



INSTITUTO POLITÉCNICO
DE VIANA DO CASTELO

EVALUATION AND QUALITY OFFICE

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Auto-Evaluation Report

ERASMUS Program

(Foreign Students- incoming - IPVC Mobility)

Academic Year 2013/2014

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I. INTRODUCTION

The evaluation is an institution process of knowledge, whose principal aim is to purpose, a correct evaluation, in this case under student perspective, to improve the performance of all levels in each school. For that and for the reliability of the results, it is crucial an active participation from all stakeholders. With this kind of tools and polities, is possible determine new conclusions, especially those that best reflect the daily life of the institution. With this evaluation it will be allow make some reflections and discussions with different structures and organs the school and environment community, to contribute to the consolidation and development of the institution and of each school.

This document (**Report of ERASMUS STUDENTS Survey Results**) shows the **opinion of foreign students, enrolled in all mobility programs of IPVC**, about some **Quality IPVC Education Standards, Institution Resources and Services**, as well as, the opinion of them **IPVC Erasmus Guide Friend**, the opinion of **Accommodation** and **Host City Profile**.

This report is structured parallel to the survey which was based on, and therefore divided in their areas of interest. These data are represented graphically (tables and figures), subtitled without interpretative comments, following the recommendation of the IPVC Evaluation Committee, handled by the Evaluation and Quality Office. Throughout this work, the confidentiality of data was a concern of all stakeholders.

1.1 Survey Participation

Based on data collected, through an online survey, this information was carry out by foreign students in the end of their mobility period, for 2014, 1° semester. In the table 1.1 it is possible see the total of Foreign Participation students (%) by school in all levels and Bologna courses. From 75 students received in these schools, 51% participated in this survey (38 students).

Table 1.1 – Foreign Participation students survey (%).

School	Participation (%)
School of Business Studies	100%
School of Education	11%
School of Health	16%
School of Technology and Management	56%

In the figure 1.1 it is possible see the universe of students, in first semester 2013/2014 in IPVC institution by gender and number of students by home country.

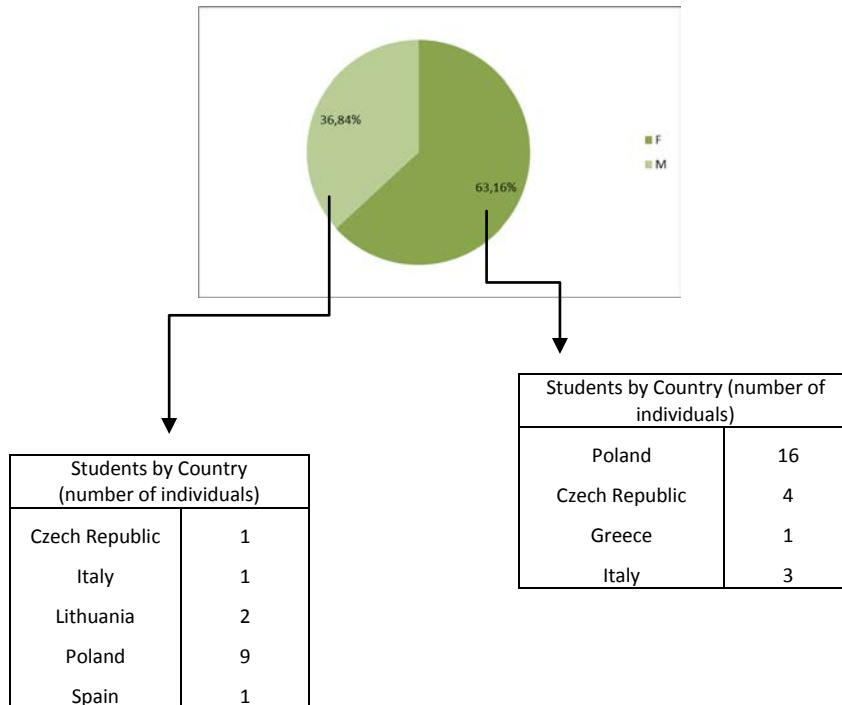


Figure 1.1 – Gender representation of the student’s universe (%) in the IPVC institution.

II. OPINIONS AND CONCEPTS ABOUT QUALITY IPVC EDUCATION STANDARDS

The foreign student's opinion, about a few requirements of Quality IPVC Education Standards, will be presented in the same schematic shape and in same type of structure like the preceding chapter. All dates were recollected respecting the privacy and anonymity of the students

