



UNIVERSITÀ  
DEGLI STUDI  
DI MILANO

2025-2026

**BENVENUTI  
IN STATALE**

# Quality Assurance at the University

Quality Assurance means ensuring that our study programmes and services **work at their best.**



The University has launched a cyclical process:

- it sets the goals,
- monitors their achievement and effectiveness,
- reviews and adjusts current goals or sets new ones.

Student input is essential to ensure **continuous improvement.**

# Key Players in the QA System



Quality Assurance Board  
(PQA) with QA delegates



**Coordinates,  
organizes and promotes**



Independent  
Evaluation Unit (NdV)



**Check  
and evaluate**



Teaching Staff-Student Joint  
Committees (CPDS)



# Student Engagement

**ALL students** have multiple tools for **participating in and contributing to** the continuous improvement process.

CPDS

Student survey

Student  
representatives

QA delegate

Complaints

# CPDS



They are made up of an equal number of students and faculty members. The members' names are posted to website.

They draw up a report on the progress of the study programme, which is available to all enrolled students 

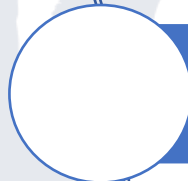
They review the findings of the student survey

They can collect further reports to be brought to the attention of the Academic Board and the Department

# QA delegate



He/she supports the Head of the Study Programme in coordinating its QA system



He/she engages in monitoring and data collection

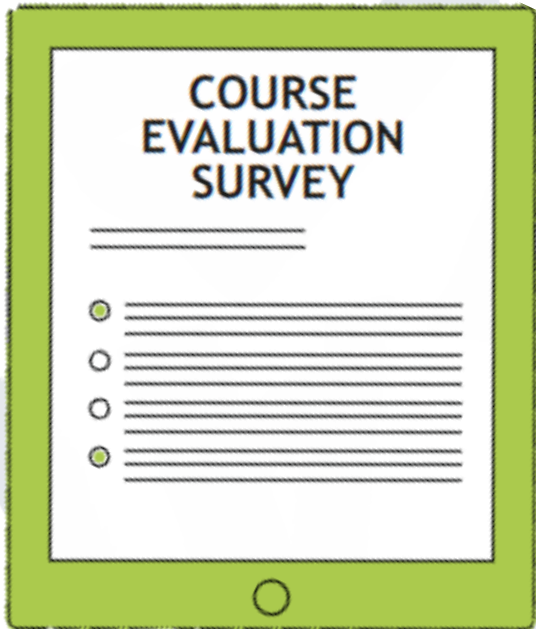


He/she is part of the Review Group



He/she promotes the implementation of CPDS proposals and interaction between the CPDS and the study programme

# 🔗 Student survey



Questionnaires are anonymous.  
Better to fill them out before the end of classes

The survey begins at the end of October 2024,  
the exact dates will be indicated on Unimia

Its findings are submitted to faculty members,  
the CPDS and the Head of the Study Programme

The findings of previous surveys are public  
and are available on the University portal

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## View student questionnaire results

The university periodically acquires the opinions of attending and non-attending students on educational activities through an anonymous online questionnaire. The results are conducted in the last academic years (from 2016/17 until 2019/20). To view the results, select the academic year, the faculty and the course of interest.

1. Academic Year    2. Type of questionnaire    3. Faculty    4. Degree Programme

Tutte    Tutte    Tutte    Tutte

Collected questionnaires: 25166 Degree Prog., 25166 Faculty, 25166 University

Evaluated questionnaires: 576 University

Teachers Involved: 221 Degree Prog.

