GUIDELINES FOR THE ANNUAL MONITORING REPORT BY THE QUALITY COMMITTEE

Quality and Strategy Development

UNIBZ

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Introduction

With the **AVA guidelines** regarding the Self-evaluation, Evaluation and the (initial and periodic) Accreditation of the Universities and Degree courses, in their final version of August 10th 2017, the focus lies no longer on processes, but on **results and corrective actions,** putting the **student's role at the center of Quality Assurance**. The AVA guidelines have therefore implemented the ESG 2015 Standards (Standards and Guidelines for Quality Assurance in the European Higher Education Area).

The self-assessment process within Quality Assurance (QA) are the annual and cyclical reviews of the Degree Courses. While the cyclical review is still an in-depth self-assessment of the overall performance of the Degree course and will take place at least every five years, the former annual review has been replaced by the ***Annual Monitoring report***. In any case, the processes of self-assessment of the Degree courses are intended to identify and implement corrective measures and improvements wherever necessary within its didactic management.

The Quality Committee has created the following guidelines based on the ANVUR indications. They intend to provide information and operational instructions for the format of the Annual Monitoring report, with the aim of supporting the work of the University Course Councils (in their function as Quality Committees of the Degree course).

For an overall and detailed overview of the ANVUR guidelines and indicators, we strongly recommend the ***Documento di accompagnamento e approfondimento degli indicatori,*** proposed by ANVUR and herewith attached.

The Quality Assurance cycle of the Degree course

The Quality Assurance cycle of the Degree course can be visualized as follows (fig. 1).
For each Degree course the Annual Monitoring report is prepared. It is based on the analysis of a group of indicators provided by ANVUR and considers the recommendations of the Annual Report of the Joint Studies Committee: the committees prepare this report annually by analyzing the opinions of lecturers and students together with the Annual Monitoring report.
The two documents, both at Degree course and Faculty level, are useful tools for analyzing problems and highlighting corrective actions.
In addition to this annual QA cycle, the Degree course is required to create a Cyclical Review report. In this report. the Degree course sets multiannual objectives and improvement actions to be evaluated and verified at every review cycle. It shall be created at least every five years, always considering the Annual Monitoring reports and the Annual Reports by the Joint Studies Committee.

With the schedule requested by the ANVUR indications, the Annual Monitoring report of the Degree course and the Annual Report of the Joint Studies Committee of the Faculties will overlap. Hence, the Quality Committee is indicating a precise scheduling for both documents, expressing at the same time its recommendation for a solid relationship and exchange between the Joint Studies Committee and the Degree course Directors, as well as with the Deans and Vice Dean for Studies.

