



UNIVERSITÀ
DEGLI STUDI DELLA
TUSCIA

The Quality Assurance System and the Student Community

University Quality Committee

Quality Assurance Office

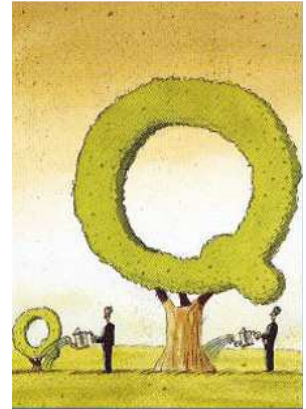
Summary

- Quality in the university system
 - The AVA System (Self-Assessment, Evaluation and Accreditation)
 - Structure of the University QA System
 - QA Actors
 - Student Community in AVA
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 - Activities and services for the Student Community
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Quality in the University System

“Quality” refers to the extent to which universities achieve their educational, scientific, and third mission/social impact objectives.

The University of Tuscia, like other Italian universities, adheres to the provisions issued by ANVUR (National Agency for the Evaluation of the University and Research Systems) to ensure an effective Quality Assurance System, using a framework called the **AVA System** (Self-assessment, Periodic Assessment and Accreditation).

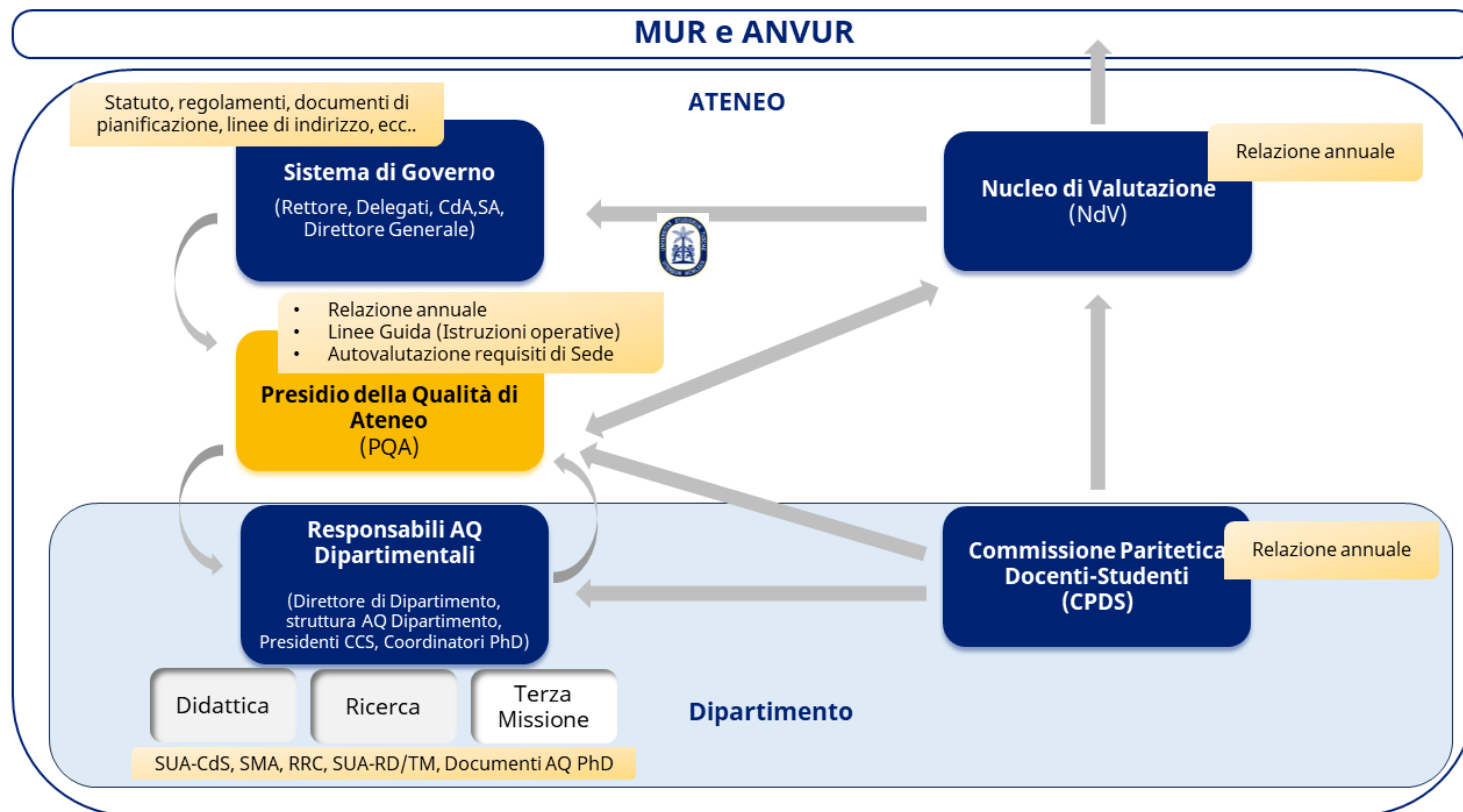


The AVA System

(Self-assessment – periodic assessment - accreditation)

The **AVA System** consists of a set of internal procedures for planning, management, self-assessment and improvement of teaching and research activities, as well as an external evaluation carried out directly by ANVUR. Through this process, universities and their study programmes are granted the possession (**Initial Accreditation**) or maintenance (**Periodic Accreditation**) of the quality requirements necessary to properly perform their institutional functions.

Struttura del Sistema AQ di Ateneo



QA Actors – Governing Body

Rector, Delegates, Board of Directors, Academic Senate, Auditors, Director-General, and other institutional bodies

The Governing Body is responsible for defining strategic guidelines, formalised in the University **planning documents**, and for designing and managing the **monitoring system** for planning and results, reviewing the Governing System and the Quality Assurance System, **managing resources**, and preparing internal regulations.

It defines the roles and responsibilities of the organisational units within the QA system to ensure the implementation of policies and strategies consistent with institutional objectives, adopting organisational models that allow it to operate effectively.

