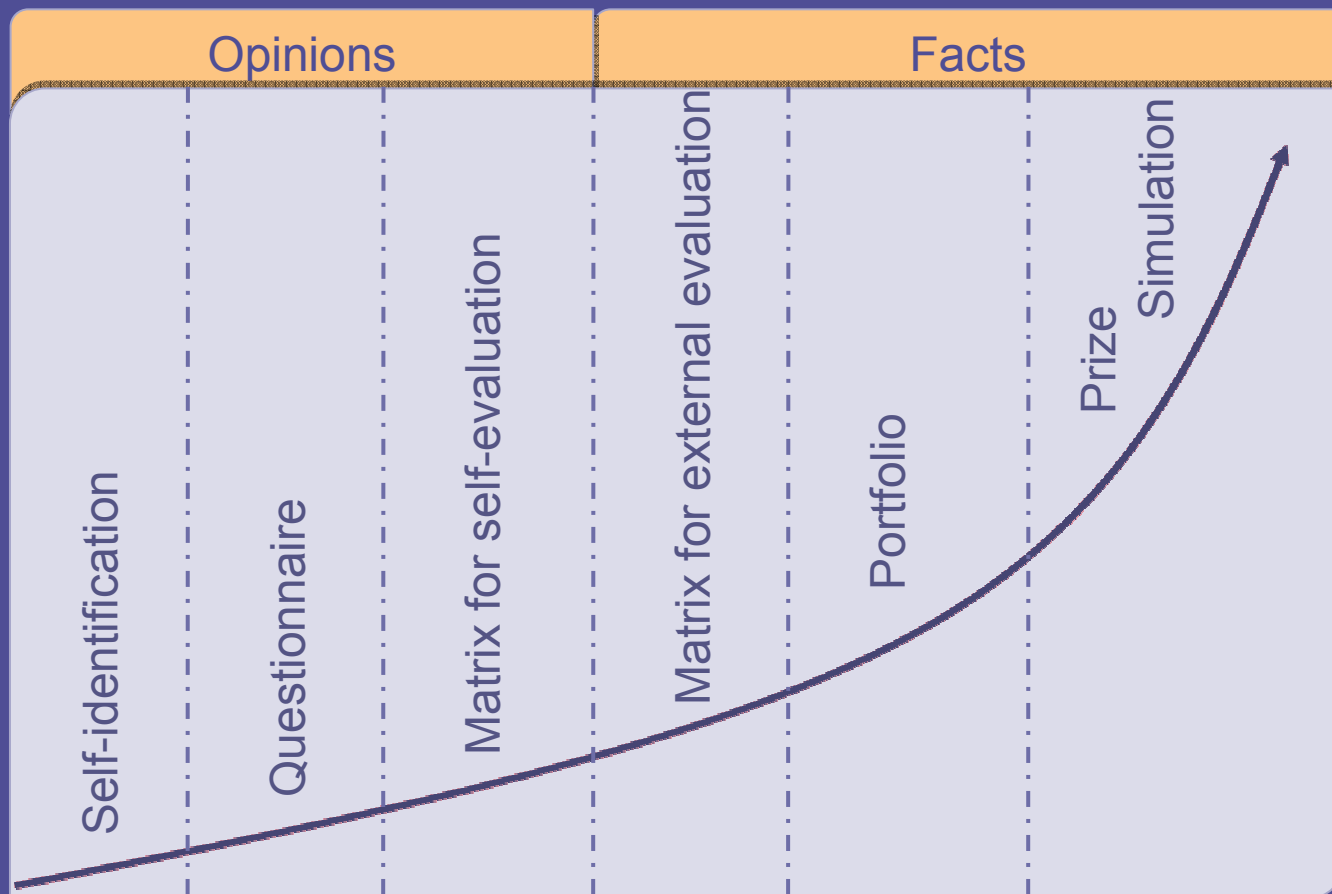
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1	 UNIVERSIDAD POLITECNICA DE VALENCIA	6	 UNIVERSIDAD DE COIMBRA	11	 Georgia Tech <small>© Georgia Institute of Technology. All Rights Reserved.</small>
2	 U. PORTO	7	 UNIVERSIDAD DEL ROSARIO <small>Universidad Pontificia de la Salle - 1955</small>	12	 Rensselaer
3	 KATHOLIEKE UNIVERSITEIT LEUVEN	8	 TKK	13	 MICHIGAN
4	 TU WIEN	9	 Imperial College London	14	 EFQM
5	 USP	10	 THE UNIVERSITY OF WISCONSIN MADISON	15	

