



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA



How to define data collection and pilot surveys involving students, graduates and external stakeholders

Angela Ribeiro Cavazzuti

Programme of the workshop

First part

Recap and examples: the use of data collection and surveys in the QA systems

Second part

Workgroups: sharing ideas on items for surveys according to different targets

- Students
- Graduates
- External stakeholders
- Professors teaching in the degree programme



Information management and quality assurance

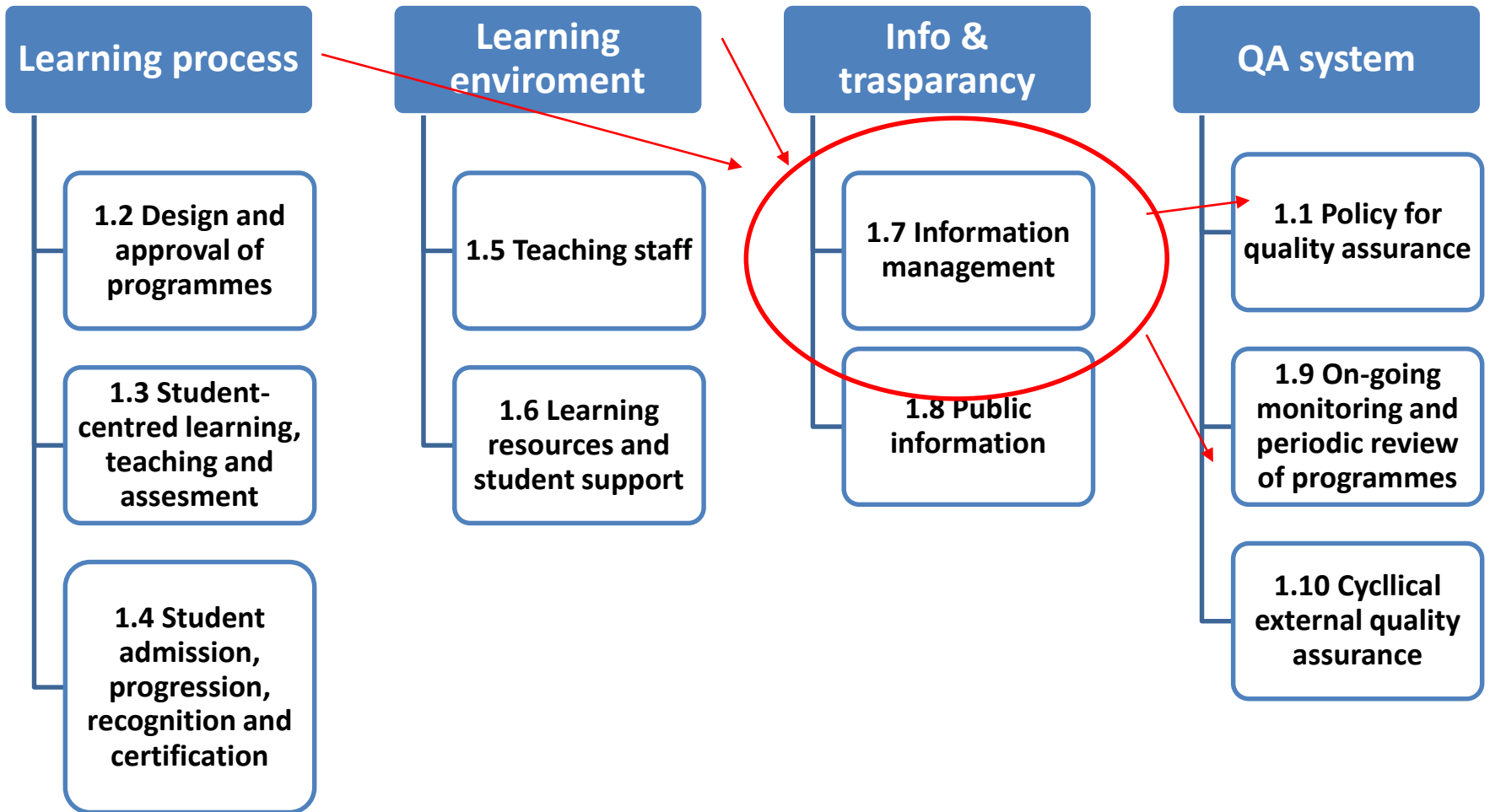
An **institution's self-knowledge and ability to collect, manage and use data** (both quantitative and qualitative) form a core part of its strategic decision-making process