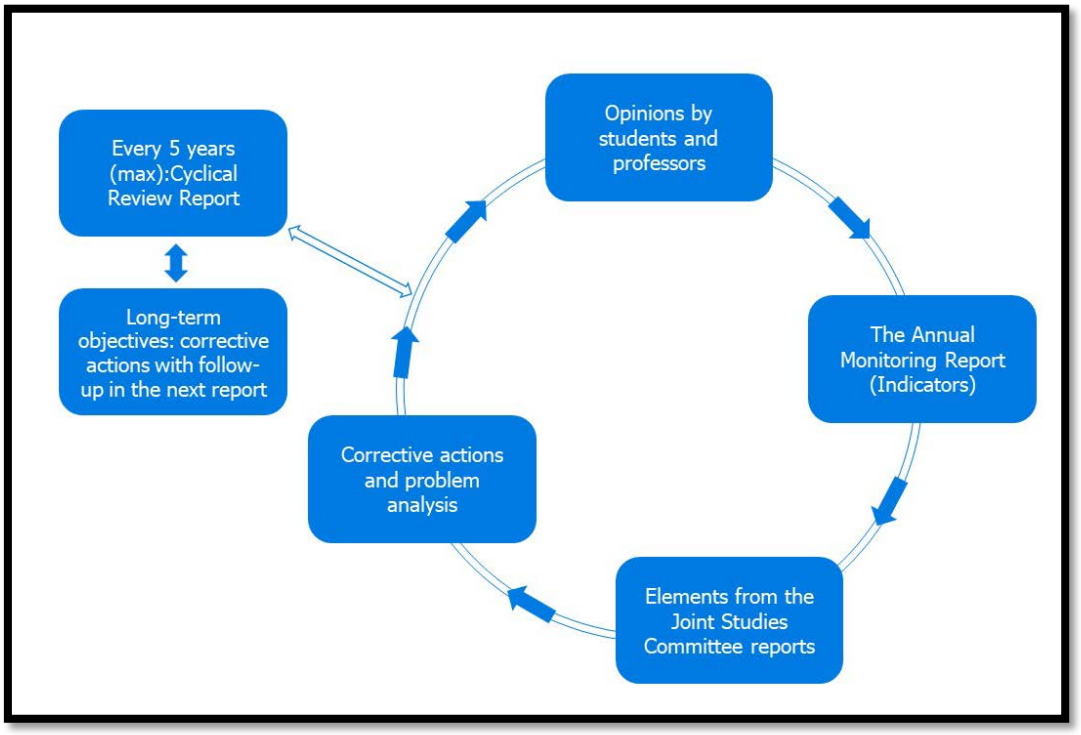

Fig.1: The QA cycle of the Degree course

The Annual Monitoring Report

The Annual Monitoring Report **consists of a summary and critical comment on the quantitative indicators provided by ANVUR.** As such, the workload regarding the annual self-assessment for every single Degree course is reduced significantly, by simplifying it in form and content through a predefined template.

The ANVUR indicators

ANVUR and MUR provide a "set of indicators" to Universities and Degree courses that are calculated nationwide. Among these, some indicators are used by ANVUR to monitor the Universities, as well as to monitor the single Degree courses and to select those to be examined during the CEV institutional accreditation visit. **The Degree course indicators relate to the careers and employability of students, the attractiveness of the Degree course, the level of internationalization and the qualification of the Degree course lecturers.**

The databases used by ANVUR for the calculation of the indicators are as follows:

- ANS (Anagrafe Nazionale degli Studenti), regarding the students' careers
- SUA-CdS, regarding the basic information of the Degree course
- DB Ruolo Docenti, regarding the information about the lecturers
- VQR regarding the verification of the quality of research
- Almalaurea, regarding the analysis of the graduates' profiles and their employment situation
- SUA-RD for the University info sheets
- Anagrafe Dottorati for the University info sheets

Based on these sources and on the metrics of the indicators, it is indeed impossible to compare them with the reports provided so far.

The single Degree course of the University will be compared to the courses of the same Degree and type (L/LM/LMCU - Bachelor, Master, Master with a single cycle) and of the same geographic area. As such, both the positive potential of the course and heavy deviations from the national or macro-regional average values show, offering a multi-dimensional picture of the overall national course offerings.

ANVUR preferred not to identify threshold values for the different indicators at this stage. On the one hand, the reliability of the databases used is admittedly not yet at its best, and on the other hand, the use of the set of indicators for the self-assessment leads to an ever-increasing responsibility by the universities. In fact, they autonomously define their own objectives, on which basis they will then choose which indicators to focus on.

In continuity with the SMA of previous years, it is suggested to pay particular attention to the following indicators:

- iC2 Percentage of graduates within the regular course duration
- iC10 Percentage of CFUs received abroad by regular students out of the total of CFUs achieved by students within the regular course duration
- iC11 Percentage of graduates within the regular course duration who have acquired at least 12 CFUs abroad
- iC17 Percentage of registered students graduating within one year beyond the regular duration of the degree course in the same Degree course
- iC24 Percentage of dropouts after N+1 years

Comments by the Degree course

In accordance with the guidelines of the Ministerial Programming, the indicators are proposed to the Degree courses with the main aim of evoking a reflection on the achievements of the course's objectives. They do not form an overall vote or opinion on the Degree course.

Each Degree course completes the Annual Monitoring Report. By doing so, every Degree course is called to a trend analysis (growth, decline or discontinuous trend) and to a summary commentary on the indicators prepared.
Each Degree course is free to comment on the indicators of its choice, but it is important that the course recognizes and comments on the most significant ones, detecting both successful indicators and identifying any critical issues in the design and management of the course offer.
It is advisable to compare the data, firstly, to the geographical area average, if available (Trentino Alto Adige, Veneto, Friuli Venezia Giulia, Emilia Romagna) and then, if possible, to the national average.
In case of **particular issues and divergences in the data**, **it is advisable to comment on them** in the respective comment field.

