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Technical guidelines for writing the degree thesis / dissertation

editorial rules
entering sources and citations
reference management programmes
advanced word features

edited by
Library
Multimedia room

CONTENTS

Introduction

This document presents some guidelines for the drafting and formatting of the dissertation. All instructions regarding the methodology and structure of the thesis/dissertation (chapters, tables, acronyms, bibliographical sources, contents, indices) are to be agreed upon and approved by the supervisor, to whom students must refer for detailed information.

Furthermore, if we start here with the formatting, this is because the layout of the style sheet must precede the insertion of the contents: this will facilitate the work and guarantee the homogeneity of the final result.

Note

In addition to this document, students have at their disposal a **STYLE SHEET, a template** (plus user's guide) **aimed at helping students with the writing and structuring of the thesis/dissertation,** resulting in the production of a document where the presentation is standardised and information can be hierarchised.

Student support

It is possible to fix an appointment to take part in a workshop explaining how to use the style sheet. The one-hour workshop is highly recommended in order to further benefit from the editing assistance service, if necessary.

For detailed information on the workshop (content, times and appointments) contact the **Library multimedia room:**

tel. 02-891412483 / 2541/biblioteca.multimediale@iulm.it

NB: The multimedia room declines all responsibility for any omissions or printing errors.

Formatting

Title page and title

• The Print Centre (*Centro Stampa*), in collaboration with the Registrar's Office, will provide for the layout of the title page of the Master's degree thesis/Dissertation.

• The title page will reproduce the title of the Master's degree thesis/Dissertation as approved by the supervisor and as can be found on your personal page in the Online Services (in the section *Laurea > Conseguimento titolo*);

The title must not be in inverted commas, must not have a full stop at the end, and must not be written in all uppercase.

• The title submitted and approved will be the one on the title page of the dissertation, without any revision by either the Registrar's Office or the Print Centre. It is therefore the student's precise responsibility, in agreement with the supervisor, to verify the correctness (including spelling) of the title submitted and compliance with the relevant publishing rules before submitting their application for graduation.

• Any special characters, italics and/or particular punctuation must be communicated to the Print Centre at frontespizio@iulm.it no later than the degree application deadline.

IMPORTANT: The first two pages of the PDF file of the Degree Thesis/Dissertation must be **left blank**. The Print Centre will use them for the title page and its reverse page.

Double-sided printing of the thesis.

The beginning of each new section (contents, introduction, chapters, conclusions, appendix, bibliography) as well as the title page and any dedications and/or acknowledgements (which are neither obligatory nor recommended) must always appear on **odd-numbered pages** (the pages on the right-hand side of the printed thesis and on the left-hand side of the screen, i.e. when selecting two-page View side by side in MS Word).

Proceed as follows, based on the examples below:

- if a chapter ends on an **odd-numbered** page (front) (e.g. **page 17**), the next page (reverse) should be left **blank,** but included in the page numbering (in the example, **page 18**). This allows the next chapter to start on a front page on the right-hand side, with an **odd page number** (in this case **page 19**). It is also recommended that the page number does not appear on the blank pages.

Example: double-sided printing of thesis

| **Reverse (even)** | **Front (odd)** | **Reverse (even)** | **Front (odd)** |

16   17   19

(Last page of chapter 1)   **(blank page but counted as page 18)**

- if the previous chapter finishes on an **even-numbered** page, e.g. **page 22** (reverse), the following chapter automatically begins on an **odd-numbered** page (front), i.e. **page 23**. Example:

Reverse (even)   **Front (odd)**   **Reverse (even)**   **Front (odd)**

(Last page of chapter 2, page 22)

Format

Once you have checked the specific requirements of your supervisor, here are some useful tips for formatting your text document. Remember that a standard folder for publishing contains approximately 30 lines of about 60 characters each (including spaces) for a total of 1800/2000 characters.

Page margins
- top = 2.5 cm
- bottom = 2.5 cm
- right = 3 cm
- left = 3 cm

Layout
- justified text (i.e. lines aligned with both the left and right margins)
- first line indent 0.5 cm
- numbered pages (excluding the title page and contents). The total number of pages - including table of contents, bibliography and any appendices - varies depending on the methodological approach and the subject matter: each Faculty has decided on these indications (see the references in the document *Esami di laurea e prove finali. Istruzioni per l'uso* [*Degre and Final Examinations. Instructions for use*])

Line spacing
- 1.5 lines

Sizes and fonts
- choose a single, plain and preferably serif font (Times New Roman, Garamond, Calibri). Sans serif fonts (Arial/Tahoma/Verdana/Ms Reference Sans Serif) are in fact suitable for use on screens or for titles
- 11 or 12 point font size
- avoid alternating fonts - use solutions such as uppercase, small caps, bold or italics
- do not insert graphic effects such as shadow, bevel, outlines or colours
- set the font to automatic black (and not registration black)

Chapter headings and paragraphs
- differentiate headings and subheadings from the body of the text, both in size (the heading must be larger than its text) and style
- set paragraph format by managing heading styles and levels
- maintain a single style and graphic layout throughout the work

SUPPORT TOOL: use the style sheet downloadable <u>here</u>

Images

Images, graphs, tables and drawings are part of the content of the research work, as well as characteristic tools of certain scientific languages: include them if they add or further explain information to the written text.