QA Actors – University Quality Assurance Committee

The University Quality Assurance Committee (PQA):

- **oversees** the proper functioning of the University's Quality Assurance System
- prepares guidelines and documentation for the **implementation** of QA policies in teaching, research and the third mission
- **coordinates and supports** QA processes
- **promotes** a culture of quality
- ensures **information flows**
- organises **information and training** activities for all personnel involved in the QA process..

A Departmental Quality Assurance Structure

is established in each Department. Coordinated by the department representative within the University Quality Assurance Unit and in accordance with the policies and procedures defined by the University Quality Assurance Unit (PQA), the AQD ensures the **quality of the Department's teaching, research and third-mission activities**, promoting continuous improvement and the dissemination of a quality culture.

QA Actors - Evaluation Unit

The Evaluation Unit (NdV) is responsible for **assessing the quality** and **effectiveness** of teaching, research and third-mission/social-impact activities, **as well as the proper use of public resources**.

It also evaluates the **effectiveness and efficiency** of the Administration and its services.

While the University Quality Assurance Committee carries out monitoring and verification of QA processes, the Evaluation Unit evaluates the general methodology and the overall QA system, also through hearings.



Supports the University in reviewing the Governing System and the QA System

QA Actors - Joint Teaching-Student Committees

The Joint Teaching-Student Committees (CPDS) operate at the **department** level and are composed equally of students and professors.

They directly collect experiences and **concerns** from the student community and teaching staff through hearings or other collective activities.

They:

- **monitor** the study programme offering, the quality of teaching and support services
- identify **indicators** for the evaluation of results
- provide **opinions** on the activation or discontinuation of study programmes.