**Italian Version**

INSTRUCTIONS

WHAT'S NEW

**For optimal navigation, select all filters: Academic Year, Type of questionnaire, Faculty and Degree Programme**

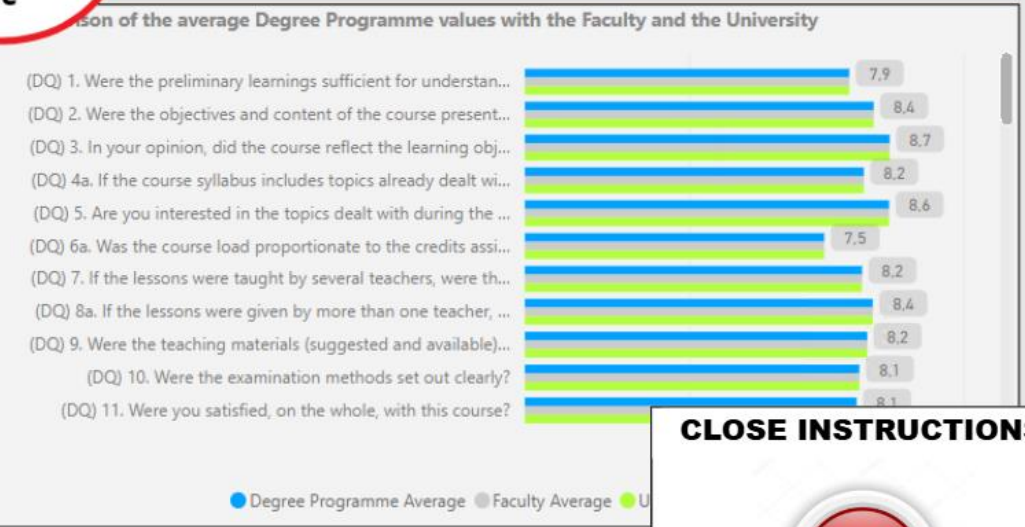
**Click for instructions or to see what's new**

Degree Prog.    Course

Absolute frequency distribution and percentage of the answers provided

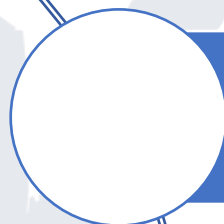
Type of questionnaire	Nr	%
<input type="checkbox"/> Distance Learning	1970	100,00%
<input type="checkbox"/> Continuing Education	51	2,59%
<input type="checkbox"/> Continuing Education	195	9,90%
<input type="checkbox"/> Continuing Education	906	45,99%
<input type="checkbox"/> Continuing Education	818	41,52%
<input type="checkbox"/> Continuing Education	1940	100,00%
<input type="checkbox"/> Continuing Education	50	2,58%
<input type="checkbox"/> Continuing Education	122	6,29%
<input type="checkbox"/> Continuing Education	721	37,16%
<input type="checkbox"/> Continuing Education	1047	53,97%
<input type="checkbox"/> Continuing Education	1923	100,00%
<input type="checkbox"/> Continuing Education	27	1,40%
<input type="checkbox"/> Continuing Education	93	4,84%
<input type="checkbox"/> Continuing Education	635	33,02%
<input type="checkbox"/> Continuing Education	1168	60,74%
<input type="checkbox"/> Continuing Education	1202	100,00%

**Click "Course" to view the related plot, "Degree Programme" to return to the home page**

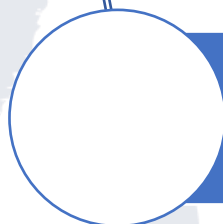


**CLOSE INSTRUCTIONS**

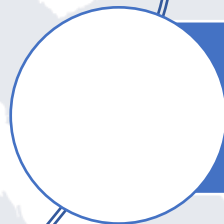
# Complaints



You will receive an answer within 5 working days



Home Page -> Contacts  
Follow this path to file one: just scroll down the page



They are periodically reviewed  
to identify service improvements

# 🔗 Student representatives



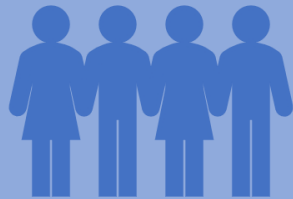
Student representatives sit in the bodies that coordinate and monitor QA processes: Review Group, CPDS, Independent Evaluation Unit, QA Board

