A AVALIAÇÃO DAS UNIDADES CURRICULARES NA UL

Valentina Oliveira,
Ana Paula Curado & Ana Almeida Pinheiro
**Gabinete de Garantia da Qualidade,
Universidade de Lisboa**

GT2 / CS11 / Instituto Português da Qualidade
11 de julho, 2012

The urge to evaluate

Bologna convention

External & Internal pressure

Nacional agency

teacher

teaching/ learning

student

curricular unit

QUALITY of education

The process

Online

Every semester

All Curricular Units (CU)

Mandatory

Universal

Anonym & confidential

Flyers, E-mails & Websites

Students requirement to the enrolment in the next year; can refuse evaluating a CU

Teachers it is in the University's statutes; has effect (indirect), in performance appraisal

$$ATP + GGQ = ME^2$$

The questionaire

Similar to teacher & student

Student/teacher profile

Nº of hours per week dedicated to study/preparation of lectures

Organization and structure of the unit

Adequacy of the distribution of contact hours by the different lecturing schemes

Tutoring hours

Attendance/preparation of scheduled tutoring hours

Advised literature

Accessibility of the advised literature

On-line platforms

Main reasons for not using the on-line platforms

Global satisfaction

Level of satisfaction of having attended/lectured this CU
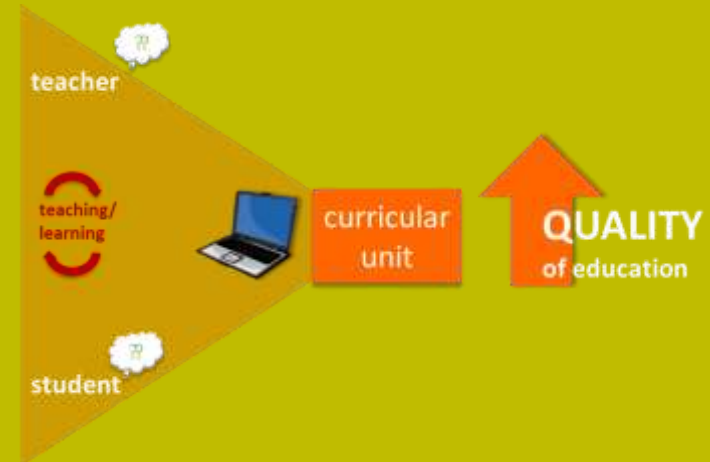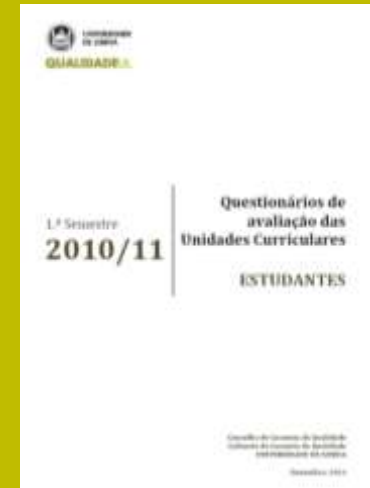
Support, data collection & results

