TÉCNICO LISBOA

SIQuIST

IST INTEGRATED QUALITY MANAGEMENT SYSTEM

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EIQAS project

IST, 19th January 2016

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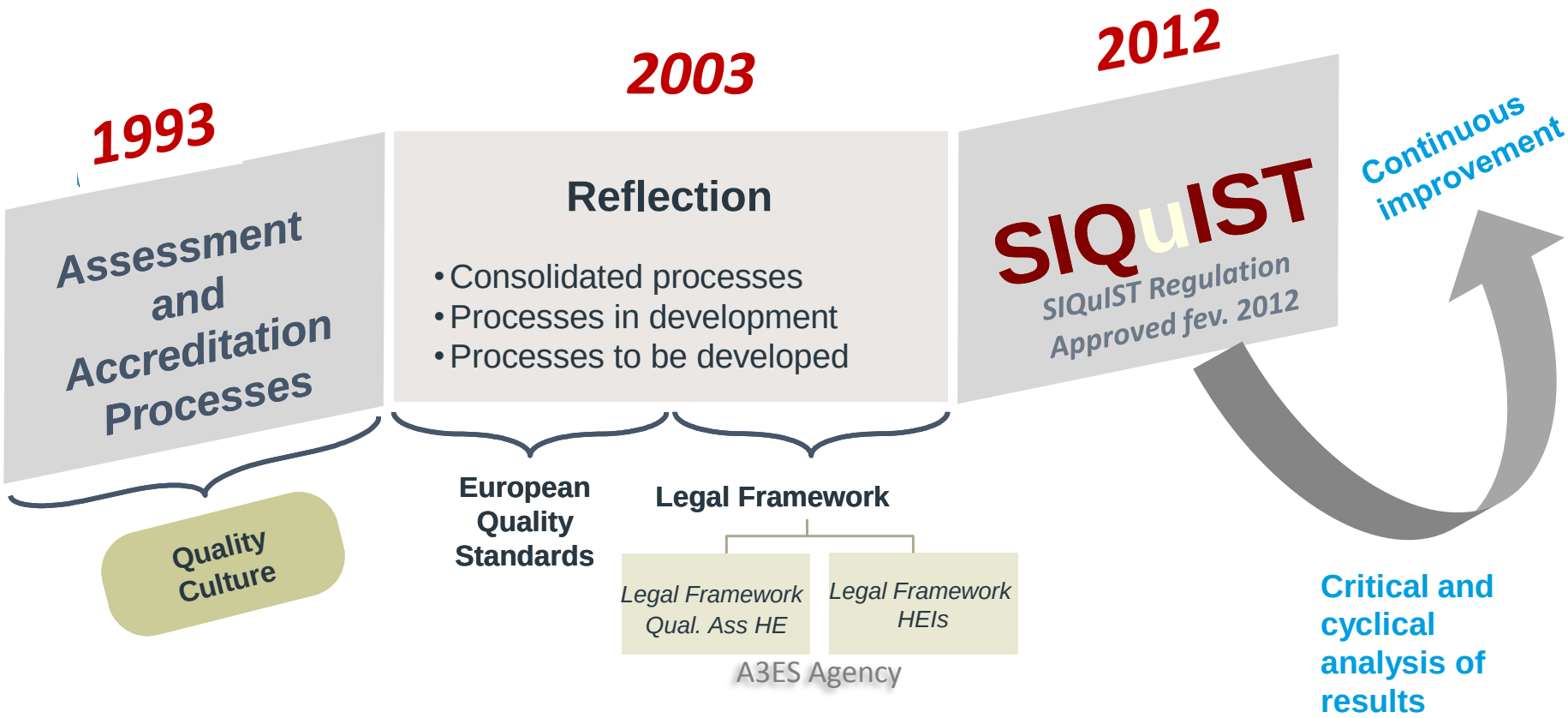
1. SIQuIST
2. EXTERNAL AUDIT
3. SELF-ASSESSMENT REPORT
4. EXTERNAL EXPERTS VISIT
5. RESULTS

I. SIQuIST


1993
Assessment and Accreditation Processes
2003
Reflection
• Consolidated processes
• Processes in development
• Processes to be developed
2012
SIQuIST
SIQuIST Regulation
Approved fev. 2012
Continuous improvement
Quality Culture
European Quality Standards
Legal Framework
Legal Framework Qual. Ass HE
Legal Framework HEIs
A3ES Agency
Critical and cyclical analysis of results

