



Quality Assurance of Education

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ACRONYMS

AC	→ University Central Administration
AQ	→ Quality Assurance
AVA	→ Self-assessment, Periodic Evaluation, Accreditation
CdA	→ Board of Governors
CdS	→ Study Programmes
CPDS	→ Professors-Students Joint Committee
NdV	→ University Assessment Commission
PAVA	→ AVA Board
SA	→ Academic Senate



1. Introduction

The first purpose of Politecnico is processing and dissemination of scientific, technological, humanistic and economic-social knowledge, the promotion and organization of research, the training of students and professors in the field of architecture, design, engineering and other areas of polytechnic culture promoted by the University.

In this regard, the University has organized the Quality Assurance of Education and Research and Third Mission activities in order to ensure, on the one side, a cultural and professional preparation in line with the best international standards for students, and on the other, the promotion of research topics that combine innovative technology contents with attention to social issues.

This revised document, following the publication of the new ANVUR guideline "Guideline for regular accreditation of university headquarters and programmes", wants to present the Quality Assurance of Education, defining its objectives and organization with a view to continuously improve the university education.

The scope of application to education regards all the new study programmes and those already provided.

Below, it will be briefly presented:

- the organizational structure of the University for quality assurance of study programmes;
- tools and players that work within the Quality of study programmes;
- the supporting procedures made available by the University AVA Board and the flow of documents.

2. The Organizational Structure of Quality Assurance

The University promotes the culture of Quality as organizational tool that, by including all Teaching and Technical-administrative staff in carrying out its activities, is part of the University system. Basically, Quality Assurance becomes a way of working to ensure that development and improvement objectives are continuously and adequately carried out. Quality Assurance, based on coordinating and planning the activities provided, has its main strength in the existence of a continuous connection and communication among University bodies, Schools, Departments, Students and administration offices.