**An open badge will be issued to representatives present in one of these bodies**, subject to verification of certain requirements. To know more: <https://www.unimi.it/en/university/quality-assurance/events-training>




# Other possibilities to participate:

 **Student  
Council**









 **University Observatory  
on University Education  
Incentive Programmes**



 **Undergraduate and  
Postgraduate  
Student  
Ombudsman**



# Lots of possibilities for every need!

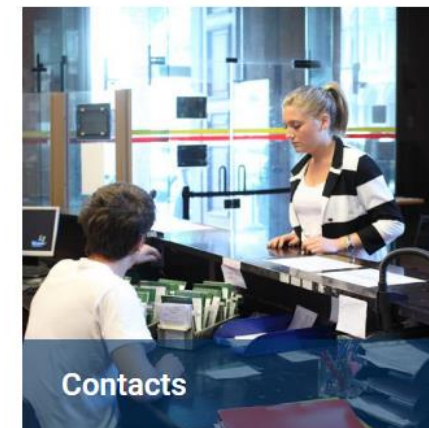
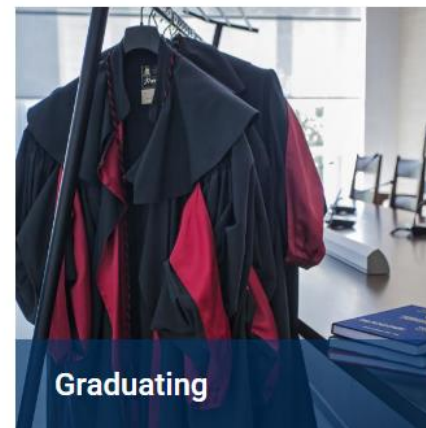
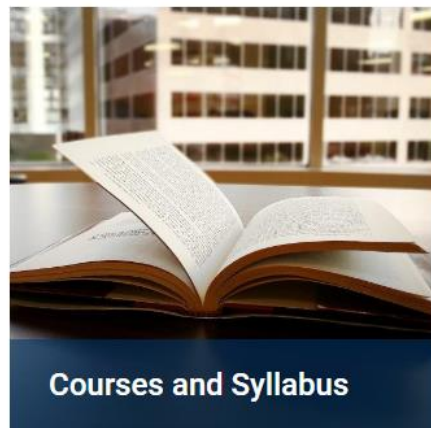
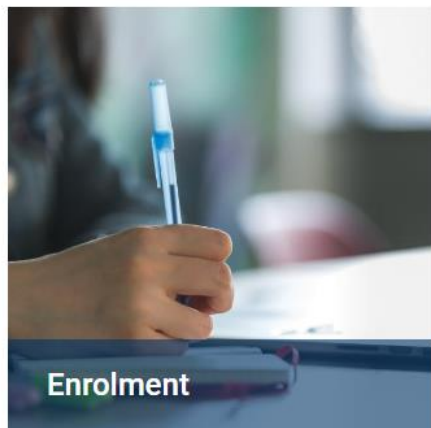
<i>Tool</i>  <i>Need</i>	Student Survey 	Student Representatives, Student Council, Observatory  	CPDS 	Complaints 	Ombudsman 
Satisfaction and suggestions on courses	✓				
Reports on the organization of the degree program and teachings	✓	✓	✓		✓
Difficulties in relations with the teaching staff		✓		✓	✓
Inefficiencies, failure to follow procedures or of the response time to your request			✓		
Violation of codes of conduct and Code of Ethics					✓

 For information and inquiries about services and your career ask to online Informa Studenti service.

# Learn more

Access the **Contacts** page  
from the home page of your study programme website

Focus on



# Learn more...

<https://www.unimi.it/en/university/quality-assurance>



video 'Students and Quality Assurance'



Open Badge  
'Student Expert in Quality Assurance Processes'