

QUALITY ASSURANCE MANUAL

P. VISEU
V21 2020.02.14

prepared by

Luísa Oliveira e Cunha
Cristina Lima
Quality and Assessment Commission
P.Viseu

approved by

João Monney Paiva
President
P.Viseu

mission¹

The Polytechnic Institute of Viseu is a public higher education institution in the service of society, whose objectives are to provide a high-level qualification, produce and disseminate knowledge, as well as provide its students with the best cultural, artistic, technological and scientific training, as advocated by the international reference framework.

It values the activity of its teachers, researchers and non-teaching staff, stimulates the intellectual and professional training of its students and makes sure that all duly qualified citizens may have access to higher education and lifelong learning.

It promotes the effective mobility of students and graduates, both at national and international level.

It has both the right and the obligation to take part in activities that will bring it closer to society, namely those that include the dissemination and transfer of knowledge or the economic valuation of scientific knowledge. It also has the obligation to contribute to the public understanding of the arts and humanities, of science and technology, promoting and organizing actions to support the dissemination of humanistic, artistic, scientific and technological culture, and providing the necessary resources so that those goals may be achieved.

principles²

In the best European Humanist tradition, the Polytechnic Institute of Viseu affirms its openness to the technical and scientific progress of the contemporary world, to cooperation between peoples, with particular attention to European and to Portuguese-speaking countries, and to interaction between cultures always abiding by a policy of respect with the values of independence, tolerance and dialogue.

The Polytechnic Institute of Viseu and all its organic units are governed, in their administration and management, by principles of democracy and the certainty that all the bodies of the institution shall have an active and balanced participation promoting a free expression-environment in which each and every idea and opinion can be shared. They will strive to stimulate the participation of the whole academic community in the activities promoted by the IPV, guarantee cultural, scientific and technological creative freedom, ensure the necessary conditions for permanent scientific and pedagogical innovation, and promote a close connection between those activities and the community in which it is located.

vision²

Global thinking.
Universal learning.
Local impact.

¹Statutes of the Polytechnic Institute of Viseu.

²Strategic plan of the Polytechnic Institute of Viseu.

values²

Innovation and relevance of the education obtained, applied research and social involvement, independence and responsibility in creation, thought and action, the promotion of sustainable partnerships, with all stakeholders, in order to promote an inclusive and accessibility culture and respect for all, both within and outside the institution, without any kind of reference to gender, race, color, age or seniority where the same opportunity to prosper is granted to anyone are the main values of the Polytechnic Institute of Viseu.

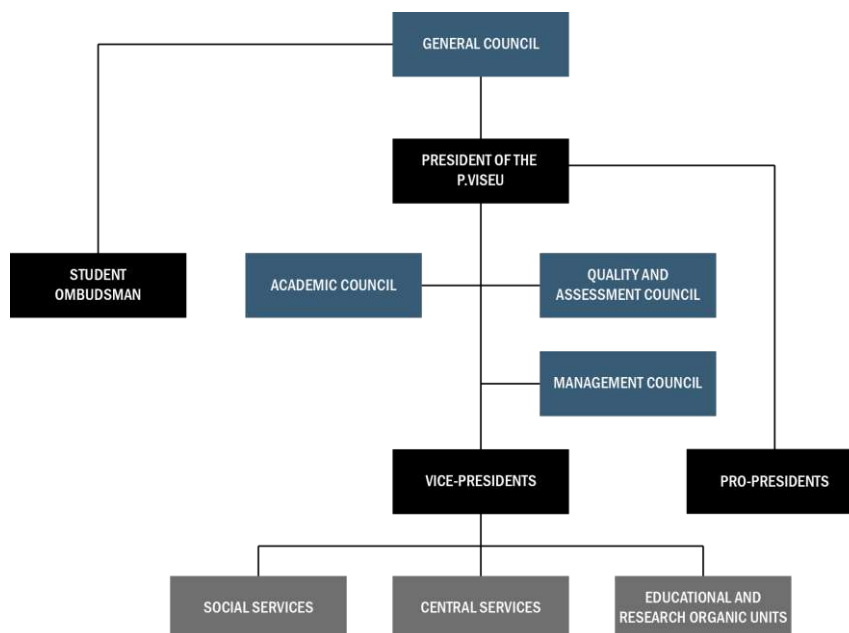
goals²

To increase the number of national and international students; to modernize teaching methods and teaching facilities; to improve its technological infrastructure; to increase research projects revenues; to guarantee the financial balance of the institution; to improve cultural and technological literacy; to improve its reputation as a reference institution; to implement a culture of administrative simplification; to improve food and student support services; to increase its presence in national and international education and research networks; to increase the institution's solidarity presence; to create new partnerships with new institutions/companies and deepen those which have already been established.

organization model

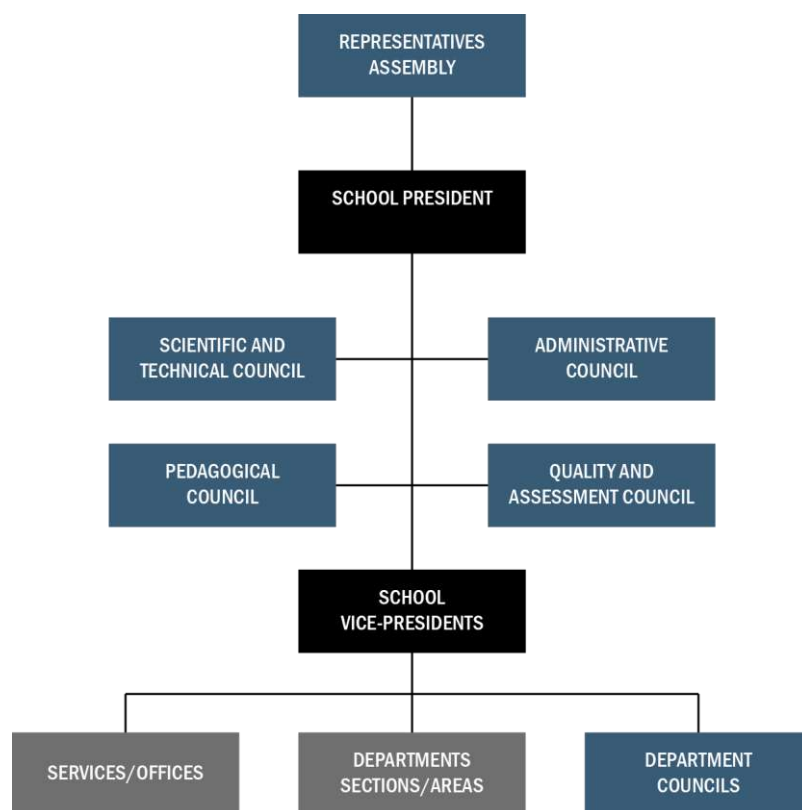
The Polytechnic of Viseu, in order to accomplish its mission, taking into account the specificity of the social, economic and cultural context in which it operates, is organised into teaching units, research units and support services that are essential to its proper functioning.

The following bodies are responsible for the management of the Polytechnic Institute of Viseu: its General Council, its President and its Management Council. The Academic Council and the Quality and Assessment Council and are also bodies of the Polytechnic Institute of Viseu.



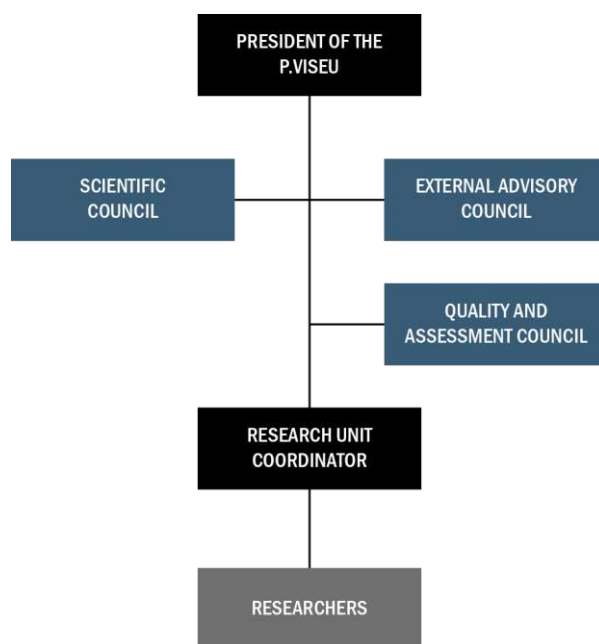
The Polytechnic Institute of Viseu **Organic Units of Education** (UOE) are the Agrarian School of Viseu (ESAV), the School of Education of Viseu (ESEV), the Health School of Viseu (ESSV), the School of Technology and Management of Viseu (ESTGV) and the School of Technology and Management of Lamego (ESTGL).

The governing bodies of the Organic Units of Education are the Representatives Assembly, the Presidents of each School and the Scientific and Technical Council and the Pedagogic and Administrative Councils.



The Polytechnic Institute of Viseu is the **Organic Units of Research (UOI)** Main Management Centre, it hosts the Centre for Studies in Education and Innovation (CI&DEI) and the Centre for Research in Digital Services (CISeD) and is also the Management Centre for the Health Sciences Research Unit: Nursing (UICISA: E) and the Centre for Natural Resources, Environment and Society (CERNAS).

The respective Coordinators and Scientific Councils are the management bodies of the Organic Research Units.



composição dos órgãos de gestão

body	teachers	non-teaching staff	students	external elements
General Council	●		●	●
President	● ³			
Management Council	●	●		
Academic Council	●	●	●	4
Quality and Assessment Council	●	●	●	5
Representatives Assemblies UOE	●	●	●	
Presidents UOE	● ⁶			
Scientific and Technical Councils UOE	●			
Pedagogic Councils UOE	●		●	
Administrative Councils UOE	●	●		
Coordinators UOI	●			
Scientific Councils UOI	●			

³The President is assisted by his Vice-Presidents and may be assisted by Pro-Presidents in order to implement and develop specific tasks, projects and activities.

⁴The Academic Council may invite to its meetings some personalities whose presence will help analyze the matters under discussion. Those personalities are not allowed to vote, though.

⁵The Quality and Assessment Council may invite to its meetings some personalities whose presence will help analyze the matters under discussion. As above, those personalities are not allowed to vote.

⁶The President is assisted by his Vice-Presidents.

competences of the management bodies⁷

The **General Council** shall be responsible for electing its President, approving its statutes, organising the election procedure and electing the President of the Polytechnic Institute of Viseu (in accordance with the law, the statutes and the applicable regulations), assessing the acts of the President and of the Management Council, proposing any initiative it may deem necessary for the proper functioning of the institution and performing any other functions as provided by law or by the statutes.

At the proposal of the President of the Polytechnic Institute of Viseu, the General Council shall approve the strategic plans and the action plan for the four-year term of office, approve the scientific, pedagogic, financial and patrimonial guidelines of the institution, create, transform or abolish a given organic unit, approve the plans and assess the annual activity reports, approve the budget proposal, approve the consolidated annual accounts, in accordance with the single auditor's opinion, set the students' tuition fees, propose or authorise (as provided for by law) the acquisition or sale of the institution's real estate assets, as well as any loan operation, give its opinion on any other matter submitted by the President or laid down in the institution's statutes.

The **President** is the highest body of the institution, he is responsible for its management, will represent the institution in any external contact and conduct the institution's policy. He is assisted by his Vice-Presidents and may be assisted by Pro-presidents in order to implement and develop specific tasks, projects and activities. The President is responsible for preparing and submitting to the General Council the proposals that will be included in the institution's strategic and action plans for his four-year tenure, the institution general guidelines that will define any scientific and pedagogical actions, the annual activities plan and report, the budget and consolidated annual accounts, always with the support of the single auditor's opinion, the acquisition or sale of the institution's real estate and loan operations and, the creation, transformation or extinction of organic units and the students' tuition fees. The President is also responsible for approving the creation, suspension and extinction of a given course, for approving the maximum amount of money to be paid for new admissions and enrolment and for supervising the institution's academic management: he shall decide the opening dates for any competition or tender invitation; the appointment and staff recruitment, the appointment of the members of the juries who will supervise competitions and academic examinations and the teaching staff and students' assessment system and regulations are his responsibilities as well; he will also guide and supervise the administrative and financial management of the institution, ensuring the effective use of its funds and resources and grant the appropriate social support to the institution's students, in accordance with the law. He is responsible for granting honorary titles or distinctions, creating school awards, approving the election and appointment of the members of the organic units management bodies (given that everything is in complete accordance with the regulations) and giving them office, for appointing and dismissing, as provided for for by the law and the statutes, the directors of the organic units that don't have have their own management bodies, appointing and dismissing, as provided for by the law and the statutes, the administrator and the directors of the institution services, exercising disciplinary power, in accordance with the law and the statutes, and for ensuring compliance with the resolutions made by the collegial bodies of the institution. The President shall approve the regulations provided for by the law and the statutes, without prejudice to the regulatory power of each organic unit, make sure that the laws, statutes and regulations are respected, suggest any initiatives that he deems necessary for the proper functioning of the institution, carry out any other functions provided for by the law and the statutes, communicate to the competent minister all the information he needs to know about said functions and about the institution itself, in particular the plans and budgets

⁷Statutes of the Polytechnic Institute of Viseu

and the activity and accounts reports and he shall also adopt the measures deemed necessary to ensure the quality of the teaching and research in the institution and in its organic units and represent the institution in Court or outside it.

The President shall also have all powers and competences that are not conferred by law or the statutes over other bodies of the institution.

The President may, in accordance with the law and the statutes, delegate to the Vice-Presidents and to the management bodies of the institution or of its organic units the competences he deems necessary to achieve a more effective management.

The **Management Council** shall be responsible for conducting the administrative, patrimonial and financial management of the institution, as well as the management of human resources (in accordance with the legislation regulating public bodies with administrative autonomy) and for setting the tuition fees and other charges. It may, in accordance with the statutes, delegate to the organic units management bodies and to the heads of departments the powers deemed necessary for a more effective management.

The **Academic Council** is an advisory body and is chaired by the President of the Polytechnic Institute of Viseu and the Administrator of the Polytechnic Institute of Viseu will act as its secretary.

This council is responsible for issuing opinions regarding changes or amendments to the statutes, to the strategic and action plans for the four-year term of the President, to the general guidelines of the institution that will have an impact on the scientific, pedagogical, financial and patrimonial areas, regarding the creation, transformation, split up and extinction of organic units, the participation of the Polytechnic Institute of Viseu in any sort of consortia, the annual activity plans and reports, the budget proposal, the consolidated annual accounts, the students' tuition fees, the transformation of the Polytechnic Institute of Viseu into a foundational higher education institution, the creation, suspension and extinction of courses, the maximum cost of new admissions and enrolment in each cycle of studies for each school year, the application of serious penalties, whenever it has to exercise its disciplinary power (and its opinion is legally binding), the reassignment of teaching, research, non-teaching and non-research staff to different organic units. It is also responsible for issuing other opinions provided for in the statutes, issuing non-binding guidelines regarding the assessment of students' performance, the school calendar, the expiration dates and system, the self-assessment process, the Higher Education external assessment and accreditation procedures and matters regarding staff recruitment. It shall comment on all matters submitted by the President of the Polytechnic Institute of Viseu or by the General Council.

The **Quality and Assessment Council** is responsible for coordinating all self-assessment and external assessment processes that will be used to assess the performance of the institution, of its Organic Units, and of the scientific and pedagogic activities, whether or not they are part of the national evaluation and accreditation system, for designing a multi-annual plan in which it will indicate the functional areas that should be assessed, for putting forward evaluation norms to be applied and for defining quality standards. It is also responsible for indicating and scheduling the proficiency levels that each quality standard should reach, for analyzing the assessment processes carried out and for preparing the respective assessment reports. It shall also suggest to the President of the Polytechnic Institute of Viseu the appropriate measures to rectify the weakest points identified.

The **Representatives Assemblies** are responsible for electing their President, preparing and approving their internal regulations, electing the President of the Organic Unit (upon approval of the regulations

and of the election timetable), for removing a President of a given Organic Unit from office, for electing the Assembly Bureau, for reviewing and approving the multi-annual development plan of the Organic Unit, for reviewing and approving the annual plan of activities, as well as its financial proposal and the possible amendments that will have to be applied, for approving the annual report of activities, for carrying out any ordinary and extraordinary reviews of the Organic Unit statutes, for supervising the Presidents' acts, for commenting on any other matter submitted by the President, for preparing and/or making amendments to its internal regulations that, once approved, will be subject to the President's approval.

