

Audiovisual Service

Faculty of Educational Sciences

Charter of Services

12th June 2024

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01

Presentation. Scope of action and organizational information

Presentation

It is a pleasure to present the charter of services of the Audiovisual Service of the Faculty of Educational Sciences, which compiles all the services we offer, as well as the tools and resources we provide.

We undertake to meet your needs as users, to listen to you actively, to take into account your requests, suggestions, criticisms and proposals, and to encourage you to participate and contribute to improving our service.

This charter of services is a formal commitment to guarantee the provision of these services with a high level of quality.

Meritxell Segués

Head of the Audiovisual Service

Scope of action and organizational information

The Audiovisual Service (AS) is part of the Faculty of Educational Sciences of the Universitat Autònoma de Barcelona.

It offers its services to the teaching and research staff of the different departments, institutes and services of the UAB, as well as to other organizations, research groups and public or private centres that require its services, always within the educational field.

The Service is administratively attached to the structure of the Faculty of Educational Sciences and is located in building G6, on the second floor.

Services intended for the teaching of official bachelor's and master's degrees and for requests for events organized by the Faculty Dean's Office are provided without any additional cost. For other jobs, [the rates](#) established by the Service apply. These are reviewed annually and are subject to approval from the Board of Trustees.

Scope of action and organizational information

Annually, a follow-up of the activities carried out is conducted and a [report](#) is published that compiles all the projects carried out, the type of users and the tasks developed.

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02

Mission and values

Mission and values

Mission

The mission of the Audiovisual Service of the Faculty of Educational Sciences is to facilitate audiovisual production and its use in teaching, research and management, and to contribute towards projecting the institutional image of the UAB, in accordance with university needs and in response to the constant technological, social and cultural transformation of the current context.



Mission and values

Values

User-oriented. Meeting the needs and expectations of our users is at the core of our activities.

Proximity to our users and accessibility.

Continuous improvement. We are on a continuous quest to improve our services and processes and to always provide the best possible experience.



03

What do we offer?

What do we offer?

Our services are mainly focused on the creation of audiovisual material and cover a wide range of needs in this area. In addition, we also provide related and complementary services, such as technological audiovisual advice and support, format conversion and the loan of material. The aim of this comprehensive range of services is to meet all the audiovisual needs of our users.

Creation of audiovisual material

- Recording of classes, conferences, events, conventions, etc.
- Creation of scientific, cultural, institutional, promotional and other videos.
- Subtitling.

What do we offer?

Technological audiovisual advice and support for teaching, research and project management

- For the development and dissemination of audiovisual resources and multimedia.
- For the development of teaching and didactic material.
- For the purchasing of material and software.
- For the maintenance of the Faculty's teaching and student classrooms.



What do we offer?

Conversions

- Video and audio conversions, both analogical and digital.
 - Analogical formats available: VHS, S-VHS, MiniDV, DVD, CD, audio cassette.
 - Digital formats available: WMV, AVI, MOV, MPEG (1, 2, 3, 4), DVD, VOB, MP4, MP3, AIFF and WAV, among others.

Loan of audiovisual material

- To teaching and research staff from the Faculty of Educational Sciences.
- To students from the Faculty's different bachelor, master, doctorate and postgrad programmes.

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Rights and duties

Rights and duties

You have the right to ...

- Demand that all the **commitments** assumed by the Audiovisual Service are fulfilled.
- Receive **information** about all the services that the Audiovisual Service offers and how they work.
- Receive **advice** about the use of the audiovisual and multimedia resources that the Audiovisual Service provides.
- Be informed about the status of your **project** or request.
- Know who is the **person in charge** of your project.
- Receive a guarantee of **confidentiality** of the information in your projects.

Rights and duties

You have the right to ...

- Be attended to with respect and **efficiency**.
- **Cancel** your project, assuming the costs accumulated up to the cancellation date.
- Express your **suggestions, complaints and thanks** using the participative channels in place.
- Be informed of the results of the **surveys, assessments and improvements** of the Audiovisual Service.

Rights and duties

You have the duty to ...

- Contribute towards maintaining a **suitable work environment**.
- **Respect** the staff of the Audiovisual Service and the terms of use of the facilities, equipment and other materials.
- Be responsible for the **technological equipment** you have on loan and return it within the agreed time frame.
- **Respect the intellectual property regulations** regarding scanning and, in the case of digital documents, audiovisual and multimedia material, with regard to using, distributing and copying.
- Consult the means of contact you provided to the Audiovisual Service to receive all the information from this service.
- Request a new project or service within a minimum period of five working days.

