

QUALITY MANAGEMENT SYSTEM MANUAL

UNIVERSITY
OF PORTO

U.PORTO

UNIVERSITY
OF PORTO

Pro-Rector

**Pedagogical Innovation, Continuous Improvement and Promotion of the
Portuguese Language Continuous Improvement Unit**

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2023 Version

INDEX

Abbreviations and acronyms	4
Introduction	5
University of Porto: Mission, vision and objectives	8
Organisational Structure of the University of Porto	10
Governance of the University of Porto	12
The Quality Management System of the University of Porto	14
U.Porto Quality Management System Manual	15
Vector - Quality assurance policy	16
Requirement 1 (ESG) Adoption of quality assurance policy and pursuit of quality objectives	16
Vetor - Quality assurance in the core processes of the institutional mission	18
Requirement 2 (ESG) Design and approval of the training offer	18
Requirement 3 (ESG) Student-centred teaching, learning and assessment	22
Requirement 4 (ESG) Student admission, progression, recognition and certification	25
Requirement 5 (ESG) Continuous monitoring and periodic review of courses	28
Requirement 6 (SIGQ) Research and development	29
Requirement 7 (SIGQ) Interinstitutional and community collaboration	31
Requirement 8 (SIGQ) Internationalisation	34
Vetor - Quality assurance in the management of resources and support services	36
Requirement 9 (ESG) Human Resources	36
Requirement 10 (ESG) Material resources and services	38
Vetor - The management and publicity of information	40
Requirement 11 (ESG) Information management	40
Requirement 12 (ESG) Public information	42
Vetor - Periodic external evaluation	43
Requirement 13 (ESG) Cyclic character of external quality assurance	43

ABBREVIATIONS AND ACRONYMS

A3ES – Agency for Assessment and Accreditation of Higher Education
AOG – Governance Support Service
CCMEUP – Coordinating Council of Improvement of Teaching-Learning of the University of Porto
CDUP - University of Porto Sports Centre
CEMUP - U.Porto Materials Centre
CMC.U.Porto – Continuous Improvement Council of the University of Porto
ENQA - European Association for Quality Assurance in Higher Education
ESG - Standards and Guidelines for Quality Assurance in the European Higher Education Area
EUA - European University Association
FADEUP – Faculty of Sport
FAUP – Faculty of Architecture
FBAUP – Faculty of Fine Arts
FCUP – Faculty of Sciences
FCNAUP – Faculty of Nutrition and Food Sciences
FDUP – Faculty of Law
FEP – Faculty of Economics
FEUP – Faculty of Engineering
FFUP – Faculty of Pharmacy
FLUP – Faculty of Arts
FMDUP – Faculty of Dental Medicine
FMUP – Faculty of Medicine
FOA – Training and Academic Organisation Service
FPCEUP – Faculty of Psychology and Education Science
ICBAS – Institute of Biomedical Sciences Abel Salazar
ICT - Information and Communication Technologies
IE – Educational Innovation Unit
IJUP – U.Porto Youth Research
NAI – Inclusion Support Unit
NAUP – U.Porto Alumni Unit
NMC - Continuous Improvement Unit
NP – Planning Unit
NPI – Institutional Participation Unit
NTEC – Talent and Career Unit
OU - Organic Units
SAJ – Legal Support Unit
SASUP - Social Services of the University of Porto
SCI – Communication Office
QMS.UP - Quality Management System of the University of Porto
SI - Information System
SIADAP – Integrated System for Management and Performance Evaluation of the Public Administration
SIADUP – Regulations for the Performance Evaluation of Non-Teaching Employees with Private Contracts
SIGARRA - Information System for the Joint Management of Academic Resources and Records
SIGQ – Internal Quality Assurance System
SII – Facilities and Infrastructure Service
SIP – Research and R&D Projects Service
SPUP - Shared Services of the University of Porto
UPdigital - Digital University of Porto
UPIN – U.Porto Innovation
URS – Social Responsibility Unit

INTRODUCTION

The U.Porto Quality Management System Manual (henceforth shortened to Quality Manual) is a document that describes the Quality Management System of the University of Porto (QMS.UP). It is an operational document for quality-related procedures, providing a schematic presentation of the actions, actors (bodies and services) and documents/activities that represent a commitment to quality policy, using the Information System (SI) as an instrument for the collection, treatment and dissemination of the indicators of continuous improvement at the University.

At U.Porto, the QMS is meant to contemplate not just the aspect relating to procedures of control and verification of conformity, but also to establish evaluation and improvement routines, which means making it fit to respond to the requirements of higher education benchmarks, covering specific and difficult-to-address areas such as the teaching/learning process and research and development, without losing sight of the main objective of installing a so-called “culture of quality”. It is assumed that a true culture of quality is only achieved when quality assurance procedures are enmeshed, and even mistaken for, management procedures.

In this context, the SIGARRA information system¹ plays a decisive role in the QMS.UP, simultaneously constituting both a service and an infrastructure. In fact, SIGARRA supports a large portion of the daily tasks, provides relevant information about the university’s activities and is a platform in which most of the regularly used management subsystems are interconnected. SIGARRA also facilitates the coexistence, mutual completion and interaction of the two essential aspects of the QMS.UP: The internal aspect, aimed at continuous improvement and based mainly on the development, systematisation and consolidation of procedures and processes, and the external aspect, oriented towards accountability.

Given the extent and scope of QMS.UP, it was necessary to carefully consider the nature and complexity of the procedures and mechanisms of control and improvement to be adopted, seeking to prevent the multiple required tasks from creating an excessive bureaucratic burden in relation to the value they might add. In this regard, SIGARRA is considered an instrument that achieves a balanced compromise, since it supports the formalisation required by external control bodies without, as it were, requiring a disproportionate bureaucratic effort from teachers and technical-administrative staff and thereby not compromising the development of a culture of quality improvement. It should be noted that all published evidence indicates that the quality systems of higher education institutions should avoid being driven by bureaucracy and should, alternatively, be focused on improvement based on the clarity of objectives, behavioural changes and the participation of teachers and students.

In these conditions, the intention is for the aspect related to the verification of compliance in the main areas of operation of U.Porto be associated with the promotion of practices and routines of improvement. Therefore, where possible, quality assurance procedures and evaluation mechanisms should be simple and integrated into current tasks. Once again, SIGARRA greatly facilitates this goal, allowing all employees of U.PORTO to effectively be those responsible for ensuring “quality”, independently of the functions or activities they perform and when they perform them.

¹ System for the Joint Management of Academic Resources and Records (SIGARRA) of the University of Porto.

The QMS.UP complies with the standards and recommendations issued by the European Association for Quality Assurance in Higher Education (ENQA) in the “Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)”², and the Agency for the Evaluation and Accreditation of Higher Education (A3ES) in the publication, “Comparative Analysis of European Processes for the Evaluation and Certification of Internal Quality Assurance Systems” (SIGQ)³ and in the document “References for internal quality assurance systems in higher education institutions (October 2016 version adapted to ESG 2015)”⁴.

From an operational point of view and given its transversality, the quality management system is centrally coordinated by the Continuous Improvement Unit (NMC). As one of the structures of the Governance Support Service (AOG), the NMC has, among other purposes, the mission of developing, implementing and consolidating an Internal Quality Assurance System and contributing to the development and implementation of follow-up and improvement procedures to ensure that the QMS.UP has a “dimension of measurability that is essential to the credibility of the evaluation process, for the establishment of benchmarks and a starting point for further reflection on the collected data”⁵.

The NMC is also responsible for organising and managing institutional evaluation processes, having completed a first round of institutional evaluation of the University, carried out by the European University Association (EUA) in 2009, and the first institutional evaluation carried out by A3ES⁶ in 2016.

The QMS.UP certified by A3ES in 2017⁷ is presented in this document as in previous versions, using tables: For each “action”, we identify the responsible bodies or services of U.Porto in addition to the documents and activities associated with it, which link to the corresponding SIGARRA page or document in question, allowing for quick “navigation” through the system. In this version, greater emphasis was placed on the strategy and essence of U.Porto’s mission, mentioning the objectives and quality indicators that guide the QMS in different vectors to deepen the culture of quality among stakeholders.

² Standards and guidelines for quality assurance in the European Higher Education Area (ESG): Approved by the Ministerial Conference in May 2015. http://www.enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

³ Machado dos Santos, S. (2011). Comparative Analysis of European Processes for the Evaluation and Certification of Internal Quality Assurance Systems, A3ES Readings. http://www.a3es.pt/sites/default/files/ESTUDO_SIGQ_PT_0.pdf

⁴ A3ES - SIGQ benchmarks - Benchmarks for internal quality assurance systems in higher education institutions (October 2016 version, adapted to ESG 2015). https://www.a3es.pt/sites/default/files/Referenciais%20ASIGQ_PT_V1.2_Out2016.pdf

⁵ Machado dos Santos, S. (2011). Comparative Analysis of European Processes for the Evaluation and Certification of Internal Quality Assurance Systems, A3ES Readings. http://www.a3es.pt/sites/default/files/ESTUDO_SIGQ_PT_0.pdf

⁶ Institutional Evaluation - A3ES https://sigarra.up.pt/up/pt/conteudos_geral.ver?pct_pag_id=1001375&pct_parametros=p_pagina=1001375&pct_grupo=1103&pct_grupo=32931#32931

⁷ Certification of the SIGQ.UP - A3ES

The Quality Management System is based on the basic principle of continuous improvement, so whenever any interested party identifies any non-compliance or measure/procedure to improve the system, it should be reported for evaluation for possible adoption/implementation.

This is a “living” document: It reflects the situation of the system on its date of reissue but is permanently under construction (whether by introducing new procedures and practices or by their correction). It is reviewed where appropriate and provides a documentary harmonisation of the system.