If not elected, the President of the Organic Unit of Education will attend meetings in the manner specified in the respective statutes.

The competences of the Representatives Assembly are limited by the specific competences that are assigned to other bodies, either by general law or by the statutes of the Organic Unit or of the Polytechnic Institute of Viseu.

The **Presidents of the Organic Units of Education** are responsible for representing the organic unit before the other bodies of the institution and before any external entity, for chairing the unit management council, for running the Organic Unit services and for adopting the necessary regulations, for approving the different teaching tasks' timetables- taking into account the opinion of the Pedagogical and of the Scientific and Technical Councils- for carrying out the deliberations issued by the Pedagogical and of the Scientific and Technical Councils (when these are binding resolutions), for exercising the disciplinary power they were granted by the statutes or that was entrusted to them by the President of the institution, for preparing the budget and the plan of activities, as well as the report of activities and account report, for exercising any other function provided for by law or by the statutes and for carrying out the functions that were delegated to them by the President of the institution.

The **Scientific and Technical Councils of the Organic Units of Education** are responsible for drawing up their regulations, for assessing the Organic Unit scientific activity plans, for giving their opinion on the creation, transformation or extinction of a given Organic Unit, for deciding on how teaching services should be distributed among teachers (depending on the approval by the President of the Polytechnic Institute of Viseu), for expressing an opinion on the creation of different cycles of study and for approving the study plans of the existing cycles of studies, for proposing or for giving their opinion on the granting of honorary degrees or distinctions, for proposing or for giving their opinion on the creation of school awards, for proposing or for expressing their opinion on the implementation of international agreements and partnerships, for suggesting the composition of examinations panels and academic competitions committees , for carrying out any other acts provided for by law and related to the teaching and research career and to the recruitment of teaching and research staff and for carrying out all the other functions defined by law or by the statutes.

The members of the Scientific and Technical Council can not comment on matters that have to do with the careers of other teacher whose professional status is higher than their own or with competitions or examinations in which they may want to take part.

The **Pedagogic Councils of the Organic Units of Education** are responsible for giving their opinion on the pedagogical guidelines and on the teaching and assessment methods, for promoting regular surveys to assess the pedagogical performance of the Organic Unit and for analyzing and disseminating the results, for promoting the assessment of the teachers' and students' pedagogical performance and its analysis and dissemination, for analyzing the complaints about pedagogical flaws or inadequacies and for putting forward the necessary corrective measures, for approving the regulations used to assess

student achievement, for deciding on the prescription system to be implemented, for deciding on the creation of new study cycles and on the plans for the existing study cycles, for deciding on the creation of school awards, for giving suggestions on the school calendar and on the organic unit examination timetable and for exercising any other powers provided for by law or by the statutes.

The **Administrative Councils** shall be responsible for all the aspects related to administrative autonomy, and for all those delegated to them by the Management Council and for all those that have to do with financial autonomy and that, under the terms of the law, may be assigned to the different Organic Units.

The **Coordinators of the Organic Units of Research** shall be responsible for representing the Unit before the other bodies of the institution, for presiding over the Scientific Council of the Unit of Research, for directing the activities of the Unit, for preparing and submitting the Unit of Research plan of activities (which shall include a detailed budget estimate of the cost of its implementation) and the respective activities report for prior approval by the President of the Polytechnic Institute of Viseu, for exercising any other function provided for by the law and by the statutes, and for exercising the functions assigned by the President of the Polytechnic Institute of Viseu or by other management bodies of the Institution.

The powers of the **Scientific Councils of the Organic Units of Research** are those defined in the respective regulations. Nonetheless, the specific powers of the Scientific and Technical Councils of each Organic Teaching Unit and the specific regulations have to be guaranteed.

other bodies of the institution: student ombudsman⁸

The mission of the **Student Ombudsman** is to defend and promote the rights and legitimate interests of the students, during their school life, through an independent, impartial and confidential action.

The Student's Ombudsman has no decision-making power and does not replace the Academic Association nor the Organic Units management bodies or services, but his sphere of influence covers all the bodies of the Polytechnic Institute of Viseu, the Social Services and all the Organic Units.

His action is conducted in close collaboration with the institution's student associations and with most of the bodies and services of the Polytechnic Institute of Viseu and with the Pedagogical Councils of its Organic Units.

The student Ombudsman is responsible for analyzing the complaints filled by the students and for consulting the competent bodies and, if he finds out that the complainant is right, he is responsible for making pertinent and appropriate recommendations in order to safeguard the students' pedagogic and social interests. Those recommendations shall be implemented by the management bodies and services of the Polytechnic Institute of Viseu and by the Organic Units where said recommendations will be implemented. Failure to implement the recommendations has to be duly justified and the fact has to be brought to the attention of both the President of the Polytechnic Institute of Viseu and the Ombudsman.

⁸Statutes of the Polytechnic Institute of Viseu

quality assurance manual

This Manual describes the Internal Quality Assurance System of the Polytechnic Institute of Viseu.

By complying with the provisions contained in this Manual, the Polytechnic Institute of Viseu confirms the existence of human and material resources that will ensure all stakeholders that the activities developed meet its own quality requirements as well as those legally required.

The President of the Polytechnic Institute of Viseu, supported by the Quality and Assessment Council, is responsible for complying with and enforcing the principles of the Internal Quality Assurance System, in accordance with the determinations contained in this Manual.

The Quality Assurance Manual is used as a reference document in all audits.

The provisions of the Quality Assurance Manual shall enter into force immediately.

structure, revision and distribution

The Quality Assurance Manual describes the Internal Quality Assurance System of the Polytechnic Institute of Viseu and shall constitute a reference document for its implementation, its maintenance and for its improvement as well.

The Manual is prepared under the coordination of the Quality Manager and is endorsed by the President of the Polytechnic Institute of Viseu.

The Manual is made up of chapters, each of which can be subdivided into sections, as described in the index. The different sheets of the Manual bear the identification of the Polytechnic Institute of Viseu in the upper right corner. The document header contains the version (starting with V00), the date of approval and the date of entry into force, the title of the chapter and the page number in relation to the total of pages of the document, in the form "O|O".

The General Council, the President or the Quality and Assessment Council of the Polytechnic Institute of Viseu, supported by the Quality Manager, may set in motion the revision of the Quality Manual so that it may offer an updated description of the Internal Quality Assurance System.

The updates that will be introduced in the Quality Assurance Manual will give rise to new versions.

The dates of the reviews and the changes made shall be listed in the the annex entitled revision log.

The Quality Assurance Manual is permanently available for consultation in the assessment and quality area of the official website of the institution <http://events.ipv.pt/sigq/>.

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QUALITY ASSURANCE POLICY AND STRATEGY

quality policy

The Polytechnic Institute of Viseu main goal is to achieve a level of excellence in all the activities it offers and develops, namely all activities involving teaching and learning, targeted research and high level professional development, interinstitutional and community collaboration and internationalization, in order to achieve sustainable development, to highlight the quality of its resources and to contribute to a higher degree of satisfaction to all stakeholders.

It abides by the guidelines of the Agency for Evaluation and Accreditation of Higher Education, by European quality standards and guidelines and by the quality management principles set out in the reference standard, committing itself to a creative and innovative management that favours transparency and involvement.

It conceives the Internal Quality Assurance System in order to generate trust and promote an internal quality culture:

- by establishing a global development strategy and by conducting continual monitoring and review;
- by defining quality parameters that suit the mission of the Polytechnic Institute of Viseu and that cover different sorts of activities: quality-oriented and highly innovative teaching and learning, oriented research and high level professional development operating in conjunction with teaching and whose goal is to promote a socio-economic appreciation of knowledge, activities involving interinstitutional collaboration and cooperation with the community that will foster regional and national development. The activities developed and the services provided represent an important source of income for the institution and the internationalization projects are created to foster more participative/coordinated education and training activities and research projects;
- by clearly defining the kind of responsibilities assigned to internal and external stakeholders as far as quality assurance processes are concerned;
- by ensuring an adequacy, quality and safety policy and continual improvement of resources (human and material) for each and every sector;
- by ensuring the adequacy, the quality and continual improvement of services that support the institution's core activities;
- by systematically sharing updated, objective and transparent information with the different stakeholders.

strategy for continual quality improvement

The Quality Assurance Policy of the Polytechnic Institute of Viseu is based on the principles⁹that include the primacy of students, social cohesion, cooperation, rigour and transparency and independence of thought and freedom action and adopts a logic of sharing and commitment that exists between all stakeholders and the institution and that involve teaching and learning activities, research projects and

⁹Listed in the Strategic Plan of the Polytechnic Institute of Viseu

collaboration and internationalization actions. That way, it is committed to achieving the following strategic objectives:

- to monitor and regularly review its quality policy and strategy to ensure their adequacy and to make sure that they are fully in line with the other management instruments and to regularly monitor the Internal Quality Assurance System and make any corrections or improvements deemed necessary.
- to promote an internal culture of quality and good practice, ensuring that all internal stakeholders shall have access to and be informed of all the practices, implications (including risks) and results obtained and making sure that those good practices are regularly disseminated and replicated in other areas or services, where applicable.
- to promote a policy of transparency by sharing information and the results obtained using the institutional pages and the organic units.
- to promote the active participation of internal stakeholders, ensuring compliance with all internal and external quality assurance mechanisms and to promote the active participation of external elements by increasing their presence in meetings, by applying different instruments to check users' satisfaction and by collecting suggestions for improvement.

organisation of the quality assurance system

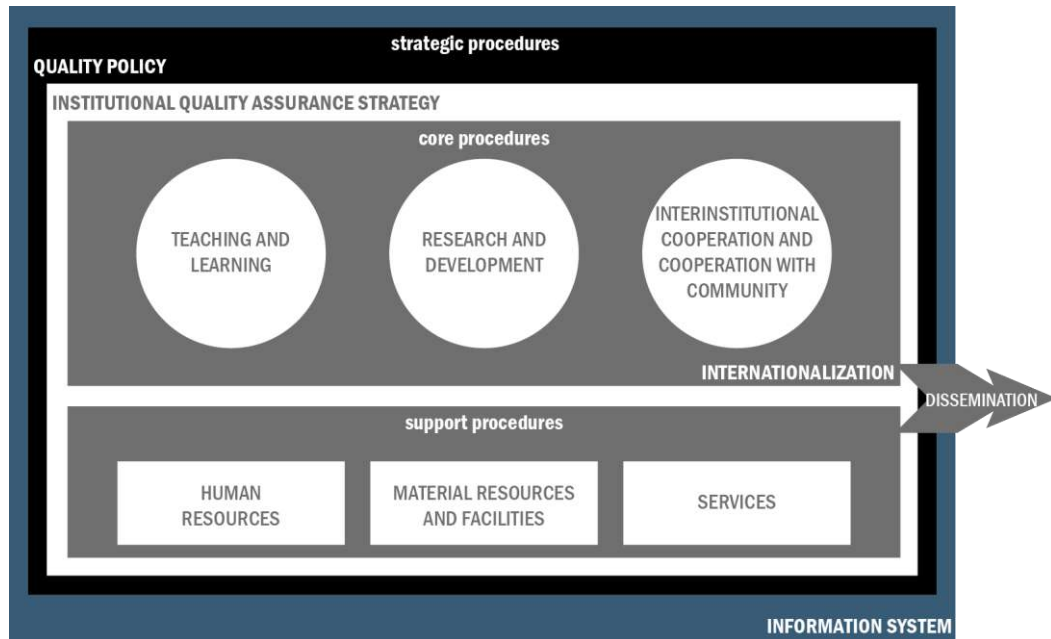
The Internal Quality Assurance System adopted by the Polytechnic Institute of Viseu seeks to organize and systematize the activities of all the areas it covers.

These areas must be capable of developing core activities and provide services that comply with the provisions and decisions provided for by law and that will meet the students' needs and those of society in general.

With the implementation of such System, the institution is able to implement a wide range of conditions relating to organization, human and material resource management and to working methods and processes that will be crucial to obtain and maintain the students' satisfaction and the satisfaction of society in general.

In addition, data processing and the collection of occurrences that have to do with the performance of any of the areas covered by the System will encourage stakeholders to play a more active role in the life of the institution and this new approach will help generate processes of continual improvement in the quality of the activities developed, in the services provided and in the overall performance of the institution.

The Internal Quality Assurance System applies national and European quality requirements, ensuring that all the areas covered are capable of developing activities and providing services that meet the quality standards required by their students and by society in general.



stakeholders' involvement and responsibilities

As far as the Internal Quality Assurance System is concerned, those are the responsibilities of the following bodies:

The **General Council** is responsible for approving the Strategic Plan and other management documents.

The **President** is responsible for approving the Quality Policy, for endorsing the Quality Assurance Manual, for approving objectives, indicators and respective goals, for promoting the annual revision of the Internal Quality Assurance System and for approving the Internal Audit Programmes.

The **Quality and Assessment Council**¹⁰ is responsible for issuing an opinion on the Quality Assurance Manual, on the Quality Policy and on the Internal Audit Programmes, for analyzing objectives and indicators and for suggesting adjustments or corrections, for assessing the effectiveness of the System, with the support of the System review document and the reports issued by each core area and services, for analyzing the integration of the employees of the areas covered by the System and for analyzing the results of the audits.

The **Quality Manager** is responsible for preparing the Quality Assurance Manual, the Internal Audit Programmes and the System review document and for promoting, in close accordance with the Quality and Assessment Council, the implementation and improvement of the Internal Quality Assurance System.

¹⁰the Quality and Assessment Council includes: the President of the Polytechnic Institute of Viseu. The President presides over the council, but can delegate his authority to the Vice-President in charge of the quality management, the Presidents of each Organic Unit, who can delegate their authority to one of their Vice-Presidents, the Presidents of the Quality and Assessment Committees of each Organic Unit, the Quality Manager, and a representative of the Students' Association of the Polytechnic Institute of Viseu. This representative will be appointed by the Students' Association.

The **Quality and Assessment Committees**, under the responsibility of the Quality and Assessment Council, is responsible for promoting the implementation and improvement of the Internal Quality Assurance System in each Organic Unit and for preparing the effectiveness report for each Organic Unit.

The different **Departments/Sections** are responsible for ensuring compliance, in accordance with their specific competences, with the Internal Quality Assurance System, for ensuring the collection of information deemed relevant for monitoring purposes, for promoting a system for collecting suggestions and for assessing the users' degree of satisfaction and for promoting the preparation of reports for each Curricular Units and for each Course.

The **Quality Services Committees** is responsible for, under the responsibility of the Quality and Assessment Council, the implementation and improvement of the System's procedures in the different fields of operation, for ensuring the application of the norms and quality standards defined by the competent management bodies of the institution, for promoting the identification of improvement actions and for issuing an opinion on the different services reports.

The different **Services** available are responsible for ensuring compliance, in accordance with their specific competencies, with the Internal Quality Assurance System, for ensuring the collection of information deemed relevant for monitoring and measuring purposes, for preparing and reviewing procedures and other documents, for promoting a system that will be used to collect suggestions and to analyse users' degree of satisfaction and for preparing the different service reports.

The **Students** shall participate in the external assessment processes, in the management bodies meetings (General Council, Academic Council, Quality and Assessment Council, Representatives Assemblies, Pedagogic Councils and Quality and Assessment Committees), take part in the assessment of the Curricular Units, Courses, Teachers and Organic Units of Education through their participation in satisfaction questionnaires and shall also participate in the assessment of the services through their participation in the institution's satisfaction surveys.

The **External Entities/People** who do not directly belong to the institution shall also participate in the external assessment process, take part in the management council and other management bodies meetings (General Council, Representative Assemblies and Quality and Assessment Committees) and participate in the institutional assessment through their participation in questionnaires and satisfaction surveys.

monitoring and review of the internal quality assurance system

The Internal Quality Assurance System is reviewed annually by the Quality and Assessment Council, following the conclusions contained in official document used to assess its state of development and the reports issued by each core activities and services. This process also includes the verification of the adequacy of the quality policy adopted and the strategy previously defined.

