**PREAMBLE**

Due to the COVID-19 severe health emergency, as of 24 Feb 2020, all classes, exams and teaching activities involving the participation of students have been suspended on all premises of Unito. This is in compliance with restrictive regulations established both at the national and University levels. At the time, the February exam session was ongoing at the Department of Veterinary Sciences, with a number of exam dates available. Similarly, classes falling within the second semester were also about to start. Finally, both the spring exam session and a special graduation session were to take place on 6-8 April and 20-22 April 2020, respectively. On 13 March 2020 it was established that exams and final examinations for graduands could only take place online; on 23 March 2020, this was extended to all students, with oral examinations being the only form of assessment allowed (Rectoral Decree no. 1097/2020). Due to the difficulties arising from the provision of teaching and learning resources, a crisis group was appointed via Decree by Departmental Director (24 March 2020). The group is composed of: Vice-Director for Teaching, Presidents of the degree courses, Vice-Presidents of the degree courses, degree courses’ QA experts, and teaching managers. The group has taken action to address urgent problems related to the ongoing emergency, and has set up an official e-mail address (didatticadistanza.dsv@unito.it) to collect requests from teachers. After some initial difficulties, meetings between the group and governing bodies have been held regularly through the Webex platform. Both the Swot Analysis and actions undertaken, or whose implementation is strongly recommended, are outlined in this intentionally brief document. For greater clarity, such information has been divided into Phase I and Phase II. Whereas the former is related to response actions undertaken immediately after the COVID-19 emergency, the latter deals with measures for the return to normality.
**SWOT Analysis**

**STRENGTHS**
- Availability of platforms for online teaching;
- Readiness of IT staff to provide e-learning training and address ICT issues;
- Readiness of the library staff of the Agricultural and Veterinary Medicine Complex to inform teachers and students of online resources available;
- Effective coordination at the teaching management level (Department/Degree Course) and setting up of a crisis group (working group);
- Sharing of information (through minutes of the meeting) gathered at the Teaching Committee level between all departmental staff;
- Excellent spirit of cooperation from the majority of teachers;
- Great awareness towards the best possible provision of the teaching offer, also in the perspective of the EAEVE visit, which is to take place in November 2020.
- Constant communication with students (e.g. student representatives, graduands).

**WEAKNESSES**
- Limited educational resources available on the platform for online teaching purposes;
- Unfamiliarity with online teaching modalities by most teachers;
- Lack of regulation with regard to the carrying out of distance teaching activities;
- Need for derogations with regard to the existing exam policy;
- Reduction of clinical caseload at VTH;
- Impossibility for students to carry out their traineeship in external bodies/facilities due to the existing emergency;

**THREATENS**
- Difficulties to meet some practical teaching requirements provided for EAEVE;
- Difficulties related to the student's regular academic advancement;
- Difficulties for some students to access distance teaching activities due to lack of appropriate hardware supports, or limited network connection;
- Difficulties for some teachers to provide distance teaching due to lack of appropriate hardware supports, or limited network connection;
- Risk that students lose interest in the EAEVE accreditation;

**OPPORTUNITIES**
- Improvement of the overall quality of educational materials;
- Creation of a database containing materials to be used for distance learning in the future;
- Training of teaching staff to use distance learning tools;
- Increase the number of online resources (documents, articles, platforms) available through the library’s website of the Agricultural and Veterinary Medicine Complex;
- Improvement of communication and coordination between teachers who are responsible for the teaching of modules that are part of integrated courses (joint exams and coordination of their implementation);
- Promote student proactivity and cohesion;
- Creation of foundations for more innovative teaching, while enhancing supervised learning (e.g. flipped classroom);
- Promote the communication of teaching staff’s synthesis reports during the meetings of governing bodies.

