

STUDENT OPINIONS AND SATISFACTION SURVEY SYSTEM

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1 Premise

Students play a central role within the Quality Assurance (QA) system and through their opinions they actively participate in the growth and consolidation process of the School. The student satisfaction questionnaires are the tool that allows them to express the level of their approval of the individual courses and the PhD Programs and their connected services on a whole, thereby bringing any criticalities to the attention of the School.

Against this backdrop, the Quality Enhancement Committee (PQ) has decided to plan and implement a system to collect student opinions, simultaneously organizing and optimizing the process itself. The goal of the PQ is to establish a procedure for using the results of the surveys, for discussing the results of the questionnaires, for the communication of and access to the data with respect to the various actors involved in the QA process and for how to publish the results.

The first task of the PQ is to revise the questionnaires that are currently in use. To this end, guidelines for the use of student questionnaires have been drawn up, which also respond to the implementation of quality policies in accordance with the strategic lines of development of the School. A cycle of progressive improvement of the School's educational offering is thus put into play. Two types of questionnaires have been identified, aimed at surveying the students' opinion of the single courses offered and of the PhD program as a whole.

To complement these questionnaires, the School will employ, initially on an experimental basis, other student satisfaction systems that will allow the School to receive additional feedback. Starting from the next academic year, the School will organize focus groups aimed at creating moments for interaction and active participation for the students, in order for them to discuss additional improvement actions. The reports that will be produced from these focus groups will be analyzed by the Professor-Student Joint Committee, by the Quality Enhancement Committee and by the Assessment Board, who will then take the reports into account in their respective annual reports.

2 Guideliness for the use of the results of student satisfaction questionnaires regarding individual courses

The systematic survey of the students' opinion is an integral part of the School's QA system and is therefore a prerequisite not only to verify the effectiveness of the courses with respect to the educational objectives of the doctoral programs, but also to help teachers improve the learning processes.

This survey is based on a questionnaire, which currently can be accessed through an online software application after each course. The questionnaire must be filled out online, accessible through both mobile devices and standard computers, by following the link sent to all the students who inserted the course into their study plan. Inspired by the quality assurance system of university courses and by embracing the general principles, the system for collecting and using the students' opinion on individual courses at the IMT School is in line with the objectives described in the updated AVA Document entitled "Periodic accreditation of the university headquarters and courses", published on 10/8/2017 by the ANVUR. In particular, the survey may not be administered until at least 2/3 of the course has been completed and in any case by the end of the course. To this end, the lecturer will have to provide for a moment to complete the questionnaire while the students are still in the classroom in order to maximize the response rate. The questionnaire can be filled out for seven days from the date the link is sent, and in any case must be completed by the end of the course (also considering the date of the exam).

The IMT School PhD and Higher Education Office is responsible for ensuring the correct information flow as follows:

- when the course in question has reached 2/3 completion, the Office transmits the online questionnaire link and informs the teacher, inviting him/her to provide a time for completion in the classroom;
- the day before the final date of the course, the Office sends a message to the students to remind them of the deadline for completing the questionnaire;
- at the end of the questionnaire and after the teacher, if required, has recorded the results of the exams, the Office transmits the analytical results report to the teacher in question.

The questionnaire results for the individual course are given confidentially to the teacher and to the Coordinator of the Program. They are also made available in analytical form to the Director's Delegate for Didactic Activities and Higher Education, to the PQ, to the Professor-Student Joint Committee (CPDS) and to the Assessment Board (NdV).

The PhD Program Coordinator, after an analysis of the questionnaire results, produces a summary report that is discussed by the Scientific Board in order to analyze any critical issues and make corrective actions, which may also be in collaboration with the students, particularly those who are in the CPDS.

The results of questionnaires, the summary report prepared by the Coordinator and the actions proposed by the Scientific Board are analyzed by the Professor-Student Joint Committee (CPDS), by the Quality Enhancement Committee (PQ) and by the Assessment Board (NdV) and discussed in their respective annual reports.

The summary report prepared by the Coordinator, which shall also incorporate the opinions of the CPDS and the NdV, provides the basis for the proposal of following year's PhD Programs, with a focus on improvement actions and possible modifications of the teaching appointments.