For indicators that show a certain critical issue, in fact, the Degree course is called upon to investigate its possible causes and to propose **corrective actions**: these are **actions of immediate and direct application whose effectiveness and concrete results can be measured in the following year**. For each corrective action proposed, it is important to establish the objectives, actions to be taken, the person in charge, the timeframe required for its intervention and its overall duration. Corrective actions showing few connections to the critical issue must be avoided, as well as too generic or unrealistic proposals, or actions dependent on or of governance of other bodies.

The following template can be of use in order to lay out and monitor the ongoing/planned corrective actions:

Action n.:
Title:
Reference year:
Responsible:
Duration:
Status: *(Planned -Executed - Non executed - In progress)*
Description:
Additional actions foreseen: *(If the corrective action has not been executed or completed)*

Instructions for the completion of the Report

The Annual Monitoring Report template consists of four sections:
1) information about the Degree course;
2) indicators Part I;
3) indicators Part II;
4) status of corrective actions and feedback received from the Join Studies Committee.

1) Information about the Degree course

The first part is a summary of all the main information about the Degree course: name, code, University, geographical area, degree class, number of students...etc.
This section contains the general data that require a check whether the data entered are correct.

2) Indicators Part I

This section provides comments on the indicators relating to teaching and internationalization, in particular:

Group A - Indicators relating to teaching (DM 987/2016, Annex. E)
- codes from iC01 to iC09;

Group B - Indicators related to Internationalization (DM 987/2016, Annex. E)
- codes from iC10 to iC12;

Group E - Further indicators for the teaching evaluation (DM 987/2016, Annex. E)
- codes from iC13 to iC19;

(we refer to the indications in *Documento di accompagnamento e approfondimento degli indicatori* – cf. first paragraph and annexes)
Each Degree course may choose to comment on the indicators considered most significant, outlining both the elements of success and any critical situations. The comparison with the average of geographical and regional macro-area data can provide interesting insights, as well as the monitoring of temporal trends.
In case of critical issues, it is recommended to illustrate the possible causes and propose corrective actions (see previous paragraph), that are realistic and effectively feasible according to the prerogatives and possibilities of the Degree course.

3) Indicators Part II

This section provides comments on the indicators:

Additional Indicators for Experimentation – Study Career and regular future careers – codes from iC21 to iC24;

Additional Indicators for Experimentation - Satisfaction and Employability – codes from iC06 to iC07TER, iC18, iC25, iC26, iC26BIS;

Additional Indicators for Experimentation - numbers and Qualifications of the Academic Staff - codes from iC27 to iC28.

(we refer to the indications in *Documento di accompagnamento e approfondimento degli indicatori* - cf. first paragraph and annexes)

The values of the individual indicators have been calculated over a span of three academic years (or cohorts of enrolled students, see each indicator for detailed information). As such, trends within the University can be spotted immediately. Secondly, for each indicator ANVUR provides benchmark values of the same Degree class within the University, within the geographical area and within the country.

The reference year for the report is the first of the two academic years in question, e.g."2018" refers to the academic year 2018-2019.

Since the Annual Monitoring report of 2019, ANVUR provides also, data for the year just completed (although not for all indicators) and, consequently, the available data cover a longer time span.

The enclosed document to the indicators prepared by ANVUR offers a detailed explanation of each indicator and indications on how to fill out the template (see p. 10 ff).

4) Status of corrective actions and feedback received from the Join Studies Committee

In this section, the Annual Monitoring Report establishes an explicit link with the Joint Studies Committee's activity and monitoring reports from previous years. It is suggested to:
- check the monitoring reports of previous years, to identify any corrective actions proposed and to describe the status quo of their implementation;
- illustrate the suggestions received from the Join Studies Committee and the feedback given within the Degree course.

Work material provided by the Quality Committee

The Quality Committee of the Free University of Bozen/Bolzano provides each Degree course with the following work material for the preparation of the Annual Monitoring Report:

- The set of data of updated indicators (September or October version) for each Degree course. Each course director, however, has access to the data in the SUA-CdS of his/her course;
- *"Documento di accompagnamento e approfondimento degli indicatori"*, proposed by ANVUR, containing an exhaustive explanation of each indicator and how to fill in the report;
- Guidelines for the compilation of the Annual Monitoring Report, proposed by the Quality Committee and available in Italian and English;
- Templates for the Annual Monitoring Report, to be filled in in Italian or English.