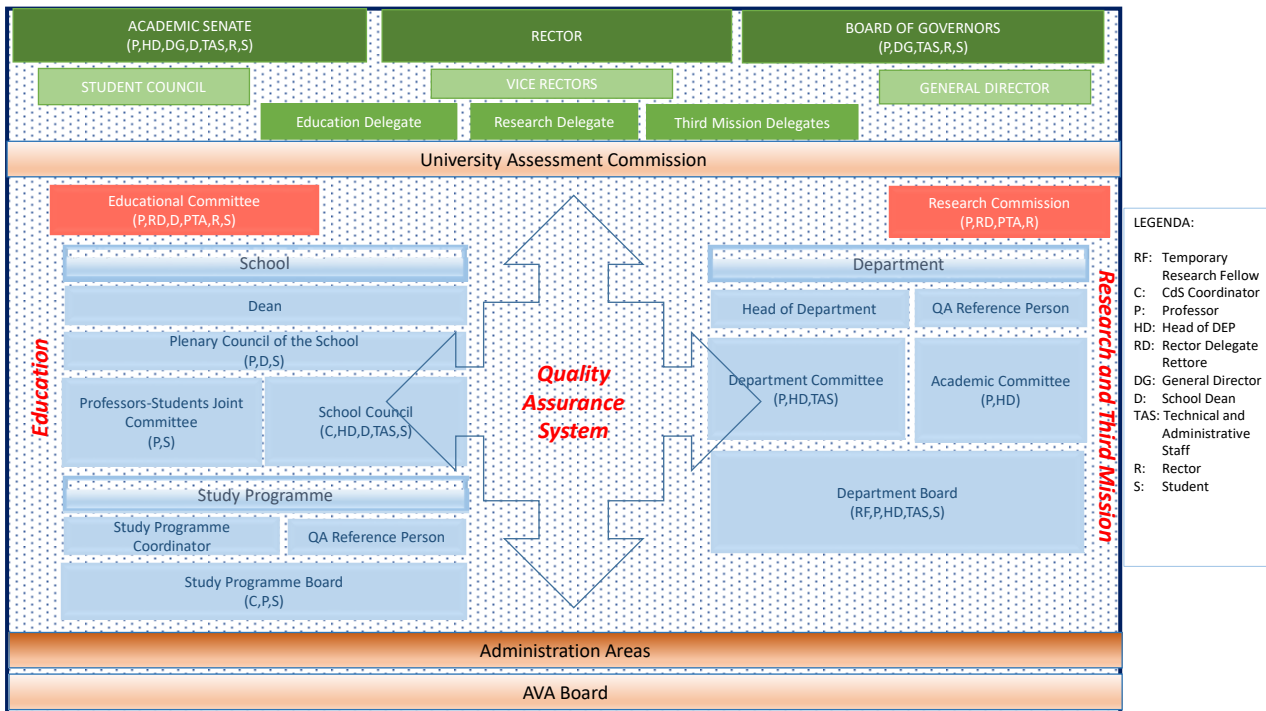


Figure 1 - Representation of the University Quality Assurance system.

This organization and its monitoring imply:

- to achieve the objectives set by the study programmes, in line with the objectives defined by the University;
- a greater knowledge and awareness of the quality management system and internal self-assessment systems set up with a point of view oriented to continuous improvement.

In defining the organization aimed at guaranteeing Quality Assurance, the University has decided to avoid overlapping roles and competences among the various players involved. In this context, in 2013, the AVA Board was established, a technical-operational support tool dedicated to Quality Assurance, made up by Technical-Administrative Staff appointed by the General Director (Prot. 6150 of 27/02/2013 and Prot. 28727 of 04/04/2017).

The AVA Board works in close contact with all the players involved, for the purposes of policy implementation and continuous improvement, based on the general guidelines provided by the University Bodies through the Rector's Delegates for Education, Counselling, Research, Social Policies, Cultural Policies, Sustainability and Technology Transfer.

3. The Quality Assurance of Study Programmes

3.1 The players

University bodies

The University Bodies, or the Rector, the Delegate for Education and Counselling, the General Director, the Board of Governors and the Academic Senate:

- exercise the direction, initiative and coordination of scientific and educational activities;
- define the Quality Policy, its objectives by promoting its realization, sharing and define the responsibilities necessary to achieve them;



- ensure the implementation and updating of processes for Quality Assurance, aimed at achieving the objectives and continuous improvement;
- guarantee the implementation of the University's strategies and the regular assessment of results.

The Student Council is the place for discussion on the issues brought by the other bodies (Academic Senate, Board of Governors, Professors-Students Joint Committee) as university fees, scholarships, internationalization, academic calendar and all the other possible issues.

University Assessment Commission (NdV)

The University Assessment Commission directly supports the University *Governance*. It carries out an evaluation of the efficiency and effectiveness of the activity carried out by the University and among its tasks has the task of verifying the productivity of research and education. It evaluates the overall Quality Assurance of the University and monitors that it is properly applied by the Structures through the analysis of the results by audits, when required and necessary. The University Assessment Commission is supported by the Statistical Analysis, Evaluation and Accreditation Support.

Educational Committee

At central level, the Academic Senate appointed the Educational Committee in order to help with the work of Senate and Board of Governors. It deals with a series of strategic relevance topics related to education (for example planning of teaching and of the training offer) by structuring them and allowing them in order to be discussed, with the aim to help the Academic Senate.

The Educational Committee comprises the Rector or the Delegate, the Deans, the Student Representatives in the Academic Senate and Board of Governors.

It usually meets once a month and can be attended by managers and technical-administrative staff of the support areas too, depending on the topics of interest.

The Educational Committee is supported by the Educational offer and teaching management staff – Division Education.

School

In the current Statute of Politecnico di Milano, the School, established based on an autonomous cultural and educational project, is the University structure that supervises the teaching activities and in which there are different Departments that give value and coordinate human resources for research, teaching and third mission activities.

The School is divided in Study Programmes. If a Study programme is based on collaboration among different schools, the Academic Senate identifies the reference School for administrative functions only.

The Dean represents the School for Politecnico, internally and externally, s/he is the representative of the training project and supervises the quality of teaching provided. The Dean promotes and coordinates the activities of the School, through the School Council, and takes contact with the other Schools for common activities. The Schools work with Campuses that promote and support the activities carried out by the University at external structures. The Campuses are established based on a long-term development project that includes educational activities, research and connection with the territory. With regard to Quality Assurance, Schools organize the activity of the Campuses. The Campus promotes Student guidance, promotion, logistics and management of the Study Programmes active at the Campus, according to the guidelines defined by the Schools, through the support services provided by the technical-administrative staff working in these structures. These activities are closely connected to the education provision and not to planning; for this reason, the QA profile related to each structure has not been provided.



