



UNIVERSITÀ DEGLI STUDI DI MILANO

CONCORSO PUBBLICO, PER TITOLI ED ESAMI, A N. 1 POSTO DI CATEGORIA D - AREA AMMINISTRATIVA-GESTIONALE, CON RAPPORTO DI LAVORO SUBORDINATO A TEMPO INDETERMINATO PRESSO L'UNIVERSITÀ DEGLI STUDI DI MILANO - DIREZIONE DIDATTICA E FORMAZIONE, DA RISERVARE, PRIORITARIAMENTE, ALLE CATEGORIE DI CUI AL DECRETO LEGISLATIVO N. 66/2010 - BANDITO CON DETERMINA N. 5108 DEL 06.05.2020, PUBBLICATO SULLA G.U. N. 39 DEL 19.05.2020 - CODICE 20969

La Commissione Giudicatrice del concorso, nominata con determina n. 7186 del 25/06/2020, composta da:

DOTT. TAPPELLA ENRICO - PRESIDENTE

DOTT.SSA EMMA PILAR - COMPONENTE

DOTT.SSA CARRADORI LAURA - COMPONENTE

DOTT.SSA DI TOMMASO HENNA MARIA STELLA - SEGRETARIO

comunica i quesiti relativi alla prova orale:

GRUPPO DI QUESITI N.1

1. Si illustrino gli indicatori quantitativi nel monitoraggio dei corsi di studio e il loro utilizzo negli adempimenti del sistema AVA.
2. Il/La candidato/a illustri i percorsi e i titoli di studio di primo e secondo ciclo rilasciati dall'Università degli Studi di Milano ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.1 ACTIVITIES, POLICY, AND PROCESSES FOR QUALITY ASSURANCE

Standard:

Agencies should undertake external quality assurance activities as defined in Part 2 of the ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work.

Evidence

ANVUR undertakes a large number of quality assurance activities on a yearly basis or periodically.

- Accreditation of new university programmes (since 2013): approx. 100 procedures per year;
- Periodic accreditation of universities and academic programmes - AVA system (1st round 2015- 2020): on average 15-20 procedures per year, renewal every 5 years;
- Accreditation of PhD Programmes (since 2011): annually, with annual renewal, over 900 procedures per year;
- Initial accreditation of programmes in Art, Music and Dance - AFAM (since 2016): annually, approx. 50 programmes per year (1st degree cycle) and over 500 programmes since it started in 2018 (2nd degree cycle);
- Periodic accreditation of programmes in Art, Music and Dance - private AFAM institutions (since 2018): renewal after 1 and 3 years, then every 3 years, procedures at approx. 15 institutions yearly.

The activities' goals and objectives are laid down in the respective users' guidelines (all publicly available) and ANVUR's website.[....]

(tratto da "ENQA AGENCY REVIEW: ITALIAN NATIONAL AGENCY FOR THE EVALUATION OF UNIVERSITIES AND RESEARCH INSTITUTES (ANVUR)" disponibile al link <https://www.anvur.it/anvur/accreditamento-enga/>; link diretto al documento <https://www.anvur.it/wp-content/uploads/2019/07/ANVUR-external-review-report.pdf>, pg. 17)



GRUPPO DI QUESITI N.2

1. Si illustri il ruolo della rilevazione dell'opinione degli studenti e l'utilizzo degli esiti nell'ambito dell'assicurazione della qualità nei corsi di studio.
2. Il/La candidato/a illustri la definizione di crediti formativi ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.2 OFFICIAL STATUS

Standard:

Agencies should have an established legal basis and should be formally recognised as quality assurance agencies by competent public authorities.

Evidence

ANVUR is an independent public body whose organization was formally established by the Presidential Decree 76/2010, which gave execution to the Law 286/2006. In art. 2, comma 138 of the latter, the agency is assigned the following tasks: external evaluation of the quality of the activities of universities and public and private research institutions recipients of public funding, on the basis of an annual program approved by MIUR; address, coordination and supervision of the evaluation activities assigned to the internal evaluation units of universities and research institutions; evaluation of the efficiency and effectiveness of public programs for financing and incentivizing research and innovation activities.

The Law 240/2010 and the Legislative Decree n. 19/2012 have formally introduced the QA system in the Italian higher education. According to this legislation, ANVUR oversees the national public QA system for public and private universities and institutions of higher educations and is responsible for the institutional and programme assessment and accreditation. Complying with this legislation, the Agency has developed its own assessment criteria, methodologies and procedures to fulfil its tasks. [.....]

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GRUPPO DI QUESITI N.3

1. Si illustri il ruolo delle schede di insegnamento nell'ambito dei processi di assicurazione della qualità nei corsi di studio.
2. Il/La candidato/a illustri le attività formative dei corsi di primo e secondo ciclo ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.3 INDEPENDENCE

Standard:

Agencies should be independent and act autonomously. They should have full responsibility for their operations and the outcomes of those operations without third party influence.