To ensure the widest participation in the evaluation process, students must have a clear perception of the usefulness of the questionnaires used to evaluate courses, structures and services. In this regard, the PQ promotes the good practice in which each teacher illustrates, during the first lesson of each course, the results of the previous year's course evaluation, focusing on the critical issues that emerged and on the proposed corrective actions. Furthermore, in the pursuit of the principles of transparency and quality assurance, a summary report with the analysis of the individual courses of each academic year will be published on the School's website, in the section dedicated to the QA system.

3 Guidelines for the use of the results of student satisfaction questionnaires regarding the PhD program

In pursuing the principles of student centrality in the AQ system, the School administers a questionnaire to give students the opportunity to express their opinion of the Doctoral Program as a whole. The objective is to measure the overall level of satisfaction of the doctoral experience and to detect any critical issues encountered against the backdrop of the continuous improvement philosophy that characterizes the School's QA process. To this end, the questionnaire seeks to identify students' opinions on the quality of the education provided, on the adequacy and effectiveness of their supervision, on the efficiency of the administrative and organizational structures, on the allocation of library and IT resources and on research support activities (e.g. international mobility services offered by the School.)

The questionnaire is delivered via an IT application and can be filled out anonymously online, accessible through both mobile devices and standard computers, by accessing a link sent to the students when they submit their request to participate in a thesis defense session. At the end of each defense session, the results of the survey are provided in a confidential format to the Coordinator of the PhD Program. They are also made available in analytical form to the Director's Delegate for Didactic Activities and Higher Education, to the PQ, to the CPDS and to the NdV. The analysis of the results will be an integral part of the annual reports of the CPDS and NdV.

In pursuit of the principles of transparency and Quality Assurance, in this instance as well the report on the progress of the PhD Program will be published on the School's website, in the section dedicated to the QA system.

The following tables list the various activities carried out to monitor the Quality of Education at the IMT School:

INDIVIDUAL COURSES (Teaching Evaluation Questionnaire - TEQ)	
Subject of the survey	All PhD courses, particularly considering their organization, workload and the teacher. Open-ended questions are also foreseen to allow students to provide improvement suggestions and to illustrate the positive and negative aspects of the course in question
When	At the end of each course
Who	Students who included the course in their study plan
Output	<ul style="list-style-type: none"> • Results report for every evaluated course • General synthetic report on the courses carried out in the reference academic year • Annual opinion of the NdV
Dissemination of the results	<p>The results are sent to:</p> <ul style="list-style-type: none"> • The teacher of the evaluated course • The PhD Program Coordinator • The Delegate for Didactic Activities • The Scientific Board (in a synthetic report created by the Coordinator) • PQ • CPDS • NdV (in a report, in the earliest possible meeting)
Publication	A synthetic illustrative report on the evaluation of courses for every academic year, to be published on the Qualità@IMT section of the School's website
Obligations and legal references	Students' opinions and their satisfaction level are an integral part of University QA systems (AVA)

Table 1: Teaching Evaluation Questionnaire for individual courses

PHD PROGRAM ON A WHOLE	
Subject of the survey	The PhD program on a whole and its connected services (course planning, advisor relationships, orientation, support, structures, services)
When	At the end of the Program, when the student submits the request to participate in the defense session
Who	All of the students who have finished the Program and are waiting to defend their theses
Output	<ul style="list-style-type: none"> • A synthetic report, prepared by the School's offices, on the results of the questionnaires. • A general synthetic report • The annual opinion of the NdV
Dissemination of the results	<p>The report is sent to:</p> <ul style="list-style-type: none"> • The PhD Program Coordinator • The Delegate for Didactic Activities • The Scientific Board (in the form of an aggregate report prepared by the Coordinator) • PQ • CPDS • NdV (in a report, in the earliest possible meeting)
Publication	A synthetic illustrative report on the evaluation of the Programs for every academic year, to be published on the Qualità@IMT section of the School's website
Obligations and legal references	

Table 2: Evaluation Questionnaire on the doctoral experience