School Council

The Board consists of the Dean, who chairs it, the Heads of Departments connected to the School or related Authorized persons, the student representatives, members of the Joint Committee in accordance with the current legislation and professors up to ten percent of the members of the Department Commissions. The latter are chosen among the members of the Department Committees, or among the Coordinators of the Study programmes or PhD programmes according to criteria defined by the School Regulations.

Plenary Council of the School

For discussion of issues of interest for the School, the Dean meets the Plenary Council of the School, made up of all the professors that carry out education activities in the study programmes of the School, by the students of the Joint Committee and by the student representatives of the Study Programme Boards of that School.

Professors-Students Joint Committee

The Professors-Students Joint Committee, established at each School, consists of five professors and five student representatives. The functions of the President and of the Deputy President are carried out by a professor and a student respectively. The Dean of the School appoints the professors after proposal from the School Council, with a three-year mandate that can be renewed. The student representatives are elected according to the procedures established by the University General Regulations. The mandate of the student, members of the Joint Committee, is two years, it can be renewed only one time. The activities of the Joint Committee must follow the University General Regulations.

Study Programme

The Study Programme is the structure that designs and provides the educational career and is governed by the Study Programme Coordinator.

The Study Programme Coordinator is the first and most important profile, able to find problems, even before their formalization in the monitoring data, and therefore s/he can face them promptly. S/he is also responsible to involve the professors of his/her study programme, by keeping them updated about the University's strategies and decisions concerning the Study Programme.

The Study Programme Coordinator identifies a QA Contact Person who works in close contact with the AVA Board.

The Quality Assurance Team, consisting of at least the Quality Reference Person and the members of the AVA Board with whose s/he is directly in contact, supervises the implementation of Quality Assurance at CdS level.

The Study Programme Board brings together the full professors that hold courses or teaching modules provided in the Study Programme and a number of elected student representatives, equal to the minimum required by current legislation. The Study Programmes, belonging to the same School and with the same or similar names, are part of a single Study Programme Board. Each Coordinator chairs the Study Programme Board.

Administration Areas

Many of the activities that provide support for teaching are managed by the central administration offices, through the involvement of administrative and technical staff, included in the University Performance Plan that, with their skills, can effectively carry out what was planned by the Schools.

From a managerial-administrative point of view, the Schools are supported by specific staff profiles of the Division Education, that support students and professors for all aspects concerning activities related to teaching (example: lessons, exams and degree exams, study plans).

The AVA Board

The AVA Board, organized as described above, works in collaboration with the Educational Committee, the Study Programmes, the Schools and the Professors-Students Joint Committees for the purpose of continuous improvement of the quality of teaching. In general, the AVA Board plans and monitors the QA policies, coordinates and supports the QA procedures at the University and CdS level, provides initiatives useful to promote quality within the University and suggests common tools for the application of Quality Assurance. Throughout the year, it provides support to all the players involved, by supervising the proper and correct carrying out of procedures.

In addition to the tasks already defined by the Statute and by the University Regulations, each player involved in Quality Assurance is responsible for specific activities that guarantee their implementation as shown in the following paragraphs.

3.2 The different steps of Quality Assurance for Study Programmes

In general, the quality assurance of a Study Programme can be considered in terms of results achieved with respect to the objectives previously defined.

The Quality Assurance applied to the Study Programmes includes the following four steps:

- DESIGN and PLANNING
- PROVISION OF SERVICE
- MONITORING
- IMPROVEMENT

3.2.1. Design and planning:

Regarding the design and planning phase, it is necessary to distinguish among CdS already active, new CdS and changes of educational system.

The Study programme comes from a proposal of some professors. In general, the new study programme is described through a project (*University project form for the establishment of a new study programme*) whose definition is up to the professors that create the new study programme, and supported by the related offices and by the AVA Board.

The project must show:

- the study of the demand for skills in the labour market and in the professional sector;
- definition of professional and employment profiles;
- the specific training objectives and the structure of the academic career;
- the expected learning outcomes;
- planned education provided;
- the reference percentage of professors;
- the access number planned.