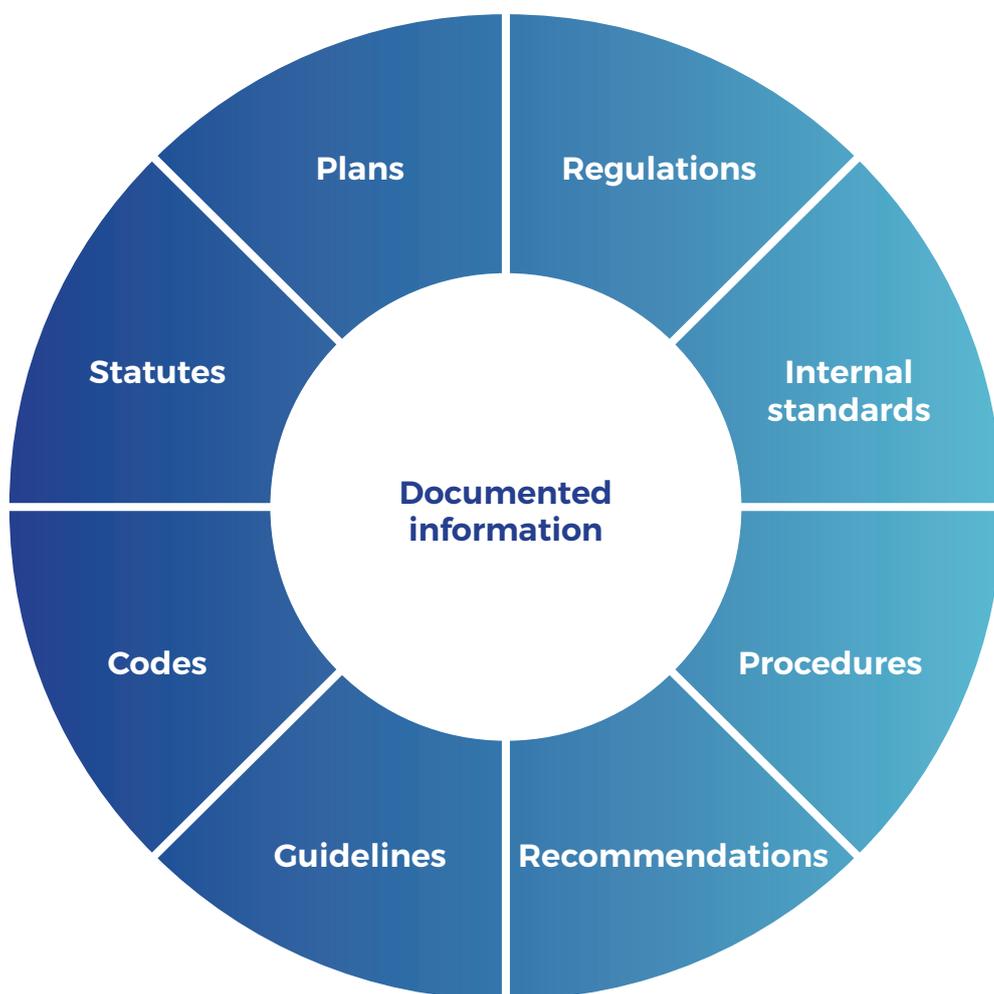


Figure 1 - Documentary harmonisation

UNIVERSITY OF PORTO: MISSION, VISION AND OBJECTIVES

The University of Porto is a public foundation under private law, enjoying statutory, pedagogical, scientific, cultural, administrative, financial, patrimonial and disciplinary autonomy. In the scope of its work, U.Porto carries out common actions with other public, private or cooperative entities, whether national or foreign. In addition, it creates or participates in associations or societies with activities compatible with its mission.

The mission of the University of Porto consists in the creation of scientific, cultural and artistic knowledge, providing higher education that is strongly anchored in research, the social and economic valorisation of knowledge and active participation in advancing the communities in which it operates.

In fulfilling its mission, the actions of U.Porto uphold the following values:

- > freedom of scientific, cultural, artistic and technological creation;
- > plurality and free expression of orientations and opinions;
- > participation of all university bodies in academic life;
- > high ethical standards;
- > rigour, transparency, quality and recognition of merit;
- > equal access and treatment, regardless of gender and social, political, ethnic or religious issues;
- > full integration of disabled persons;
- > personal achievement of all members of the U.Porto community;
- > innovation and stimulation of creativity and an entrepreneurial attitude;
- > commitment to sustainable environmental, economic and social development.

For its 2030 strategic vision, U.Porto aspires to assert itself as a university that is internationally recognised for quality in its academic and civic education, research and innovation, aspiring to permanently assert itself as a sustainable institution with an impact on science and culture, society and the economy based on the following principles:

- > leadership of an ecosystem of higher and advanced education and training, scientific research and innovation in the context of a university model open to society, businesses and other living forces;
- > strong commitment to the development of the country and the region, contributing to its international projection;
- > strengthened internationalisation in all areas of activity (education and training, research and scientific production, innovation, entrepreneurship, culture, among others);
- > affirmation of a model of a “university without walls” based on the emergence of collaborative spaces (internally and externally);
- > alignment with agendas for the digital transition, green transition and recovery and resilience plan priorities and their mobilising agendas;
- > commitment to sustainable development objectives: recognised as a priority by the U.Porto community;
- > affirmation of an inclusive university, which affirms itself as a privileged space of citizenship and promotion of greater social cohesion.

The global standing objectives play a central role in achieving the University's priorities and aspirations and are interconnected with the specific strategic/operational objectives defined for each domain of the benchmarks and are as follows:

- > promote students' development and success;
- > responding to European challenges in research and higher education;
- > to assert itself as a centre of knowledge of excellence in (inter)disciplinary training and research;
- > contribute to the development of society, valuing culture, scientific dissemination and the promotion of healthy lifestyles;
- > promote the economic development of the region and the country, contributing to its international projection;
- > make a commitment to the Sustainable Development Goals.

ORGANISATIONAL STRUCTURE OF THE UNIVERSITY OF PORTO

The organisation of the University of Porto stems from the Rectory, the organisational core that includes all the governing bodies that ensure the operation of different structures: Organic Units, Autonomous Services, Functional Centres and Competence Centres.

There are Organic Units (OU) for Teaching and Research (called “Faculties”) and research OUs (designated Associated Research Institutes). All OUs have scientific, pedagogical, administrative and financial autonomy.

Autonomous Services are entities dedicated to the exercise of functions at the central level. Although autonomous, they are in fact dependent on the central governing bodies of the University. There are three Autonomous Services at U.Porto:

- > the Social Services of the University of Porto (SASUP) are the most visible face of the social support that U.Porto provides to its students in the form of support, benefits and services in the fields of accommodation, food, medical support and scholarships;
- > the Shared Services of the University of Porto (SPUP) ensure the provision of common support services to the Organic Units. They enjoy administrative and financial autonomy but depend on the central governing bodies of U.Porto;
- > the University of Porto Sports Centre (CDUP) is the entity responsible for fostering and ensuring the practice of sports by the U.Porto academic community.

The Functional Centres provide specialised services to the entities of the University of Porto and are prepared to serve external entities. There are three functional centres:

- > the U.Porto Materials Centre (CEMUP) aims to provide services in the fields of materials science and technology to faculties, departments, research centres and other bodies, either of U.Porto or of other universities, and also to companies and other public or private entities;
- > the Museums;
- > the mission of the University of Porto Digital (UPdigital) is to design, provide and manage Information and Communication Technologies (ICT) infrastructures and services at the University of Porto, as well as encourage the development and use of innovative services.

The Competence Centres of the University of Porto aim to provide services to support research, development or scientific and technical training activities in certain areas and should tend to be self-sustaining. They have their own regulations, approved by the Rector of U.Porto, and are coordinated by teachers or researchers.

