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PRESIDIO DELLA QUALITÀ

Quality Assurance in UNIPG

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Quality Assurance (QA) is the process by which universities, through their governance and the definition of specific objectives, employing apposite monitoring strategies and follow-up actions, implement their quality policy and engage in the continuous improvement of teaching, research and third mission activities.

Since 2013, UNIPG has had its own quality assurance system (QAS) based on the European Standards and Guidelines for Quality Assurance (ESG), supported, and applied by the Italian National Agency for the Evaluation of the University System and Research Institutes (ANVUR). The UNIPG QAS was accredited in 2017 by ANVUR and is now preparing for the next accreditation which will take place in May 2024.

The QAS supports the activity of the organizations that are purposely appointed to carry out specific functions within the quality assurance process. The University's **governance** (Rector, Vice-Rector, Deputy Rectors, Director General, Academic Senate, Board of Governors) defines the strategic vision regarding the quality of Teaching, Research and Third Mission.

The **University Quality Assurance Committee** and the **Performance and Evaluation Group** are key stakeholders in the Quality Assurance processes, in charge of monitoring the compliance with the Quality Assurance processes, as well as defining its instruments for those processes and verifying their suitability.

The Quality Assurance Committee is an internal team and has the fundamental task of accompanying and supporting all stakeholders involved in Quality Assurance.

The Performance and Evaluation Group is an evaluation team that includes both internal and external members and whose goal is to support university management in the implementation of corrective actions. This group represents a point of reference for quality assurance and also a link to the Ministry for Education, University and Research and ANVUR. In order to verify the state of the QA system and the correct filing of the related documents, the Performance and Evaluation Group can also operate through hearings in collaboration with the Quality Assurance Committee.

Each Department establishes a **Joint Teaching-Student Committee** (CPDS), that includes both academic staff and students and which acts as a permanent monitor of the educational offer, teaching quality and student services of the department's study courses. The Committee writes an annual report, focusing in particular on the results of students' evaluations. It monitors problematic situations and suggests corrective actions and improvements.

In every Department there is also a **Department Quality Manager**. He is the operational manager in charge of quality assurance at a Departmental level with respect to teaching, research and third mission activities. He represents also the contact person for the Quality Assurance Committee for any matter concerning the Department.

The **Department Board** approves the annual and periodic review reports of Departmental Degree Programs. It is also required to manage the economic and financial sustainability aspects of said Degree Courses; to ensure that their teaching and research activities are

sustainable; to monitor the quality of teaching, research and Third Mission activities; and to put forward action plans to improve them.

The **Degree Course Coordinators** are responsible for the Quality Assurance of their respective courses. They ensure that the principles of Quality Assurance are implemented by the lecturers, and supervise the use of the relevant instruments (review reports, data entry into the ministerial database SUA-CdS, etc...).

The **Degree Course Board** acts as a Quality Assurance body within the Degree Course and monitors the implementation of the processes and corrective actions.

The **Degree Course Quality Manager** is the operational manager of all aspects of quality assurance for the degree course. He interacts with the Department Quality Manager and assists the **Coordinator** of the degree course in all matters concerning the technical and organizational aspects related to the management of the degree course teaching activities.

The PhD Course Coordinators represent the PhD Courses and are responsible for their activities. They chair the Teachers' Board, which plans teaching and research activities, in line with objectives and the outgoing profiles of the PhD Course.

The PhD Course Quality Manager has the task of assisting the PhD Course Coordinator in the making of QA documents and their correct archiving.

Students have a fundamental role in Quality Assurance: they elect representatives within all bodies pertaining to the QA system as well as promoting a process supported by the entire university community.

The main processes useful for keeping under control the University's Quality Management System as well as improving it, with reference to the AVA requirements, are shown in the following chart:

