

Indicator Table

| Description | | | | | Indicator Monitoring - Results | | | | | | | | Benchmark | | |
|--|----------------------------------|----------------------|--|--|---|--|---|--|---|--|---|--|-----------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| To have quality teaching and differentiated training | Strengthening the training offer | Education & Training | Total no. of students enrolled in degree or non-degree cycles | Total number of enrolled students | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Strengthening the training offer | Education & Training | Total no. of students enrolled in graduated cycles (Short cycle, bachelor, master) | Total number of enrolled students | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Strengthening the training offer | Education & Training | Rate of students in advanced training courses | (No. of students enrolled in EC advanced training / Total no. of students enrolled)X100 | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Strengthening the training offer | Education & Training | Percentage of vacancies filled in the 1st phase of the National Competition for Access to Higher Education | (Placed 1st Option, 1st Phase/No. of Vacancies in the National Competition) x 100 | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Quality educational environment | | Rate of employability of bachelor graduates | Data provided by the Academic Observatory | | | | | | | | | X | X | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Level of satisfaction with the course (graduates) | Data provided by the Academic Observatory | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | X | X | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Average level of pedagogical evaluation of the curricular units by the students | Average value of the survey of pedagogical evaluation of the course units by the teachers, of the student opinion survey | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Average level of pedagogical evaluation of the curricular units by the teachers | Average value of the students' pedagogical evaluation survey of the course units, the teachers' opinion survey | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Student Success Rate (CtesP, 1°C e 2°C) | (Number of approved enrollees / number enrolled in EC course units with posted results)/100 | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Student Success Rate (Pass/Fail grade) - Graduates in N years | (Number of Graduates in N years / total number of graduates, with results posted)X100 | | | | | | | | | X | | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Student Success Rate | (Total number of dropouts / Total number of enrolled in initial training courses)X100 | | | | | | | | | X | X | |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Percentage of teachers with doctorate degrees | Total no. of professors/No. of PhD professors)x100 | | | | | | | | | X | | |

| Description | | | | | Indicator Monitoring - Results | | | | | | Benchmark | | | | |
|--|--|------------------------------------|---|---|--------------------------------|--|--------------------|--|--------------------|--|--------------------|--|---------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| To have quality teaching and differentiated training | Quality educational environment | Education & Training | Percentage of doctoral and specialist professors | Total no. of professors/no. of PhD and specialist professors)x100 | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Teaching and applied research | Research, Innovation & Development | Growth rate of the number of students in R&TD activities | ((No. of students involved in RTD activities in year t/No. of students involved in RTD activities in year t-1) -1) x 100 | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Teaching and applied research | Research, Innovation & Development | Average number of projects and services provided by a teacher integrated in a research unit | No. of projects and services provided in t / Total no. of researchers integrated in a research unit in t x 100 | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Teaching and applied research | Research, Innovation & Development | N° of articles in peer-reviewed scientific journals and conference proceedings, per faculty member in a research unit | Total no. of peer-reviewed scientific articles and conference proceedings in t/Total no. of researchers integrated in research units in t | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Connection to the economic, social and cultural fabric | Research, Innovation & Development | Occupancy rate of the technology-based incubator | N° of companies incubated in year t / N° of incubation spaces in the institution in year t x 100 | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Connection to the economic, social and cultural fabric | Research, Innovation & Development | Turnover of the incubated companies (in million euros) | Turnover of the incubated companies (in million euros) | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Connection to the economic, social and cultural fabric | Research, Innovation & Development | Level of customer satisfaction | No. of satisfied customers in period t / Total customers in period t x 100 | | | | | | | | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Connection to the economic, social and cultural fabric | Research, Innovation & Development | Number of services rendered | Total number of services provided | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Connection to the economic, social and cultural fabric | Research, Innovation & Development | Total turnover from services rendered | Total invoiced value | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | x | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Innovation, employment and knowledge transfer | Research, Innovation & Development | Projects in partnership with entities in the region being executed and managed by the institution | Total number of projects in partnership with entities in the region being executed | | | | | | | | | x | | |