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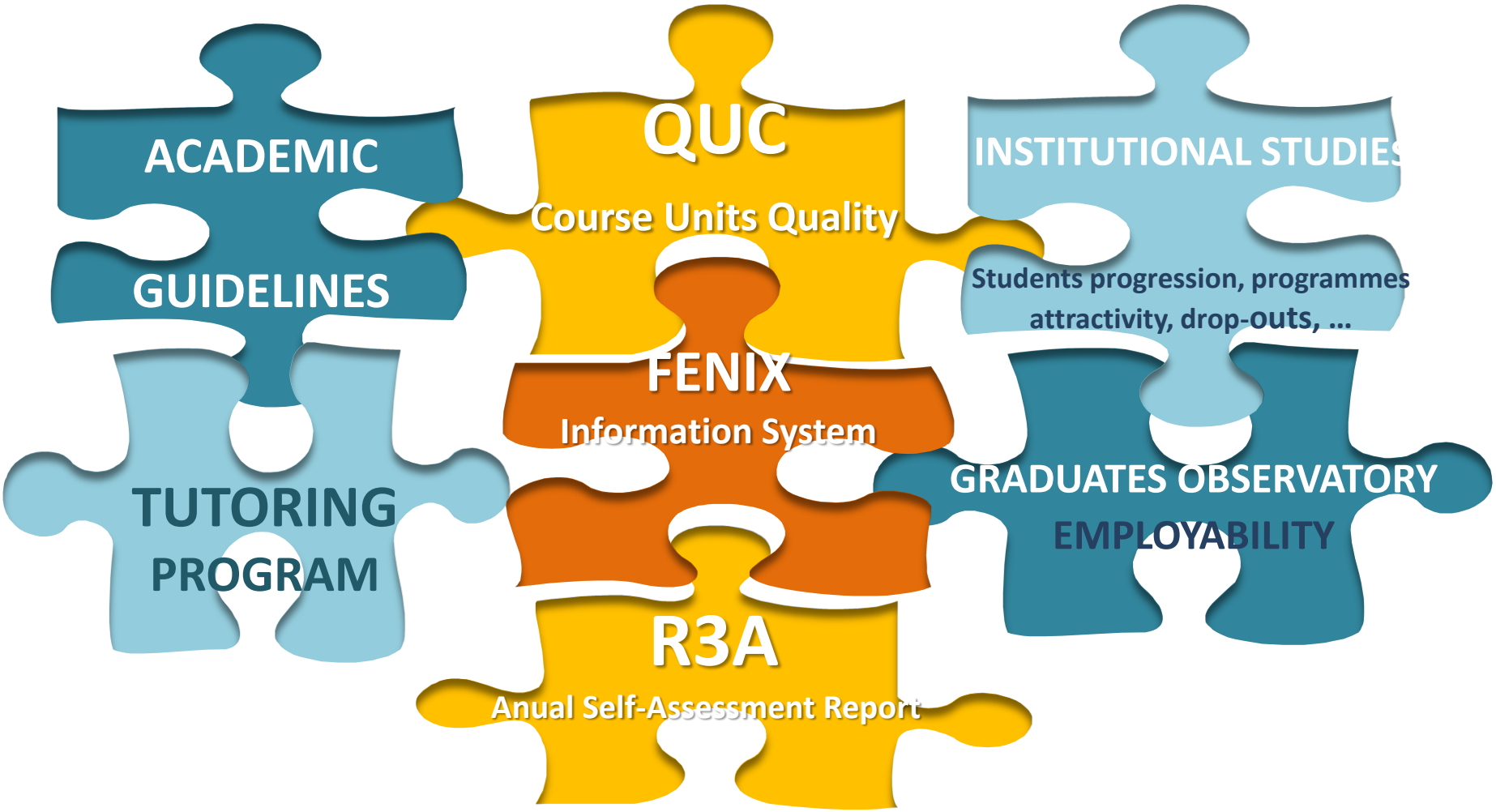