The project is then presented to the School to which the CdS will be related, consistently with its cultural project. The project approval process includes:

- that the Professors-Students Joint Committee of the School concerned express its opinion;
- the approval of the School Council, subject to the favourable opinion of the Professors-Students Joint Committee;
- approval by the Educational Committee;
- the sending of the project, by AVA Board, to the University Assessment Commission (NdV) which



expresses a binding opinion to the University about the requirements for first Accreditation, for the purpose of establishing new Study Programmes;

- the presentation of the Rector to the Regional Coordination Committee;
- approval by the Academic Senate;
- approval by the Board of Governors.

Once all the approvals have been obtained, the Offices submit to the National University Council (CUN) the new programme (by filling out the *SUA CdS Sheet RAD chart*) and, after its positive opinion, the activity proceeds as for all the CdS already defined by the SUA Sheet (ANVUR charts) through the deadlines defined by the MIUR.

The Ministry of Education, University and Research (MIUR), after receiving a positive opinion from the National University Council (CUN) and the ANVUR, approves its implementation.

When the Study Programme wants to modify educational system, the Coordinator is the responsible person, supported by the offices concerned and by the AVA Board, for the compilation of a simplified project (*University project form for Study Programme modification*) containing the related changes with motivations.

The Study Programme Board proposes to its School the modifications to the education system of the CdS pertaining to the Study Programme Board.

The approval process of the project for changing education system includes:

- approval of the School Council;
- approval by the Educational Committee;
- approval by the Academic Senate;
- approval by the Board of Governors.

Once the approvals have been obtained, the Offices submit to the CUN the CdS modified (by filling out the *SUA CdS Sheet RAD chart*) and, after its positive opinion, the activity proceeds as for all the CdS already defined by the SUA Sheet (ANVUR charts) through the deadlines defined by the MIUR.

The Ministry of Education, University and Research (MIUR), after receiving a positive opinion from the National University Council (CUN) and the ANVUR, approves the changes.

Project for creation of a new study programme	
OBJECT	Drafting and approval of the project for creation of a new study programme
RESPONSIBILITY	Professor responsible for the newly created CdS (study programme)
SUPPORT	Division Education Career Service AVA Board
RECIPIENTS	CUN and ANVUR
PERIOD	one year in case of new programmes
STEPS	September/November: drafting of the new project
	November: the Professors-Students Joint Committee expresses its opinion
	November/December: approval of the School Council
	December: approval of the Educational Committee
	December: University Assessment Commission (NdV) expresses its binding opinion
	December: The Rector presents the project to the Regional Coordination Committee
	December: approval of the Academic Senate and the Board of Governors
	December/February: CUN and ANVUR communication



Project for changing the educational system of a Study programme	
OBJECT	Drafting and approval of the project for changing the educational system of a study programme
RESPONSIBILITY	Study Programme Coordinator
SUPPORT	Study Programme Board QA Reference person of Study Programmes Division Education AVA Board
RECIPIENTS	CUN and ANVUR
PERIOD	one year in case of change to CdS
STEPS	September/November: drafting of the project for changing the CdS
	November/December: approval of the School Council
	December: approval of the Educational Committee
	December: approval of the Academic Senate and the Board of Governors
	February/June: CUN and ANVUR communication

The planning step concerns all the Study Programmes already active, those modified and the new ones. Starting from January, the CdS prepare:

- The Degree Programme
- The Access number planned
- The Educational Regulations
- The reference percentage of professors
- The SUA-CdS sheet

Each year, the Study Programme prepares and provides to the School Board the Degree Programme, the access number planned and the Educational Regulations of the CdS pertaining to the Study Programme Board.

The School coordinates, arranges and approves the documents prepared by the Study Programmes. The documents are then approved by the Educational Committee and presented to the Academic Senate and to the Board of Governors for their approval.

In this phase, the CdS and the Schools can be supported by the Course Catalogue Management Office and by the School staff (*Division Education*), as well as the AVA Board.

The School asks the Departments for the coverage framework of teaching, as provided by institutional duties. The School Council, having verified the consistency of the Departments' proposals with respect to the needs, proceeds, in collaboration with the CdS, to define the tasks, the reference percentage of professors and starts the procedures for the calls related to teachings left uncovered.