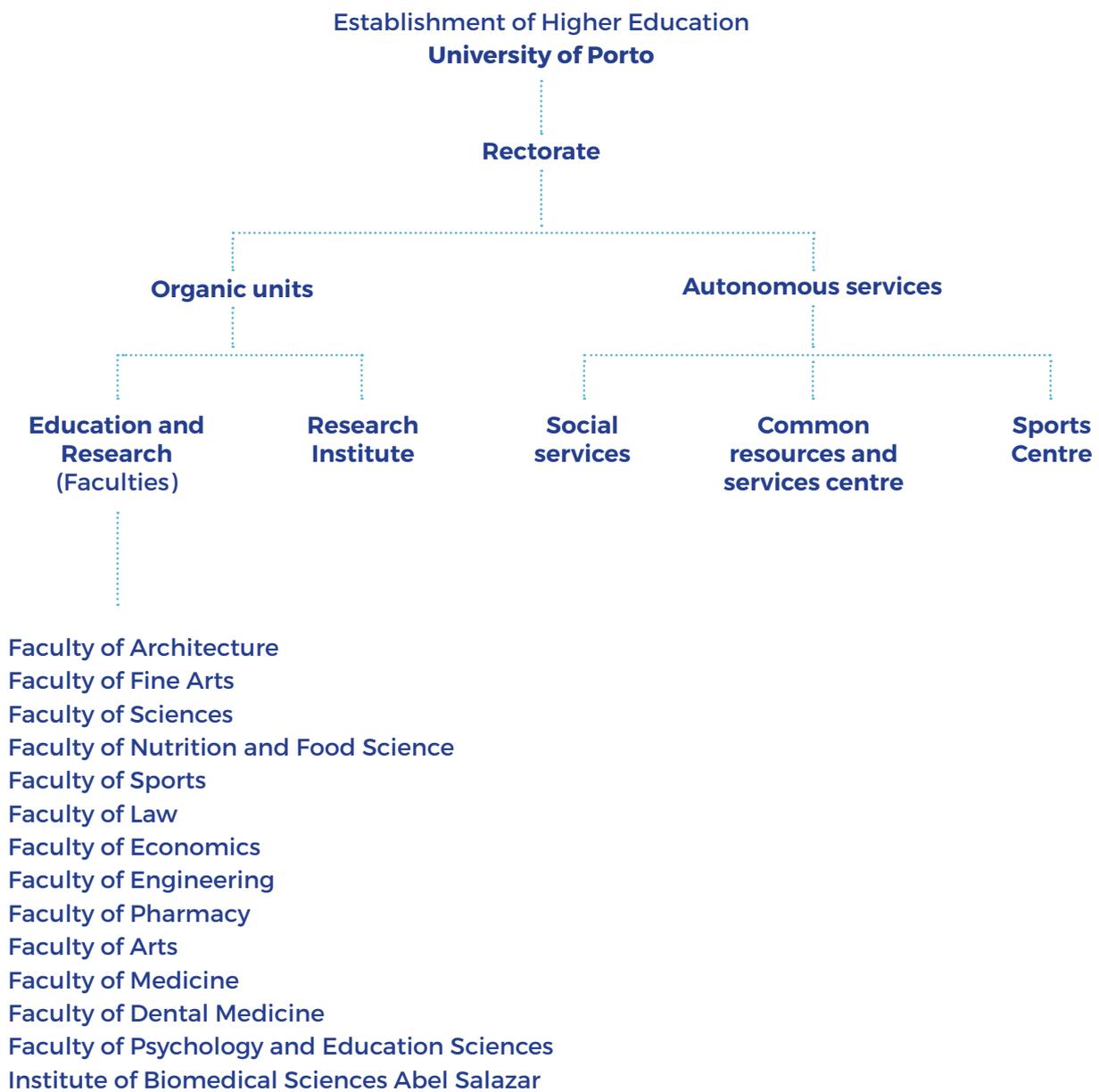


Figure 2 - Organisation of the University of Porto

GOVERNANCE OF THE UNIVERSITY OF PORTO

The governance of the University of Porto is ensured by a set of government bodies tasked with specific management, coordination, supervision and control skills, as shown in Figure 3.

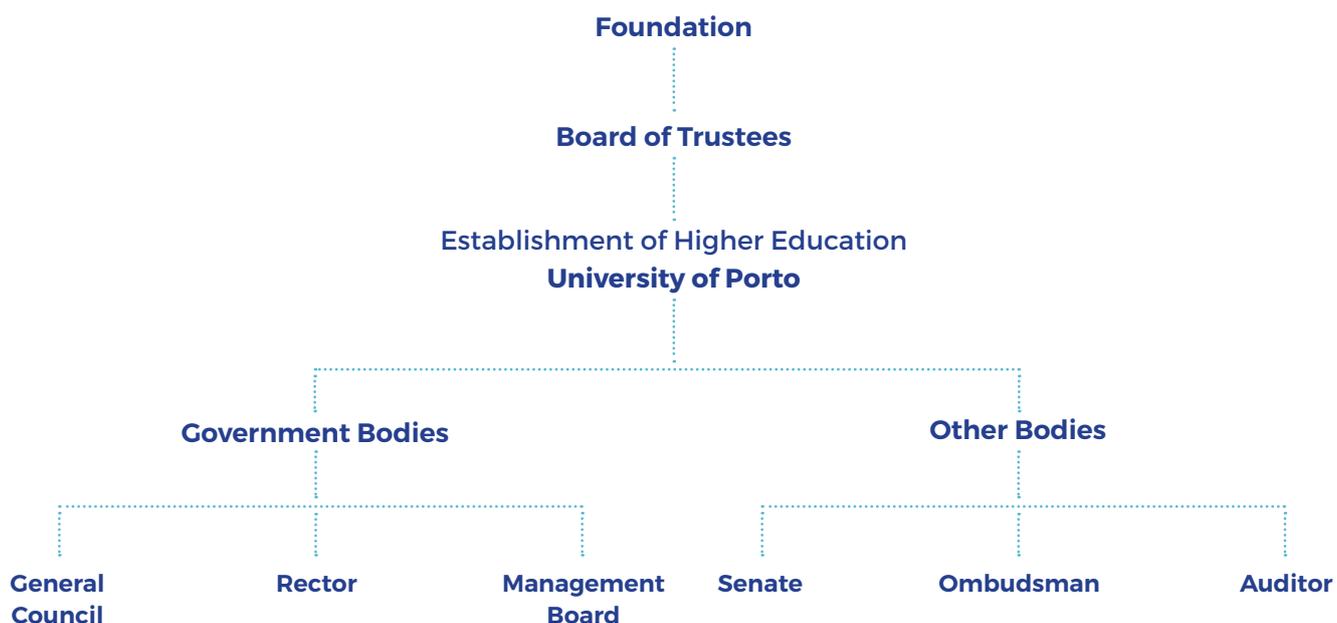


Figure 3 - Government Bodies of the University of Porto

- > **The Board of Trustees** – Approves the Statutes of the University, approves the deliberations of the General Council concerning the constitution and dismissal of the Rector and appoints or dismisses the Management Board. It is also responsible for proposing and authorising the acquisition or disposal of the institution’s property assets, as well as to approve the deliberations of the General Council concerning the strategic action plans and the broad guidelines of the University and approve the annual activity plans and the budget and annual accounts proposal.

- > **The General Council** – The responsibilities of the General Council include, for example, electing the Rector of the University and approving tuition fee amounts, the consolidated annual activities plan and report, the strategic medium-term plans of the University and its Faculties and the general guidelines of the institution at the scientific, pedagogical, financial and patrimonial level. At the University of Porto, the General Council consists of 23 members distributed as follows: 12 teacher and researcher representatives, one non-faculty and non-researcher employee representative, four student representatives and six external personalities co-opted by elected members.

- > **The Rector** – The Rector is the highest body of government and external representation of the University, responsible for conducting the policy of the institution and presiding over the Management Council and the Senate. They are elected by the General Council of U.Porto from among the faculty members and researchers of U.Porto or other national or foreign institutions. It is a Rectoral Team consisting of the Vice-Rectors and the Pro-Rectors and assisted by the University Administrator.

- > **The Management Board** – Conducts the administrative, patrimonial and financial management of the University in addition to managing its human resources.

- > **The Senate** – An advisory body whose mission is to ensure the cohesion of the University of Porto and the participation of all Organic Units in its management.

- > **The Ombudsman** - Defends and promotes the rights and legitimate interests of the entire academic community of the University of Porto. The Ombudsman Office consists of the Lecturer and Researcher Ombudsman, the Non-Teaching Staff and Non-Researcher Ombudsman and the Student Ombudsman.

- > **The Auditor** - Controls the legality, regularity and sound financial and patrimonial management of the University and is appointed by a joint order of the minister responsible for the area of finance and the minister of tutelage, with input from the Rector.

THE QUALITY MANAGEMENT SYSTEM OF THE UNIVERSITY OF PORTO

As mentioned above, the QMS.UP, which is outlined in this document, consists of a wide and comprehensive set of structures, regulations, processes and procedures available on SIGARRA and covering the areas of the mission of the University, in particular teaching and research, as well as the services and support resources directly related to these areas of activity (e.g., academic services and computer systems).

The production of the current version of the Quality Manual was guided by the 2030 Strategic Plan, approved in December 2022⁸ and the recommendations for improving the system presented in the Final Report of the Commission for External Audit Assessment of process ASIGQ/17/00010⁹, in which it is stated that it is necessary to “take advantage of the Quality Manual to define the quality objectives in the different vectors that guide SIGQ in order to deepen the culture of quality”. This review thus gave more emphasis to the strategy and institutional mission, presenting the strategic objectives established by the University of Porto more clearly. These objectives are underlying the different vectors that guide the QMS.UP based on the five pillars below.

- 1) The promotion of self-knowledge implies the collection, treatment, analysis and dissemination of relevant and detailed information about the performance of U.Porto in the main areas of its activity: education, research, internationalisation and human resources.
- 2) The incorporation of quality based upon which most routines are formed and normalised and good practices are stabilised. This covers the collection of information and the production of indicators in various areas, including the assessment of the efficiency and effectiveness of their implementation in a cyclical process of analysis, application and re-analysis, which leads to continuous improvement of the system itself, with the improvement and inclusion of new modules.
- 3) Institutional evaluation based on self-assessment and quality audit principles, with the first exercise corresponding to the EUA institutional evaluation process (2007-2010) and the most recent to the A3ES institutional evaluation process (2017-2019).
- 4) The monitoring and evaluation of the performance of the U.Porto in its main areas of activity. The Balanced Scorecard is the methodology upon which University performance monitoring is based and demonstrates how performance indicators can be successfully used outside the traditional quality context. This instrument is presented in the strategic plans and overarching areas of action and is monitored annually in the activity plans and in the reports of activities and accounts.
- 5) The adoption of the Quality Manual as an instrument for verifying the adequacy of the management procedures of U.Porto to the requirements of the European Standards and Guidelines(ESG), in line with the latest recommendations of A3ES for internal quality assurance systems in higher education institutions. It was conceived as an effort to improve, expand, consolidate and formalise the QMS.UP.

⁸ U.Porto 2030 Strategic Plan

⁹ Final Report of the External Audit Assessment Committee to SIGQ.UP

SCHEME OF QUALITY MANAGEMENT SYSTEM MANUAL

UNIVERSITY
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Requirement 1 (ESG) - Adoption of quality assurance policy and pursuit of quality objectives

The institution has consolidated a quality culture, supported by a policy and quality objectives that are formally defined and publicly available.

Strategic objectives

- > Collect strategic information for Government Bodies, in close liaison with the constitutive entities.
- > Prepare information, summaries, documents and presentations at the request of the Government Bodies.
- > Support strategic and activity planning and reporting.
- > Promote and consolidate a quality culture at the University of Porto.
- > Establish an inclusive system to support continuous improvement.