II.1 Global Evaluation

Table 2.1 – Opinion Survey results about Quality IPVC Education Standards

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Teachers' knowledge of subject contents	N	1	1	0	18	18	38
	%	2,6%	2,6%	,0%	47,4%	47,4%	100,0%
P2 – Teachers' motivation and skills	N	1	1	2	22	12	38
	%	2,6%	2,6%	5,3%	57,9%	31,6%	100,0%
P3 – Teachers' availability and support	N	2	1	5	14	16	38
	%	5,3%	2,6%	13,2%	36,8%	42,1%	100,0%
P4 – Teachers' English language knowledge	N	1	2	8	16	11	38
	%	2,6%	5,3%	21,1%	42,1%	28,9%	100,0%
P5 – Resources and teaching methods	N	2	1	7	18	10	38
	%	5,3%	2,6%	18,4%	47,4%	26,3%	100,0%
P6 – Atmosphere at the classes	N	1	0	5	12	20	38
	%	2,6%	,0%	13,2%	31,6%	52,6%	100,0%
P7 – Overall teaching quality	N	1	1	5	22	9	38
	%	2,6%	2,6%	13,2%	57,9%	23,7%	100,0%

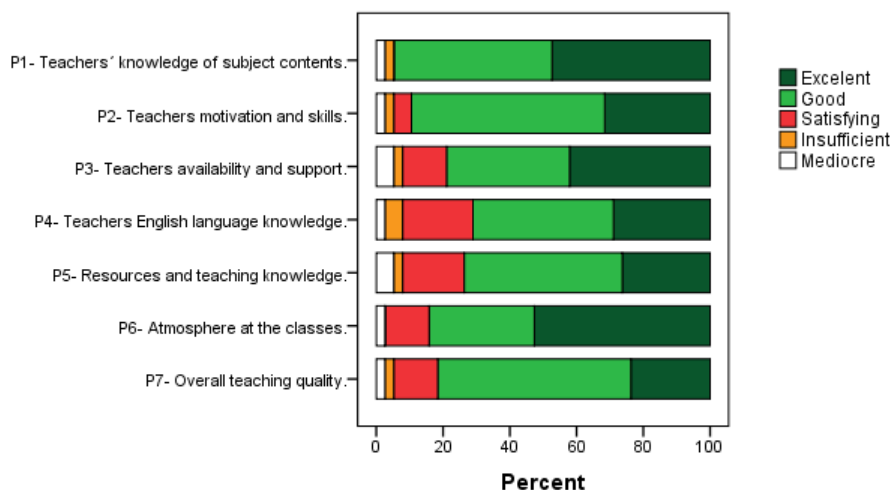


Figure 2.2 – Opinion Survey results (%) about Quality IPVC Education Standards

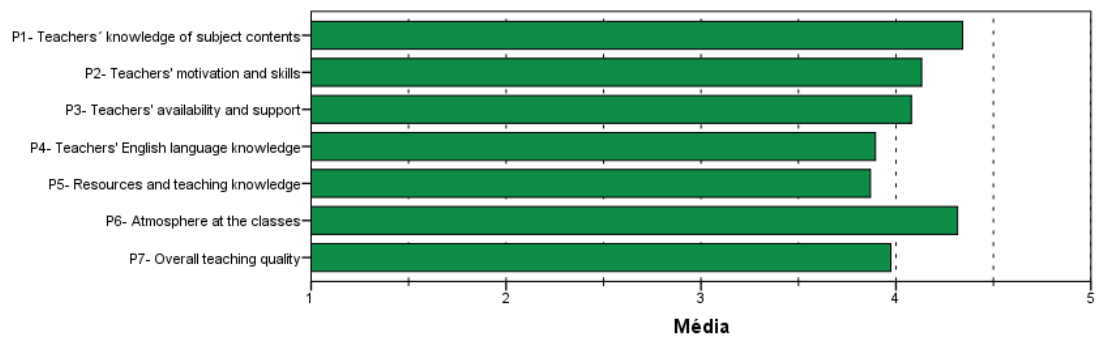


Figure 2.3 – Opinion Survey mean about Quality IPVC Education Standards – Quality Valorization

III.OPINIONS AND CONCEPTS OF COURSE, LECTURE AND CLASS ENVIRONMENT

The foreign student’s opinion, about the Course, Lecture and Class environment, will be presented in the same schematic shape and in same type of structure like the preceding chapter. All dates were recollected respecting the privacy and anonymity of the students.

III.1 Global Evaluation

Table 3.1 – Opinion Survey results about the Course / Lecture and Class environment

		Not Applicable	Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Teachers’ knowledge	N	10	0	1	1	5	21	38
	%	26,3%	,0%	2,6%	2,6%	13,2%	55,3%	100,0%
P2 – Teachers’ motivation	N	10	0	0	5	16	7	38
	%	26,3%	,0%	,0%	13,2%	42,1%	18,4%	100,0%
P3 – Teachers’ availability and support	N	10	1	1	4	10	12	38
	%	26,3%	2,6%	2,6%	10,5%	26,3%	31,6%	100,0%
P4 – Resources and teaching methods	N	10	2	3	6	11	6	38
	%	26,3%	5,3%	7,9%	15,8%	28,9%	15,8%	100,0%
P5 – Atmosphere at the classes	N	10	0	2	5	9	12	38
	%	26,3%	,0%	5,3%	13,2%	23,7%	31,6%	100,0%
P6 – Overall teaching quality	N	10	0	2	3	16	7	38
	%	26,3%	,0%	5,3%	7,9%	42,1%	18,4%	100,0%
P7 – Social and cultural involment	N	10	0	0	4	14	10	38
	%	26,3%	,0%	,0%	10,5%	36,8%	26,3%	100,0%

