



POLITECNICO
DI TORINO



Quality Assurance @ PoliTO: a great tool for growing

Laura Montanaro – Deputy Rector

What does it mean QA for us?

- **To identify quality policies in synergy with the strategic lines of our University**
- **To define trustable and solid procedures in order to fulfill such policies**
- **To implement all the necessary activities to guarantee effectiveness and efficiency for all university processes**

What does it mean QA for us?



- **To raise awareness in all people working in our Institution so that activities could be performed with expertise and competence**
- **To monitor and measure results of the activities performed**



A story to tell

1991 – Establishment of the first Joint Committee for Education

1993 – Introduction of the first questionnaire to collect students' opinions on teaching issues

1998-1999 – First editions of the training course "Tools and Methodologies for Educators" and the course to the approach in using the ECA-UNESCO method



A story to tell

From 2002 – Promotion of QA policies (regional accreditation of Bachelor's degrees → I level professionalizing education)

From 2008 – Launch of an internal QA process, to meet the requirements imposed by the Ministry of Education, as well as the standards and guidelines promoted by ENQA (2005 European Standards and Guidelines)

From the academic year 2010/11 – Pursue of international accreditations (EUA, 2012 and 2015; EURACE 2012; AESOP 2016)

... the story goes on.....

June 2014

**Establishment of the
Institutional Quality
Assurance Committee**

**→ overall responsibility
for institutional quality
assurance**

**The slogan “Quality is
our Plus” was chosen to
summarize the
Institution’s approach
and feeling towards QA
topics**



QA flow @ PoliTO

Quality Assurance Committee (PQA)

Seven members:

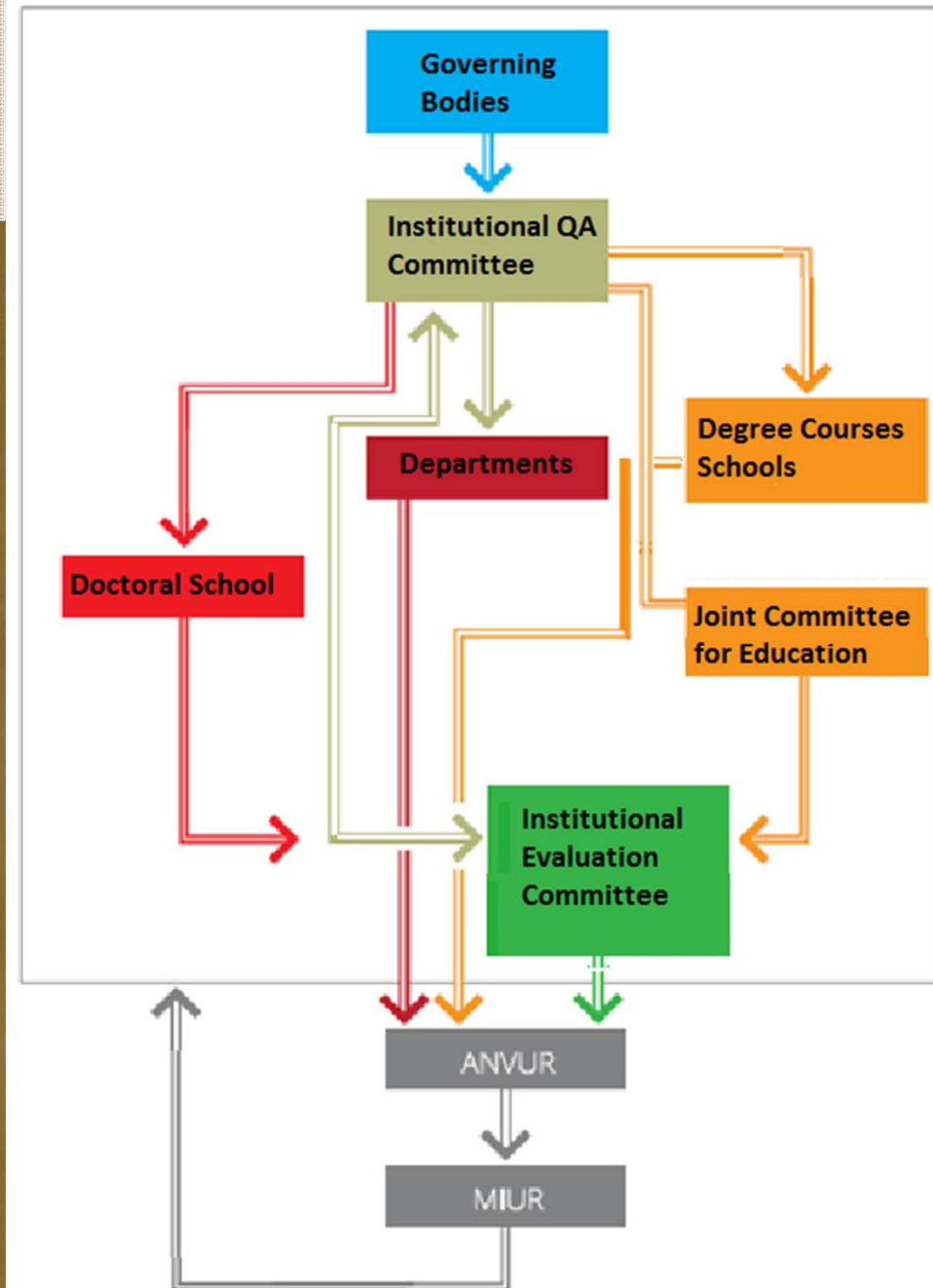
- The Deputy Rector as coordinator
- Four Vice Rectors: - for Quality, - for Teaching, - for Research, - for Logistics and Organization