**Phase I**

During Phase I of the emergency, where more restrictive and lockdown measures were implemented, the following Department’s teaching objectives were set on the basis of the identified threats:

- Ensure that classes provided for in the second semester take place;
- Ensure that exams scheduled for the February session are completed;
- Ensure that the April graduation session takes place;
- For graduands who have planned to graduate in the spring session it shall be guaranteed that educational objectives are met and professionalizing skills acquired. Similarly, traineeship activities shall be carried out in ways that are compatible with the restrictions imposed by the emergency situation;
- Ensure support to students and teachers in accessing and providing distance learning;
- Carry out distance learning activities according to shared quality standards;
- Secure the VTH in view of the start of routine teaching activities;

Subsequent actions undertaken and, where relevant, a brief comment on critical issues detected, are outlined in the table of Annex I attached hereto.

Performance indicators for Phase I are included in Annex II.

**Phase II**
Being well aware that return to normality will be characterized by legislative, and thus managerial uncertainties, the Department’s objectives with regard to teaching are the following:

- Ensure that the EAEVE standards, and in particular practical activities requirements, are met;
- Ensure that classes provided for in the first semester of AY 2020/2021 take place;
- Ensure that exams to be held in April and during the summer session take place regularly (with derogations to Exam Policy) until the situation returns to normal;
- Ensure that students take part in clinical activities performed at the VTH;
- Ensure that the graduation session to be held in July takes place.

Actions planned are summarized in the table of Annex I attached hereto.

Performance indicators for Phase II are included in Annex II.

**ANNEX I**

**PHASE I**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>ACTIONS UNDERTAKEN 16/3</th>
<th>CRITICAL ASPECTS/FUTURE ACTIONS</th>
<th>UPDATED AS OF 1 APRIL</th>
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</thead>
</table>
| **Training of teachers with regard to different forms of distance learning:** | 1) Dispatch of explanatory notes from the Department of Veterinary Sciences (DSV)  
2) Teacher training course  
3) Publication of a video tutorial on the Moodle platform (Information Systems)  
4) Sending of updates from the Information System Department  
5) Dissemination of information concerning teaching for students with specific learning disabilities (SLD) from the Delegate. The information is also published on the University’s homepage | | Sending of detailed instructions on how to use Webex on 30 March |
| **Coordination and monitoring of distance learning** | Presidents of the degree courses verify that published learning materials are compatible with the forms identified to access distance teaching units. Teachers are reminded that presentation slides that are usually projected in class shall be integrated with explanatory notes | In spite of broad cooperation among teaching staff, some courses/modules still lack learning resources. It is expected that for each course/module a message is displayed on the unit outline with regard to teaching approaches adopted. As a result of the above: | Distance meetings involving Presidents of degree courses, IC coordinators and student representatives per year of study showed an overall satisfactory level with regard to classes offered via the various platforms. Almost all courses have implemented distance learning, although with different modalities. |
or further study material. It is recommended that materials, including webinars/distance learning classes, are made available on a gradual and regular basis.

Scheduling of classes/focus time via Webex shall be done taking into account the shared calendar. This will avoid any overlapping within the same semester.

Presidents of the degree courses will contact the teachers responsible for the integrated module (IC) or appointed to its teaching to address any critical issue encountered. Close cooperation between staff members is therefore called for. Prof. Aresu has set up Webex meetings involving student representatives and IC coordinators of second semesters.

Both teachers and students have pointed out critical aspects with regard to the use of Moodle. Such aspects have been reported to the central administration and CINECA. Improvement actions are currently undergoing.

Some students suggest that teachers may record short video lessons (perhaps dividing them based on topics) as large files (+1 hr.) are difficult to access and videos stops playing frequently.

Claim have been submitted for any service disruption reported. Based on responses obtained, the above-mentioned improvement actions are confirmed.

All teachers were informed of the need to record shorter video lessons.

Unit outlines are being updated based on instructions shared between teachers (monitoring procedures lie with the QA experts of each degree course).

A meeting with the central administration on 31 March highlighted the need to communicate with students to verify whether topics covered have been understood and/or problems have arisen.

### Coordination of distance learning (classes, exams, graduation dates)

Need to foster communication between degree courses and administration.