E-mail, Phone & @Office

Manual with filling guidance

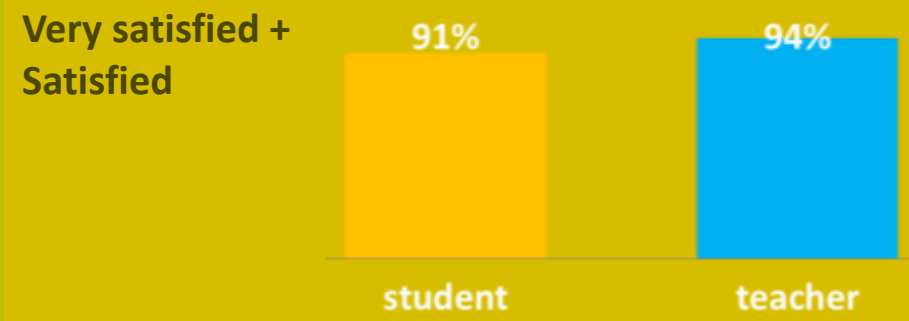**Data analysis ➜ Feedback/Reports**

Discussion: Expected/obtained

Good practices
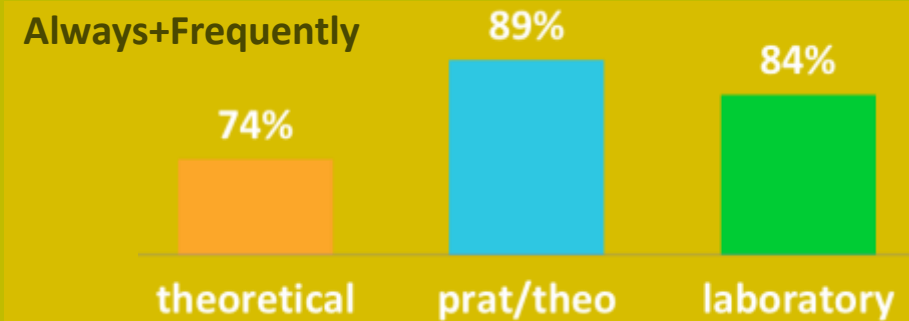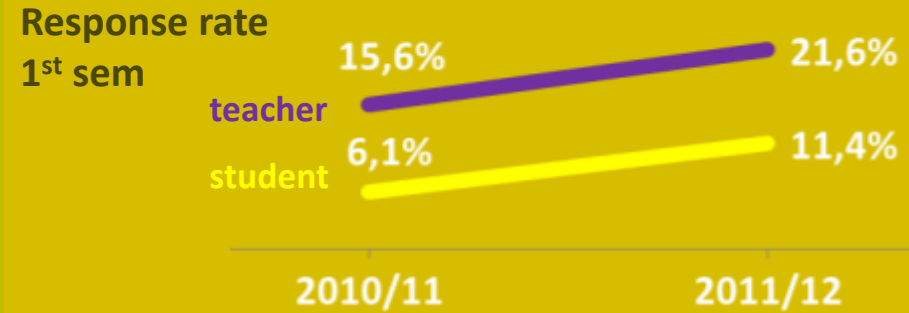
The representativeness of the results

Students' attendance to different types of classes

ICTs as teaching resources

Response rate 1st sem
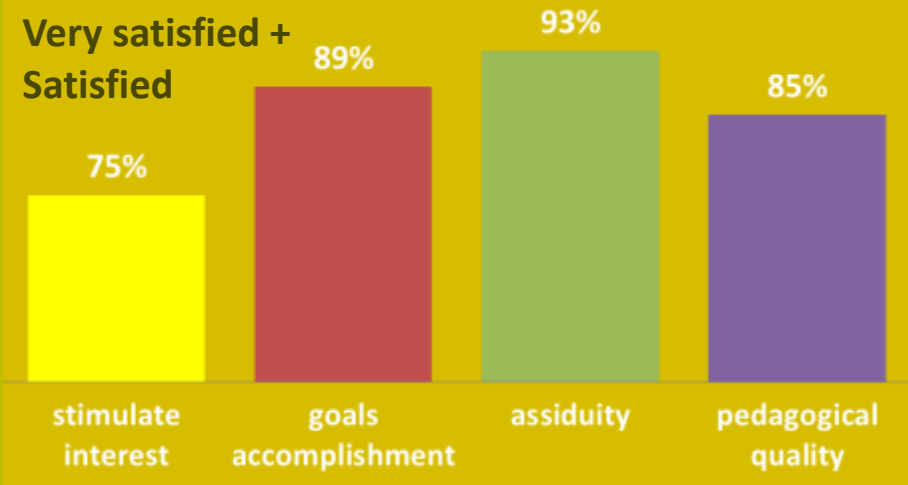
teacher: 15,6% → 21,6%

