# Quality Assurance

Quality Committee | September 2025

**FACT SHEET**

## WHAT

**• What is the Quality Assurance System?**
The Quality Assurance (QA) system defines how unibz regularly checks and improves the quality of teaching, research, and community-related activities. It ensures that students receive excellent education and support.

**• Who sets the rules?**
The QA process at unibz follows Italian national guidelines provided by:
MUR: The Ministry of University and Research
ANVUR: The National Agency for Quality Assurance in Universities

**• What is the AVA system?**
Since 2013 unibz adopts the AVA system, which includes:
· Self-evaluation by the university (Autovalutazione)
· External review by experts (Valutazione periodica)
· Accreditation to make sure programs meet national and European standards (Accreditamento)

This system follows European Standards and Guidelines for Quality Assurance (ESG).



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

**• How is the unibz QA system designed and implemented?**
unibz has clear and transparent QA system that defines the tasks and responsibilities of the individual stakeholders involved and is integreted with the annual and periodic strategic planning. It takes into account the university's unique characteristics, such as its trilingualism and its strong international and interregional orientation.

**• Who is involved?**
Everyone plays a part — from students to professors and staff. The QA system clearly outlines who does what, so everyone knows their responsibilities.

## WHO

**• Who Manages Quality Assurance at unibz?**
(Key QA Bodies)
Several committees and players ensure the quality of teaching at unibz:

**• Quality Committee (First Level Check)**
This Committe oversees the whole QA processes and supports all activities related to quality across the university.
› Includes 5 professors, 1 student representative, the University Director and the head of the Q&S Office

**• Evaluation Committee (Second Level Check)**
This independent evaluation body checks if the QA system is working properly and helps improve it. It carries out quality audits and write annual QA reports.
› Includes an external professor as coordinator, an external member, an internal academic representative and a student representative.

**• Joint Studies Committee**
(Commissione didattica paritetica - CPDS)
Each faculty establishes a Joint Studies Committee, which acts as a permanent monitor on the faculty's study courses. It creates an annual report, paying particular attention to the results of the course evaluation by students, monitors problematic situations and proposes corrective actions and improvements.
Each CPDS has its own email adress, you can find more info here.
› Includes 1 professor and 1 student representative.

**• Faculty Council & Degree Course Council**
They approve the monitoring reports and make sure any needed improvements are implemented.

**• Degree Course Director & QA responsible**
Each study program has a director and QA responsible for its quality. They handle reports and data entry, and fix any issues, supported by the Degree Course Council.

**Freie Universität Bozen**
**Libera Università di Bolzano**
**Università Liedia de Bulsan**

# Your Voice Matters

**• The Role of Students in Quality Assurance**
Students are at the heart of the QA process at unibz. Your feedback directly shapes how courses and services improve.

**• How can you contribute?**
Be a representative: Students are members of key QA committees, helping to share ideas and concerns from a student perspective.
Give feedback: Every student—whether attending or not—must fill out a mandatory anonymous course survey as well as the AlmaLaurea survey (post laurea).

**• What do the surveys ask?**
For the courses you attended you give your opinion on:
1- Quality of teaching
2- Equipment and classroom conditions
3- Language and communication
4- Overall course satisfaction

**• Why does it matter?**
Your responses are:
· Collected and analyzed
· Included in official reports
· Used to improve future teaching and student experience
› The results of the teaching evaluation are available to the students in the Student Dashboard of Power BI. (only if the lecturer has given his/her consent.

## HOW

**• Tools Used in the QA Process**
unibz uses several tools to manage and monitor the quality of its degree programs.
**• SUA (Scheda Unica Annuale)**
A national online system where each degree course enters important information multiple times a year. This includes:
· Course goals and content
· Teaching methods and support services
· Student feedback and job prospects

**• Monitoring Reports**
Each degree course writes two types of self-assessment reports:
· Annual Monitoring Report: A short summary and reflection based on official data.
· Cyclical Review Report: A deeper analysis done every few years, focusing on strengths, weaknesses, and needed improvements.

**• Templates & Guidelines**
The Quality Committee provides ready-to-use templates and step-by-step guides for preparing documents like course evaluations, syllabi, and stakeholder meeting reports.

**• Where to Find QA Info**
Info are available on the website, including templates and guides. There's also a section on the role of students with information on how you can get involved in the QA processes.

**• Who Evaluates unibz?** (ANVUR & CEV)
The Italian Quality Assurance system (AVA) is managed by ANVUR, the national agency in charge of checking university quality.
› ANVUR sends a group of external experts, called CEV (Commissione di Esperti per la Valutazione), to evaluate universities.

**• How does it work?**
First, they review our QA system remotely.
Then, they do an online and an on-site visit to inspect selected study courses, PhD Programmes and Faculties. They look at strengths, problems, and suggest improvements.

**• What's the result?**
unibz and its programs receive a rating from fully satisfactory to not accredited.

## LOOK UP

· ESG 2015 — Standards and Guidelines for Quality Assurance in the European Higher Education Area:
https://www.enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

· ANVUR — Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca: https://www.anvur.it/it

· MUR — Ministero dell'Università e della Ricerca: https://www.mur.gov.it/it

· CUN — Consiglio Universitario Nazionale: https://www.cun.it/homepage/

Scan me!

**Contact QA**
Quality and Strategy Development
quality.committee@unibz.it | +39 0471 011600
Study and Tuition
tuition@unibz.it | +39 0471 012800