The other two Vice Rectors (for Technology Transfer and for International affairs), as well as the Director General, are invited to attend

- The Head of the Student Affairs area
- The Head of the Research support area

QA flow @ PoliTO

QA includes the interactions among different players of our Institution as well as with the Ministry of Education, Universities and Research and with ANVUR- Italian National Agency for the Evaluation of Education and Research of the University System



QA flow @ PoliTO

Aims of PQA Committee

- **promotion of quality culture within PoliTO**
- **counselling and consulting functions on QA topics to the benefit of our Governing Bodies**
- **supervision and monitoring of QA processes**
- **support to the University structures in the management of QA processes**

Tasks and functions of internal PQA

- **implementation of a quality policy by turning strategic lines into operation lines**
- **definition of quality tools → processes and procedures for QA in the management of education, research and third mission issues**
- **planning activities and implementation of training initiatives concerning QA**
- **checking that all procedures will be respected, as well as the timelines of the QA process**
- **monitoring of processes' results and evaluation of objectives' achievement**

Quality in education

Monitoring actions by filling in the specific QA documents drafted by the National Agency ANVUR

1) A document yearly drafted.

A tool of information necessary for each Degree Course in order to declare its education commitments toward students.

It includes all information related to:

- **education objectives and expected learning outcomes;**
- **students' experience (learning environment, verification methods, calendars and timetables, support services,....);**
- **teaching outcomes (data related to student entry, educational path and placement);**
- **QA organization (responsibility, work planning,....).**

Quality in education

2) Other documents drafted yearly and every three years with the aim of promoting the improvement of effectiveness of student education.

They focused on the data related to:

- entry, regularity of the path, placement of students**
- student experience and their job placement**
- reference professional figures, and consistency of overall learning outcomes, as well as of the single courses.**

Outputs

- **a strong and responsible involvement of the academic and administrative staff in the management of education issues**
- **actions to improve continuously the service offered to students, as well as the coordination among the courses involved in a single Degree Course, thanks to:**
 - **analysis of data**
 - **definition of critical points**
 - **definiton of corrective actions**
 - **periodic monitoring of their effectiveness**

Avoiding self-referentiality: at an internal level

Joint Committee for Education, composed of a number of permanent professors - one for each Department - and of the same number of students

- **it monitors the quality of teaching and the organization of services for students**
- **it identifies evaluation criteria**
- **it draws up an annual report**
- **it presents proposals for the improvement of teaching**

Institutional Evaluation Committee, composed by four external experts and one students

It supervises the effectiveness of QA Committee, the institutional strategies, the way through which they are implemented, by Departments and the other organization units.

