IMT SCUOLA ALTI STUDI LUCCA

THE GOOD PRACTICE PROJECT

Overview and results

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

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

The main aim of the project is the **yearly evaluation of administrative services** to students, professors and administrative staff in terms of **effectiveness** and **efficiency**.

EFFICIENCY

The efficiency evaluation measures the **unitary and total cost to deliver the support service** quantified in terms of cost of administrative personnel in charge to provide the service.

EFFECTIVENESS

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

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

- **Customer Satisfaction Survey** for Academics, PhD Students and Research Fellows *(docenti, dottorandi, assegnisti)*

- **Customer Satisfaction Survey** for Administrative Staff *(PTA)*

- **Organizational Wellbeing Survey** for Administrative Staff *(PTA)*

The Customer Satisfacion Surveys focus on:

- Administrative and HR services
- Supplies and logistic services
- Communication
- IT services
- Support to the didactic process
- Support to research activities
- Library services

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The survey refers to services provided last year, i.e. 2019

- This is an **ANONYMOUS SURVEY** ➡ it is **not** possible to trace the answers back to you

- The online platform and data analysis are managed by Politecnico di Milano

- The survey is **available 24/7 from today to May 4th, 2020 (included)** and it will take max 15 minutes

- Survey languages available: Italian and English

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

Response rate: 28% (61/216)

Focus	Administrative and HR services	Supplies and logistic services	Communication	IT services	Support to didactic processes	Support to research activities	Library services
Average	4.75	4.62	3.50	4.75	4.69	4.60	5.41

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

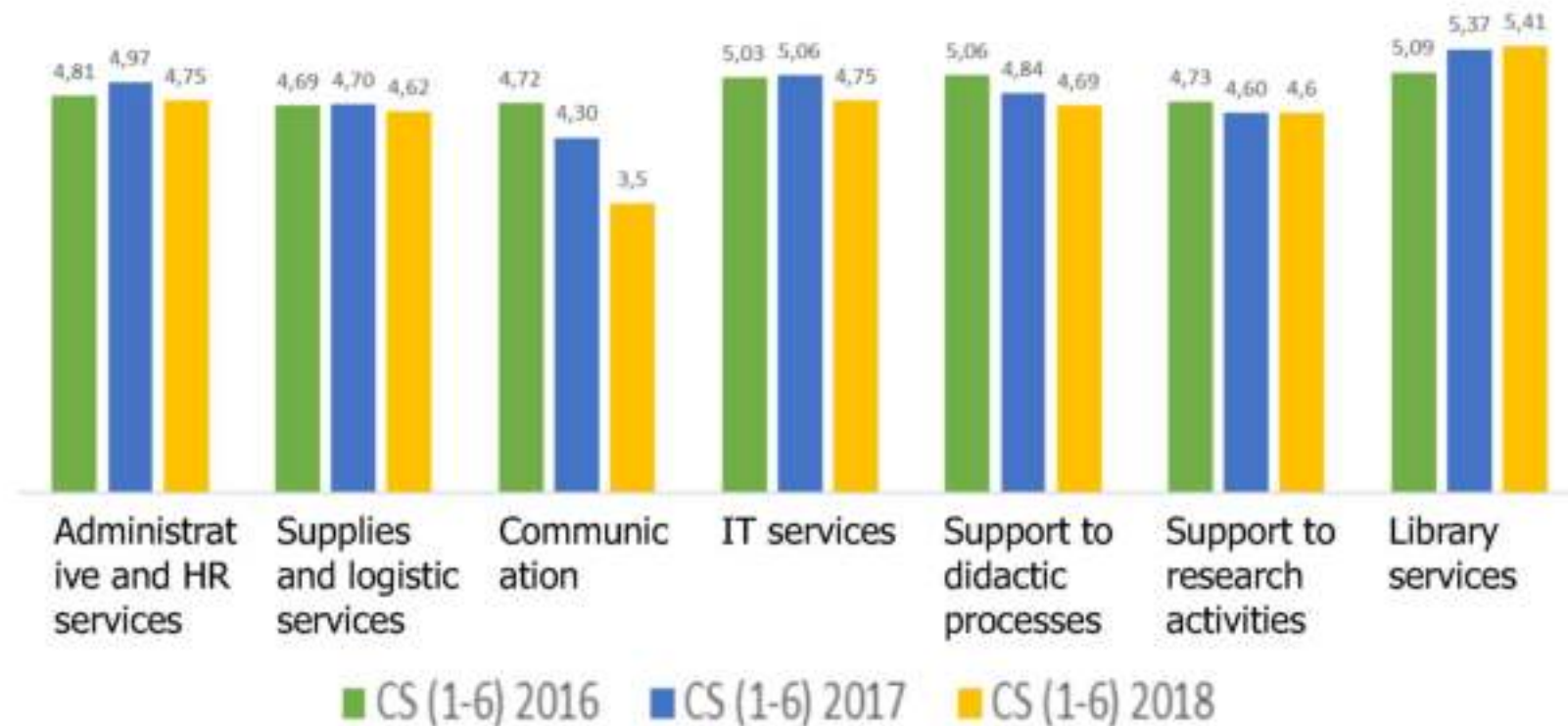**Academics, PhD Students and Research Fellows** *(docenti, dottorandi, assegnisti)*