Appointement of a working group (presidents and vice-presidents of the degree courses, QA experts, teaching managers, vice-director for teaching) by the DSV Director by way of a decree-law.

Daily Webex meeting with parties involved

Creation of a specific e-mail address (didatticadistanza.dsv@unito.it) to which requests from teachers and students should be addressed.

Unito highlights the importance of coordinating activities at the departmental and degree course level.

### Graduands for 2020 April session

After assessing the situation of graduands, the Vice-director for

As a result of the emergency situation, thesis supervisors

To facilitate the work of teachers, guidelines outlining the procedures
Teaching, the presidents of the degree courses, and the teaching managers, have identified - where necessary and after consulting the SAMEV Director, the student office, orientation, tutoring and placement services (OTP) - procedures for the completion of distance learning activities.

All graduands have been contacted and informed of the above.

Exams that have not yet been taken (Clinical Medicine II, Inspection and Toxicology) will be carried out online between 16 and 20 March.

An online meeting (Webex) has been called for Thursday, 19 March, at 10 a.m. to discuss with graduands any doubt or critical aspect.

**April 2020 graduation session (CL/CLM)**

In accordance with the student office, the following extensions to time limit have been granted:

Exam registration: 31 March

Submission of grade reports: 3 April

Submission of thesis: 15 April

The above extensions should allow all graduands to take part in the April graduation session. If not, a further session will be scheduled.

Graduation sessions will take place as per Rectoral Decree no. 1029 of 13 March 2020, establishing the following:

- The Graduation Committee shall be composed of at least 3 members;
- Bachelor students may not be required to defend the thesis

**NB**

In order to apply uniform criteria in this unusual situation, the Presidents of the degree courses will appoint two or more members to help them with the work throughout the entire session.

Both assessment criteria and Graduation Committees have been approved within the Board of Studies.

Graduands will be informed of graduation session procedures for the carrying out of graduation sessions have been drafted, in accordance with the relevant Rectoral decree.

Furthermore, two Webex meetings involving graduands enrolled in single-cycle degree courses - CLM (19 March) and bachelor’s degrees - CL (23 March) have been called for to communicate the above-mentioned information. Another meeting will be held on 9 April with CLM.
For CL, the final graduation mark may be given taking into account the average marks awarded by the supervisor/co-examiner, including bonus points (if any).

### Exams

With the exception of exams for students graduating in the spring session, no distance procedures have yet been identified. More information is expected from the Central Administration.

Should the situation not return to normality soon, it is suggested that teachers identify distance assessment procedures (oral examinations), while avoiding excessive splitting of ICs. Some exams may be replaced by short thematic reports. If it is chosen to proceed in this way, an exam timetable will be drafted at the degree course level and information concerning homogeneous exam procedures be shared.

As of 24 March, Rectoral Decree no. 1097/2020 entered into force, establishing that exams are to take place via Webex in oral form. The degree courses have drafted guidelines and illustrated in detail such procedures. Furthermore, all IC coordinators whose exams were suspended or did not take place in February have been contacted. Exams (to be carried out orally only) were rescheduled and are currently taking place (30 March-17 April).

At the end of April, the spring time window will be open (exams are currently being rescheduled to 27 April-15 May).

A new regulation governing the carrying out of written exams - which continue being a problem due to the difficulties related to their performance and management, and the identification of students - is currently being drafted at the Unito level. Teachers are encouraged to choose oral exams, in addition to considering administering mid-term written tests to be counted towards the final grade. This should also contribute to reducing the duration of oral exams.

### Traineeship

All traineeship activities taking place at the Department have been suspended. For external traineeship activities, instructions published on Unito’s website have been applied.

Further documentation (student’s personal record) must be submitted via e-mail both to the student office and the OTP services.

