

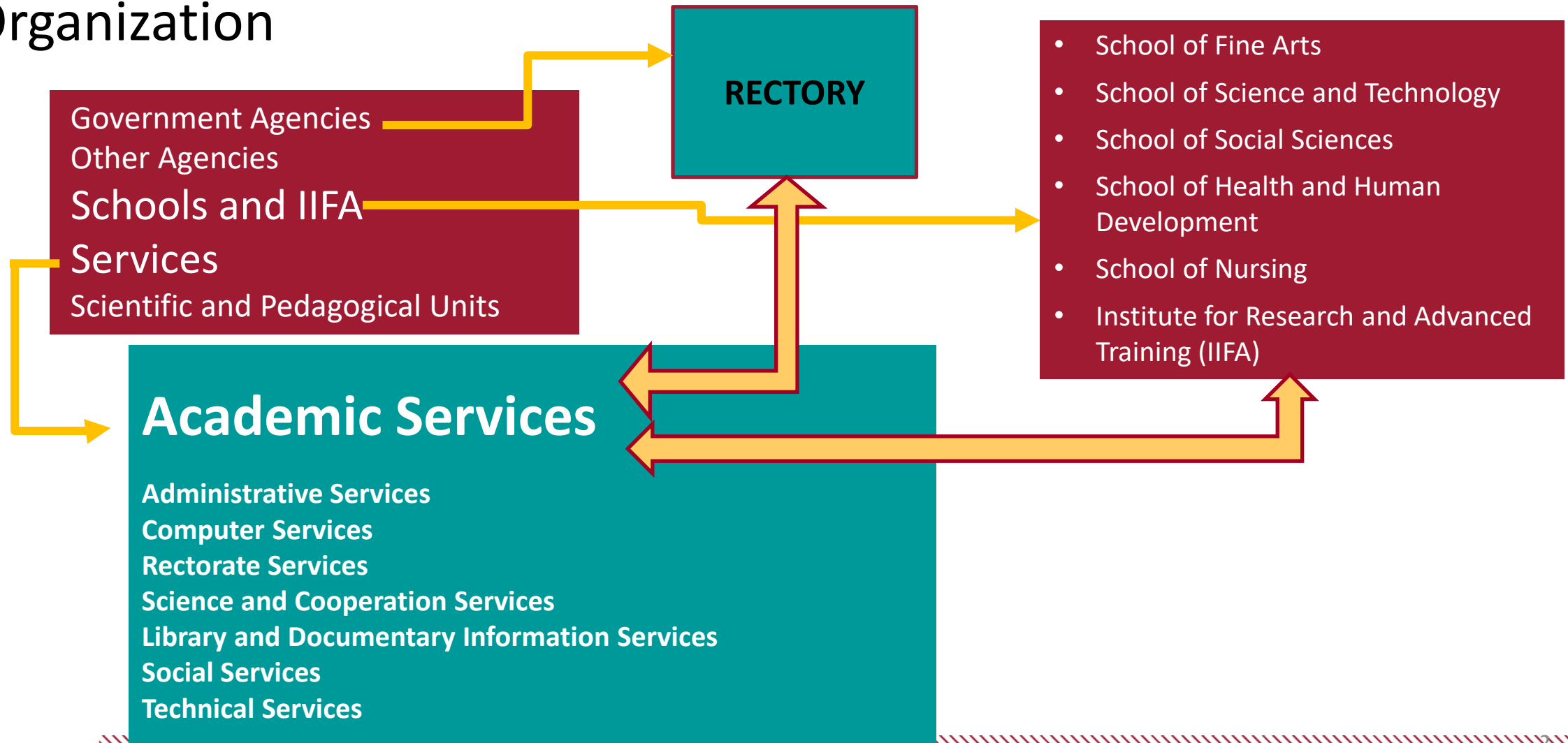


UNIVERSIDADE DE ÉVORA

Academic Services

University of Évora

Organization



Academic Services

Mission: The mission of the Academic Services is academic management, in the context of graduate and post-graduate academic procedures, in the students' academic pathway, from admission to obtaining the degree or other academic qualifications, providing support to the Management Bodies, the Organic Units (Schools and Research and Advanced Training Institute), Students, Course Directors and Teaching Staff. .

Vision: To provide a quality service to students effectively and efficiently and to make information available to the Vice-Rector of Education for management support and decision-making.

