

Workshop on Quality Assurance in Higher Education
Batumi, September 25-29, 2017

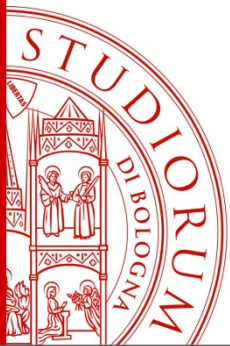


THE UNIVERSITY OF BOLOGNA INTERNAL QA SYSTEM AND ITS PLAYERS

Valeria Macchini
Programme Manager
International Study Programmes



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA
SCUOLA DI ECONOMIA, MANAGEMENT E STATISTICA

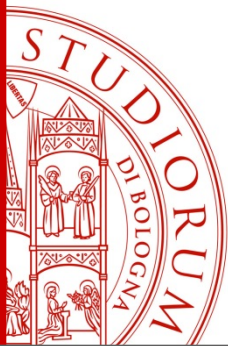


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Agenda

- What is QA for the University
- Players involved
- Quality requirements
- QA for a degree programme

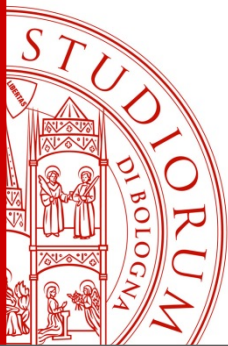


INTRODUCTION

- Unibo has a strong vocation to education, connected to a vivid research activity, and a vital relationship with the entire society.
- Multicampus structure, which means a large territory of competence, with an international approach. Important connections and networks all over the world: exchange students, professors, researchers.
- Unibo mission is **education** of new generations, expand **culture** with multidisciplinary methods, and **ethic consciousness**, as a huge public Institution.

What do we mean for “quality”?

- Requirements satisfaction in terms of **objectives** and **results**, quality means “excellence”, above the standards;
- The ability to “transform”, implement, enhance services or facilities (added value to services).

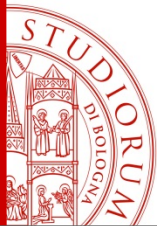


According to **UNESCO** QA involves:

- activities of planning, realizing, auditing and controlling under the responsibility of a supervisor.

These actions aim at guarantee that:

- Every player is aware of his/her duties, and is working with competence (**planning**)
- The service is effective (**fulfillment**)
- Evidence are kept with appropriate documents (**monitoring**)
- Evaluate results (**control**)



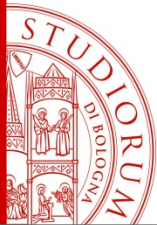
QA AT THE UNIVERSITY OF BOLOGNA

- Since early 2000 Unibo is involved in testing the evaluation process of the Study programmes.
- The internal QA system of the [University of Bologna](#) follows the international (ENQA-ESG) and national guidelines (ANVUR-AVA) according to Italian law (DM 240/2010), and created a **Strategic Plan** (every 3 yrs).

Main purposes:

- Active role of the University community, so to reach the objectives of the **strategic plan**, clearly defined, notified and shared;
- **Involvement of the academic community** with a simple communication, precise, up-to-dated and complete;
- **Educate to the quality culture**, at any level and role of the community towards QA procedures;
- The application of this principles affects evidences, in order to measure enhancement of teaching/ learning activities, of research and of third mission, but also the administrative activities.

- According to the **strategic plan** the objective is to pursue the self-assessment process of the teaching/learning activities, implementing other activities, (such as Diploma Supplement), adding value to the development of an informatics systems of data collection, for the supervision of the principle surveys about students and graduates opinion.
- Following our national law 240/2010 and the first guidelines provided by ANVUR (the national agency for the QA evaluation process), the University of Bologna assumed the national system AVA (Self-assessment, periodical Evaluation and Accreditation), both for teaching activities and research results.