Based on the outcomes presented, the Quality and Assessment Council will identify which sectors had a poor performance and, where deemed necessary, it will define the appropriate improvement actions that will be taken and review the goals and responsibilities.

After the annual review of the System, and the respective approval by the President of the Polytechnic Institute of Viseu, the Quality and Assessment Committee and will release the results obtained using the channels it considers appropriate.

EDUCATIONAL OFFER, CONTINUAL MONITORING AND PERIODIC REVIEW OF COURSES

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**EDUCATIONAL OFFER,
CONTINUAL MONITORING AND
PERIODIC REVIEW OF COURSES**

The **General Council** shall be responsible for electing its President, approving its statutes and any amendments deemed necessary, organising the election procedure and electing the President of the Polytechnic Institute of Viseu (in accordance with the law, the statutes and the applicable regulations), assessing the actions of the President and of the Management Council, proposing any initiatives it deems necessary for the proper functioning of the institution and performing any other functions provided for by law or the statutes.

At the proposal of the President of the Polytechnic Institute of Viseu, the General Council is also responsible for approving the strategic plans and the action plan for his four-year term of office, approving the general guidelines of the institution that will be responsible for the scientific, pedagogical, financial and patrimonial action of the institute, creating, transforming or extinguishing organic units, approving the annual activity plans and assessing the annual activity reports, approving budget proposals and the consolidated annual accounts, in close accordance with the opinion of the sole auditor, setting the tuition fees that the students will have to pay, proposing or authorising (as provided for by law) the acquisition or sale of the institution's real estate assets, or any credit operations, and for issuing opinions on any other matters submitted by the President and on any others provided for in the institution's statutes.

continual monitoring and periodic review of courses

The process of continual review of the educational offer is carried out once a year and is a consequence of the monitoring of the teaching and learning carried out in all the Organic Units of Education.

This process takes into account the courses syllabuses and the most recent research conducted on each of the different subject areas concerned, making sure that they are up-to-date, taking into consideration the new demands of our society, the students' workload and their progression and completion rates, the effectiveness of student assessment procedures, the students' expectations, needs and satisfaction with the course; the learning environment and student support services and their adequacy to the needs of the course.

The Quality and Assessment Council sets the schedule for periodic course reviews and the President of each Organic Unit of Education appoints the responsible teams, ensuring that all courses in operation are regularly reviewed. Each team reviews the course for which it has been appointed and issues the respective report. Triennially, after the report has been drawn up, the appointed team requests opinions from external experts, analyses the reports, and, finally, issues the final review report.

The President of each Organic Unit of Education sets the schedule for periodic course reviews and appoints the responsible teams, ensuring that all courses in operation are regularly reviewed. Each team reviews the course for which it has been appointed and issues the respective report. After the report has been drawn up, the appointed team requests opinions from external experts, analyses the reports, and, finally, issues the final review report. The Pedagogic Council of the Organic Unit issues an opinion on the final review report and the Scientific and Technical Council decides on its approval. Where the report isn't approved, the review team is requested to correct the final report. Once it is

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approved, the final review report is sent to the Course Director or to the Department Director who will decide if the improvement actions suggested are really necessary. The review team, the Course Director or the Department Director are responsible for implementing the improvement actions. The implementation of those actions is monitored regularly by the review team. Data collected from the regular course review is reported by the review teams to the respective Quality and Assessment Committee.

creation, suspension or extinction of courses

The need to create, suspend or extinguish a course stems from the evaluation carried out in each Organic Unit of the Polytechnic Institute of Viseu, its educational offer and from regional and national needs and opportunities.

Those procedures are initiated by the Course/Departmental Councils and involve the Pedagogic Council, the Scientific and Technical Councils and the Presidents of each Organic Unit, and are conducted according to the criteria established to organize, inform and decide on the creation, suspension or extinction of courses.

These procedures also involve the Academic Council that is responsible for issuing an opinion, having verified the suitability of the proposals presented and if the objectives are in accordance with the institutional strategy.

Ultimately, the President of the Polytechnic Institute of Viseu is responsible for approving the creation, suspension or extinction of a given course.

The new courses, leading to a degree, proposals are submitted to external accreditation, according to the timetable published by the Agency for Assessment and Accreditation of Higher Education. When one of those courses fails to be accredited, the Organic Unit will carry out a study of the causes that led to such failure and the results of said study will be reported to the President of the institution.

When courses are accredited, the Agency for Assessment and Accreditation of Higher Education communicates the accreditation to the Higher Education General Office.

The new courses, not leading to a degree, proposals are communicated to the Higher Education General Office.

changes to courses

The need to change the structure of a course stems from the assessment carried out in each Organic Unit of Education or from the results of an external assessment. It also depends on the educational offer of the institution.

Those procedures are initiated by the Course/Departmental Councils and involve the Pedagogic Council, the Scientific and Technical Councils and the Presidents of the Organic Units. They are conducted according to the criteria established to organize, inform and decide on the creation, suspension or extinction of courses.

In the end, the Scientific and Technical Councils of the Organic Units are responsible for approving any change that will have to be made to the existing courses.

When the modifications that were made and approved alter the objectives, the name or the ETCS of the course, and when such course leads to a degree, the external accreditation process must be initiated,

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in accordance with the timetable drawn up by the Agency for Assessment and Accreditation of Higher Education.

When courses are accredited, the Agency for Assessment and Accreditation of Higher Education communicates the accreditation to the Higher Education General Office to obtain the respective register.

The modifications are communicated to the Higher Education General Office to obtain the respective register.

QUALITY ASSURANCE IN CORE AREAS

teaching and learning

The Organic Units of Education of the Polytechnic Institute of Viseu adopt the most appropriate procedures to make sure that students play an active role in the learning and assessment processes.

That way, the institution promotes an environment capable of:

- respecting and meeting the students' diversity and their specific needs making room for flexible learning pathways and realizing that some of their students will have to be granted special status. To get the kind of support they need, these students will be regularly monitored and the teachers will give them the support deemed appropriate. Each Organic Unit will also implement a mentoring system to help international and foreign students.
- adopting different teaching and learning methods in accordance with the students' diversity and with the learning objectives and selecting the methodologies that best suit the specificity of each curricular unit and of its students. The adjustment of the Organic Units teaching and learning methodologies is done on the basis of the reports issued by each curricular unit and by the different courses and on the continual monitoring and review of the institution's educational offer, always influenced by internal and external motivations.
- assessing and adjusting teaching and learning methods on a regular basis by collecting information provided by the surveys applied to students and teachers, to the community, to employers and to partner institutions and by analysing that information in the different Pedagogic Councils (bodies where there is parity between students and teachers)
- ensuring the constant training and updating of its faculty and developing internal, national or international projects that are pedagogically innovative and that will consolidate the reputation of the institution's training and educational projects.
- promoting the students' autonomy, while ensuring adequate guidance and support from the teachers.
- favouring the relationship between research and teaching activities, increasing the use of active learning mechanisms and the students' interest and involvement that may lead to presentation proposals to be submitted to scientific events organized by the institution or by any other external organization.
- promoting mutual respect between students and teachers and thus fostering parity between students and teachers in several bodies (besides the Pedagogic Council), making sure that all the actors have equal access to facilities and resources (libraries, audiovisual resource centers, computer centers, reprography center, among others) and designing schedules that will suit both teachers and students. The student Ombudsman's action also contributes to the continuous promotion of mutual respect between students and teachers.
- identifying the right mechanisms to deal with student complaints, following the institution's internal regulations and formal appeal procedures. The student Ombudsman's action will help solve potential conflict situations between students and teachers that are not properly addressed by other legal mechanisms.
- designing regulations to assess the students' performance that are supported by clear criteria, standards and procedures. Assessment allows students to show how well they have achieved the

objectives previously set and get the appropriate feedback on their performance. This feedback may, when deemed necessary, involve counseling to help them reflect on their learning process. The assessment criteria and scores are published on the platform used to release the curriculum unit pedagogical folder). The discussion of the assessment carried out is duly fostered by the teacher as students have access to their tests or examinations once they have been marked, in full accordance with the regulations in force and that are available on the webpages of the different Organic Units of Education of the Polytechnic Institute of Viseu. The analysis of the outcomes of the teaching and learning process is presented in the reports issued by the different curricular units, courses and by the institution. Where applicable, and in accordance with the best practice, the assessment process is conducted by more than one examiner following the process used in oral examinations. The assessment regulations take into consideration mitigating circumstances and provide for several possibilities of assessment: continuous or periodic assessment carried out according to the assessment timetable issued for the normal period, repeat/appeal period, improvement period and special period.

In order to analyse the results of teaching and learning activities, to identify situations where the quality of the services provided doesn't meet the quality standards of the institution and in order to allow those situations to be corrected in due time, the different Organic Units have to define appropriate indicators, satisfaction questionnaires, and the objectives they wish to achieve. The results are presented annually in their respective reports.

research

The Polytechnic Institute of Viseu invests in research areas that are essential for the institution taking into account the recommendations issued by the National Strategy for Research and Innovation and the needs of the industrial fabric and companies of our region, the local development associations, the local science and technology incubators and the different bodies whose focus is the development of the Viseu Dão Lafões territory.

The institute is responsible for implementing the necessary work conditions based on interdisciplinary and transdisciplinary approaches, on intercultural awareness and on national and international networks, with the support of different cooperative partnerships.

The Polytechnic Institute of Viseu is the Main Management Centre of the "Centre for Studies in Education and Innovation" and the "Centre for Research in Digital Services" and is also the Management Centre of some Organic Research Units like the "Health Sciences Research Unit: Nursing" and the "Centre for Natural Resources, Environment and Society".

Through its Organic Units of Research, the Polytechnic Institute of Viseu:

- gives support to the organisation of technical, scientific and artistic events and creates the conditions for the publication of technical and scientific works and for their wide dissemination, in order to highlight the knowledge created and the role it may play in today's in society.
- promotes the efficient use of information, communication and development systems, responding to the rapid change that affects knowledge worldwide. The implementation and use of a wide range of research tools helps the Polytechnic Institute of Viseu to function more efficiently. It is therefore of utmost importance to provide adequate measures to encourage creativity, the development of skills and the courage to pursue the goals defined.
- ensures the existence of strong involvement and cooperation relationships between the groups and the balance between them thanks to the action of the Coordinators of the different Organic Units of

Research (in collaboration with the different Group Coordinators and their Scientific Committees) who ensure the implementation of mechanisms that will guarantee quality assurance and excellence, balance and consistency of productivity.

The Organic Units of Research have their own physical space where they will be able to develop their activity. They have access to international databases and to diverse infrastructure/facilities where experimental tasks may be carried out. These infrastructure and equipment, located in the different Organic Units of Education, represent substantial investment for the Institution and provides the groups with the right conditions to develop experimental, oriented and applied research.

The scientific production is updated through the Polytechnic Institute of Viseu database and the institute's Scientific Repository. The Organic Units of Research are also responsible for the edition and publication of the Millenium Journal, a journal indexed to several international databases.

In order to analyse the outcomes of the research and development activities carried out and to identify situations of poor quality and allow those situations to be corrected, the institution has to define indicators and new goals have to be defined. The results are presented annually in the respective report.

interinstitutional collaboration and community collaboration

The Polytechnic of Viseu has become a centre for the cohesion and promotion of regional development and has been involved in multiple scientific, technical, social, cultural, leisure and sports initiatives.

The connection between the Polytechnic Institute of Viseu and the community is a key element in its strategy. This connection can be established directly via the Institution or via the Association for Development and Research of Viseu, the Polytechnic Institute of Viseu interface unit.

The Institution develops a wide variety of activities that range from work-related training, internships and projects carried out in companies and other organisations, applied research in partnership with companies, the implementation of social intervention projects in collaboration with municipalities and social solidarity institutions, to cultural and sports initiatives, like the Academy Theatre, the "Tuna Académica" and the participation in contest promoted by the Academic Federation of University Sports.

It favours activities that may generate a strong and close interaction with its surrounding business, institutional, associative or private environment. To achieve such goal it will:

- establish a large number of protocols, partnerships, institutional relationships with local authorities, public and private institutions of social solidarity, health units, schools, business companies with which the Polytechnic Institute of Viseu intends to contribute to the development of the region where it is located. These protocols may include generic cooperation agreements or internship, training, scientific support or research protocols.
- provide specialized services to the community that may include projects, studies and consulting work, lab work, such as tests and analyses, research and development work and training activities.
- promote the sale of agricultural and livestock production from the Agrarian School of of Viseu to the community.
- stimulate and support scientific, technical, social, cultural, sports and recreational events and encourage training actions and short courses.
- provide support and information to secondary school students who wish to apply for higher education through the National Office for Access to Higher Education.

- provide graduates with information to ease their entrance into working life. The institutional webpage of the Career

Support Services and their facebook page are responsible for disseminating different types of job offers.

- allow the whole community to use the institution facilities.
- disseminate on a regular basis information related to the activities and the Institution, through its official webpage, the Politécnica magazine, its facebook page and also through its participation in different career guidance events organized by schools and other public or private entities. The Communication, Culture and Documentation Services of the institute are responsible for the dissemination of all this information.

In order to analyse the outcomes of the interinstitutional activities and of those carried out with the surrounding community and to identify situations that can be improved and allow those situations to be corrected, the institution has to define indicators and satisfaction surveys and new goals have to be defined. The results are presented annually in the respective report.

internationalization

The main objectives set by the Polytechnic Institute of Viseu are the development of its internationalization policy and the strengthening of cooperation, exchange and mobility projects among its students, teachers and non-teaching staff.

To be able to achieve such goal, it:

- is part of a eight polytechnic institutes consortium, involved in the Erasmus+ programme, which grants them greater funding, allows them to organize international semesters, taught in English, in order to attract more foreign students and fosters the recruitment of international students, through institutional dissemination at international fairs.
- establishes institutional connections with similar institutions, inside and outside the European area, allowing an increase in cooperation agreements, mobility/exchange opportunities and in projects applying for financial support.
- promotes its international visibility and improves its capacity to attract international students through the reinforcement of its participation in international dissemination fairs and strategic partnerships that foster student mobility and encourages the creation of double degree courses in partnership with other foreign institutions in the Portuguese-speaking area.

In order to analyse the outcomes of the internationalization activities and to identify situations that are below the quality standards of the institution and allow those situations to be corrected, the institution has to define indicators and satisfaction surveys and new goals have to be defined. The results are presented annually in the respective report.

HUMAN RESOURCES |

The institution shall adopt and apply clear, transparent and fair procedures for the recruitment of its personnel.

The recruitment of teachers for an indefinite period of time conforms to the Higher Education Teaching Career Code and to the Polytechnic Institute of Viseu regulations for recruitment and employment of teaching staff for an indefinite period of time. The recruitment process is by means of a documental competition, open to a given subject area or areas, following a proposal from the Scientific and Technical Council of the Organic Unit; the admission and selection process is ensured by a jury, appointed by the President of the Polytechnic Institute of Viseu and composed, for the most part, by external elements. The competition procedure ensures the publication of the opening date (Republic Gazette, Public Employment Pool, the Institute webpage and the Foundation for Science and Technology website), of the application criteria and of the final results. The institution has its own recruitment regulations it has to follow whenever it needs to hire guest lecturers and that define the qualifications required and the procedures to be adopted. All these requirements are based on a set of criteria previously defined and on well-founded proposals and reports

The recruitment of non-teaching staff for an indefinite period of time and for fixed-term contracts is conducted by means of a competition, in compliance with the applicable legislation. Recruitment depends on the needs of the services and on the new recruit's professional status.

The internal hiring procedures are defined so that decisions can be made in a timely manner.

As for the assessment of the teaching staff's performance, the institution has its own Teaching Staff Assessment Regulations drawn up in accordance with the Higher Education Teaching Career Code, in which the procedures and criteria are defined. The assessment is conducted regularly and takes place every three years. Guest lecturers are among a few specific cases that have to be taken into account. Briefly, the teachers' assessment process, supported by an IT platform, comprises the following phases: at the beginning of each evaluation period, the teacher's performance profile is defined; once the assessment period is concluded, teachers have to submit their self-assessment report as well as their activities report; then, the rapporteur, who had previously been appointed by the Scientific and Technical Council, verifies the validity of the self-assessment reports delivered; the Scientific and Technical Council will then approve the provisional ranking list; then there's a prior hearing; the Scientific and Technical Council approves the final ranking list; The President of the Polytechnic Institute of Viseu validates the ranking list; and then, a period for filling a complaint is defined. The first phase aims at encouraging teachers to plan activities that may contribute to their permanent updating and professional development.