Effective information management is **linked to all the other aspects of the internal quality assurance system**



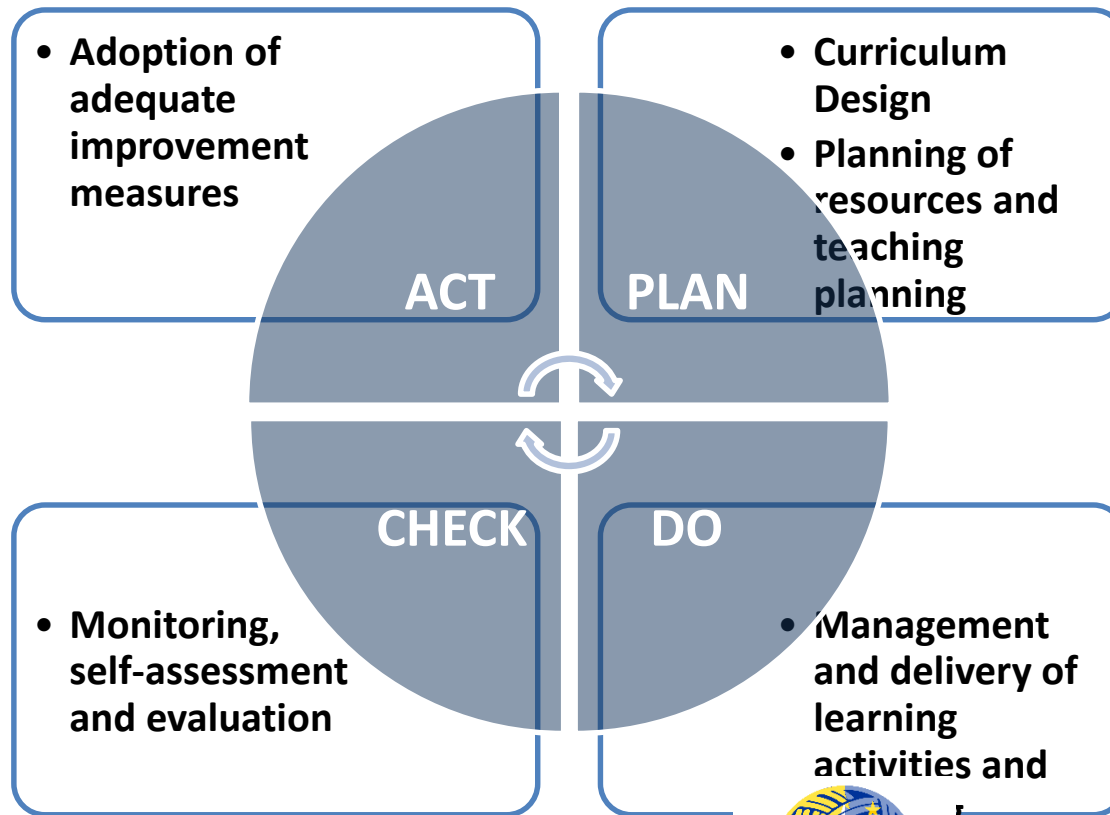
ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

ESG – IQA List of standards



Degree programme – QA processes and information management

*How do we know what and how to improve?
what kind of information are useful for each process?*



Degree programme – QA processes and information management

- Information can take a variety of forms, including **qualitative and quantitative data**, and can be collected in a range of different ways.