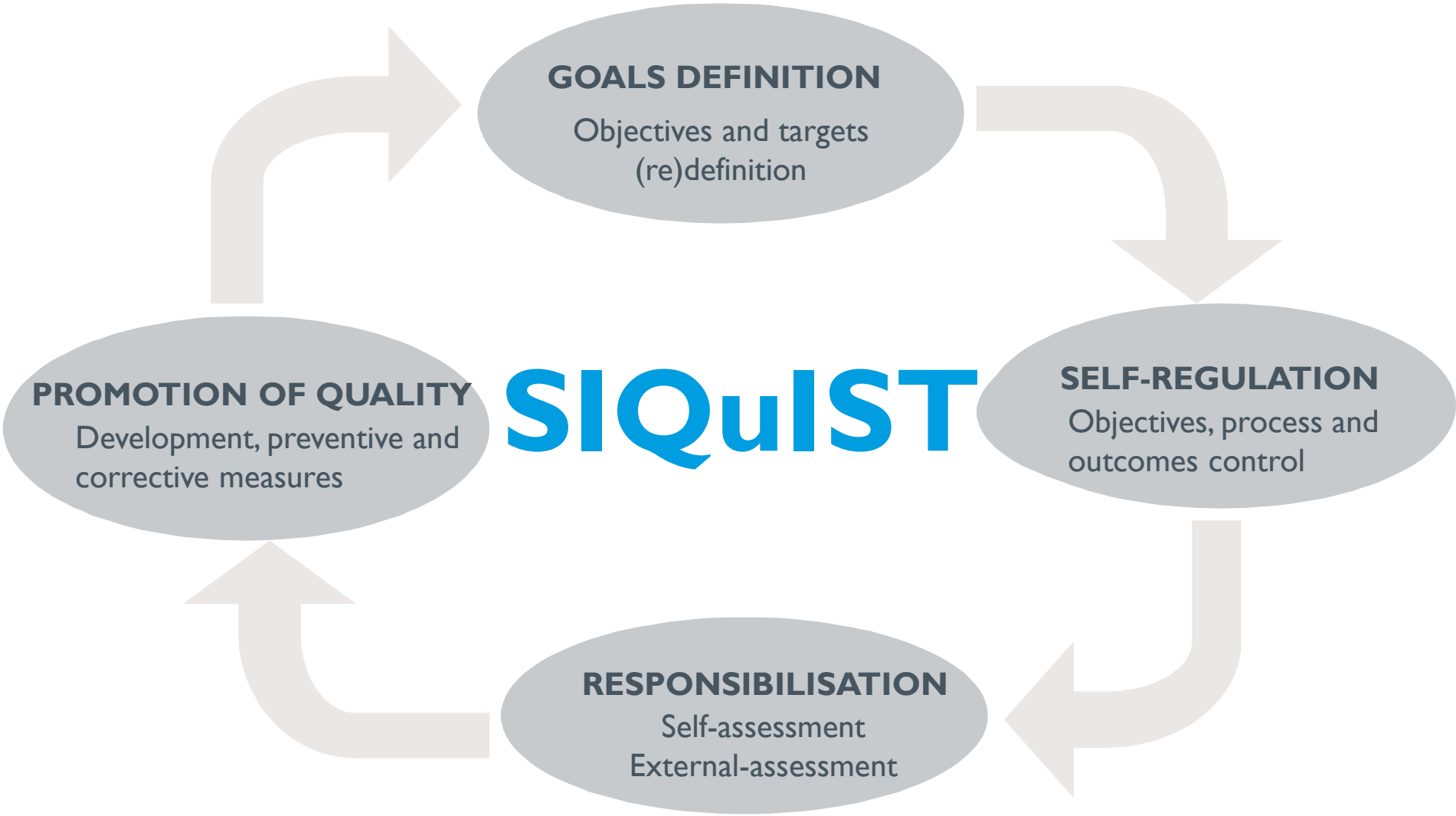
Quality monitoring tools - Education