Evidence

Organizational independence

The independence of the agency's work from third parties (HEIs, government bodies, stakeholders' organizations) is set into Presidential Decree n. 76/2010 "The Agency has organizational, administrative and financial complete autonomy".

The procedure for the appointment of the Governing Board (made of 7 members according to the law) is meant to safeguard the independency of the Agency. A public call for appointment is opened, a short list of eligible candidates



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is made among all applicants and the Ministry selects members from the short list. The identification of candidates chosen in the short list is done by a Selection Committee whose composition is defined by law and includes 5 members nominated respectively by: the Minister, OSCE Secretary General, the President of the Accademia dei Lincei, the President of the European Research Council, the President of the National Student Union. The list remains valid for 2 years. The system foresees a rotation assuring that not all members end their mandate at the same time and some continuity is guaranteed. The law states a gender quota in the Governing Board composition and explicitly opens applications to foreign candidates. The Governing Board nominates the director, the process being fully independent from the ministries. [.....]

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GRUPPO DI QUESITI N.4

1. Si illustrino i passaggi e le procedure di accreditamento iniziale dei CdS.
2. Il/La candidato/a illustri i contenuti dei Regolamenti dei corsi di laurea, di laurea magistrale e di laurea magistrale a ciclo unico ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.4 THEMATIC ANALYSIS

Standard:

Agencies should regularly publish reports that describe and analyse the general findings of their external quality assurance activities.

Evidence

In the course of its work, ANVUR gains information on programmes and institutions, providing material for structured analyses across the higher education system, useful beyond the scope of a single process. These findings result every 2 years in the Biannual report on the Italian HE system (Rapporto biennale sullo stato del Sistema universitario e della ricerca). The Biannual report represents a major source of information in the Italian system with statistical data on all aspects of teaching and research, thanks to the regular collection of data throughout ANVUR's external QA activities within research and HE. It contains both data and analyses. The 2018 biannual report, published on ANVUR's website, is available in its full version (over 600 pages) or in its synthetic version (86 pages).

There are dedicated chapters to the external QA activities of ANVUR in the frame of universities, research and AFAM institutions. Results of new practices, trends, projects and thematic analysis receive special attention, particularly under Part III named “Insights”. The 2018 edition contains impact studies on the introduction of new or different evaluation methodologies, such as the “Third mission” evaluation, the 2017 revision of the AVA system, or the performance-based evaluation of research. [....]

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GRUPPO DI QUESITI N.5

1. Si illustrino sinteticamente i Requisiti di qualità per l'accREDITamento degli atenei e dei corsi di studio e la loro funzione e utilizzo ai fini dell'accREDITamento periodico.
2. Il/La candidato/a illustri i requisiti di ammissione ai corsi di laurea, di laurea magistrale e di laurea magistrale a ciclo unico ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.5 RESOURCES

Standard:

Agencies should have adequate and appropriate resources, both human and financial, to carry out their work.



Evidence.

Human resources

ANVUR has a relatively small permanent team (35 people for 97 universities and 155 AFAM institutions), supported by 13 non-permanent staff.

The 2017 national budget law (Law 232, December 2016), while recognizing ANVUR's difficulties in carrying on its activities with limited funds and staff, significantly strengthened the agency, in terms of both human and financial resources. The Agency permanent staff has been increased from 18 to 35 units; financial resources have also been increased taking into account the new employees.

The staff of the agency has been selected by public calls, which follows procedures defined by the Italian legislation for Civil Servants. The remuneration of staff is also defined by law and it is in line with that of the staff in Italian Government Departments (Ministries). A committee for the selection process is appointed by the Governing Board and it is composed by 1 full professor and 2 other professors (assistant or full), all external. For permanent staff ANVUR does not have a say in the hiring process, except the definition of the profile. For non-permanent staff the area managers (research or university) are also present in the selection commission and have a say. The permanent staff includes: 3 managers; 19 "evaluator/technical officers"; 13 administrative employees. [...]

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GRUPPO DI QUESITI N.6

1. Nell'ambito dell'accreditamento periodico delle sedi e dei corsi di studio, si descriva la composizione delle CEV e relativi compiti.
2. Il/La candidato/a illustri le verifiche del profitto ai sensi del Regolamento didattico di Ateneo.

BRANO IN INGLESE

ESG 3.6 INTERNAL QUALITY ASSURANCE AND PROFESSIONAL CONDUCT

Standard:

Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities.

Evidence.

Evidence ANVUR commits itself to carry out its activities fully respecting its Code of Ethics and core values published in its mission: independence, transparency, clarity, respect and trust. Internal QA is set down in a comprehensive set of documents which describe processes, responsibilities and codes of behaviour for every profile and role within the agency.