- Most commonly it will at least include
 - gathering institutional data
 - tracking students progression, alumni, etc...
 - collecting feedback using tools such as questionnaires and focus groups

- It is particularly important to carefully
 - consider exactly what information is required
 - the most appropriate methods and timing to obtain it
 - to have in place from the start a clear plan of what will be done with the results.



Data collection – sources and tools (examples)

Institutional data and indicators

- Collection of existing data and figures produced by the management processes

Collecting feedbacks

- Feedback collected from all those involved in and affected by the process, particularly students, can be used to complement other information.
- Use it as an opportunity to establish and maintain contact with external stakeholders such as alumni and employers
- Formally and informally approaches can be used (but need to be documented): in addition to the use of surveys, institutions could use other ways to collect feedback. This includes, for example, using focus groups and informal communication



Monitoring: example of the structure of a degree programme monitoring and self-evaluation annual report

Examples

Students' enrollment data

- Number of applications
- Number of enrolled students
- Characteristics of the cohort (previous diploma, age, geographic origin, ...)

Students' career progression data

- Students leaving the programme between first and second year
- Credits obtained by students in the first year
- Exams passed and average mark

Student's career conclusion data

- Graduates aligned with the exams schedule and final examination

Internationalisation

- Students taking part in exchange programmes (incoming and outgoing)
- Number of credits obtained abroad

Attending students and graduates feedbacks. Graduates employment data

- Answers rates to each question
- Survey about graduates employment situations

Teaching staff quantitative and qualitative indicators

- Number, research qualification data and coherence with study plan



CHINLONE



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

Data collection – example of surveys

Example of questionnaire for external stakeholders



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

Data collection – example of surveys

Examples of questions

Course unit

...

Was your prior knowledge of this course's subject sufficient to understand the topics the course deals with?

Have the assessment methods been clearly explained?

Was the delivery of the course unit consistent with what stated on the degree programme website?

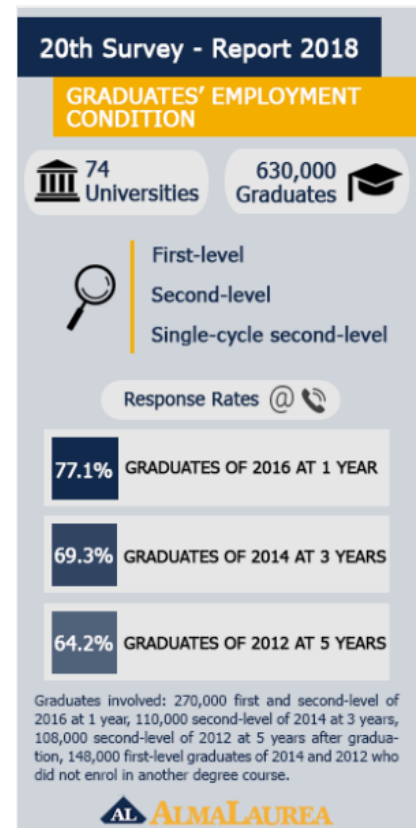
Was the lesson timetable planned to allow appropriate attendance and personal study?

...

Degree programme (overall assessment of university experience

Would you register again to the same Degree Programme?

«Almalaurea» = Consortium of Universities Surveys and statistics studies



CHINLONE



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

WORKGROUPS

Sharing ideas on items for surveys according to different targets

- Students
- Graduates
- External stakeholders
- Professors teaching in the degree programme



WORKGROUPS

TASK: Identify a list of issues which could be the object of surveys

Ex: Resources-Services / Teaching-Learning process

- Usefulness/Clearness of teaching materials
- Libraries services
- Degree programme timetable
- Level of the initial knowledges of students
- Overlap in teaching unit programmes
-

STUDENTS (Group 1)	GRADUATES (Group 2)	EXTERNAL STAKEHOLDERS (Group 3)	PROFESSORS (Group 4)
<ul style="list-style-type: none">• ...••	<ul style="list-style-type: none">• ...••	<ul style="list-style-type: none">• ...••	<ul style="list-style-type: none">• ...••





ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA

Thank you

www.unibo.it