SIQuIST

IST INTEGRATED QUALITY MANAGEMENT SYSTEM

Marta Pile, Institutional Studies and Planning Office

EIQAS project

IST, 19th January 2016
1. SIQuIST
2. EXTERNAL AUDIT
3. SELF-ASSESSMENT REPORT
4. EXTERNAL EXPERTS VISIT
5. RESULTS
1. SIQuIST

**Reflection**
- Consolidated processes
- Processes in development
- Processes to be developed

**European Quality Standards**

**Legal Framework**
- Legal Framework Qual. Ass HE
- Legal Framework HEIs

**A3ES Agency**

**Critical and cyclical analysis of results**

**Continuous improvement**

**1993**
Assessment and Accreditation Processes

**2003**

**2012**
SIQuIST Regulation Approved fev. 2012

**SIQuIST**

**2003**

**2012**
SIQuIST Regulation Approved fev. 2012
Quality monitoring tools - Education

1. SIQuIST

ACADEMIC GUIDELINES

Course Units Quality

FENIX Information System

INSTITUTIONAL STUDIES

Students progression, programmes attractivity, drop-outs, ...

GRADUATES OBSERVATORY EMPLOYABILITY

TUTORING PROGRAM

R3A Anual Self-Assessment Report

Quality monitoring tools - Education
1. SIQuIST

GOALS DEFINITION
Objectives and targets (re)definition

PROMOTION OF QUALITY
Development, preventive and corrective measures

SIQuIST

SELF-REGULATION
Objectives, process and outcomes control

RESPONSIBILISATION
Self-assessment
External-assessment
QUALITY POLICY

✓ commitment to ensuring the quality of teaching, research, internationalization and technology transfer

✓ according to the guidelines adopted by national and international entities

✓ institutional development based on targets formally established in strategic management tools

✓ promoting active participation of academic community in continuous improvement processes
1. SIQuIST

SUPPORTING DOCUMENTS

**STRATEGIC PLAN (SP)**
- Vision / Strategy
- Last Version: Jan 2015
- Review: Every 5 years

**QUALITY PLAN (QP)**
- Targets / indicators
- In progress
- Review: Every 5 years

**ACTIVITY PLAN (PA)**
- Implementation of strategies / actions
- Last Version: PA 2015
- Action lines, targets, indicators
- Operating objectives, goals, indicators

**FRAMEWORK OF ASSESSMENT AND ACCOUNTABILITY (QUAR)**
- Assessment / Accountability
- Last version: QUAR 2015
- Review: every year

**QUALITY MANUAL (QM)**
- Policy / Procedures Quality
- Last version: May 2012
- Review where required

**ACTIVITY REPORT (RA)**
- Results
- Last version: RA 2014
- Yearly update: April

Self-Assessment results QUAR
QUALITY MANAGEMENT BOARD

Competencies

✓ To promote the quality of Teaching, R&D, Technology Transfer and Management
✓ To promote the development of an integrated quality institutional culture
✓ To coordinate / monitor the internal and external evaluation processes
✓ To provide information to IST's bodies on the activities developed
✓ To prepare review reports on the operation of SIQuIST
✓ To prepare the Quality Manual and Quality Plan of IST
✓ To propose the establishment of support structures for the implementation of quality assurance policy
✓ To make recommendations
✓ To advertise internal and external actions and documents related to SIQuIST
2. EXTERNAL AUDIT

► Pilot project
  ► A3ES Auditing/Certification of QAS at HEI

► Goals
  ► Collect evidence of documented quality objectives, functions, actors and responsibilities associated to QAS
  ► Evaluate processes and internal QA procedures
  ► Evaluate the effectiveness of QAS

► Guiding principles
  ► Respect for institutional autonomy
  ► Formative role of the audit process
  ► Stakeholders engagement
  ► Lightening of the bureaucratic burden

► Decision
  ► certification, no certification, conditional certification
## 2. EXTERNAL AUDIT

### AUDIT AREAS

<table>
<thead>
<tr>
<th>Area</th>
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<tr>
<td>Teaching and Learning</td>
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<td>Research and Development</td>
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<td>Links to Society</td>
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<tr>
<td>Information System</td>
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<td>Human Resources Management Policies</td>
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<td>Support Services</td>
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<tr>
<td>Publication of relevant information to stakeholders</td>
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<tr>
<td>Internationalization</td>
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### ESTIMATED DEVELOPMENT DEGREE