To avoid formatting problems when inserting images, the following procedures are recommended:

- Save the images in a standard format (preferably JPEG or TIFF) in a specially created folder
- choose the 'insert image from file' option from your e-writing software and select the desired image from the saved folder. By double-clicking on it, you open the toolbar to modify the image parameters (layout, size, colours, insert captions, borders etc.)
- add a sequential number at the foot of each image (graph or table) and a dedicated and precise caption with title, brief description and possible source (if it is not your own work)
- if the images are in black and white, convert them to GRAYSCALE and not to RGB.

Recommended structure for dissertations (Bachelor's degree)

Essay format

TITLE PAGE

CONTENTS

PREMISE/INTRODUCTION to the RESEARCH QUESTION

 1. CHAPTER 1

      1.1. Subchapter (if any)

      1.2. Subchapter (up to the required number of subchapters)

 2. CHAPTER 2 (up to the required number of chapters)

 N. CHAPTER N (up to the number N of chapters required)

APPENDICES OR ANNEXES (optional)

BIBLIOGRAPHY

Article format

TITLE PAGE

ABSTRACT

 1. PREMISE/CONTEXT (context of research)

 2. OBJECTIVE (objective and research question)

 3. METHODOLOGY

4. PRESENTATION OF DATA (presentation and interpretation of data)

5. DISCUSSION (discussion of results and any limitations)

APPENDICES OR ANNEXES (optional)

BIBLIOGRAPHY

Case study format

TITLE PAGE

PREMISE/CONTEXT OF RESEARCH QUESTION

1. RESEARCH TOPIC (definition of the topic, contextualisation and research question)

2. PRESENTATION OF DATA (presentation of data, materials, documents, testimonies, interviews, observation protocols etc.)

3. DATA ANALYSIS (data analysis and interpretation)

4. REPORT (discussion of results and any limitations)

APPENDICES OR ANNEXES (optional)

BIBLIOGRAPHY

Recommended structure for degree theses (Master's degree)

Degree thesis format

TITLE PAGE

CONTENTS

INTRODUCTION to the RESEARCH

1. CHAPTER 1

        1.1.Subchapter (if any)

        1.2. Subchapter (up to the required number of subchapters)

 2. CHAPTER 2 (up to the required number of chapters)

 "n". CHAPTER "n" (up to the number "n" of chapters required)

APPENDICES OR ANNEXES (optional)

CONCLUSIONS

BIBLIOGRAPHY

Converting dissertation to PDF format

The Portable Document Format (PDF) ensures that the printed or displayed versions of the thesis maintain the desired format. The PDF format is therefore indispensable for the correct printing of the degree thesis/dissertation.

PLEASE NOTE: in order to limit the risk of alterations in the page layout format before conversion to PDF, it is best to avoid alternating between Mac and PC or Word, Open-Word, Pages and other similar programmes.

IMPORTANT: If you do not have the PDF option already in your electronic writing programme, we suggest downloading and installing *PDFCreator* or using online tools (such as www.ilovepdf.com or similar).

Remember that to create a high-quality PDF document it is important to:

- use **intact fonts** for creating documents ensuring that they are all active and not corrupt
- avoid RGB colour values in that they have been conceived for video displays and almost always offer colour solutions that do not conform with the original if converted to **CMYK**
- do not insert objects saved in **non-standardised** formats (opt for JPEG or TIFF)
- **images** must not contain layers
- all the documents and images provided must have a resolution of **300 dpi**, suitable for **high-quality printing**. This regulation applies to both four-colour and grayscale images
- finally, to convert your work into PDF you need to use "**High Print Quality**" mode.

PART TWO
entering bibliographical sources
reference management software
examples
advanced Word features

Bibliographical sources

How to cite sources

The bibliography - which for a Bachelor's degree dissertation should take more the form of a reference list consistent with the scope and breadth of the work - is a structured list of documents consulted during the research (articles, books, essays, websites, etc.). This allows the reader to verify the relevance and quality of the sources consulted or to study the topic in greater depth.

The bibliography is compiled according to precise rules that may vary according to the type of document (literary works, articles etc.) and the medium (paper or Internet).

Consisting of elements presented in a precise order (author, title, edition, etc.), the bibliography is placed at the end of the work.

IMPORTANT: Please note that the choice and application of the appropriate bibliographical style is the responsibility of the supervisor. Students must follow their instructions.

Reference management software

The main functions of reference management software are the collection, organisation and cataloguing of various types of documents. In addition it can help take notes and automatically format citations according to different bibliographic styles.

The main reference management software are:

- [Reference Manager](#)
- [RefWorks](#)
- [Cite This For Me](#)

There is also **free or open source software** such as:
- [Endnote](#) (available on the *Web of Science* database to which IULM subscribes)
- [Zotero](#) (Firefox plug-in)
- [Biblioscape](#)
- [Bibus](#)
- [CiteUlike](#)

With **Microsoft Word** it is also possible to automatically create a bibliography (the online guide can be found [here](#)) starting from the citations inserted, using the options *References > Manage sources*.
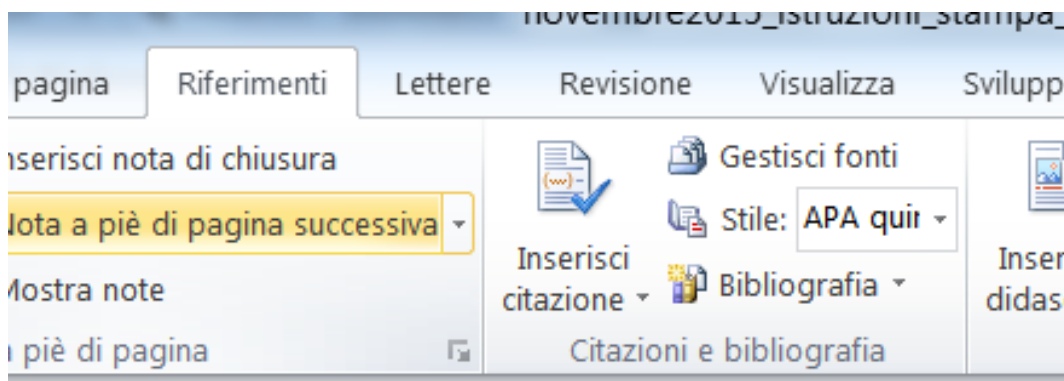
Examples