Actions	Responsible bodies or services, related documents and/or activities
<p>1.1 Define the institutional strategy for continuous quality improvement, translated into the pursuit of certain quality objectives, as an integral part of the institution's overall strategic management and contribution to accountability.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Government Bodies > Governance Support Service (AOG) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Social balance > U.Porto activities plan and budget > U.Porto strategic plan > Organic regulations of the Rectory of U.Porto > U.Porto activities and budget report > Management and consolidated accounts report
<p>1.2 Organise the quality assurance system, highlighting the responsibilities of the different bodies and services in this area.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Government Bodies > Continuous Improvement Council of U.Porto (CMC.U.Porto) > Continuous Improvement Unit (NMC) > Planning Centre (NP) > Governance Support Service (AOG) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > U.Porto Statutes > U.Porto quality management system manual > U.Porto strategic plan > Quality and accreditation > Organic regulations of the Rectory of U.Porto
<p>1.3 Identify forms of involvement and responsibilities of students and other stakeholders (internal and external) in quality assurance processes.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Government Bodies > Student Associations > Workers Committee of U.Porto > Continuous Improvement Council of U.Porto (CMC.U.Porto) > Continuous Improvement Unit (NMC) > Planning Centre (NP) <p>Related documents and/or activities:</p> <ul style="list-style-type: none"> > U.Porto Statutes > Student associations (under Article 78 of the U.Porto Statutes) > Workers' Commission (within the framework of Article 79 of the U.Porto Statutes) > Social Collaboration > Student Ombudsman > Non-Teaching Staff and Non-Researcher Ombudsman > Disciplinary Regulations for U.Porto students (regarding Article 3 - Students' rights) > Organic Regulations of the Rectory of U.Porto

1.4

Identify ways to ensure academic integrity and surveillance against academic fraud and against any form of intolerance or discrimination against students or teaching and non-teaching staff.

Responsible bodies or services

- > [U.Porto Ethics Committee](#)
- > [Inclusion Support Unit \(NAI\)](#)
- > [Legal Support Service \(SAJ\)](#)
- > [Internal Audit Unit \(AI\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Data Protection Unit \(UPD\)](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities

- > [Anti-plagiarism - Turnitin](#)
- > [Support for inclusion](#)
- > [UP Code of good conduct for the prevention and fight against harassment and discrimination at work](#)
- > [Code of ethics](#)
- > [Code of ethical academic conduct](#)
- > [U.Porto declaration of principles on academic integrity](#)
- > [Documents and recommendations from the U.Porto ethics committee](#)
- > [Ethics in research](#)
- > [Equality, inclusion and diversity](#)
- > [U.Porto plan for gender equality](#)
- > [Denouncement portal](#)
- > [Disciplinary regulations for U.Porto students](#)
- > [Organic Regulations of the Rectory of U.Porto](#)

1.5

Define the mode of implementing, monitoring and reviewing the policy for quality and its translation into an effective internal quality assurance system.

Responsible bodies or services:

- > [Government Bodies](#)
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Planning Centre \(NP\)](#)
- > [Continuous Improvement Council of U.Porto \(CMC.U.Porto\)](#)
- > [Board of Directors](#)

Related documents and/or activities

- > [Institutional Evaluation - A3ES](#)
- > [Institutional Evaluation - EUA](#)
- > [SIGQ.UP Certification - A3ES](#)
- > [U.Porto strategic plan](#)
- > [Quality and accreditation](#)
- > [Organic Regulations of the Rectory of U.Porto](#)

Requirement 2 (ESG) - Design and approval of the training offer

The institution has processes for the design and approval of its training offer, ensuring that the courses taught are designed and structured so that they can achieve the set objectives, namely, the learning objectives. The qualifications achieved in each course, as well as the corresponding level in the national and European frameworks of qualifications in higher education, are clearly specified and advertised.

Strategic objectives

- > Attract more and better students (national and international).
- > Enhance the academic performance of all students.
- > Modernise and improve the training offer.
- > Promote the integral training of students.
- > Strengthen the presence of alumni in university life.

Actions	Responsible bodies or services, related documents and/or activities
<p>2.1 Ensure that courses are designed from objectives aligned with the institutional training offer strategy and explicitly define the learning objectives to be achieved.¹⁰</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Rector (within the scope of the powers defined in Article 38(b) of the U.Porto Statutes) > Senate (within the scope of the powers defined in Article 51(e) of the U.Porto Statutes) > Organic Unit Directors (within the scope of the powers defined in Article 65/6(l) of the U.Porto Statutes) > Scientific Committees (within the scope of the powers defined in Article 67/5(h) of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 68/3 (g) of the U.Porto Statutes) > Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP) > Training and Academic Organisation Service(FOA) > Educational Innovation Unit (IE) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > U.Porto Statutes > Creation and accreditation of continuing education courses form > U.Porto Training Offer > Request for advance accreditation of new study cycles > Procedures to support the quality management of U.Porto study cycles > Regulations on the creation, internal accreditation and crediting of training courses in the area of continuing education at U.Porto > General regulations of the integrated master's cycles of study at U.Porto > General regulations of the first cycles of study at U.Porto > General regulations of the second cycles of study at U.Porto > General regulations of the third cycles of study at U.Porto > Course regulations (within the framework of Article 58 of the U.Porto Statutes) > Final report of the Working Group "Perfecting the U.Porto Educational Model" > UPdigital - SIGARRA - Academic Management Module (GA) and Pedagogical Process.

¹⁰ When designing their courses, institutions should consider the purposes of higher education defined by the [Council of Europe in the Draft Rec \(2007\)6](#) on public responsibility for higher education and research, namely: (i) contribution to employability; (ii) preparation for active citizenship; (iii) support for students' personal development; (iv) the creation of a comprehensive and advanced knowledge base that stimulates research and innovation.

2.2

Strengthen means of ensuring involvement of students and other stakeholders (internal and external) in the course design process.

Responsible bodies or services

- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Continuous Improvement Council of U.Porto \(CMC.U.Porto\)](#)
- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Planning Centre \(NP\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Innovation](#)
- > [Educational Innovation Unit \(IE\)](#)

Related documents and/or activities

- > Student associations (under Article 78 of the [U.Porto Statutes](#))
- > Workers' Commission (within the framework of Article 79 of the [U.Porto Statutes](#))
- > [U.Porto Statutes](#)
- > [Pedagogical surveys](#)
- > [U.Porto Peer Mentoring](#)
- > [Employment Observatory](#)
- > [U.Porto Partnerships](#)
- > [U.Porto Alumni Portal](#)
- > [U.Porto Innovation Portal](#)
- > [Disciplinary Regulations for U.Porto students](#) (regarding Article 3 - Students' Rights)
- > [Organic Regulations of the Rectory of U.Porto](#)

2.3

Ensure that courses are designed to allow for normal student progression.

Responsible bodies or services

- > Study cycle directors (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [Educational Innovation Unit \(IE\)](#)

Related documents and/or activities

- > [U.Porto Statutes](#)
- > [Studying at U.Porto](#)
- > Course regulations (within the framework of Article 58 of the [U.Porto Statutes](#))
- > [Final report of the Working Group "Perfecting the U.Porto Educational Model"](#)

2.4

Ensure the definition of students' expected workload, expressed in ECTS.

Responsible bodies or services

- > [Directors of study cycles, scientific committees and monitoring committees \(within the scope of the powers defined in Article 57 of the U.Porto Statutes\)](#)
- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Pedagogical surveys](#)
- > [Maximum number of credits in which each student can enrol per academic year and semester](#)
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [Regulations for the application of the curricular credits system to U.Porto cycles of study and courses](#)
- > [Regulations on the creation, internal accreditation and crediting of continuing education training courses at U.Porto](#)
- > [General regulations of the integrated master's cycles of study at U.Porto](#)
- > [General regulations of the first cycles of study at U.Porto](#)
- > [General regulations of the second cycles of study at U.Porto](#)
- > [General regulations of the third cycles of study at U.Porto](#)
- > [SIGARRA - Creating the Study Cycle Reports](#)
- > [SIGARRA - Academic Management Module \(GA\) and Pedagogical Process.](#)

2.5

Ensure that properly structured professional experience opportunities in the training area are included, when applicable.

Responsible bodies or services

- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Directors of study cycles, scientific committees and monitoring committees \(within the scope of the competences defined in Article 57 of the U.Porto Statutes\)](#)
- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Talent and Career Unit \(NTEC\)](#)
- > [U.Porto Solidarity Unit \(UP Solidarity\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Social Services \(SASUP\)](#)
- > [Educational Innovation Unit \(IE\)](#)

Related documents and/or activities

- > [U.Porto Peer Mentoring](#)
- > [U.Porto Alumni Portal](#)
- > [U.Porto volunteering framework principles](#)
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [Talent and Career](#)
- > [Volunteering at U.Porto](#)

2.6

Ensure that courses are subject to a formal, institutional final approval process.

Responsible bodies or services

- > [Government Bodies](#)
- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)

Related documents and/or activities

- > [Evaluation and accreditation of U.Porto study cycles](#)
- > [Documentation on the evaluation of current study cycles](#)
- > [U.Porto Statutes](#)
- > [Procedures to support the quality management of U.Porto study cycles](#)
- > [Quality and accreditation](#)
- > [Regulations on the creation, internal accreditation and crediting of training courses in the area of continuing education at U.Porto](#)
- > [General regulations of the integrated master's cycles of study at U.Porto](#)
- > [General regulations of the first cycles of study at U.Porto](#)
- > [General regulations of the second cycles of study at U.Porto](#)
- > [General regulations of the third cycles of study at U.Porto](#)

Requirement 3 (ESG) - Student-centred teaching, learning and assessment

The institution adopts the most appropriate procedures to ensure that teaching methods favour students taking an active role in the creation of the learning process, as well as student assessment processes that are consistent with this approach.

Strategic objectives

- > Enhance the academic performance of all students.
- > Improve student employability.
- > Modernise and improve the training offer.
- > Promote digital skills, literacy and inclusion.
- > Promote the use of digital technologies in teaching-learning processes.
- > Promote the integral training of students.
- > Strengthen the presence of alumni in university life.