Non-teaching staff evaluation is carried out in accordance with the procedures defined in Integrated System for Performance Management and Assessment and is based on the definition of objectives and competences (senior technicians and technical coordinators) or competences (technical assistants and operations assistants). This is a two-year evaluation cycle. The harmonization of the assessment results based on the personnel's performance differentiation is carried out in several Autonomous Sections (Central Services/Social Services and Organic Units). Assessment scores such as Excellent or Inadequate are validated by the Assessment Coordination Council. All the assessment results are

homologated by the President of the Polytechnic Institute of Viseu. Any staff member is allowed to fill a complaint.

The training of the non-teaching staff of the Polytechnic Institute of Viseu is based on the collection of a number of elements that will be used to design the training plan and that are contained in different management documents. The training needs will be closely connected to the outcomes of the personnel's performance assessment. A methodology has already been defined to assess the training action and the effectiveness it may represent for the institution in terms of skills and organization competences. These considerations will confirm the usefulness of said training.

The Polytechnic Institute of Viseu supports the continuous training of its teaching and non-teaching staff in the most diverse areas of activity.

In order to verify the results of the activities carried out by the Personnel Resource Services and to identify poor quality performances and the opportunities to implement the appropriate improvements, indicators and satisfaction surveys and their respective goals were defined. The results are presented annually in the respective report.

MATERIAL RESOURCES AND SERVICES

The Polytechnic Institute of Viseu provides a vast range of resources and services to support learning: physical services (facilities, libraries, ICT resources, pedagogic and scientific equipment, without ever neglecting the safety of its users, the environment and the specific needs of students with disabilities), administrative and tutoring services, and supervision and advice services as well.

The services provided are described in the statutes of the institution and of its organic units and, among other activities, are responsible for

- issuing opinions on the most diverse subjects;
- responding to representations, complaints and requests for clarification, regardless of the way in which they are phrased;
- providing an administrative response to students' academic needs;
- providing all sorts of material to support teaching activities;
- providing, in addition to financial support, a range of services and equipment to displaced scholarship students (like accommodation for instance);
- providing general and family medical care, psychological care, food; support for the practice of sports (multi-sports fields, grass pitches and indoor multi-sports pavilions);
- providing access to the institute's ICT resources and ensuring their maintenance;
- providing reprography services;
- managing the processes related to international students, to mobility projects involving students, teachers and non-teaching staff and to international projects;
- supporting graduates by sharing information about employment opportunities and training actions that will ease their integration into working life;
- image management and institutional dissemination;
- providing information and support to those who wish to have access to higher education;
- handling the purchase of goods and services;
- complying with the human resources management guidelines;
- complying with the financial management guidelines;
- and support migrants.

Several tutoring activities are developed in the Organic Units of Education: the monitoring and integration of new students, support actions to help solve students' problems, actions aiming at bringing students and teachers closer or initiatives aiming at identifying and solving problems related to the new students' integration or academic issues.

The Polytechnic Institute of Viseu possesses several facilities, equipped with appropriate infrastructure for educational and research activities.

The functionality and maintenance of the Polytechnic Institute of Viseu equipment and technical infrastructures are ensured by their respective services that have to comply with the regulations contained in the maintenance manual and with the technical procedures already defined. Any maintenance activity carried out, guaranteed by a service management computer platform, is recorded, monitored and controlled. All the requests are addressed in due time, ensuring the preservation, rehabilitation and maintenance of all the facilities and equipment. The information can be consulted

online and those interested can keep track, in real time, of all the operational performance and of the technical interventions that have been scheduled.

The services' activities are planned by the respective managers, in coherence with the institution's strategic plan and in accordance with the annual plan of activities.

Several Quality Services Committees were formed and are responsible for the full implementation of the Internal Quality Assurance System in their respective areas of activity.

In order to analyse the results of the activities carried out by the different services and to identify situations where the quality levels are not acceptable and the appropriate improvement measures, indicators and satisfaction surveys and new goals have been designed. The results are presented annually in the respective reports.

MANAGEMENT AND DISSEMINATION OF INFORMATION

The Polytechnic of Viseu possesses an information system that supports the different activities and areas of activity. The system is supported by several electronic platforms that enable the collection and processing of data (such as key performance indicators¹¹) and provide the institution with information to respond accurately to internal and external information requirements. However the information is not exclusively collected through those platforms, in fact a large amount of data is gathered through more traditional methods in some services and in certain interaction activities conducted outside the institute.

The information system offers several platforms/systems that can be used for data collection and consultation. The following platforms are the most popular:

- *moodle*, to support the teaching activity; it allows the provision of all learning resources related to the courses.
- *sigq platform*, for the application and collection of information taken from the questionnaires applied to students about their satisfaction with the curricular unit, with their final course/internship assignment and with the school and the course they attend.
- *limesurvey*, for the application of satisfaction questionnaires to graduates and employers.
- *statistics system*, contains a set of academic statistics that will help respond to different types of needs and that include students' background, progression rates, success and dropout rates, examination timetables, debt management, assignment of projects and internships, management of school registrations, consultation of the Directorate General for Higher Education.official records of all the students enrolled and of those who have already graduated from higher education institutions.
- *curricular data management system*, for the management of the curricular unit programmes, files and reports.
- *teaching staff personal and academic data management system*.
- *siges*, administrative system of academic management used mainly for registrations (classes, examinations, grades), open account and and for the payment of tuition fees and other emoluments and for the teaching staff service distribution.
- *netpa*, for online registration and enrolment, examination registration, for entering students' grades and for provision of ATM references for the payment of tuition fees and emoluments.
- *css backoffice*, administrative system for managing the application and placement process, namely documents, courses and fees. It also carries out the registration of face-to-face applications and the flow of virtual applications.
- *cssnet*, virtual application platform integrated with css backoffice;
- *intranet*, platform with updated and classified information from documents and institutional directives.

The Polytechnic Institute of Viseu also has other systems/platforms used to support operational activities: the platform for the assessment of teaching performance (adocs), employment pool, teacher

¹¹ See annex I - indicators

recruitment pool, the integrated library management programme (koha), platform for the management of laboratories and rooms (geslabs), the e-publica management software.

The institution ensures, on a regular basis, the collection, analysis and use of outcomes and of other relevant information for the effective management of all activities.

The results of all activities are presented annually in the respective reports. This procedure allows the identification of situations whose quality is lower than should be expected and of the respective opportunities for improvement.

PUBLIC INFORMATION |

On its official webpage, the Polytechnic Institute of Viseu provides regular information to its audience. On this page¹²they have access to:

- management documents, like the institution strategic plan, the social balance sheet, all plan and activity reports¹³;
- statutes and regulations in force in the whole institution, like for instance those covering all the phases of the students' life in the institution (admission, progression, recognition and certification), re-entry and change of institution/course situations, scientific research scholarships, student Ombudsman and work organization and discipline¹⁴;
- educational offer, that includes course reports, course self-assessment reports, reports from external course assessment committees and data on their accreditation¹⁵;
- student access and guidance policies¹⁶;
- mobility opportunities¹⁷;
- school social services¹⁸;
- teaching outcomes that include students' academic results, employability results (including the monitoring of their graduates' career paths for a reasonable period of time to analyse their employability rate) and information on their stakeholders' satisfaction¹⁹;
- mechanisms to deal with complaints and suggestions²⁰;
- quality policy, review of the internal quality assurance system, the self-assessment reports covering the internal quality assurance system and the institution's, the reports issued by the external assessment committees on the audits to the internal quality assurance system and to the institutional assessment reports, to information on the certification of the internal quality assurance system and on aspects related to institutional accreditation²¹.

Regular information is also provided through the Organic Units of Education webpages. There the institution users may find information on:

- learning objectives, qualifications awarded and prospects for future employability for each course;
- the qualification of the teaching staff and their employment relationship with the institution;
- the planning of the courses;
- teaching, learning and assessment methods for students;
- the educational offer of the institution that may include course reports, courses self-assessment reports and information on their accreditation;
- the students' rights and duties;

¹²<http://www.ipv.pt/>

¹³http://www.ipv.pt/info_pg.htm

¹⁴<http://www.ipv.pt/leis.htm>

¹⁵<http://events.ipv.pt/sigq/avaliacao-externa/>

¹⁶<http://www.ipv.pt/gaes/>

¹⁷<http://www.ipv.pt/ri/>

¹⁸<http://www.ipv.pt/sas/>

¹⁹<http://events.ipv.pt/sigq/>, <http://events.ipv.pt/sigq/avaliacao-externa/>

²⁰<http://www.ipv.pt/sr.htm>, http://www.ipv.pt/provd_estudante.htm

²¹<http://events.ipv.pt/sigq/>

- mechanisms to deal with complaints and suggestions;
- access to material resources and teaching support services;
- teaching outcomes that include students' academic results, employability results (including the monitoring of their graduates' career paths for a reasonable period of time to understand their employability rates) and information on their stakeholders' satisfaction.

Information is also provided through the Organic Units of Research webpages:

- about the different Organic Units of Research²²;
- about ongoing research projects²³.

²²<http://www.ipv.pt/ci/>

²³<http://www.ipv.pt/proinv.htm>

EXTERNAL ASSESSMENT |

The Polytechnic Institute of Viseu regularly submits its Internal Quality Assurance System so it can be certified externally by the Agency for Assessment and Accreditation of Higher Education.

The process of external auditing of the Polytechnic Institute of Viseu's Internal Quality Assurance System involves the entire academic community:

- management bodies: President of the Polytechnic Institute of Viseu, Presidents of the Organic Units, Academic Councils, the Quality and Assessment Council and the General Council;
- teachers, including those who take part in the Academic Councils, in the Quality and Assessment Council and in the General Council;
- students who participate in the Academic Councils, in the Quality and Assessment Council and in the General Council;
- non-teaching staff members, with the participation of the different heads of services and offices of the institution and the presence of the Quality Manager in the Quality and Assessment Council.
- the external community, with the presence of personalities who don't belong to the institute but integrate the General Council of the institution.

The preparation of the institutional self-assessment report included five main stages:

- the first includes the management bodies, teachers and non-teaching staff and involves the collection of all necessary information, the consultation and analysis of management documents and the collection of data specific to the different services and areas.
- the second is carried out by a multidisciplinary team that involves teachers and non-teaching staff members, who are responsible for verifying all the information available, for drafting the texts and filling in the tables contained in the reference document – the guide for preparing the institutional self-assessment report. Where necessary, this team will request or collect additional information.
- in the third stage, the multidisciplinary team presents the document to the President of the Polytechnic Institute of Viseu who requests opinions from the Quality and Assessment Council and from the Academic Council.
- in the fourth stage, the self-assessment report, together with the opinions issued by the Quality and Assessment Council and by the Academic Council, is submitted by the President of the Polytechnic Institute of Viseu to the General Council for assessment that will validate the report and validate any improvement deemed necessary.
- in the fifth and last stage, the institutional self-assessment report is submitted by the President of the Polytechnic Institute of Viseu to the Agency for Assessment and Accreditation of Higher Education.

The self-assessment report, the report of the External Assessment Committee of the Agency for Assessment and Accreditation of Higher Education and the outcomes of the process are disseminated through the official webpage of the Polytechnic Institute of Viseu²⁴.

²⁴www.ipv.pt/sigq.htm

ANNEXES

Annexe I
PERFORMANCE INDICATORS

performance indicators

OVERALL TEACHING AND LEARNING responsibility - schools quality and assessment committees			
INDICATOR	CALCULATION FORMULA	GOAL	
I.0001	courses creation rate	courses created/courses fully operating*100	2 courses
I.0002	courses suspension rate	suspended courses/courses fully operating*100	0 courses
I.0003	courses extinction rate	extinghished courses/courses fully operating*100	0 courses
I.0004	course changes rate	courses which have undergone changes/courses fully operating*100	in accordance with internal/external provisions
I.0005	Courses accredited without conditions	courses accredited without conditions/accredited courses*100	≥ 90.00%
I.0006	questionnaire on students' satisfaction with the Curricular Unit response rate	responses to the questionnaire on students' satisfaction with the curricular units/ students enrolled in every curricular units*100	≥ 20.00%
I.0007	average satisfaction with the nature of the curricular unit	mean value obtained for the items of the questionnaire on the nature of the curricular unit (sigq platform)	≥ 3.00
I.0008	average satisfaction with the implementation of the curricular unit	mean value obtained for the items of the questionnaire on the implementation of the curricular unit (sigq platform)	≥ 3.00
I.0009	average satisfaction with the curricular unit self-assessment	mean value obtained for the items of the questionnaire on the self-assessment of the curricular unit (sigq platform)	≥ 3.00
I.0010	questionnaire on students' satisfaction with their internship, dissertation or final project	responses to the questionnaire on students' satisfaction with the internship, dissertation or final project/ students taking the internship, preparing their dissertation or final project curricular units*100	≥ 20.00%
I.0011	average satisfaction with the nature of the internship, dissertation or final project	mean value obtained for the items of the questionnaire on the nature of the internship, dissertation or final project (sigq platform)	≥ 3.00
I.0012	average satisfaction with the scientific, pedagogic and organizational aspects of the intership, dissertation or final project	mean value obtained for the items of the questionnaire on the scientific, pedagogic and organizational aspects of the internship, dissertation or project (sigq platform)	≥ 3.00
I.0013	average satisfaction with the assessment and promotion of the success of the internship, dissertation or final project	mean value obtained for the items of the questionnaire on the assessment and to the promotion of the success of the internship, dissertation or project (sigq platform)	≥ 3.00
I.0014	average satisfaction with the student self-assessment regarding the internship, dissertation or the final project	mean value obtained for the items of the questionnaire on student's self-assessment regarding the internship, dissertation or project (sigq platform)	≥ 3.00
I.0015	average satisfaction with interpersonal relationships experienced during the internship, dissertation or the final project	mean value obtained for the items of the questionnaire on interpersonal relationships experienced during the internship, dissertation or project (sigq platform)	≥ 3.00
I.0016	questionnaire on students' satisfaction with the course and with the school response rate	responses to the questionnaire on students' satisfaction with the school and course/students enrolled in the schools units*100	≥ 20.00%
I.0017	average satisfaction with the courses - overall perception	mean value obtained for the items of the questionnaire on the course- overall perception (sigq platform)	≥ 3.00
I.0018	average satisfaction with the school environment	mean value obtained for the items of the questionnaire on the school environmentt (sigq platform)	≥ 3.00
I.0019	average satisfaction with the school- overall perception	mean value obtained for the items of the questionnaire on the school- overall perception (sigq platform)	≥ 3.00
I.0020	questionnaire on employers' satisfaction response rate	responses to the questionnaire on employers' satisfaction/ employers who were asked to take part in the questionnaire*100	≥ 20.00%
I.0021	questionnaire on graduates' satisfacionl response rate	responses to the questionnaire on graduates' satisfaction/ graduates who were asked to take part in the questionnaire*100	≥ 20.00%
I.0022	percentage of graduates who are currently working	number of graduates who are working/number of graduates who were asked to take part in the questionnaire*100	↗
I.0023	percentage of graduates who are working in their area of expertise	number of graduates who are working in their field of expertise/number of graduates who were asked to take part in the questionnaire*100	↗
I.0024	compliance rates with the deadlines established for the elaboration of the curricular unit reports	number of curricular unit reports that didn't fail to meet the deadlines/number of curricular units *100	100,00%
I.0025	compliance rates with the deadlines established for the validation of the curricular unit reports	curricular unit reports validated in due time/curricular unit reports drawn up in due time*100	100,00%
I.0026	compliance rates with the deadlines establish for carrying out	courses validated in due time/course operating*100	100,00%

