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School of Economics, Management, and Statistics – Rimini Campus

LAUREA (FIRST CYCLE DEGREE/
BACHELOR - 180 ECTS) IN
ECONOMICS OF TOURISM
A.Y. 2013/2014

Programme Director Prof. Patrizia Battilani

REPORT

Study Programme Report
Economics of Tourism
Programme ex D.M. 270/04 - Code 0908 - Class L-18 L-33
School of Economics, Management, and Statistics – Rimini Campus
Programme Director Prof. Patrizia Battilani

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WHAT IS THE STUDY PROGRAMME REPORT?

What is the Study Programme Report?

The Study Programme Report provides updated information which is important for the purposes of Quality Assurance and is published annually by the University of Bologna.

The main aspects of the teaching programme are described in detail, with a view to assuring the principle of transparency and promoting self-assessment and continuous improvement processes.

The document provides a concrete overview of the features and results of the Study Programme for students, families, employers and so on.

For example, regarding the current issue of employment, it describes the learning outcomes and career opportunities; it also includes statistics on the percentage of employed graduates (D.4. Employment situation).

The document is organised into five sections and a glossary:

A. Presentation and prospects

Key information on the Study Programme, including the expected learning outcomes, career opportunities and further studies.

B. Teaching and Learning

The updated course structure diagram with the full titles and listings of the course units and the latest published lecture timetable.

C. Resources and services

The list of teaching staff and their relative curricula, the offices (secretariats), services (work placements) and infrastructures (libraries, laboratories) available to students.

D. The Study Programme in Figures

Key data shows how many students are enrolled, how many have been assigned additional learning requirements, how many drop out after the first year, how many graduate in line with the programme schedule, the opinions of attending and graduating students on the teaching programmes and information concerning graduate employment.

E. Find out more: the quality of your Study Programme

How the quality system applied to your Study Programme works. The quality system of your Study Programme is a set of processes and responsibilities adopted to guarantee the quality of all Study Programmes at the University of Bologna.

NOTES:

- Reports are available for all Study Programmes for which it is possible to enrol in the first year in academic year 2012/2013: the information and data provided is as updated as possible.
- Sections A, B and C provide data for the academic year 2012/2013.
- Section D presents data regarding the Study Programmes in the last three academic years.
- The information and data were taken from the University databases and the reports published by the [Statistical Observatory of the University of Bologna](#) and [AlmaLaurea](#), and are updated to **15 June 2012**.

A. PRESENTATION AND PROSPECTS

This section presents the key information concerning the Study Programme, including the expected learning outcomes, career opportunities and further studies, updated to the academic year 2013/2014.

A.1. PRESENTATION

This paragraph provides information on the specific learning outcomes of the Study Programme and the curriculum.

The Tourism Economics degree programme aims to provide graduates with the skills required to work in tourism businesses and organisations. The study programme provides skills in two areas: administration, management and financial control of tourism companies, and the development and management of tourist goods and services and the promotion of specific tourist products or local tourist systems.

In this single teaching programme, students will therefore acquire the following skills:

- economic skills, to interpret how tourism markets work and the process of business competition and consumer choice in cultural and tourism fields;
- business skills, in the fields of marketing, accounting and finance and their relative application within tourism companies;
- legal skills, relative to the regulatory framework of tourism businesses, the rules governing package holidays, tourists' rights and other issues of market regulation;
- quantitative skills, to manage and administer tourism companies and forecast tourism flows. The study programme includes a compulsory internship in a tourism company or organisation, offering students the chance to apply their acquired knowledge in a practical setting.

A.2. ADMISSION REQUIREMENTS

This paragraph provides information on the knowledge required for admission to the Study Programme.

Read the information about admission requirements on "[Enrolment procedures](#)"

A.3. LEARNING OUTCOMES

This paragraph provides information on the knowledge and skills students will have acquired by the end of the Programme.

KNOWLEDGE AND UNDERSTANDING:

Tourism Economics graduates:

- will have a sound knowledge of purchasing techniques and issues. They will be able to draw up supply contracts and use the software and technologies available in the company;
- will possess specific economics and management skills, supported by appropriate basic legal, mathematical and statistical knowledge to allow them to understand the dynamics of tourism markets and the relative regulatory and institutional frameworks, as well as the environmental challenges faced by tourism businesses, particularly in terms of company dynamics and tourism systems.

Teaching methods include lectures and tutorials. The knowledge and understanding will be assessed through oral exams and/or written assignments. Theoretical lectures will be followed up by students through the in-depth self-study of the topics dealt with; some written assignments will also be set in some course units. Given the nature of this applied discipline, tourism economics studies make wide use of case studies.

ABILITY TO APPLY KNOWLEDGE AND UNDERSTANDING:

Tourism Economics graduates will be able to apply the analytical and conceptual tools of economic and managerial disciplines to specific operational situations in the tourism field for the planning, administrative management, data analysis, design and development of tourism products.

Teaching methods include a consistent amount of supervised practical exercises and self-study, supported also by programme tutors.

The compulsory internship in a selected tourism organisation offers a further opportunity to apply the acquired knowledge.

Assessment is done through written and oral exams, written assignments, practical work and problem solving activities which aim to demonstrate the students' command of tools, methods and critical autonomy.

JUDGEMENT SKILLS:

Tourism Economics graduates:

- will be able to gather, select and interpret specific qualitative and quantitative data, in order to assess the progress of tourism companies and systems;
- will be able to systematically organise these assessments in order to study specific business situations or tourist districts as part of a team.

The critical learning methods developed within the programme will help students to develop these skills. Students are encouraged to improve their ability to produce and describe interpretative and regulatory tourism models in a precise and understandable manner. The

preparation of the final examination also serves to develop these skills, assessed on the basis of a written dissertation on a topic related to the programme curriculum, presented to the examination board.

COMMUNICATION SKILLS:

Tourism Economics graduates are able to communicate significant information and offer assessments of tourism companies, systems and their relative economic contexts, using the appropriate technical language for the analysis, production and management of tourism services.

They are able to use information tools and effectively express themselves in written and oral form also in a European language other than Italian.

Communication skills are developed and tested both during specific language learning activities and seminars, as well as during the transversal learning activities, including the internship and the final examination.

LEARNING SKILLS:

Tourism Economics graduates will have developed the study methods and learning skills which allow them to continue their studies to a higher level, in both the tourism and economics and business fields. These and other learning skills are developed throughout the curriculum, through the support provided by professors and tutors for self-study, other initiatives that help to plan and organised study time, e-learning activities as well as bibliographic studies and research, in particular in the field of tourism.

These skills are assessed both in traditional oral or written exams and other forms of continuous assessment, specific weight being given to the respect for deadlines, the presentation of autonomously researched data, tutorials for specific projects and in the self-learning skills developed during the preparation for the final examination.

A.4. CAREER OPPORTUNITIES

This paragraph provides information on the occupational profile, functions and fields of employment available to graduates of this Programme.

Graduates may cover a range of professional positions in the fields of employment listed below:

1) Project manager

Functions

Project manager:

in a business environment, manages the evaluation, planning, implementation and control of a project; the tasks involved in assuring the success of the project fall into two areas:

- operations: working methods, instruments and techniques required to best achieve the project objectives;
- relations: interpersonal dynamics and communication;
- in an administrative role in a tourism company, assures the management and supervision of the company administration, including general accounting, the preparation of financial statements, financial analyses and the management of tax issues;
- collaborates to assure the correct entry and recording of the general accounts, supervises regulatory aspects for the correct issue of invoices, relations with credit institutes, analysis of financial results, tax returns;
- as part of the staff, controls accounts, invoicing, preparation of yearly financial statements, supervision of company administration;
- as part of the staff, deals with management control and analysis of levers to increase the profitability of contracts and projects;
- controls company costs and production budgets;
- congress manager: manages all design, organisation and coordination activities for congresses, conventions, symposia, conferences, etc., from the initial contact with customers/clients to the final implementation of the event.

Career opportunities:

- Tourism companies
- Private businesses
- Hotels
- Hotel chains and companies
- Public services
- Consultant for private businesses and public authorities

2) Administration manager of a tourism company

Functions

The Administration manager of a tourism company:

- manages and supervises the company's administrative activities: general accounting, preparation of financial statements, financial analysis and management of tax issues;
- collaborates to assure the correct entry and recording of the general accounts, regulatory aspects for the correct issue of invoices, relations with credit institutes, analysis of financial results, tax returns;
- in an administrative planning and control department, controls accounts, invoicing, preparation of yearly financial statements, supervision of company administration;

- in a company budget and control department, deals with management control and analysis of levers to increase the profitability of contracts and projects; company cost controls and production budgets;
- as purchasing manager, applies purchasing techniques, draws up supply contracts; uses the software and technologies in the company.

Career opportunities:

- Tourism companies (hotels)
- Hotel chains and companies
- Public services
- Private companies

3) Hotel Manager (Director of tourism company/company staff)

Functions

The Hotel Manager:

- supervises all the activities of the hotel business, primarily dealing with the preparation of business strategies and financial, management, marketing policies and company development plans, considering the available resources or following the policies laid down by the group, in the case of large hotel chains;
- oversees all bureaucratic and administrative matters, constantly monitoring budgets, accounts and economic results;
- in agreement with the owners, defines the pricing policy and the consequent quality level of services, managing and promoting the company image;
- as human resources manager, deals mainly with the management and processing of information and data concerning the staff management and administration;
- manages both accounting and administration activities and more specifically management tasks, supporting staff managers in the definition of human resources planning strategies and staff selection, training and assessment processes;
- in the field of travel agency management, selects and develops outgoing tourist products for current and potential markets; assesses and directs the agency's financial, administrative and staff management; supervises all agency activities; draws up company strategies and financial, management and marketing policies and strategic development plans, considering the available resources or following group policies, in the case of large distribution chains.

Career opportunities:

- Travel agencies
- Hotels
- Hotel chains and companies
- Public services

4) Tourism planner / Tourism promoter

Functions

The Tourism planner / Tourism promoter:

- on behalf of agencies and tour operators and based on his/her own experience and knowledge of the tourism market, designs, plans, implements and tests new tourist "products", holiday or tour packages in Italy or abroad, particularly concerning the organisation, exploitation and promotion of tourist packages for cultural tourism;
- oversees tourism promotion activities; evaluates the competitive position of a destination or company, formulates and develops promotion plans for a given destination or company;
- as a tourist market analyst, assesses the significant parameters to evaluate the performance of tourist companies and destinations, identifying strengths and weaknesses, opportunities and threats;
- as marketing manager: works to draw up the strategic guidelines for the general commercial plans of the company; tasks refer to the launch, sale and marketing of a product (advertising, promotion, merchandising, pricing, distribution): works to improve the overall competitive position of a tourist product, coordinating the different aspects in order to make it as exploitable as possible and adapt it to the needs of the tourist.

Career opportunities:

- Tourism businesses
- Private hotel companies
- Hotel chains and companies
- Public services
- Tourist boards (as congress manager)
- Consultant for private businesses and public authorities

The degree programme project has been submitted to selected external stakeholders in order to receive their opinions and feedbacks on the learning outcomes and the professional profiles.