| Description | | | | | Indicator Monitoring - Results | | | | | | | | Benchmark | | |
|--|---|------------------------------------|---|--|--------------------------------|--|-------------------|--|-------------------|--|-------------------|--|-----------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| To be a research and development community that promotes knowledge and innovative regional responses | Innovation, employment and knowledge transfer | Research, Innovation & Development | No. of partnerships with foreign entities in the scope of R&DT projects being executed and managed by the institution | Total no. of partnerships with foreign entities in the scope of R&DT projects being executed and managed by CSI | | | | | | | | | X | | |
| To be a research and development community that promotes knowledge and innovative regional responses | Innovation, employment and knowledge transfer | Research, Innovation & Development | Number of patents | No. of patents created | | | | | | | | | X | | |
| Being an open organization with an international environment | Interculturalism and internationalization | Internationalization | % Mobility flows (OUT) under any program or action | (Outgoing mobility of students, teaching and non-teaching staff / Total number of students, teaching and non-teaching staff)*100 | | | | | | | | | X | | |
| Being an open organization with an international environment | Interculturalism and internationalization | Internationalization | high % satisfaction of students, teaching and non-teaching staff who benefit from mobility | (No. of high level answers/Total No. of answers)*100 | | | | | | | | | X | | |
| Being an open organization with an international environment | International ambience | Internationalization | % international students under own status | (No. of International Students/ No. Students in first cycle courses) *100 | | | | | | | | | X | | |
| Being an open organization with an international environment | International ambience | Internationalization | % of students, teaching and non-teaching staff of foreign nationality received | (No. of IN Flows/(No. Students + No. Teachers + Non teaching Staff)) *100 | | | | | | | | | X | | |
| Being an open organization with an international environment | Partnerships and international networks | Internationalization | Number of academic cooperation projects being carried out with foreign HEIs | Projects integrated in Year2 vs Year1 (N) | | | | | | | | | X | | |
| Being an open organization with an international environment | Partnerships and international networks | Internationalization | Partnerships with foreign entities in the scope of R&DT projects being executed and managed by the institution | No. of partnerships with foreign entities in the scope of R&DT projects being executed and managed by the institution | | | | | | | | | X | | |
| Being an open organization with an international environment | Partnerships and international networks | Internationalization | Total no. of double degree agreements with foreign higher education institutions | Agreements Year2 vs DT Agreements Year1 (N) | | | | | | | | | X | | |
| Being an open organization with an international environment | Partnerships and international networks | Internationalization | % First cycle courses with at least 5 mobility possibilities under Erasmus+ | (No. Degree courses with at least 5 mobility possibilities/No. first cycle courses)*100 | | | | | | | | | X | | |
| Being an open organization with an international environment | Partnerships and international networks | Internationalization | Protocols with foreign institutions not under the Erasmus+ Program | N° Protocols with foreign institutions not under the Erasmus+ Program Year1... | | | | | | | | | X | | |

| Description | | | | | Indicator Monitoring - Results | | | | | | | | Benchmark | | |
|---|--|----------------------|--|---|---|--|---|--|---|--|---|--|-----------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| Having an inclusive and sustainable institution | Institutional Identity | | Degree of global satisfaction of students with services provided by the institution | Source of information: Service satisfaction evaluation report (Academic Observatory) | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | | No. of hours of volunteer work by the academic community | No. of volunteer hours of students + No. of volunteer hours of employees | | | | | | | | | | X | |
| Having an inclusive and sustainable institution | Eixo estratégico 04.1 – Identidade institucional | | No. of complaints | Sum of the number of complaints | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | No. of mentors for new students | No of students | | | | | | | | | | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | N.º de emergências sociais | No. of students supported by the Project Support Office (new attendances)+ No. of students benefiting from the existing programs (new beneficiaries) | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Average payment time to suppliers | Debts to suppliers / (total expenditure - personnel expenditure) x no. of days | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Quantity of meals served by the cafeteria | Total no. of meals served | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Rate of student satisfaction with cafeterias | Source of information: Service satisfaction report (Global evaluation of the institution Cafeterias) | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Rate of utilization of surplus meals | No. of donated meals/No. of surplus mealsX100 | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Rate of occupancy in the Residences | No. of students placed /total of existing placesX100 | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Resident Student Satisfaction Rate | Source of information: Service satisfaction report (Global evaluation of the institution Residences) | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | Rate of grant applications, submitted by students, with complete technical information | Total number of grant applications, submitted by students, with complete technical information / Total number of grant applications, submitted by students x100 | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | Exceeding the value achieved in the previous year | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | Indirect social support granted by the Social Services to students | Sum of the value of meals + value of free overnight stays (institution Friend program) + discounted value in eat&sleep packs + value of free meals granted to mentors during the enrollment period (Mentorship program) | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | Donation of excess meals | Total no. of donated meals | | | | | | | | | | X | |