Values: Transparency, Equity, Innovation

Strategic Objectives:

- Reduce waiting times
- Simplify academic procedures and make them available online
- Provide assertive and trusted information

Facilities Academic Services

In the University building where the Academic Services are located, other Services are represented (Social Welfare and the Administrative Services' Treasury), so that the face-to-face service for students is in the same building

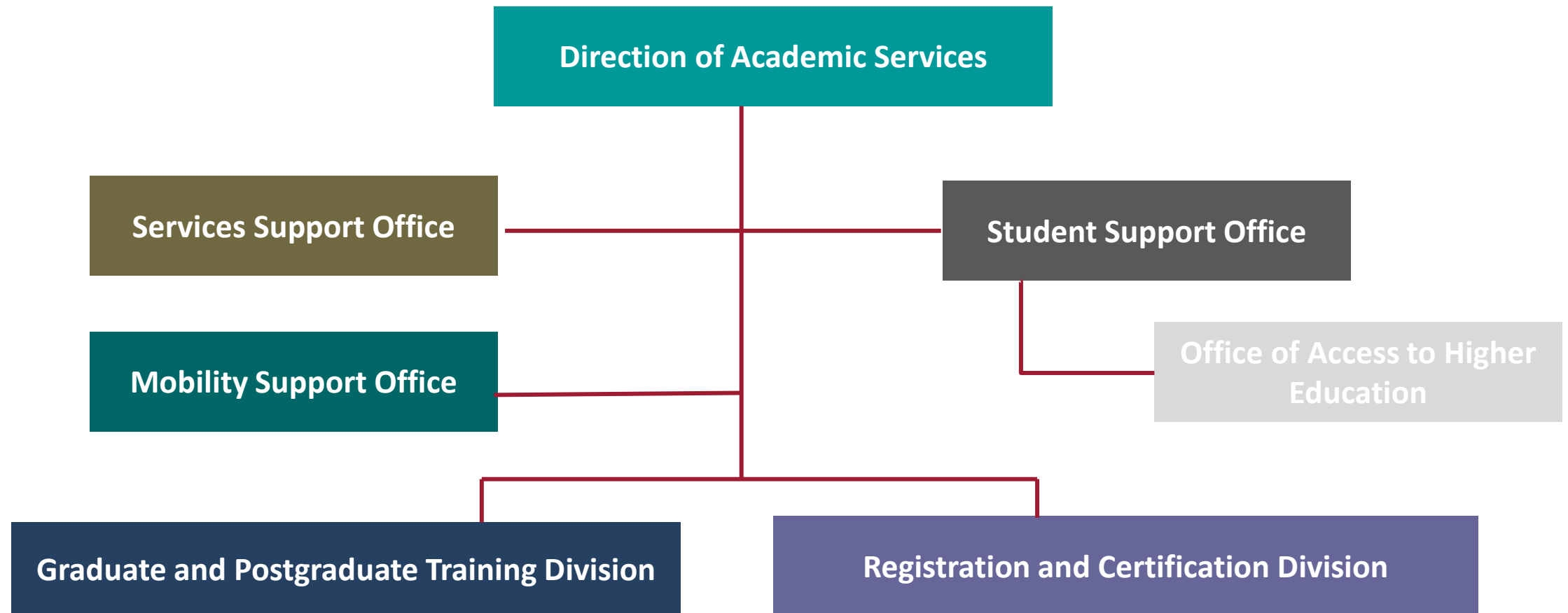


Facilities Academic Services

All the services in this building provide face-to-face assistance to students in a single office: the Student's Desk, where the workers of the different services go to provide assistance by appointment.



Organization Chart of Academic Services



Main Intervention Areas of the Academic Services

Graduate and Postgraduate Training Division		Services Support Office	Student Support Office	Mobility Support Office	Registration and Certification Division
Applications for access and admission to bachelor's, master's and doctoral degrees		Registration of the annual training offer	Support for students with educational needs	Management of projects for financing ERASMUS scholarships for mobility	Certification of qualifications
Enrolment	Registrations	Management of student files	Psychological support for students in their academic pathway	Management of applications and mobility processes IN and OUT of students and staff	Merit Prizes and Scholarships
Special regime tuition fees (e.g. scholarship holders)		Registering incoming and outgoing documents	Support to students in integration and international students		Recognition of foreign degrees
Special attendance conditions (e.g. student workers)		Registration of courses with the general direction of higher education	Information on access to Higher Education by national application		
Public examinations of academic degrees and titles					
Answering students' requests					

Attendance in person, by phone and by email

Academic Services

As we were at the beginning of the Bologna Process

2006



Doctoral degree (5 years): 253 Students

Master degree (2 years): 1183 Students

Undergraduate Degree(4 or 5 years) : 5.475



834
already in
bologna

Academic Services

In the last academic year

2021



Degrees	Regular Students	Students in mobility in
Undergraduate degree	5.286	272
Master degree	1.874	
Doctoral Program	844	
Total	8.004	

Academic Services

8000 Students in 2021

Student Requirements

9 049

Emails answered

32 021

Face-to-face Attendance

7.923

Telephone assistance

17 326

How to give
an answer
????

