



University of Mostar



Impact of EUREQA project results at the University of Mostar

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Peje, Kosova, 16/10/2015

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1. University of Mostar - facts

The University of Mostar comprises:

- **Faculties:**

- Agriculture
- Economics
- Civil engineering
- Medicine
- Law
- Mechanical engineering and computing
- Philosophy
- Natural Science and Education
- Health studies
- Academy of fine arts
- Pharmacy

- **Institutes for:**

- Agriculture
- Economics
- Civil engineering
- Croatian language, literature and history
- Latin language
- Law
- Mechanical engineering
- Social researches

- **Other:**

- University library
- Student Hostel (Hall of Residence)
- Student Union and Student Associations,
- Student Services
- University Sport Facilities

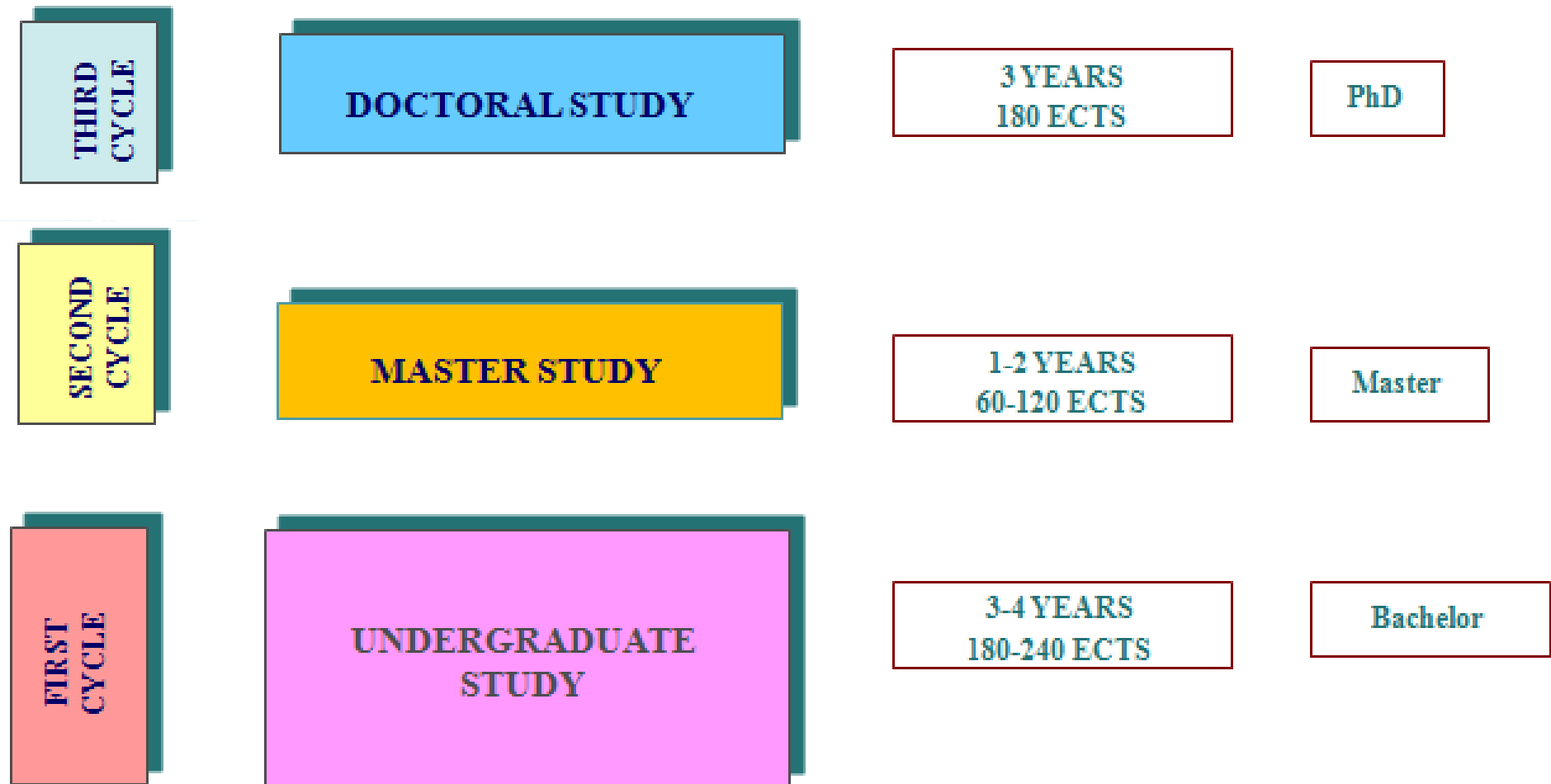


1. University of Mostar - facts

- More than 16000 students
- Over 950 teachers and associates
- From 2005/2006 the University established three Cycles according to Bologna
- In 2006 the first generation was enrolled in doctoral studies at the Faculty of Philosophy
- In 2008/2009 the first generation was enrolled in the second cycle

1. University of Mostar - facts

- The studies are composed of following three levels:



2. University organizational structure

- Faculties are still legal bodies
- Employment at faculty level
- Students' enrollment at faculty level
- Small number of services (offices) at university level:
 - Office for international cooperation,
 - QA office
- Commissions at university level:
 - For Bologna process
 - For normative activities
 - For interuniversity cooperation
 - For finance, investment and development

3. QA - overview of achievements

Development of QMS:

2002./2003.