The CdS Coordinator is also responsible for the annual compilation of the Single Annual Report of the Study Programme (SUA-CdS) supported by the Course Catalogue Management Office, the School staff (*Division Education*) and the AVA Board that organizes and verifies the compilation of the SUA-CdS Sheets. The RAD charts of the SUA CdS can be completed by the Coordinator in case of new implementation or modification of educational system, the remaining boxes of the SUA-CdS sheet must be reviewed every year in order to present the updated educational offer.

Degree Programme	
OBJECT	Drafting and approval of the Degree Programme
RESPONSIBILITY	Study Programme Coordinator



SUPPORT	QA Reference Person of Study Programmes Study Programme Board Division Education
RECIPIENTS	Students
PERIOD	ONE YEAR
STEPS	December/January: Drafting of the Degree Programme
	January: approval of the Schools
	January: approval of the Educational Committee and of the Academic Senate

Access Number planned	
OBJECT	Identification and approval of the access number planned
RESPONSIBILITY	Study Programme Coordinator
SUPPORT	QA Reference of Study Programmes Study Programme Board Division Education
RECIPIENTS	Academic Senate and Board of Governors
PERIOD	ONE YEAR
STEPS	December/January: identification of the access number planned
	January: approval of the Schools
	January: approval of the Educational Committee, of the Academic Senate and Board of Governors

Reference percentage of professors and teaching coverage	
OBJECT	Identification and approval of reference percentage of professors and teaching coverage
RESPONSIBILITY	School
SUPPORT	Study Programme Coordinator Study Programme Board Division Education
RECIPIENTS	Academic Senate and Board of Governors
PERIOD	ONE YEAR
	February: opening of educational framework in departments for institutional tasks, by the schools
	March: coverage of courses for institutional tasks (inclusion in an educational framework) to internal professors by the Departments
	March: approval of the coverage for institutional tasks and identification of reference percentage of professors, by the Schools
	June: sending of the education planned courses list and of the reference percentage of professors to ANVUR-MIUR (<i>new institutions excluded</i>)
	June: identification of coverage for adjunct professors - 1st semester by the Schools
	December: identification of coverage for adjunct professors - 2nd semester by the Schools

Educational Regulations	
OBJECT	Drafting and approval of the Educational Regulations
RESPONSIBILITY	Study Programme Coordinator
SUPPORT	QA Reference person of Study Programmes Study Programme Board Division Education
RECIPIENTS	Students
PERIOD	ONE YEAR



STEPS	January/March: Drafting of the Educational Regulations
	March: approval in CCS and in schools
	April: approval by the Educational Committee and of the Academic Senate
	June: approval by the Educational Committee and by the Academic Senate
	end of August: definitive publication of the regulations on the Web sites of the University Schools

Single Annual Report of the CdS (SUA – CdS)	
OBJECT	Drafting of SUA-CdS and communication to CUN/ANVUR
RESPONSIBILITY	Study Programme Coordinator (Section A and Education System) AVA Board and Support Offices (Sections B, C, D)
SUPPORT	QA Reference person of Study Programmes AVA Board Division Education Division Public Engagement & Communication Division Campus life Division Research, Innovation and Corporate Relations Division Supplies & Facility Management Division ICT Services
RECIPIENTS	Family members and students, CPDS and ANVUR
PERIOD	ONE YEAR
STEPS	January/February (depending on CUN/ANVUR deadlines): new institutions
	January (part RAD)/June (part ANVUR): changes to education system
	January/June (depending on CUN/ANVUR deadlines): active courses

3.2.2 Provision:

The process is governed based on the planning prepared by the Schools and approved by the University bodies. Every year, the Schools prepare the Academic Calendar, which is approved by the Educational Committee and by the Academic Senate.

Academic Calendar	
OBJECT	Identification and approval of the Academic Calendar
RESPONSIBILITY	Division Education
SUPPORT	Study Programme Coordinator School (Division Education) Division Public Engagement & Communication Division Research, Innovation and Corporate Relations
RECIPIENTS	Students
PERIOD	ONE YEAR
STEPS	January/June: drafting of the Academic calendar
	June: approval by the Educational Committee and by the Academic Senate
	July/August: publication of the Academic Calendar

As already defined above, many of the activities that provide support for teaching are managed by the central administration offices through the involvement of administrative and technical staff that, with their skills, can effectively carry out what was planned by the Schools.

