

AVA 3 MODEL: EVALUATION FORM FOR QUALITATIVE INDICATORS

Approved by Governing Board Resolution no. 3 of 12 January 2023

Code	Point of Attention	Indicator	Qualitative/ Quantitative	D Unsatisfactory	C Partially Satisfactory	B Satisfactory	A Fully Satisfactory
A.1	Quality of teaching, research, third mission/social impact and quality of institutional and management activities within the university's policies and strategies	Consistency and integration of strategic and performance planning.	Qualitative	There is no relation between performance management and Strategic Plan	<p>Some correlations can be found between performance management and Strategic Plan.</p> <p>For some lines of action of the Strategic Plan, the performance management system entails processes, activities, organizational units, managers, indicators, and consistent targets.</p>	<p>Good correlations can be found between performance management and the Strategic Plan.</p> <p>For many lines of action of the Strategic Plan, the performance management system entails processes, activities, organizational units, managers, indicators, and consistent targets.</p>	<p>Performance management is an organisational tool fully integrated with the Strategic Plan.</p> <p>For most of the lines of action of the Strategic Plan, the performance management system clearly entails activities, organizational units, managers, indicators, and consistent targets.</p>
A.2	Organisation of the university governance system and Quality Assurance system	Availability and coverage of the management control system.	Qualitative	No management control system supports decision making	The University has launched some initiatives to develop a management control system to support decision making	The University has adopted a management control system for certain processes and areas of activity to support decision making	The University has a management control system that supports the decisions regarding the University's key processes
A.3	Monitoring system of policies, strategies, processes, and results	Availability of a system to monitor the planning of activities and results achieved, supported by a structured set of indicators for performance measurement.	Qualitative	No system is available to monitor the strategic planning and the results achieved, in order to update the strategic	The system to monitor the strategic planning and the results achieved is developed partially and in a non-structured way. The outcomes of the	There is a system to monitor the strategic planning and the results achieved that covers many strategic objectives and is used, although partially, to	The system to monitor the strategic planning and the results achieved is well structured, covers all strategic objectives and is used to update the

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				planning and the objectives	monitoring activity are only partially used to update the strategic planning and the objectives	update the strategic planning and the objectives	strategic planning and the objectives
A.4	Review of the university Quality Assurance system and governance system	Regularity and effectiveness of the review of the organisation and Quality Assurance system.	Qualitative	No review of the Quality Assurance and governance system is carried out	Some review activities of the Quality Assurance and governance system are carried out, but their effectiveness is not controlled	The review of the Quality Assurance and governance system is carried out, although in a non-systematic way. Consequently, some improvement actions are developed, and their effectiveness is controlled	The review of the Quality Assurance and governance system is systematically carried out every year. Consequently, improvement actions are systematically carried out and their effectiveness is controlled
A.5	Role of the students	Presence of concrete measures aimed at enhancing student representation, according to the provisions of Law no. 240/2010 (art. 2, paragraph 2, letter i).	Qualitative	Student representatives are not always present in the forms required by the current legislation	Student representatives are present, although they are not always encouraged to participate in an active way. Students' proposals are given credit	Active participation of student representatives is encouraged, and students' proposals are given full credit	Active participation of student representatives is encouraged, and students' proposals are systematically considered
B.3.1	Building structures and infrastructures: planning and management	Presence of updated documents regarding owned, held or leased real estate (Legislative Decree no. 33/2013, art. 30), of the public works three-year programme, along with the list of works to be carried out during the reference year and the plan of property transfers and investments (Legislative Decree no. 50/2016, art. 21).	Qualitative	Documentation regarding owned, held or leased real estate (Legislative Decree no. 33/2013, art. 30), the three-year public works programme, the list of works to be carried out during the reference year and the plan of property transfers and investments (Legislative Decree no. 50/2016, art. 21) is not present or, if present, is not complete	Documentation regarding owned, held or leased real estate (Legislative Decree no. 33/2013, art. 30), the three-year public works programme, the list of works to be carried out during the reference year and the plan of property transfers and investments (Legislative Decree no. 50/2016, art. 21), although present, is not properly detailed	Documentation regarding owned, held or leased real estate (Legislative Decree no. 33/2013, art. 30), the three-year public works programme, the list of works to be carried out during the reference year and the plan of property transfers and investments (Legislative Decree no. 50/2016, art. 21) is complete and properly detailed.	Documentation regarding owned, held or leased real estate (Legislative Decree no. 33/2013, art. 30), the three-year public works programme, the list of works to be carried out during the reference year and the plan of property transfers and investments (Legislative Decree no. 50/2016, art. 21) is complete and properly detailed.