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Cerca in Unibo.it

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La mia e-mail

Il mio portale



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IT EN

HOME ATENEO DIDATTICA RICERCA INTERNAZIONALE SERVIZI E OPPORTUNITÀ **Informazioni per**

Chi siamo

Organizzazione

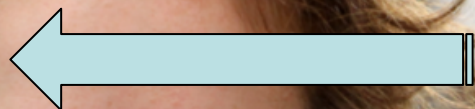
Sedi e strutture

Assicurazione qualità

Sostenere l'Alma Mater

Concorsi e selezioni

Bandi di gara



IO SCELGO L'UNIVERSITÀ DI BOLOGNA
Per diventare quello che vorrei essere

ENQA

- **1999** Bologna process: QA in the Universities
- **2005** ENQA develops the *European Standards and guidelines for QA in the European Higher Education Area (ESG)*, *now used as a common tool in European Universities, as European common principles*
- **2015** Conference of Ministers of Education from 47 Countries in Yerevan to approve and update the ESG
- Basic principles of ESG:
 - ✓ Student-centred approach
 - ✓ Strong connection between research and education
 - ✓ Flexibility of educational paths
 - ✓ Trail of methods and innovative teaching instruments
 - ✓ Clear definition and transparency in study programmes and regulations, related to any step of the student's life cycle.

EUROPEAN STANDARDS & GUIDELINES

EVENTS

PUBLICATIONS

PROJECTS

WORK & POLICY AREAS

NEWSLETTER



The European Association for Quality Assurance in Higher Education (ENQA) is an umbrella organisation which represents quality assurance organisations from the European Higher Education Area (EHEA) member states. ENQA promotes European co-operation in the field of quality assurance in higher education and disseminates information and expertise among its members and towards stakeholders in order to develop and share good practice and to foster the European dimension of quality assurance.



FIND ENQA AGENCIES IN THE EHEA

LATEST NEWS

- 19 July 2017
[Registration for EQAF is now open](#)
- 14 July 2017
[Note from the President 14 July 2017](#)

UPCOMING EVENTS

- 12-13 October 2017 | The Hague, Netherlands
[ENQA Agency Reviews: Seminar for Recently Reviewed Agencies](#)
- 26-27 October 2017 | Sévres, France
[8th ENQA General Assembly, 26-27 October 2017, Sévres, France](#)

LATEST PUBLICATIONS

- 2016-11-30
[Handbook for Internal Quality Management in Competence-Based Higher Education](#)
- 2017-02-23
[Key Considerations for Cross-Border Quality Assurance in the European Higher Education Area](#)
- 2017-07-19
[ENQA 2016 Annual Report](#)

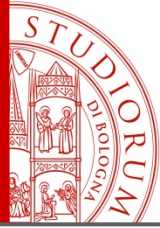
CURRENT PROJECTS

ENQA AND EU GUIDELINES

Higher education aims at:

- Prepare students for an active citizenship and to their future career (employability)
- Support the personal development of each student
- Create a wide range of advanced knowledge
- Stimulate research and innovation

Thus the QA should guarantee an educational context where content, learning opportunities, teaching structures and research structures are leading to this goal.



ANVUR

The Italian national agency for the evaluation of the University and research, which supervises the QA system of Universities and Research centres.

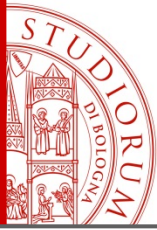
The screenshot shows the ANVUR website homepage. At the top left is the ANVUR logo, which includes a stylized bar chart and the text 'ANVUR' and 'AFFILIATE OF ENQA'. Below the logo is the full name 'Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca'. A navigation menu includes 'Home', 'Agenzia', 'Valutazioni', 'Documenti Ufficiali', 'Amministrazione Trasparente', 'Comunicazione ed Eventi', 'Pubblicazioni', 'F.A.Q.', and 'Contatti'. A search bar is located at the top right. The main content area features a news article titled 'AVA - AGGIORNAMENTO LINEE GUIDA ACCREDITAMENTO PERIODICO' with a sub-headline 'Crea da Giovedì, 10 Agosto 2017 17:26'. Below the article is a grid of 12 service categories: AFAM (Atta Formazione Artistica, Musicale e Coreutica), ASN (Abilitazione Scientifica Nazionale), AVA (Autovalutazione, Valutazione Periodica, Accredimento), DIPARTIMENTI (Dipartimenti di Eccellenza), DOTTORATI (Accreditamento e Valutazione Corsi di Dottorato), FFABR (Finanziamento delle Attività Base di Ricerca), PERFORMANCE (Valutazione Attività Amministrative), RAPPORTO BIENNALE (Rapporto sullo Stato del Sistema Universitario e della Ricerca), SPECIALIZZAZIONE (Scuole di Specializzazione), SUA (Schede Uniche Annuali), TERZA MISSIONE (Impatto Socio-economico della Ricerca), and VQR (Valutazione della Qualità della Ricerca). At the bottom, there is a dark blue footer containing the ANVUR logo, contact information (Via Ippolito Nievo, 35 - 00153 Roma; CF: 97653310587; E-Mail: segreteria@anvur.it; Tel: +39 06 58317 203; Fax: +39 06 58317 122/219), and logos for 'AMMINISTRAZIONE TRASPARENTE' and 'Area Riservata Privacy'.