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OVERALL TEACHING AND LEARNING responsibility - schools quality and assessment committees		
INDICATOR	CALCULATION FORMULA	GOAL
	course reviews	
I.0027	compliance rates with the deadlines established for drawing up the course reports cpourse reports drawn up in due timer/number of courses*100	100,00%
I.0028	compliance rates with the deadlines set for delivering an opinion on the course reports opinions on the course reports delivered in due time/course reports concluded in due time*100	100,00%
I.0029	compliance rates with the deadlines established for the approval of the course reports course reports approved in due time/course reports concluded in due time*100	100,00%
I.0030	total number of students	↗
I.0031	female students' ratio	n/a
I.0032	male students ratio	n/a
I.0033	students < 20 years old ratio	n/a
I.0034	students ≥ 20 e < 24 years old ratio	n/a
I.0035	students ≥ 24 e < 28 years old ratio	n/a
I.0036	students ≥ 28 years old ratio	n/a
I.0037	percentage of students attending 1st year	n/a
I.0038	percentage of students attending 2nd year	n/a
I.0039	percentage of students attending 3rd year	n/a
I.0040	percentage of students attending 4th year	n/a
I.0041	number of vacancies	n/a
I.0042	number of candidates	n/a
I.0043	number of candidates admitted	n/a
I.0044	number of students enrolled for the first time	n/a
I.0045	minimum admission score	n/a
I.0046	average admission score	n/a
I.0047	number of graduates	n/a
I.0048	number of teachers	n/a
I.0049	number of full-time teachers holding a PhD degree	n/a
I.0050	number of FTE teachers	n/a
I.0051	percentage of full-time teachers	n/a
I.0052	percentage of full-time teachers holding a PhD degree	≥ 15.00%
I.0053	percentage of tenured teachers	≥ 70.00%
I.0054	percentage of PhD teachers working full-time for more than 3 years	↗
I.0055	percentage of teachers with a PhD	≥ 15.00%
I.0056	percentage of expert teachers of renowned experience and professional expertise	≥ 35.00%
I.0057	percentage of teachers in a PhD programme for more than one year	n/a
I.0058	number of FTE PhD teachers and specialist teachers for every 30 students	≥ 1.00
I.0059	students/FET teachers	n/a
I.0060	faculty aging index	≤ 1.00
I.0061	percentage of non-teaching staff members with a college education	↗
I.0062	percentage of non-teaching staff members with a high school diploma	↘
I.0063	percentage of non-teaching staff members with any other education level	↘
I.0064	percentage of non-teaching staff members holding an administrative position	n/a
I.0065	percentage of non-teaching staff members who are service manager	n/a
I.0066	percentage of non-teaching staff	n/a

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OVERALL TEACHING AND LEARNING responsibility - schools quality and assessment committees			
INDICATOR	CALCULATION FORMULA	GOAL	
	members working as senior technicians	teaching staff members*100	
I.0067	percentage of non-teaching staff members working as IT technicians	number of non-teaching staff members working as IT technicians/ total number of non-teaching staff members*100	n/a
I.0068	percentage of non-teaching staff members with an IT Technician degree	number of non-teaching staff members with an IT technician degree/ total number of non-teaching staff members*100	n/a
I.0069	percentage of non-teaching staff members holding the position of technical coordinator	number of non-teaching staff members holding the position of technical coordinator/ total number of non-teaching staff members*100	n/a
I.0070	percentage of non-teaching staff members holding the position of technical assistant	number of non-teaching staff members holding the position of technical assistant/ total number of non-teaching staff members*100	n/a
I.0071	percentage of non-teaching staff members holding the position of operations assistant	number of non-teaching staff members holding the position of operations assistant	n/a
I.0072	non-teaching staff aging index	number of non-teaching staff members aged 50 or older/number of non-teaching staff members under the age of 40	≤ 1.00
I.0073	average approval rate in the first year of the course curricular units when compared to the number of students enrolled	number of students who passed 1st cycle courses curricular units/number of students enrolled in 1st cycle courses curricular units*100	↗
I.0074	average approval rate in the first year of the 2nd cycle courses when compared to the number of students enrolled	number of students who passed 1st cycle courses curricular units/number of students assessed in 1st cycle courses curricular units*100	↗
I.0075	average approval rate in the 2nd cycle courses when compared to the number of students enrolled	number of students who passed 2nd cycle courses curricular units/number of students enrolled in 2nd cycle courses curricular units*100	↗
I.0076	average approval rate in the 2nd cycle courses when compared to the number of students assessed	number of students who passed 2nd cycle courses curricular units/number of students assessed in 2nd cycle courses curricular units*100	↗
I.0077	average approval rate in CTESP courses when compared to the number of students enrolled	number of students who passed CTESP curricular units/ number of students enrolled in CTESP curricular units*100	↗
I.0078	average approval rate in CTESP courses when compared to the number of students assessed	number of students who passed CTESP courses/number of students assessed in CTESP courses curricular units*	↗
I.0079	ratio between students assessed and students who were not assessed in the 1st cycle courses	students assessed in 1st cycle courses curricular units/students who were not assessed in 1st cycle curricular units	↗
I.0080	ratio between students assessed and students who were not assessed in the 2nd cycle courses	students assessed in 2nd cycle courses curricular units/students who were not assessed in 2nd cycle courses curricular units	↗
I.0081	ratio between students assessed and students who were not assessed in the CTESP courses	students assessed in CTESP courses curricular units/students who were not assessed in CTESP courses curricular units	↗
I.0082	percentage of curricular units of the 1st cycle courses with an approval rate ≤ 30.00%	number of curricular units of the 1st cycle courses with an approval rate ≤ 30.00%/number of 1st cycle curricular units*100	↘
I.0083	percentage of curricular units of the 2nd cycle courses with an approval rate ≤ 30.00%	number of curricular units of the 2nd cycle courses with an approval rate ≤ 30.00%/number of 2nd cycle curricular units*100	↘
I.0084	percentage of curricular units of the CTESP courses with an approval rate ≤ 30.00%	number of curricular units of CTESP courses with an approval rate ≤ 30.00%/number of CTESP courses curricular units*100	↘
I.0085	dropout rate in the IPV	number of enrolment cancellations/total number of students enrolled in the IPV*100	↘
I.0086	dropout rate in the CTESP courses	number of enrolment cancellations of CTESP students/total number of students enrolled in CTESP courses*100	↘
I.0087	dropout rate in the 1st year of the CTESP courses	number of enrolment cancellations of 1st year CTESP students/total number of students enrolled in CTESP 1st year courses*100	↘
I.0088	dropout rate in the 2nd year of the CTESP courses	number of enrolment cancellations of 2nd year CTESP students/total number of students enrolled in CTESP 2nd year courses*100	↘
I.0089	dropout rate in the 1st cycle courses	number of enrolment cancellations of 1st cycle students/total number of students enrolled in 1st cycle courses*100	↘
I.0090	dropout rate in the 1st year of the 1st cycle courses	number of enrolment cancellations of students attending the 1st year of 1st cycle courses/total number of students enrolled in the 1st year of 1st cycle courses*100	↘
I.0091	dropout rate in the 2nd year of the 1st cycle courses	number of enrolment cancellations of students attending the 2nd year of 1st cycle courses/total number of students enrolled in the 2nd year of 1st cycle courses*100	↘
I.0092	dropout rate in the 3rd year of the 1st cycle courses	number of enrolment cancellations of students attending the 3rd year of 1st cycle courses/total number of students enrolled in the 3rd year of 1st cycle courses*100	↘
I.0093	dropout rate in the 4th year of the	number of enrolment cancellations of students attending the 4th year of 1st cycle	↘

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OVERALL TEACHING AND LEARNING responsibility - schools quality and assessment committees		
INDICATOR	CALCULATION FORMULA	GOAL
1st cycle courses	courses/total number of students enrolled in the 4th year of 1st cycle courses*100	
I.0094 dropout rate in the 2nd cycle courses	number of enrolment cancellations of students attending 2nd cycle courses/total number of students enrolled in 2nd cycle courses*100	↘
I.0095 dropout rate in the 1st year of the 2nd cycle courses	number of enrolment cancellations of students attending the 2nd year of 1st cycle courses/total number of students enrolled in the 1st year of 2nd cycle courses*100	↘
I.0096 dropout rate in the 2nd year of the 2nd cycle courses	number of enrolment cancellations of students attending the 2nd year of 2nd cycle courses/total number of students enrolled in the 2nd year of 2nd cycle courses*100	↘
I.0097 percentage of enrolment cancellations because the student decided to move to a different course in the same organic unit of the same higher education institution	number of enrolment cancellations because the student decided to move to a different course in the same organic unit of the same higher education institution/total number of students enrolled*100	n/a
I.0098 percentage of enrolment cancellations because the student decided to move to a different course in another organic unit of the same higher education institution	number of enrolment cancellations because the student decided to move to a different course in another organic unit of the same higher education institution/total number of students enrolled*100	n/a
I.0099 percentage of enrolment cancellations because the student decided to move to a different higher education institution	number of enrolment cancellations because the student decided to move to a different higher education institution/total number of students enrolled*100	n/a
I.0100 percentage of enrolment cancellations because the student didn't relate to the course	number of enrolment cancellations because the student didn't relate to the course/total number of students enrolled*100	n/a
I.0101 percentage of enrolment cancellations due to economic factors	number of enrolment cancellations due to economic factors/total number of students enrolled*100	n/a
I.0102 percentage of enrolment cancellations due to health issues	number of enrolment cancellations due to health issues/total number of students enrolled*100	n/a
I.0103 percentage of enrolment cancellations because the student's school timetable was incompatible with their job working hours	number of enrolment cancellations because the student's school timetable was incompatible with their job working hours/total number of students enrolled*100	n/a
I.0104 percentage of enrolment cancellations for some other reason	number of enrolment cancellations for some other reason/total number of students enrolled*100	n/a
I.0105 percentage of foreign students enrolled	number of foreign students enrolled/total number of students enrolled*100	↗
I.0106 percentage of students hosted during international mobility programmes	number of students hosted during international mobility programmes/total number of students enrolled*100	↗
I.0107 percentage of students sent on international mobility programmes	number of students sent on international mobility programmes	↗
I.0108 percentage of teachers hosted, mobilities included	number of teachers hosted, mobilities included /total number of teachers*100	↗
I.0109 percentage of teachers sent on international mobility programmes	number of teachers sent on international mobility programmes/total number of teachers*100	↗
I.0110 efficiency improvement rate	improvement actions successfully implemented/improvement actions defined*100	≥ 80.00%, according planning

OVERALL RESEARCH responsibility committee for research activities		
INDICATOR	CALCULATION FORMULA	GOAL
I.0111 R&D projects funding	total amount of funding for national R&D international projects	↗
I.0112 international R&D projects funding	total amount of funding for national R&D international projects	↗
I.0113 percentage of national R&D projects	number of national R&D projects/number of R&D projects	n/a
I.0114 percentage of international R&D projects	number of international R&D projects/number of R&D projects	n/a
I.0115 ratio R&D projects funding/ total number of FTE teachers	total amount of the funding for R&D projects/ total number of FTE teachers	↗
I.0116 percentage of PhD teachers who are part of R&D units	number of PhD teachers who are part of R&D units/total number of FTE teachers with a PhD	↗
I.0117 percentage of researchers holding a PhD	researchers holding a PhD /total number of researchers	≥ 15.00%
I.0118 aging index of the research members	research members who are 50 years old or older/ research members who are under 40 years old	≤ 1.00

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OVERALL RESEARCH responsibility committee for research activities		
INDICATOR	CALCULATION FORMULA	GOAL
I.0119	books and book chapters number of books and book chapters	↗
I.0120	papers published in Web of Science (WoS) or Scopus-indexed journals (international) number of papers published in Web of Science (WoS) or Scopus-indexed journals (international)	↗
I.0121	papers published in Web of Science (WoS) or Scopus-indexed journals (national) number of papers published in Web of Science (WoS) or Scopus-indexed journals (national)	↗
I.0122	papers published in journals indexed in other indexing sources (international) number of papers published in journals indexed in other indexing sources (international)	↗
I.0123	papers published in journals indexed in other indexing sources (national) number of papers published in journals indexed in other indexing sources (national)	↗
I.0124	articles/chapters in meeting minutes/proceedings (international) number of articles/chapters in meeting minutes/proceedings (international)	↗
I.0125	articles/chapters in meeting minutes/proceedings (national) number of articles/chapters in meeting minutes/proceedings (national)	↗
I.0126	advanced training - supervision of PhD thesis number of PhD thesis supervised	↗
I.0127	advanced training - supervision of Master's thesis number of Master's thesis supervised	↗
I.0128	organization of scientific events (seminars, conferences, ...) number of scientific events organizes	↗
I.0129	external projects (fct, portugal2020, ...) number of external projects	↗
I.0130	institutional projects (cgd, ...) number of institutional projects	↗
I.0131	national patents and trademark registrations number of national patents and trademark registrations	↗
I.0132	international patents and trademark registrations number of international patents and trademark registrations	↗
I.0133	registered patents and trademark registration number of registered patents and trademark registration/number of patents and trademark registrations submitted	↗
I.0134	pending patents and trademark registration rate number of pending patents and trademark registration/number of patents and trademark registrations submitted	n/a
I.0135	compliance rate of the Millenium editorial policy number of editions published/number of editions expected*100	100.00%, 3 journals/year
I.0136	average response time to requests placed and related to research units number of days spent between the request and the authorization/number of requests	↘
I.0137	improvements efficiency rate number of successful improvement actions implemented/number of improvement actions planned*100	≥ 80.00%, according to planning

INTERINSTITUTIONAL COOPERATION AND COOPERATION WITH THE COMMUNITY responsibility DPGAF/DJ (until the constitution of the quality committee)		
INDICATOR	CALCULATION FORMULA	GOAL
I.0138	number of protocols established with other public entities number of internships carried out in business companies	↗
I.0139	number of protocols established with other organizations number of internships carried out in public administration institutions	↗
I.0140	funding of the protocols established with local authorities/municipalities number of internships carried out in social support institutions	↗
I.0141	funding of the protocols established with other public entities ratio internships/students	↗
I.0142	funding of the protocols established with other organizations number of national patents and trademark registrations carried out	↗
I.0143	number of protocols covering training actions number of international patents and trademark registrations	↗
I.0144	number of protocols covering service provision to the community registered patents and trademark registration rate	↗
I.0145	number of protocols involving consultancy and studies pending patents and trademark registration rate	n/a
I.0146	number of additional protocols number of protocols established with companies	↗
I.0147	funding of training actions total costs of the protocols established with companies	↗

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INTERINSTITUTIONAL COOPERATION AND COOPERATION WITH THE COMMUNITY | responsibility DPGAF/DJ (until the constitution of the quality committee)

INDICATOR	CALCULATION FORMULA	GOAL
I.0148	funding of the services provided to the community average cost of the protocols	↗
I.0149	funding of the consultancy and studies activities number of projects supported	↗
I.0150	funding of other types of activities cost of the supports granted	↗
I.0151	percentage of protocols whose cost was ≤ € 5000.00 mean value of the projects	↗
I.0152	percentage of protocols whose cost ranged between € 5001.00 e € 10000.00 ratio project funding/number of FTE teachers	↗
I.0153	percentage of protocols whose cost ranged between € 10001.00 e € 25000.00 number of protocols established with local authorities/municipalities	↗
I.0154	percentage of protocols whose cost ranged between € 25001.00 e € 50000.00 number of internships carried out in business companies	↗
I.0155	percentage of protocols whose cost was > € 50000.00 number of internships carried out in public administration institutions	↗
I.0156	percentage of protocols established with entities located in the city- IPV Central Services number of internships carried out in social support institutions	↗
I.0157	percentage of protocols established with entities located in other cities/regions number of internships/number of students	↗
I.0158	total number of events/activities promoted national patents and trademark registrations carried out this year	↗
I.0159	percentage of international events international patents and trademark registrations carried out this year	↗
I.0160	percentage of events promoted by the institution registered patents and trademark registration/ patents and trademark registrations submitted	↗
I.0161	percentage of events promoted by each Organic Unit pending patents and trademark registration/ patents and trademark registrations submitted	↗
I.0162	percentage of events organized in partnership with other organizations number of protocols established with companies	↗
I.0163	percentage of events carried out in the institution facilities total costs of the protocols established with companies	↗
I.0164	percentage of events carried out in the city/region total costs of the protocols established with companies/number of protocols	↗
I.0165	percentage of events carried out outside the city/region number of projects supported	↗
I.0166	percentage of visual arts and photography events cost of the supports granted	↗
I.0167	percentage of conferences, debates and workshops cost of the supports granted/number of projects supported	↗
I.0168	percentage of musical events number of projects supported/total FTE teachers	↗
I.0169	percentage of literature and cultural thinking events number of protocols established with local authorities/municipalities	↗
I.0170	percentage of cinema and audiovisual events number of protocols established with other public entities	↗
I.0171	percentage of other exhibitions number of protocols established with other organizations	↗
I.0172	percentage of performative arts events cost of the protocols established with local authorities/municipalities	↗
I.0173	percentage of miscellaneous events de eventos cost of the protocols established with other public entities	↗
I.0174	improvements efficiency rate cost of the protocols established with other organizations	↗
I.0175	number of protocols established with other public entities number of protocols covering training actions	↗
I.0176	number of protocols established with other organizations number of protocols covering service provision to the community	n/a
I.0177	funding of the protocols established with local authorities/municipalities number of protocols involving consultancy and studies	n/a
I.0178	funding of the protocols established with other public entities number of additional protocols	n/a
I.0179	funding of the protocols established with other organizations amount of funding of training actions	n/a
I.0180	number of protocols covering training actions amount of funding of the services provided to the community	n/a

