THE GOOD PRACTICE PROJECT

Overview and results
The Good Practice (GP) project is an initiative started in 1999 in which Italian public universities were voluntarily involved to develop a Performance Measurement System (PMS) for measuring and benchmarking the performances of their support services.

As of now, there are approx. 40 Universities participating in the project (including the other excellence Schools).

The main aim of the project is the yearly evaluation of administrative services to students, professors and administrative staff in terms of effectiveness and efficiency.
EFFICIENCY
The efficiency evaluation measures the unitary and total cost to deliver the support service quantified in terms of cost of administrative personnel in charge to provide the service.

EFFECTIVENESS
The effectiveness evaluation relies on customer satisfaction surveys that analyze how the users perceive service quality and whether they are satisfied with the services offered.
Effectiveness: the method

In order to evaluate effectiveness the GP project designed 3 different surveys:

- **Customer Satisfaction Survey** for Academics, PhD Students and Research Fellows (*docenti, dottorandi, assegnisti*)
- **Customer Satisfaction Survey** for Administrative Staff (*PTA*)
- **Organizational Wellbeing Survey** for Administrative Staff (*PTA*)
Effectiveness: the method

The Customer Satisfaction Surveys focus on:

- Administrative and HR services
- Supplies and logistic services
- Communication
- IT services
- Support to the didactic process
- Support to research activities
- Library services
The survey refers to services provided last year, i.e. 2019

- This is an **ANONYMOUS SURVEY** it is not possible to trace the answers back to you
- The online platform and data analysis are managed by Politecnico di Milano
- The survey is **available 24/7 from today to May 4th, 2020 (included)** and it will take max 15 minutes
- Survey languages available: Italian and English
GOOD PRACTICE 2018 results: effectiveness

Academics, PhD Students and Research Fellows (docenti, dottorandi, assegnisti)

Response rate: 28% (61/216)

<table>
<thead>
<tr>
<th>Focus</th>
<th>Administrative and HR services</th>
<th>Supplies and logistic services</th>
<th>Communication</th>
<th>IT services</th>
<th>Support to didactic processes</th>
<th>Support to research activities</th>
<th>Library services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average</td>
<td>4.75</td>
<td>4.62</td>
<td>3.50</td>
<td>4.75</td>
<td>4.69</td>
<td>4.60</td>
<td>5.41</td>
</tr>
</tbody>
</table>

Tab. 1 Average rating of satisfaction by service for 2018 (on a scale from 1 to 6)
GOOD PRACTICE 2018 results: effectiveness

Academics, PhD Students and Research Fellows (*docenti*, *dottorandi*, *assegnisti*)

![Bar chart showing comparison of average rating of satisfaction by service for between 2016 and 2018 (on a scale from 1 to 6)](chart)

Fig. 1 Comparison of average rating of satisfaction by service for between 2016 and 2018 (on a scale from 1 to 6)
Administrative Staff (*PTA*)

Response rate: 80% (28/35)

<table>
<thead>
<tr>
<th>Focus</th>
<th>Administrative and HR services</th>
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<th>IT services</th>
<th>Finance services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average</strong></td>
<td>4.20</td>
<td>4.53</td>
<td>3.71</td>
<td>4.59</td>
<td>4.78</td>
</tr>
</tbody>
</table>

Tab. 2 Average rating of satisfaction by service for 2018 (on a scale from 1 to 6)
GOOD PRACTICE 2018 outcomes

Following the Customer Satisfaction Surveys the School has taken action by:

- Developing and strengthening the Communication Office
- Revising the website
- Digitalizing student services
- Strengthening the PhD and Higher Education Office
GOOD PRACTICE response rates

**Academics, PhD Students, Research Fellows**

2016: 23%
2017: 40%
2018: 28%

**Administrative Staff**

2016: 88%
2017: 96%
2018: 80%

Following our recent turn towards a ‘lean’ methodology, please, **contribute to the improvement of the quality of the School’s services** by taking the survey.