ANVUR takes care of external evaluation of public Institutions and provides guidelines to the **Evaluation Units**, and rates the effectiveness and the efficacy of public finance regarding research and innovation activities.

ANVUR

- Quality means: how Universities reach teaching/learning, scientific and third mission objectives
 - That means: create a large basis of advanced knowledge;
 - Participate and stimulate research and innovation;
 - Prepare students to their active role in society;
 - Lead their cultural path in harmony with motivation, expectations and personal perspectives.
- Thus quality means the adequacy of an educational path according to the needs we decide to satisfy, ability to define relevant objectives and take action in order to meet all this.

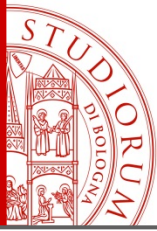
AVA guidelines, December 2016



AVA system

Self-assessment, periodical Evaluation and Accreditation

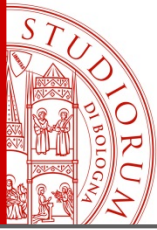
This system aims at **improving** the quality of teaching and research within Universities, of the activities of the third mission, with the application of a QA model based on **internal procedures** of planning, management, evaluation and improvement of scientific and teaching activities, and also about **the external evaluation**, provided in a clear and transparent way.



QA IN THE UNIVERSITIES

According to ANVUR, the QA is:

- Any **internal procedure** related to planning, management and self-assessment criteria of teaching/learning and scientific activities, including **internal and external evaluation process**, aiming at **enhancement of quality** in the higher education system, according to the responsibility we owe to society;
- A **System** to reach these goals, and to plan processes and actions of the teaching path, include the evaluation both of **procedures and results**.



THE QA POLICY

- The QA policy of the Unibo describes objectives and instruments to enhance the quality according to:
 - **Unibo Statute**
 - **Strategic plan** (mission statement) and **Management plan**
- The QA policy are defined by **Government Bodies** and are monitored by the **Quality Division** (PDQ) and evaluated by the **Evaluation Group** (NDV)
- The internal QA system of Unibo is managed according to the rules stated in the Unibo Statute and all internal regulations about learning/teaching, research and third mission