# Key concept: walking through the excellence pathway

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Experience in QM ↑



- Networking
- Indicators
- Processes
- ICT
- Best practices
- Case studies

Resources needed →

# In summary...

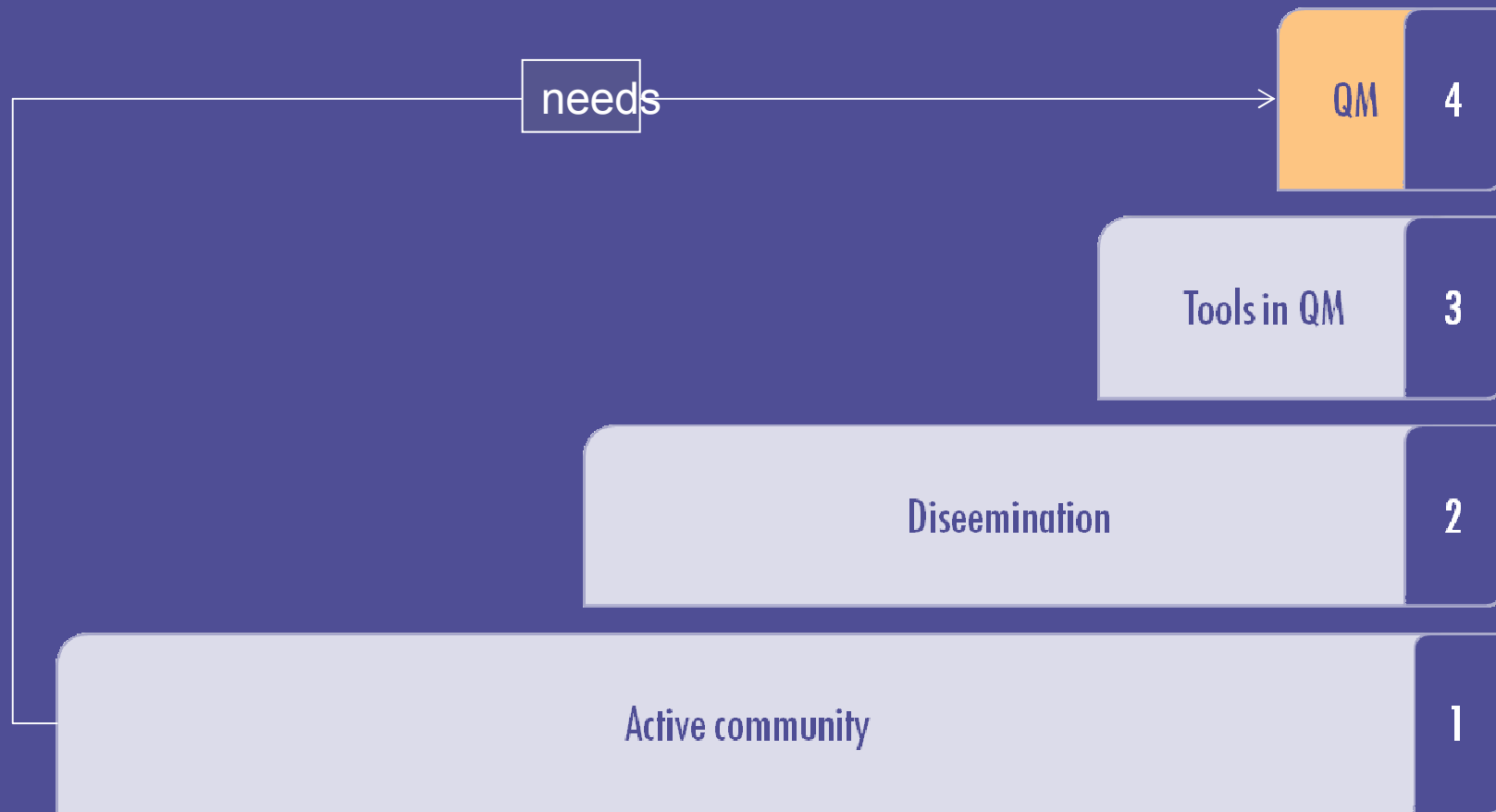
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1,1 Euro



