FREE UNIVERSITY OF BOZEN-BOLZANO

Quality Assurance

Quality Committee | February 2018

WHAT

THE QA PROCESS

The Quality Assurance process regarding Teaching, Research and the Third Mission at the Free University of Bozen/Bolzano is subject to the legislation and guidelines of the Italian **Ministry of Education, University and Research (MIUR)** and the National Quality Agency **Agenzia Nazionale di Valutazione del sistema Universitario e della Ricerca (ANVUR)**.

These establish the so-called **AVA-system** for Italian universities, a system based on self-assessment (**A**utovalutazione), a periodic review by external experts (**V**alutazione periodica) as well as an accreditation system of the universities and their study programmes (**A**ccreditamento). The system is based on the European QA standards for Higher Education ESG.
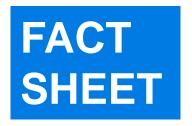
It emphasizes a certain autonomy of the universities in defining their QA process according to their strengths, historic background and local situation. The QA process at unibz is **linked to its annual planning and strategic program** that is constantly monitored through a central digital system.

The Free University of Bozen/Bolzano follows a transparent and clear QA process, that defines the tasks and responsibilities of all parties involved.

The Free University of Bozen-Bolzano follows a transparent and clear QA process within its strategic program.

Freie Universität Bozen
Libera Università di Bolzano
Università Liedia de Bulsan

WHO

CENTRAL BODIES

The central bodies which have a predominant role within the QA process are the **Quality Committee** and the **Evaluation Centre**. The Quality Committee undertakes a first level and process-oriented check, whereas the Evaluation Centre undertakes a second level and content-oriented check, while being a reference point for the relevant ministerial bodies ANVUR and MIUR. In addition, the **Joint Studies Committee** takes on the role of monitoring the degree courses, grouped by Faculty.

The Quality Committee | I. Level control. The Committee is the first reference point for the QA process at unibz. It coordinates and supports all QA processes, instruments and activities to promote Quality Assurance within the University. It consists of 1 coordinating professor, 2 professors, appointed by the Study Commission, 2 professors, appointed by the Research Committee, and 1 student representative.

The Evaluation Committee | II. Level control. It verifies the correct implementation of the QA system and its tools & instruments. It acts as an Independent Evaluation Body of the Free University of Bolzano, offering support to unibz government bodies for the implementation of corrective actions. The Evaluation Committee writes an annual report. It consists of 1 external coordinating professor, 1 external member, 1 professor of unibz and one student representative.

The Joint Studies Committee. Each faculty establishes a Joint Studies Committee (CPDS), which operates as a permanent monitor of teaching on the degree courses in its faculty. The CPDS creates an annual report taking into account the taught program, highlighting issues and best practices with particular reference to the results of the course evaluation by the students. The Committee consists of 1 professor appointed by the Faculty Council (who is not a Dean, Vice-dean or Degree course director) and 1 student representative.

The Faculty Council approves the annual and cyclical monitoring report of its degree courses. *The Degree Course Council* operates as a Quality Commission of the Degree Courses and monitors the implementation of corrective actions.

The Degree Course Director. They are responsible for the overall QA of the degree course, to communicate quality principles among its lecturers, the application of all relevant instruments (monitoring reports, data entry within the ministerial database SUA-CdS, etc) and is the contact person for any critical issues that may arise. They are supported in their activities by the Degree Course Council.

Webpage for Quality Assurance containing all relevant public information

HOW

TOOLS AND INSTRUMENTS

The Scheda Unica Annuale SUA. The database set up by the ministry is the main management tool for the design, implementation, self-assessment and re-design of the degree courses. It contains all relevant information on the program of each course, its goals, expected results, teaching practice, infrastructure and student services, information about students' experiences, job opportunities and employment data, etc. Each degree course completes its entries in the central database several times per year.

The annual and cyclical monitoring reports are part of the self-assessment of each degree course. The annual report consists of a summary and short critical commentary on the quantitative indicators provided by ANVUR. Every degree course completes the report once per year. The cyclical monitoring report is an in-depth analysis and self-assessment of the overall performance of the degree course, its relevant strengths and critical issues. It identifies corrective actions and is completed at least every five years.

Templates & guidelines. The Quality Committee offers a series of templates and guidelines for topics of relevance, such as meetings with stakeholders, course syllabi, annual and cyclical monitoring reports, and reports by the Joint-Studies Committee etc. All information is updated regularly according to Italian legislation.

Web info. The main information regarding the QA process that is publicly accessible can be found on the webpage of the Quality Committee. In the unibz-intranet Cockpit system, one section is dedicated to QA containing all internal guidelines, templates, comunication and training events. Information for students and their involvement within the QA process are grouped in the info for students section.

ANVUR AND CEV

The Italian QA system, AVA, oversees the accreditation of the universities and their study programmes through an external commission called **CEV** (Commissione di Esperti per la Valutazione), organized by ANVUR.

Through an examination from distance of the overall QA process and an on-site visit, the entire University and its degree courses (a selection of) are evaluated in-depth and will be judged through a rating system A-E.

The evaluation will comment on best practices, issues and critical situations and will propose corrective actions. The final accreditation will be valid for at least 3 years for the degree courses and 5 years for the University.

STUDENTS AND COURSE EVALUATION

The students take on a predominant role within the QA process and their committment is required in various areas. Through student representatives, they take part in most QA bodies and promote the importance of a QA system carried by the whole Univeristy community.

The self-evaluation process described here also focuses on the students' experience: students **evaluate the courses** through a mandatory online survey and and take on a fundamental role in improving their quality. Each attending and non-attending student completes an online questionnaire and express their opinion on the teaching, on infrastructure and equipment, the role of the lecturer, language issues and their overall satisfaction with the course. The questionnaire is completed anonymously. The data are collected at degree course and faculty level and published in the various mandatory QA management reports, and are part of the overall self-assessment of unibz.

LOOK UP

Useful References

Standards and Guidelines for Quality Assurance in the European Higher Education Area: ESG 2015

ANVUR - Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca: ANVUR-AVA

MIUR – Ministero dell'Istruzione, dell'Università e della Ricerca: MIUR-Università MIUR-Ricerca

CUN / Consiglio Universitario Nazionale CUN

QUALITY ASSURANCE unibz
https://www.unibz.it/en/home/quality-assurance/

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