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						The university has started to define some strategic approaches for the planning and the management of building structures and infrastructures	The university has defined a comprehensive strategy for the planning and the management of building structures and infrastructures
B.4.1	Equipment and technology: planning and management	Presence of a university planning document on equipment management.	Qualitative	The university does not have an inventory of equipment and technologies	<p>The university has an inventory of equipment and technologies</p> <p>The inventory is not complete and/or not updated</p>	<p>The university has an inventory of equipment and technologies</p> <p>The inventory is complete and updated</p> <p>Overall, the university monitors the set of equipment and technologies</p> <p>The university has started to define some strategic approaches for the planning and the management of equipment and technologies</p>	<p>The university has an inventory of equipment and technologies</p> <p>The inventory is complete and updated</p> <p>The university keeps the set of equipment and technologies under full control</p> <p>The university has defined a strategy for the planning and the management of equipment and technologies</p>
B.4.3	Support facilities and services for (full or partial) distance teaching	Level of adequacy and functionality of the technological facilities for Distance Teaching and Learning (DTL).	Qualitative	Facilities and support services for (full or partial) Distance Teaching and Learning (DTL) are largely undersized and not updated compared to the (full or partial) Distance Teaching and Learning (DTL) educational offer	Facilities and support services for (full or partial) Distance Teaching and Learning (DTL) are partially undersized compared to the (full or partial) Distance Teaching and Learning (DTL) educational offer	Facilities and support services for (full or partial) Distance Teaching and Learning (DTL) are appropriate for the (full or partial) Distance Teaching and Learning (DTL) educational offer.	Facilities and support services for (full or partial) Distance Teaching and Learning (DTL) are fully appropriate for the (full or partial) Distance Teaching and Learning (DTL) educational offer.

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						The university has started to define some strategic approaches for the planning and the management of facilities and support services for (full or partial) Distance Teaching and Learning (DTL)	The university has defined a strategy for the planning and the management of facilities and support services for (full or partial) Distance Teaching and Learning (DTL)
B.5.1	Management of information and knowledge	Presence of a university planning document on information and knowledge management.	Qualitative	The university does not manage information and knowledge	The university manages information and knowledge in a non-systematic way. Organised activities for the rationalisation and integration of information systems have not yet been implemented	The university systematically manages information and knowledge. Some organised activities for the rationalization and integration of information systems have been implemented The university has started to define some strategic approaches for the planning and the management of information and knowledge	The university systematically manages information and knowledge. Information systems are fully integrated. The university has defined a strategy for the planning and the management of information and knowledge
C.1	Self-assessment, external assessment and review of study programmes, PhD programmes and Departments with the support of the University Quality Committee	Regularity of the Cyclical Review of study programmes and of research and third mission by the Departments.	Qualitative	The university does not manage the regularity of the Cyclical Review of study programmes and of research and third mission by the Departments	The university management of the regularity of the Cyclical Review of study programmes and of research and third mission by the Departments is not yet properly	The university management of the regularity of the Cyclical Review of study programmes and of research and third mission by the Departments is systematically carried out	The university management of the regularity of the Cyclical Review of study programmes and of research and third mission by the Departments is systematically carried out

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					organised	through guidelines containing methods and frequency of the review. The monitoring of The Review is not carried out regularly	through guidelines containing methods and frequency of the review. The monitoring of the Review is sistematical and regular
E.1	Definition of Department strategies	Presence of a monitoring report on the level of definition of departmental strategies.	Qualitative	The university neither monitors nor evaluates Departments strategies	The university does not systematically monitor Departments strategies	The university systematically monitors and evaluates Departments strategies. The results of the monitoring and evaluation of the strategies are collected in a structured way	The university systematically monitors and evaluates Departments strategies. The results of the monitoring and evaluation of the strategies are the subject of an annual report. The results of the monitoring and evaluation of the strategies are used for the review of the university's strategies

INDICATORS FOR PHD PROGRAMMES

Indicator	Qualitative/ Quantitative	D Unsatisfactory	C Partially Satisfactory	B Satisfactory	A Fully Satisfactory
Presence of a PhD student opinion survey system	Qualitative	The opinions of PhD students are not surveyed	The opinions of PhD students are occasionally surveyed or do not cover all the characterising aspects of the programme	The opinions of PhD students are systematically surveyed but do not cover all the characterising aspects of the programme	The opinions of PhD students are systematically surveyed each academic year at the time of graduation. Surveys cover all the characterising aspects of the programme
Use of PhD student opinions for the redesign/updating the PhD programme organisation	Qualitative	The opinions of PhD students are not used for the review of the PhD Programme	The opinions of PhD students are not used in a structured way for the review of the PhD Programme	The opinions of PhD students are used in a structured way for the review of the PhD Programme with the active participation of PhD students representatives.	The opinions of PhD students surveyed during the programme and upon graduation are used in a structured way for the review of the PhD Programme with the active participation of PhD students representatives