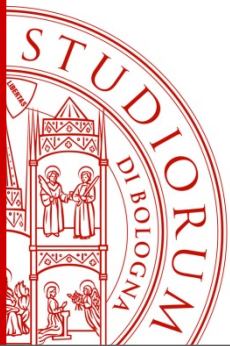
POLITICHE DELLA QUALITÀ DELL'ATENEO



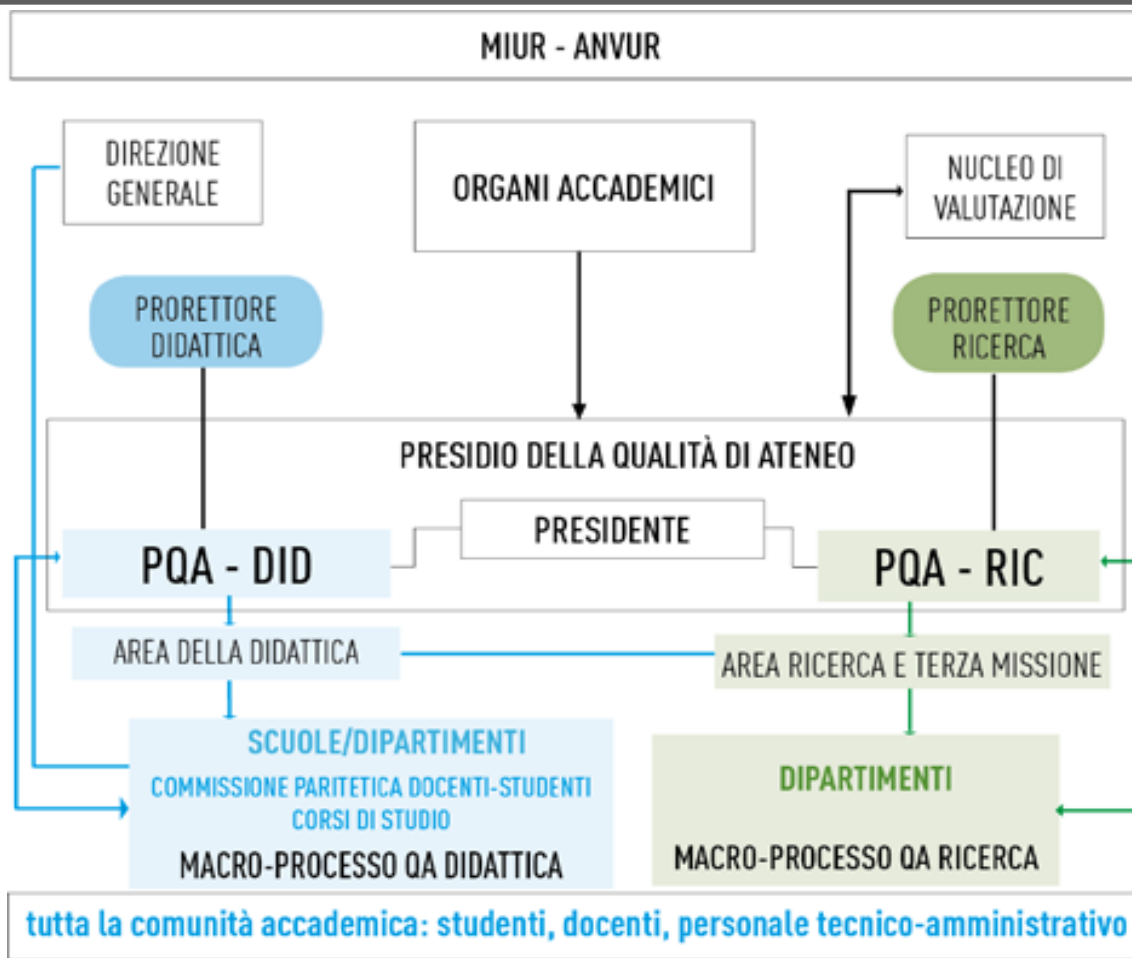
ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

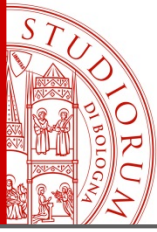
The objectives and tools are fully described, to improve constantly the **quality**, together with the principles stated within the University Charter, and the priorities are explained in the **Strategic Plan**, and the **Performance plan**, that aims at:

- coherence **of the performance**,
- transparency of the communications
- reduction of inappropriate and illegal behaviors.



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Player 1 – UNIVERSITY QUALITY DIVISION - PQA (DM47/2013) and ANVUR

The PQA promotes the life-long enhancement of the Quality. It works for the **implementation** of the policies stated by the Academic bodies, for the improvement of the study programmes, of the research and the third mission.

- Keywords:
 - Guidelines
 - Education and involvement of different players
 - Indicators
 - Analysis and sharing of the results reached in self-assessment process, evaluation (internal and external)

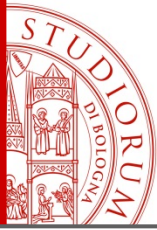
WHAT DOES THE PQA DO?