Avoiding self-referentiality: at a national level

2006 – Establishment of the Italian National Agency for the Evaluation of the Italian University System and Research (ANVUR)

2013 – Actuation of the so-called AVA (periodic self-assessment, evaluation, accreditation) procedure

Introduction of the initial and periodic accreditation of Degree Courses and of universities, of a periodic evaluation of the efficiency of the outcomes pursued in institutions, as well as strengthening of the self-evaluation of education and research activities.

Avoiding self-referentiality: at an international level

**2011 – 2012: EUR-ACE® (EUROpean ACcreditation of Engineering programmes) label for 8 of its Degree Courses (4 Bachelors and 4 Masters)
→ accreditation/recognition achieved in 2012 and valid until 2018.**

January 2016: the Master's Degree Course in "Territorial, urban, environmental and landscape planning" was awarded with the acknowledgement label "AESOP Quality Recognition for Planning Programmes".

The same path is now to be completed for the respective Bachelor's Degree Course



Avoiding self-referentiality: at an international level

November 2013: the European Commission conferred PoliTO the logo “HR Excellence in Research” for our commitment in the implementation of the principles of the European Charter for Researchers.

→ on the basis of an “Internal Gap Analysis”, as well as the drafting of an Action Plan, aimed at putting into action all the principles of the Charter in our Institution.

December 2015: middle-term self-assessment report on the implementations achieved and an updated version of the Action Plan → logo confirmed by the E.C.



Avoiding self-referentiality: at an international level

2011-2012: 1st evaluation of PoliTO by the Institutional Evaluation Programme (IEP) of the European University Association.

IEP is a full member of the European Association for Quality Assurance in Higher Education (ENQA) and is listed in the European Quality Assurance Register for Higher Education (EQAR).

2014-2015: Follow-up evaluation. PoliTO successfully submitted a self-evaluation report, which described the progress made since the original evaluation.



How stimulating the participation of everybody in the QA system?

Raising awareness activities:

- a Logo "Quality is our plus"
- a dedicated website (with information, documents, news,...)
- training and information activities
- **PolITO 2015 Planner** (printed and available to all staff) focused in QA topics

The screenshot displays the website for Politecnico di Torino's Quality system. At the top, the university logo and the "Quality is our plus" logo are visible, along with the text "Assicurare la Qualità". The main content area features a calendar for July 2016, with the 15th and 28th highlighted. Below the calendar, a news item is dated "7 Luglio 2016" and mentions a nomination for the CPD component. A navigation menu at the bottom includes five categories: "Presidio della qualità", "Qualità della formazione", "Qualità della ricerca", "Far crescere il sistema qualità", and "Valorizzare la qualità".

Assicurare la Qualità

La valutazione è considerata strumento di crescita e di valorizzazione delle attività

LUGLIO 2016

L	M	M	G	V	S	D
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

7 Luglio 2016
Con D.R. n° 298/2016, è stata nominata la Componente Docente del CPD per il mandato 2016-2019
Tutte le novità...

agenda
2013 2014 2015 2016 2017

Presidio della qualità
I principali attori della qualità

Qualità della formazione
I documenti di valutazione e accreditamento

Qualità della ricerca
I documenti di valutazione e accreditamento

Far crescere il sistema qualità
Le attività di formazione e di sensibilizzazione

Valorizzare la qualità
Le iniziative di Ateneo ispirate dalla qualità

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Outcomes

**A closer community,
more aware of its own potentialities and
limits,
with a grown ability of critical analysis and
team working,
in order to define some corrective actions
and assuring a continuous improvement.**

Some drawbacks..... !!!

**Increasing of the bureaucratic workload
(periodic drafting of documents, meetings,...)
not always welcomed by professors, who are
already committed in several other activities**



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