I. SIQuIST


GOALS DEFINITION
Objectives and targets (re)definition
SELF-REGULATION
Objectives, process and outcomes control
RESPONSIBILISATION
Self-assessment
External-assessment
PROMOTION OF QUALITY
Development, preventive and corrective measures
SIQuIST

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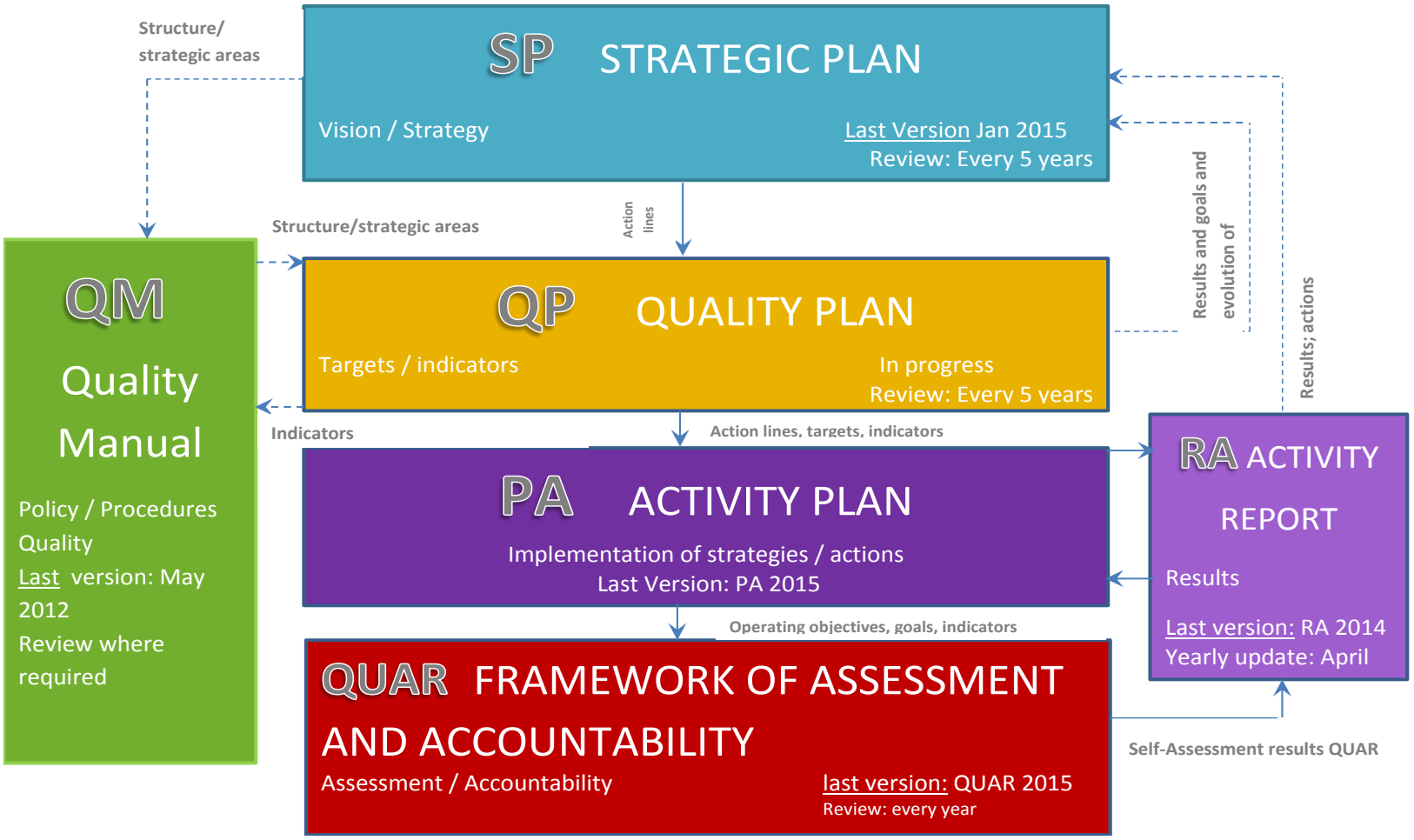
QUALITY POLICY

REGULATION

- ✓ 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

SUPPORTING DOCUMENTS



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

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AUDIT AREAS
Teaching and Learning
Research and Development
Links to Society
Information System
Human Resources Management Policies
Support Services
Publication of relevant information to stakeholders
Internationalization