- ✓ Nonexistent - Insufficient
- ✓ Emerging - Partial
- ✓ Developing - Substantial
- ✓ Consolidated - Advanced

**Audit Manual**
2. EXTERNAL AUDIT

► SELF-ASSESSMENT RATIONALE
  ► Evidence
  ► Examples

► SWOT ANALYSIS
  ► Strengths
  ► Weaknesses
  ► Opportunities
  ► Constraints/Threats
  ► Suggested improvements

► POSITIVE DECISION (at least)
  ► “emerging” in all areas
  ► Developing in "Teaching and learning" and "System as a whole"
3. SELF-ASSESSMENT REPORT

SELF-ASSESSMENT TEAM

QUALITY MANAGEMENT BOARD

President of IST

1 Academic representative of Scientific Council
1 Academic representative of Pedagogic Council
1 Student representative of Pedagogic Council
Quality and Internal Audit Coordinator
Institutional Studies and Plan Coordinator
Students Association President

EIQAS project | IST | 19 jan 2016
IST STRATEGIC FOCUS AREAS

Higher Education
Research, Development and Innovation
Technology Transfer
Multipolar Operation
Internationalisation
Communication
Human Resources
Infrastructure
Processes and Quality
Information Technology
Funding
### TASK DISTRIBUTION

<table>
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<tr>
<th>AUDIT AREAS</th>
<th>STRATEGIC PLAN FOLLOW-UP COMMITTEE</th>
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<tbody>
<tr>
<td>Teaching and Learning</td>
<td>Pedagogic Council Vice-President</td>
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<td>Research and Development</td>
<td>Scientific Council Vice-President</td>
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<td>Links to Society</td>
<td>Vice-President for Entrepreneurship and Business Relationships</td>
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<td>Information System</td>
<td>Vice-President for Information Technology</td>
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<td>Human Resources Management Policies</td>
<td>Vice-President for Human Resources</td>
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<tr>
<td>Support Services</td>
<td>Vice-President for Financial and Administrative Affairs</td>
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<td>Vice-President for Communication and Image</td>
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<td>Vice-President for International Affairs</td>
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4. EXTERNAL EXPERTS VISIT

AGENDA (2.5 days)

1. Academic authorities
2. Self-assessment team
3. Students, R&D Units, Support Services
4. Teachers
5. TT representatives
6. Academic authorities
7. Academic authorities and invited personalities

1. Introduction and Team presentation
2. Self-assessment Report methodology
3. Implications and relevance of quality procedures in the teaching, R&D, and Support Services processes
4. Quality Culture
5. Coordination/structures Links to society
6. Brief summary of the audit visit
7. General conclusion on the QAS audit

EXTERNAL EXPERTS

✓ 4 ACADEMICS (1 FOREIGN)
✓ 1 STUDENT
✓ 1 RAPPORTEUR
5. RESULTS

EDUCATION
- QUC – Course Unit Quality
- R3A – P. Self-assessment Report
- Tutoring and Mentoring Programs
- Programme Coordinator
- Academic Guide

R&D
- FCT Evaluation System
- Projects Office
- Intellectual Property Unit
- R&D Strategic Planning procedures

LINKS TO SOCIETY
- IST Technology Transfer Office

**SWOT ANALYSIS strengths**

**Personnel Management Policies, Support Services, Public Information relevant to stakeholders, Internationalization**
5. RESULTS

CERTIFICATION - January 2013 – 6 years

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5. RESULTS

SIQuIST ENHANCEMENT

- **DOCUMENTED SYSTEM**: pushed the development of new support documents and tools under the mapping and consolidation of SIQuIST
- **RESPONSIBILITIES**: made visible the need for the formalization and promotion of the work of the Strategic Plan Monitoring Committee (CAPE)
- **TEAM WORK**: an opportunity for involving all leaders of IST strategic areas in a joint reflection on quality monitoring/promotion mechanisms.
- **TRANSPARENCY**: made visible the involvement of people in quality processes, establishing better links and information channels on the monitoring processes and quality promotion among stakeholders
- **CREDIBILITY**: greater visibility and credibility for the quality system itself, inside and outside the institution
- **FEEDBACK**: awareness of the effectiveness of the quality tools (focus on what to do with the results of assessment processes, corrective measures, and improvement plans)
- **COMMITMENT**: reinforced commitment of institution’s governing bodies concerning quality issues, due to the involvement of all in this audit work
THANK YOU!

http://aep.ist.utl.pt/
https://fenix.ist.utl.pt/cgq