A.5. OPINION OF SOCIAL PARTNERS AND POTENTIAL EMPLOYERS

This paragraph describes the outcome of the consultation with the representative employment and trade organisations.

This information is not available in English at this time.

A.6. FURTHER STUDIES

It gives access to second cycle studies (laurea specialistica/magistrale) and first level professional master.

B. TEACHING AND LEARNING

This section describes the updated course structure diagram (for academic year 2013/2014), with the full titles and listings of the course units and the latest published lecture timetable.

B.1. COURSE STRUCTURE DIAGRAM

The link takes you to the Study Programme course structure diagrams. You can also access to each course unit content.

- [Study plan: all course units in the programme](#)

B.2. CALENDAR AND LECTURE TIMETABLE

The links take you to the teaching calendar (exam session and final examination session) and the lecture timetable (in Italian).

- [Lecture timetable](#)
- [Exam sessions](#)
- [Final examination sessions](#)

C. RESOURCES AND SERVICES

This section provides a list of teaching staff and their relative curricula and and description of the services available to students for the academic year 2013/2014.

C.1. TEACHERS

The paragraph lists the lecturers who teach in the Study Programme: from here you can access the personal web pages of each one. Information updated to 28 May 2013 (in Italian).

Permanent teaching staff:

Amoroso, Alessandro	Corsino, Marco	Mariotti, Alessia	Soldati, Nicola
Aureli, Selena	Dallari, Fiorella	Nardini, Franco	Spadoni, Massimo
Baraldi, Monica	Figini, Paolo	Patuelli, Roberto	Torrise, Salvatore
Barbini, Francesco Maria	Foschi, Paolo	Presutti, Manuela	Vici, Laura
Battilani, Patrizia	Gola, Marcella	Ricottilli, Massimo	Zagonari, Fabio
Brighi, Paola	Guerra, Maria Letizia	Rubbi, Valeria	Zirulia, Lorenzo
Cervellati, Enrico Maria	Lago, Umberto	Santi, Matteo	
Cicchetti, Anna	Manes, Paola	Scorcu, Antonello Eugenio	

Contract teaching staff:

[Candela, Guido](#)
[Menzani, Tito](#)
[Rizzi, Giuseppina](#)

C.2. STUDENT SERVICES: OFFICES

C.2.1. FUTURE STUDENTS

The link take you to the webpage which provides specific information about the offices and the services for the future students (in Italian).

- [Future students](#)

C.2.2. ENROLLED STUDENTS

The link take you to the webpage with the information on the offices and the services for the enrolled students (in Italian).

- [Enrolled students](#)

C.2.3. INTERNATIONAL STUDENTS

The link take you to the webpage with the information on the offices and the services for the international students (in Italian).

- [International students](#)

C.2.4. GRADUATES

The link take you to the webpage with the information on the offices and the services for the graduates (in Italian).

- [Graduates](#)

D. THE STUDY PROGRAMME IN FIGURES

Information on students' starting their university careers, how many students are in line with the regular programme, opinions of students and graduates on the teaching programmes and information concerning graduate employment.

This section provides the data of the last academic years for the Study Programme (SP) and a comparison with similar Study Programmes. The University of Bologna has divided its Study Programmes into four groups:

- **BIOMEDICAL** group: Study Programmes of the Schools of Pharmacy, Biotechnology and Sport Science; Medicine; Agriculture and Veterinary Medicine
- **SCIENTIFIC-TECHNOLOGICAL** group: Study Programmes of the Schools of Engineering and Architecture; Sciences
- **SOCIAL SCIENCES** group: Study Programmes of the Schools of Economics, Management, and Statistics; Law, Political Sciences
- **HUMANITIES** group: Study Programmes of the Schools of Arts, Humanities, and Cultural Heritage; Foreign Languages and Literatures, Interpreting and Translation; Psychology and Education

The section presents the results of the Study Programme for the last three academic years.

Main data shows how many students enrolled, the number of students assigned OEA, how many drop out after the first year, how many graduate in line with the programme schedule, the opinions of attending and graduating students on the teaching programmes and information concerning graduate employment.

The information and data presented in this section, updated to 28 May 2013, were taken from University databases and *AlmaLaurea*.

Study Programmes may be subject to degree programme system modifications from one academic year to the next, and the data provided in this section may refer to a programme with a slightly different system to the one currently running (such as programme title, course structure diagram and list of lecturers). However, indicatively the data presents the general trend of the Study Programme over the past three years.

Most of the Study Programmes running at the University of Bologna have been reformed in compliance with DM 270/04, most of them from the academic year 2008/2009. In the reports provided for these Programmes, paragraph D.5. refers to the Study Programmes as they were presented prior to the reform.

D.1. STUDENTS STARTING THEIR UNIVERSITY CAREERS

Characteristics of incoming students at the beginning of their university careers. Tables and graphs provide information on the number of registered students, focusing on the characteristics of the students, results of any entrance tests and the students assigned any additional learning requirements.

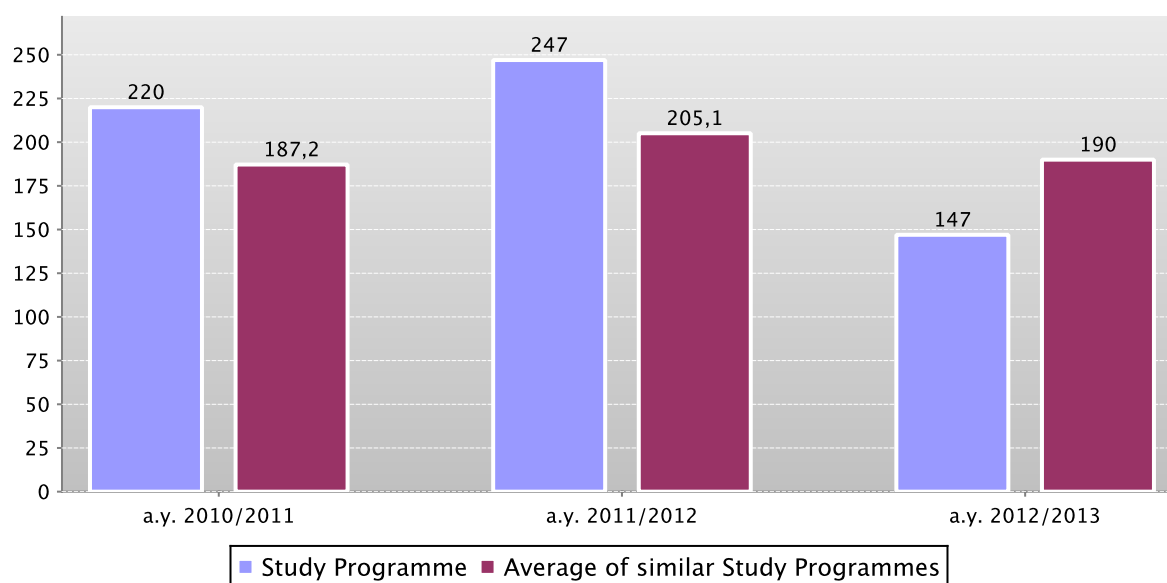
D.1.1. ENROLMENTS AND REGISTRATIONS

The **graph** shows the number of students enrolled in the 1st year compared with the average of similar Study Programmes (which belong to the same group).

In addition, the **table** shows the total number of registered students and the total number of enrolled students.

Data of the Study Programme is compared with the average of the Study Programmes of average of similar Study Programmes (which belong to the same group) for the indicated academic years.

First year enrolments



	a.y. 2010/2011			a.y. 2011/2012			a.y. 2012/2013		
	Registered students	N. first year enrolments	Total N. enrolled students	Registered students	N. first year enrolments	Total N. enrolled students	Registered students	N. first year enrolments	Total N. enrolled students
Study Programme	198	220	545	227	247	676	139	147	656
Average of similar Study Programmes	157,2	187,2	205,6	173,4	205,1	196,9	163,6	190	188,7

D.1.2. ADDITIONAL DATA ON STUDENTS' STARTING THEIR UNIVERSITY CAREERS

D.1.2.1. CANDIDATES REGISTERED FOR THE ENTRANCE EXAM

The number of students sitting the [entrance exam](#) for the Study Programme. Concerns the programmes with restricted access. The methods of managing the call for applications and the list of candidates, including the methods for filling any unclaimed places, may vary from year to year.

The **table** shows the number of places available for the study programme, the number of candidates enrolling for the exam, the number sitting the exam and the percentage of students sitting the exam compared to the number of places available.

For all programmes with restricted access, candidates are required to sit an entrance exam and there are a limited number of places available. The entrance exam is a test which is used to draw up a graded list of candidates; students may enrol in the programme according to their place in the list. The methods of managing the call for applications and the list of candidates, including the methods for filling any unclaimed places, may vary from year to year. The test may be specific to a Degree Programme or may be part of a single exam covering several programmes from the same university or from other universities (during the registration the students should indicate their first choice).

The following definitions apply:

Available places = the number of places laid down in the call for applications to the Study Programme, or determined by subsequent legal provisions; these exclude any additional places reserved according to special provisions of the programme (e.g. for international study programmes, they do not include places for foreign students selected from other universities; for all programmes with restricted access regulated nationally, these do not include the places reserved for transferring students).

Number of candidates for the exam = number of students registered for the exam indicating the study programme as their first choice;

Number of participants in the exam = number of students participating in the exam indicating the study programme as their first choice;

Number of participants in the exam for every available place = number of students participating in the exam who indicated the study programme as their first choice as a ratio of the number of places available on the programme.

	Number of places available (a)	Candidates registered for the exam	Candidates sitting the exam (b)	Number of candidates sitting the exam per place available (b/a)
a.y. 2012/2013	230	188	174	0,8

D.1.2.2. INCOMING STUDENTS

Geographic origin, type of high school certificate, age and gender of students.

Data shows a homogeneous group of students (**cohort**) which started together their academic career. Students which have passed to an other Study Programme, transferred from an other university, or registered to a 2nd degree are not included.

The **tables** show the number, geographic origin, gender, age, type and grade of high school certificate of students enrolling in the degree programme.

Data of the Study Programme is compared with the average of the Study Programmes of **average of similar Study Programmes** (which belong to the same group) for the indicated academic years.

