



UNIVERSITÀ DEGLI STUDI DI MILANO
DIPARTIMENTO DI MEDICINA VETERINARIA



QA COMMITTEE ANNUAL REPORT

2017

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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

2017 Composition of the QA Commission is the following:

Chair	Eugenio Scanziani
Vice-chair	Michela Minero
Secretary	Cristina Lecchi
Teaching Staff	Silvia Modina Vittorio Sala Davide Zani
Student representative	Simone Bariselli
Administrative Staff	Donatella Sacchelli Chiara Soncini*

* from October 2017

3. Meetings

Seven meetings were held in 2017, with an average attendance of about 78%.

The dates and the agenda of the meetings are made publicly available (<http://www.dimevet.unimi.it/ecm/home/eaeve/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.

Other activities and initiatives had a wider scope, aimed at improving the quality of the department teaching services and the transparency of operations.

The details of these activities are shown below.

4.1 Initiative directly linked to EAEVE visit

✓ Day one competences questionnaire

A questionnaire on the 'Day One Competences' which must be included in the study programme to become a veterinarian, was prepared based on the Manual of Standard Operating Procedure of the European System of Evaluation of Veterinary Training (ESEVT). It was distributed to: 5^o year students; teachers and external stakeholders.

Data collected was analyzed and discussed by several department bodies, including the QA Commission. In addition, a Focus group on the questionnaire was organized with a small group of 14 5th year students, in order to have a feedback on it and a report of the meeting



was prepared. A report, summarizing the results, was published on the Department web site (<http://www.dimevet.unimi.it/ecm/home/aggiornamenti-e-archivi/tutte-le-notizie/content/questionari-e-focus-group-studenti-sulle-day-one-competences.0000.UNIMIDIRE-63171>).

✓ *External consulting and meetings with stakeholders*

In order to gather information and suggestions, four meetings were organized and attended with:

- (I) the Quality Assurance delegates of the Veterinary Medicine department of University of Bologna, namely prof PierPaolo Gatta and prof. Giampiero Pagliuca;
- (II) the Quality Assurance delegates of the Faculty of Agricultural and Food Sciences of University of Milan, namely prof Alberto Tamburini and dr Roberto Rovelli;
- (III) two meetings were held with the degree program external stakeholders, in particular with the stakeholders of the private sector and the public sector respectively (<http://www.dimevet.unimi.it/ecm/home/eaeve/esvt-evaluation/minutes-of-meeting-with-stakeholders>)

✓ *EAEVE webpage*

The QA Commission edited the webpage relating to all the Commissions and groups involved in the preparation of the Self Evaluation Report (SER) (<http://www.dimevet.unimi.it/ecm/home/eaeve/esvt-evaluation/ser-committee>), hosted by the DiMeVet website.

✓ *Standard operating procedure (SOP)*

Drafts of written SOP were prepared on specific topics such as: exams; validation of external structures for training; practical trainings; syllabus of teaching courses and a SOP on guide line to write and adopt a SOP.

✓ *Workshop*

On the 24th of November 2017, a workshop on the Quality Assurance in Veterinary Medicine was organized by the QA Commission. The presentations are available at the following link: <http://www.dimevet.unimi.it/ecm/home/aggiornamenti-e-archivi/tutte-le-notizie/content/medicina-veterinaria-di-qualita.0000.UNIMIDIRE-60720>;

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

4.2 *Activities on QA and transparency*

✓ *Website*

The QA Commission helped to:

- identify the responsible and two administrators of the DiMeVet website (<http://www.dimevet.unimi.it/ecm/home>);
- create the webpage of the ESEVT evaluation (<http://www.dimevet.unimi.it/ecm/home/eaeve/esvt-evaluation>)



- publish a page with all the useful link to service provided by the University of Milano to the students such as: support for teaching, facilities for students, mobility and others (<http://www.dimevet.unimi.it/ecm/home/servizi-per-gli-studenti>);

✓ *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:

- analysis of practical training hours carried out during the five years of the course, with the support of the Student-Staff Joint Committee;
- solicit the renewal of the Degree Program Board;
- request revisions of programs of the teaching courses;
- support to the Student-Staff Joint Committee for the setup of electronic logbooks for students;
- analysis on all the regulations (from the most general, the University regulation on didactics, to the most specific on single degree programs), related to the VMDP.

4.3 *Other activities*

- A shared server (with reserved access) was set for storage and sharing the QA Commission documents and minutes.
- 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-59905>)

5. Achievements

During 2017 the following achievements were reached:

- Contribution to the sensitization of the teaching staff on aspects related to the quality of teaching and to the improvement at large of the quality of the MVDC;
- A workshop on Quality Assurance;
- Questionnaires on the Day One Competences (drafting, distribution, collection, analysis, discussion, reporting);
- Contribution to the development of the DiMeVet website
- EA EVE webpage;
- SOPs on different topics were drafted.

6. Future plans

The QA Commission will continue to pursue its mission by taking every action useful for this purpose.



Some future plans have already been set. In particular, during the first quarter of 2018 the following tasks will be implemented:

- Preparation of a QA Commission Regulation;
- Qualified course on QA provided by an external certified entity;
- Final definition on QA Commission composition and roles (to be published on the website);
- Recruitment of a QA Manager;
- Definition of the decision-making process for MVDP QA activities and SOPs;
- Activation of a mailbox for students' complaints;
- Activation of a departmental intranet.