Before presenting some of the most frequently recurring cases in the writing of the dissertation, we would like to remind you that the most widely used and conventional method of compiling a bibliography in the field of scientific research is based on APA[1] standards. Here you can find specific guidelines for each type of document.

Printed works and monographs

Model 1
SURNAME Name. *Title*. Place of publication: Publisher, Year of publication
Example

BARBARITO Luca. *L'analisi competitiva: metodologia e applicazioni*. Milano: FrancoAngeli, 2012

Model 2
SURNAME N., (Date of publication). *Title*. Publisher, Place of edition
Example

BARBARITO L. (2012). *L'analisi competitiva: metodologia e applicazioni*. FrancoAngeli, Milano

Book chapters

Model 1
SURNAME Name. *Title of chapter*. In: Surname N. (edited by), *Title of work*. Place of edition: Publisher, Year of publication, pp. pages
Example

SAINAGHI Ruggero. *Caso Alberto Bivio*. In: Invernizzi G. (a cura di), *Letture, casi ed esercitazioni per l'insegnamento di Economia aziendale (fondamenti di economia aziendale):*

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[1] These standards, which the *American Psychological Association* recommends in its *Publication Manual of the American Psychological Association*, are the most widely accepted style standards for documenting sources used in a research paper (www.apastyle.org).

Corso di laurea in Scienze turistiche: Anno accademico 2000/2001. Milano: Cooperativa Libraia IULM, 2000, pp. 59-69

Model 2

SURNAME N., (Date of publication). *Title of chapter*. In: SURNAME Initials (edited by), *Title of work*. Publisher, Place of publication, pp. pages

SAINAGHI R. (2000). *Caso Alberto Bivio*. In: INVERNIZZI G. (a cura di). *Letture, casi ed esercitazioni per l'insegnamento di Economia aziendale (fondamenti di economia aziendale): Corso di laurea in Scienze turistiche: Anno accademico 2000/2001*. Milano, Cooperativa Libraia IULM, pp. 59-69

Articles in periodicals

Model 1

SURNAME Name. Title of article. *Title of periodical*, Year, Volume, Issue, pp. pages

Example

SCRAMAGLIA Rosantonietta. Love and the web. *European Review*, July 2002, Vol. 10, Issue 3, pp. 317-338

Model 2

SURNAME N. (Year). Title of article. *Title of periodical*, Volume(n°), pp. pages

Example

SCRAMAGLIA R. (2002). Love and the web. *European Review*, 10(3), pp. 317-338

Theses and academic works

Model 1

SURNAME Name. *Title of thesis*. Type of thesis/dissertation and discipline, Place of presentation: University, Year of presentation

Example

CANONICO Paolo. *Gli effetti organizzativi di Intranet: un approccio interpretativo*. Tesi di dottorato di ricerca in economia aziendale. Napoli: Università degli Studi Federico II, 2003

For online theses add the wording *[online]* after the title. At the end of the citation insert the expression Available at: <URL> (Consulted on …/…/…).

Example

> CARRIERI Giuseppe. *Lo sguardo del (sul) bambino e sul bambino nel neorealista italiano* [Online]. Prova finale in Scienze e Tecnologie della Comunicazione. Milano: IULM, 2006. Disponibile all'indirizzo <www….> (Consultato il 18/07/2014)

Model 2

SURNAME N. (Year of discussion). *Title of thesis*. Type of thesis/dissertation and discipline, University, City

Example

> CANONICO P. (2003). *Gli effetti organizzativi di Intranet: un approccio interpretativo*. Tesi di dottorato di ricerca in Economia aziendale, Università degli Studi Federico II, Napoli

Conference papers, seminars and similar works

Model

SURNAME Name. *Title of paper*. In: Surname N. (edited by), *Title of conference in italics*, Place of conference, Date of conference. Place of publication: Publisher, Date of publication, pages

Example

> BETTETINI Maria T.. *Il lecito piacere della finzione artistica*. In: Aa. Vv. *Le felicità nel Medioevo: atti del 13mo convegno della Società italiana per lo studio del pensiero medievale*, Milano, 12-13 settembre 2003. Louvain-la-Neuve : Fidem, 2005, 53-68.