		Registered students	Geographic origin					Gender		Average age of registered students		
			Students coming from the province of the Study Programme site	Students coming from other provinces where Unibo has a site	Students coming from other provinces of Emilia Romagna region	Students coming from other Italian regions	Students coming from abroad	M	F	19 or less	20 - 24	25 or more
Students 2010/2011	Study Programme	198	11,6%	23,2%	5,1%	52,5%	7,6%	35,9%	64,1%	55,6%	35,9%	8,6%
	Average of similar Study Programmes	157,2	35,2%	18,0%	8,4%	34,8%	3,7%	43,6%	56,4%	66,6%	27,0%	6,3%
Students 2011/2012	Study Programme	227	16,3%	22,9%	4,0%	51,5%	5,3%	34,4%	65,6%	62,6%	33,9%	3,5%
	Average of similar Study Programmes	173,4	37,1%	17,9%	8,4%	33,2%	3,4%	44,2%	55,8%	66,9%	28,3%	4,7%
Students 2012/2013	Study Programme	139	18,0%	21,6%	2,9%	43,2%	14,4%	31,7%	68,3%	64,0%	33,8%	2,2%
	Average of similar Study Programmes	163,6	36,4%	17,1%	7,9%	33,4%	5,2%	45,1%	54,9%	68,3%	26,7%	5,0%

		High school certificate					Grade of High school			
		Vocational schools	Technical Colleges	High school specializing in education and in psycho-pedagogical science	High schools specializing in classical studies, modern languages, science education	Other Italian or foreign high schools	Grade ranging from 60 to 69	Grade ranging from 70 to 79	Grade ranging from 80 to 89	Grade ranging from 90 to 100
Students 2010/2011	Study Programme	25,8%	32,8%	0,5%	25,8%	15,2%	23,2%	37,4%	21,2%	17,7%
	Average of similar Study Programmes	7,8%	29,2%	5,1%	49,1%	8,7%	25,3%	32,5%	23,4%	18,2%
Students 2011/2012	Study Programme	13,2%	39,6%	3,5%	33,5%	10,1%	26,4%	34,8%	21,1%	17,6%
	Average of similar Study Programmes	6,3%	28,9%	8,2%	47,1%	9,4%	23,8%	31,2%	23,4%	18,8%
Students 2012/2013	Study Programme	17,3%	33,1%	3,6%	28,8%	17,3%	23,0%	33,8%	24,5%	16,5%
	Average of similar Study Programmes	5,2%	29,5%	7,4%	49,9%	8,0%	22,3%	30,6%	24,9%	19,4%

D.1.2.3. ADDITIONAL LEARNING REQUIREMENTS

Students on the programme assigned **additional learning requirements** (OFA). OFA are learning requirements assigned to enrolled students who have not demonstrated the full possession of the entrance requirements. The assessment methods of students' initial preparation and the fulfilment of the OFA are described in the Study Programme Regulations, and may change each year. Students not completing the additional learning requirements are obliged to re-enrol in year 1 as repeating students.

The **table** shows the number of **registered students**, the number of students assigned OFA, the number who fulfilled them, the percentage of students assigned the OFA compared to the number of enrolled students and the percentage fulfilling the OFA compared to those assigned them.

	Registered students (a)	Students assigned OFA (b)	Students who fulfilled OFA (c)	% of students assigned OFA compared to the number of enrolled students (b/a)	% of students fulfilling the OFA compared to number of students assigned (c/b)
Students 2010/2011	198	29	21	14,6%	72,4%
Students 2011/2012	227	40	33	17,6%	82,5%
Students 2012/2013	139	60			

*Note: At the time of publication of this report the number of students fulfilling the OFA can be measured for a.y. 2009/2010 and a.y. 2010/2011 only.

D.2. REGULARITY OF STUDIES

Insight into the regularity with which the students pass their exams.

Graphs and tables provide information on the number of students who leave the programme after the first year and the number of regular graduates, focusing on the number of credits obtained at the end of the first year, on the exams passed and average grade achieved for each course unit.

D.2.1. STUDENTS LEAVING THE PROGRAMME BETWEEN YEARS 1 AND 2

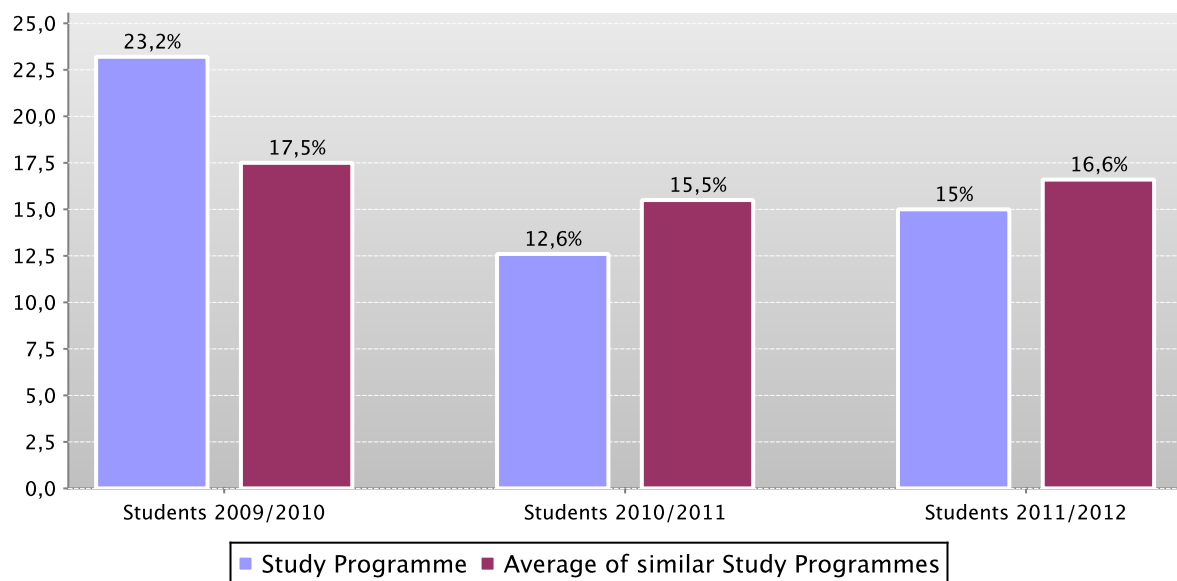
Here the number of students leaving the Study Programme is shown.

The **graph** shows the percentage of students who leave the programme after the first year compared to the average of similar Study Programmes (belonging to the same group).

The **table** shows the registered students, the percentage of students leaving the programme who pass to a different Study Programme in the same university, transfer to another university or withdraw from studies, as well as the enrolled repeating students and those enrolled in the second year.

The Study Programme data is compared with the average of similar Study Programmes of (which belong to the same group), for students registered in the indicated academic years.

Percentage of withdrawals between years 1 and 2



		Registered students	% withdrawals	% passages and transfers	% repeating students	Students enrolled in the second year
Students 2009/2010	Study Programme	220	23,2%	5,0%	1,8%	154
	Average of similar Study Programmes	142,1	17,5%	7,2%	3,4%	102,2
Students 2010/2011	Study Programme	198	12,6%	5,6%	0,0%	162
	Average of similar Study Programmes	157,2	15,5%	7,7%	3,1%	115,9
Students 2011/2012	Study Programme	227	15,0%	4,8%	0,4%	181
	Average of similar Study Programmes	173,4	16,6%	5,8%	1,4%	132,2

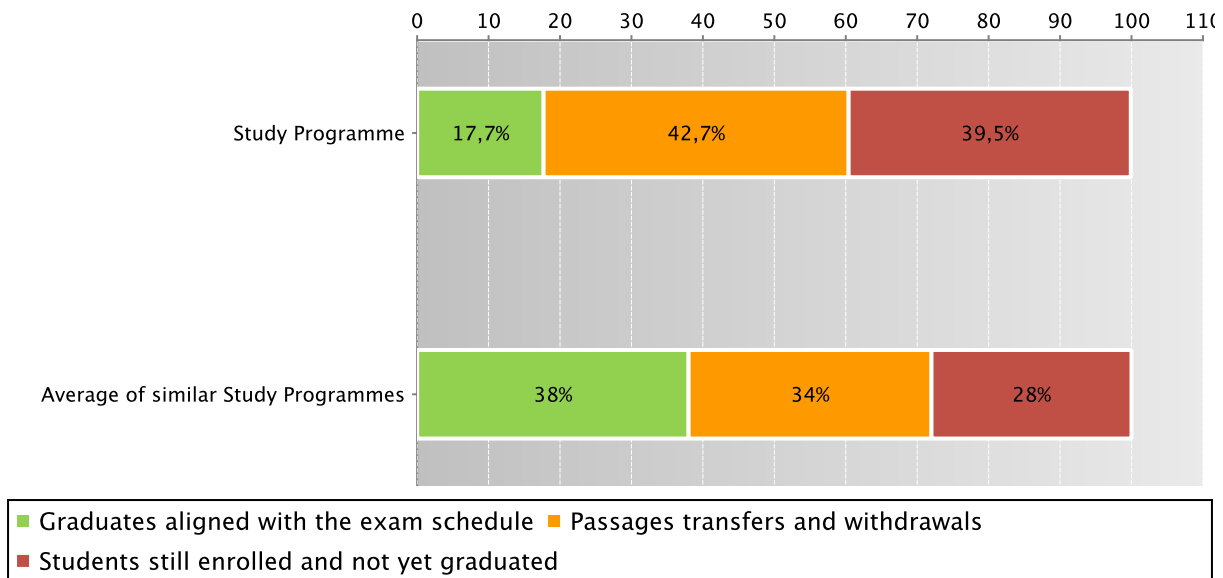
D.2.2. REGULAR GRADUATES

Here you will find information on regular graduates, on how many students, at the end of the regular programme duration, left the programme and how many are still enrolled but **not aligned to the exam schedule**.

The **graph** and the **table** show the situation concerning **registered students** for the indicated academic year, at the end of the regular duration of the Study Programme, highlighting the percentage of regular graduates, the number of students still enrolled (**not aligned to the exam schedule** and **repeating students**), students who have left the programme (including **passages**, **transfers** and **withdrawals**).

The Study Programme data is compared with the average of **similar Study Programmes** (which belong to the same group) for students registered in the indicated academic years.

Situation of students 2009/2010 at the end of regular duration of the study programme



	Registered students	Regular graduates		Passages transfers and withdrawals		Students still enrolled and not yet graduated		
		N.	%	N.	%	N.	%	
Students 2008/2009	Study Programme	184	37	20,1%	74	40,2%	73	39,7%
	Average of similar Study Programmes	120,7	43,1	35,7%	40,2	33,3%	37,3	30,9%
Students 2009/2010	Study Programme	220	39	17,7%	94	42,7%	87	39,5%
	Average of similar Study Programmes	142,1	54	38,0%	48,4	34,0%	39,8	28,0%

See data of previous academic years – Study Programme D.M. 509/99 Economics of Tourism (code 0032), Economics of Markets and of Tourist Systems (code 0528) paragraph D.5.2.2.

