



QA COMMITTEE ANNUAL REPORT

2018

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1. Mission

The mission of the Quality Assurance (QA) Commission is to promote and to manage all the activities which involve the quality of teaching of the Veterinary Medicine Degree Program (VMDP) and to support a constant improvement of the educational offer.

2. Members

2018 Composition of the QA Committee is the following:

Role	Name
Chairman	Eugenio Scanziani
Vice-chairman	Michela Minero
Secretary	Cristina Lecchi
QA delegate of VMDP	Silvia Modena
Teaching staff	Vittorio Sala Davide Zani
Student representative	Simone Bariselli
PhD student representative	Martina Manfredi Shihkuo Lin
Technical Staff	Chiara Soncini
Administrative	Donatella Sacchelli
Coordinator of the VMDP	Giuseppe Sironi
Head of the DIMEVET	Mauro Di Giancamillo

3. Meetings

Eleven meetings were held in 2018.

The dates and the agenda of the meetings are made publicly available (<http://www.dimevet.unimi.it/ecm/home/eaeeve/esvt-evaluation/ser-committee/standard11-outcome-assessment-and-quality-assurance>).

4. Activities

Most of the activities carried out by the QA Commission focused on the preparatory work for the upcoming EAEVE accreditation process of the degree program. However, all these initiatives, together with others not specifically aimed at the EAEVE accreditation process, had a wider impact on the improvement of the quality of the department services and the transparency of operations.

The details of these activities are shown below.

4.1 QA Commission Regulation

The QA Commission Regulation was drafted by the Commission and approved by the Commission members and by the Department Board (DB) of DIMEVET on the 13rd of September 2018.



4.2 *Quality Policy Statement*

A Quality Policy Statement for VMDP has been drafted by the Commission, shared with all the relevant bodies and then approved by the Department Board (DB) of DIMEVET on the April, 20th 2018 meeting, and published on DIMEVET web page (<http://eng.dimevet.unimi.it/ecm/home/quality-policy>).

4.3 *Regulations of DIMEVET and VMDP Committees*

The QAC invited each committee to draft and publish the own regulation. This task was carried out continuously throughout the year and, despite the efforts made, few regulations still need to be finalized.

The regulations approved in 2018 are listed below: :

- ✓ DIMEVET committees:
 - Internationalization Committee
<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/regolamento-internazionalizzazione.pdf>
 - Research Committee:
<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/cr-regolamento-eng-1.pdf>
 - Quality Assurance Committee
<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/regulation-of-the-quality-assurance-qa-commission-1.pdf>
- ✓ VMDP committee:
 - Joint committee
<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/regulation-of-the-student-professor-joint-committee-jc.pdf>

4.4 *Qualified course on QA*

On February, 21st 2018 Members of QAC took part to the course on ISO 9001-2015 legislation course organized by the certification body Certyquality. Later in the year, in order to gather information and suggestions on ISO- 9001-2015 accreditation of VMDP, one meeting was organized with Certyquality srl delegates, namely dr Santina Modafferi (Industry Manager Food and Beverage) and Francesca Cinelli (Senior Sales Representative Lombardia).;

4.5 *Standard operating procedure (SOP)*

A process for the MVDP SOPs draft and approval was approved by Department Board (DB) of DIMEVET on. The SOP drafted in 2017 were shared and optimized in a final version (available both in English and in Italian) and presented during the DB meeting held on April, 20th 2018.

Official approval of the SOPs was given by QAC during the plenary meeting on June, 27th 2018. Finally the following approved SOPs:



- QA001-00 – Issue a SOP;
- QA002-00 – Exams;
- QA003-00 – Syllabus;
- QA004-00 – Organisation and Management of the Single Cycle Specialist Degree Study Programme in Medicine (CdS)

have been uploaded to the reserved area of the VMDP website, activated thanks to the Commission involvement.

4.5 Workshop

On the 9th of November 2018, a workshop on the assessment criteria, methodologies and procedures of national Higher Education Quality Assurance system (ANVUR) was organized in the new teaching facility at Lodi, by the QA Commission. The poster is available at the following link:
<http://www.dimevet.unimi.it/extfiles/unimidire/251801/attachment/locandina-workshop-aq-2018-2-1.pdf> ;

The workshop was attended by most of the teaching staff of the VMDP.

4.6 Support to teaching activities

QA Commission carried out several activities aimed at the effective improvement of teaching and teaching planning. In detail, the following actions were done:

- Solicit the revision of Syllabus by Committee for Teaching Assessment and its improvement on the basis of the Day One Competences
- Support to the Student-Staff Joint Committee for the setup of electronic logbooks for students;

4.7 Initiative strictly linked to EAEVE visit

4.7.1 Support on the Self Evaluation Report preparation

The Commission wrote the Eleventh Chapter (on outcome assessment and quality assurance) of the SER and actively cooperated with all the others groups responsible for the preparation of the SER.

The Commission drafted the organization charts of DIMEVET and of the VMDP. The charts proposed were approved by DIMVET DB on April, 20th 2018 meeting and then published on the Department website at the following link:

<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/organigramma-dimevet-2.pdf>;

<http://eng.dimevet.unimi.it/extfiles/unimidire/251801/attachment/masters-degree-course-in-veterinary-medicine-organisation.pdf>

4.7.2 Website and mailbox for student complaints

Improvements have been made to the Department's website. In particular: (i) it has published a page with all the useful links to services provided by the University of Milan to the students such as: support for teaching, facilities for students, mobility and others (<http://eng.dimevet.unimi.it/ecm/home/service-for-students>); (ii) a student's suggestion mailbox has been activated



<http://eng.dimevet.unimi.it/ecm/home/suggestion-box>

4.8 Other activities

4.8.1 Public call for QA technician

The Commission coordinated and carried out the works for a public competition for the selection of a quality assurance manager, from the call to the selection. A winner was identified; however the winner did not accept the position. A new call will be prepared in 2019

4.8.2 Rotation and enlargement of the Commission composition

Members recruitment activities were carried out in order to enlarge the composition of the Commission with the aim to ensure the representativeness of all internal stakeholders (<http://www.dimevet.unimi.it/ecm/home/aggiornamenti-e-archivi/tutte-le-notizie/content/eaeve-bando-per-gli-studenti-del-iii-iv-v-anno-in-medicina-veterinaria.0000.UNIMIDIRE-70986>).

Moreover in the last meeting of 2018, the Commission Chair, Prof Eugenio Scanziani, announced the end of his mandate and Prof.ssa Michela Minero was appointed as new Chair.

5 Achievements

During 2018 the following achievements were reached:

- VMPD Quality Policy Statement was prepared and adopted;
- High level specific training on quality assurance was provided to committee members;
- 4 SOPs were proposed, approved and shared;
- A workshop on national Higher Education Quality Assurance system (ANVUR) was organized in Lodi site;
- Chapter 11th of the SER was delivered to the EAEVE Committee;
- A public competition for the selection of a quality assurance manager was coordinated;
- DIMEVET website was improved with the activation of a student's suggestion mailbox and the student's service information

6 Future plans

While the AQ Commission will continue to pursue its mission by taking every action useful for this purpose, specific objectives planned for 2019 are:

- Full support DIMEVET and DCVM for the EAEVE/ESEVT evaluation;
- Recruitment of a QA manager;
- Implementation of a dashboard on Department Strategic Plan, VMDP and EAEVE indicators;
- Execution of an audit on the SOPs and new SOPs proposal;
- Applying a PDCA process to all EAEVE standards and AVA ANVUR processes;
- Monitoring of the DIMEVET Strategic Plan