QA Actors - Study Programmes

Study Programmes are at **the core of the University's educational mission** and are designed through the definition of one or more graduate profiles. Study Programmes must provide:

- guidance and tutoring activities
- broad and multidisciplinary educational offering with flexible, regularly updated curricula and teaching methods
- adequate teaching staff, tutors and specialists
- faculty participation in training and professional development initiatives

QA Actors - PhD programmes

PhD programmes must provide:

- training activities aligned with objectives and graduate profiles, distinct from first-cycle teaching activities
- international mobility goals
- structured planning and organisation of training and research activities
- financial and structural resources and, where appropriate, external mentors of national or international standing
- monitoring system for research, teaching, third-mission activities and doctoral student feedback.

QA Actors - Departments

Departments develop the three-year research plan, propose the educational structure and updates of Study Programmes, and initiate PhD Programmes.

Departments must adopt a **Governing System** and **organisational** structure that supports their strategy for the quality of teaching, research and third-mission/social-impact activities, including planning tasks for technical-administrative staff with **responsibilities** and **objectives** aligned with strategic planning, verifying their effectiveness periodically.

QA Actors - Student Community

The central role of the **Student Community** is a key principle of the University Quality Assurance System, as well as of the AVA System.

The active participation of the Student Community in the Quality Assurance System plays a fundamental role, as it contributes to the continuous improvement of the University's educational offering, research activities and services.



[Watch the video «The Student Community for a Quality University»](#)

Student Community in Unitus AVA System

As established in Article 7 of the Statute, the University of Tuscia promotes and enhances the participation of the Student Community, including structured associations or volunteer groups, in achieving institutional objectives.

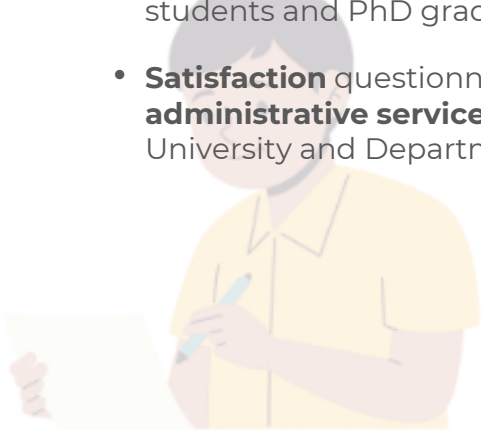
- The University ensures the participation of students — including doctoral candidates — in the decision-making processes of the governing bodies through **representation mechanisms** at both central and departmental levels
- Through **student collaborations**, the University guarantees the direct involvement of the Student Community in administrative activities carried out by teaching offices, student services, libraries and other administrative units.
- The University implements various initiatives aimed at **raising awareness, providing training and encouraging** the involvement of the Student Community in AVA-related processes (e.g., Information Meetings, University Conferences:
<https://www.unitus.it/ateneo/aq/formazione-ed-eventi/>)

Student Community in AVA System

Student opinions are collected both **directly** and **indirectly**:

DIRECTLY

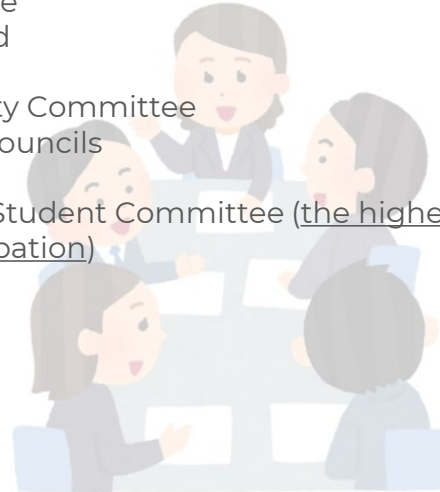
- **Teaching evaluation** questionnaires for Study Programmes
- **Satisfaction** questionnaires for PhD students and PhD graduates
- **Satisfaction** questionnaires on **administrative services** provided by the University and Departments



INDIRECTLY

Representation mechanisms in:

- Academic Senate
- Governing Board
- Evaluation Unit
- University Quality Committee
- Departmental Councils
- Course Councils
- Joint Teaching-Student Committee (the highest form of student participation)



The finding of the opinions of students (Study programmes)

The University periodically asks **students** to express their **opinions** – in a completely anonymous manner – **about teaching activities**. Opinions are collected through online questionnaires regarding courses attended or currently being attended.