D.2.3. ADDITIONAL DATA ON REGULARITY OF STUDIES

D.2.3.1. CREDITS OBTAINED BY STUDENTS IN THE 1ST YEAR

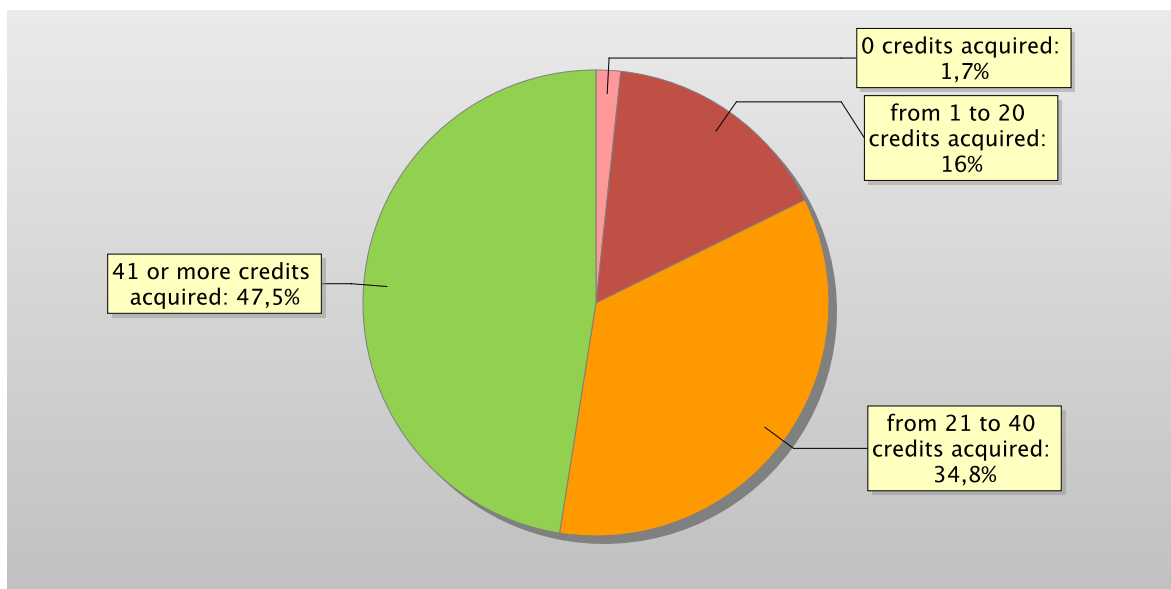
This offers an insight into how regularly students pass their exams.

The **graph** shows the distribution of the students according to the number of **credits** obtained at the end of the first year.

In addition, the **table** shows the number of students registered at the second year and average **credits** obtained during the first year.

The Study Programme data is compared with the average of **similar Study Programmes** (which belong to the same group) for the indicated academic years.

Distribution of the students in 2011/2012 according to the number of credits obtained at the end of the first year*



		Students enrolled in the 2nd year	% students with *				Average credits per student
			0 credits acquired	from 1 to 20 credits acquired	from 21 to 40 credits acquired	41 or more credits acquired	
Students 2009/2010	Study Programme	154	0,6%	18,8%	43,5%	37,0%	34,8
	Average of similar Study Programmes	102,2	2,3%	12,4%	33,2%	52,2%	40,4
Students 2010/2011	Study Programme	162	0,6%	15,4%	50,0%	34,0%	34,8
	Average of similar Study Programmes	115,9	2,7%	10,1%	32,9%	54,3%	41,3
Students 2011/2012	Study Programme	181	1,7%	16,0%	34,8%	47,5%	35,3
	Average of similar Study Programmes	132,2	1,8%	9,9%	28,2%	60,0%	43,1

*Note: by convention, credits are considered to be obtained by students by 31st October of the year following the year of enrolment.

D.2.3.2. EXAMS PASSED AND AVERAGE GRADE

The **table** shows number of exams passed and average grade achieved for each course unit in the calendar year 2011. Marks for the exams passed are expressed out of thirty.

The data refers to the course unit code and therefore includes the various branches of the programme divided into channels or sub-groups, divided by letter.

It considers all subjects for which a grade is assigned, and therefore excludes all those to which a pass/fail score is allocated.

Data of the Study Programme D.M. 270/04 Economia del turismo (code 0908)

	N. of exams passed	Average grade *
00221 DIRITTO COMMERCIALE	7	25,6
00644 LINGUA INGLESE	274	26
00656 LINGUA TEDESCA	22	24,3
00675 MATEMATICA FINANZIARIA	92	19,1
00679 MATEMATICA GENERALE	209	22,3
00745 ORGANIZZAZIONE AZIENDALE	67	23,8
00884 RICERCA OPERATIVA	9	22,2
00914 STATISTICA	30	24,1
02290 STORIA DELL'ARTE MODERNA	60	27,7
02531 DIRITTO PUBBLICO DELL'ECONOMIA	56	22,1
02726 GEOGRAFIA DEL TURISMO	69	23,3
03416 ECONOMIA DEL TURISMO	97	24,2
03568 POLITICA ECONOMICA	58	22,6
04521 FINANZA AZIENDALE	40	22,7
04722 ECONOMIA PUBBLICA	39	22,2
08795 MACROECONOMIA	104	22,4
09446 MICROECONOMIA	142	22,8
11314 INFORMATICA GENERALE	13	22,2
11316 DIRITTO PRIVATO	117	23,6
12512 ECONOMIA E GESTIONE DELLE IMPRESE	77	22,6
13159 ECONOMIA E GESTIONE DELLE IMPRESE TURISTICHE	50	22,5
15502 ABILITA' INFORMATICHE	13	23,1
15786 STORIA DEL TURISMO	15	22,7
17636 ECONOMIA DELL'ARTE	30	21,8
17642 PROGRAMMAZIONE E CONTROLLO DELLE AZIENDE TURISTICHE	74	24,7
17786 ETICA E IMPRESA	2	
18064 ECONOMIA INTERNAZIONALE MONETARIA	4	
27061 ECONOMIA E AMMINISTRAZIONE DELLE AZIENDE TURISTICHE	4	
27062 MANAGEMENT DELLE IMPRESE TURISTICHE	64	21,7
27076 LINGUA INGLESE PER LE APPLICAZIONI TURISTICHE	4	
28825 STORIA DEL TURISMO IN ITALIA	8	21,8
28826 GEOGRAFIA CULTURALE DEL TURISMO	11	24,3
29224 RAGIONERIA GENERALE E APPLICATA ALLE AZIENDE TURISTICHE	154	24,3
29226 CONTROLLO CONTABILE E DIREZIONALE DELLE AZIENDE TURISTICHE	44	24,5

	N. of exams passed	Average grade *
31990 STATISTICA PER IL TURISMO	50	24,6
32426 METODI MATEMATICI E APPLICAZIONI (C.I.)	1	
32826 STATISTICA	31	23,2
36044 TECNICHE DI COMUNICAZIONE	58	26,5
36049 APPRENDIMENTO DI UN PROGRAMMA GESTIONALE DI CONTABILITA'	5	
37777 SISTEMI TURISTICI E ITINERARI CULTURALI	51	26,8
37778 DOCUMENTI AZIENDALI E PROFESSIONALI	16	22,8
37798 LABORATORIO DI RICERCA OPERATIVA	2	
37856 DIRITTO FALLIMENTARE (L)	2	
40687 MARKETING DEI SERVIZI TURISTICI	50	25
45121 STORIA DELL'IMPRESA	49	25,5
49501 MODELLI EMPIRICI DEL MERCATO TURISTICO	44	25,5
65953 TURISMO, ECONOMIA E TERRITORIO	148	22,8
66893 ECONOMIA E TECNICA DELLA BANCA E DEI MERCATI FINANZIARI	10	26,5
71558 THEORY AND COMMUNICATION PRACTISE	1	
71559 PUBLIC RELATIONS	1	
71560 MARKETING IN SERVICE & TOURISM	1	
71561 ECONOMICS IN SERVICE & TOURISM	1	
71562 GERMAN B1	1	
71563 ORGANIZATION OF LEISURE	1	
S0335 CREDITI NEL SETTORE SECS-P/08	1	

* Note: no average grade is given if the number of exams passed is less than or equal to 5.

D.3. OPINIONS OF GRADUATES AND ATTENDING STUDENTS

Opinions of graduates on the Study Programme.

Tables and graphs provide information on the number of graduates who expressed positive opinions on the Study Programme, focusing on opinions expressed by attending students on course units.

D.3.1. OPINION OF GRADUATES

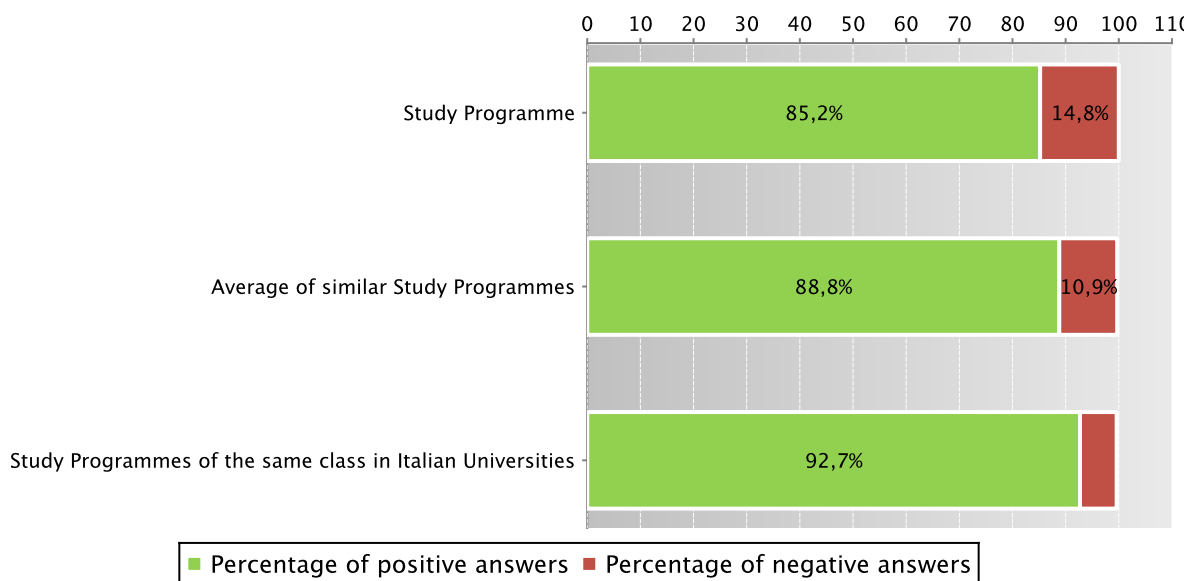
The **graph** shows the percentage of graduates (AlmaLaurea survey) who responded positively to the question: “**Are you generally satisfied with the Study Programme**”.

In addition, the **table** shows the percentage of students who answered “Yes, to the same programme at the university” to the question “Would you register again to the university?”.

The Study Programme data is compared with the average of similar Study Programmes (which belong to the same group), and the average of Study Programmes of the same class of other Italian Universities for the graduates of the indicated years.

Graduates in 2012 who responded positively to the question: “Are you generally satisfied with this Study Programme?”

Data of the Study Programme D.M. 270/04 Economia del turismo (code 0908)



Data of the Study Programme D.M. 270/04 Economia del turismo (code 0908)

		N. graduates	Completed Questionnaires	% of positive answers to the question: “Are you generally satisfied with this Study Programme?”	% of answers “yes to the same Programme in the same University” to the question “Would you register again to the University”
2011	Study Programme	19	19	94,7%	47,4%
	Average of similar Study Programmes	36,9	34,8	88,4%	66,6%
	Study Programmes of the same class in Italian Universities	2534	2448	93,2%	80,4%
2012	Study Programme	56	54	85,2%	55,6%
	Average of similar Study Programmes	40,3	38,5	88,8%	67,3%
	Study Programmes of the same class in Italian Universities	6865	6623	92,7%	76,9%

Symbols:

(*) The opinions of the Study Programmes with less than 5 graduates are not shown.