<div align="center">

Online resources

</div>

Online books / monographs

Model 1

SURNAME N. *Title of work in italics* [Online]. Place of edition: Publisher, Year of publication. Available at: <URL>. (Consulted on …/…/…)

Example

> LESJAK M., BREZOVEC A. e NEMEC RUDEŽ, H. (a cura di). *Innovative Marketing of Coastal Destinations* [Online]. Koper: University of Primorska Press on behalf of Faculty of Tourism Studies, 2013. Disponibile all'indirizzo: <www.hippocampus.si/ISBN/978-961-6832-45-8.pdf>. (Consultato il 17/07/2014)

Articles from online periodicals

Model 1

SURNAME Name and SURNAME Name. Title of article. *Title of periodical in iitalics* [Online]. Year, volume, issue (if present): pp. pages. Available at: <URL>. (Consulted on …/…/…)

Example

LUKKA Ville e JAMES Paul T.J. Attitudes Toward Facebook Advertising. *Journal of Management and Marketing Research* [Online]. 2014, 14: pp. 1-26. Disponibile all'indirizzo: <www.aabri.com/manuscripts/131602.pdf>. (Consultato il 17/07/14)

Model 2

SURNAME N. and SURNAME N. (Date). Title of article. *Title of periodical in italics* [Online]. Volume(no. if present). Available at: <URL>. (Consulted on …/…/…)

Example

LUKKA V., James, Paul T.J. (2014). Attitudes Toward Facebook Advertising. *Journal of Management and Marketing Research* [Online]. 14: pp. 1-26. Disponibile all'indirizzo: www.aabri.com/manuscripts/131602.pdf. (Consultato il 17/07/14)

Institutions, associations and similar bodies

Name of Institution. *Title of main page in italics* [Online]. Available at: <URL>. (Consulted on …/…/…)

Example

USI Università della Svizzera Italiana. Biblioteca Universitaria di Lugano. *Stile APA: sistema autore-data* [Online]. Disponibile all'indirizzo: https://it.bul.sbu.usi.ch/learning/apa_date. (Consultato il 17/07/14)

Online files

SURNAME Name. *Title of document* [Online]*. Date of publication. Available in (specify format) on the Internet at: <URL>. (Consulted on …/…/…)

Example

RUDDY David. *Metadata and Digital Library Development* [Online]. 2008. Disponibile in formato PowerPoint su Internet all'indirizzo www.loc.gov/catworkshop/courses/metadatadl/ppt/mdld-show-all.ppt. (Consultato il 21/07/2014).

Styles of bibliographical citations

In-text citations

Citations in the body of the paragraph in inverted commas

Citations of less than 200 characters (including spaces), corresponding to approximately 2 lines of your text, must be cited in the same format as the text using quotation marks " " (without spaces between them and the accompanying text!). Use single quotation marks ' ' for any citations within the citation itself.

Indented citations using smaller font

Citations of more than 200 characters (including spaces) must be separated from the body of the text by one line, cited without inverted commas, with the font size reduced by one point (i.e. 11pt if the body of the text is 12pt), reduced line spacing (i.e. 1 line), and indented 0.5 cm to the left and 0.5 cm to the right.

Quoting poetry in the text

Quotations of poetry of up to 3 consecutive lines should be indicated within the text in the same format as the text, using quotation marks " " and lines should be separated by a slash /.

Indented quotations of poetry using smaller font

Quotations of poetry of more than 3 lines must be separated from the body of the text by one line, written without quotation marks, with the font size reduced by one

point (i.e. 11pt if the body of the text is 12pt), reduced line spacing (i.e. 1 line), and indented 0.5 cm to the left.

<div align="center">

Author-year citations

</div>

These provide for the insertion of the source in the body of the text. It is also called the *author-date system*, as the source is inserted in round brackets, within which the author's surname and the year of the publication from which the quotation is extracted are indicated, preceded by a comma, as in the following example (Bustreo, 2015). This is the most common solution and is used especially in Natural Sciences, Social Sciences, Education, Linguistics and Management.

Example

In a recent study, Lavarini (2005) states that... Or, the results of a sector study (Lavarini, 2005) show that...

<div align="center">

Author citations in footnotes

</div>

For this type of source citation, the name of the author is inserted in a footnote (classical method). This system is mainly used in Arts, Philosophy, Humanities and History.

Examples

1) Books, essays or articles

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[1] R. Lavarini (2005). *Viaggiatori: lo spirito e il cammino,* Milano: Hoepli 2005, p. 75.
[2] G. Fiorentino (2001), *Dalla fotografia al cinema*, in G.P. Brunetta (a cura di), *Storia del cinema mondiale,* Vol. 5, pp. 43-80.

[3] R. Scramaglia (2002). Love and the web. *European Review*, 10(3), pp. 317-338.

2) Annotated footnote

———————————————

[4] Su questo tema, vedi tutto il secondo capitolo di P. Proietti (2004), *Paradossi del Novecento. Influenze e ricezioni letterarie*, Palermo, pp. 33-50.

3) Previously cited source

Where the same text has been cited in the previous footnote and the reference to the original page has not changed:

———————————————

[5] *Ibidem*.

Where the same text has been cited in the previous footnote but the reference to the original page has changed:

———————————————

[6] *Ivi*, p. 75.

Where the same text has been cited previously (but not in the immediately preceding footnote):

———————————————

[7] Lavarini, *op. cit.*, p. 75.

For further information on citations:

http://www.aib.it/aib/contr/gnoli2.htm

https://apastyle.apa.org/

Advanced Word features (examples based on Word 2010)

How to create an automatic index

The **Styles/Modify styles** group allows you to start creating personal styles and also to create an automatic table of contents.

It is possible to modify the style of each level of header in accordance with your needs.