Actions	Responsible bodies or services, related documents and/or activities
<p>3.1 Promote the explicit and detailed definition of the learning objectives of each curricular unit of the course, as well as the core concepts to be acquired, the available work materials, the types of learning assessment and the programming of activities throughout the teaching of the curricular unit, paying particular attention to the student's work effort.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the U.Porto Statutes) > Study cycle directors (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP) > Training and Academic Organisation Service (FOA) > Educational Innovation Unit (IE) > Digital University of Porto (UPdigital) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Directive to provide scientific-pedagogical information and class summaries for the curricular units of U.Porto study cycles > Pedagogical Surveys > U.Porto Training Offer > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Regulations for the application of the curricular credits system to U.Porto cycles of study and courses > Regulations on the creation, internal accreditation and crediting of continuing education training courses at U.Porto > General regulations of the integrated master's cycles of study at U.Porto > General regulations of the first cycles of study at U.Porto > General regulations of the second cycles of study at U.Porto > General regulations of the third cycles of study at U.Porto > Final report of the Working Group "Perfecting the U.Porto Educational Model" > SIGARRA - Academic Management Module (GA) and Pedagogical Process.

3.2

Define mechanisms to ensure that student evaluation is carried out according to previously defined and publicised criteria, standards and procedures.

Responsible bodies or services

- > Rector (within the scope of the powers defined in paragraph n) of Article 38 (1) of the [U.Porto Statutes](#)).
- > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the [U.Porto Statutes](#))
- > Study cycle directors (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#)).
- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Approval of deadlines for preparing the academic year](#)
- > [U.Porto student athlete status](#)
- > [U.Porto student worker status](#)
- > [U.Porto special educational needs student status](#)
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [General regulations for the evaluation of first cycle, integrated master's and second cycle U.Porto students](#)
- > Study cycle regulations (within the framework of Article 58 of the [U.Porto Statutes](#))
- > SIGARRA - [Academic Management Module \(GA\)](#) and [Pedagogical Process](#).

3.3

Define procedures to regularly monitor, evaluate and adjust teaching and learning methods.

Responsible bodies or services

- > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the [U.Porto Statutes](#))
- > Study cycle directors (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#)).
- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#)).
- > Student associations (under Article 78 of the [U.Porto Statutes](#))
- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Continuous Improvement Council of U.Porto \(CMC.U.Porto\)](#)
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Documents and/or related activities

- > [Pedagogical surveys](#)
- > Study cycle regulations (within the framework of Article 58 of the [U.Porto Statutes](#))
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [Final report of the Working Group "Perfecting the U.Porto Educational Model"](#)
- > SIGARRA - [Academic Management Module \(GA\)](#) and [Pedagogical Process](#).

3.4

Identify ways to encourage student autonomy, stimulating motivation, self-reflection and involvement in the learning process.

Responsible bodies or services

- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Social Responsibility Unit \(URS\)](#)
- > [U.Porto Innovation](#)
- > [Continuous Improvement Council of U.Porto \(CMC.U.Porto\)](#)

Related documents and/or activities

- > [U.Porto Peer Mentoring](#)
- > [U.Porto volunteering framework principles](#)
- > [U.Porto Youth Research \(IJUP\)](#)
- > [Science Communication Hackathon](#)
- > [Volunteering at U.Porto](#)
- > [Pedagogical Innovation](#)
- > [U.Porto Innovation Portal](#)

3.5

Provide mechanisms to handle student complaints.

Responsible bodies or services

- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > [Student Ombudsman](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Social Services \(SASUP\)](#)

Related documents and/or activities

- > [U.Porto Statutes](#)
- > [Denouncement portal](#)
- > [Disciplinary regulations for U.Porto students](#)
- > [Regulations of the U.Porto student ombudsman](#)
- > [General regulations for the evaluation of first cycle, integrated master's and second cycle U.Porto students](#)

Requirement 4 (ESG) - Student admission, progression, recognition and certification

The institution is endowed with duly approved and publicised regulations covering all phases of the student's course of study at the institution (e.g., admission, progression, recognition and certification of the student), which it applies consistently.

Strategic objectives

- > Attract more and better students (national and international) and enhance their academic performance.
- > Streamline and modernise social action.
- > Improve student employability.
- > Modernise and improve the training offer.
- > Promote the integral training of students.

Actions	Responsible bodies or services, related documents and/or activities
<p>4.1 Define, approve and publicise regulations that cover all phases of the student's course of study at the institution.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> ≥ Rector (within the scope of Article 38(b) of the U.Porto Statutes) > Organic Unit Directors (within the scope of Article 61/3 (g) of the <u>U.Porto Statutes</u>) > Pedagogical Councils (within the scope of Article 68/3 of the <u>U.Porto Statutes</u>) > Student associations (under Article 78 of the <u>U.Porto Statutes</u>) > <u>Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP)</u> > <u>Communication Office (SCI)</u> > <u>Training and Academic Organisation Service (FOA)</u> > <u>U.Porto Social Services (SASUP)</u> > <u>Digital University of Porto (UPdigital)</u> <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > <u>Study at U.Porto</u> > <u>Part-time student regime at U.Porto</u> > <u>University residence regulations</u> > <u>Regulations for the application of international student status at U.Porto</u> > <u>Regulations for the application of the curricular credits system to U.Porto cycles of study and courses</u> > <u>Regulations for the award of the European doctoral degree by U.Porto</u> > <u>Regulations for the expiration regime for U.Porto cycles of study</u> > <u>Regulations on the creation, internal accreditation and crediting of training courses in the area of continuing education at U.Porto</u> > <u>Regulations for U.Porto doctoral programmes taught in an international cooperation regime</u> > <u>Regulations for attendance of singular curricular units of the courses and cycles of study at U.Porto</u> > <u>Regulations for post-doctoral programmes at U.Porto</u> > <u>U.Porto tuition regulations</u> > <u>Regulations for special exams to assess the capacity of applicants 23 years old and older to attend U.Porto</u> > <u>Disciplinary regulations for U.Porto students</u> > <u>Regulations on the maximum number of credits in which each student can enrol per academic year and semester</u> > <u>Regulations for course change, transfer and re-entry regimes at U.Porto</u> > <u>General regulations of the integrated master's cycles of study at U.Porto</u> > <u>General regulations of the first cycles of study at U.Porto</u> > <u>General regulations of the second cycles of study at U.Porto</u> > <u>General regulations of the third cycles of study at U.Porto</u> > <u>General regulations for the evaluation of first cycle, integrated master's and second cycle U.Porto students</u> > <u>Regulations for the creation of joint and double/multiple degree programmes between U.Porto and foreign universities</u> > <u>SIGARRA - Legislation and regulations module - academic matters group (public access)</u>

4.2

Define access policies and admission procedures and criteria, implemented consistently and transparently at the institutional and course level.

Responsible bodies or services

- > [Continuous Improvement Unit \(NMC\)](#)
- > [Communication Office \(SCI\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [International Relations Service \(SRI\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Access and admission to U.Porto](#)
- > [Guidelines on international student application processes](#)
- > [Reports - access to higher education](#)
- > [SIGARRA - Legislation and regulations module - academic matters group \(public access\)](#)
- > [U.Porto International](#)

4.3

Create the conditions and support for students to progress normally in their academic careers.

Responsible bodies or services

- > [Talent and Career Unit \(NTEC\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Social Services \(SASUP\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities

- > [U.Porto student athlete status](#)
- > [U.Porto student worker status.](#)
- > [U.Porto special educational needs student status](#)
- > [Students - welcome and integration at U.Porto](#)
- > [Part-time student regime at U.Porto](#)
- > [University residence regulations](#)
- > [Regulations for scholarship awards](#)
- > [Regulations for the award of merit scholarships to U.Porto students](#)
- > [Regulations for social support awards](#)
- > [Regulations for incentive awards for distinguished first-year students](#)
- > [Regulations for the allocation of extraordinary scholarships and emergency subsidies at U.Porto](#)
- > [Insurance and social security](#)

4.4

Establish processes and tools for collecting, monitoring and acting on information related to student progression.

Responsible bodies or services

- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Planning Centre \(NP\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [Educational Innovation Unit \(IE\)](#)

Related documents and/or activities

- > [Pedagogical surveys](#)
- > [Students' pathway.](#)
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [SIGARRA - Academic Management Module \(GA\)](#)
- > [Employment situation of U.Porto graduates](#)

4.5

Adopt fair procedures for the recognition of qualifications, periods of study and prior learning, including informal and non-formal learning.¹¹

Responsible bodies or services

- > [Training and Academic Organisation Service \(FOA\)](#)
- > [International Relations Service \(SRI\)](#)

Related documents and/or activities

- > [Equivalence and recognition of foreign degrees](#)
- > [Recognition of foreign degrees and diplomas](#)
- > [Mobility](#)
- > [Procedures to support the quality management of U.Porto study cycles](#)
- > [Regulations for the application of the curricular credits system to U.Porto cycles of study and courses](#)
- > [Regulations for the accreditation of previous training and professional experience at U.Porto](#)
- > [Regulations for outgoing student mobility \(U.Porto\) transcript of records: conversion of the host university classifications to the 10-20 numerical scale](#)
- > [U.Porto International](#)
- > [Sport at U.Porto](#)
- > [Volunteering](#)
- > [Talent and Career](#)

4.6

Provide sufficiently elucidative certification processes regarding the learning outcomes achieved and the context, level, content and status of the completed studies, namely by issuing the diploma supplement.

Responsible bodies or services

- > [Government Bodies](#)
- > [Training and Academic Organisation Service \(FOA\)](#)

Related documents and/or activities

- > [Updates to the list of complementary activities to be included in the diploma supplement.](#)
- > [Inclusion of a new complementary activity in the diploma supplement](#)
- > [Mention of volunteering activities in the diploma supplement](#)
- > [Diploma supplement](#)

¹¹ Procedures in line with the principles of the 1997 Lisbon Convention on the equivalence of periods of university study.