- **Support, supervision, and guidance** of the Study programmes, of the Department and of the Schools (teaching/learning), with particular attention to design procedures. **Monitor** and self-assessment of the Study programmes about the consolidated annual reports (*SUA-cds*), evaluation papers and reports of the **Faculty-Students Joint Committee**;
- Supervision of the quality assurance procedures;
- **Monitor** of the effectiveness of enhancing activities;
- Guidelines suggestions and annual schedule about institution, activation and evaluation of the teaching offer, according to the results achieved during self-assessment procedures (annual report, report from the peer committee, audit).

PLAYER 2. EVALUATION GROUP

According to the Unibo Statute this is the University authority in charge of:

- The evaluation of adequacy and effectiveness about teaching/learning, research and administrative activities;
- The evaluation of coherence about EU guidelines and standard, according to available resources;
- The evaluation of the effectiveness of the management for the quality of education, with reference to improvement performances;
- Providing Advice to enhance the quality of education and research;
- Providing the **Annual quality assessment report**, which is the reference instrument to monitor QA process;
- Providing a **binding opinion** about the requirements for the initial accreditation of a new study programme.



PLAYER 3. FACULTY-STUDENTS JOINT COMMITTEE

Every School has a **Faculty-students Joint Committee** of professors and students representatives.

- Monitor of the teaching offer, of the quality of teaching, and of students services activities;
- Opinion about institution, launch, modification and suppression of teaching offer;
- Suggestions about financial management of study programmes;
- Annual quality assessment report about study programme performance, according to the self-assessment report;

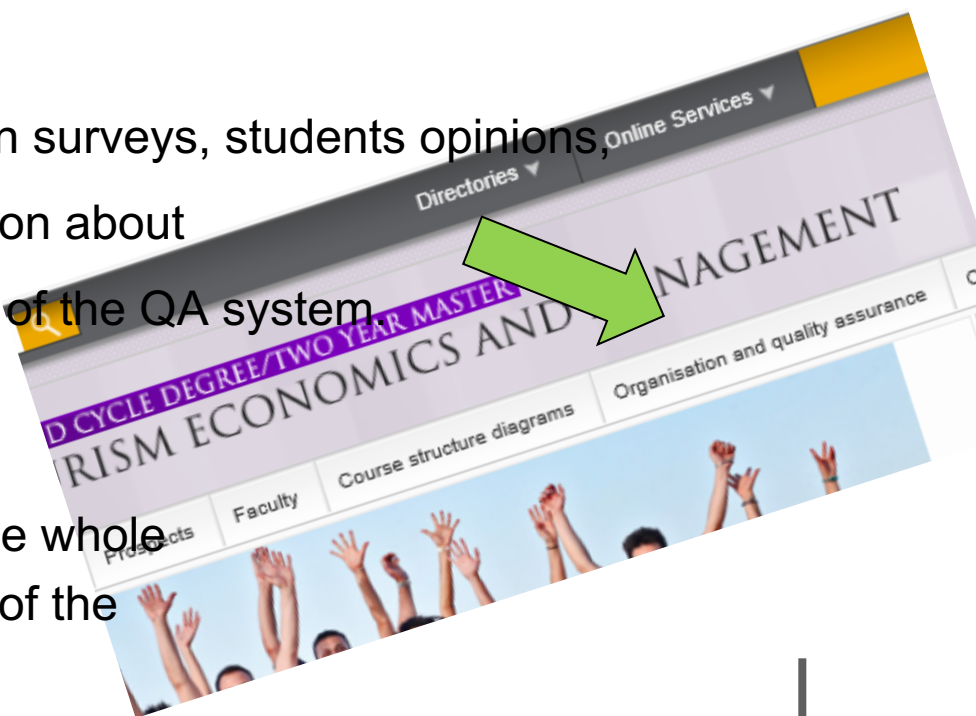
- **L.19/2012 Art. 13 Annual report**

... any suggestion from the internal evaluation unit about the enhancement of the quality and the effectiveness of teaching structures, also related to learning activities, considering career opportunities, personal and professional development.