| Description | | | | | Indicator Monitoring - Results | | | | | | | | Benchmark | | |
|---|---|----------------------|--|---|--------------------------------|--|--------------------|--|--------------------|--|--------------------|--|-----------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | Response rate to student support requests | Responses to requests for indirect social support (institution program)/no. of requestsx100 | | | | | | | | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | No. of students supported | No. | | | | | | | | | | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Education & Training | No. of students participating in health education/surveillance actions | No. of participants in the institution Health program actions - health education sessions and assessment of health indicators | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | | X | |
| Having an inclusive and sustainable institution | Institutional Identity | Resources Management | Support granted to the Community by the Social Action Services | Sum of the value (total or partial) of meals + value (total or partial) of free overnight stays [support for our 'Tunas' events and other authorized initiatives] | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | X | X | |
| Having an inclusive and sustainable institution | Institutional Identity | | Overall satisfaction level of the employees | Fonte de informação: Relatório de avaliação da satisfação (Observatório Académico) | | | | | | | | | X | X | X |
| Having an inclusive and sustainable institution | Valorisation of human resources | Resources Management | No. of training hours per employee | Total no. of training hours/ total no. of non-teaching staff | | | | | | | | | X | X | X |
| Having an inclusive and sustainable institution | Valorisation of human resources | Resources Management | Internal demand rate for training actions | No. of internal non-teaching participants/total of non teaching collaborators | | | | | | | | | X | X | X |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | | Donation of paper for recycling | Kilograms of paper delivered to the Food Bank | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | | X | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | No. of incidents | No. of incidents registered (related to infrastructure) | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | | X | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | Bank accounts reconciled on the 20th of the following month | No. of movements to reconcile / No. of movements of extracts | | | | | | | | | X | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | N° of internal control procedures implemented | Direct | | | | | | | | | X | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | Occurrence response time | Direct | | | | | | | | | X | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | Students' degree of satisfaction - Libraries | Direct | | | | | | | | | X | X | |

| Description | | | | | Indicator Monitoring - Results | | | | | | | | Benchmark | | |
|---|---|-------------------------------------|---|--|--------------------------------|--|--------------------|--|--------------------|--|--------------------|--|-----------|-----------------------|--------------|
| Main objective | Specific goals | Responsible/process | Indicators | Indicator Calculation | 2018 Goal/Outcome | | 2019 Goal/Outcome | | 2020 Goal/Outcome | | 2021 Goal/Outcome | | Quality | Social Responsibility | Conciliation |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Resources Management | No. of accesses to scientific databases | Direct | | | | | | | | | x | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Communication & Information Systems | No. of reports produced | Production of the planned annual reports and others requested by the presidency | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | Tracking Indicator | | x | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Communication & Information Systems | No. of IT/IS project proposals | N° of solutions implemented that facilitate the collection, use and dissemination of information | | | | | | | | | x | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Communication & Information Systems | % of 1st year students who became aware of the formative offer through the institution communication | Questionnaire in the registration act | | | | | | | | | x | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Communication & Information Systems | % of internal satisfaction regarding access to information | Annual questionnaire. Average of parameters: results of the Institution; objectives of the Institution; what happens in the other OUs; initiatives organized by the institution) | | | | | | | | | x | | |
| Having an inclusive and sustainable institution | Infrastructure and equipment management | Communication & Information Systems | Fulfillment rate of requests within the scope of the activities of the Communication and Image Office | Records of requests fulfilled/Records of requests made | | | | | | | | | x | | |