



Universidade do Minho

**SIGAQ-UM**

<http://www.uminho.pt/Qualidade>

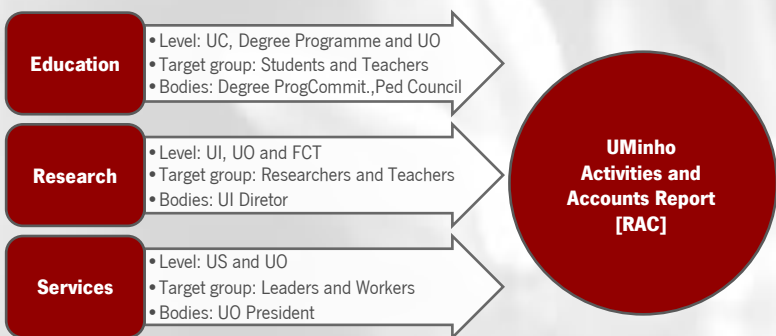
## INTERNAL SYSTEM FOR QUALITY ASSURANCE OF UMINHO

### The Quality Manual

The Quality Manual (MQ) is the formal document that describes the overall design of institutional policy for quality and its implementation in an Internal Quality Assurance System (SIGAQ-UM).

The MQ addresses and develops in line with European and national quality assurance standards and guidelines.

<http://www.uminho.pt/ManualQualidade-UMinho.pdf>



### Instruments and mechanisms

The SIGAQ-UM considers an integrated and holistic approach to quality assurance at UMinho, in particular with regard to the explicit definition of internal standards for quality and organisation of instruments (mainly questionnaires and reports) and quality assurance mechanisms (notably, markers, audits, suggestions and complaints).

# Education

## QUESTIONNAIRES

- **Course Unit Quick Questionnaire - optional [QRUC-fac]**  
Collect the students' permanent reception of alerts by the student regarding the perception of teaching and learning within UCs.
- **Course Unit Quick Questionnaire - mandatory [QRUC-obr]**  
Collect the students' opinion about generic aspects related to UC and based on pre-signaling criteria, indicate the need to deeply consult students through the application of the QUCe questionnaire.
- **Course Unit Questionnaire for Students [QUCe]**  
Collect the students' opinion on in-depth aspects related to UC when there is a pre-signaling resulting from the application of QRUC.
- **Course Unit Questionnaire for Teachers [QUCd]**  
Collect teachers' opinion on aspects related to the functioning of the UC.
- **PEDT Questionnaire - Project, Internship, Dissertation and Thesis [QPEDT]**  
Collect the students' opinion on in-depth aspects when there is a pre-signaling resulting from the application of QRUC.
- **Degree Programme Questionnaire [QC]**  
Collect students' opinion about general aspects related to the functioning of the degree programme.

## Reports

- **Course Unit Report [RUC]**  
Promote reflection about the functioning of the course unit by the teaching staff.
- **Degree Programme Report - Annual variant [RCa]**  
Promote reflection about the functioning of the degree programme by its committee.
- **Degree programme Report - Triennial variant [RCt]**  
Promote reflection about the functioning of the degree programme by the Organic Unit and Organic Subunit.
- **Organic Unit Report - Education variant [RUOe]**  
Promote reflection about the organisation and functioning of the degree programmes by the Organic Unit.

## Mecanismos

- **Course Unit Dossier [DUC]**  
Promote the planning and organisation of the course unit by the teaching staff.
- **Course Unit Signaling [SinUC]**  
Instruct the decision to trigger intervention plans for course units, based on questionnaires and academic results.
- **Degree Programme Signaling [SinC]**  
Instruct the decision to initiate intervention plans at the level of the degree programmes.
- **Pedagogical Audit [AP]**  
Involvement of students and teachers in the in-depth analysis of the course units context with the need to improve results.
- **Suggestions and Complaints [S&R]**  
Collect on a permanent basis the students and teachers' perception of quality in teaching.

# Research

## Questionnaires

- **Research Questionnaire - Researcher variant [QIi]**  
Collect the researchers' detailed opinion about the research UI FCT/UMinho.
- **Research Questionnaires - Teacher variant [QId]**  
Collect the teachers' detailed opinion about the research at UI FCT/UMinho.

## Reports

- **Research Unit Report [RUI]**  
Promote reflection about the research activity by the UI.
- **Organic Report - Research variant [RUOi]**  
Promote reflection about the research activity by the Organic Unit.

## Mechanisms

- **Suggestions and Complaints [S&R]**  
Collect on a permanent basis the researchers and teachers' perception of quality of research.

# Services

## Questionnaires

- **Service Questionnaire - Users variant [QSu]**  
Collect the users' detailed opinion about the functioning of the Service Unit.
- **Service Questionnaire - Workers variant [QSt]**  
Collect the workers' detailed opinion about the functioning of the Service Unit.

## Reports

- **Service Unit Report [RUS]**  
Promote reflection about the service functioning by the heads of Service Units.
- **Organic Unit Report - Services variant [RUOs]**  
Promote reflection about the functioning of the services by the Organic Unit.

## Mechanisms

- **Service Signaling [SinS]**  
Instructing the decision to initiate service intervention plans.
- **Service Audit [AS]**  
Develop procedures for preventive audit and corrective audit.
- **Suggestions and Complaints [S&R]**  
Collect on a permanent basis the users and the service workers regarding the quality of services.

## **Policy for Quality**

SIGAQ-UM has as its object the different aspects of the institutional mission and systematically covers all the activities developed by UMinho, characterized by a double dimension of support for strategic planning and continuous quality promotion and accountability to the community.

The SIGAQ-UM presents successive levels of intervention, progressively aggregated, constituting an important unifier of the strategic management of UMinho, in order to support decision-making, in particular:

- has programmatic objectives explicitly defined in formally institutionalized strategic documents;
- incorporates structures and levels of responsibility for coordination, articulation and operationalisation;
- operationalises instruments and mechanisms for attending internal and external stakeholders and monitoring practices in the various aspects of UMinho's activities;
- enhance the production of performance indicators and reflection leading to the continuous improvement of the Institution;
- adopts academic ethics guidelines.

## **Coordination structures and support**

- the Vice Rector with the Quality department;
- the Monitoring Committee (CA-SIGAQ) of SIGAQ-UM with articulation functions with the Organic Units, Service Units and Cultural Units regarding the operationalisation of the institutional policy for quality;
- the SGAQ as a service unit responsible for supporting the implementation and continuous improvement of SIGAQ-UM;
- the UMinho information system which includes a set of IT modules that support the instruments and mechanisms provided for in SIGAQ-UM.

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