Completion is mandatory for the purpose of booking the exam for each course.

Students can consult the questionnaire results on the GOMP portal.

The Week of the finding of the opinions of students

the University has held a semesterly “Week of the finding of the opinions of students”. L’Ateneo organizza ogni semestre una “Settimana della Rilevazione delle opinioni della comunità studentesca”. During this week, professors introduce the initiative to in-person and remote students.

A link to the questionnaire and operational instructions (in Italian and English) are sent to students via email.

Rilevazione opinioni sulle attività didattiche dei CdS

ITER PROCEDURALE

Opening of the **questionnaires for the courses offered** in the reference semester [Questionnaire for attending students, Questionnaire for non-attending students]

Questionnaire **completion**

Closure of the survey

Publication of data on specific platforms [students can consult the questionnaire results on the GOMP portal – 'Teaching Evaluation Results (ENQA)']

Data analysis and review of suggestions by the CCS, CPDS, and Evaluation Unit in order to identify any possible interventions

Satisfaction questionnaire for PhD students and PhD graduates

Starting from 2023, the University of Tuscia has been administering fully anonymous ANVUR questionnaires in both Italian and English to assess the **satisfaction of doctoral students and PhD graduates**, with the aim of improving the quality of doctoral programs.

La rilevazione riguarda principalmente i seguenti aspetti:

- training
- teaching and research activities
- experiences at other institutions
- international experiences
- facilities and resources
- transparency and involvement

Satisfaction questionnaires on administrative services

Satisfaction questionnaires on the administrative services provided by the University and its Departments are administered annually to the Student Community, to members of the University governing bodies, to academic staff and to technical-administrative staff. These questionnaires allow respondents to express their **level of satisfaction** with the services and to report specific comments or concerns in cases of dissatisfaction.

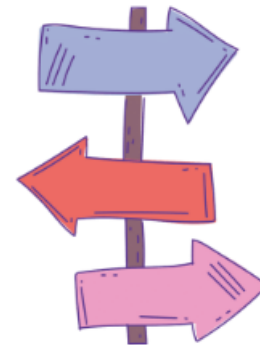
The questionnaires are completed online via the link included in the body of the email message.

The results are reviewed by the PQA, and any issues raised by users, along with their observations, are analysed and discussed by the relevant structures in order to identify appropriate corrective or improvement actions.

Activities and services for the Student Community

Orientation

- **Incoming orientation**, carried out through initiatives aimed at secondary schools with the goal of introducing the University and its educational offering.
- **Ongoing orientation**, intended to support enrolled students throughout their academic path, through regular help desks in each department coordinated by faculty tutors.
- **Outgoing orientation** (Placement services), provided through the Unitusjob Office, based at the Student and Post-Graduate Services Office, which assists the student community at the end of their university path by offering support in developing employability profiles, professional planning, CV preparation and the analysis of any training needs. These activities are delivered by Porta Futuro Lazio as part of the agreement with LazioDisco.



Incoming and ongoing orientation services are supported by **tutoring activities**

Activities and services for the Student Community

Tutoring

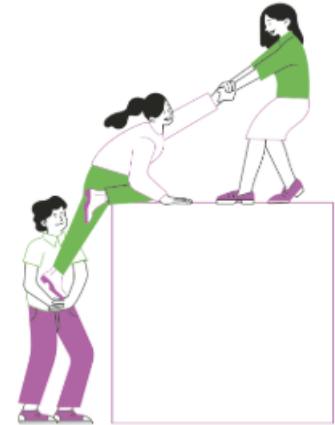
Tutoring includes a wide range of support activities aimed at making students' university studies more effective and productive. The purpose of the service is to offer a broad set of information and guidance so that the Student Community can make the most of what the University and the Departments provide.