Processing and approval

The Degree Course Council under the responsibility of the course director fills out the Annual Monitoring report in Italian or English. The Faculty Council must approve the report. Please note that the completion of the Annual Monitoring report is not required for newly activated Degree courses in 2020-2021.

The final deadline for the upload to the CINECA database is on December 31st, 2021. Consequentially, the following schedule for the various bodies involved has been put up:

Deadline	Responsible	Action
21 October – 10 November 2021	Quality Committee	Open SMA and open CPDS
08/11/2021	Joint Study Committee / Degree course director	Exchange of SMA and Annual Report
15/11/2021	Joint Study Committee / Degree course director	Submission of Annual Report and SMA to Quality Committee, to Degree course director (Annual Report) and to the Joint Study Committee (SMA)
30/11/2021	Quality Committee	Feedback Annual Report and SMA
21/12/2021	Joint Study Committee	Submission of final Annual Report With feedback of the QC and integrations from the exchange with the SMA
21/12/2021	Degree course director Faculty Council	Submission of final Annual Monitoring Report With feedback of the QC and integrations from the exchange with the Annual Report
Mid-January 2022	Quality Committee	Guidelines and Template for Cyclical Review
Mid-February 2022	Quality Committee	Infoday Cyclical Review
14/03/2022	Degree course director	Cyclical Report to Quality Committee (draft)
04/04/2022	Quality Committee	Feedback
30/05/2022	Degree course director Faculty Council	Cyclical report to Quality Committee (final version)

The Quality Committee recommends interacting with the Joint Studies Committee already during the preparation of the report through meetings or the exchange of draft versions. This is to ensure the exchange of useful information for both the Course Council and the Joint Studies Committee.

Uploading comments in the SUA-CdS

The Annual Monitoring report is completed by inserting the comments prepared by each Degree course in the appropriate dialog box in the SUA-CdS website.

The Degree courses will be responsible for the upload of the comments in the SUA database. Comments should be uploaded by selecting the most recent version of the indicators provided by ANVUR (usually the schedule for the course dated in September), which will later result in the SUA-CdS website as the Annual Monitoring Report of the Study course.

Once the upload of the comments has been completed, please send the Annual Monitoring Report together with the approval of the Faculty council and the confirmation of the upload in the SUA-CdS to the Quality Committee.

Following a short guideline on how to insert the comments in the SUA-CdS:

1. Access the SUA-CdS website with the credentials of the Head of the Faculty Secretariat.

   Select the SUA-CdS of the year the Annual Monitoring Report is relating to, choose the relevant Degree course and click *"Monitoraggio Annuale: INDICATORI".*

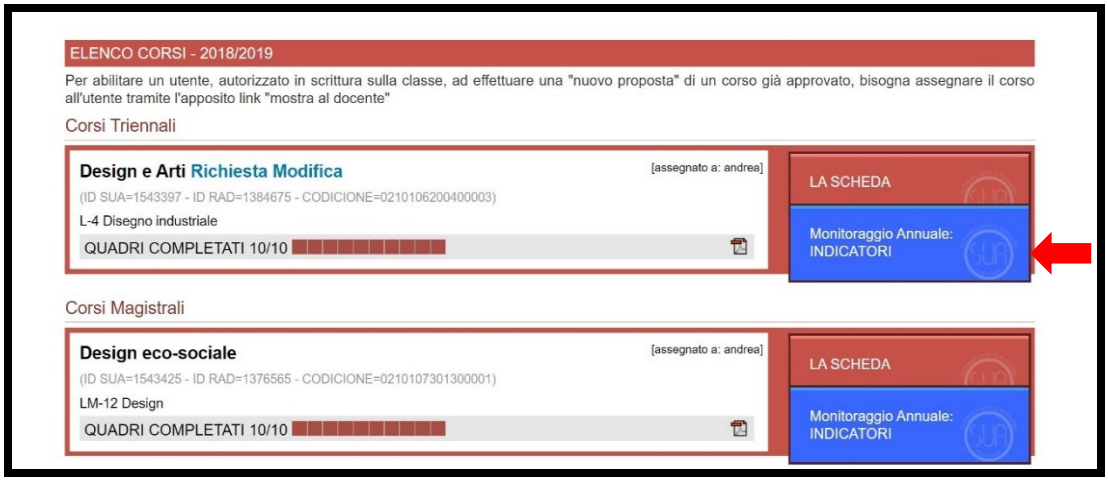

Fig.2: SUA-CdS_Degree courses of the Faculty of Design and Art

2. Select the most recent version of the indicators, which must match the version received together with the Annual Monitoring Report template from the Quality Committee.

