QUALITY CULTURE: embracing the academic community in a “creativity agenda”

Working together to take quality forward | 8th EQAF – Gothenburg, 21-23 Nov 2013

Valentina Oliveira
Ana Nunes de Almeida
Ana Almeida Pinheiro
Marta Pile
1. ULISBOA: FACTS & FIGURES

**ULISBOA: FACTS & FIGURES**

**ULISBOA**
Valentina Oliveira, Ana Nunes de Almeida, Ana Almeida Pinheiro, Marta Pile

21-23 November 2013
ULISBOA

**18 Faculties/Institutes**

**423 Programmes (1st, 2nd and 3rd cycles)**

**46,989 Students (2012/2013)**

**100 R&D Units/Institutes/Associated Labs**

**Quality culture:**
embracing the academic community in a “creativity agenda”
2. QUALITY CULTURE & QUALITY ASSURANCE SYSTEMS

QC

- Cultural/psychological elements
- Values, beliefs, expectations

QAS

DEFINE, ASSURE, ENHANCE QUALITY

Supported by a formal political structure

Stable
Foreseeable
Consistent
Coherent
Open
Reliable
Context sensitive

QUALITY

Supported by a formal political structure
3. CREATIVITY ENHANCERS

QAS

✓ Originality
✓ Appropriateness
✓ Future orientation
✓ Problem solving ability
✓ Diversity of human resources
3.1 CREATIVITY ENHANCERS – Independent QAS

QAS

Autonomous & Independent

“an outsider at the very heart of the institution”

Ulisboa*

Pro-Rector for Quality

Quality Assurance Council

teacher/researcher representatives
staff representative
student representatives

Office for QA

*UL structure

Quality culture: embracing the academic community in a “creativity agenda”
3.2 CREATIVITY ENHANCERS – Qualified staff

QA Staff

✓ Qualified
✓ Stable
✓ Different disciplinary backgrounds
✓ Multiple complementary approaches

Ulisboa*

QA Council

Sociology
Medicine
Pharmacy
Life Sciences
Psychology

Humanities
Fine Arts
Education
Law
Geography

QA Office

Educational Sciences
Sociology
Psychology

“not a caste of experts, closed in a bureaucratic tower”

*UL structure
3.3 CREATIVITY ENHANCERS – Hands on

QA Staff

Not only…
✓ legislate
✓ recomend
✓ demand

But also
✓ observe
✓ listen
✓ Friendly networks

“working side-by-side, not judging”

ULisboa

SEMINARS: “Know to intervene”

- 2010
  • The Integration of 1st year students
  • Questioning Bologna and Pedagogy
- 2011
  • Supporting inclusion - Students with Special Needs
  • Failure and Dropout in HE
- 2012
  • Social Responsibility in HE - Consequences for the curriculum?
  • Rankings and Higher Education System
- 2013
  • R&D and Teaching: Tensions? Challenges?
  • Quality Practices: results in education
3.3 CREATIVITY ENHANCERS – Hands on

QUC – Quality Assurance Curricular Units

Organization, Planning and Results

Perceptions and Strategies for Teaching, Learning and Assessment

Information System

Students feedback

Delegates feedback

Curricular Unit Coordinators feedback

Programme Coordination Report

PUBLIC RESULTS: AUDITS & EXCELLENCE RECOGNITION

✓ Responsible involvement of all actors (T & L process)
✓ Monitoring the Curricular Units performance
✓ Promoting continuous improvement by benchmarking and improvement plans

STUDENTS
DELEGATES
TEACHING STAFF
ACADEMIC MANAGERS

Quality culture: embracing the academic community in a “creativity agenda”
3.4 CREATIVITY ENHANCERS – Failure and error

QAS

- Handle failure
- Test problem solving capacities
- Seize the opportunity to change and improve
- Risk taking

“re-work and re-structure procedures and behaviours after failing”

ULisboa

Internal crisis:

- Week and last minute self-evaluation report
- QA Staff forced a second round
- New trust-worthy relationship
- Reflexive and constructive thinking
- Creative procedures and solutions
- Alternative self-evaluation report
3.5 CREATIVITY ENHANCERS – Keep it simple

QAS

☑ Each school can preserve its uniqueness
☑ To produce adjustments
☑ Easy to understand
☑ Promotes transparency & accountability

ULisboa

“Promotes participation, facilitating interaction and comprehension”

10 Quality referentials (ESG / A3ES)

Valentina Oliveira, Ana Nunes de Almeida, Ana Almeida Pinheiro, Marta Píle
3.6 CREATIVITY ENHANCERS – Seize de instability

UTL + UL

✓ Rupture
✓ Turbulent transitional period
✓ Uncertainty & insecurity

“ strategic moment to innovate and to be creative ”

ULisboa
4. FINAL REMARKS

An **independent** QA structure with **Qualified** staff who puts **hands on** QA processes embracing academic community who doesn’t judge but **helps to solve the problems** in a **trusty collaboration** trying to make things **simple** avoiding heavy bureaucratic procedures open to **change** seizing **instability as an opportunity** to move things forward

**LET’S SEE IF WE WILL BE CREATIVE ENOUGH TO FACE THIS EUROPEAN CRISIS ALONG WITH THE MERGING PROCESS**

MORE & BETTER
5. QUESTIONS FOR DISCUSSION

✓ How is CREATIVITY and INNOVATION enhanced in your HEI QA system?
✓ What do you think about the necessity of QA PROFESSIONALS?
✓ What do you think about the necessity of INDEPENDENT QUALITY MANAGEMENT COUNCILS?

Thank you!

voliveira@reitoria.ul.pt,
ana.nunes.almeida@ics.ul.pt
anaapinheiro@reitoria.ul.pt
marta.pile@tecnicoulisboa.pt