Student Tutors are supported in their training and activity planning by **Faculty Tutors**, who serve as reference points for each Study Programme.

Fulfilling OFA

Students who do not pass the entrance test may still enrol, but they are required to complete additional activities aimed at fulfilling the Additional Learning Requirements (OFA).

These activities are managed by each individual Study Programme and are designed to address the identified gaps, ensuring that students possess the necessary knowledge to successfully undertake their academic path.



Activities and services for the Student Community

Support and Inclusion Service

The **Support and Inclusion Service** assists students with Specific Learning Disorders (SLD), disabilities and other special educational needs throughout their entire academic career. The various actions follow the guidelines of the Inclusion Committee and are implemented at the departmental level by the designated Departmental Representatives, with the support of the Student and Post-Graduate Services Office.

The University provides compensatory tools (screen readers and magnifiers, Braille keyboards, pointing devices) available to students with SLD and special educational needs.

A wide range of services and initiatives are offered to promote inclusion and equity, such as SLD tutoring, activities on psychological wellbeing, anxiety management and study methods.



Activities and services for the Student Community

Psychological Counselling Service

The **Psychological Counselling Service** supports students with disabilities or Specific Learning Disorders (SLD), as well as anyone experiencing personal difficulties or challenges that may hinder personal and academic growth. It also offers courses on anxiety management and study techniques, promotes meetings on these topics in collaboration with external organisations and student associations, and adopts innovative methods to enhance psychological wellbeing.

The service, which is open to faculty members, technical-administrative staff, and all students, is completely free of charge and consists of four sessions with a psychologist/psychotherapist.

Anti-Violence Centre

The **Anti-Violence Centre** is aimed at all women, both Italian and foreign, who are in need of support, including all women belonging to the University community, such as female students. It provides support to victims of violence through listening assistance, psychological and legal support, and empowerment.



Activities and services for the Student Community

Student Community Ombudsperson

The University of Tuscia offers the Student Community **free legal advice** aimed at resolving issues related to the university study experience.

The Ombudsperson is available to support the Student Community in exercising their rights and to receive any complaints. The Ombudsperson has the authority to carry out investigations, request documents and clarifications from any University office or structure, and reports to the Rector who, after consulting the Academic Senate, takes the actions within his or her competence based on the specific case.

Cultural Mediator

The University of Tuscia recognises and values cultural diversity as a fundamental resource for the growth and enrichment of the academic community.

For this reason, in the 2024–2025 academic year, a **linguistic and cultural mediation service** was activated to support students coming from diverse international backgrounds, with the aim of facilitating communication and promoting integration.



Activities and services for the Student Community

Student-Athlete Regulations

The University of Tuscia provides the **Student-Athlete Regulation**, dedicated to students who practice sports at a competitive level and wish to balance their athletic commitments with their academic path.

The Regulation includes the assignment of dedicated tutors, the possibility of flexibility with deadlines and exams, and, in some cases, financial support. This service ensures full support for the student's professional and athletic development, promoting the balance between university education and competitive sports activities.

Insurance Coverage

The University of Tuscia has activated an accident insurance policy for university students, including those in exchange programs. This is a comprehensive insurance plan that covers accidents and social liability during participation in activities organized by the University, including commuting risks.



Activities and services for the Student Community

Internationalization – Outgoing Mobility

Students can participate in the **Erasmus+ Program** to spend periods of study abroad.

Mobility is available for students enrolled in Bachelor's, Master's, and Doctoral programs.

The Erasmus+ Program also offers the opportunity to combine a period of study abroad with an internship

Internationalization – Training

Online language courses are offered through the International Languages Online (ILO) platform. In addition, foreign language courses are also provided to support study abroad periods planned within Erasmus+ or Doctoral programs.

These activities are carried out in collaboration with the University Language Center.





For more details

[Anvur - AVA](#)

[Unitus – Sistema Assicurazione Qualità Ateneo](#)

[Servizi Unitus per la Comunità Studentesca](#)

Thank you for your attention.

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