

Referral 10 – Material Resources and Services

SUPPORTING PROCESSES AND MEASUREMENT, ANALYSIS AND IMPROVEMENT

Approach	Purpose	Bodies/Responsible Services/Organization	Documents/Most relevant evidences
<p>Learning support resources</p>	<p>To ensure procedures are defined and implemented in order to cover student’s support, according to their profile and considering the EaD environment, including guidance, pedagogical, technological and administrative elements. Moreover, a variety of resources are available to support learning, from resources mentoring, supervision and counseling, promoting their publicity along with the students.</p>	<p>Pro-Rector for the Virtual Campus and Technological Modernization Departments Information Security Manager SPD DSA SI DSD SSTE UMCLA GCRI</p>	<p>PSQ 07 of SGQ and further documentation PSQ 12 of SGQ PSQ 14 of SGQ PSQ 17 of SGQ PSQ 18 of SGQ and further documentation Capacity, Availability and Continuity Plans Elearning Platform Institutional Website MPV UAb Website CLA Network Regional Delegations and their libraries [1] [2] Open Repository UAb archive http://portal.uab.pt/recursos-abertos/ http://portal.uab.pt/wp-content/uploads/2017/11/Mobilidade_Virtual.pdf</p>
<p>Student’s special needs</p>	<p>To ensure the specific groups needs and students with disabilities are taken into account.</p>	<p>Departments DSA SPD DSD SI GCRI Project “Accessibilities” UMCLA</p>	<p>General Regulation for the Part-Time Student PSQ 07 of SGQ and further documentation PSQ 12 of SGQ PSQ 17 of SGQ and further documentation PSQ 18 of SGQ and further documentation Open Repository UAb archive Elearning Platform Institutional Website MPV NEE Group in elearning Platform https://portal.uab.pt/o-projeto-acessibilidades/ http://umielo.uab.pt/index.php/2015/05/28/1-titulo-educacao-a-distancia-e-elearning-em-estabelecimentos-prisionais-em-portugal-desenvolvimento-e-avaliacao-de-um-modelo-pedagogico-inclusivo/ Order no. 01/PR/JS/2019 of 24th January</p>

<p>Maintenance, management and suitability of material resources and support services</p>	<p>To ensure mechanisms that allow the collection and analysis of information regarding the maintenance, management and suitability of material resources and support services are available.</p>	<p>Administrator Quality Management System Council Quality Management Information Security Manager SI SSTE GCRI GPAQ DST DGF</p>	<p>PSQ 01 of SGQ and related documentation PSQ 04 of SGQ PSQ 05 of SGQ PSQ 06 of SGQ PSQ 17 of SGQ and further documentation PSQ 18 of SGQ and further documentation Maintenance Plan List of Qualified Suppliers Pedagogical Inquiries SGQ Management Review Activities Report Audits Program Update and upgrade plan of the elearning platform http://portal.uab.pt/sgq/inqueritos/</p>
<p>Services and material resources improvement towards proper development of student learning and other scientific and pedagogical activities</p>	<p>To ensure procedures for the decision-making, implementation and follow-up processes are defined and settled within the mechanisms that allow it to plan, manage and improve services and material resources towards proper development of student learning and other scientific and pedagogical activities.</p>	<p>Administrator Departments Quality Management System Council Quality Management Information Security Manager SSTE GPAQ SI DSD</p>	<p>PSQ 01 of SGQ and further documentation PSQ 04 of SGQ PSQ 05 of SGQ PSQ 06 of SGQ PSQ 17 of SGQ and further documentation PSQ 19 of SGQ PT 19-03 of SGQ SGQ Management Review [1] Pedagogical inquiries analysis reports MPV Institutional Website Personal Area: SGQ and EFQM</p>