1. Scroll through the text, select and highlight each chapter or paragraph and click on the level required
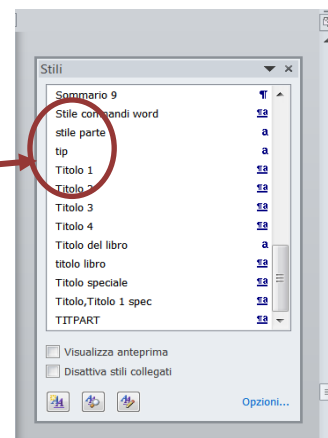
   (right-hand side / *toolbar*);

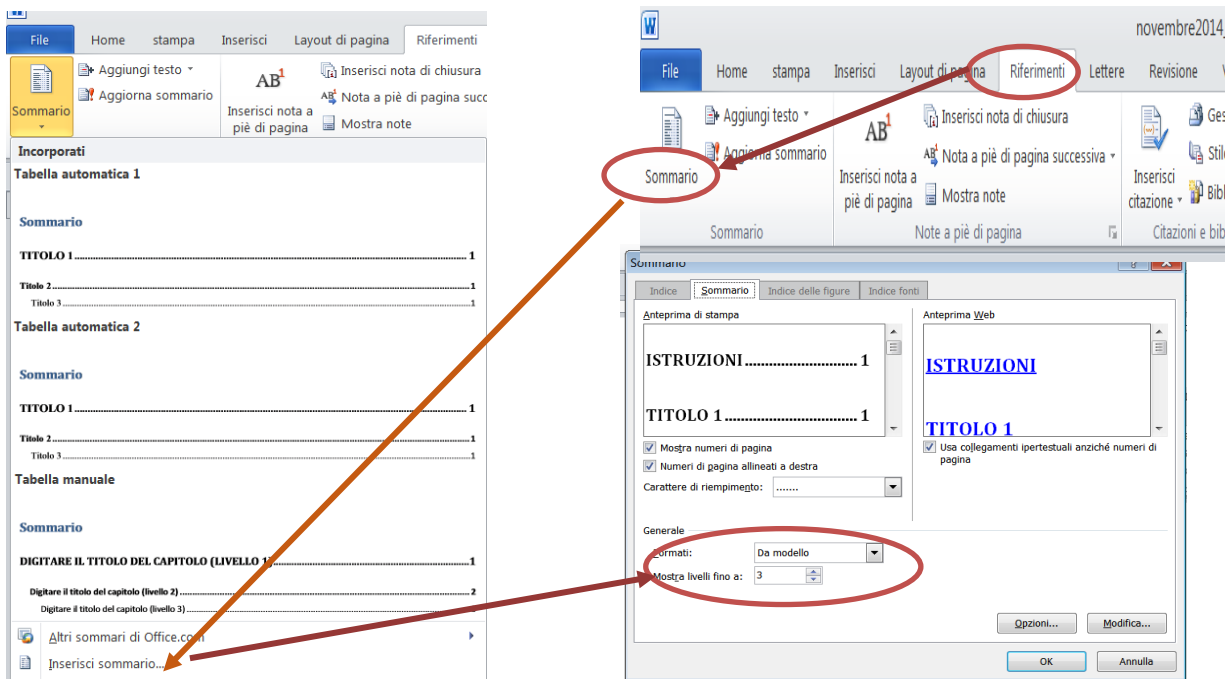   **Heading 1** for **Main Chapters** (e.g. **Chapter 1...**)

   Heading 2 for **paragraphs** (e.g. **1.1....**)

   **Heading 3** for sub-paragraphs (e.g. **1.1.1** etc.)

   Heading 4.......... etc.

2. Click on the *References* tab, then *Table of Contents* (left-hand side, toolbar) > *Insert Table of Contents*. Choose both the type of table of contents and the level by clicking on *Show levels* and click on **OK** to insert the Table of Contents.

- If you want to change the format of the default heading styles in Word, use a custom style. It is possible to create a new style from scratch or edit an existing one.

- To change indents, paragraph spacing and other attributes, click on the change required in the **Formatting** section, use the dialog box to select options, then choose **OK**.

- Repeat steps 1 and 2 for each level in the Table of Contents, then click on *Apply*.

