

## THE QUALITY CHARTER UIEN

Through this charter, the *Université Internationale d'Été* de Nice is committing to assist its students during their learning process both linguistic and cultural.

This agreement with the general policy of the quality charter aims to reach all the objectives listed by the indicators of the *Qualité français langue étrangère* label, certificate awarded process in which the UIEN is committed to since 2008.

The UIEN's commitments regarding its students and its international university partnerships are as followed:

### 1) A personalized welcome and follow-up

The administration office is taking care of and is active in the successful linguistic stay of its students, in terms of advising and counselling. Every question will be answered within 48 hours maximum.

### 2) A dynamic and innovating teachers' team

The teaching is divided in reduced workgroups with educational methods that include new technologies and interactivity. The teachers are available and committed to a transversal team project.

### 3) A regular teaching staff evaluation

- By the students themselves during the satisfaction survey distributed at half-session (to the representatives of each workgroup) and at the end of the session (to all the students).
- By the Educational Director with class observations followed by meetings with the observed teachers.

### 4) Actions focused on continuous improvement

The Direction is committing to maintain and improve the confidence between our institution and the learners. The management system, established through various processes, involves all the UIEN actors in the quality plan : management, administration and educational teams.

**Mme Bouchra Ardouni, Director and Educational Director of the UIEN.**