

TYPES OF SUBMISSIONS AND RELATED FORMULATION AND MANAGEMENT PROCEDURES

A. SUBMISSIONS REGARDING THE EDUCATIONAL ACTIVITIES OF THE DEGREE PROGRAM (CdS)

The procedure adopted by the Degree Program (CdS) for managing feedback, complaints, and suggestions from stakeholders (faculty, staff, students, etc.) concerning educational activities ensures that such submissions are formally received, their validity is verified, they are directed to the appropriate management channels, and the person who submitted them receives a response within a defined timeframe. Furthermore, the CdS ensures the systematic recording and analysis of these submissions to facilitate the implementation of necessary corrective actions and improvements.

Individuals who submit such feedback are protected against any form of discrimination or disadvantage. The CdS guarantees the confidentiality of the submitter's identity; this information will not be disclosed, except where required by law or necessary to protect the rights of the University.

Submitting feedback on educational activities

Submissions must be sent via email to the person in charge as indicated in the table below. The subject line of the email must include the term "SEGNALAZIONE" (feedback/report), "RECLAMO" (complaint), or "SUGGERIMENTO" (suggestion), followed by a brief description of the subject of the submission.

Subject of the request	Person responsible for handling the request	Email address
• Availability of teaching staff; • Course syllabi; • Delivery of educational activities; • Assessment methods (exams and tests); • Other matters related to teaching activities.	Departmental Head of Educational Activities Prof. Giorgio Zamboni	didatticadime@unige.it

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Management of Requests Regarding Educational Activities

For the types of requests listed in the table above, in which the Degree Programme Board (CdS) is directly involved, the management procedure follows the steps outlined below.

1.1. Receipt and Intake Phase

Reports, complaints, and suggestions are received by the Departmental Head of Educational Activities directly via their email inbox. Anonymous submissions will not be considered. The Head of Educational Activities ensures the necessary confidentiality for the person submitting the request, as well as for any other individuals involved in the process.

1.2. Assessment Phase

The Head of Educational Activities verifies the relevance and validity of the request, ensuring it is well-substantiated and reasoned. Reports or complaints that do not cite specific, verifiable facts will not be considered. In such cases, the person who submitted the request will be informed that it has been deemed clearly unfounded or irrelevant, with a concise, clear, and comprehensive explanation for the rejection.

1.3. Management and Implementation of Corrective Actions

Once the validity of a request has been confirmed, the Head of Educational Activities forwards it to the Quality Assurance (QA) Committee of the relevant Degree Programme Board (CdS). The QA Committee then reaches a decision, specifying any necessary corrective actions, and communicates this to the relevant parties. Even if the QA Committee is unable to arrive at a decision that includes operational proposals or improvement initiatives, it must still record the request. Furthermore, the QA Committee provides periodic updates to the Degree Programme Board (CdS) regarding the requests received, while consistently maintaining confidentiality.

1.4. Outcome of the report and communication of the response

The entire procedure shall be concluded within a maximum period of 40 (forty) days from its initiation, which coincides with the submission of the request. In exceptional and duly justified cases, the Quality Assurance (QA) Commission of the Degree Programme may allow for an additional period of up to 30 (thirty) days, by the end of which the procedure must, in any event, be concluded. The closure of the procedure and its outcome shall be communicated to the person who submitted the request, as well as to any other relevant parties.

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B. LOGISTICAL-ADMINISTRATIVE REQUESTS

Logistical-administrative requests must be sent directly to the relevant office, in accordance with the table below.

Subject of the request	Person responsible for handling the request	Email address
1. Information		
1. Clarity of procedures and responsibilities regarding administrative processes; 2. Management of student academic records; 3. Adequacy and completeness of information on procedures provided on the website; 4. Readability and clarity of forms; 5. Accessibility of the relevant staff; 6. Fairness and consistency in the treatment of users; 7. Other feedback related to administrative matters.	Sportello Unico Studenti For points 5, 6 and 7 only also Sportello Studenti Savona	studenti.poli@unige.it sportello.savona@unige.it



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Subject of the request	Person responsible for handling the request	Email address
2. Logistics and support for teaching activities		
1. Size and number of classrooms, laboratories, and study rooms; 2. Equipment and maintenance of classrooms and laboratories; 3. Access hours for libraries and any other common areas; 4. Accessibility of classrooms, laboratories, libraries, and study rooms; 5. Clarity and completeness of signage within the facilities; 6. Annual calendar of educational activities; 7. Other feedback related to the management/logistics of the educational provision.	Sportello Studenti Savona	sportello.savona@unige.it
3. Other services		
1. Entry-level guidance services; 2. Tutoring and ongoing guidance services; 3. Exit-level guidance services;	Scuola Politecnica	segreteria.politecnica@unige.it
4. Curricular and extracurricular internships;	Settore tirocini	tirocini.ingegneria@politecnica.unige.it
5. Services for international mobility.	Settore internazionalizzazione	erasmus.ingegneria@unige.it