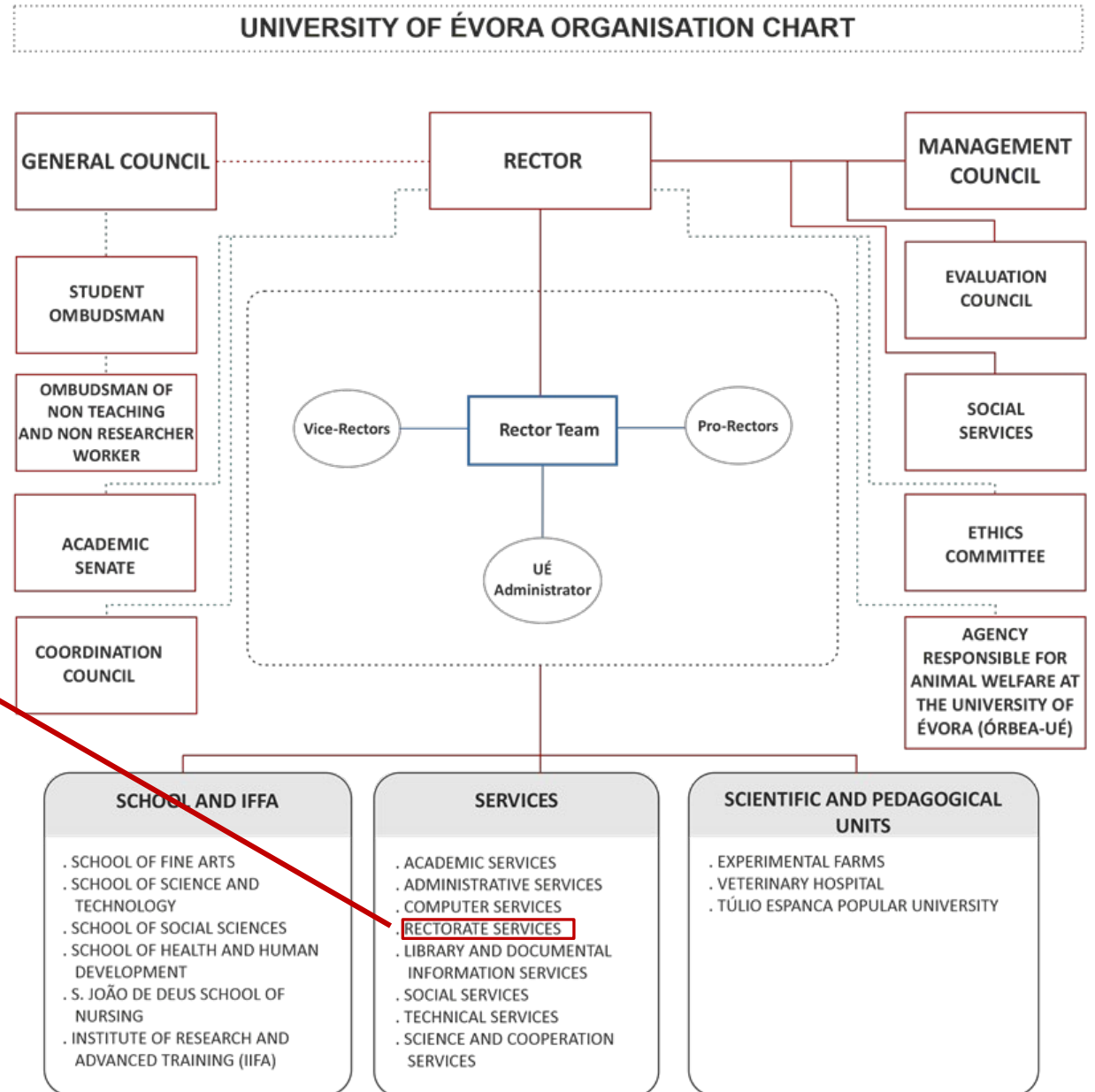


# UNIVERSITY OF ÉVORA

Quality Assurance Policy

# WHO WE ARE

A Division of the Rectory's services supervised by the Pro-Rector of Quality and Planning



# WHAT WE DO

Data processing to support the:

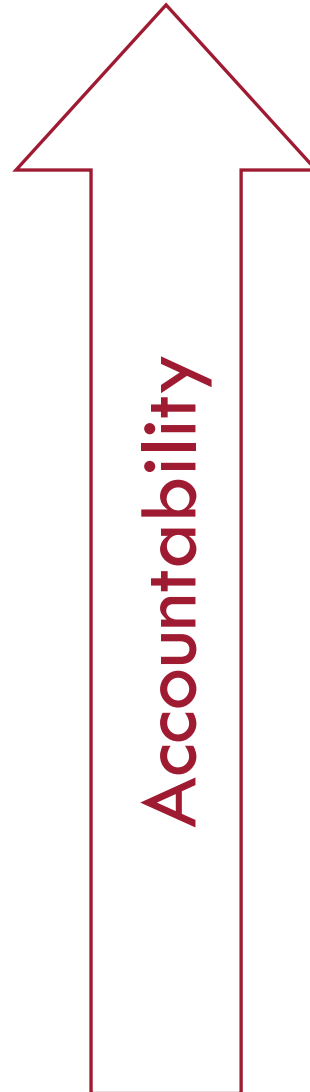
- Strategic planning
- Annual planning
- Annual reporting
- Monitoring of the Internal Quality Assurance System (SIGQ -UÉ)

- Assessment of study programs in operation
- Accreditation of new study programs

Evaluation Board



# BASIC PRINCIPLES OF SIGQ-UÉ (I)



# BASIC PRINCIPLES OF SIGQ-UÉ (II)

The SIGQ is based on the information provided by the Integrated Information System of the University of Évora (SIIUÉ).

The SIIUÉ is an essential element linking different platforms and service management.

The SIIUÉ allows us to:



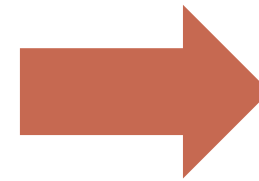
# PLANNING INSTRUMENTS

## Strategic Plan (every four years)

- Mission, values and vision
- Orientation vectors
- Indicators and targets

## Activity Plan and Activity Report (every year)

- Operationalization of the orientation vectors
- QUAR - Assessment and Accountability Framework (indicates which vectors contribute to the achievement of the defined objectives, and to what extent, quantitatively and qualitatively)
- Indicators



Quality  
monitoring  
indicators

# QUALITY MONITORING INDICATORS (I)

- Demand

- Resources

Human resources  
Financial resources  
Material resources

- Processes

Teaching processes  
Institucional promotion processes  
Student support processes  
Administrative processes

- Results

Teaching activities  
Research activities  
Extension activities

## Examples:

### Demand

- Number of new enrollments
- Percentage of new enrolled students choosing the program degree as first option

### Human resources

- Rate of academic staff qualification
- Full time equivalent academic staff

### Financial resources

- University total income (milliards of €)
- Percentage of own revenues in total income

### Material resources

- Percentage area with access for people with reduced mobility

# QUALITY MONITORING INDICATORS (II)

## Teaching processes

- Number of active students
- Dropout rate
- Percentage of students involved in national and international mobility programs
- Global satisfaction index – study programs | curricular units | teachers | university

## Institutional promotion processes

- Number of views of official digital information channels of the University

## Student support processes

- Percentage of students benefiting from scholarships

## Administrative processes

- Activity Plan compliance rate

## Results of teaching activities

- Academic success rate
- Employment rate
- Satisfaction with the degree

## Results of research activities

- Number of financed research projects
- Total value of financed research projects (billiards of €)
- Number of scientific papers in international journals referenced in the ISI Web of Knowledge