Requirement 5 (ESG) - Continuous monitoring and periodic review of courses.

The institution promotes the monitoring and periodic review of its courses to ensure that they achieve their set objectives and meet the needs of students and society. The revisions implemented lead to continuous improvement of the course and the actions planned or executed because of this process are communicated to all interested parties.

Strategic objectives:

- > Improve student employability.
- > Modernise and improve the training offer.
- > Promote the integral training of students.

Actions	Responsible bodies or services, related documents and/or activities
<p>5.1 Define procedures for course monitoring, evaluation and periodic review to ensure they are updated, adapted and improvements are implemented to meet the real needs of students and society.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP) > Continuous Improvement Council of U.Porto (CMC.U.Porto) > Continuous Improvement Unit (NMC) > Talent and Career Unit (NTEC) > Training and Academic Organisation Service (FOA) > Educational Innovation Unit (IE) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Employment situation of U.Porto graduates > Pedagogical surveys > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Procedures to support the quality management of U.Porto study cycles > Final report of the Working Group "Perfecting the U.Porto Educational Model"
<p>5.2 Implement information collection and analysis systems, including feedback from students, employers and other relevant external partners, that serve as a basis for decision-making regarding the maintenance, update or renewal of the training offer.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP) > Continuous Improvement Council of U.Porto (CMC.U.Porto) > Continuous Improvement Unit (NMC) > Planning Centre (NP) > Training and Academic Organisation Service (FOA) > Educational Innovation Unit (IE) <p>Related documents and/or activities:</p> <ul style="list-style-type: none"> > Pedagogical surveys > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Reports - Graduates > Reports - Student pathways > Employment situation of U.Porto graduates > SIGARRA - Pedagogical process

Requirement 6 (SIGQ) - Research and development

The institution is equipped with mechanisms to promote, evaluate and improve high-level scientific, technological, artistic and professional development activity appropriate to its institutional mission.

Strategic objectives

- > Foster an innovative and entrepreneurial community.
- > Improve the quality and impact of scientific activity.
- > Promote the articulation of Research Units and other actors of the ecosystem.
- > Promote the economic value of knowledge.
- > Promote greater scientific literacy of citizens based on the dissemination and communication of science.
- > Strengthen research funding.
- > Promote the economic development of the region and the country, contributing to its international projection.
- > Value the research community.

Actions	Responsible bodies or services, related documents and/or activities
<p>6.1 Ensure mechanisms of institutionalisation and management of research¹².</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Research and R&D Projects Service (SIP) > U.Porto Innovation > Institutional Participation Unit (NPI) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Research support > Eugloh > Eugloh – Project management framework and procedure at U.Porto > Research at U.Porto > Financing > U.Porto award of excellence in scientific research > Recognition of U.Porto spin-off companies > R&D support regulations > Regulations for spin-off companies > U.Porto Innovation Portal
<p>6.2 Invest in mechanisms of articulation between teaching and research, namely, regarding early student contact with research activities.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Research and R&D Projects Service (SIP) > U.Porto Innovation > Educational Innovation Unit (IE) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Research support > U.Porto Innovation Portal > Innovation at U.Porto > Pedagogical Innovation > Innovate with U.Porto > U.Porto Youth Research (IJUP) > Research at U.Porto > U.Porto Peer Mentoring > Science Communication Hackathon > U.Porto IT services

¹²Procedures and criteria for the creation, extinction and management of research units and interface units, funding capture, incentives for scientific production.

6.3

Create mechanisms for economic valuation of knowledge.

Responsible bodies or services

- > [Institutional Participation Unit \(NPI\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [U.Porto Innovation](#)
- > [Management Unit for Financed Projects](#)

Related documents and/or activities

- > [Research support](#)
- > [Business Ignition Programme](#)
- > [Collaborate with U.Porto](#)
- > [Eugloh](#)
- > [Eugloh - Project management framework and procedure at U.Porto](#)
- > [iUP25K](#)
- > [Recognition of U.Porto spin-off companies](#)
- > [R&D support regulations](#)
- > [Regulations for spin-off companies](#)
- > [A2B Sessions](#)
- > [UPINTECH](#)

6.4

Implement procedures for monitoring and evaluating the human and material resources linked with the research and development of scientific, technological and artistic production and the results of the intersection between teaching and research.

Responsible bodies or services

- > [Continuous Improvement Unit \(NMC\)](#)
- > [Institutional Participation Unit \(NPI\)](#)
- > [Planning Centre \(NP\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [Economic and Financial Service](#)
- > [Management Unit for Financed Projects](#)

Related documents and/or activities

- > [Research support](#)
- > [Evaluation of U.Porto research units](#)
- > [Quality and accreditation](#)
- > [U.Porto activities and budget report](#)
- > [Management and consolidated accounts report](#)
- > [Project unit portal](#)
- > [Reports - FCT projects](#)
- > [Reports - WoS Publications / WoS Papers](#)
- > [U.Porto R&D+i Results](#)

Requirement 7 (SIGQ) - Interinstitutional and community collaboration.

The institution is equipped with mechanisms to promote, evaluate and improve interinstitutional and community cooperation, namely, as regards its contribution to regional and national development.

Strategic objectives:

- > Increase external visibility and notoriety.
- > Place the Museums/Collections at the service of society, positioning them as a central element in promoting cultural diversity and building identity and social memory.
- > Foster an innovative and entrepreneurial community.
- > Diversify the cultural offer.
- > Stimulate scientific, cultural and artistic dissemination.
- > Improve the quality and impact of scientific activity.
- > Promote the intersection of Research Units with other actors of the ecosystem.
- > Promote openness to society and increase the impact of social responsibility initiatives.
- > Promote greater scientific literacy of citizens based on the dissemination and communication of science.
- > Reinforce the presence of alumni in university life.
- > Promote the economic development of the region and the country, contributing to its international projection.
- > To enhance the social and cultural value of the institution's assets.

Actions	Responsible bodies or services, related documents and/or activities
<p>7.1 Implement procedures to promote, monitor, evaluate and improve interface and external action activities, particularly regarding interinstitutional collaboration.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Continuous Improvement Unit (NMC) > Institutional Participation Unit (NPI) > Planning Centre (NP) > Communication Office (SCI) > Research and R&D Projects Service (SIP) > U.Porto Innovation > Culture Unit (UC) > Social Responsibility Unit (URS) > Talent and Career Unit (NTEC) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Students - Integration at U.Porto > Eugloh > Infrastructures and scientific platforms > U.Porto Peer Mentoring > Mostra U.Porto > General rules for establishing protocols > Social Collaboration > Research networks > U.Porto activities and budget report > Junior University

7.2

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, particularly regarding external service provision.

Responsible bodies or services

- > [U.Porto Innovation](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [Culture Unit \(UC\)](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities

- > [Common Home of Humanity](#)
- > [Collaborate with U.Porto](#)
- > [International cooperation](#)
- > [Cultural corridor](#)
- > [Green spaces](#)
- > [Scientific infrastructures and platforms](#)
- > [Museums and museological centres](#)
- > [Social Collaboration](#)
- > [Research networks](#)
- > [Regulations for the provision of services outside of U.Porto](#)
- > [Services for the community](#)

7.3

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, particularly regarding external cultural, sports and artistic action.

Responsible bodies or services

- > [Communication Office \(SCI\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [Culture Unit \(UC\)](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities

- > [Brochures and presentations](#)
- > [Common Home of Humanity](#)
- > [U.Porto Sports Centre](#)
- > [Cultural corridor](#)
- > [Green spaces](#)
- > [Studies and reports](#)
- > [Eugloh](#)
- > [Mostra U.Porto](#)
- > [Museums and museological centres](#)
- > [U.Porto News](#)
- > [Junior University](#)

7.4

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, particularly regarding joining national projects and partnerships.

Responsible bodies or services

- > [Planning Centre \(NP\)](#)
- > [Institutional Participation Unit \(NPI\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [U.Porto Innovation](#)
- > [U.Porto Alumni Unit \(NAUP\)](#)

Related documents and/or activities

- > [Research support](#)
- > [Support for entrepreneurship](#)
- > [Eugloh](#)
- > [Scientific infrastructures and platforms](#)
- > [U.Porto Peer Mentoring](#)
- > [Social Collaboration](#)
- > [Research networks](#)
- > [U.Porto Innovation - Companies](#)
- > [U.Porto Innovation](#)
- > [UPTEC](#)

7.5

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, namely, regarding contributing to regional and national development in accordance with the institutional mission.

Responsible bodies or services

- > [Planning Centre \(NP\)](#)
- > [Institutional Participation Unit \(NPI\)](#)
- > [Communication Office \(SCI\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [U.Porto Innovation](#)

Related documents and/or activities

- > [Research support](#)
- > [Brochures and presentations](#)
- > [Eugloh](#)
- > [Mostra U.Porto](#)
- > [U.Porto News](#)
- > [Entrepreneurship portal](#)
- > [U.Porto Innovation Portal - Companies](#)
- > [U.Porto Innovation Portal](#)
- > [Junior University](#)

7.6

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, namely, regarding volunteering activities.

Responsible bodies or services

- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities:

- > [U.Porto Peer Mentoring](#)
- > [Active citizenship award](#)
- > [U.Porto volunteering framework principles](#)
- > [Volunteering at U.Porto](#)

7.7

Implement procedures to promote, monitor, evaluate and improve interface and external action activities, namely, regarding securing income through the activities carried out.