Further information on [Graduates' Profile Report](#).

See data of previous academic years – Study Programme D.M. 509/99 Economics of Tourism (code 0032), Economics of Markets and of Tourist Systems (code 0528) paragraph D.5.3.1.

D.3.2 ADDITIONAL DATA ON OPINIONS OF STUDENTS

D.3.2.1. OPINION OF ATTENDING STUDENTS

The **graph** shows the percentage of attending students who responded positively to the question in the questionnaire: “Are you generally satisfied with this course unit?” in academic year 2011/2012.

The **table** also shows the number of completed questionnaires.

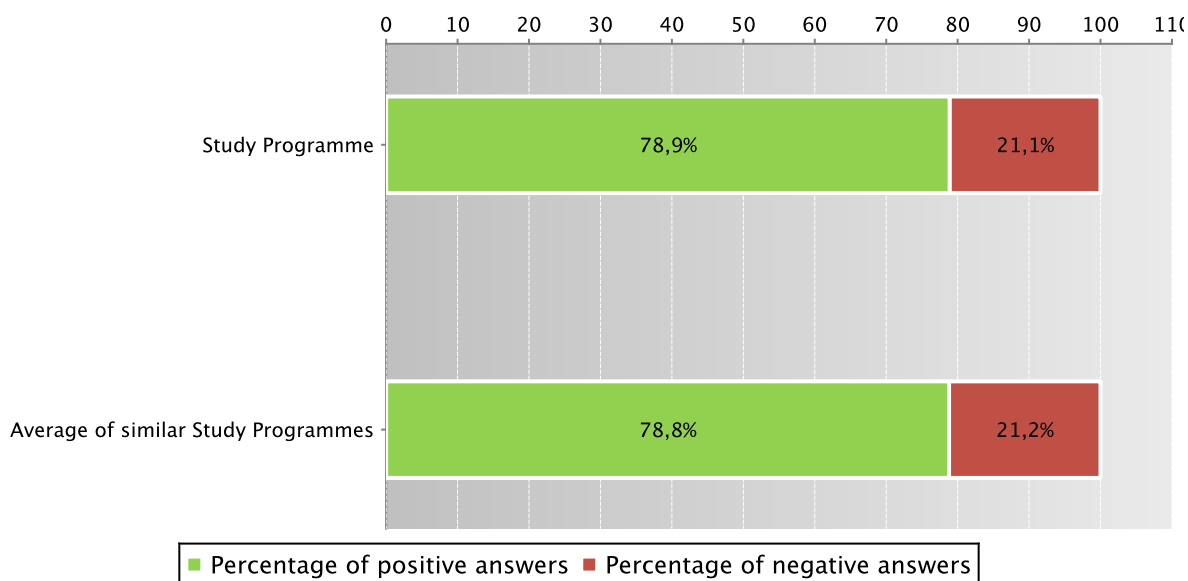
The Study Programme data is compared with the [average of similar Study Programmes \(which belong to the same group\)](#), for the indicated academic years.

The data concerning the students' opinion refers to the opinions of those attending lessons, whether they are enrolled in the current programme or a Study Programme running under pre-reform regulations (under D.M. 509).

For the University of Bologna the survey and subsequently analysis of the opinions of students attending the course is cared by Academic Affairs Division - Quality Assurance Department and Control and Finance Division - Support Planning and Evaluation Department. The overall results and the methods of collection and analysis are described in the document published online on the [Statistical Observatory of the University of Bologna](#) (see the note in the glossary).

Students who responded positively to the question: “Are you generally satisfied with this course unit?” in academic year 2011/2012

Data of the Study Programme D.M. 270/04 Economia del turismo (code 0908) and of the Study Programmes D.M. 509/99 Economia del turismo (code 0032), Economia dei mercati e dei sistemi turistici (code 0528)



Data of the Study Programme D.M. 270/04 Economia del turismo (code 0908) and of the Study Programmes D.M. 509/99 Economia del turismo (code 0032), Economia dei mercati e dei sistemi turistici (code 0528)

		Number of completed questionnaires	% of positive answers concerning the general satisfaction with the course unit – Question 19
a.y. 2009/2010	Study Programme	1493	83,2%
	Average of similar Study Programmes	1318,7	78,9%
a.y. 2010/2011	Study Programme	1281	84,5%
	Average of similar Study Programmes	1307,3	78,4%
a.y. 2011/2012	Study Programme	1605	78,9%
	Average of similar Study Programmes	1533,4	78,8%

Symbols:

(*) When there is a small number of questionnaires, the percentage of positive opinions on overall satisfaction is not presented. Further information on [Rapporto Opinione degli studenti frequentanti sulle attività didattiche](#) (the content is in Italian).

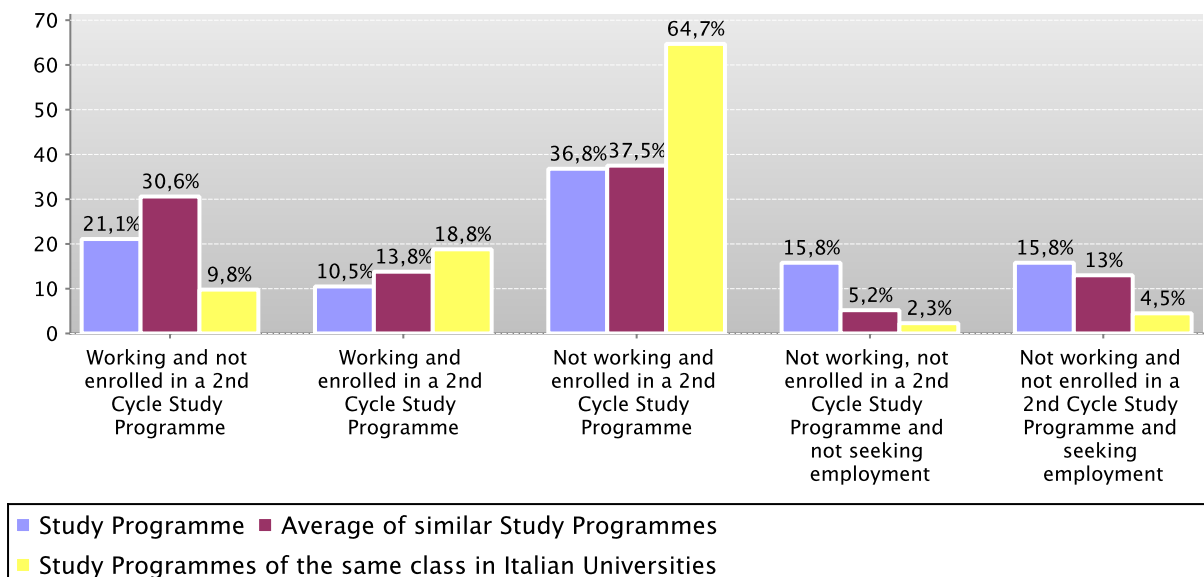
D.4. ENTRY INTO THE WORLD OF WORK

Employment situation of graduates of the Study Programme.

Tables and graphs provide information on the employment situation of graduates one year after graduating.

D.4.1. EMPLOYMENT SITUATION

Employment situation of graduates in 2011 one year after graduating



		N. graduates interviewed	Employment and education situation (1)					Not working, not seeking employment, but following a university programme/traineeship (2)	Degree's appropriateness for the job (referred to the graduates who just work) (3)	
			Working and not enrolled in a 2nd Cycle Study Programme	Working and enrolled in a 2nd Cycle Study Programme	Not working and enrolled in a 2nd Cycle Study Programme	Not working, not enrolled in a 2nd Cycle Study Programme and not seeking employment	Not working and not enrolled in a 2nd Cycle Study Programme and seeking employment		Effective / very effective	Quite effective
Graduation Year 2011	Study Programme	19	21,1%	10,5%	36,8%	15,8%	15,8%	26,3%		16,7%
	Average of similar Study Programmes	31,6	30,6%	13,8%	37,5%	5,2%	13,0%	31,1%	21,9%	36,9%
	Study Programmes of the same class in Italian Universities	2252	9,8%	18,8%	64,7%	2,3%	4,5%	46,4%	22,6%	35,4%

See data of previous academic years – Study Programme D.M. 509/99 Economics of Tourism (code 0032), Economics of Markets and of Tourist Systems (code 0528) paragraph D.5.4.1.

D.5. INFORMATION ON PRE-REFORM PROGRAMMES (DM 509/99)

D.5.1. STUDENTS STARTING THEIR UNIVERSITY CAREERS

Characteristics of incoming students at the beginning of their university careers. Tables and graphs provide information on the number of registered students, focusing on the characteristics of the students, results of any entrance tests and students assigned additional learning requirements.

D.5.1.1. ENROLMENTS AND REGISTRATIONS

Data of enrolments and registrations of the last three academic years are shown in paragraph D.1.1.

D.5.1.2. ADDITIONAL DATA ON STUDENTS' STARTING THEIR UNIVERSITY CAREERS

D.5.1.2.1. CANDIDATES REGISTERED FOR THE ENTRANCE EXAM

Data of candidates registered for the entrance exam are shown in paragraph D.1.2.1.

D.5.1.2.2. INCOMING STUDENTS

Data of incoming students of the last three academic years are shown in paragraph D.1.2.2.

D.5.2. REGULARITY OF STUDIES

Insight into the regularity with which the students pass their exams.

Graphs and tables provide information on the number of students who leave the programme after the first year and the number of regular graduates, focusing on the number of credits obtained at the end of the first year, the number of exams passed and the average grade achieved for each course unit.

D.5.2.1. STUDENTS LEAVING THE PROGRAMME BETWEEN YEARS 1 AND 2

Data of students leaving the Study Programme of the last three academic years are shown in paragraph D.2.1.

D.5.2.2. REGULAR GRADUATES

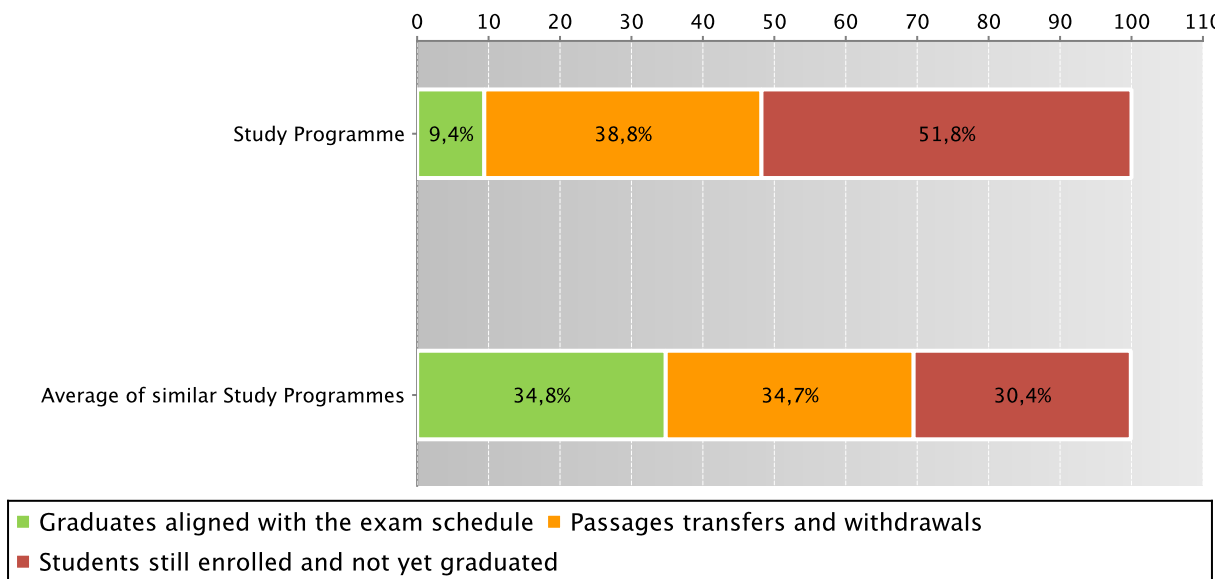
Here you will find information on regular graduates, on how many students, at the end of the regular programme duration, left the programme and how many are still enrolled but not aligned to the exam schedule.

The **graph** and the **table** show the situation concerning **registered students** for the indicated academic year, at the end of the regular duration of the Study Programme, highlighting the percentage of regular graduates, the number of students still enrolled (**not aligned to the exam schedule** and **repeating** students), students who have left the programme (including **passages**, **transfers** and **withdrawals**).

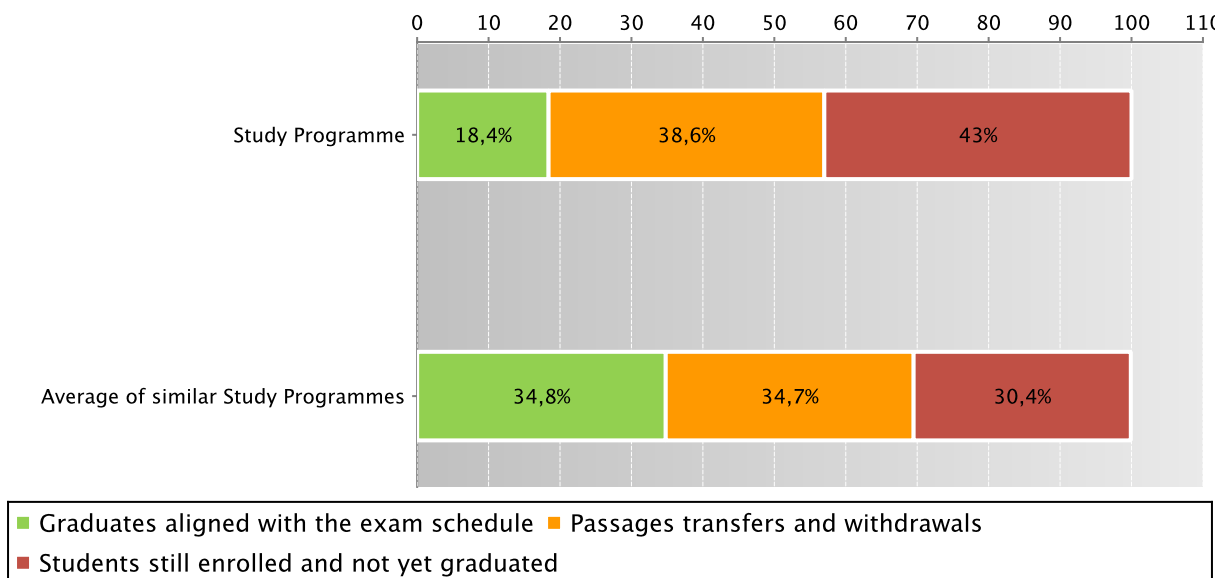
The Study Programme data is compared with the average of **similar Study Programmes** (which belong to the same group) for students registered in the indicated academic years.

Situation of students 2007/2008 at the end of regular duration of the study programme

Data of the Study Programme D.M. 509/99 Economics of Tourism (code 0032)



Data of the Study Programme D.M. 509/99 Economics of Markets and of Tourist Systems (code 0528)



Data of the Study Programme D.M. 509/99 Economics of Tourism (code 0032)

		Registered students	Regular graduates		Passages transfers and withdrawals		Students still enrolled and not yet graduated	
			N.	%	N.	%	N.	%
Students 2007/2008	Study Programme	85	8	9,4%	33	38,8%	44	51,8%
	Average of similar Study Programmes	98,7	34,4	34,8%	34,3	34,7%	30	30,4%

Data of the Study Programme D.M. 509/99 Economics of Markets and of Tourist Systems (code 0528)

		Registered students	Regular graduates		Passages transfers and withdrawals		Students still enrolled and not yet graduated	
			N.	%	N.	%	N.	%
Students 2007/2008	Study Programme	114	21	18,4%	44	38,6%	49	43,0%
	Average of similar Study Programmes	98,7	34,4	34,8%	34,3	34,7%	30	30,4%

Go back to D.2.2. Regular graduates

D.5.2.3. ADDITIONAL DATA ON REGULARITY OF STUDIES

D.5.2.3.1. CREDITS OBTAINED BY STUDENTS IN THE 1ST YEAR

Data of credits obtained by students in the 1st year of the last three academic years are shown in paragraph D.2.3.1.

D.5.2.3.2. EXAMS PASSED AND AVERAGE GRADE

Data of exams passed and average grade are shown in paragraph D.2.3.2.

D.5.3. OPINIONS OF ATTENDING STUDENTS AND GRADUATES

Opinions of graduates on the Study Programme.

Tables and graphs provide information on the number of graduates who expressed positive opinions on the Study Programme, focusing on opinions expressed by attending students on course units.

D.5.3.1. OPINION OF GRADUATES

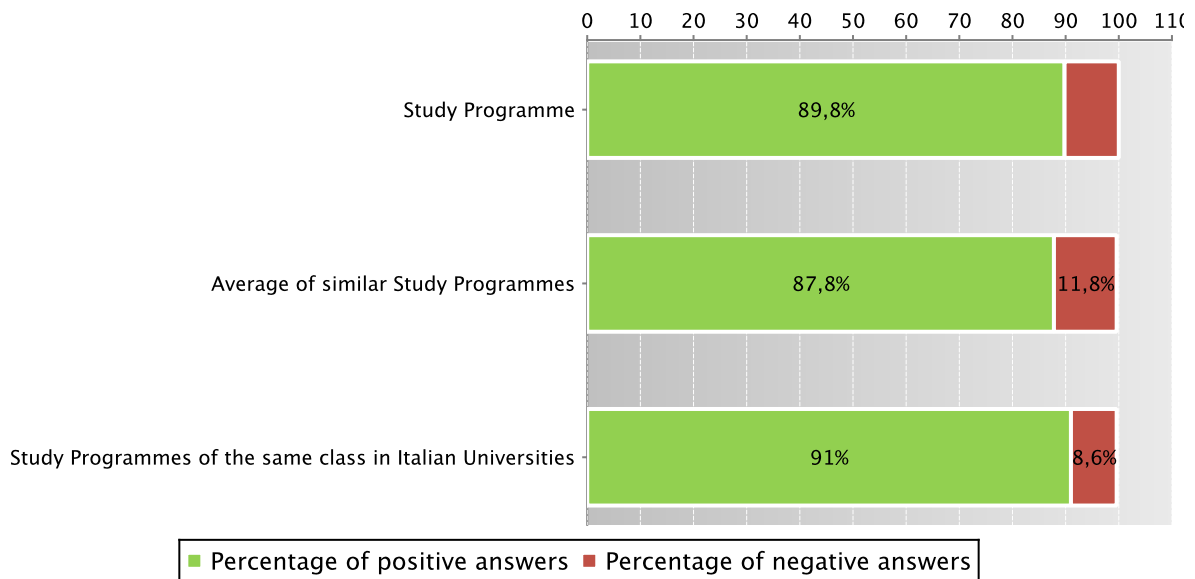
The **graph** shows the percentage of graduates (AlmaLaurea survey) who responded positively to the question: “**Are you generally satisfied with the Study Programme**”.

In addition, the **table** shows the percentage of students who answered “Yes, to the same programme at the university” to the question “Would you register again to the university?”.

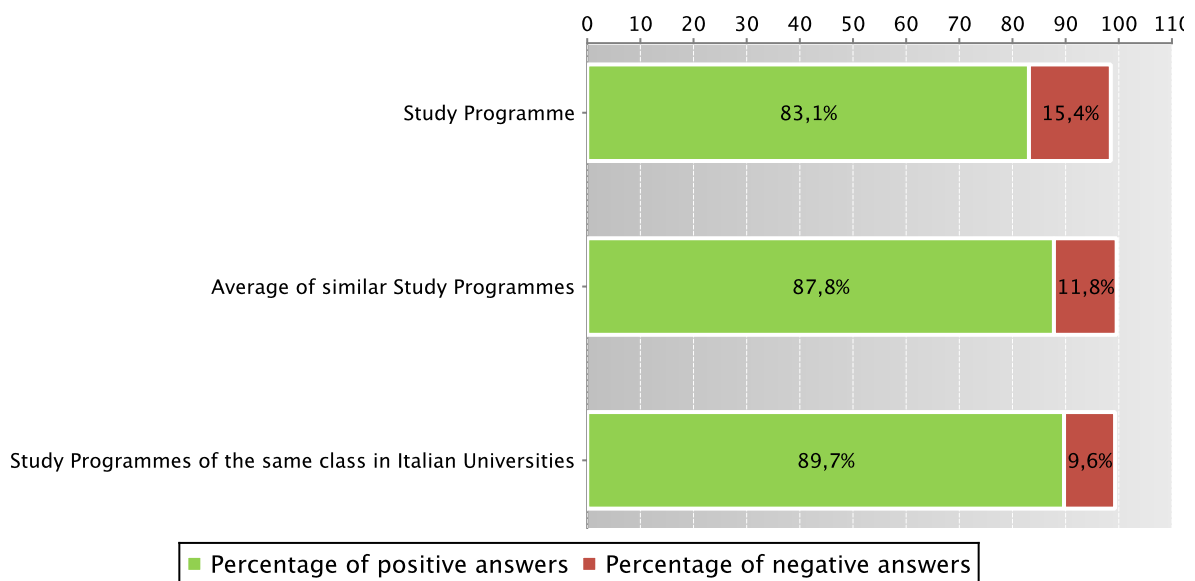
The Study Programme data is compared with the average of similar Study Programmes (which belong to the same group), for the indicated years.

Graduates in 2010 who responded positively to the question: “Are you generally satisfied with this Study Programme?”