... monitoring of the indicators, based on surveys, students opinions, after a strong dissemination of information about QA policies, so that students are aware of the QA system.

- **ANVUR Guidelines**

Report for the study programme, based on independent analysis, considering the whole teaching offer, with reference to results of the students opinion.



PLAYER 4. THE STUDY PROGRAMME

The definition of a Study programme is stated in the **Unibo General Statute**, in the teaching/learning regulation, in the internal regulation, to define roles and responsibilities.

Players involved in design, management and self assessment of each Degree programme:

- single and collective authorities, Department, Schools, Faculty-Students Joint Committee, Academic bodies (Vice-rectors, Academic Senate, General Directors Board) and Evaluation Group.

STUDY PROGRAMME

The teaching offer is managed within the study programmes, subject to self-assessment and evaluation process.

The Director and selected members of the Study programme Council are in charge of the Periodical Assessment Report.

The QA System of teaching/learning activities is a set of objectives, tools, actions and trials, to realize the policy of quality and to improve the teaching offer, according to everyone's expectations: **students, families and stakeholders.**

The QA system of a study programme is the structural element of the main teaching/learning procedures, together with the integration between the Strategic Plan, the general organization, the responsibilities and functional element of the teaching structures.

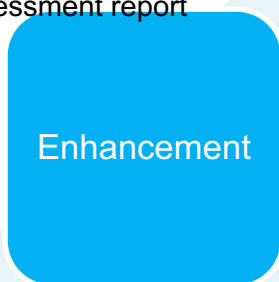
QA AND STUDY PROGRAMMES

AVA system: the principles of the QA process

- QA Policy
- Design and approval of Study Programme
- Teaching/learning student-centred assessment
- Admission, progression, recognition and qualification
- Faculty
- Learning resources
- Public Communication
- Monitor and periodical evaluation
- External QA
- Involvement of all parties
- Self-assessment guidelines
- Enhancement of the degree programme



Definition of enhancement activities
Periodical quality assessment report

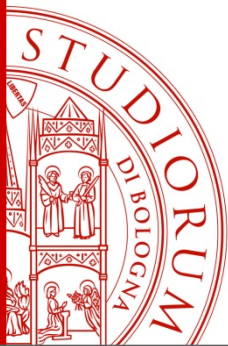


Planning a new study programme,
professional profile,
learning outcomes,
career opportunities



Managing teaching activities,
periodical quality assessment,
Faculty-Students Joint Committee, Students' facilities
and services

Analysis of the results
Action Plan Annual Sheet
Periodical quality assessment report
Report of the Faculty-Students Joint Committee

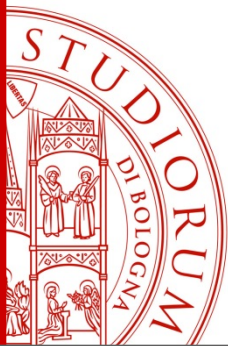


QA IN TEACHING AND LEARNING

- Strategic plan
- Organization
- System of responsibilities
- Planning of activities

QA is the structural element in teaching and learning processes

- Design of the teaching activities and planning
- Management and facilities for students
- Monitor, self-assessment and evaluation
- Enhancement measures



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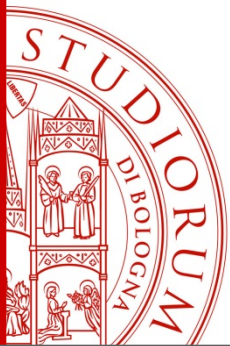


Consolidated Annual Action plan report (SUA)

- Planning
- Online procedure
- Initial and periodical accreditation
- Data collection
- Self-assessment and external evaluation
- Communication
- Monitoring

Periodical quality assessment report

Self-assessment procedure



CONSOLIDATED ANNUAL REPORT (SUA)

A. Objective

- Consultancy, career opportunities, admission requirements, learning outcomes, final thesis