Responsible bodies or services

- > [Institutional Participation Unit \(NPI\)](#)
- > [Planning Centre \(NP\)](#)
- > [Research and R&D Projects Service \(SIP\)](#)
- > [Economic and Financial Service](#)
- > [U.Porto Innovation](#)

Related documents and/or activities

- > [Collaborate with U.Porto](#)
- > [Eugloh](#)
- > [Financing](#)
- > [Project unit portal](#)
- > [Management Unit for Financed Projects](#)

Requirement 8 (SIGQ) - Internationalisation

The institution is equipped with mechanisms to promote, evaluate and improve its international cooperation activities.

Strategic objectives

- > Modernise and improve the training offer.
- > Promote cross-cutting projects to strengthen U.Porto's international projection.
- > Strengthen the internationalisation of education and training.
- > Strengthen the internationalisation of research and innovation.
- > Strengthen the presence of alumni in university life.
- > Promote the economic development of the region and the country, contributing to its international projection.

Actions	Responsible bodies or services, related documents and/or activities
<p>8.1 Implement procedures to promote, monitor, evaluate and improve activities related to participation and coordination in international education and training activities.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Research and Projects Service (SIP) > U.Porto Alumni Unit (NAUP) > Planning Centre (NP) > Communication Office (SCI) > Training and Academic Organisation Service (FOA) > International Relations Service (SRI) > U.Porto Social Services (SASUP) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > International cooperation > U.Porto Alumni Portal > Eugloh > Eugloh - Project management framework and procedure at U.Porto > Guidelines for the creation of double/multiple degree programmes between. and foreign universities > U.Porto News > U.Porto Training Offer > Regulations for the application of international student status at U.Porto > Regulations for the award of the European doctoral degree by U.Porto > U.Porto regulations for doctorates taught in international cooperation regimes > Regulations for post-doctoral programmes at U.Porto > Regulations for the international student incentive programme at U.Porto > Internationalisation reports > U.Porto International

8.2

Implement procedures to promote, monitor, evaluate and improve activities related to participation and coordination in international research projects.

Responsible bodies or services

- > [Institutional Participation Unit \(NPI\)](#)
- > [Communication Office \(SCI\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [International Relations Service \(SRI\)](#)

Related documents and/or activities

- > [International cooperation](#)
- > [Eugloh](#)
- > [Eugloh - Project management framework and procedure at U.Porto](#)
- > [U.Porto News](#)
- > [Internationalisation reports](#)
- > [U.Porto International](#)

8.3

Implement procedures to promote, monitor, evaluate and improve activities related to student, teacher/ researcher and non-teaching staff mobility.

Responsible bodies or services

- > [Research and Projects Service \(SIP\)](#)
- > [Communication Office \(SCI\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [International Relations Service \(SRI\)](#)

Related documents and/or activities

- > [International cooperation](#)
- > [Students - welcome and integration at U.Porto](#)
- > [Eugloh](#)
- > [Eugloh - Project management framework and procedure at U.Porto](#)
- > [Mobility](#)
- > [Mobility of teaching and non-teaching staff](#)
- > [U.Porto News](#)
- > [Regulations for outgoing student mobility \(U.Porto\) transcript of records: conversion of the host university classifications to the 10-20 numerical scale](#)
- > [Reports - Graduates](#)
- > [Reports - Enrolled students](#)
- > [Internationalisation reports](#)
- > [U.Porto International](#)

Requirement 9 (ESG) - Human Resources

The institution has appropriate mechanisms, applied in a fair and transparent way, to ensure that the recruitment, management and training of its teaching staff/researchers and non-teaching staff is carried out with the appropriate guarantees of qualification and competence so that they can effectively fulfil their designated functions.

Strategic objectives

- > To affirm U.Porto as a humanist, inclusive, plural, multicultural and tolerant organisation.
- > To assert itself as a socially responsible university committed to the quality of life and the personal, professional and social development of the academic community.
- > Consolidate the sense of belonging to the University.
- > Streamline and modernise social action.
- > Promote training, literacy and digital inclusion of people and the use of digital technologies in teaching-learning processes.
- > Value, motivate and qualify the teaching, research and technical staff.

Actions	Responsible bodies or services, related documents and/or activities
<p>9.1 Adopt and apply clear, transparent and fair recruitment processes and employment conditions that recognise the importance of teaching and research.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Rector (within the scope of the powers defined in Article 38(d) of the U.Porto Statutes) > Organic Unit Directors (within the scope of the powers defined in Article 65/6 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 67/5 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the U.Porto Statutes) > Study cycle directors (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Human Resources Service > Hiring and development unit of the human resources service > Planning Centre (NP) > Digital University of Porto (UPdigital) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Scholarships and financing > U.Porto scholarship regulations > Regulations on employment contracts of U.Porto teaching staff following the labour code > Regulations on hiring specially hired teaching staff at U.Porto > Regulations on the recruitment contests for full, associate and assistant professors at U.Porto > Regulations on employment contracts of non-teaching and non-researcher staff at U.Porto > Regulations on middle management positions at U.Porto > Reports - Human Resources at U.Porto > Regulations on Research, Science and Technology Staff at U.Porto > SIGARRA - Hiring module > SIGARRA - Human Resources Management Modules (HRM) > SIGARRA - Legislation and regulations module - academic matters group (public access)

9.2

Have rules and procedures to collect and process information concerning the competences and results of the performance of teaching and research staff and non-teaching staff, with a view to performance evaluation, training, promotion and recognition of merit. Provide procedures to regulate and ensure the corresponding decision-making, implementation and follow-up processes .

Responsible bodies or services

- > Organic Unit Directors (within the scope of the powers defined in Article 65/6 of the [U.Porto Statutes](#))
- > Pedagogical Councils (within the scope of the powers defined in Article 67/5 of the [U.Porto Statutes](#))
- > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the [U.Porto Statutes](#))
- > Study cycle directors (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > [Human Resources Service](#)
- > [Hiring and development unit of the human resources service](#)
- > [Planning Centre \(NP\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Regulations for the performance evaluation of non-teaching employees with private contracts](#)
- > [Mobility of teaching and non-teaching staff](#)
- > [2022-2023 Training Plan for Teachers and Students](#)
- > [Vocational training plan](#)
- > [Models of self-assessment and performance evaluation forms in public administration](#)
- > [Regulations for the performance evaluation of non-teaching employees with private contracts](#)
- > [Regulations for evaluating teaching staff performance at U.Porto](#)
- > [Regulations for evaluating teaching staff performance at the Faculty of Architecture of U.Porto \(regulations for each faculty\)](#)
- > [Regulations for human resources training at U.Porto](#)
- > [Reports - Human Resources at U.Porto](#)
- > [Regulations for assessing researcher performance at U.Porto](#)
- > [SIGARRA - Performance evaluation module - SIADAP](#)
- > [SIGARRA - Performance evaluation module - SIADUP](#)
- > [SIGARRA- Teaching staff performance evaluation module - AVDOC](#)
- > [SIGARRA - Human resources management modules \(HRM\)](#)
- > [Integrated System for Management and Performance Evaluation of the Public Administration \(SIADAP\)](#)

9.3

Have mechanisms to incentivise teaching and non-teaching staff to be innovative in their methods and use technologies.

Responsible bodies or services

- > [Educational Innovation Unit \(IE\)](#)
- > [Human Resources Service](#)
- > [Hiring and development unit of the human resources service](#)
- > [Social Responsibility Unit \(URS\)](#)

Related documents and/or activities

- > [Pedagogical innovation](#)
- > [Vocational training plan](#)
- > [U.Porto Award of Excellence in Pedagogy](#)
- > [Peer-to-peer project at U.Porto](#)
- > [Conciliation portal](#)
- > [Denouncement portal](#)

Requirement 10 (ESG) - Material resources and services

The institution is equipped with mechanisms that allow it to plan, manage and improve its services and material resources to develop appropriate student learning and other scientific and pedagogical activities.

Strategic objectives

- > Affirm U.Porto as a digitally advanced university.
- > Affirm a “walls down” campus model with a strong community connection.
- > To assert itself as a socially responsible university committed to the quality of life and the personal, professional and social development of the academic community.
- > Consolidate support services for strategy and operations.
- > Contribute to the digital transformation of the economic fabric.
- > Streamline and modernise social action.
- > Improve and modernise student support infrastructures.
- > Modernise and value U.Porto campuses.
- > Promote training, literacy and digital inclusion of people and the use of digital technologies in teaching-learning processes.
- > Strengthen health, well-being and physical activity services.

Actions	Responsible bodies or services, related documents and/or activities
<p>10.1 Provide a variety of learning support resources, from physical resources (facilities, libraries, ICT resources, pedagogical and scientific equipment, ..., including aspects related to safety and the environment, as well as the specific needs of students with disabilities), tutoring, supervision and advisory support, and promoting their respective publicity among students.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Rector (within the scope of the powers defined in Article 38, namely as regards subparagraph (s), of the U.Porto Statutes) > Organic Unit Directors (within the scope of the powers defined in Article 65/6 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 67/5 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the U.Porto Statutes) > Study cycle directors (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Communication Office (SCI) > Facilities and Infrastructure Service (SII) > U.Porto Social Services (SASUP) > Internal Audit Unit (AI) > Culture Unit (UC) > Educational Innovation Unit (IE) > Social Responsibility Unit (URS) > Digital University of Porto (UPdigital) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Housing > Medical support > Libraries > Scholarships and financing > Canteens, snack bars and restaurants > U.Porto Sports Centre > E-learning cafes > Study spaces > U.Porto Peer Mentoring > Special needs > U.Porto News > IT Resources > U.Porto IT services

10.2

Consider the needs of specific groups, such as part-time or working students, international students and students with disabilities.

Responsible bodies or services

- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Social Services \(SASUP\)](#)
- > [Social Responsibility Unit \(URS\)](#)
- > [Inclusion Support Unit \(NAI\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Support for inclusion](#)
- > [U.Porto student worker status](#)
- > [U.Porto student athlete status](#)
- > [U.Porto special educational needs student status](#)
- > [Part-time student regime at U.Porto](#)
- > [Regulations for the application of international student status at U.Porto](#)
- > [Regulations for the award of merit scholarships to U.Porto students](#)
- > [Regulations for the allocation of extraordinary scholarships and emergency subsidies at U.Porto](#)
- > [U.Porto IT services](#)

10.3

Implement information collection and analysis mechanisms relating to the maintenance, management and adequacy of material resources and support services. Create procedures to regulate and ensure the corresponding decision-making, implementation and follow-up processes .