There is a need to call for a meeting with all parties involved to assess possible solutions with regard to the organization of some substitute activities, while taking into account the specific features of the various boards of studies, as well as of the single-cycle degree course in Veterinary Medicine and EAEVE. In addition to the board of studies, the meeting shall involve the DSV Directorate, the student office and the OTP services, the SAMEV Director, the EAEVE delegate and Liaison Officer, and the representatives for traineeship activities. Such a request is also included in the last item of the table, that is the recovery plan.

### Student communication

A mailing list comprising of It is desirable that the reference Semester/year coordinators have

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<thead>
<tr>
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<tbody>
<tr>
<td><strong>and distance support services</strong></td>
<td>student representatives per year of study of the two-degree courses has been created.</td>
<td>teachers per year/semester cooperate actively with student representatives and the Degree Course President to bring to light any problems, especially in view of the likely prolongation of the current situation.</td>
</tr>
<tr>
<td></td>
<td>A Webex meeting with CLM graduands has been called for (19 March, hr. 10)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A distance support desk (Webex) for CL and CLM students has been activated. The provision of such a service will be guaranteed by the Vice-director for Teaching, the teaching managers and the degree courses directorates, based on their availability. The first meetings will take place on 17 (CL) and 20 March (CLM)</td>
<td></td>
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<td></td>
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<tr>
<td><strong>Communication with/between teachers</strong></td>
<td>In addition to the Vice-director's personal commitment and availability (phone, e-mail, etc.), further opportunities for comparing and reflecting on teaching will be identified. Parties involved will be invited to take part in future Webex meetings</td>
<td>Presidents of the degree courses took part in an online meeting with IC coordinators to address the various aspects of distance learning.</td>
</tr>
<tr>
<td><strong>International mobility</strong></td>
<td>All outgoing and/or incoming mobility programs for students and teachers organized within the Erasmus program or other international mobility or exchange programs have been suspended.</td>
<td>The International Mobility Committee continues to maintain contact with mobile students. With regard to outgoing/incoming students who may or may not have interrupted their mobility, maximum flexibility is ensured, in accordance with instructions provided by the University and taking into account national and international situations. Based on cases and opportunities, students may follow online courses (as provided for in the learning agreement) offered at the foreign university or at Unito, after informing the Erasmus Committee.</td>
</tr>
<tr>
<td></td>
<td>The Committee has evaluated the situation of the degree courses falling within the DSV. It has contacted all Erasmus outgoing (12) and incoming (10) students to confirm whether they had decided to return to their country of origin or continue their mobility. An e-mail was therefore sent to such students. It will be possible to</td>
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</tbody>
</table>
have a comprehensive picture of the situation only once all students have responded to the e-mail.

Erasmus Traineeship students - Current situation:
- four students from Politécnico de Viseu (Portugal) enrolled in veterinary nursing decided to return to their country;
- mobility has been cancelled for three students from Fuensant Institute (Cordoba, Spain);
- mobility has been cancelled for one student from the Royal Veterinary College (UK).

With regard to students taking part in Erasmus Partner Countries exchange programs and the Fondazione San Paolo mobility, they have all returned to their country of origin.

<table>
<thead>
<tr>
<th>Specialization Schools</th>
<th>PhD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes have been suspended</td>
<td>Almost all planned and mandatory courses took place and were completed in February.</td>
</tr>
<tr>
<td>Distance learning will be provided for theoretical parts.</td>
<td>Missing parts will be reorganized by the teachers involved according to procedures and timing that are deemed suitable for the evolving situation.</td>
</tr>
<tr>
<td>Practical activities to be carried out within the local territory will be rescheduled.</td>
<td>Seminars were scheduled starting</td>
</tr>
</tbody>
</table>

One critical aspect is the quantity of hours allocated to Visiting Professors. Further information is expected to be given by the Central Administration in this sense (see the item Excellence Department).

Given the current situation, it may difficult to reschedule activities that have not taken place

This problem has been solved, and professors Zingsstag and Gortazar have implemented distance learning.

School Directors have reported that all activities are taking place regularly.
It is still difficult to determine when activities that have not been carried out will be scheduled as the School of Food Inspection of Animal Origin is almost at the end of its cycle. An evaluation of scheduled activities will soon be required.