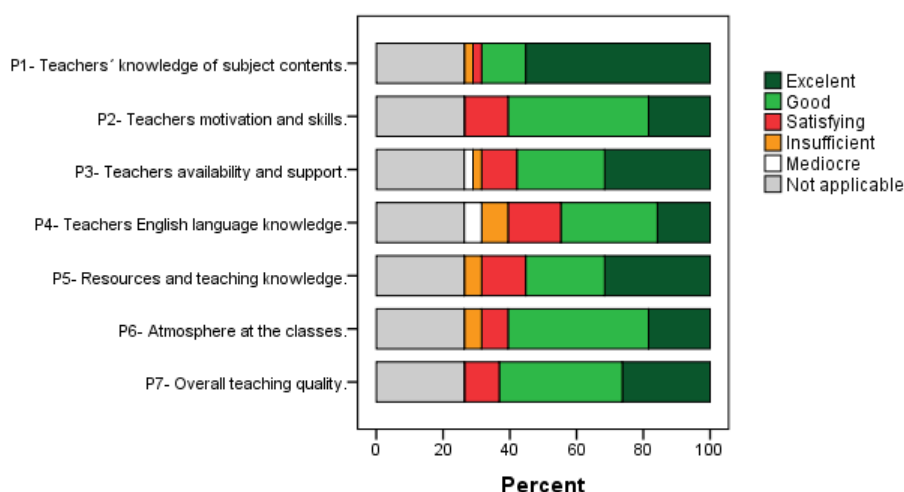


Figure 3.2 – Opinion Survey results (%) about the Course / Lecture and Class environment – Graphic Representation

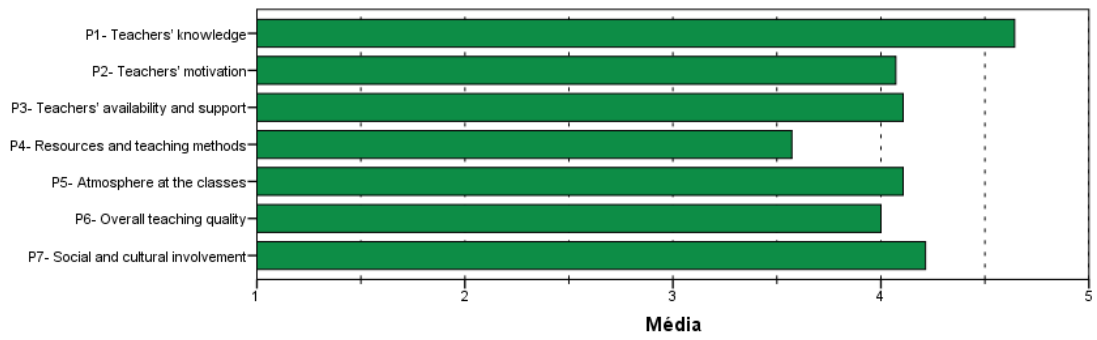


Figure 3.3 – Opinion Survey mean about the Course / Lecture and Class environment – Quality Valorization

IV. OPINIONS AND CONCEPTS OF SERVICES PROVIDED BY IPVC INTERNATIONAL OFFICE

The foreign student’s opinion, about the services provided by IPVC International Office, will be presented in the same schematic shape and in same type of structure like the preceding chapter. All dates were recollected respecting the privacy and anonymity of the students.

IV.1 Global Evaluation

Table 4.1 – Opinion Survey results about IPVC International Office Services

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Information given before arrival	N	0	1	6	11	20	38
	%	,0%	2,6%	15,8%	28,9%	52,6%	100,0%
P2 – Administrative/technical services provided	N	1	1	5	11	20	38
	%	2,6%	2,6%	13,2%	28,9%	52,6%	100,0%
P3 – Reception and activities promoted	N	1	1	5	13	18	38
	%	2,6%	2,6%	13,2%	34,2%	47,4%	100,0%
P4 – Support during the stay in IPVC	N	1	1	2	11	23	38
	%	2,6%	2,6%	5,3%	28,9%	60,5%	100,0%
P5 - Overall services/resources quality	N	1	1	2	16	18	38
	%	2,6%	2,6%	5,3%	42,1%	47,4%	100,0%