Responsible bodies or services

- > Rector (within the scope of the powers defined in Article 38, namely as regards subparagraph (s), of the [U.Porto Statutes](#))
- > Organic Unit Directors (within the scope of the powers defined in Article 65/6 of the [U.Porto Statutes](#))
- > Pedagogical Councils (within the scope of the powers defined in Article 67/5 of the [U.Porto Statutes](#))
- > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the [U.Porto Statutes](#))
- > Study cycle directors (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the [U.Porto Statutes](#))
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Planning Centre \(NP\)](#)
- > [Governance Support Service \(AOG\)](#)
- > [Communication Office \(SCI\)](#)
- > [Training and Academic Organisation Service \(FOA\)](#)
- > [U.Porto Social Services \(SASUP\)](#)
- > [Internal Audit Unit \(AI\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Digital University of Porto \(UPdigital\)](#)

Related documents and/or activities

- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [Studies and reports](#)
- > [U.Porto in numbers – Self-knowledge reports](#)
- > [Facts and figures](#)

Requirement 11 (ESG) - Information management

The institution is equipped with mechanisms to ensure the collection, analysis and use of results and other relevant information for the effective management of courses and other activities.

Strategic objectives

- > Increase external visibility and notoriety.
- > Place the Museums/Collections at the service of society, positioning them as a central element in promoting cultural diversity and building identity and social memory.
- > Diversify the cultural offer.
- > Stimulate scientific, cultural and artistic dissemination.
- > Promote openness to society and increase the impact of social responsibility initiatives.
- > Promote greater scientific literacy of citizens based on the dissemination and communication of science.
- > Strengthen the presence of alumni in university life.
- > To enhance the social and cultural value of the institution's assets, particularly in terms of the structuring of museological collections and their governance.

Actions	Responsible bodies or services, related documents and/or activities
<p>11.1 Have mechanisms to obtain information on the needs and expectations of the different stakeholders regarding the quality of the training and services offered.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Rector (within the scope of the powers defined in Article 38 of the U.Porto Statutes) > Organic Unit Directors (within the scope of the powers defined in Article 65/6 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 67/5 of the U.Porto Statutes) > Pedagogical Councils (within the scope of the powers defined in Article 68/3 of the U.Porto Statutes) > Study cycle directors (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Scientific committees of the study cycles (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Study cycle monitoring committees (within the scope of the powers defined in Article 57 of the U.Porto Statutes) > Coordinating Council for the Improvement of Teaching-Learning of the U.Porto (CCMEUP) > Continuous Improvement Council of U.Porto (CMC.U.Porto) > Continuous Improvement Unit (NMC) > Planning Centre (NP) > Governance Support Service (AOG) > Training and Academic Organisation Service (FOA) > U.Porto Social Services > U.Porto Alumni Unit (NAUP) > Educational Innovation Unit (IE) > Digital University of Porto (UPdigital) > Talent and Career Unit (NTEC) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Documentation on the evaluation of current study cycles > Documents - SASUP > Studies and reports > Pedagogical surveys > U.Porto Training Offer > U.Porto Alumni Portal > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Quality and accreditation > U.Porto IT services > U.Porto in numbers – Self-knowledge reports

11.2

Count on reliable information collection systems to gather results and other relevant data and indicators¹³.

Responsible bodies or services

- > [Coordinating Council for the Improvement of Teaching-Learning of the U.Porto \(CCMEUP\)](#)
- > [Continuous Improvement Council of U.Porto \(CMC.U.Porto\)](#)
- > [Continuous Improvement Unit \(NMC\)](#)
- > [Planning Centre \(NP\)](#)
- > [Governance Support Service \(AOG\)](#)
- > [U.Porto Social Services \(SASUP\)](#)
- > [U.Porto Alumni Unit \(NAUP\)](#)
- > [Educational Innovation Unit \(IE\)](#)
- > [Digital University of Porto \(UPdigital\)](#)
- > [Talent and Career Unit \(NTEC\)](#)

Related documents and/or activities

- > [Documents - SASUP](#)
- > [Studies and reports](#)
- > [Pedagogical surveys](#)
- > [Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto](#)
- > [Quality and accreditation](#)
- > [U.Porto IT services](#)
- > [U.Porto in numbers – Self-knowledge reports](#)

11.3

Define procedures to regulate and ensure the decision-making processes related to the results, as well as action plans to improve processes, results and corresponding follow-up.

Responsible bodies or services

- > [Government Bodies](#)
- > [Governance Support Service \(AOG\)](#)

Related documents and/or activities

- > [Social balance](#)
- > [U.Porto activities plan and budget](#)
- > [U.Porto strategic plan](#)
- > [U.Porto activities and budget report](#)
- > [Management and consolidated accounts report](#)

11.4

Identify ways of involving stakeholders, namely, students, teaching and non-teaching staff, in the measurement, analysis and improvement of results.

Responsible bodies or services

- > [General Council \(within the framework of its composition as defined in Article 23, and of the powers defined in Article 28/1\(b\) and 2\(o\) of the U.Porto Statutes\)](#)
- > [General Council \(within the framework of its composition as defined in Article 23, and of the powers defined in Article 28/1\(b\) and 2\(o\) of the U.Porto Statutes\)](#)
- > [Senate \(within the framework of its composition as defined in Article 49, and of the powers defined in Article 50 of the U.Porto Statutes\)](#)
- > [Representative Council \(within the framework of its composition as defined in Article 64/1, and of the powers defined in no. 2\(f\) and \(h\) of the U.Porto Statutes\)](#)

Related documents and/or activities

- > [U.Porto Statutes](#)
- > [Organic Regulations of the Rectory of U.Porto](#)

¹³ Relevant indicators include: Key performance indicators; student population profile; student progression, success and abandonment rates; student satisfaction with their courses; available student learning and support resources; graduates' employability and career paths.

Requirement 12 (ESG) - Public information

The institution is equipped with mechanisms that allow for the publication of clear, accurate, objective, up-to-date, impartial and easily accessible information about the activities it carries out.

Strategic objectives

- > Increase external visibility and notoriety.
- > Place the Museums/Collections at the service of society, positioning them as a central element in promoting cultural diversity and building identity and social memory.
- > Diversify the cultural offer.
- > Stimulate scientific, cultural and artistic dissemination.
- > Promote openness to society and increase the impact of social responsibility initiatives.
- > Promote greater scientific literacy of citizens based on the dissemination and communication of science.
- > To enhance the social and cultural value of the institution's assets, particularly in terms of the structuring of museological collections and their governance.

Actions	Responsible bodies or services, related documents and/or activities
<p>12.1 Possess mechanisms to obtain information on the operation of courses and other activities.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Continuous Improvement Unit (NMC) > Planning Centre (NP) > Governance Support Service (AOG) > Communication Office (SCI) > Training and Academic Organisation Service (FOA) > Economic and Financial Service > U.Porto Social Services (SASUP) > Culture Unit (UC) > Social Responsibility Unit (URS) > Digital University of Porto (UPdigital) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Evaluation and accreditation of U.Porto study cycles > Brochures and presentations > Studies and reports > U.Porto News > U.Porto Training Offer > Quality and accreditation > UPdigital Services – SIGARRA – Legislation and regulation module > U.Porto Website > SASUP website > U.Porto in numbers – Self-knowledge reports
<p>12.2 Define procedures for the regular provision of public information about a predefined set of data and results.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Continuous Improvement Unit (NMC) > Planning Centre (NP) > Government Bodies > Governance Support Service (AOG) > Communication Office (SCI) > Training and Academic Organisation Service (FOA) > Educational Innovation Unit (IE) > Digital University of Porto (UPdigital) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Studies and reports > U.Porto in numbers – Self-knowledge reports > Facts and figures

Requirement 13 (ESG) Cyclic character of external quality assurance.

The institution undergoes periodic external evaluation processes, in line with European standards and guidelines for higher education (ESG)¹⁴.

Strategic objectives

- > Consolidate the government model.
- > Establish strategic alliances with reference stakeholders.
- > Improve institutional quality.
- > Safeguard economic and financial sustainability.

Actions	Responsible bodies or services, related documents and/or activities
<p>13.1 Develop procedures that ensure regular, external evaluation, depending on the context, and that can take different forms and focus on different organisational levels (programme, faculty or institution).</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Government Bodies > Continuous Improvement Unit (NMC) > Governance Support Service (AOG) > Training and Academic Organisation Service (FOA) > Internal Audit Unit (AI) > Educational Innovation Unit (IE) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > U.Porto activities plan and budget > U.Porto strategic plan > U.Porto activities and budget report > Organic Regulations of the Rectory of U.Porto > Management and consolidated accounts report > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Evaluation and accreditation of U.Porto study cycles > Documentation on the evaluation of current study cycles
<p>13.2 Promote external evaluation processes to ensure continuous improvement by provoking self-reflection and an analysis of alternatives in preparing the next steps.</p>	<p>Responsible bodies or services</p> <ul style="list-style-type: none"> > Government Bodies > Continuous Improvement Unit (NMC) > Training and Academic Organisation Service (FOA) > Educational Innovation Unit (IE) <p>Related documents and/or activities</p> <ul style="list-style-type: none"> > Quality management > Institutional Evaluation > U.Porto strategic plan > Procedure for monitoring and evaluating the first and second study cycles, integrated master's degrees and third study cycles at U.Porto > Organic Regulations of the Rectory of U.Porto

¹⁴ Consider the requirements of the national legislative framework applicable to higher education and its assessment.

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