student: 6,1% → 11,4%

2010/11 — 2011/12

Always+Frequently

- theoretical: 74%
- prat/theo: 89%
- laboratory: 84%

Very satisfied + Satisfied

- student: 91%
- teacher: 94%

UNIVERSIDADE DE LISBOA
QUALIDADEUL

Individualized support to students

Very satisfied + Satisfied

- online: interaction w/ teacher — 78%
- online: organization — 86%
- online: relevance — 91%
- support — 84%
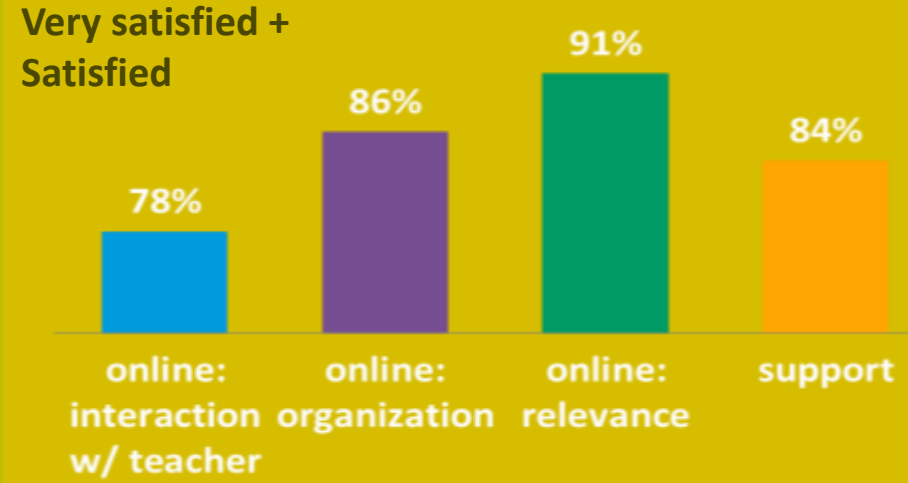
Quality of the teachers' performance in the UC

Very satisfied + Satisfied

- stimulate interest — 75%
- goals accomplishment — 89%
- assiduity — 93%
- pedagogical quality — 85%
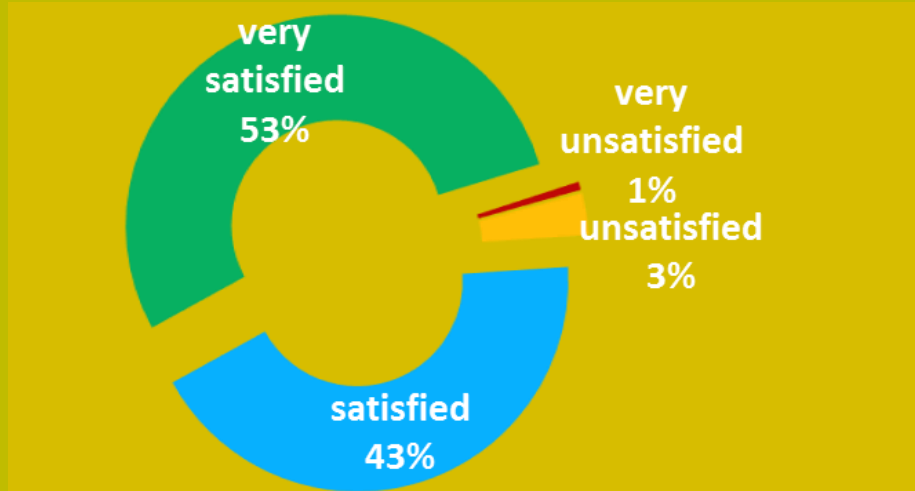
About the results (3/3)

Students' overall satisfaction regarding the UC
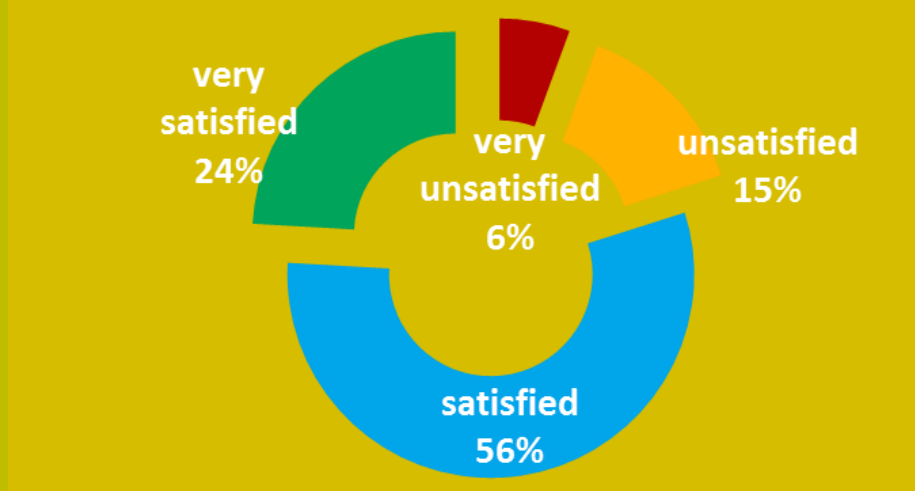
Teachers' satisfaction with teaching the UC

Final remarks

✓ **Mandatory (requirement) ↑ Response rate**

✓ **Reliable data ➜ Support to decision**

✓ **Open system (continually improved)**

✓ **Quality of the teaching and learning process ↑ satisfaction ↑ success**

UNIVERSIDADE DE LISBOA
QUALIDADEUL

Obrigada!

qualidade@reitoria.ul.pt

www.qualidade.ul.pt