

ObservIST: Técnico Lisboa Observatory of Best Practices

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WHAT

ObservIST is Técnico Lisboa Observatory of Best Practices that complies with the identification, consolidation and dissemination of institutional Best Practices (BP).



WHY

Objective

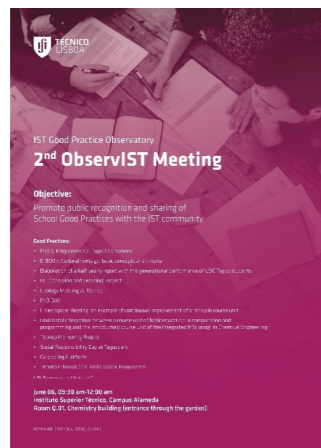
Encouraging BP promotion and replication, thereby seeking continuous quality improvement within the institution, but also promoting it amongst other institutions.

Background

Técnico's Strategic Plan (2015-2020) determines the commitment of the institution regarding the identification, consolidation and dissemination of Best Practices (BP).

"Standards and Guidelines for Quality Assurance in the European Higher Education Area" (2015), enhanced the importance of the involvement of internal and external stakeholders in the processes of quality assurance, amplifying the potential within the organizations which are striving to improve their quality systems.

According to the best international practices, particularly in Ireland (QQI, 2017), Técnico's BP were given due consideration and highlighted in the self-evaluation process of Técnico Integrated Quality Management System (SIQulST) and, therefore, in its external evaluation by the National Agency.



HOW

BP Thematic fields

ObservIST's aim and structure comprises different categories in the 3 main priorities predefined by the school for 2015-2020:

- International Quality Learning Environment
- Leading Research
- Global Impact

These categories are divided into 11 thematic fields, aligned with the Strategic Plan focus areas. Proposals of BP should be connected with the following thematic fields:

- Higher Education; Research, Development & Innovation (RD&I); Technology Transfer; Multipolar Operation; Internationalization; Communication; Human Resources; Infrastructure; Processes and Quality; Information Technology; Funding.

BP Evaluation Criteria

BP should be: Troubleshooting; Improve process(es); Present results; Innovative; Sustainable; Replicable

BP Dissemination

Annual meeting; A certificate of BP recognition is awarded and delivered at "Best Practices Meeting"; ObservIST's public database; Logo/stamp: "Best Practice Recognized by ObservIST" and a Website that provides consultation on Best Practices recognized and the following descriptions:

- Practice implementation
- Results obtained vis-à-vis the objectives envisaged

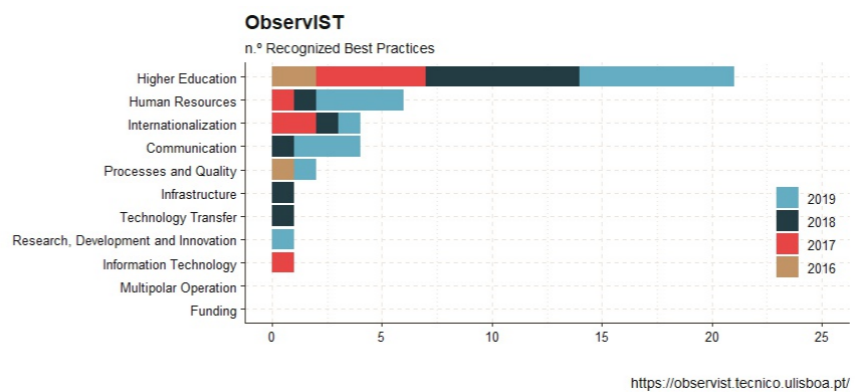
- Process of evaluation and monitoring
- Innovation and replicability

Results

ObservIST has promoted 4 calls with an exponential increase of the submitted and recognized practices through these years.

ObservIST website accounts for 49 Best Practices, which contribute to 9 thematic distinct thematic fields stated in Técnico's Strategic Plan (2015).

Evidence of active participation of all members of Técnico community has been ascertained: students, researchers, academic or technical staff submitted several proposals which endorse diversity by gathering different community members as applicants of the same BP.



WHO

Management Commitment

Técnico Management Board identified the need for a specific framework where BP could be recognized, allowing their dissemination and ensuring their future sustainability.

Community Engagement

BP can be submitted by Técnico community members and stakeholders, thus establishing a quality participative and inclusive system.

Evaluation Panel

An evaluation panel ensures an efficient and effective evaluation process consisting of the following members: President of the Quality Management Council; Academic Member of the Strategic Plan Monitoring Committee; 3 Members of the Quality Management Council (academic, staff, student). International and national external experts may integrate this Panel, whenever their expertise is considered valuable for the evaluation of a BP.

Conclusion

With an operational period of 5 years, ObservIST has achieved a pertinent impact and influence amongst the institutional community members.

The ObservIST team is trying to find a way to track the significance and practical replicability of the recognized BP. Arrangements are being made to facilitate prompted computer services, including an access counter on ObservIST's web page, a QUIZ to gauge the visitors' engagement and a survey to measure interest and/or practice's replicability.

An appraisal is due to all those members of Técnico community who dedicated themselves to sharing their knowledge and experience, involving themselves in the process of quality improvement, by submitting a successfully recognized BP through ObservIST. Above all else, they are the institutional key actors who reshape quality systems, providing responsible, innovative and inclusive initiatives.

More information

<https://observist.tecnico.ulisboa.pt>



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EAIR 41st Annual Forum in Leiden

Responsibility of Higher Education Systems: What? Why? How?

The Netherlands, 25 - 28 August 2019

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