

PROQUAL | Programme for the Promotion of Quality (synthesis)

The Programme for the Promotion of Quality at the University of Évora (*Programa para a Promoção da Qualidade na Universidade de Évora - PROQUAL*) was first proposed to the institution by the pro-rectory for quality and innovation policies in October 2006, and reformulated in November 2007 according to the recommendations of the *European University Association* (EUA) evaluation team, the *Standards and Guidelines for Quality Assurance in the European Higher Education Area* and the legal framework for quality and evaluation in higher education introduced by the government with the Law 38/2007. The document was presented by the rector to the university's Senate in November 2009, and approved by unanimity.

The quality system of the University of Évora involves a regular evaluation of the adequacy of the procedures and results to the institution's mission and strategic planning, and is organized as a continuous process of evaluation of the institution, its different units, programme degrees, course units and staff, aiming at identifying in time the areas needing intervention and ensuring, within the respective individual competences, their continuous improvement. The system is therefore based on a continuous cycle of evaluation/planning/implementation/monitoring, which aims at promoting the development of an institutional quality culture.

The quality system is extensively anchored on the internal information system (SIUE), providing all university units with the necessary information to minimize the individual time and effort required to produce the self-evaluation reports. The information system also supports the applications for the opinion surveys on students and graduates (both mandatory according to the national evaluation law), new students, academic and non-academic staff and employers, as well as for the construction of a wide range of quantitative indicators of quality monitoring.

With all this permanently updated online information, at the end of each academic year, all the lecturers and the heads of programme degrees, research units and organic units should produce a brief self-evaluation report of their activities, observing a set of guidelines that comply with the national legislation. These reports are produced in a bottom-up sequence and monitored with a top-down hierarchy. The university should also promote regular institutional evaluation processes by external entities.

The quality programme should be regularly monitored and revised by the university's Evaluation Council, responsible for reviewing the various self-evaluation reports and generating a set of recommendations to be considered in the strategic planning and activities' reports of the institution and of its organic units.