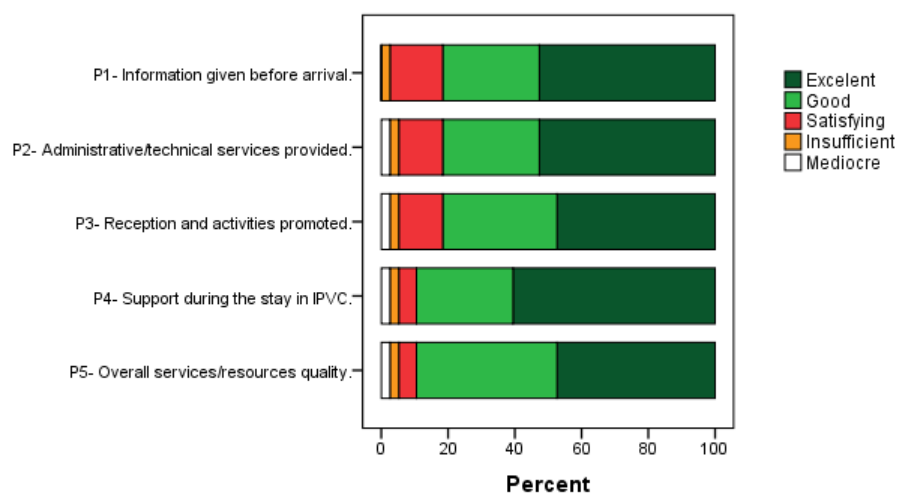


Figure 4.2 – Opinion Survey results (%) about IPVC International Office Services

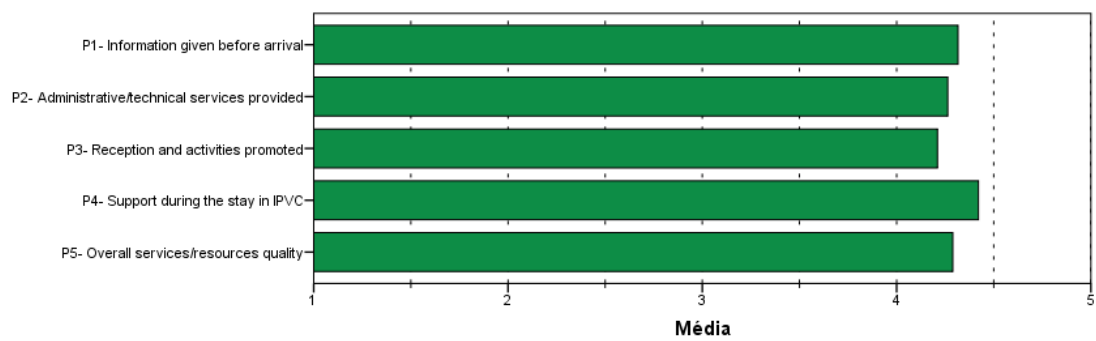


Figure 4.3 – Opinion Survey mean about IPVC International Office Services – Quality Valorization

V. OPINIONS AND CONCEPTS OF COURSE PROGRAM AND STAFF

The foreign student's opinion, about the Course Program and Staff Coordinators, will be presented in the same schematic shape and in same type of structure like the preceding chapter.

V.1 Global Evaluation

Table 5.1 – Opinion Survey mean about Course Program and Staff

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Information given before arrival	N	4	0	8	10	16	38
	%	10,5%	,0%	21,1%	26,3%	42,1%	100,0%
P2 – Availability	N	3	1	4	17	13	38
	%	7,9%	2,6%	10,5%	44,7%	34,2%	100,0%
P3 – Study plan support	N	3	0	4	16	15	38
	%	7,9%	,0%	10,5%	42,1%	39,5%	100,0%
P4 – Welcome	N	2	3	3	11	19	38
	%	5,3%	7,9%	7,9%	28,9%	50,0%	100,0%
P5 - Support during the stay in IPVC	N	2	2	3	16	15	38
	%	5,3%	5,3%	7,9%	42,1%	39,5%	100,0%

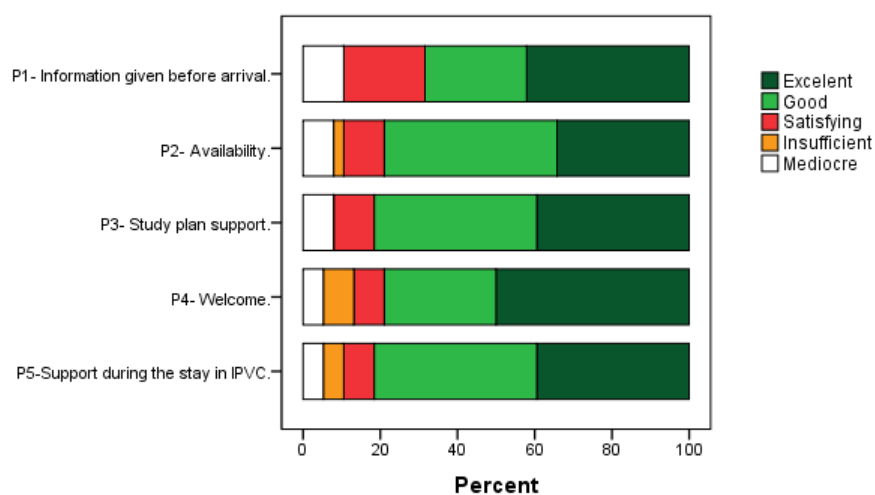


Figure 5.2 – Opinion Survey results (%) about Course Program and Staff – Graphic Representation