- When the desired styles are displayed correctly in the *Preview* box, click **OK**.
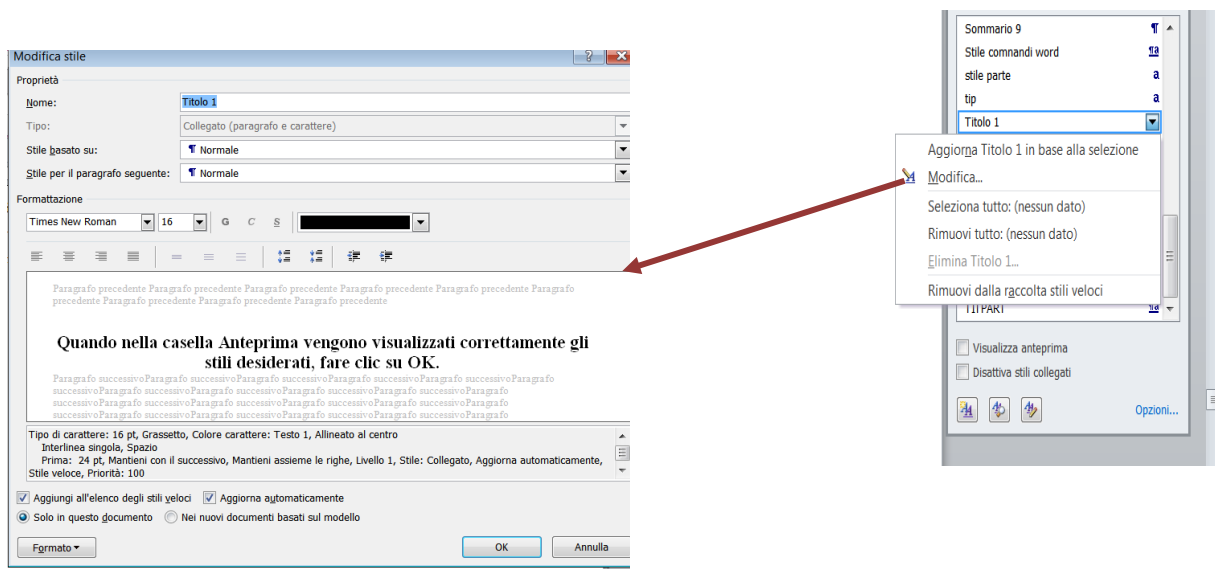
3. If you add or change the titles of chapters or paragraphs, the index needs to be updated. Simply place the cursor on the grey space, **right click the mouse**, then choose the option **Update entire table**.
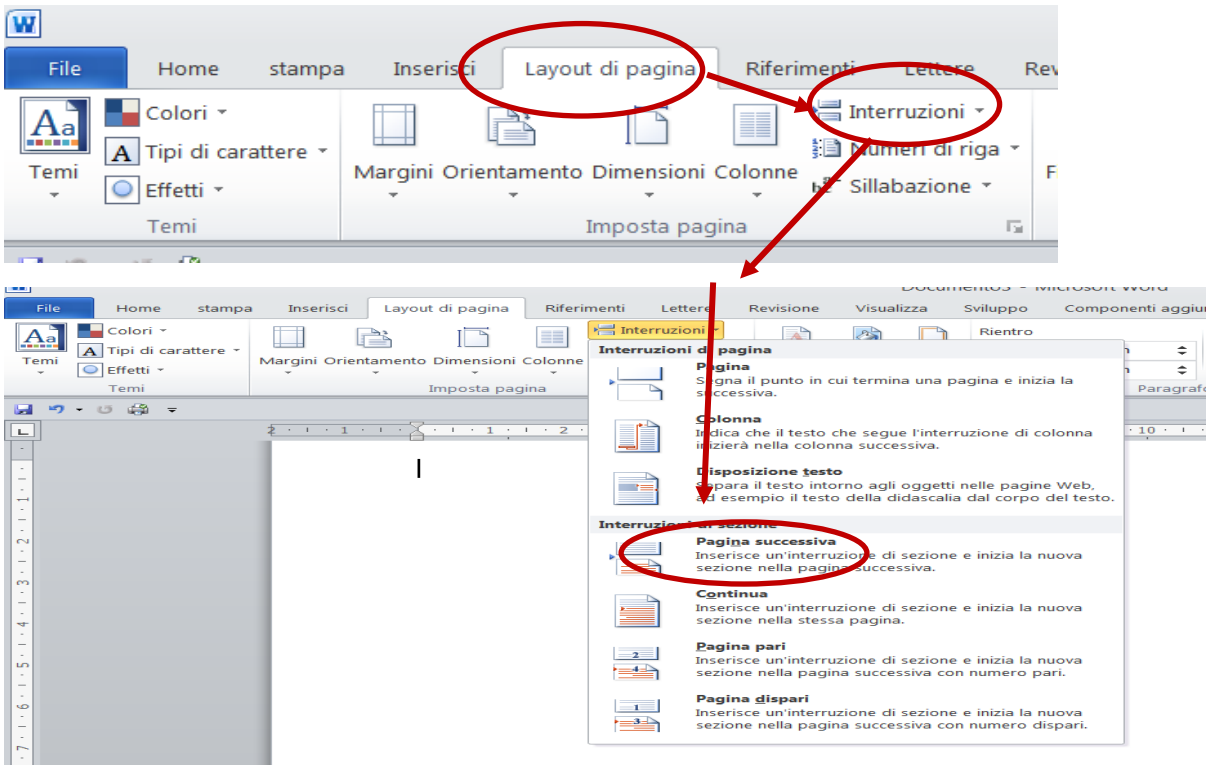
How to number the pages of the thesis