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INTERINSTITUTIONAL COOPERATION AND COOPERATION WITH THE COMMUNITY | responsibility DPGAF/DJ (until the constitution of the quality committee)

INDICATOR	CALCULATION FORMULA	GOAL
I.0181 number of protocols covering service provision to the community	amount of funding of the consultancy and studies activities	n/a
I.0182 number of protocols involving consultancy and studies	amount of funding of other types of activities	n/a
I.0183 number of additional protocols	percentage of protocols whose cost was ≤ € 5000.00/total number of protocols	n/a
I.0184 funding of training actions	protocols whose cost ranged between € 5001.00 e € 10000.00/total number of protocols	n/a
I.0185 funding of the services provided to the community	protocols whose cost ranged between € 10001.00 e € 25000.00/total number of protocols	n/a
I.0186 funding of the consultancy and studies activities	protocols whose cost ranged between € 25001.00 e € 50000.00/total number of protocols	n/a
I.0187 funding of other types of activities	percentage of protocols whose cost was > € 50000.00/total number of protocols	n/a
I.0188 percentage of protocols whose cost was ≤ € 5000.00	protocolos com entidades sediadas na cidade principal polo da instituição/número total de protocolos	n/a
I.0189 percentage of protocols whose cost ranged between € 5001.00 e € 10000.00	protocolos com entidades sediadas noutras cidades, regiões/número total de protocolos	n/a
I.0190 percentage of protocols whose cost ranged between € 10001.00 e € 25000.00	total number of events/activities promoted	≥ 80.00%, according to planning

INTERNATIONALIZATION/EXTERNAL RELATIONS SERVICES | committee for the quality of communication, culture and external relations services

INDICATOR	CALCULATION FORMULA	GOAL
I.0191 deadlines compliance rate for preparing the international cooperation reportst	number of reports prepared within the deadline/number of reports expected*100	100.00%, 2/year
I.0192 dealines compliance rate for disseminating interinstitutional agreement proposals	number of proposals disseminated within the deadline/number of proposals handed*100	100.00%, 7 days
I.0193 partnerships implementation rate	number of partnerships implemented/number of partnerships submitted*100	≥ 75.00%
I.0194 partnerships evolution rate	number of partnerships signed this year /number of partnerships signed the previous year	≥ 75.00%
I.0195 implementation rate of Erasmus+ projects and activities	number of activities and projects carried out in accordance with the requests and with the strategy previously defined/number of activities and projects planned*100	100.00%, 5/year
I.0196 implementation rate of expected flows	number of students sent/number of flows approved*100	≥ 70.00% and ≤ 120.00%
I.0197 application rate of the amount allocated	amount of money applied/amount of money approved*100	≥ 70.00% and ≤ 100.00%
I.0198 evolution rate of the students, teachers and non-teaching staff members hosted through mobility activities	number of students, teachers and non-teaching staff members hosted this year/ number of students, teachers and non-teaching staff members hosted the year before*100	≥ 80.00%
I.0199 evolution rate of the students, teachers and non-teaching staff members sent through mobility activities under the protocols established	number of students, teachers and non-teaching staff members sent this year/number of students, teachers and non-teaching staff members sent the year before*100	≥ 75.00%
I.0200 evolution rate of the students, teachers and non-teaching staff members hosted through mobility activities under the protocols established	number of students, teachers and non-teaching staff members hosted this year/ number of students, teachers and non-teaching staff members hosted the year before*100	≥ 50.00%
I.0201 satisfaction rate with the services	("resp. very dissatisfied"*1 + "resp. dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. insatisfied" + "resp. satisfied" + "resp.very satisfied")*(25/100)	≥ 80.00%
I.0202 application rate of the questionnaire on customers' satisfaction with the services	number of responses/number of customers*100	≥ 20.00%
I.0203 improvements efficiency rate	number of successful improvement actions implemented/number of improvement actions planned*100	≥ 80.00%, according to planning

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HUMAN SERVICES RESOURCES responsibility - committee for the quality of human resources services		
INDICATOR	CALCULATION FORMULA	GOAL
I.0204	deadline compliance rate with the non-teaching staff assessment calendar number of activities implemented within the deadline/number of activities planned*100	100,00%
I.0205	deadline compliance rate with the teaching staff assessment calendar number of activities implemented within the deadline/number of activities planned*100	100,00%
I.0206	compliance rate with the training plan number of training actions implemented within the deadline/number of training actions planned*100	100,00%
I.0207	rate of the extra training plan actions authorized number of extra training actions authorized/number of extra training actions requested*100	100,00%
I.0208	average training hours per non-teaching staff total number of training hours/ total number of non-teaching elements*100	≥ 35 hours
I.0209	average amount of extra work requests filled after the established deadline total number of extra time requests filled after the established deadline/ total amount of extra work requests*100	≤ 10.00%
I.0210	turnover rate spent on extra work amount of paid extra time /turnover rate*100	n/a
I.0211	rate of change in extra work payments amount paid for extra work this year/ amount paid for extra work the previous year* 100	≤ 10.00%
I.0212	rate of change in extra work hours total number of extra work hours this year/total extra time hours the year before*100	≤ 10.00%
I.0213	absenteeism rate among teaching staff total number of workers' absence days (vacation not included)/total number of estimated work days *100	≤ 10.00%
I.0214	absenteeism rate among non-teaching staff total number of workers' absence days (vacation not included)/total number of estimated work days *100	≤ 10.00%
I.0215	absenteeism rate among management workers total number of workers' absence days (vacation not included)/total number of estimated work days *100	≤ 10.00%
I.0216	average response time to mission expenses requests number of days between the date of request and the date of authorization/ total number of requests	≤ 20 dias
I.0217	deadline compliance rate for responses to scholarships requests number of scholarship requests concluded within the established deadline/number of scholarship requests*100	100,00%
I.0218	average amount of recruitment proposals filled after the established deadline number of recruitment proposals filled after the established deadline/total number of recruitment proposals*100	≤ 2.00%
I.0219	compliance rate with the deadline for the elaboration of contracts that have to be signed number of contracts prepared in due time to be signed/number of contracts proposed*100	≥ 90.00%
I.0220	compliance rate with the deadline established for the termination of a contract number of contract termination processes filled within the defined deadline/ number of contract termination processes signed*100	100,00%
I.0221	percentage of requests for accumulation of activities filled after the established deadline total number of requests filled after the established deadline/ total number of requests*100	≤ 2.00%
I.0222	compliance rate with the deadline established for response to requests for accumulation of activities number of requests for accumulation of activities filled within the established deadline/ number of requests filled*100	≥ 90.00%
I.0223	deadline compliance rate for recognition of work accidents number of accidents recognized as work accidents within the established deadline/number of work accidents reported to servicers*100	100,00%
I.0224	services satisfaction rate ("resp. very dissatisfied"*1 + "resp. dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80.00%
I.0225	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0226	improvements efficiency rate number of successful improvement actions implemented/number of improvement actions planned*100	≥ 80.00%, according to planning

FINANTIAL SERVICES responsibility -committee for the financial services quality		
INDICATOR	CALCULATION FORMULA	GOAL
I.0227	Compliance with the deadline to deliver data related to the fleet number of data sets delivered within the established deadline/number of data sets expected to be delivered*100	100.00%, 1/year
I.0228	mean deviation of the period of time set for the implementation of improvement proposals for fleet management (number od days spent to implement the improvement actions- number of days established to implement these improvement actions)/number of improvements indentified	≤ 30 days
I.0229	mean deviation of the period of time set for the acquisition of goods and services, with the (number of days spent between the internal purchase requisition and the delivery – number of days expected between the internal purchase requisition and the delivery)/number of goods and services acquisitions	≤ 30 days

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FINANTIAL SERVICES responsibility -committee for the financial services quality		
INDICATOR	CALCULATION FORMULA	GOAL
	exception of cases involving continued contracts	
I.0230	mean deviation of the period of time set for the acquisition of goods and services for continued contracts (number of days spent between the internal purchase requisition and the delivery – number of days expected between the internal purchase requisition and the delivery)/number of goods and services acquisitions	≤ 30 days
I.0231	deadline compliance with the suppliers' assessment number of suppliers assessed/number of suppliers with contract*100	≥ 90,00%, 31/03
I.0232	compliance with the established deadline for the implementation of control actions of goods available on stock number of control actions undertaken/number of contro actions planned*100	100.00%, 2/year/UO
I.0233	compliance with the established deadline to report non-conformity situations and improvement proposals related to those goods number of non-conformity situation reports and improvement proposals handed in due time/number of reports planned*100	100,00%
I.0234	mean deviation of the period of time set for the implementation of improvement proposals for the management of goods available on stock (number od days spent to implement improvement actions-number of days established to implement improvement actions)/number of improvement actions identified	≤ 30 days
I.0235	compliance with the deadline for physical inspections to the institution property assets number of tax examinations carried out/ number of tax examinations planned*100	100.00%, 2/year/uo
I.0236	compliance with the deadline to correct non-conormity situations and to present improvement proposals for property assets management number of reports covering non-conformity situations and improvement actions submitted in due time/number of reports planned*100	100.00%, 1/year
I.0237	mean deviation of the period of time set for the implementation of improvement proposals for property assts management (number of days spent to implement the improvement actions-number of dyas established to implement those actions)/number of improvement actions defined	≤ 30 days
I.0238	compliance with the deadline set to hand the reprography requests number of photocopied papers haned on time/number of photocopied papers requested*100	≥ 90.00%
I.0239	total number of activities/events promoted total number of activities/events promoted	↗
I.0240	percentage of international events number of internationais events/total number of events	↗
I.0241	percentage of events promoted by the institution number of events promoted by the institution /total number of events	n/a
I.0242	percentage of events promoted by each Organic Unit of the institution number of events promoted by each Organic Unit of the institution/total number of events	n/a
I.0243	percentage of events organized in partnership with other organizations number of events organized in partnership with other organizations/total number of events	n/a
I.0244	mean deviation of the period of time set to report anomalies (events) (number of days spent to solve anomalies- number of days expected to solve those anomalies)/number of events carried out	≤ 30 days
I.0245	mean deviation of the period of time set to solve anomalies (events) (number of days spent to solve anomalies- number of days expected to solve those anomalies)/number of events carried out	≤ 30 days
I.0246	readjustment of expenditure values related to damage caused during the use of institution facilities by other organizations/individuals cost of the restored goods/cost of the damage caused*100	≥ 90,00%
I.0247	mean deviation of the period of time set for returning borrowed equipment (number of days spent to return borrowed equipment- number of day expected for the equipment to be returned)/equipment borrowed	≤ 30 days
I.0248	mean deviation of the period of time set for the provision of external veterinarian nursing services (number of days spent for the provision of external veterinarian nursing services- number of days expected for the external veterinarian services to be provided)/ external veterinarian nursing services requested	≤ 30 days
I.0249	mean deviation of the period of time set to deliver lab analyses services (number of days spent for the delivery of analyses services- number of days expected for the lab analyses services to be delivered)/ lab analyses services requested	≤ 30 days
I.0250	mean deviation of the period of time set to pay for the goods purchased (number of days spent to pay for the goods purchased- number of days expected for those goods to be paid)/number of orders	≤ 30 days
I.0251	average payment period (sum (debt to suppliers related to good and service acquisition and capital goods	≤ 60 days

Annexe I
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FINANCIAL SERVICES responsibility -committee for the financial services quality		
INDICATOR	CALCULATION FORMULA	GOAL
I.0252	average receipt period acquisition)4)/(sum (goods and services acquisitions and capital goods acquisitions))*365 (sum (receipt period*value of the obligation))/sum (value of the obligation)	≤ 60 days
I.0253	service satisfaction ("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 8.00
I.02534	application of the questionnaire on service satisfaction number of responses/number of customers*100	≥ 20.00%
I.0255	effectiveness of the implemented improvement actions number of successful improvement actions implemented/number of improvement actions planned*100	≥ 80.00%, according to planning

COMUNICACION, CULTURE AND DOCUMENTATION SERVICES | responsibility - committee for the quality of communication, culture and documentation services and external relations

INDICATOR	CALCULATION FORMULA	GOAL
I.0256	compliance rate with the deadlines to set advertising campaigns advertising campaigns carried out/advertising campaigns endorsed*100	≥ 90.00%
I.0257	compliance rate with the deadline to provide information through the institution news channel information disseminated through the tv network in due time/ requests for information dissemination through the institution news channel*100	≥ 90.00%, 24 hours
I.0258	compliance rate with the deadline to broadcast news on the IPV television network news reports boadcasted in due time/news reports carried*100	≥ 90.00%, 48 hours
I.0259	compliance rate with the deadline to issue press releases press releases broadcasted in due time/ emitidos dentro do prazo/press releases authorized*100	≥ 90.00%, 24 hours
I.0260	participation rate of participation in vocational guidance events participation in vocational guidance events/invitation to take part in vocational guidance events*100	100,00%
I.0261	compliance rate with the deadlines set for the implementation of events like open days+ science on holidays events carried out/events planned*100	100,00%
I.0262	service satisfaction rate ("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80.00%
I.0263	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0264	effectiveness of the implemented improvement actions number of successful improvement actions implemented/number of improvement actions planned*100	≥ 80.00%, according to planning

ACCESS TO HIGHER EDUCATION SUPPORT OFFICE | responsibility gaes (until the respective quality committee is formed)

INDICATOR	CALCULATION FORMULA	GOAL
I.0265	compliance rate with the timetable defined for the updating and dissemination of the IPV brochure ativities carried out according to the timetable/ativities planned (updating and dissemination)*100	100,00%
I.0266	compliance rate with the deadline set to release information on the GAES webpage information published on the GAES webpage in due time/information provided by the DGES via official gazette*100	100,00%
I.0267	average time used to provide answers to email questions about access to higher education amount of time spent to answer to quastions on access to higer education/questions asked about access to higher education	≤ 1 hora
I.0268	compliance rate with the timetable defined for the implementation of support activities to be offered to students who wish to enrol in Higher education institutions ativities carried out in accordance with the timetable set/ativities expected*100	100,00%
I.0269	service satisfaction rate ("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80.00%
I.0270	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0271	effectiveness rate of the effective improvement actions implemented/improvement actions identified*100	≥ 80.00%,

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PERFORMANCE INDICATORS

ACCESS TO HIGHER EDUCATION SUPPORT OFFICE | responsibility gaes (until the respective quality committee is formed)

INDICATOR	CALCULATION FORMULA	GOAL
improvement actions		according to planning

SERVICE FOR WORKING LIFE INTEGRATION (SIVA) | responsibility SIVA (until the respective quality committee is formed)