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Applicable regulations

Applicable regulations



The Audiovisual Service Regulation is currently being reviewed

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Participation mechanisms

Participation mechanisms

Help us to improve via

- **Opina UAB** service (<https://opina.uab.cat>), to send suggestions, complaints or congratulations.
- **Surveys** evaluating the Service.
- **Government bodies and representatives** of the centre and the University.

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Commitments and quality indicators

Commitments and quality indicators

Commitments

Creation of audiovisual material

- Within a maximum period of 48 hours we respond to 90% of the requests received and provide a response about the feasibility of the project after analysing the scope and the resources required.
- If the project is accepted or considered to be feasible, we send the production plan and quote, within a maximum period of one week.
- We undertake to deliver the final product within the time frame established and agreed with the service users.

Commitments and quality indicators

Commitments

Technological audiovisual advice and support for teaching, research and project management

- We provide a personalised response to queries, suggestions and complaints received.
- We guarantee that 90% of queries will be dealt with in less than 48 hours.
- We maintain and update the Service's webpage and other channels of communication so that service users are well-informed.

Commitments and quality indicators

Commitments

Conversions

- We comply with the terms established regarding delivery of conversions.

Loan of audiovisual material

- We guarantee that the audiovisual equipment we loan is in good condition.

Overall

We gather information and evaluate your satisfaction with the services provided.

Commitments and quality indicators

Indicators

SERVICE	COMMITMENT	INDICATOR
Creation of audiovisual material	Within a maximum of 48 hours we respond to 90% of the requests received and provide a response about the feasibility of the project after analysing the scope and the resources required.	<i>Percentage of project requests responded to in a maximum period of two working days.</i>
	In 90% of cases, if the project is accepted or considered to be feasible, we send the production plan and quote, within a maximum period of one week.	<i>Percentage of projects received for which a production plan and quote is prepared within one week.</i>
	We undertake to deliver the final product within the time frame established and agreed with the service users in order to reach a user satisfaction of more than 4 on a scale of 5.	<i>Level of user satisfaction on a scale of 5, in relation to the development of the project.</i>

Commitments and quality indicators

Indicators

SERVICE	COMMITMENT	INDICATOR
Technological audiovisual advice and support for teaching, research and project management	Technological audiovisual advice and support for teaching, research and project management	<i>Percentage of responses provided within a maximum period of two working days.</i>
	Technological audiovisual advice and support for teaching, research and project management	<i>Percentage of requests answered within a period of one week.</i>
	Technological audiovisual advice and support for teaching, research and project management	<i>Number of updates made monthly.</i>

Commitments and quality indicators

Indicators

SERVICE	COMMITMENT	INDICATOR
Conversions	In 90% of projects, we meet the time frame established for the delivery of conversions, which is a maximum of two days.	<i>Percentage of projects delivered within the established time frame.</i>
Loan of audiovisual material	We guarantee that the audiovisual equipment we loan is in good condition, reviewing it after each loan, to reach a user satisfaction of more than 4 on a scale of 5.	<i>Level of user satisfaction on a scale of 5, in relation to the audiovisual equipment.</i>
Overall	We gather information and evaluate the users' satisfaction with the services provided and we undertake to reach a user satisfaction of more than 4 on a scale of 5.	<i>Level of user satisfaction on a scale of 5, in relation to the overall evaluation of the service.</i>



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Complaint channels and corrective measures

Complaint channels and corrective measures

To submit claims about non-compliance with the rights or commitments established in this charter of services, the same channel will be used as for complaints and suggestions, the Opina UAB service: <https://opina.uab.cat>.

The person responsible for the Audiovisual Service will analyse the content of the complaint and implement, where appropriate, the necessary corrective actions, considering the circumstances and the possibilities of competence.

The user will receive a written explanation or apology through the Opina UAB service, which will also inform, where appropriate, of the measures adopted to correct the deficiency in the service provided, within a period of no more than 15 working days.

Failure to fulfil the service's commitments does not affect the University's financial liability.



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Validation, approval and updating of the charter



This charter of services has been reviewed and validated by a Joint Committee, made up of representatives of the Audiovisual Service of the Faculty of Educational Sciences, users of the service, and staff from the Digital Transformation and Organization Area, and has the approval of the Faculty's Finance and Services Committee and the Quality Committee.

The UAB Quality Committee, by delegation of the Governing Council, definitively approved the charter on 12th June 2024.

This charter will be updated at least every two years, or whenever there are changes in the services provided or other substantial modifications. The procedure followed for updating is the same as for approval.