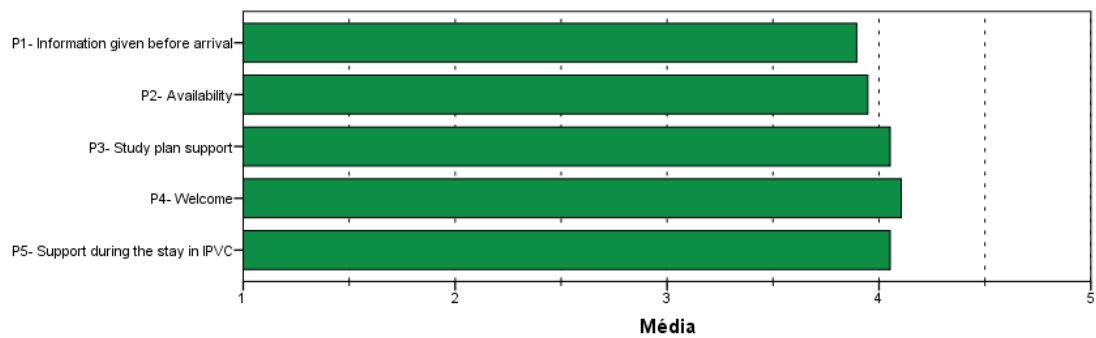


Figure 5.3 – Opinion Survey mean about Course Program and Staff – Quality Valorization

VII. OPINIONS AND CONCEPTS OF IPVC RESOURCES/SERVICES

The foreign student's opinion, about IPVC Resources/Services, will be presented in the same schematic shape and in same type of structure like the preceding chapter.

V.2 Global Evaluation

Table 6.1 – Opinion Survey results about IPVC Resources/Services

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Class rooms	N	0	1	8	20	9	38
	%	,0%	2,6%	21,1%	52,6%	23,7%	100,0%
P2 – Library	N	1	2	5	16	14	38
	%	2,6%	5,3%	13,2%	42,1%	36,8%	100,0%
P3 – Cafeterias and canteens	N	1	0	4	14	19	38
	%	2,6%	,0%	10,5%	36,8%	50,0%	100,0%
P4 – Sport Center	N	1	3	9	14	11	38
	%	2,6%	7,9%	23,7%	36,8%	28,9%	100,0%
P5 – Internet, IT equipment	N	0	2	8	18	10	38
	%	,0%	5,3%	21,1%	47,4%	26,3%	100,0%
P6 – Administrative/technical services provided	N	0	0	11	16	11	38
	%	,0%	,0%	28,9%	42,1%	28,9%	100,0%
P7 – Academic environment	N	0	1	6	19	12	38
	%	,0%	2,6%	15,8%	50,0%	31,6%	100,0%
P8 – Overall services/resources quality	N	0	2	2	24	10	38
	%	,0%	5,3%	5,3%	63,2%	26,3%	100,0%

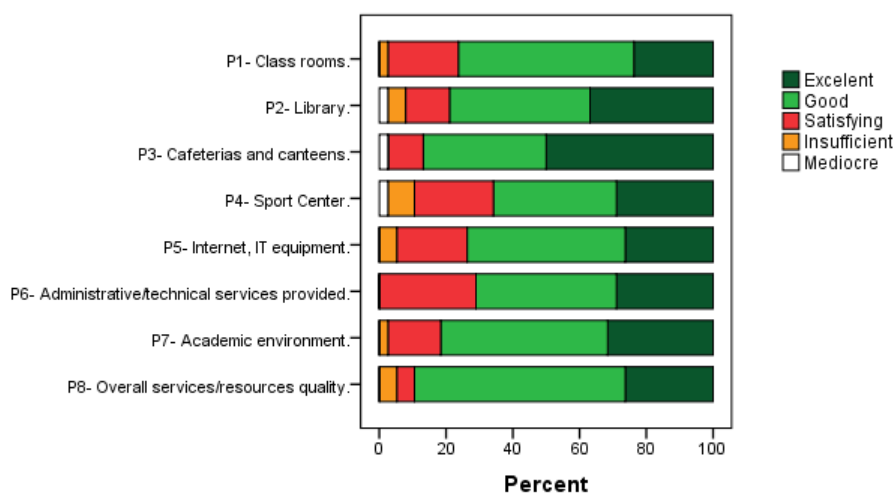


Figure 6.2 – Opinion Survey results (%) about IPVC Resources/Services – Graphic Representation