These documents are all published on ANVUR's website. Among those, it is important to mention:

- ANVUR's Code of Ethics, approved by the Governing Board on 15 October 2014;
- Regulations concerning the organization and functioning of the Agency, which specifies the organization rules and the competences of the different ANVUR's bodies.
- Regulation of the Agency's staff, which describes the rights and obligations of the permanent and temporary staff of ANVUR, according to the different profiles and roles within it, and following the current legislation.
- The Personnel Behavioural Code, which describes the duties that the permanent staff is required to observe, in order to act with care, loyalty, impartiality and good conduct. This Code integrates the national code of conduct for public employees adopted in the Presidential Decree 62/2013. [...]

(tratto da "ENQA AGENCY REVIEW: ITALIAN NATIONAL AGENCY FOR THE EVALUATION OF UNIVERSITIES AND RESEARCH INSTITUTES (ANVUR)" disponibile al link <https://www.anvur.it/anvur/accreditamento-enqa/>; link diretto al documento <https://www.anvur.it/wp-content/uploads/2019/07/ANVUR-external-review-report.pdf>, pg. 28)



GRUPPO DI QUESITI N.7

1. Nell'ambito dell'accreditamento periodico delle sedi e dei corsi di studio, si descrivano le fasi della visita e, in particolare, in cosa consiste l'esame documentale a livello di Ateneo e dei corsi di studio.
2. Il/La candidato/a illustri la mobilità internazionale e il riconoscimento dei periodi di studio effettuati all'estero ai sensi del Regolamento didattico di Ateneo.

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ESG 2.1 CONSIDERATION OF INTERNAL QUALITY ASSURANCE

Standard:

External quality assurance should address the effectiveness of the internal quality assurance processes described in Part 1 of the ESG.

Evidence.

The self-assessment report provides an overview (see Table 1) of how ESG part 1 is integrated in accreditations in the AVA system (periodic accreditation of institutions; initial and periodic accreditation of study programmes).

Considering these procedures were designed specifically following the ESG, as explicitly mandated by law, one-to-one adherence was intended. Overall, in order to implement policies consistent with its objectives, the university defines the roles, responsibilities and tasks of the governing bodies and structures responsible for the internal QA. It then defines an organisational structure to perform its functions effectively and an internal communication system that takes into account all key QA players, such as PQA, CPDS and NdV. The Institution also monitors the policies and a consequent critical review of the internal QA (tasks, functions and responsibilities), through analysis of the information gathered at the various levels by the organisations responsible for QA. Requirements must be applicable to various different contexts; this is why the AVA system does not provide stringent organisational requirements but asks for effective and transparent processes that involve the QA key players (PQA, CPDS, NdV). [...]

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GRUPPO DI QUESITI N.8

1. Nell'ambito delle procedure di assicurazione della qualità nei corsi di studio, si descriva la funzione e lo scopo della Relazione annuale delle Commissioni paritetiche docenti-studenti, in particolare in relazione alla fase di follow-up.
2. Il/La candidato/a illustri i percorsi e i titoli del terzo ciclo di studi previsto rilasciati dall'Università degli Studi di Milano ai sensi del Regolamento didattico di Ateneo.

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ESG 2.2 DESIGNING METHODOLOGIES FIT FOR PURPOSE

Standard:

External quality assurance should be defined and designed specifically to ensure its fitness to achieve the aims and objectives set for it, while taking into account relevant regulations. Stakeholders should be involved in its design and continuous improvement.

Evidence.

As described under the introductory chapter, ANVUR intends to define and design its activities specifically to ensure their fitness to achieve the identified objectives, taking into account the legal provisions and the conditions in terms of financial and human resources.

The aims, objectives and implementation of the processes are intended to take into account the level of workload and cost that they will place on institutions; they consider the need to support institutions to improve quality, as far as



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possible; they allow institutions to demonstrate this improvement; they do foresee cyclical follow-ups; they result in clear information to individual HEIs or programmes on the outcomes, and in collective information on the outcomes yearly handled to MIUR.

The external quality assurance within the AVA system is explicitly linked to the internal quality assurance at HEIs and is designed to reduce the burden of institutions which are able to demonstrate the effectiveness of their own internal quality assurance. As described in the introductory chapter of the present report under “Quality assurance”, in the AVA system the actors involved within HEIs are defined by law and include, for each university, an institutional strategical Board of Directors (Consiglio di amministrazione - CdA); an internal QA institutional implementing body (Presidio Qualità di Ateneo - PQA); internal QA teams for study programmes, composed of teaching and student representatives (Commissioni Paritetiche Docenti-Studenti - CPDS); and an independent internal-external evaluation unit, acting as a bridge between the HEI and ANVUR (Nucleo di Valutazione - NdV). [...]

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Milano, 27 luglio 2020

LA COMMISSIONE

DOTT. TAPPELLA ENRICO - PRESIDENTE

DOTT.SSA EMMA PILAR - COMPONENTE

DOTT.SSA CARRADORI LAURA - COMPONENTE

DOTT.SSA DI TOMMASO HENNA MARIA STELLA - SEGRETARIO