Resources Academic Services

Staff resources

32 employees, of whom 5 are leadership

training incentive
(academic and professional training)

autonomy,
responsibility and recognition

Technological resources - Computerisation of processes

automation of procedures

redundancy elimination

management and monitoring of processes

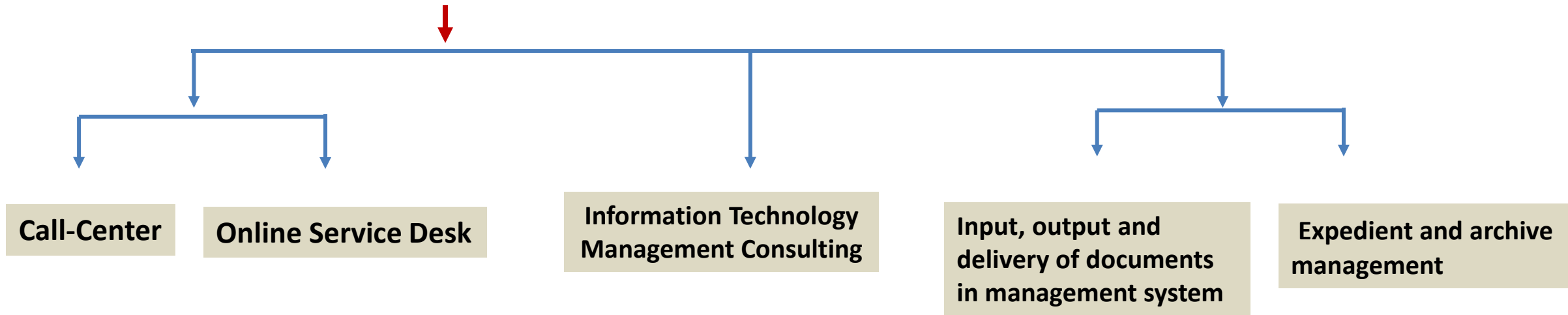
Academic Services

Services Support Office



Assists the Director of Services, who is responsible for coordinating and supervising the specific competences in academic management procedures across the Academic Services

Coordinator



4 Technical Assistants and 1 Superior Technician

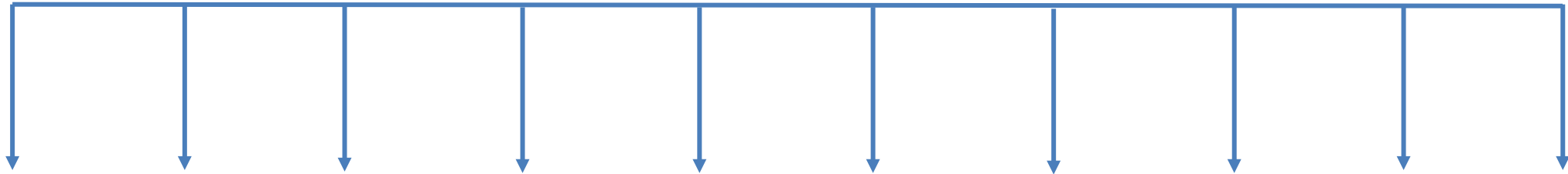
Academic Services

Graduate and Postgraduate Training Division



coordination, planning and management of academic procedures for students in all study cycles, undergraduate and continuing education

head of division



10 (Ten) Academic Managers

Academic Services

Graduate and Postgraduate Training Division



Academic
Managers

- responsible for an medium number of 1000 (one thousand) students in respective courses
- make face-to-face attendance in rotation
- analyze and validate applications,
- accreditation requests,
- special regime requests,
- answers to requests,
- answers to emails,
- answer phones when the CallCenter can't answer

Academic Services

**Student Support Office
(since 2015)**



Office of Access to Higher Education

Mission: to host, to inform and to support all students of the University of Évora in their transition to Higher Education, in the multiple challenges they face during all their academic journey, so that they can successfully achieve a better integration and academic success.