# Building an active community

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## Using it



efficiency

excellence



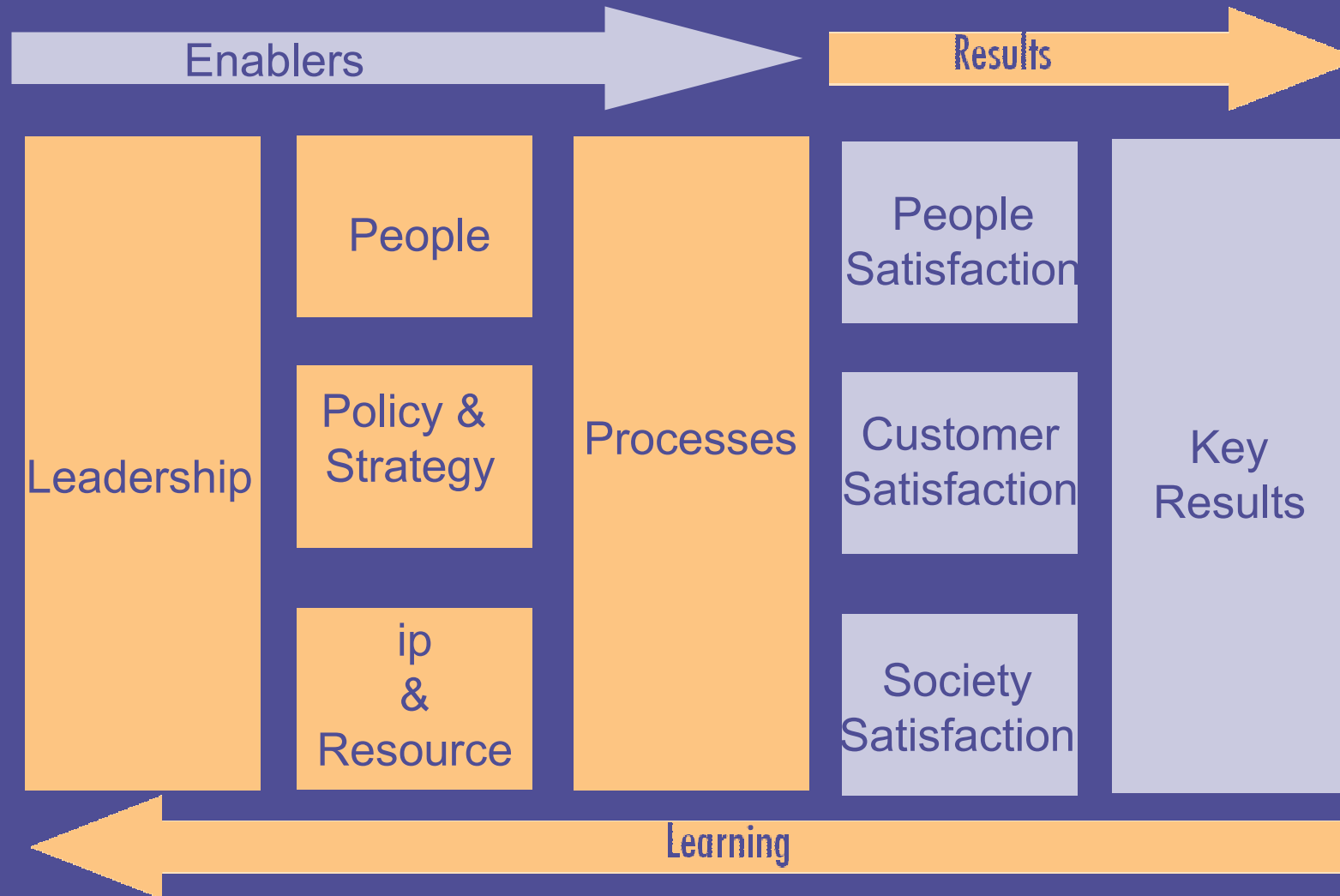
# European Foundation for Quality Management



enablers

results

# Putting things together



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## Supporting our users



# User support in ancient times

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# eLearning platforms at UPV

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Bown d  
developm  
ent

open  
Sakai  
source

What are the key features you expect from an eLearning platform to provide excellent user support?

# Time

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# Do you know your user?

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To anticipate users needs is one of the best users support practices

# Which user research techniques do you use?

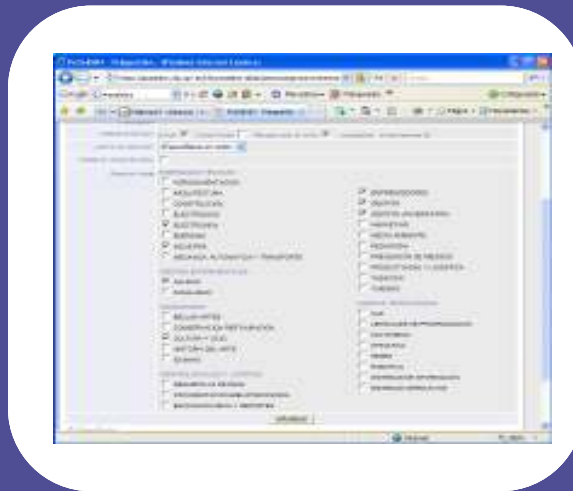
# Time

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# Some techniques we use

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# Innovation

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Which techniques of the Web 2.0 could we use to provide a better user support?