## Results of extension activities

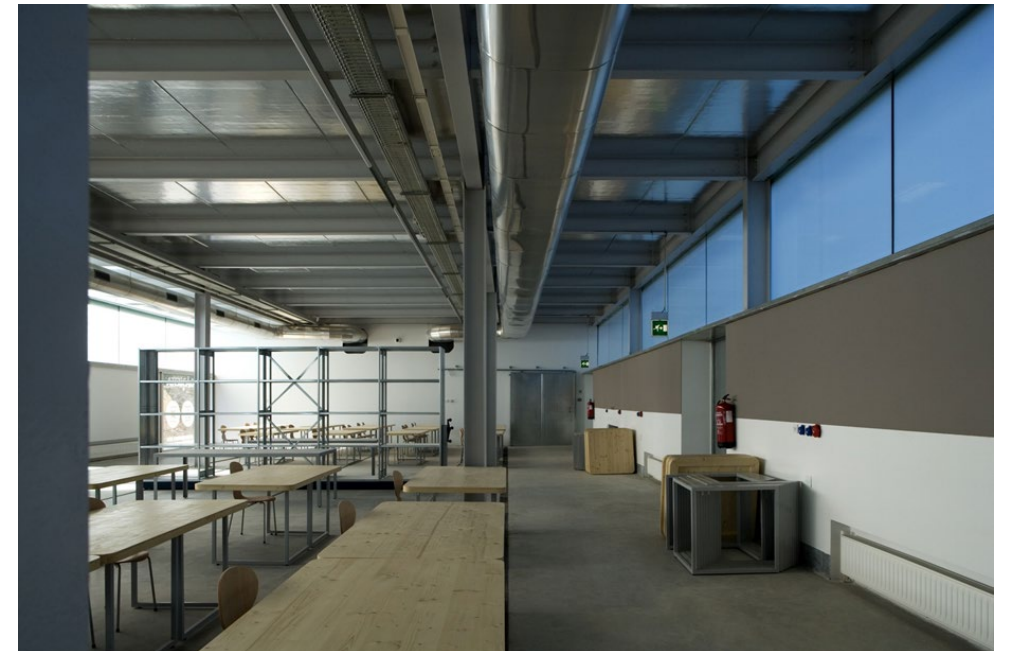
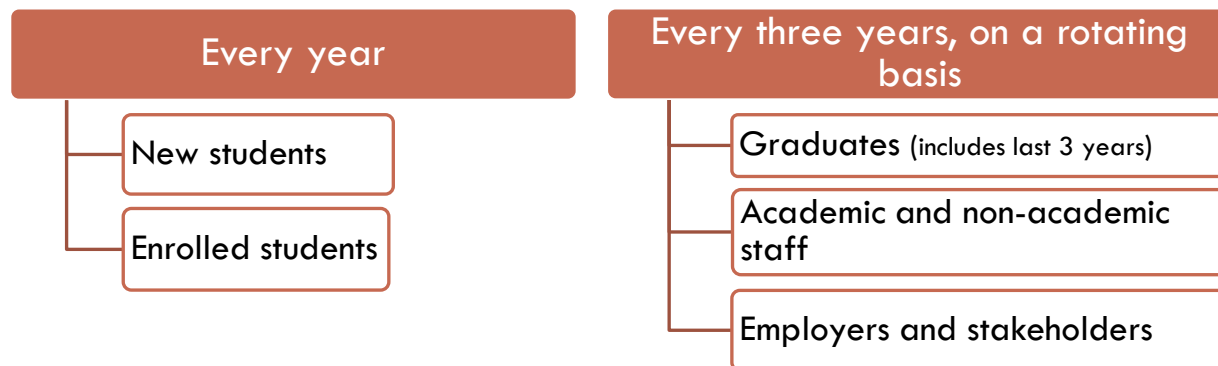
- Number of signed protocols
- Number of contracts for services to the community



# QUALITY MONITORING INDICATORS (III)

Data source for the quality monitoring indicators:

- Official data (RAIDES)
  - The university collects data information through its computer system (SIUÉ)
  - Data information is sent to the Directorate General of Higher Education
    - External verification and validation
    - National statistics
- Surveys



# RECENT IMPROVEMENTS IN STUDY PROGRAMS MONITORING

Report “**Study Programs IN-focus**” for bachelor and master degrees

- Highlight indicators aligned with the UÉ's strategy
- Evolutionary and comparative scenario with the other study programs
- Students opinion regarding their study programs
- List of curricular units with problems in terms of academic failure
- **Identification of causes of unsatisfactory performance, development of improvement plans and continuous monitoring**



# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION - EUROPEAN CONTEXT

The University of Évora follows the European Standards and Guidelines (ESG) for Quality Assurance in the European Higher Education Area (EHEA)

(European Association for Quality Assurance in Higher Education - <https://www.enqa.eu/>)



The ESG have the following purposes:

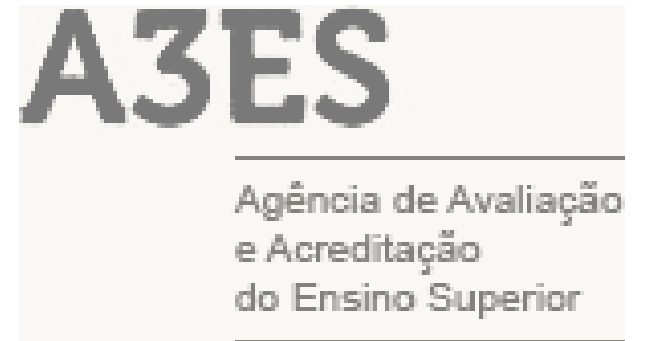
- To set a **common framework** for quality assurance systems for learning and teaching at European, national and institutional level;
- To enable the **assurance and improvement of quality of higher education** in the European higher education area;
- To support mutual trust, thus facilitating **recognition and mobility** within and across national borders;
- To provide **information on quality assurance** in the EHEA.

# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION - NATIONAL CONTEXT

Agency for Assessment and Accreditation of Higher Education - A3ES

The mission of **A3ES** is to contribute to improving the quality of Portuguese higher education, through the assessment and accreditation of higher education institutions and their study programmes, and to ensure the integration of Portugal in the European quality assurance system of higher education.

<https://www.a3es.pt/en/>



# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION (I)

## Prior accreditation of new study programs

- Whenever the University of Évora intends to offer a new study program

## Assessment of study programs in operation

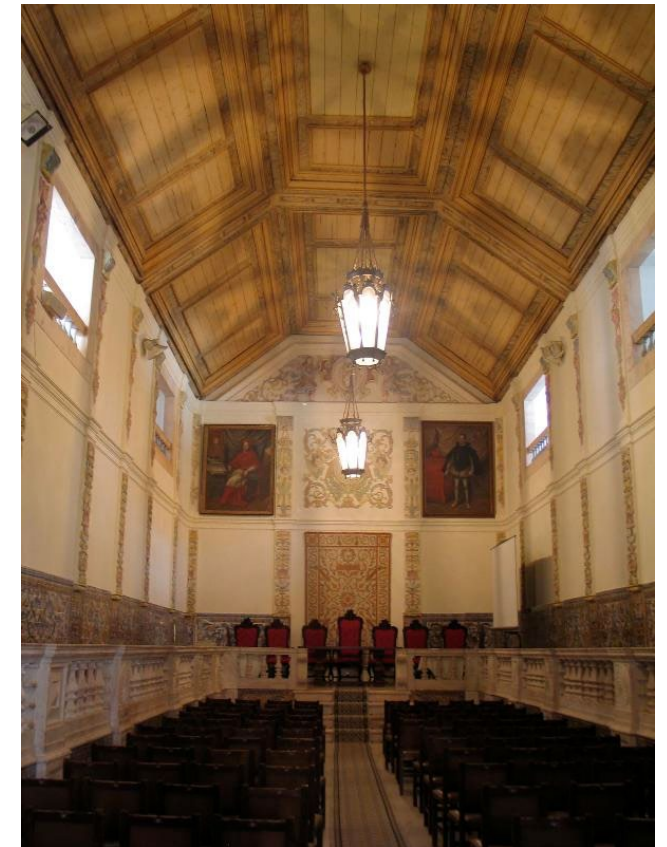
- Regular evaluation of study programs in operation



# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION (II)

## Steps for accreditation

- Self-assessment report (Course Committee/DPGQ)
- Analysis by an External Assessment Committee (EAC)
- Visit of the EAC to the University (only for study programs in operation)
- Preliminary version of the assessment report
- Response to the report by the study program evaluated
- Presentation of the final assessment report
- Decision of the Management Board



# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION (III)

## Self-assessment report – new study programs

- General characterization of the study program
- Internal approvals
- Scope and objectives of the study program and its coherence with the institution's mission
- Study plan and curricular unit files
- Information about teaching staff and non-academic staff
- Material resources and equipment
- Research and development activities
- Evaluation of capability to attract students and employability of future graduates
- Comparison with European study programs of reference
- SWOT analysis of the study program

## Self-assessment report – study programs in operation

- Evolution of the study program since the previous assessment
- General characterization of the study program
- Curricular structure
- Information about teaching staff, non-academic staff and students
- Results:
  - Academic results
  - Results of scientific, technologic and artistic activities
  - Internationalisation
- Internal organisation and quality assurance mechanisms
- SWOT analysis of the study program and improvement proposals
- Proposal for curricular restructuring and curricular unit files (optional)

# STUDY PROGRAMS ASSESSMENT AND ACCREDITATION (III)

## Accreditation results

- Not accredited
- Accredited with conditions
  - Conditions to be immediately fulfilled
  - Conditions to be fulfilled in “x” years
- Accredited
  - Accreditation period: 6 years







**THANK YOU!**