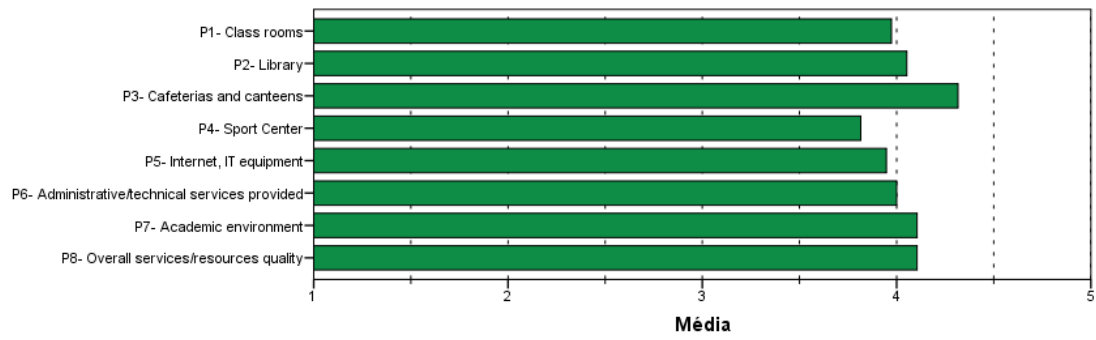


Figure 6.3 – Opinion Survey mean about IPVC Resources/Services – Quality Valorization

VI. OPINIONS AND CONCEPTS OF HOST CITY PROFILE

The foreign student's opinion, about Host City Activities, will be presented in the same schematic shape and in same type of structure like the preceding chapter.

VI.1 Global Evaluation

Table 7.1 – Opinion Survey results about Host City Profile

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Art and culture events	N	0	2	8	16	12	38
	%	,0%	5,3%	21,1%	42,1%	31,6%	100,0%
P2 – Sports and leisure opportunities	N	0	6	7	13	12	38
	%	,0%	15,8%	18,4%	34,2%	31,6%	100,0%
P3 – Interesting spots and historical places	N	1	5	4	15	13	38
	%	2,6%	13,2%	10,5%	39,5%	34,2%	100,0%
P4 – Night life	N	1	6	4	10	17	38
	%	2,6%	15,8%	10,5%	26,3%	44,7%	100,0%
P5 – Recreation infrastructures	N	1	4	8	15	10	38
	%	2,6%	10,5%	21,1%	39,5%	26,3%	100,0%
P6 – Overall urban environment and hospitality	N	1	1	1	17	18	38
	%	2,6%	2,6%	2,6%	44,7%	47,4%	100,0%

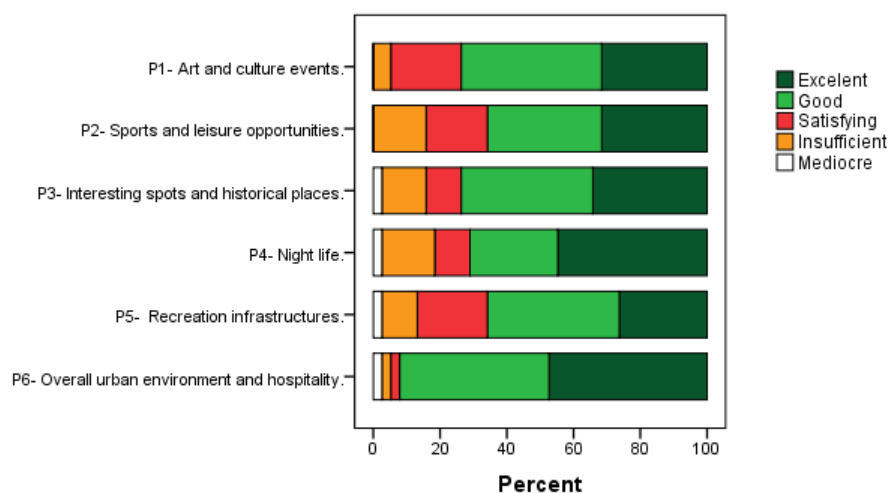


Figure 7.2 – Opinion Survey results (%) about Host City Profile – Graphic Representation