ESTIMATED DEVELOPMENT DEGREE

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

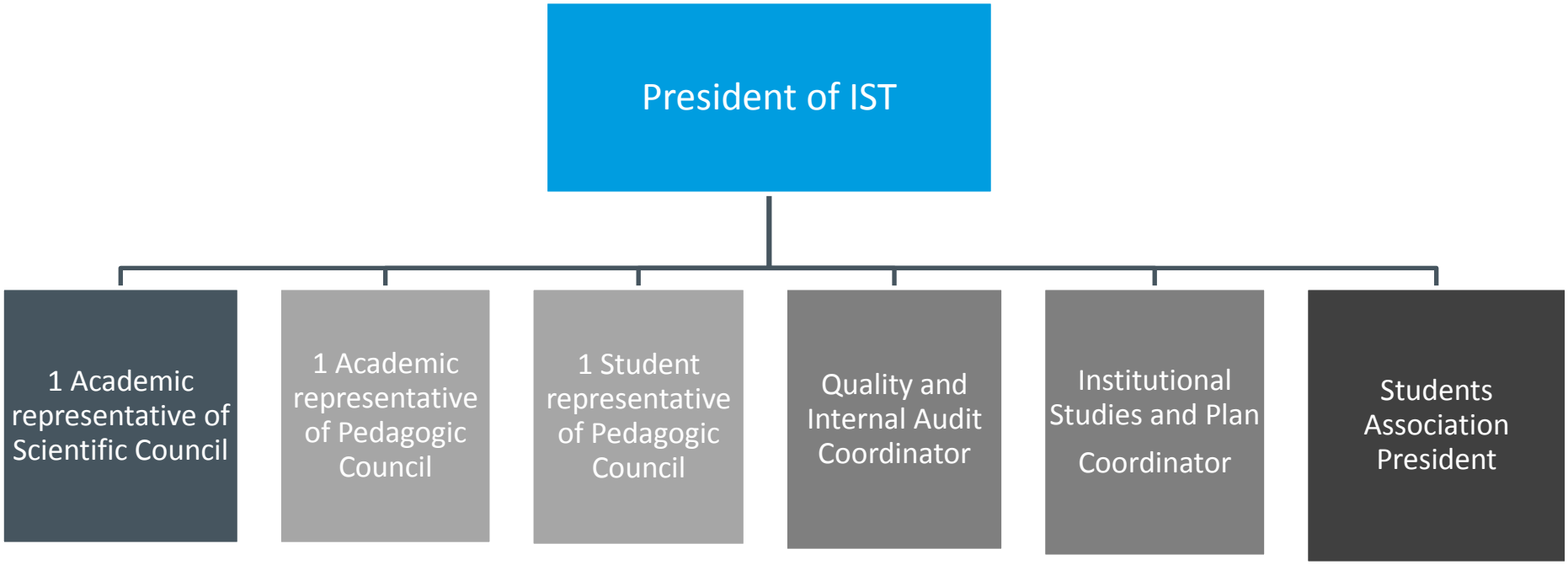
AUDIT MANUAL

2. EXTERNAL AUDIT

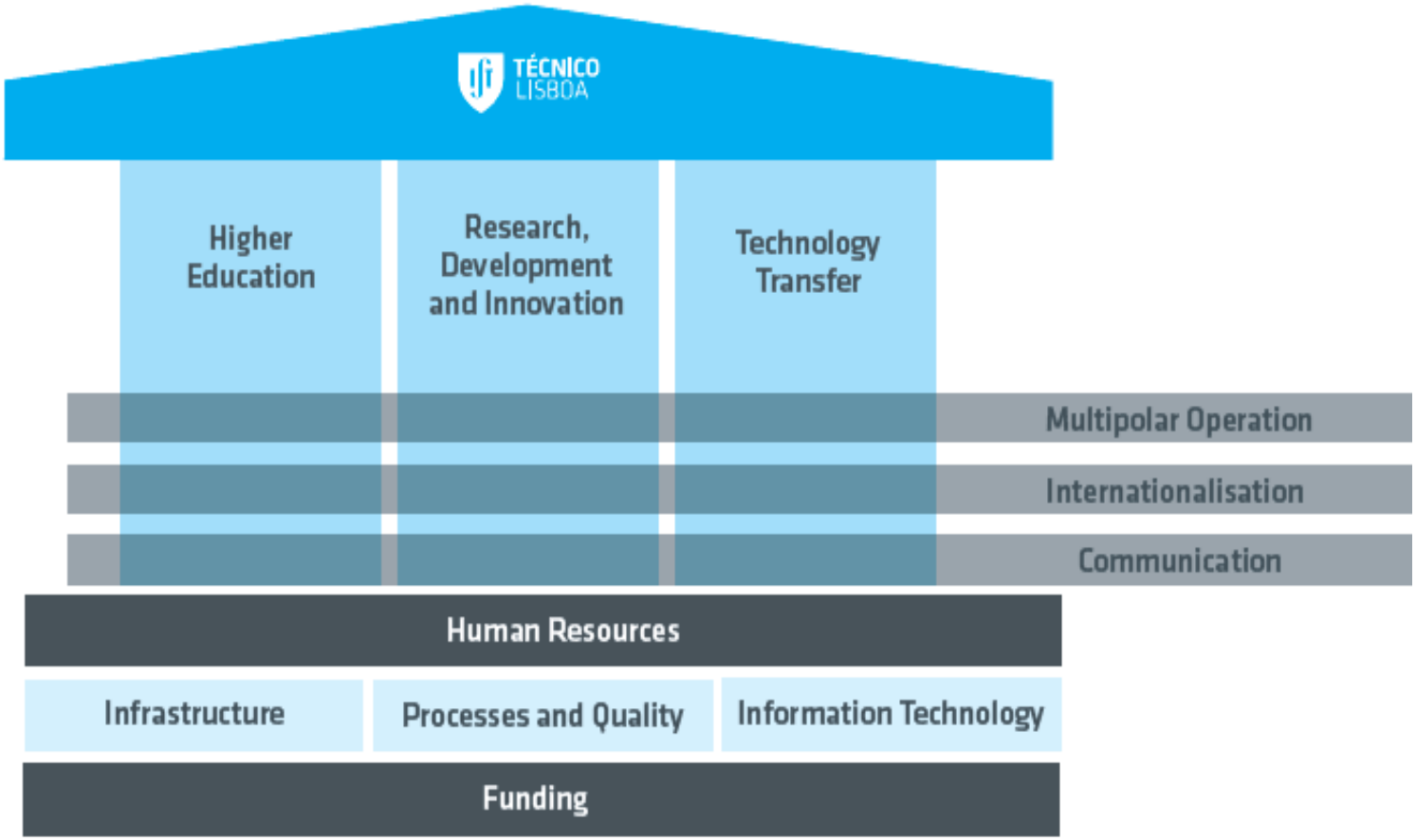
- SELF-ASSESSMENT RATIONALE
  - Evidence
  - Examples
- SWOT ANALYSIS
  - Strengths
  - Weaknesses
  - Opportunities
  - Constraints/Threats
  - Suggested improvements
- POSITIVE DECISION (at least)
  - “emerging” in all areas
  - Developing in “Teaching and learning" and "System as a whole"

SELF-ASSESSMENT TEAM

QUALITY MANAGEMENT BOARD



IST STRATEGIC FOCUS AREAS



TASK DISTRIBUTION

AUDIT AREAS	STRATEGIC PLAN FOLLOW-UP COMMITTEE
Teaching and Learning	Pedagogic Council Vice-President
Research and Development	Scientific Council Vice-President
Links to Society	Vice-President for Entrepreneurship and Business Relationships
Information System	Vice-President for Information Tecnology
Human Resources Management Policies	Vice-President for Human Resources
Support Services	Vice-President for Finantial and Administrative Affairs
Publication of relevant information to stakeholders	Vice-President for Communication and Image
Internationalization	Vice-President for International Affairs

4. EXTERNAL EXPERTS VISIT

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▶ 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

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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

SWOT ANALYSIS strengths

LINKS TO SOCIETY

- IST Technology Transfer Office

Personnel Management Policies, Support Services, Public Information relevant to stakeholders, Internationalization

5. RESULTS

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CERTIFICATION - january 2013 – 6 years

AUDIT AREAS	RESULTS
Teaching and Learning	*DEVELOPING*
Research and Development	*DEVELOPING*
Links to Society	*DEVELOPING*
Information System	**CONSOLIDATED**
Human Resources Management Policies	*DEVELOPING*
Support Services	*DEVELOPING*
Publication of relevant information to stakeholders	*DEVELOPING*
Internationalization	*DEVELOPING*

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

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THANK YOU!

http://aep.ist.utl.pt/

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