In particular:



Division	Activity
Division Education	<p>It guarantees professional, administrative and organizational support to the structures and people involved (Departments, Schools, professors, students), for all aspects concerning teaching, in particular: management of administrative and teaching careers for students and PhD students, recognition of qualifications, on the right to higher education, design and integrated provision of services supporting teaching.</p> <p>It ensures the reception and inclusion of international students and PhD students.</p> <p>It guarantees support in international student mobility programmes.</p> <p>It supports the administrative management of the University's PhD Programmes and PhD School.</p> <p>It manages the incoming guidance, including the organization of the Open Days.</p> <p>It deals with the pre-assessment of candidates from foreign countries for laurea magistrale study programmes/PhD programmes.</p> <p>It supports the Study Programme Boards for evaluation, as well as for management and provision of international scholarships.</p>
Division Public Engagement & Communication	Coordination and enhancement of information related to educational activities
Division Supplies & Facility Management	<p>It manages the University facilities, services, classrooms and IT classrooms, and other common areas.</p> <p>It ensures the maintenance of the University facilities, services, classrooms and IT classrooms, and other common areas.</p> <p>It works with the Coordinator of the study programme to identify infrastructures and possible problems related to the infrastructures used by students and CdS professors.</p>
Division campus life	It supervises processes related to management, innovation and development of library and information-documentary services for end users and for structures that require services.
Division ICT Services	It ensures the development and management of an integrated system of applications and services to support students' career and teaching management processes.
Division Research, Innovation and Corporate Relations	<p>It can be seen as a connection point among business world, Alumni, Donors and Students.</p> <p>It ensures the coordination of integrated marketing initiatives, both at national and international level, to guarantee the continuous engagement with Politecnico di Milano of the stakeholders.</p> <p>It ensures the development, promotion and management of the services offered regarding the accommodation of students, researchers and professors, and it takes care of the coordination and implementation of the interventions and related administrative management.</p>

Table 1 – Activities of the Administration Areas

3.2.3 Monitoring:

The monitoring activity of each Study Programme is based on some main points:

- definition, collection and analysis of objective data based on the trend of the training career;
- evaluation of the implementation of the training objectives;
- evaluation of the implementation of improvement actions;

Every year, in the months of July-September, the AVA Board collects the data provided by the offices of the Central Administration, both qualitative and quantitative data, and the information useful for monitoring. It also takes care of informing all CdS, Professors-Students Joint Committees and the Deans of the Schools.

Type of data	Data origin	Data processing	Assigned to	Period	Document
Monitoring of students' opinions	Online ASICT Questionnaire	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	July	Cyclic review Sheet SUA-CdS Box B6 Degree Programme



Monitoring of graduating students' opinions	Online ASICT Questionnaire	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	July	Cyclic review Sheet SUA-CdS Box B7 Degree Programme
Monitoring of graduate students' opinions and employment outcome	Career Service	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	June	Cyclic review Sheet SUA-CdS Box B7 and C2 Degree Programme
Monitoring of input, career and output data	ICT Division (Report)	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	July	Cyclic review Sheet SUA-CdS Box C1 Degree Programme
Monitoring of the opinions about the world of work (internships/traineeships)	Staff of the Schools Career Service	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	August	Cyclic review Sheet SUA-CdS Box C3 Degree Programme
Monitoring of internal mobility data (number of exchanges)	ICT Division (Report)	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	August	Cyclic review
Exams and Scores	ICT Services	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	August	Cyclic review
Graduate students	ICT Services	Statistical Analysis, Evaluation and Accreditation Support (General Management)	Study Service (General Management)	August	Cyclic review
ANVUR Data	SUA-CdS sheet	Study programme (CdS) coordinator	Study programme (CdS) coordinator	Within December	SUA-CdS sheet

The Coordinator, supported by the QA Reference Person, is responsible for the analysis of the data related to his/her CdS, as well as for the evaluation of the implementation of the improvement actions, within the Annual Monitoring Sheet or within the Cyclic Review.

Regular checks on the achievement of the training objectives are carried out at the end of a cycle within the Cyclic Review.