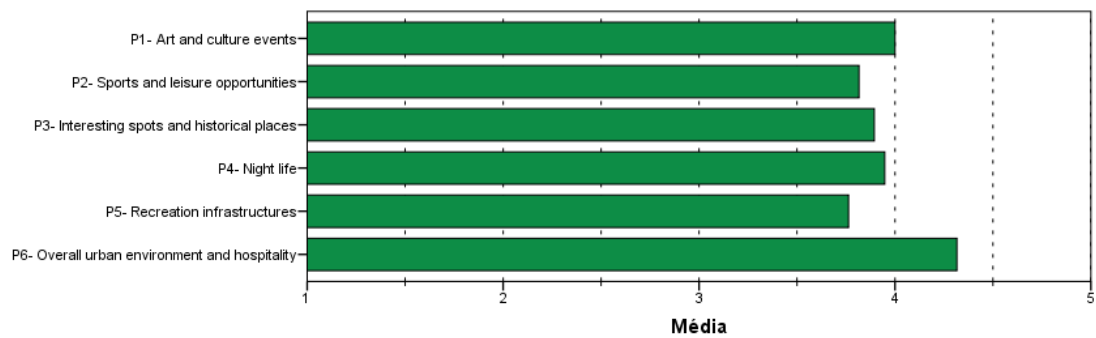


Figure 7.3 – Opinion Survey mean about Host City Profile – Quality Valorization

VII. OPINIONS AND CONCEPTS OF ERASMUS ACCOMMODATION

The foreign student's opinion, about IPVC Erasmus Guide, will be presented in the same schematic shape and in same type of structure like the preceding chapter.

VII.1 Global Evaluation

Table 8.1 – Opinion Survey results about Quality Accommodation

		Not Applicable	Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Laundry service	N	1	11	8	9	4	5	38
	%	2,6%	28,9%	21,1%	23,7%	10,5%	13,2%	100,0%
P2 – Cleaning service	N	1	1	1	1	15	19	38
	%	2,6%	2,6%	2,6%	2,6%	39,5%	50,0%	100,0%
P3 – Kitchen equipment	N	1	6	9	13	6	3	38
	%	2,6%	15,8%	23,7%	34,2%	15,8%	7,9%	100,0%
P4 – Rooms equipment	N	1	1	8	11	11	6	38
	%	2,6%	2,6%	21,1%	28,9%	28,9%	15,8%	100,0%
P5 – Internet network	N	1	7	13	13	4	0	38
	%	2,6%	18,4%	34,2%	34,2%	10,5%	.0%	100,0%

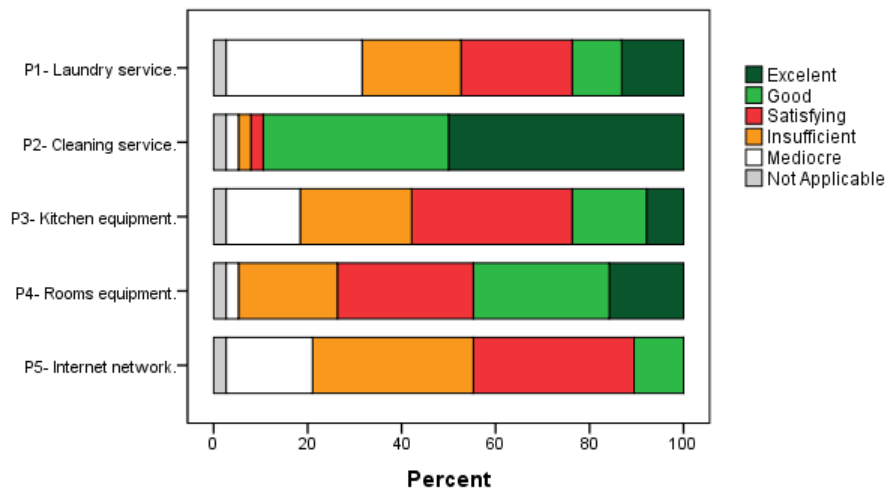


Figure 8.2 – Opinion Survey results (%) about Quality Accommodation - Graphic Representation

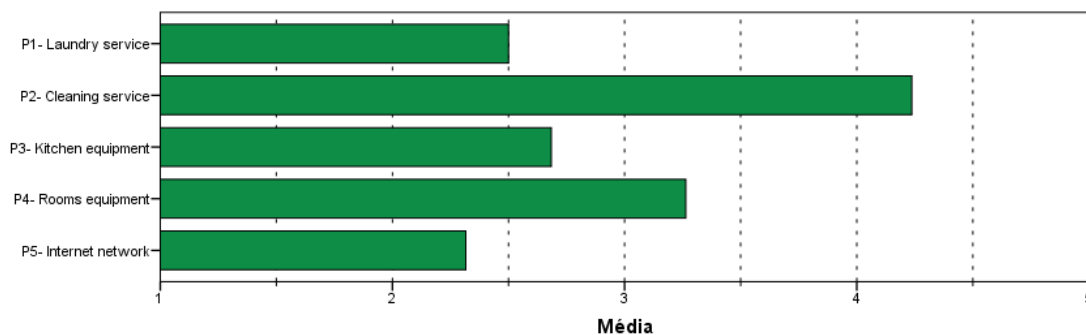


Figure 8.3 – Opinion Survey mean about Quality Accommodation - Quality valorization

VIII. OPINIONS AND CONCEPTS OF IPVC ERASMUS GUIDE FRIEND

The foreign student's opinions, about IPVC Erasmus Guide Friend, will be presented in the same schematic shape and in same type of structure like the preceding chapter.

