

Quality Assurance

Quality Committee | February 2018

FACT SHEET

WHAT

THE QA PROCESS

The Quality Assurance process regarding Didactics, Research and 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 for Italian universities the so-called **AVA-system**, a system based on self-assessment (**Autovalutazione**), the periodic review by external experts (**Valutazione periodica**) as well as an accreditation system of the universities and their study programmes (**Accreditamento**). The system is based upon 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 peculiarities. The QA process of 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.

WHO



CENTRAL BODIES

The central bodies to take on a predominant role within the QA process are the **Quality Committee** and the **Evaluation Centre**. The Quality Committee executes a first level and process-oriented control, whereas the Evaluation Centre executes a second level and content-oriented control, while being a reference 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 for the QA process @ unibz. It coordinates and supports all QA processes, instruments and activities to promote the 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, 1 student representative.

The Evaluation Center | II. Level control. It verifies the correct establishment of the QA system and its tools & instruments. It acts as Independent Evaluation Body of the Free University of Bolzano, offering support to unibz government bodies for the implementation of corrective actions. The Evaluation Centre creates an annual report. It consists of 1 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 observer of the didactic activity of the Degree courses in its Faculty. It creates an annual report, taking into account the didactic program, highlighting issues and best practices and 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 appointed Dean, Vice-dean or Degree course director) and 1 student representative.

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

The Degree Course Director. He/she is responsible for the overall QA of the Degree Course, the dissemination of 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. He/she is supported in his/her activities by the Degree Course Council.

unibz University • Faculties • Study Programmes • Organisation

Quality Committee

The Quality Committee sets the university's quality policy with the objective of promoting and establishing a culture of Quality Assurance in Teaching and Research, through its Quality Assurance tools. The Committee does so by coordinating all Quality Assurance processes at the University, and assuming a supportive and operational function in quality in the University Executive Board, but also in the Faculties and study programs. The Quality Procedure ensures the exchange with the [European Centre for Quality](#).

The Quality Committee organizes [meetings](#), as well as [seminars](#) and [information meetings](#). The activities of the Quality Committee are summarized in an [annual report](#) (Italian / German).

The Quality Committee formed by members of the teaching staff and the student representative elected by the Student Council. Their appointment is regulated through Art. 12 of the Statute of the Free University of Bozen/Bolzano effective from September 1st 2015. Members with consultative voting rights are the Managing Director and the Head of the Staff Unit Quality and Strategy Development.

The [unibz Quality and Strategy Development](#) supports the activities of the Quality Committee. Contact: qualitycommittee@unibz.it

Members

 Alex Weissstainer, Coordinator, Faculty of Economics and Management

 Giulia Carrini, Faculty of Education

 Raffaella



Webpage of the Quality Committee containing all relevant public information



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, didactics, infrastructures and student services, information about the student's experience, 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 comment on the quantitative indicators provided by ANVUR. Every Degree course completes the report once per year. The cyclical monitoring report, instead, 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 report, report 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, one section is dedicated to QA containing all internal guidelines, templates, communication 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 foresees 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 whole University and its Degree courses (a selection of) are the object of an in-depth evaluation 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

Within the QA process, the students take on a predominant role and their commitment is requested and promoted in various areas. Through student representatives, they take part in most QA bodies and promote the importance of a QA system carried by the University community.

The self-evaluation process here described focuses also on the student's experience: students **evaluate the courses** through a mandatory online survey and take on a fundamental role in improving their quality. Each student will complete an online questionnaire for attendants or non attendants and express his/her opinion on the Didactics offered, on infrastructure and equipment, the role of the lecturer, language issues and his/her overall satisfaction. 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 COMMITTEE unibz
<https://www.unibz.it/en/home/organisation/quality-committee/>

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