Following the analysis of the Study Programmes, the Professors-Students Joint Committee monitors, through specific indicators, the educational offer and quality of education, and identifies some of them in order to evaluate the results. The CPDS takes into account how the CdS is going on, based on elements of independent analysis and not only on the documents prepared by the CdS, with particular attention to the results of the survey on the students' opinion.

3.2.4 Improvement

To guarantee that results achieved complies with the established objectives, the Study Programme, the Schools and the AVA Board plan the improvement activities, also after taking into account the requests received from the students, with the aim of making the Study Programmes always more responsive to the demands of society and its changing needs.

Cyclic review



The Cyclic Review (*Cyclic Review Form*) is a detailed self-assessment of the CdS performance carried out by the Review Group, whose Responsible person is the CdS Coordinator. Based on the data analysis provided by the AVA Board, the Review Group is focused on the strengths and on the problems and their solution proposals to be implemented in the next cycle.

The Cyclic Review aims to highlight the validity of the training career, starting from the analysis of the education demand on which the Study Programme is based, passing through the revision of the training objectives, the reference professional profiles and their skills, the consistency of the learning outcomes provided for the Study Programme as a whole and by each teaching.

The improvement actions are also planned following the indications of the Professors-Students Joint Committee.

The AVA Board sends the Cyclic Review to the Professors-Students Joint Committees and to the ANVUR, within the deadline provided.

Cyclic review of the CdS	
OBJECT	Preparation of the CdS review
RESPONSIBILITY	Study Programme Coordinator
SUPPORT	Division Research, Innovation and Corporate Relations Statistical Analysis, Evaluation and Accreditation Support AVA Board
RECIPIENTS	CPDS and ANVUR
PERIOD	4 years for Laurea (equivalent to Bachelor of Science) Study Programmes 3 years for Laurea Magistrale (equivalent to Master of Science) Study Programmes
STEPS	September: AVA Board sends data and useful information to the CdS Coordinator together with the Review form
	September/October: preparation of the Review by the Review Group
	November: AVA Board sends to CPDS
	by January: implementation of CPDS comments and review by the Review Group
	by January: AVA Board informs the ANVUR

Annual Monitoring

The Annual Monitoring (*Annual Monitoring Report Form*), carried out by the Review Group under the responsibility of the CdS Coordinator, has the purpose of monitoring the progress of the CdS on the basis of the analysis of the data provided by the ANVUR and by the AVA Board. The review group's attention focuses on its strengths and weaknesses and related improvement proposals to be implemented in the following years. The AVA Board sends this document, prepared by the CdS, to the Professors-Students Joint Committees and sends the comments to these data to the ANVUR.

Annual Monitoring Sheet	
OBJECT	Drafting of the Annual Monitoring Sheet
RESPONSIBILITY	CdS coordinator
SUPPORT	QA Reference person Statistical Analysis, Evaluation and Accreditation Support AVA Board
RECIPIENTS	CPDS and ANVUR
PERIOD	Every year (excluding the years of Cyclic Review)
STEPS	September: AVA Board sends data and useful information to the CdS Coordinator together with the form
	September/October: Drafting of the Annual Monitoring Sheet
	November: AVA Board sends the Annual Monitoring Sheet to the CPDS



	December: AVA Board sends the comment to the ANVUR data to the ANVUR by January: implementation of CPDS comments and revision of the Annual Monitoring Sheet by the Coordinator
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Report of the Professors-Students Joint Committees

The Professors-Students Joint Committee has the task of preparing an annual report, with comments on the progress of the Study Programmes.

The Committee expresses its evaluations and makes proposals for improvement in an annual report that is sent to the AVA Board by December.

AVA Board, in addition to send the Report to the ANVUR within the defined deadline, sends the CPDS Reports to each CdS and to the Deans of the Schools. The first ones, if necessary, can revise their document, which will be forwarded for information to the CPDS by the deadline for submission to the ANVUR, after taking into account the CPDS comments.