VIII.1 Global Evaluation

Table 9.1 – Opinion Survey results about IPVC ERASMUS Guide – Quantity Evaluation

		Mediocre	Insufficient	Satisfying	Good	Excelent	Total
P1 – Reception and accompaniment in hosting logistics	N	9	3	3	7	16	38
	%	23,7%	7,9%	7,9%	18,4%	42,1%	100,0%
P2 – Local and scholar support and orientation	N	11	2	3	6	16	38
	%	28,9%	5,3%	7,9%	15,8%	42,1%	100,0%
P3 – Assistance in academic and regional environment integration	N	11	3	2	6	16	38
	%	28,9%	7,9%	5,3%	15,8%	42,1%	100,0%
P4 – Support in the learning of a new language and English knowledge	N	10	2	4	8	14	38
	%	26,3%	5,3%	10,5%	21,1%	36,8%	100,0%
P5 – Availability and support in the resolution of daily routine problematic	N	8	5	1	9	15	38
	%	21,1%	13,2%	2,6%	23,7%	39,5%	100,0%
P6 – Friendly personality	N	3	1	8	7	19	38
	%	7,9%	2,6%	21,1%	18,4%	50,0%	100,0%

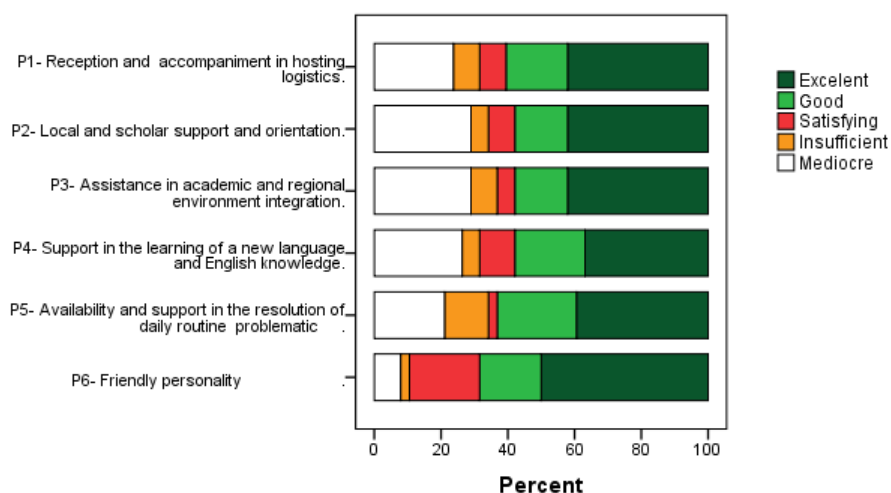


Figure 9.2 – Opinion Survey results (%) about IPVC ERASMUS Guide Friend – Graphic Representation

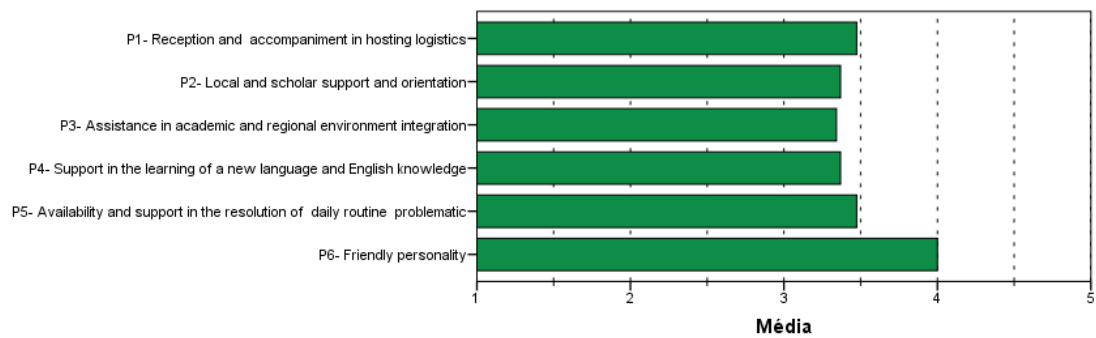


Figure 9.3 – Opinion Survey mean about IPVC ERASMUS Guide Friend- Quality valorization

IX. FINAL CONSIDERATIONS

In the Institute, the importance of evaluation as a “Culture” should be a priority for each employee, student or lectures. Surely, and for all IPVC staff, this document is an important step to consolidate and develop the best practices; to review, interpret, discuss and implement new strategies or work mechanisms by all stakeholders.

The function of Evaluation and Quality office is encourage and motivate all employees, collaborate in the implementation and delivery of all tools need it to interpret and discuss this document.

The function of the responsible services is to involve the academic community in this "Culture of Evaluation" and take appropriate measures to enhance the activities, and in this particular case, all the surrounding associated with the receipt and monitoring of Erasmus students.

It should be emphasized the need to promote and encourage the involvement of Erasmus Students in this investigations, in order to involve the whole Academy and develop strategies for enhancing the quality of education.