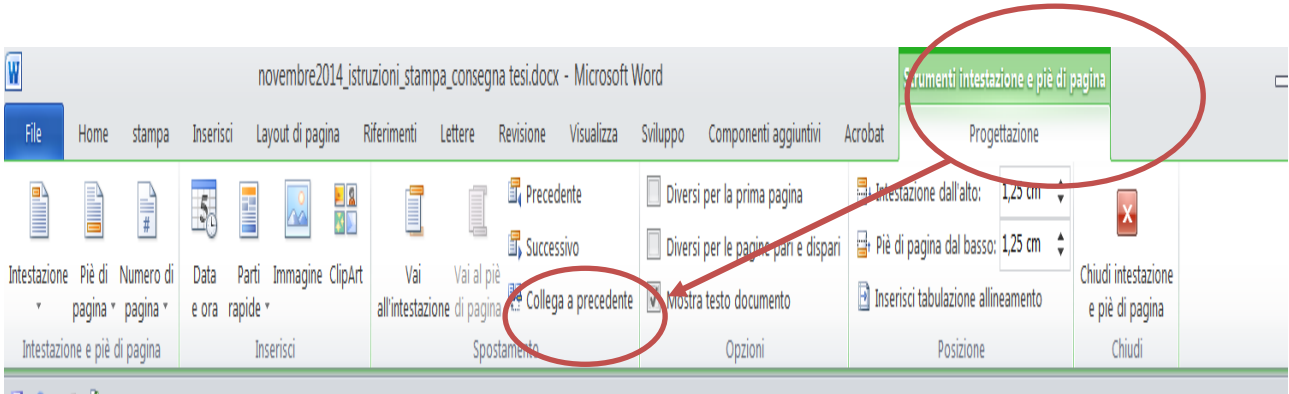Select *Insert > Page number >* Choose position
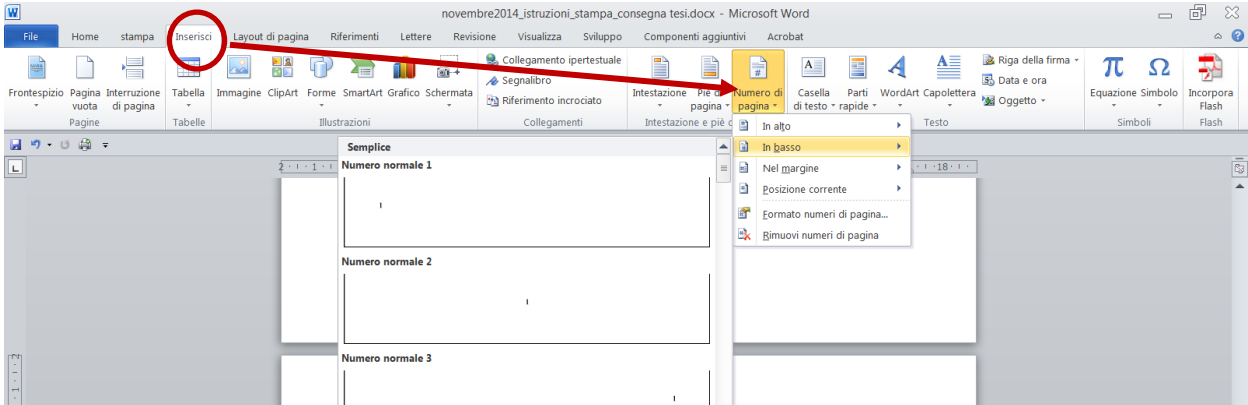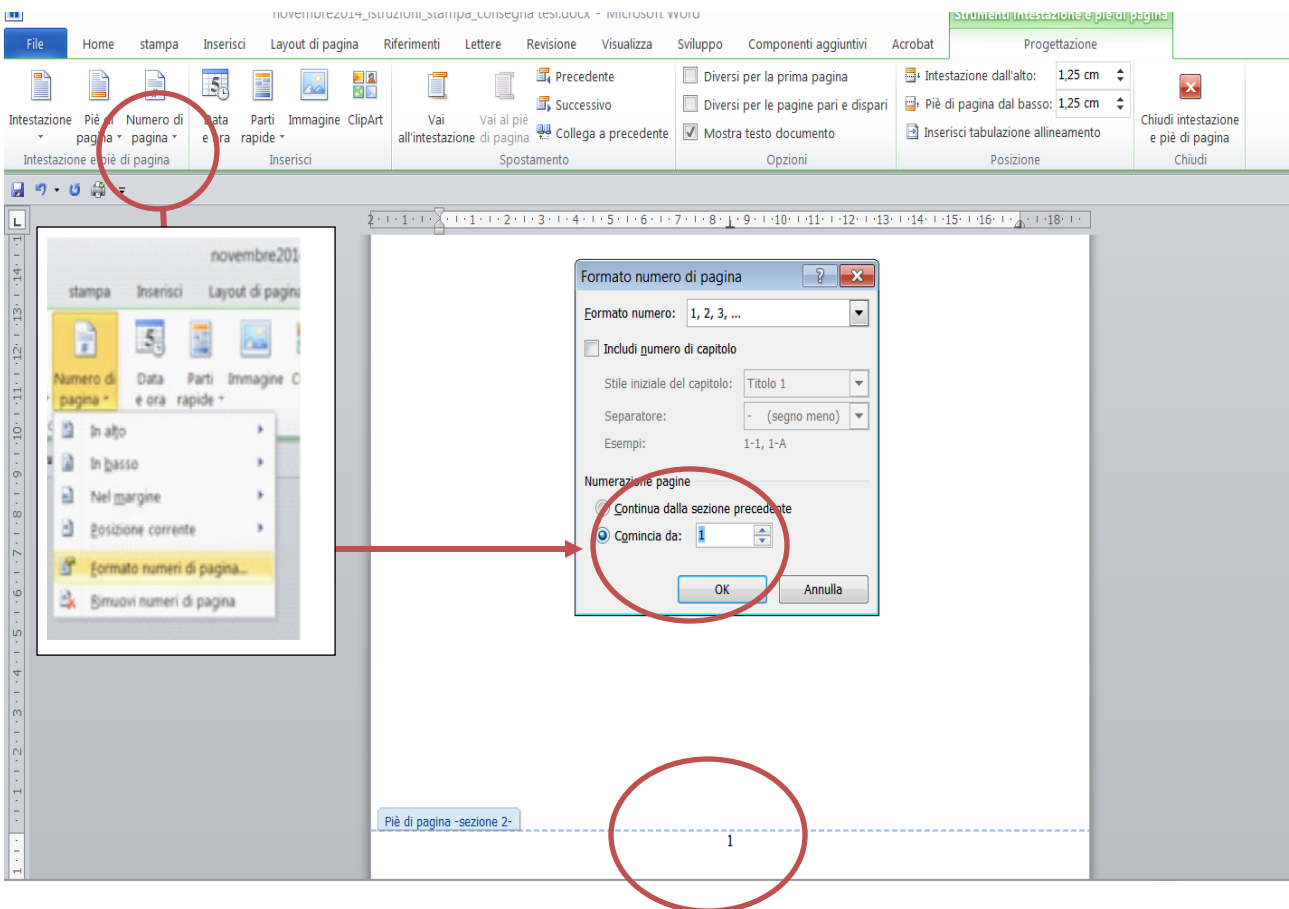