INDICATOR	CALCULATION FORMULA	GOAL
I.0272	validation rate of the students and graduates who registered in due time in the employment pool number of registration validations made by students and graduates in the employment pool/ number of students and graduates' registrations in the employment pool*100	100,00%
I.0273	dissemination rate of job vacancies, through the employment pool, in due time number of job vacancies disclosed/number of requests to disclose the job vacancies available*100	100,00%
I.0274	validation rate of the companies that registered in due time in the employment pool number of registration validations made by companies in the employment pool/ number of registrations made by companies in the employment pool*100	100,00%
I.0275	validation rate of the teachers who registered in due time in the employment pool number of registrations validated in the teachers pool/number of registrations made in the teachers pool*100	100,00%
I.0276	reply rate to recruitment-related requests issued in due time number of replies given to recruitment -related request/number of recruitment-related requested received*100	100,00%
I.0277	percentage of active candidates in the employment pool number of active candidates in the employment pool/ total number of candidates in the employment pool*100	≥ 90,00%
I.0278	percentage of active candidates in the teachers pool number of active candidates in the teachers pool/ total number of candidates found in the teachers pool*100	≥ 90,00%
I.0279	percentage of events carried out dealing with employability events carried out/events planned*100	100,00%
I.0280	service satisfaction rate ("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80,00%
I.0281	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20,00%
I.0282	effectiveness rate of the improvement actions effective improvement actions implemented/improvement actions identified*100	≥ 80,00%, according to planning

SOCIAL SERVICES | responsibility committee for social services quality

INDICATOR	CALCULATION FORMULA	GOAL
I.0283	scholarship request rate submitted within the deadline legally defined number of scholarship requests submitted within the deadline legally defined/ number of scholarship requests submitted*100	100,00%
I.0284	execution rate of random checks carried out to scholarships granting procedures number of random checks carried out to scholarships granting procedures/ number of scholarship requests submitted*100	≥ 10,00%, in accordance with legal term
I.0285	compliance rate with the deadline set for providing everybody interested with the appropriate information on the legislation concerning social support number of information provided about social support allocations to all stakeholders within the deadline legally defined/number of information provided about social support allocations*100	100,00%, in accordance with legal term
I.0286	compliance rate with the deadline set to place students in the residence they were granted number of stages concluded in due time/number of stages scheduled*100	100,00%, 31/08 and at the beginning of the next school year
I.0287	average monthly income obtained through sell of tickets, clothes, cards and with the use of the sports facilities sum of the monthly income obtained with sell of tickets during the reference period/ months included in the reference period	≥ 1500,00€
I.0288	percentage of medical consultations allocated to students number of medical consultations allocated to students/ total number of consultations effectively carried out*100	≥ 50,00%
I.0289	percentage of medical consultations allocated to teachers number of medical consultations allocated to teachers/ total number of consultations effectively carried out*100	≤ 25,00%
I.0290	percentage of medical consultations allocated to non-teaching staff number of medical consultations allocated to non-teaching staff/ total number of consultations effectively carried out*100	≤ 25,00%

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SOCIAL SERVICES responsibility committee for social services quality			
INDICATOR	CALCULATION FORMULA	GOAL	
I.0291	percentage of psychological consultations allocated to students	number of consultations allocated to students/ total number of consultations effectively carried out*100	≥ 50.00%
I.0292	percentage of psychological consultations allocated to teachers	number of consultations allocated to teachers/ total number of consultations effectively carried out*100	≤ 20.00%
I.0293	percentage of psychological consultations allocated to non-teaching staff	number of consultations allocated to non-teaching staff/ total number of consultations effectively carried out*100	≤ 20.00%
I.0294	percentage of psychological consultations allocated to other groups	number of consultations allocated to other groups/ total number of consultations effectively carried out*100	≤ 10.00%
I.0295	service satisfaction rate	("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80.00%
I.0296	application rate of the questionnaire on customers' satisfaction with the services	number of responses/number of customers*100	≥ 20.00%
I.0297	effectiveness rate of the improvement actions	effective improvement actions implemented/improvement actions identified*100	≥ 80.00%, according to planning

ACADEMIC SERVICES responsibility committee for the quality of academic services			
INDICATOR	CALCULATION FORMULA	GOAL	
I.0298	percentage of applications to the CU submitted in due time	number of applications completed in due time/number of applications submitted in this period*100	≥ 80.00 % until the first working day prior to the first school day or until 15 working days following the reception of the applications
I.0299	percentage of applications from over 23 students submitted in due time	number of applications completed within the deadlines set in the public notice/number of applications submitted in this period*100	100.00 % in accordance with the deadlines set in the public notice
I.0300	percentage of re-entry applications or changes of course/institution applications submitted in due time	number of applications completed within the deadlines set in the public notice/number of applications submitted in this period*100	100.00 % in accordance with the deadlines set in the public notice
I.0301	percentage of special competition applications completed in due time	number of applications completed within the deadlines set in the public notice/number of applications submitted in this period*100	100.00 % in accordance with the deadlines set in the public notice
I.0302	percentage of applications for CTESP courses completed in due time	number of applications completed within the deadlines set in the public notice/number of applications submitted in this period*100	100.00 % in accordance with the deadlines set in the public notice
I.0303	percentage of applications for postgraduate studies, postlicence studies or master's degrees submitted in due time	number of applications completed within the deadlines set in the public notice/number of applications submitted in this period*100	100.00 % in accordance with the deadlines set in the public notice
I.0304	percentage of academic documents issued in due time	number of academic documents issued in due time/number of academic documents requested in this period*100	≥ 90.00 % until 10 working days after the request
I.0305	percentage of applications for part-time status submitted in due time	number of part-time applications completed in due time/ number of enrolment requests received during this period*100	≥ 85.00 % until 10 working days after the request
I.0306	percentage of Erasmus+ host students' enrolments submitted in due time	number of Erasmus students enrolled in due time/ number of Erasmus students hosted during this period*100	100.00%
I.0307	percentage of enrolments and/or applications cancelled in due time	number of cancellations concluded in due time/ number of cancellation requests received during this period*100	≥ 85.00 % until 10 working days after the request
I.0308	percentage of replies to return requests following expiry period given in due time	number of replies to return requests given in due time/number of return requests received during this period*100	≥ 85.00 % until 10 working days after the request
I.0309	percentage of replies to special status requests given in due time	number of replies to special status requests given in due time/ number of granting requests received*100	≥ 85.00 % until 10 working days after the request

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ACADEMIC SERVICES responsibility committee for the quality of academic services		
INDICATOR	CALCULATION FORMULA	GOAL
I.0310	percentage of replies to creditation requests given in due time number of replies to creditation requests given in due time/number of creditation requests received during this period*100	≥ 80.00 % until 35 working days after the request
I.0311	percentage of reimbursement requests completed in due time number of reimbursements completed in due time/ number of reimbursement requests received during this period*100	≥ 80.00 % until 30 working days after the request
I.0312	percentage of public defense final classifications carried out in due time number of classifications registered in due time/number of students who carried out their public defense during this period*100	100,00%
I.0313	percentage of additional information to diploma supplements provided in due time number of information fully provided on SIGES in due time/number of additional information validated*100	100,00%
I.0314	percentage of international students' enrolments completed in due time number of international students' enrolments completed in due time/number of international students hosted during this period*100	100,00%
I.0315	service satisfaction rate (resp. "0"*0+resp. "1"*1+resp. "2"*2+resp. "3"*3+resp. "4"*4+resp. "5"*5+resp. "6"*6+resp. "7"*7+resp. "8"*8+resp. "9"*9+resp. "10"*10)/number of responses	≥ 8.00
I.0316	percentage of issues solved in the services number of "yes" responses for issues solved/number of responses*100	≥ 80.00%
I.0317	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0318	effectiveness rate of the improvement actions effective improvement actions implemented/improvement actions identified*100	≥ 80.00%, according to planning

DOCUMENTATION SERVICES responsibility committee for the quality of the documentation services		
INDICATOR	CALCULATION FORMULA	GOAL
I.0319	average time spent to provide new bibliography Number of days spent to provide new documents/ number of documents provided during this period	≤ 4.00 dias
I.0320	evolution rate of the documentary database number of documents available at the end of the year/number of documents available at the end of the previous year*100	≥ 102.00 %
I.0321	average time spent to reply to bibliographic research requests number of days spent to reply to bibliographic research requests /number of bibliographic research requests received during this period	≤ 3.00 dias
I.0322	percentage of replies to bibliographic research requests made in due time number of bibliographic research carried out within the deadline set/ number of bibliographic research requests received during this period*100	≥ 90.00 %
I.0323	evolution rate of the collection used- home reading+presence reading (number of documents consulted (home+presence reading) this year/number of users this year)/ (number of documents consulted the year before(home+presence reading)/number of users the year before)*100	≥ 100.50 %
I.0324	percentage of validations made in the repository number of validations/number of validation requests*100	100,00%
I.0325	evolution rate of the documents stored in the digital repository number of documents stored in the repository at the end of the year/number of documents stored in the repository at the end of the previous year*100	≥ 110.00 %
I.0326	service satisfaction rate ("resp. very dissatisfied"*1 + "resp.dissatisfied"*2 + "resp. satisfied"*3 + "resp. very satisfied"*4)/("resp. very dissatisfied" + "resp. dissatisfied" + "resp. satisfied" + "resp. very satisfied")*(25/100)	≥ 80.00%
I.0327	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0328	effectiveness rate of the improvement actions effective improvement actions implemented/improvement actions identified*100	≥ 80.00%, according to planning

LEGAL ADVISORY SERVICES responsibility legal department		
INDICATOR	CALCULATION FORMULA	GOAL
I.0329	compliance rate with the established deadlines for the implementation of opinions number of opinions issued in due time/number of opinions requested*100	≥ 95.00%
I.0330	compliance rate with the established deadlines for drawing up guidelines number of guidelines and information drawn up/number of guidelines na information expected*100	100,00%
I.0331	compliance rate with the established deadlines for drawing up or reviewing regulations number of regulation proposals drawn up or reviewed in due time/number of regulation or review proposals expected*100	100,00%

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LEGAL ADVISORY SERVICES responsibility legal department		
INDICATOR	CALCULATION FORMULA	GOAL
I.0332	compliance rate with the established deadlines for disseminating regulations number of dissemination actions carried out/ number of requests for the dissemination of legislation through the IPV tv network*100	≥ 90.00%
I.0333	compliance rate with the established deadlines to respond to complaints to retrieve tuition fees outstanding number of orders issued and submitted within the legal deadline/number of complaints filled*100	100.00%
I.0334	compliance rate with the established deadlines to check protocols number of protocols established in due time/number of protocols proposed*100	100.00%
I.0335	compliance rate with the established deadlines to enter protocols in the financial execution protocols database number of protocols uploaded into the institution database in due time/ number of financial execution protocols established*100	100.00%
I.0336	compliance rate with the established deadlines to enter protocols in the respective pool number of protocols uploaded into the institution database in due time/ number of protocols established*100	100.00%
I.0337	service satisfaction rate $(\text{"resp. very dissatisfied"}*1 + \text{"resp. dissatisfied"}*2 + \text{"resp. satisfied"}*3 + \text{"resp. very satisfied"}*4) / (\text{"resp. very dissatisfied"} + \text{"resp. dissatisfied"} + \text{"resp. satisfied"} + \text{"resp. very satisfied"})*25/100)$	≥ 80.00%
I.0338	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0339	effectiveness rate of the improvement actions effective improvement actions implemented/improvement actions identified*100	≥ 80.00%, according to planning

INFRAESTRUTURE AND MAINTENANCE SERVICES responsibility committee for the quality of technical services		
INDICATOR	CALCULATION FORMULA	GOAL
I.0340	average deviation of the time set to carry out the work contracts (number of days effectively spent between the award and the delivery of the work contracts carried out- number of days expected between the award and the delivery of the work contract)/number of work contracts	≤ 30 dias
I.0341	compliance rate with the established deadline to report possible non-conformities and improvement measures as far as work contracts are concerned official documents to report non-conformities and the respective improvement actions sent on time/reports expected*100	100.00%
I.0342	average deviation of the time established to implement improvement proposals that will affect the way work contracts are carried out (number of days spent to implement the improvement actions- number of days defined for the implementation of the improvement actions)/number of improvement actions identified	≤ 30 dias
I.0343	compliance rate with the deadline established to validate contractor number of contractors assessed/number of contractors hired*100	≥ 90.00%, 31/03
I.0344	distribution of maintenance interventions among the organic units number of interventions for each organic unit	
I.0345	compliance rate with the work deliberations regarding maintenance tasks number of work contracts concluded/number of work contracts initiated*100	≥ 90.00%
I.0346	maintenance costs for each organic unit maintenance cost for each organic unit	
I.0347	service satisfaction rate (work contracts) $(\text{"resp. very dissatisfied"}*1 + \text{"resp. dissatisfied"}*2 + \text{"resp. satisfied"}*3 + \text{"resp. very satisfied"}*4) / (\text{"resp. very dissatisfied"} + \text{"resp. dissatisfied"} + \text{"resp. satisfied"} + \text{"resp. very satisfied"})*25/100)$	≥ 8.00
I.0348	application rate of the questionnaire on customers' satisfaction with the services (work contracts) number of responses/number of customers*100	≥ 20.00%
I.0349	service maintenance rate (maintenance) $(\text{"resp. very dissatisfied"}*1 + \text{"resp. dissatisfied"}*2 + \text{"resp. satisfied"}*3 + \text{"resp. very satisfied"}*4) / (\text{"resp. very dissatisfied"} + \text{"resp. dissatisfied"} + \text{"resp. satisfied"} + \text{"resp. very satisfied"})*25/100)$	≥ 8.00
I.0350	application rate of the questionnaire on customers' satisfaction with the services number of responses/number of customers*100	≥ 20.00%
I.0351	effectiveness rate of the improvement actions número de ações de melhoria implementadas com eficácia/número de ações de melhoria identificadas *100	≥ 80.00%, according to planning

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IT SERVICES responsibility committee for the quality of technical services		
INDICATOR	CALCULATION FORMULA	GOAL
I.0352	compliance rate with the deadline set to solve requests made through the helpdesk platform número de solicitações resolvidas dentro do prazo estipulado para cada tipologia/número de solicitações efetuadas através da plataforma helpdesk*100	≥ 95.00%
I.0353	average time spent solving critical priority IT problems número de horas usadas para a resolução dos problemas com prioridade crítica/número de solicitações com prioridade crítica	≤ 6 horas
I.0354	average time spent solving high priority IT problems número de horas usadas para a resolução dos problemas com prioridade elevada/número de solicitações com prioridade elevada	≤ 48 horas
I.0355	average time spent solving medium priority IT problems número de horas usadas para a resolução dos problemas com prioridade média/número de solicitações com prioridade média	≤ 72 horas
I.0356	average time spent solving low priority IT problems número de horas usadas para a resolução dos problemas com prioridade baixa/número de solicitações com prioridade baixa	≤ 168 horas
I.0357	services satisfaction rate ("resp. muito insatisfeito"*1 + "resp. insatisfeito"*2 + "resp. satisfeito"*3 + "resp. muito satisfeito"*4)/("resp. muito insatisfeito" + "resp. insatisfeito" + "resp. satisfeito" + "resp. muito satisfeito")*(25/100)	≥ 80.00%
I.0358	application rate of the questionnaire on customers' satisfaction with the services número de respostas/número de clientes*100	≥ 20.00%
I.0359	effectiveness rate of the improvement actions número de ações de melhoria implementadas com eficácia/número de ações de melhoria identificadas *100	≥ 80.00%, according to planning

INTERNAL QUALITY ASSURANCE SYSTEM responsibility quality and assessment council		
INDICATOR	CALCULATION FORMULA	GOAL
I.0360	compliance rate with the deadline established for the preparation of the system review documents number of system review documents produced within the established deadline/number of system review documents expected*100	≥ 90.00%, 01/03
I.0361	compliance rate with the deadline established for the preparation of the quality plans number of quality plans produced within the established deadline/number of quality plans expected*100	≥ 90.00%, 01/04
I.0362	compliance rate with the deadline established for the preparation of core areas reports number of core areas reports produced within the established deadline/number of core areas reports expected*100	≥ 90.00%, 31/01
I.0363	maximum deviation of the deadline established for the delivery of the core areas reports number of days spent from the deadline for submission to the date in which the last core area report was delivered	≤ 7 days
I.0364	compliance rate with the deadline established for the preparation of the services reports number of service reports produced within the established deadline/number of service reports expected*100	≥ 90.00%, 31/01
I.0365	maximum deviation of the deadline established for the delivery of the services reports number of days spent from the deadline for submission to the date in which the last service report was delivered	≤ 7 days
I.0366	average number of quality committees regular meetings(1) number of meeting carried out/number of meetings expected*100	≥ 90.00%, 2 meeting/year/committee
I.0367	compliance rate with the deadline established for preparation of the audits programme number of audits programme produced within the established deadline/number of audits programme expected*100	≥ 90.00%, 01/03
I.0368	compliance rate with the deadline established for the submission of the audits programmes number of audits programmes submitted within the established deadline/number of audits expected*100	≥ 90.00%, 10 working days
I.0369	compliance rate with the deadline established for the submission of the audits reports number of audits reports submitted within the established deadline/number of audits expected*100	≥ 90.00%, 10 working days
I.0370	compliance rate with the audits deadlines number of audits carried out on the scheduled dates/number of audits expected*100	≥ 90.00%, according to the approved timetable
I.0371	effectiveness rate of the improvement actions number of improvement actions successfully implemented/number of improvement actions identified*100	≥ 80.00%, according to planning

obs(1) Quality Committees: Research activities; Social Support Services; Academic Services; Documentation Services; Financial Services; Human Resources Services; Technical Services; Communication, Culture and External Relations Services

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obs(2) System Review; Quality Plan; Audits Programme; Core Areas Reports; Services Reports
A Cooperation Activities Committee has to be created
To check where the GAES and the reports issued by the GAES fit within the Services Quality Committees
Should the Committee for Communication, Culture and External Relations include SIVA?