Data of the Study Programme D.M. 509/99 Economia del turismo (code 0032)



Data of the Study Programme D.M. 509/99 Economia dei mercati e dei sistemi turistici (code 0528)



Data of the Study Programme D.M. 509/99 *Economia del turismo* (code 0032)

		N. graduates	Completed Questionnaires	% of positive answers to the question: "Are you generally satisfied with this Study Programme?"	% of answers "yes to the same Programme in the same University" to the question "Would you register again to the University"
2010	Study Programme	58	49	89,8%	55,1%
	Average of similar Study Programmes	61,8	57,2	87,8%	65,9%
	Study Programmes of the same class in Italian Universities	11336	10620	91,0%	73,1%

Data of the Study Programme D.M. 509/99 *Economia dei mercati e dei sistemi turistici* (code 0528)

		N. graduates	Completed Questionnaires	% of positive answers to the question: "Are you generally satisfied with this Study Programme?"	% of answers "yes to the same Programme in the same University" to the question "Would you register again to the University"
2010	Study Programme	71	65	83,1%	55,4%
	Average of similar Study Programmes	61,8	57,2	87,8%	65,9%
	Study Programmes of the same class in Italian Universities	3641	3436	89,7%	67,8%

Symbols:

(*) The opinions of the Study Programmes with less than 5 graduates are not shown.

Further information on [Graduates' Profile Report](#).Go back to [D.3.1. Opinion of graduates](#)

D.5.3.2 ADDITIONAL DATA ON OPINIONS OF STUDENTS

D.5.3.2.1. OPINION OF ATTENDING STUDENTS

Data of opinion of attending students of the last three academic years are shown in paragraph [D.3.2.1.](#)

D.5.4. ENTRY INTO THE WORLD OF WORK

Employment situation of graduates of the Study Programme.

Tables and graphs provide information on the employment situation of graduates one year after graduating.

D.5.4.1. EMPLOYMENT SITUATION

The paragraph shows the employment situation of graduates one year after graduating.

The data is taken from the [AlmaLaurea](#) reports on the employment situation of graduates.

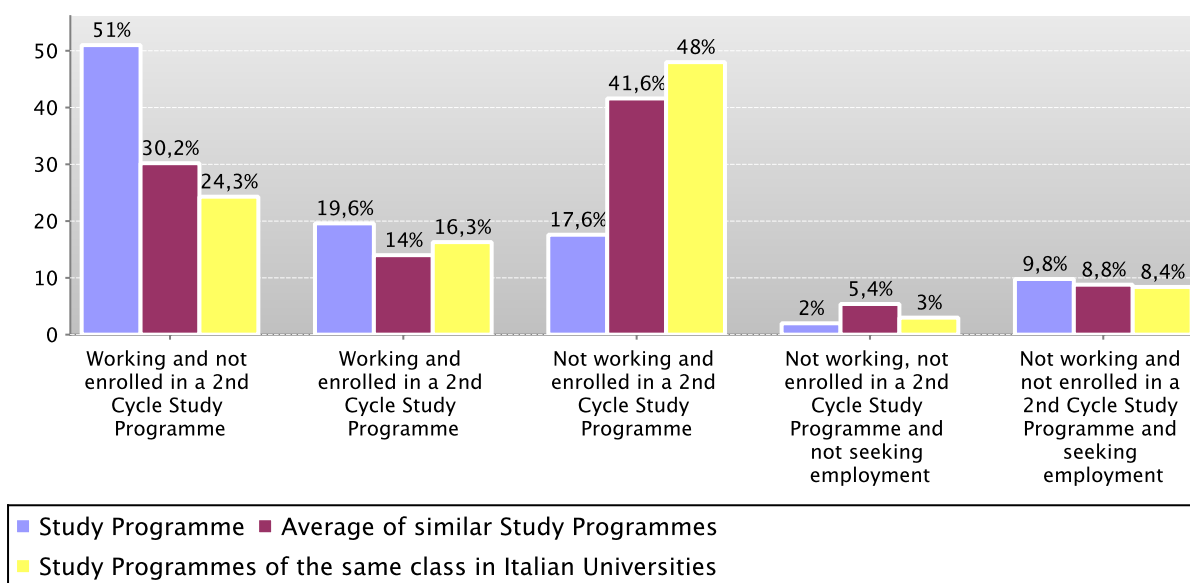
The **graph** shows who is working, who is not working but has enrolled in a Second Cycle study programme, who is not working and is not seeking employment, who is not working but is seeking employment.

In addition, the **table** shows the number of graduates interviewed, the number involved in internships and traineeships and the appropriateness of their degree to the job.

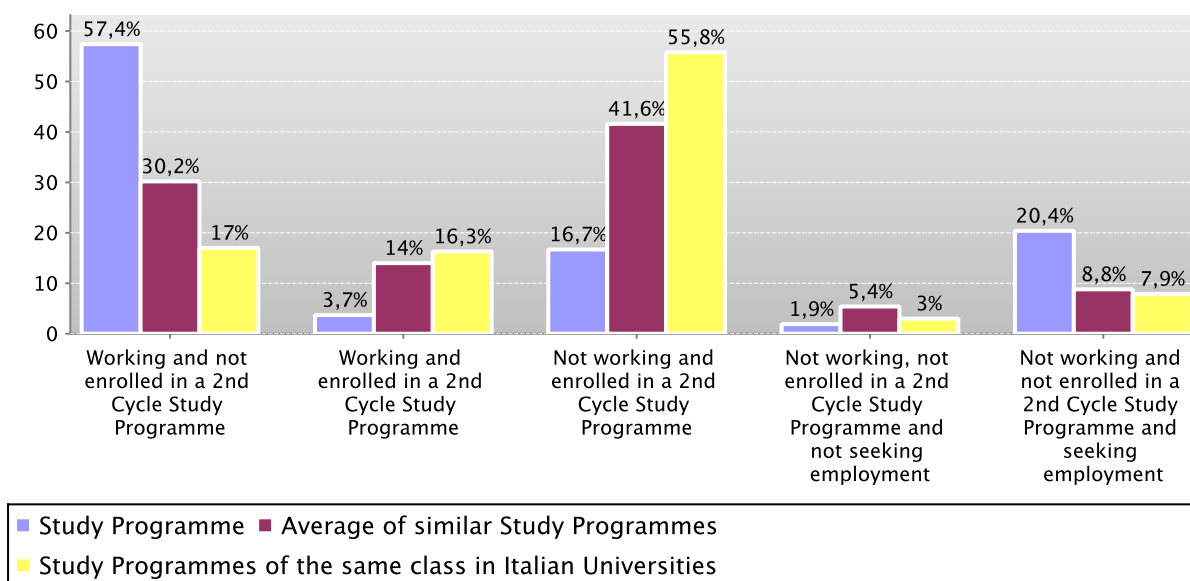
The Study Programme data is compared with the average of similar Study Programmes (which belong to the same group) and the average of Study Programmes of the same faculty of other Italian universities for the graduates of the indicated years.

Employment situation of graduates in 2010 one year after graduating

Data of the Study Programme D.M. 509/99 Economics of Tourism (code 0032)



Data of the Study Programme D.M. 509/99 Economics of Markets and of Tourist Systems (code 0528)



Data of the Study Programme D.M. 509/99 Economics of Tourism (code 0032)

		N. graduates interviewed	Employment and education situation (1)					Degree's appropriateness for the job (referred to the graduates who just work) (3)		
			Working and not enrolled in a 2nd Cycle Study Programme	Working and enrolled in a 2nd Cycle Study Programme	Not working and enrolled in a 2nd Cycle Study Programme	Not working, not enrolled in a 2nd Cycle Study Programme and not seeking employment	Not working and not enrolled in a 2nd Cycle Study Programme and seeking employment	Not working, not seeking employment, but following a university programme/traineeship (2)	Effective / very effective	Quite effective
Graduation Year 2009	Study Programme	45	48,9%	8,9%	22,2%	2,2%	17,8%	13,3%	15,4%	42,3%
	Average of similar Study Programmes	57,5	30,1%	13,3%	41,2%	5,5%	10,0%	34,0%	22,3%	38,9%
	Study Programmes of the same class in Italian Universities	10390	24,1%	17,1%	47,2%	3,4%	8,1%	32,6%	31,3%	38,1%
Graduation Year 2010	Study Programme	51	51,0%	19,6%	17,6%	2,0%	9,8%	13,7%	11,1%	50,0%
	Average of similar Study Programmes	52,5	30,2%	14,0%	41,6%	5,4%	8,8%	34,3%	21,6%	38,5%
	Study Programmes of the same class in Italian Universities	10301	24,3%	16,3%	48,0%	3,0%	8,4%	32,2%	28,4%	40,9%

Data of the Study Programme D.M. 509/99 Economics of Markets and of Tourist Systems (code 0528)

		N. graduates interviewed	Employment and education situation (1)					Degree's appropriateness for the job (referred to the graduates who just work) (3)		
			Working and not enrolled in a 2nd Cycle Study Programme	Working and enrolled in a 2nd Cycle Study Programme	Not working and enrolled in a 2nd Cycle Study Programme	Not working, not enrolled in a 2nd Cycle Study Programme and not seeking employment	Not working and not enrolled in a 2nd Cycle Study Programme and seeking employment	Not working, not seeking employment, but following a university programme/traineeship (2)	Effective / very effective	Quite effective
Graduation Year 2009	Study Programme	64	45,3%	3,1%	23,4%	12,5%	15,6%	17,2%	16,1%	58,1%
	Average of similar Study Programmes	57,5	30,1%	13,3%	41,2%	5,5%	10,0%	34,0%	22,3%	38,9%
	Study Programmes of the same class in Italian Universities	3197	16,8%	18,1%	55,0%	3,0%	7,1%	38,1%	21,1%	36,8%
Graduation Year 2010	Study Programme	54	57,4%	3,7%	16,7%	1,9%	20,4%	9,3%	12,5%	53,1%
	Average of similar Study Programmes	52,5	30,2%	14,0%	41,6%	5,4%	8,8%	34,3%	21,6%	38,5%
	Study Programmes of the same class in Italian Universities	3260	17,0%	16,3%	55,8%	3,0%	7,9%	36,8%	20,6%	37,8%

Symbols:

(*) The opinions of the Study Programmes with less than 5 graduates are not shown.

Notes on the AlmaLaurea report on the employment situation of graduates

(1) "Employment and education situation": the number of employed graduates is the sum of those working and those working who are also enrolled in a 2nd cycle degree programme. The number of those enrolled in a 2nd cycle degree programme is the sum of those who are working and studying and those who are only studying.

(2) "Number of those who do not work, who are not seeking employment but who are following a university programme/traineeship": the definition includes those who are enrolled in traineeships, PhD degrees, specialisation schools, Italian "master universitari" (first and second level). The presentation of this data complies with article 2 of D.M. 544 of 31st October 2007, as later provided for in Management Decree no. 61 of 10th June 2008 (transparency requirements).

(3) The evaluation of the appropriateness of the degree is obtained by a combination of the requirement of the relative qualification for the job held and the level of usage of the skills learned at university.

Further information on [Graduates' Employment report](#).

Go back to [D.4.1. Employment situation](#)

E. FIND OUT MORE: THE QUALITY OF YOUR STUDY PROGRAMME

The University of Bologna has identified its objectives as the *personal, cultural and professional growth of students and the improvement of the quality of learning, also in relation to the needs of society* (Strategic Plan 2010-2013).

Students, employers and society as a whole, have the right to effective learning for individual and intellectual growth, to develop critical sense and to prepare for the world of work.