CONTACONNOSCO Program (seminars and talks)



Volunteer Program



Host and support for international students



Support for students with learning support needs



Free psychological support

Academic Services

Student Support Office

CONTACONNOSCO Program

Student Support Programs

The issue of school abandon is multidimensional and transversal to all the Higher Education Institutions, so an exhaustive study was carried out for a year, by a multidisciplinary team of researchers and technicians from the University of Évora, to identify the causes of school abandon in the University of Évora.

Measures were identified for 4 domains: **to hear, to explain, to advise and to support.**

- email address
- cycle of seminars
- cycle of talks

Academic Services

Student Support Office

Free registration, carried out by professors from the University of Évora, at lunchtime, in a Brown Bag format, with a participation certificate

- cycle of seminars



CONTACONNOSCO Program

1. Planning, organization and time management
2. Financial education
3. Risk behaviors and healthy lifestyle habits
4. Self-regulating study and learning: objectives and action plans
5. Bibliographic research and support for the preparation of academic papers
6. Cultural diversity and mobility in an academic environment
7. Addictive Behaviors and Dependencies
8. Academic emotions and emotional regulation
9. Online dependencies
10. Digital Volunteering
11. Looking for the first job: what are organizations looking for?
12. Nonverbal Communication - Body Language

Student
Support
Programs

Academic Services

Student Support Office

VOLUNTEER PROGRAM

Student Support Programs

- Student Volunteer Scholarship
- Academic and social volunteer actions
- Specific regulation



about 100 subscriptions a year

Rights of the student volunteer:

- Training
- Participation certificate
- Identification
- Volunteer insurance
- Information in the diploma supplement

Academic Services

Student Support Office

Host and support for international students

Student Support Programs

website



UNIVERSIDADE DE ÉVORA

INTERNACIONAL STUDENTS
MOBILITY IN STUDENTS

WELCOME GUIDE

integration process in
the University, in the
city and in the country

INTERNATIONAL STUDENT INTEGRATION PLATFORM support of students volunteers

- **National Health care**
- Search for **Accommodation**
- **Residence Permit**
- **Portuguese Tax Number**
- **Bank Account**
- Contact of the Course Diretor

- Registration on the platform by international students
- Recruitment and training of student volunteers by GAE
- Match

Academic Services

Student Support Office

Free psychological support

- Psychological support (educational and clinical)
- Guidance for study strategies
- Learning methods and academic success.

Support, guidance, and counseling in times of crisis

Support for students with learning support needs

The Special Regime is foreseen in the **Academic Regulation**. The student must **request it annually**.

Process:

- Interview with evaluation of the student's clinical file;
- Technical report with proposal of support measures;
- Measures analysis by multidisciplinary team (professors, staff and services);
- Psycho-pedagogical monitoring of the student;
- Individual plan of support in SIUE (GAE, teachers and student)

Student
Support
Programs

Academic Services

Registration and Certification Division

Coordinating, planning and managing academic procedures relating to the certification or recognition of degrees, non-degree courses and curricular units taught or to be organized by Univerdade de Évora, as well as management and results of school awards and merit scholarships.

Academic Services

Registration and Certification Division - Tasks

Certification	DRCE validates, issues and makes available all certification of degree and non-degree grating courses
Special Regimes	DRCE reviews senior year students status
Equivalences	DRCE tests study plan changes by using equivalences tables
Applications	DRCE verify if students are available to admission to the 2nd and 3rd cycles of studies
Recognition of foreign higher education degrees and diplomas	DRCE carries out its analysis and verification, if the processes meet the requirements to be instructed in the process
Merit Scholarship	DRCE check if the students meet the criteria for admission to the scholarship

Academic Services

Registration and Certification Division

Final Mobility Assessment	Indicates which curricular units the student has passed in Erasmus program
Certificate of Approval	The Certificate of Approval contains the Curricular Units which the student has passed the in Course in which he is or has been enrolled
Certificate of Approval in Extracurricular Units or Isolated Curricular Units	Contains the Curricular Units which the student has passed the without been enrolled in a course
Qualification Certificate / Transcript of Records	The Qualification Certificate (to be issued only to students already graduated) includes all curricular units that student obtained in scope of obtaining the degree
Certificate of missing ECTS and/or curricular units to complete the course in which the student is enrolled	It's one proves which curricular units and ECTS that student is lacking to complete the course
Program Contents	The curricular unit program is a certification registered in the SIIUE, with the description of curricular unit form, to which the student was successful, authenticated by teaching staff
Master/PhD Course Certificate	Which certifies the completion of curricular components of Master/PhD (which does not award an academic degree)
Degree Certificate / Diploma	Diploma is the document that certifies the completion of a cycle of studies and consequently the assignment of an academic degree, containing the same completion date and average grade
Other certificates not specified in the fee table	Certificates that contain other non-specific information (f.ex: Certificate of Good Standing)
Diploma Supplement	The DS is a bilingual document, of merely informative nature attached to the Diploma.
Course Letter / Doctoral Letter	For students who obtain the bachelor, master or doctor degree, it can be issued, which are delivered at a public ceremony held annually.