B. Students' experiences

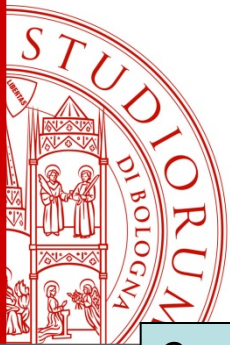
- Assessments, Timetable and schedule, faculty, infrastructures, Services and facilities

C. Results of the education

- Details about incoming, current and graduating, graduates, internships

D. Organization and QA management

- Organization and structures, QA system, Planning and deadlines, Annual Sheet report, Design of the study programme, others



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Consultation/ Planning
Teaching offer

- Description of the advisory council
- Professional profile /learning outcomes/
admission req./ Credits chart

Study degree Regulation

- Admission procedure / course structure
diagram/ learning outcomes for specific
topic with connection to syllabuses
- Faculty
- Teaching offer

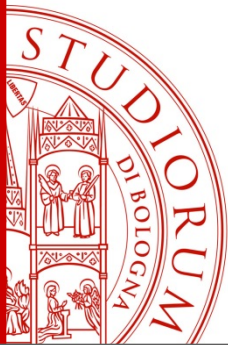
Design of the Study
programme

- Academic calendar, class and exams
timetable
- Facilities (labs, classrooms, library)

Service and facilities

- Data collection from students' opinion,
employment
- Annual sheet report activities

Self-assessment/
Monitoring



Department: advice from Study programme Board,
after interview with Advisory council

DESIGN AND PLANNING

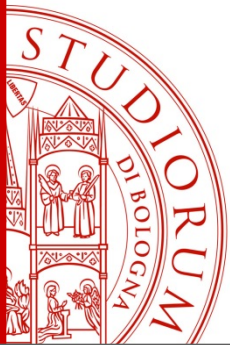
Faculty-Students Joint Committee/ School