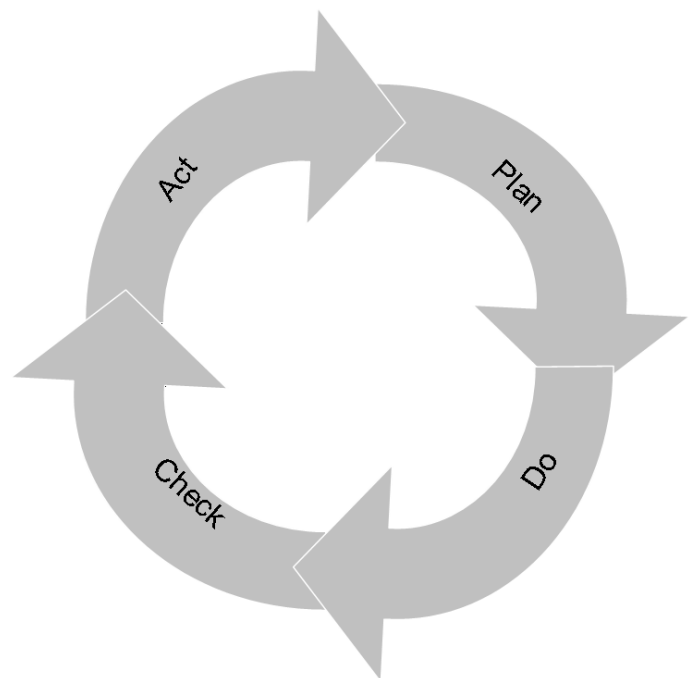
In the Statute and the Strategic Plan 2010-2013 the University of Bologna acknowledges its responsibility in guaranteeing the quality of its study programmes, and for this purpose adopts an "internal quality assurance system".

The Internal Quality Assurance system

The internal quality assurance system is a set of processes and responsibilities adopted to guarantee the quality of Study Programmes at the University of Bologna.

The guarantee of the quality of a Study Programme is the correspondence of the results achieved with the set objectives, in the following phases:

- Plan: defining the objectives
- Do: implementing the planned actions
- Check: checking that the objectives have been achieved
- Act: planning improvement action



This path responds to the expectations of students, guides teaching behaviour and provides indicators for the assessment of results. Self-assessment is based on the analysis of significant data (for example, the number of students graduating in line with the exam schedule, students' opinions and the employment rates of graduates) and highlights strengths and weaknesses in order to reflect on the achieved results, critically consider one's own working methods and take steps for the continual improvement of the Programme. This path involves all educational stakeholders, including students, in order to make use of the contributions of everyone with first-hand knowledge of the Study Programme. Improvement is therefore a day to day development, concerning all aspects of teaching: from the lesson timetable to the publication of on-line programmes, from classroom management to exam methods, and the actual design of the Programme.

This is what happens in each phase:

- **Planning:** the Study Programme is the result of a proposal from the teaching structures and approved by the Academic Bodies.
- **Management:** Schools, Departments and Study Programmes manage the activities required to ensure teaching. The activities are organised as follows:

What we do	Who does what				
	Professors	Study Programme	Schools	Departments	General Administration
Teaching calendar, lessons programme and exam schedules			x		
Management of financial resources			x	x	
Classroom teaching	x				
Management of classrooms and laboratories			x	x	
Libraries and study rooms			x	x	
Approval of individual study plans		x			
Communication and information		x	x		Academic Affairs Division
Guidance service		x	x		Academic Affairs Division
Internships		x	x		Academic Affairs Division
Administrative services: Student Administration Office					Academic Affairs Division
Administration services: Degree programme office			x		Academic Affairs Division
Study grants and loans ad honorem					Academic Affairs Division
Student mobility: university subsidies and programmes					International Relations Division
Mobility: study grants for dissertations abroad			x		
Mobility: authorisations and recognitions		x			
Other students support services		x	x		x

- Internal assessment:** every Study Programme periodically assesses its own results, evaluating, for example, the number of enrolled students, the number of withdrawing students, student opinions etc.; in this way, the strengths and weaknesses, as well as any implemented improvement actions, are highlighted. This phase is organised as follows:

What we do	Who does what
<p>Definition, gathering and publication of evaluation data According to the general guidelines of the University and national and international standards, are defined the tools through which should be evaluated the results (indicators). The survey data to be evaluate are published every year on the Report of the Study Program.</p>	Academic Bodies
<p>Self-Assessment The Schools and Study Programmes assess the effectiveness of the previously adopted solutions, analyse the progress of their learning activities and draw up proposals for improvement.</p>	Schools and Study Programmes
<p>Internal audit</p> <p>The results of the self-assessment process are reviewed in the following phases:</p> <ul style="list-style-type: none"> • Analysis: the University Quality Manager analyses the review documents, considering the ability to identify problems, propose solutions and the overall development of the internal quality assurance system. • Review: The observations on the results obtained and the good practices adopted are examined together with the persons in charge of the Schools and Study Programmes in meetings organised by scientific-disciplinary field. The persons in charge receive the observations and inputs on the areas for development and the actions to be adopted in future to improve results. • Sharing: the conclusions of the review activities are submitted to the Academic Bodies and the University Evaluation Board. 	<p>Quality Manager</p> <p>Vice Rector for Teaching and Education</p> <p>Academic Bodies</p>
<ul style="list-style-type: none"> • Improvement: on the basis of the results of the internal audit, the Schools and Study Programmes plan improvement activities, to ensure that the Study Programmes increasingly respond to the needs of society. The cycle then starts over again, with the definition of actions to be implemented, the results of which are in turn verified, in a continuous path that guarantees the quality of education. 	

F. GLOSSARY TERMS

Additional Learning Requirements

Students enrolling in the first year of a first cycle or single cycle degree and who, following the results of the entrance exams established for each study programme, do not possess the knowledge required for access to the programme, are assigned additional learning requirements (OFA).

The OFA are fulfilled by passing an assessment test defined by the programme.

The non-fulfilment of the requirements by the date set by the Academic Bodies and published on the University Portal will lead to the re-enrolment in the first year of the programme.

AlmaLaurea

AlmaLaurea is an innovative in-line database service of graduates' curriculum vitae (1,620,000 CVs, from 53 Italian universities as of 05/07/2012), which offers a link between graduates, universities and businesses.

Created in 1994 on the initiative of the Statistical Observatory of the University of Bologna, managed by a consortium of Italian universities with the support of the Ministry of Education, University and Research, the purpose AlmaLaurea is to act as a point of contact between businesses and graduates, a reference within universities for anyone (students, businesses, etc...) working in the field of university studies, employment and the condition of young people at different levels.

Average of similar study programmes (belonging to the same group)

Average of the Study Programmes (which belong to the subject group)

Calculated average which refers to all study programmes of the same cycle which belong to the subject group.

There are four groups, composed as follows:

- **BIOMEDICAL** group: Study Programmes of the Schools of Pharmacy, Biotechnology and Sport Science; Medicine; Agriculture and Veterinary Medicine
- **SCIENTIFIC-TECHNOLOGICAL** group: Study Programmes of the Schools of Engineering and Architecture; Sciences
- **SOCIAL SCIENCES** group: Study Programmes of the Schools of Economics, Management, and Statistics; Law, Political Sciences
- **HUMANITIES** group: Study Programmes of the Schools of Arts, Humanities, and Cultural Heritage; Foreign Languages and Literatures, Interpreting and Translation; Psychology and Education

CFU University Learning Credits

University Learning Credits (CFU) were introduced under Italian Ministerial Decree no. 509/99 to comply with European legislation, and are a measurement of the volume of learning, including individual study, required of students; generally 1 CFU corresponds to 25 hours of a student's "overall learning effort".

Class

Degree classes group together study programmes of the same level and with the same key learning outcomes and available learning activities for a given number of credits and in sectors which are identified as indispensable. The features of the classes are set nationally, by Ministerial Decree, and are therefore common to all universities.

Cohort

Cohort refers to a group of students enrolled in the same academic year.

Enrolment status

In terms of enrolment, students may be:

- **Regularly enrolled:** students enrolled for as many or fewer years than the legal duration of the study programme, who do not fall into any of the following categories;
- **Not aligned with the exam schedule:** students who, without having graduated, have enrolled in all the years of the study programme and which, for programmes with compulsory attendance, have obtained all attendance certificates;
- **Repeating:** students re-enrolling in the same year of a programme again. Starting from academic year 2009-2010, students who have not fulfilled the assigned additional learning requirements within the deadline have to enrol in the 1st year as repeating students.

Entrance exam

Enrolment in a study programme may be free access or restricted access.

For all programmes with restricted access, candidates are required to sit an entrance exam and there are a limited number of places available. The entrance exam is a test which is used to draw up a graded list of candidates; students may enrol in the programme according to their place in the list. The methods of managing the call for applications and the list of candidates, including the methods for filling any unclaimed places, may vary from year to year. The test may be specific to a Degree Programme or may be part of a single exam covering several programmes from the same university or from other universities (during the registration the students should indicate their first choice).

The following definitions apply:

Available places = the number of places laid down in the call for applications to the Study Programme, or determined by subsequent legal provisions; these exclude any additional places reserved according to special provisions of the programme (e.g. for international study programmes, they do not include places for foreign students selected from other universities; for all programmes with restricted access regulated nationally, these do not include the places reserved for transferring students).

Number of candidates for the exam = number of students registered for the exam indicating the study programme as their first choice;

Number of participants in the exam = number of students participating in the exam indicating the study programme as their first choice;

Number of participants in the exam for every available place = number of students participating in the exam who indicated the study programme as their first choice as a ratio of the number of places available on the programme.

First year enrolments

This includes all students enrolled in the first year, including those joining the study programme in its first year through transferrals, as well as those enrolled in the first year but not for the first time (e.g. repeating students).

New Careers

Students who start a new university career (excluding transfers) from year one in a second cycle programme.

Passages and transfers

Passage: when a student applies to move to a different study programme from the one enrolled in the previous year, within the same university.

Transfer: when a student transfers from a study programme in one university to any programme in another university.

Registered students

Students who begin a career in the Italian University System for the first time and who enrol in the first year (i.e. for whom no previous university careers are recorded) of a First Cycle (L509, L) or Single Cycle programme (LSCU, LMCU)

Statistical Observatory of the University of Bologna

The Statistical Observatory was founded in 1997 in order to “provide the university governing bodies with a reliable and timely documentary and monitoring database aiming to promote decision-making processes and planning, particularly of learning activities and other services targeting the student population” (art.1 of the Founding and Operational Regulation). Following the disabling of the Statistical Observatory, as resolved by the Board of Governors on 14 December 2010, from the second semester of academic year 2010-11 the survey and subsequently analysis of the attending students opinion is cared for the University of Bologna by Academic Affairs Division - Quality Assurance Department and Control and Finance Division - Support Planning and Evaluation Department. The overall results and the methods of collection and analysis are described in the document published online on the [Statistical Observatory of the University of Bologna](#).

University DataWarehouse

Information service for the managers of the University of Bologna organisational departments which gathers, integrates and reorganises data from various sources and makes it available for analysis and evaluation for the purposes of planning and decision-making.

Withdrawal

Suspension of studies by students who do not register in the next academic year, or who drop out from the degree programme.