Starting numbering from the introduction

1. Place the cursor at the bottom of the page preceding the introduction;

2. Select *Page layout > Breaks > Section Breaks > Next page*

3. Open the footer by double-clicking the bottom of the contents page and this will open the *Design* option in *Header and footer tools*: click **Link to Previous** and make sure it is not highlighted.

4. Click on *Page number > Format page numbers > Choose desired format*. Insert number **1** in *Start at* and confirm the operation by clicking on **OK**.

Click again on *Page number* > Choose position (Top of page*, Bottom of page, Page margins…*).

How to remove numbers from a blank page

Apply steps 1 to 4 described in the previous section **'starting numbering from the introduction'** by inserting a section break, either at the end of the chapter or on the blank page, then proceed as follows:

1. *Select "continue from previous section"* and confirm the operation by clicking *OK;*

2. *Then remove the number on the blank page.*

Section breaks next page
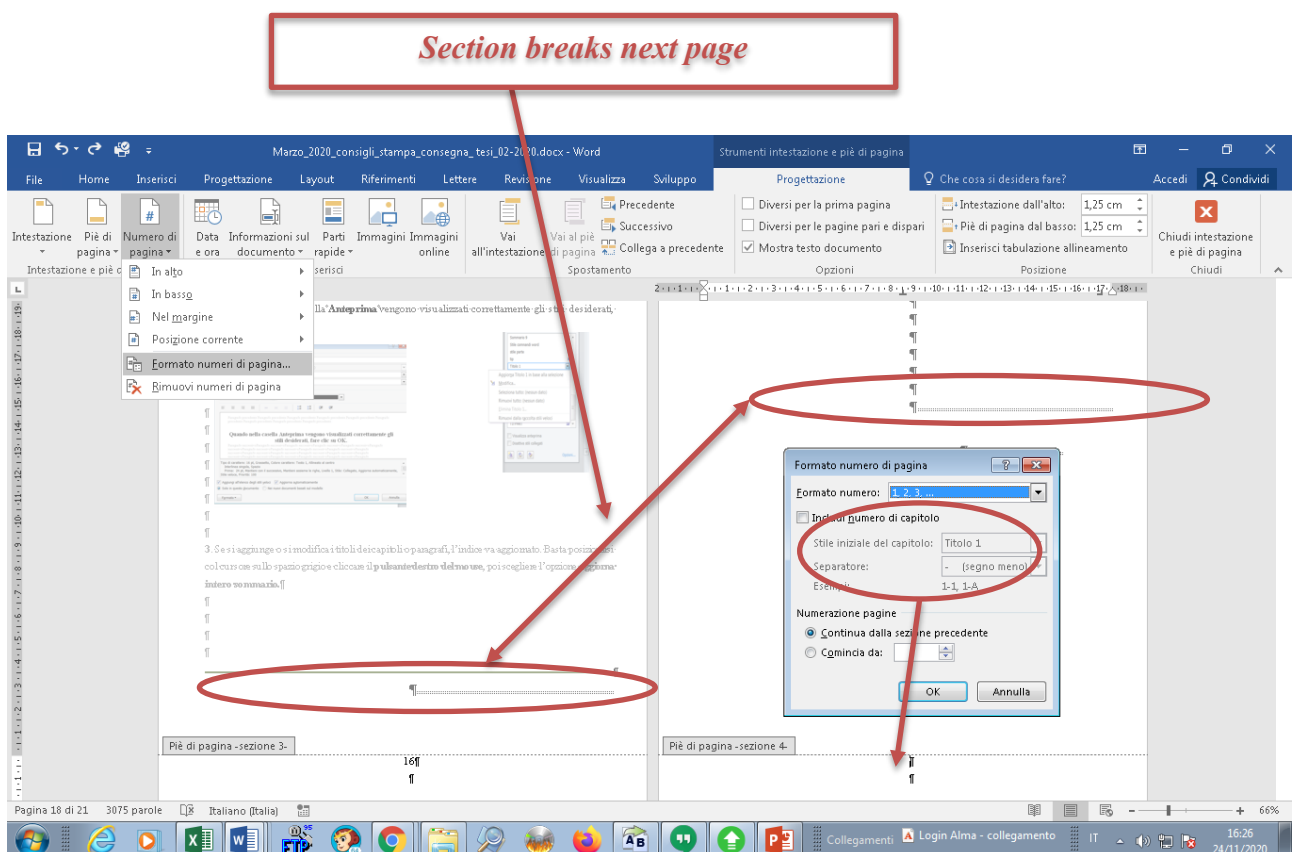
How to insert footnotes in Word

Footnotes are essential elements of any research work in the academic field as they allow you to document and reinforce your arguments, and to provide the reader with comprehensive information on a particular topic.

Click at the end of the word where you want to insert the footnote, then select *References > Footnotes > Insert footnote*. The cursor will now shift to the footnote area at the bottom of the page and indicate the sequence number of the note.

To set the numbering format or the initial number, select the **Footnotes** option.