University Quality Division/ Evaluation Group
/ Students Board

Academic Senate/ Board of Directors

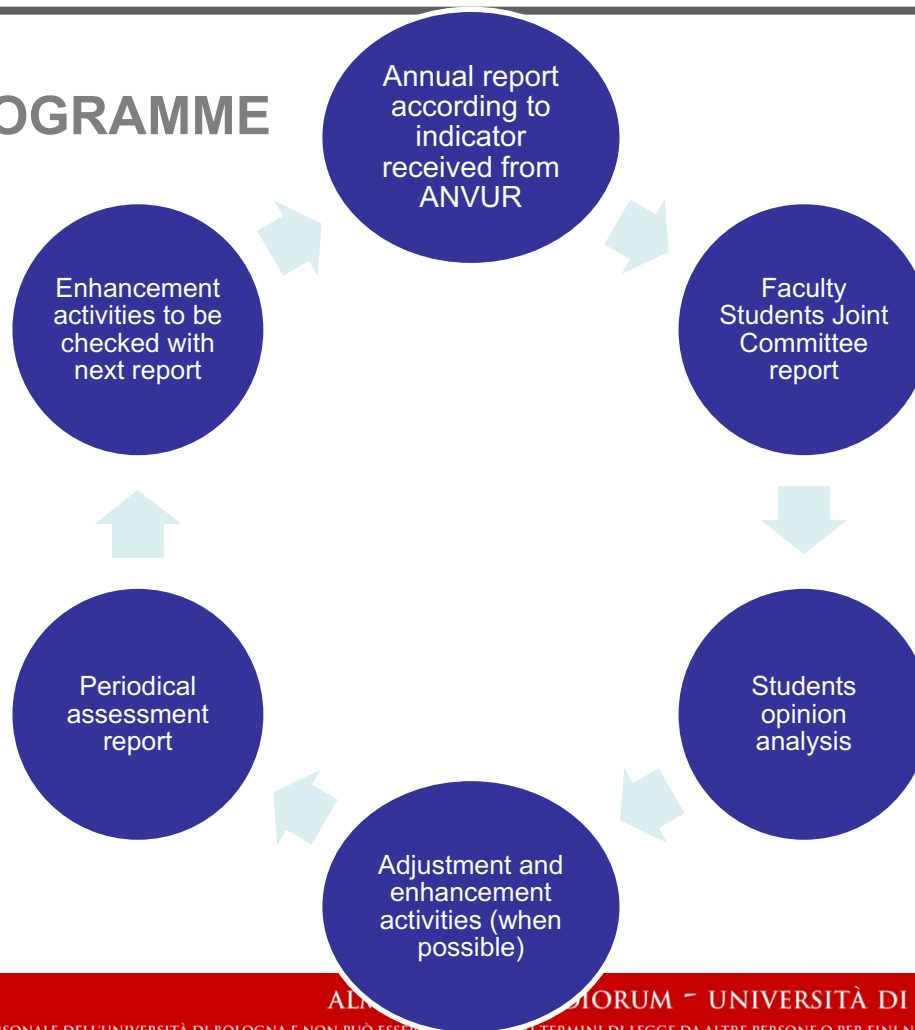
CUN/ ANVUR/ MIUR

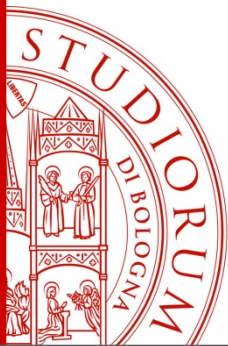
Teaching and learning regulation



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SELF-ASSESSMENT OF THE DEGREE PROGRAMME





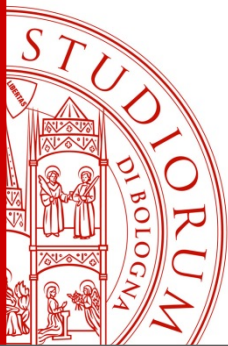
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PERIODICAL QUALITY ASSESSMENT REPORT

Keywords:

- ✓ Periodical and planned procedure;
- ✓ Evaluation of the learning outcomes stated for the study programme, and the effectiveness of the organization;
- ✓ What causes might affect the results, and adjustment
- ✓ One professor is responsible for this report
- ✓ Participation of Student's delegation



Suggestions about analysis and verification/ action planning

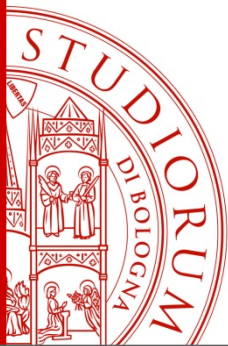
➤ Annual

- Monitoring about the performance and operation of the «current» study programme
- Data analysis about freshmen students, regular studies, employment, internationalization

➤ Periodical

- Analysis of the maintenance of the prerequisites;
- Evaluation of the actual teaching offer, of the professional profile and coherence with learning outcomes
- Assessment about the strength of the system in use

DOCUMENTS AND EVIDENCES



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AVA 1.0 (2007-2016)

- ANVUR defined: form, methods, what relevant data, main focus
- Statistical data defined by the Universities

- Incoming, current and graduating
- Students experiences
- Job placement

Actions and results

Analysis and comments of the data

Corrections

AVA 2.0 (2017)

Annual report

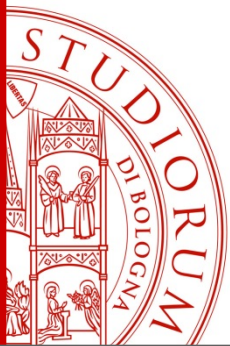
Monitor of statistical data provided by ANVUR

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Analysis of students opinion

- Study path and regular career
- Attractiveness and internationalization
- Graduate satisfaction
- Employability
- Quality of the faculty

Critical analysis of the data by ANVUR (DOL)

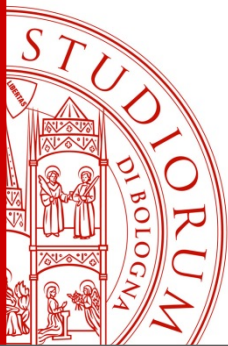


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TO BE CONTINUED...

Accreditation in practice:
ANVUR audit
&
UNWTO Tedqual certification



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MADLABA

Valeria Macchini
Programme Manager – Campus of Rimini
valeria.macchini@unibo.it