A written request for further explanations on how activities included in the educational offer should be planned has been submitted to the central administration.

Seminars were scheduled starting  

An online meeting of the teaching body has been called for 3/4 April to evaluate project proposals for the new recruitment notice. As of today, competitions are planned to take place in June-July; however, the number of fellowships to be financed is unknown.

The Vice-director suggests that instructions concerning the above be published on the website of the degree courses.
from June 2020. It will be necessary to examine their feasibility in due time.

**Recovery plans**

It is necessary to provide for a post-emergency plan for the reprogramming of activities based on possible scenarios.

The working group will involve all interested parties in the drafting of the plan.

There is a need for the single-cycle degree course in Veterinary medicine to exchange views with other universities present at the national level, always bearing in mind that the EAEVE visitation is imminent.

**Teaching quality evaluation (Edumeter)**

It will be carried out during the second semester too, without including questions relating to classroom and facilities.

Attention is paid to the fact that, given the existing emergency situation, absolute quality of teaching may not match the one perceived. Particular emphasis should be given to aspects such as the regularity with which learning materials are updated. Materials provided should be adequate and contribute to the achievement of learning objectives, in addition to being consistent with the credits provided for by the teaching unit.

Teachers should not just upload study materials on the platform used, but maintain rapport with students.

Planning of Webex meetings is crucial, as is compliance with their schedules.
## PHASE II

<table>
<thead>
<tr>
<th>ITEM</th>
<th>ACTIONS TO BE IMPLEMENTED</th>
<th>CRITICAL ASPECTS/FUTURE ACTIONS</th>
<th>UPDATE</th>
</tr>
</thead>
</table>
| **Comply with EAEVE standards, especially with regard to practical activities;** | a) Identify any practical activity that cannot take place using alternative means as it must be carried out under the supervision of a competent person;  
  b) Ensure the greatest possible compliance with the aforementioned item by all students;  
  c) Plan the gradual restart of practical activities that can only be performed under the supervision of a competent person (e.g., possible modification of timetable and student groups);  
  d) Plan the gradual restart of activities that are now being offered online;  
  e) Guarantee that classes take place regularly during the first semester | Share the solutions identified by the Crisis Group with all interested parties (e.g., students, delegates and reference persons for traineeship, persons responsible for defining timetable of activities) | Not applicable |
| **Exams to be carried out in April and during the summer session, until the situation returns to normality (with derogations to Exam Policy);** | Reschedule exams planned throughout the summer time window (June/July) by considering implementing online assessment procedures | | |
| **July 2020 graduation session** | a) Possible implementation of online assessment procedures  
  b) Assess procedures for the completion/performance of traineeship and thesis that are in line with restrictions adopted due to the emergency situation, whilst ensuring that educational objectives are met and professionalizing skills acquired.  
  c) Reschedule deadlines | Gather comprehensive information on potential graduands’ academic career advancement | |
| **Delivery of classes planned within the first semester** | Plan the gradual restart of supervised activities, while considering modifications to the timetable (e.g., date of start of classes in the first semester) | | |
ANNEX II

In order to assess the impact of actions implemented and in compliance with quality assurance objectives, performance indicators (some of which shall be considered valid in the medium-long term) have been adopted.

INDICATORS:

- % of IC that have implemented distance learning activities;
- % of exam sessions that have been completed online compared to sessions that have been suspended due to COVID-19;
- % of graduates in the April session compared to the number of students who had applied for graduation up to 20 February, taking into account the data from previous years;
- Type of actions launched by the library of the Agricultural and Veterinary Medicine Complex to increase the availability of online educational resources and further improve their accessibility to teachers and students;
- % of IC that have made available study materials which do not require to stay online for too long.
- Edumeter indicators (available up to September 2020).
- ANVUR indicators (iA01, iA15, iA15bis, iA16, iA16bis), available between June 2021-June 2022, to be considered valid in the long term.