Annexe II
satisfaction surveys chart

satisfaction surveys chart

ref.	name	Application method	area	assesses	implementation
sat*quest.01	Questionnaire on student satisfaction with the Curricular Unit he is taking.	sigq plataform	Teaching and learning	students' satisfaction with the Curricular Units they have taken	Applied to students every six months or annually and regarding all the Curricular Units they have already taken
sat*quest.02	Questionnaire on student satisfaction with the final dissertation, course or intership	sigq plataform	Teaching and learning	students' satisfaction with the internships, dissertations or projects	Applied annually to the students who are taking internships or who are completing their dissertation or final project
sat*quest.03	Questionnaire on student satisfaction with the course and the school	sigq plataform	Teaching and learning	students' satisfaction with the schools that are part of the IPV and with the courses offered by the institution	Applied annually to the students who are in their final year /senior students
sat*quest.04	Employers' satisfaction survey	SIVA	Teaching and learning	employers' satisfaction with the graduates' qualification	Applied annually to the employer companies suggested by the different Higher Units of Education that are part of the IPV
sat*quest.05	Graduates' satisfaction survey	SIVA	Teaching and learning	graduates' satisfaction with the course	Applied annually to the students who graduated the year before
sat*survey.01 sat*survey.02 sat*survey.03 sat*survey.04 sat*survey.05 sat*survey.06	User satisfaction survey with the kind of services provided	In person/electronically submitted	All the services	customers' satisfaction with the services provided	Applied every day, every week or every month to the users
sat*survey.07	Survey applied to the new students	electronically submitted	Teaching and learning	the profile of the new students	Applied annually during the new students' enrolment

sat*quest01
questionnaire on student satisfaction with the curricular unit

	0	1	2	3	4	5
1. NATURE OF THE CURRICULAR UNIT						
1.01 Articulation between the curricular unit and the course learning goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.02 Learning achieved and based on the curricular unit learning goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.03 Contributions of the curricular unit, that may be used in scientific activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.04 Support material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.05 Course contents that are considered relevant for the students' future career	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. IMPLEMENTATION						
2.01 Timely dissemination of the curricular unit programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.02 Teaching and Learnin environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.03 Forms of de communication, favoured in the curricular unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.04 Ability to promote active participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.05 Strategies to help promote success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.06 Completion of the course programme/classroom time management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.07 Autonomous work valorization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.08 Opportunity to reflect on assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. SELF-ASSESSMENT						
3.01 Early preparation for the curricular unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.02 Curricular unit attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.03 Assessment of the learning in accordance with the nature of the curricular unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. IMPROVEMENT SUGGESTIONS (OPTIONAL)						

Annexe II
satisfaction surveys chart

sat*quest.02
questionnaire on students' satisfaction with their internship/course final project

	0	1	2	3	4	5
1. NATURE OF THE INTERNSHIP						
1.01	Adjustment of the course/internship final project to meet the course learning goals					
1.02	Contribution of the course/internship final project to your personal development					
1.03	Relevance of the assignments requested					
2. SCIENTIFIC, PEDAGOGIC AND ORGANIZATIONAL ASPECTS						
2.01	The curricular unit supervisor's ability to promote knowledge articulation					
2.02	Organization and functionality of the course/internship final project					
2.03	Possibility of staying in the company after finishing the course/internship <i>not mandatory</i>					
2.04	Encouragement of critical thinking					
2.05	Collaboration of the organization staff <i>not mandatory</i>					
3. ASSESSMENT AND PROMOTION OF SUCCESS						
3.01	Strategies to promote successful learning					
3.02	Support and availability of the monitor(s)					
4. STUDENT SELF-ASSESSMENT OF THE INTERNSHIP/FINAL PROJECT						
4.01	Motivation to develop the course/internship final project					
4.02	Overall assessment of the course/internship final project					
5. INTERPERSONAL RELATIONSHIPS						
5.01	Relationship between the organic unit supervisor and the student					
5.02	Interpersonal relationships among the members of the group who were working on the course/internship final project <i>not mandatory</i>					
6. IMPROVEMENT SUGGESTIONS (OPTIONAL)						

sat*quest.03
questionnaire on students' satisfaction with the course and the school

	0	1	2	3	4	5
1. COURSE- OVERALL PERCEPTION						
1.01	Balance between the level of demand and the education/training provided					
1.02	Articulation between teaching and innovation and research					
1.03	Strong connection with the community					
1.04	International cooperation					
1.05	Adjustment of the course offers to meet the students' expectations					
2. ENVIRONMENT						
2.01	Relationship between fellow students					
2.02	Relationship with the teachers					
2.03	Extracurricular activities					
3. SCHOOL - OVERALL PERCEPTION						
3.01	Classrooms					
3.02	Labs					
3.03	Library					
3.04	Communal areas/study spots					
3.05	Support services					
3.06	Technological resources available (including moodle and the "portal académico")					
3.07	Adjustment of school practices and offers to meet the students' expectations					
4. IMPROVEMENT SUGGESTIONS (OPTIONAL)						

Annexe II
satisfaction surveys chart

sat*quest.04
questionnaire on employers' satisfaction

1. IDENTIFICATION

1.01. Name of the company

1.02. Contact person
Name
Position

1.03. Location
District
Municipality

1.04. Sector of Activity

2. ASSESSMENT OF THE IPV GRADUATES' PERFORMANCE, ACCORDING TO THEIR COURSE

2.01. DEGREE OF SATISFACTION WITH THE COURSE GRADUATES

Completely dissatisfied Completely satisfied

Justification:

- These technical skills are in accordance with what the company needs
- This kind of knowledge is what the company really needs
- The graduate's ability to adopt the company spirit and objectives
- Other

3. RECRUITMENT OF IPV GRADUATES

3.01 How did you learn about IPV graduates?

- Job advertisement (newspapers, internet, others)
- Selection process that involved all the candidates who had spontaneously called the company
- Recruitment agency
- Employment agency
- Direct contact with the IPV schools
- Direct contact with SIVA
- Internship or Project carried out in the company
- Personal contact
- Other

4. SUGGESTIONS (OPTIONAL)

Annexe II
satisfaction surveys chart

sat*quest.05
 questionnaire on graduates' satisfaction

1. ACADEMIC INFORMATION

- 1.1 School
- 1.2 Course

2. FIRST JOB AND CAREER PATH

2.1 Career path

2.1.1 Have you had a job so far?

- Never
- I did:
 - I worked for 1 year after I graduated
 - I started working 1 year after I graduated
 - I started working before I graduated
 - I started working before going to college
- I worked:
 - in jobs that have to do with my cycle of studies
 - in jobs that have nothing to do with my cycle of studies
 - in different jobs, some of which had to do with my cycle of studies, some others didn't

2.2 First job

2.2.1 How did you get your first job?

- with the help of the IPV:
 - Following a curricular internship
 - Following a professional internship I did after I graduated
 - Direct support of the school/teachers
 - Support of the IPV vocational guidance commission and integration into working life services
 - Support of the IPV External Relations Services (Erasmus+, Leonardo da Vinci)
 - Other
- Following a professional internship I obtained on my own:
 - Through the Employment Agency
 - Through my reply to a job advertisement, through a competition or a recruitment process
 - Through the placement of a job ad
 - Through spontaneous application
 - Through external bodies dealing with students' integration in working life (Employment Agency, UNIVAS)
- Through personal connections:
 - With the creation of my own company
 - With the creation of my own job, as self-employed worker
 - Other

3. CURRENT EMPLOYMENT STATUS

3.1 Are you currently employed?

- Yes
 - 3.1.1 Profession
 - 3.1.2 To what extent has the course fulfilled your expectations?
 - Completely
 - Partially
 - Not at all
 - 3.1.3 How well has your course prepared you to perform your current profession?
 - Very well
 - Well
 - Not well enough
 - Badly
- No, but I am looking for a job
- No, and I am not even looking for a job because:
 - I am still at school
 - Other reason (specify)

3.2 If you answered Yes in question 3.1, explain it:

- You are working in an activity sector that has anything to do with your cycle of studies
- You are working in another activity sector

3.3 Job location

- Viseu district
- In Portugal, but in other districts
- In a foreign country

3.4 Type of organization

- Business company
- Public Administration - Central and Regional (schools, courts, ministries, universities, ...)
- Local public administration (City Halls, Parish councils)
- Public institution
- Private Social Solidarity Institution
- Cooperative institution
- Development association
- Foundation
- Any other

3.5. Position in the company hierarchy

- Strategic level (top management)
- Tactical level (middle management)
- Operational level (execution):
 - Senior executive
 - Administrative workers
 - Technicians
 - Operations assistants
 - Others

4. CAREER AND TRAINING EXPECTATIONS

4.1 Are you currently following any higher education/training course?

- Yes:
 - Postgraduate course
 - Master's degree
 - Doctorate
 - Professional specialization course
 - Vocational training
- No

4.2 Do you have plans to continue your education?

- Yes
 - 4.2.1 What educational level are you considering?
 - Postgraduate course
 - Master's degree
 - Doctorate
 - Professional specialization
- No

Annexe II
satisfaction surveys chart

sat*survey.01
satisfaction survey

REQUIREMENT	VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
Friendliness and politeness in their service*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency in providing support to customers*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy and Clarity of the information provided*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness of the service*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the support documents provided*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SUGGESTIONS

NAME (optional) _____
DATE: _____

*where applicable

Thank you for your cooperation

sat*survey.02
satisfaction survey

REQUIREMENT	VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
Friendliness and politeness in their service*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction with the time it took to complete the task/project*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction with the quality of the work submitted*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SUGGESTIONS

NAME (optional) _____
DATE: _____

*where applicable

Thank you for your cooperation

sat*survey.03
satisfaction survey

The matter that took you to the services was properly solved?										YES	NO
										<input type="checkbox"/>	<input type="checkbox"/>
Please, express your level of satisfaction with the service provided											
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
very dissatisfied					satisfied		very satisfied				

SUGGESTIONS

NAME (optional) _____
DATE: _____

*where applicable

Thank you for your cooperation

Annexe II
satisfaction surveys chart

sat*survey.04
satisfaction survey

REQUIREMENT	VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
Kindness and politeness in the provision of service *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency in the provision of service*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness in the provision of service*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SUGGESTIONS

NAME (optional) _____
DATE: _____

*where applicable

Thank you for your cooperation

sat*survey.05
satisfaction survey

Please, express your level of satisfaction with the service provided

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
very dissatisfied					satisfied					very satisfied

SUGGESTIONS

NAME (optional) _____
DATE: _____

*where applicable

Thank you for your cooperation

sat*survey.06
satisfaction survey

	MUITO INSATISFEITO VERY DISSATISFIED	INSATISFEITO DISSATISFIED	SATISFEITO SATISFIED	MUITO SATISFEITO VERY SATISFIED
simpatia e disponibilidade no atendimento* kindness and availability in attendance*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eficiência no atendimento* service efficiency*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
rigor e clareza da informação prestada* precision and clarity of the information provided*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
rapidez da prestação* quickness in the provision of services*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
qualidade da documentação disponibilizada* quality of the documentation provided*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SUCESSÕES SUGGESTIONS _____

NOME (opcional) NAME (optional) _____
DATA DATE _____

* quando aplicável
* when applicable

OBRIGADO PELA SUA COLABORAÇÃO
THANK YOU FOR YOUR COLLABORATION

Annexe II
satisfaction surveys chart

sat*survey.07
 survey – new students

PERSONAL IDENTIFICATION NUMBER/COURSE YOU WISH TO ENROL

 Number/course -----

ENROLMENT OPTIONS
 National Competitions for Access⁽¹⁾ -----
 ⁽¹⁾ PHASE: 1 2 3 4 ----- ⁽¹⁾ COURSE PRIORITY: 1 2 3 4 ----- ⁽¹⁾ GPA Grade: -----

16-19th -----
 change of institution/course -----
 students over 23 years of age -----
 Higher Professional Technical Course (CTESP) -----
 holder of a Higher Education degree -----
 any other ⁽¹⁾ -----
⁽¹⁾ which? -----

NUMBER OF ENROLMENTS IN HIGHER EDUCATION INSTITUTIONS
 1 -----
 2 -----
 3 -----
 4 -----
 5 -----

GENDER
 female -----
 male -----

AGE
 17/18 years old -----
 19/20 years old -----
 21/22 years old -----
 23/24 years old -----
 25/26 years old -----
 ≥ 30 years old -----

NATIONALITY
 Portuguese -----
 other ⁽¹⁾ -----
⁽¹⁾ which one? -----

PLACE OF RESIDENCE
 Portugal ⁽¹⁾ ----- ⁽¹⁾ district: ----- ⁽¹⁾ municipality: -----
 Other country ⁽¹⁾ ----- ⁽¹⁾ country: ----- ⁽¹⁾ city/town: -----

EDUCATION SYSTEM ATTENDED
 secondary education ⁽¹⁾ ----- ⁽¹⁾ Name of the school: ----- ⁽¹⁾ location/country: -----
 professional education ⁽¹⁾ ----- ⁽¹⁾ Name of the school: ----- ⁽¹⁾ location/country: -----
 any other education system ⁽¹⁾ ----- ⁽¹⁾ Name of the school: ----- ⁽¹⁾ location/country: -----
⁽¹⁾ which one? -----

SOURCE(S) USED TO GET INFORMATION ABOUT THE COURSE
 the Polytechnic Institute of Viseu webpage -----
 the Polytechnic Institute of Viseu Facebook wall -----
 the school webpage -----
 information material provided by the Polytechnic Institute of Viseu -----
 the Polytechnic Institute of Viseu open day events -----
 the Polytechnic Institute of Viseu 'Holidays Science' event -----
 Career guidance fair -----
 information sessions promoted by the Polytechnic Institute of Viseu -----
 The National Council for Higher Education webpage -----
 Advertisements in magazines/newspapers/afis/posters/brochures/ outdoors -----
 Any other ⁽¹⁾ -----
⁽¹⁾ which one? -----

REASONS FOR CHOOSING THIS COURSE

	1	2	3	4	5	6
Personal decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passion/interest in this area of study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice given by friends/peers/members of the family/teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employability rankings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
other(s) ⁽¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) not important at all (6) very important

REASONS FOR CHOOSING THE SCHOOL/INSTITUTION

	1	2	3	4	5	6
The reputation of the institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its proximity to the place of residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GPA required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from friends/peers/family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from teachers/guidance services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
other(s) ⁽¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⁽¹⁾ which other?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) not important at all (6) very important

FIRST IMPRESSION OF THE SCHOOL/INSTITUTION

	1	2	3	4	5	6
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(1) bad (6) very good

REMARKS/COMMENTS (optional)

 Remark/comment -----

revision log

V21 PT/EN, 16/03/2020 |

New global version of the Quality Assurance Manual. This version was prepared on a recommendation from the Agency for Assessment and Accreditation of Higher Education as part of the certification of the internal quality assurance system of the Polytechnic Institute of Viseu. It follows more closely the Agency's references and covers all the Institution's activities. Its construction was the result of a debate where the commitment of each Organic Unit was evident.