Report of the Professors-Students Joint Committee (CPDS)	
OBJECT	Drafting of the annual report of the Professors-Students Joint Committee
RESPONSIBILITY	Professors-Students Joint Committee
SUPPORT	Statistical Analysis, Evaluation and Accreditation Support AVA Board
RECIPIENTS	ANVUR, School Deans, University Assessment Commission, AVA Board
PERIOD	Every year
STEPS	Within November: AVA Board sends data and useful information to the CPDS together with the Report form
	November/December: the CDPS draws up the Report
	by December: the CPDS send the annual report to the AVA Board
	December: AVA Board sends the CPDS annual report to the Study Programmes
	January: AVA Board sends the CPDS annual report to ANVUR and to the Deans

Report of the Deans

Every year, in April, the School Deans must draw up an annual report starting from the reports of the Joint Committees of the School, and they must provide improvement actions that, in addition to being sent to the University Assessment Commission and to the AVA Board, are presented in the Educational Committee. This moment can be seen as a tool for sharing opinions between the School Deans and the Delegate for Education and Counselling, in order to identify possible common improvement actions to bring to the attention of the Academic Senate to allow them to set up actions based on what received.

Annual report of the Schools Deans	
OBJECT	Drafting of Annual report of the Schools Deans
RESPONSIBILITY	School Deans
SUPPORT	Division Education AVA Board
RECIPIENTS	Educational Committee, Academic Senate, AVA Board
PERIOD	Every year
STEPS	January: AVA Board sends the Report of the Joint Committee to the School Deans along with the report form
	April: drafting of the Annual Report of the School Deans
	June: the Deans share their Reports with the Educational Committee



	July: the President of the Educational Committee presents the common improvement actions to the Academic Senate
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AVA Board Report

Every year, in July, the Board prepares a report on the activities carried out and on the implementation of Quality Assurance in the University. The report is sent to the Rector's Delegates and to the University Assessment Commission; it can be seen as an important moment of analysis, synthesis and monitoring of the planned improvement actions.

Annual report of AVA Board	
OBJECT	Drafting of annual report of AVA Board
RESPONSIBILITY	AVA Board
SUPPORT	-
RECIPIENTS	Rector's Delegate for the Education, Research and Third Mission, University Assessment Commission
PERIOD	Every year
STEPS	July: Drafting of annual report by AVA Board
	July/September: AVA Board sends the Report to the Rector's Delegates for the Education, Research and Third Mission and to the University Assessment Commission

Audits

The NdV provides rotation of evaluations, once every five years, the functioning of the CdS through the analysis of the results using the hearings during which it assesses the functioning of the AQ at the level of the CdS and the University.

Every year the NdV draws up a Report according to the Guidelines issued by the ANVUR, in which the results obtained after audit are shown.

4. Communication in Quality Assurance of Education

The Quality Assurance of Education is based on a continuous training/information activity of all the players involved.

The AVA Board suggests the need for training/information on issues concerning the quality of education for professors, for students already involved in the process and for the technical-administrative staff, drawing inspiration from the review of the Study Programmes, in collaboration with Division HR & Organizational Development and Division Education.

The AVA Board is organized in order to share information and activities through regular documented meetings, carried out by it and with the different players involved in the University's QA.

In addition, a contact point with QA Reference persons, CdS Coordinators, Joint Committees, Deans, School staff is available, either by phone or through a dedicated e-mail address presidioava@polimi.it.

The AVA Board also ensures the exchange of information with the University Assessment Commission and the ANVUR.

Furthermore, the Quality Assurance is based on the definition of guidelines, and related documentation, which establish the minimum requirements to be implemented in order to guarantee the effectiveness of the QA, allowing the reproducibility and transferability of the information and practices to be followed.

The main documents, in addition to the Quality Policy and this guideline, are:

Steps	Documents
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Design and planning	Project form for creation of a new study programme Project form for modifying study programmes Educational Regulations Training Offer Schedule
Provision of service	Guideline for CdS Coordinators Academic Calendar
Monitoring and Improvement	Cyclic Review form for Study Programme Coordinators; Guideline for preparation of the Annual monitoring sheet; Guideline for Report of the Joint Committees; Guideline for preparation of the Report of the Deans.

Table 2 - Documents supporting the QA

AVA Board in collaboration with the Division Public Engagement & Communication manages a shared space on the intranet with a brief description of the QA system, as well as documents useful to the players involved and some good practices implemented by each CdS as possible examples for all the CdS.

The intranet section dedicated to the QA for Education is:

(<http://documentazione.intranet.polimi.it/come-fare-per/didattica/assicurazione-qualita-delladidattica/>)