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

Administrative Staff *(PTA)*

Response rate: 80% (28/35)

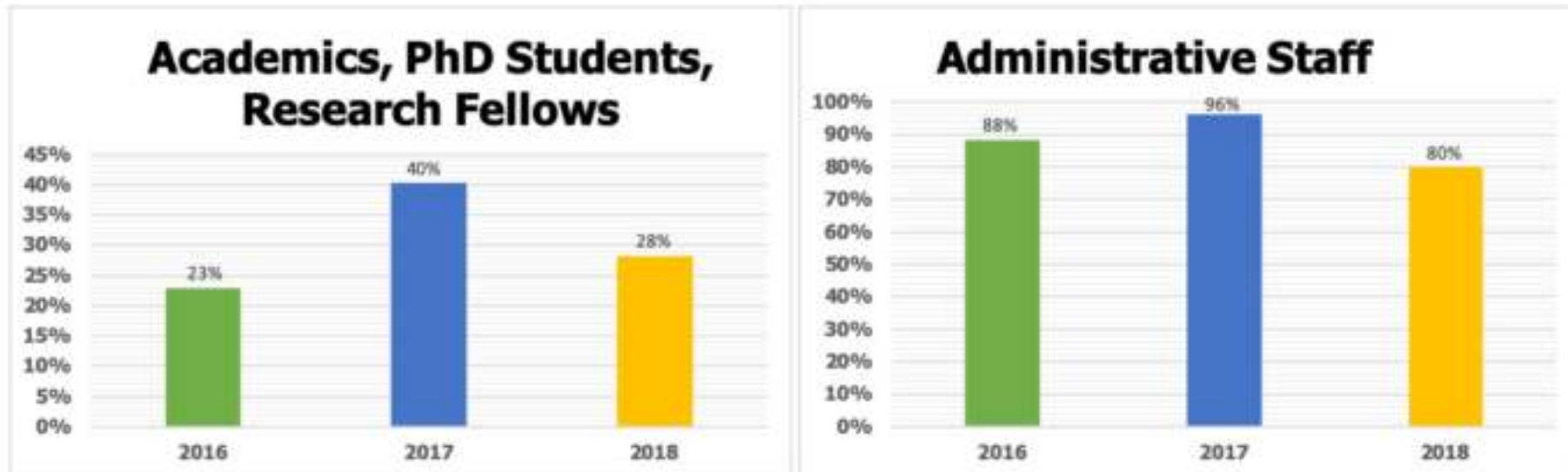| Focus	Administrative and HR services	Supplies and logistic services	Communication	IT services	Finance services
Average	4.20	4.53	3.71	4.59	4.78

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

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

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

Academics, PhD Students, Research Fellows

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

Administrative Staff

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

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