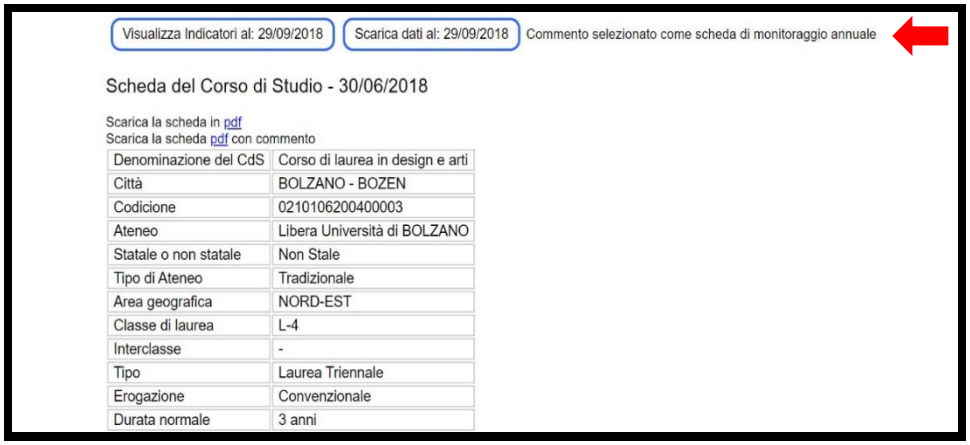

Fig.3: SUA-CdS_Indicators L-4

After saving the comments for your Degree course, the comment “Commento selezionato come scheda di monitoraggio annuale” must appear next to the indicator files.

3. Copy the two comments of the Annual Monitoring Report in the section "Breve commento" and select the one as the version of the Annual Monitoring Report to be loaded in the SUA-CdS; then save the comment and check that the process has been completed successfully (Fig.3).

It is advisable not to comment using summary tables, for they cannot be copied in the "Short comment" section. Use plain text instead.

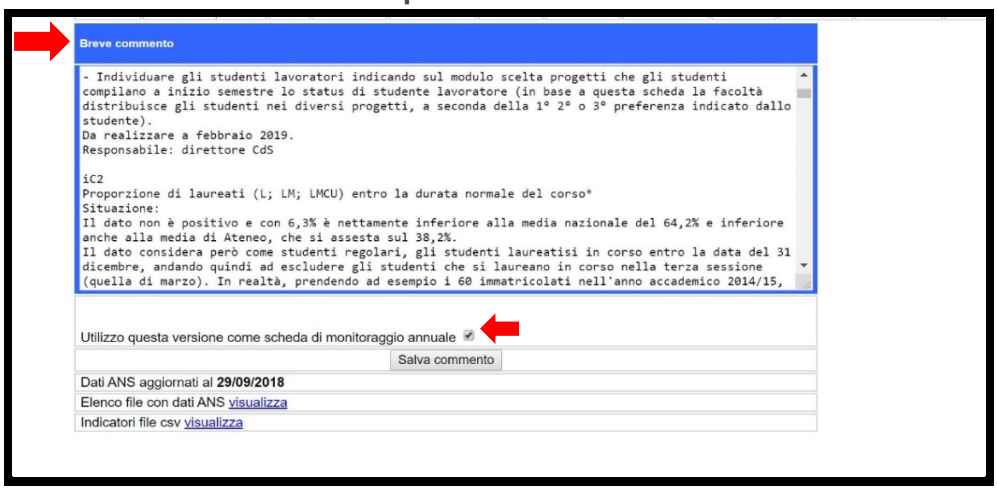

Fig.4: SUA-CdS_Commment L-4

Contact

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