Academic Services

Registration and Certification Division - ACTIVITIES MAP



Certification

Verification



Exam Special Regime

Atribution



Equivalences



Applications

Planning



Recognition of foreign higher education degrees



Merit Scholarship

Management

Academic Services

Mobility Support Office

Every year the University of Évora welcomes hundreds of students and staff from other higher education institutions on INcoming mobility programmes. In the same vein, hundreds of UÉ students and staff carry out OUTgoing mobility periods of study, training and teaching at other institutions with which our University has mobility agreements.

To encourage mobility, there are various mobility programmes available.

The University of Évora holds the ECHE – Erasmus Charter for Higher Education , for the period of 2021/2027, which provides a general quality framework for the European and international cooperation activities of Higher Education Institutions under Erasmus +. On the other hand, this is a requirement for our University to participate in the individual mobility component for learning purposes and / or in cooperation for innovation and good practices within the scope of Erasmus +.

Academic Services

Mobility Support Office

Outside of Europe

We have two different mobility programmes aimed at fostering mobility to countries outside of Europe. The Erasmus+ Programme, through the International Credit Mobility programme, supports mobility to higher education institutions (HEI) in countries outside of Europe. Mobility between the University of Évora and higher education institutions outside of Europe is also possible as long as there is an active Exchange Agreement.

Academic Services

Mobility Support Office

Outside of Europe

- Erasmus+ International Credit Mobility - Institutional Project
- Erasmus+ International Credit Mobility - AMIGO Consortium Project
- Erasmus+ International Credit Mobility - Mare Nostrum Consortium Project
- Erasmus+ International Credit Mobility - PEERS Consortium Project
- Exchange Protocols

Academic Services

Mobility Support Office

Within Europe

Mobility within the European space is promoted by the Erasmus+ programme and Santander Scholarships.

The ERASMUS+ programme promotes international training, giving INcoming and OUTgoing students, academic and non-academic staff the opportunity to experience new challenges, fostering development, the acquisition and sharing of knowledge/know-how and experiences, and to be aware of the importance of cross-border international collaboration. The programme offers students from higher education institutions the possibility of studying or taking a internship, with guarantee of academic recognition, at an educational establishment, business or institution of another programme eligible country.

Academic Services

Mobility Support Office

Within Europe

- UÉvora Institutional Project: Erasmus+
- Consortium "Advanced Computing - HPC, HPDA, AI & HPV" - ACC Erasmus+
- The Erasmus+ "AL SUD Consortium - Connecting regions, creating worlds"
- Santander Scholarships for Erasmus

Academic Services

Mobility Support Office

In Portugal

- Almeida Garrett Programme
- Vasco da Gama Programme

Academic Services

Mobility Support Office

- 1) Application for the Erasmus Charter for Higher Education
- 2) Application for the Consortium Accreditation (optional)
- 3) Application for the Financial Support
- 4) Creation of the Bilateral Agreements
- 5) Applications for incoming and outgoing students and staff
- 6) Preparation of the documents and procedures
- 7) Executing the mobilities
- 8) Recognition of the activities carried out during the mobility

Academic Services

Mobility Support Office

- 1) Application for the Erasmus Charter for Higher Education
- 2) Application for the Consortium Accreditation (optional)
- 3) Application for the Financial Support

Online Platforms of the European Commission

Academic Services

Mobility Support Office

4) Creation of the Bilateral Agreements

GesDoc, Dashboard (Erasmus+) or Email

Academic Services

Mobility Support Office

- 5) Applications for incoming and outgoing students and staff
- 6) Preparation of the documents and procedures
- 7) Executing the mobilities
- 8) Recognition of the activities carried out during the mobility

SIUE, Dashboard and Mobility Tool (Erasmus+)

Academic Services

Mobility Support Office

- Welcome Day
- Mobility Student Guide
- Erasmus Student Network Évora



UNIVERSIDADE DE ÉVORA

Academic Services

Mobility Support Office

Thank you!
Obrigada!

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