# Time

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# Some techniques we use

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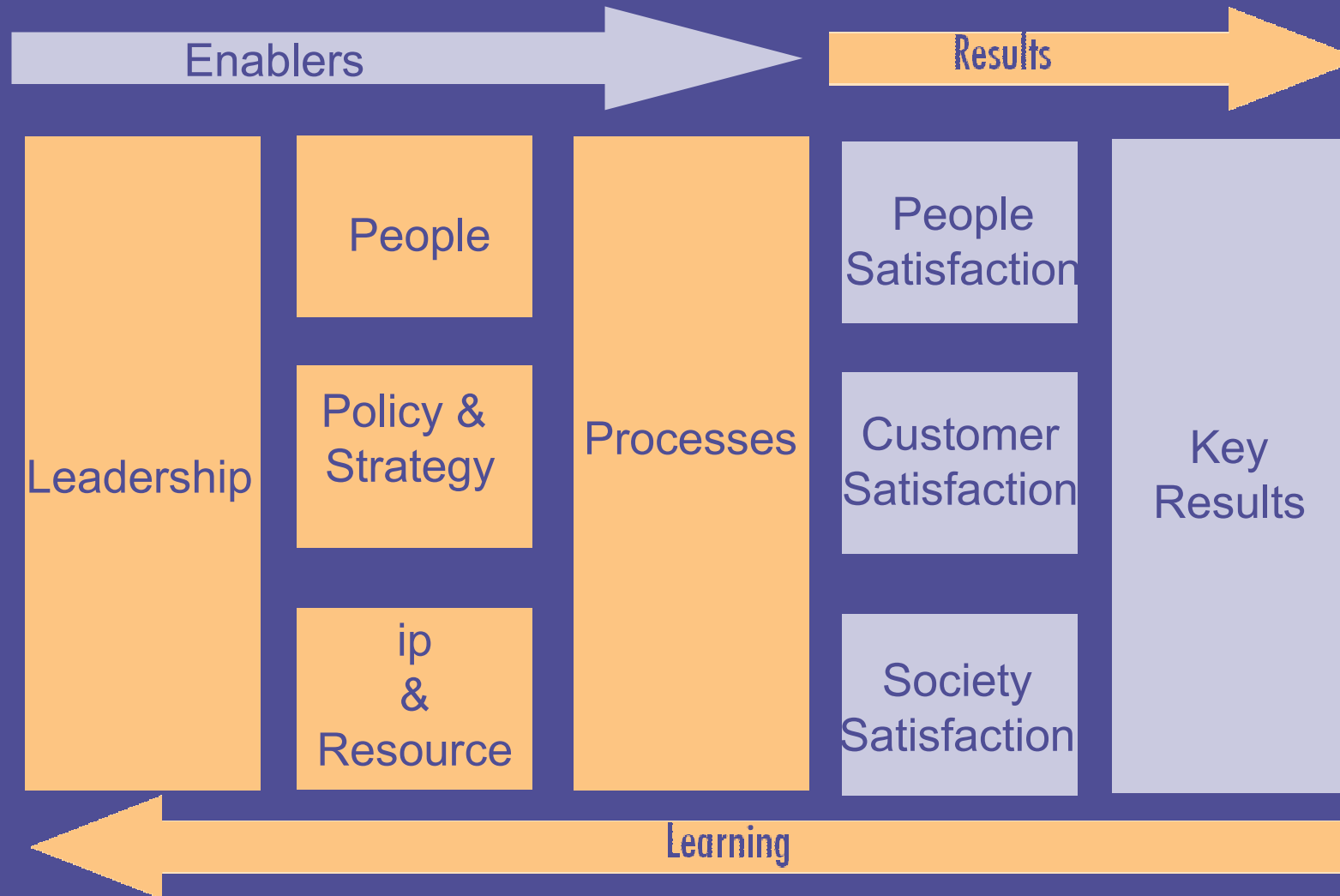
Which are the critical success factors for an eLearning support center?

# Time

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# Putting things together



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