QA promotion
Including students in University and Faculties bodies (Senate and Faculty Council)
Students questionnaire (Medical faculty)

2003/2004.

Self-evaluation of University members
Including students in QA process
Evaluation of teaching process from Students side at all University members
External evaluation

2004./2005.

QA Board established
Students are included in all bodies at the University level

2005./2006.

Rulebook for Students questionnaire
QA office at the University level established
Project at the University level: Implementation of QMS the University level

2006./2007.

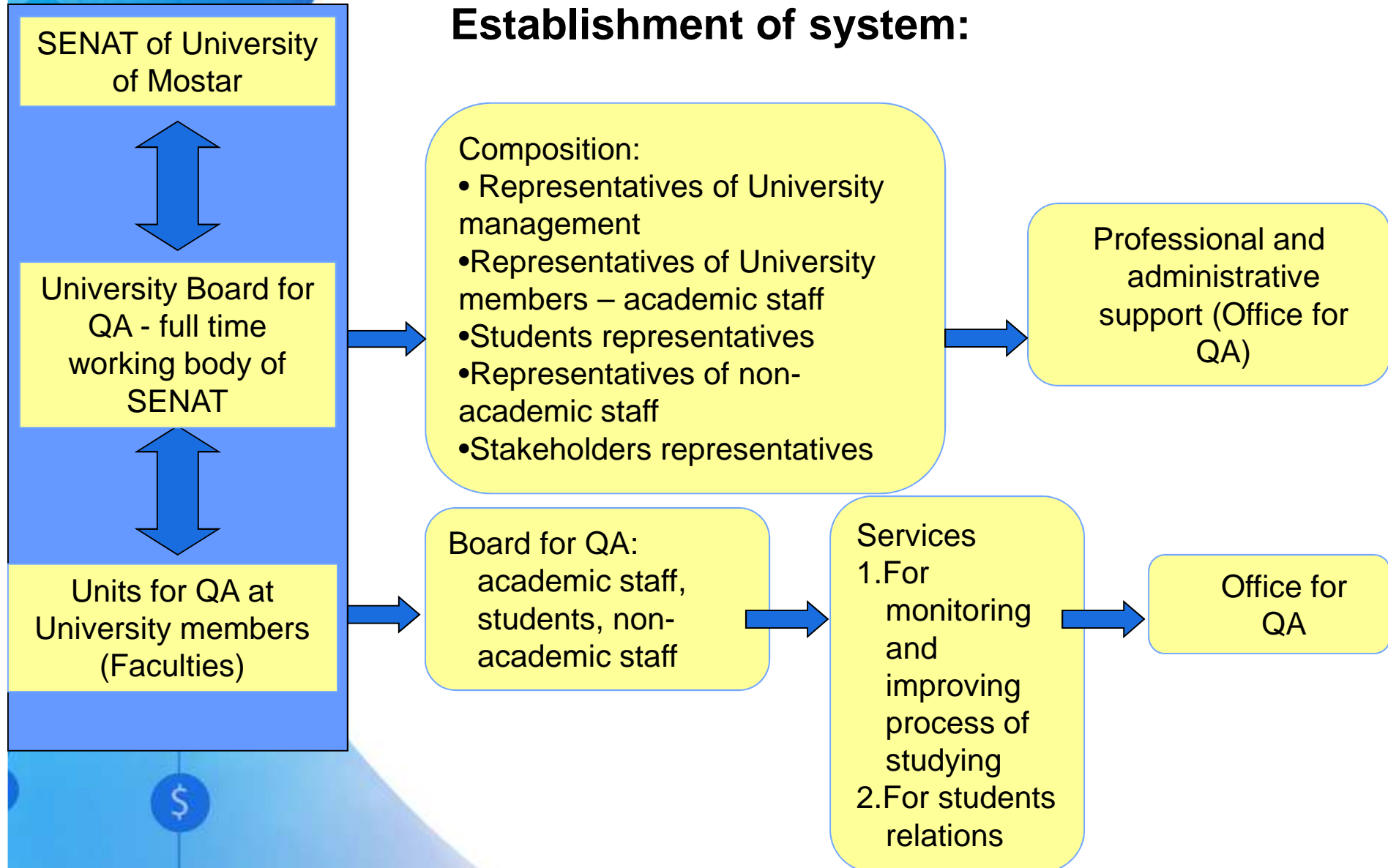
Analysis of QMS at the University and members
QA officer named
Staff education
System promotion – through workshops and seminars

2007./2008.

→ **QMS established**

3. QA - overview of achievements

Establishment of system:



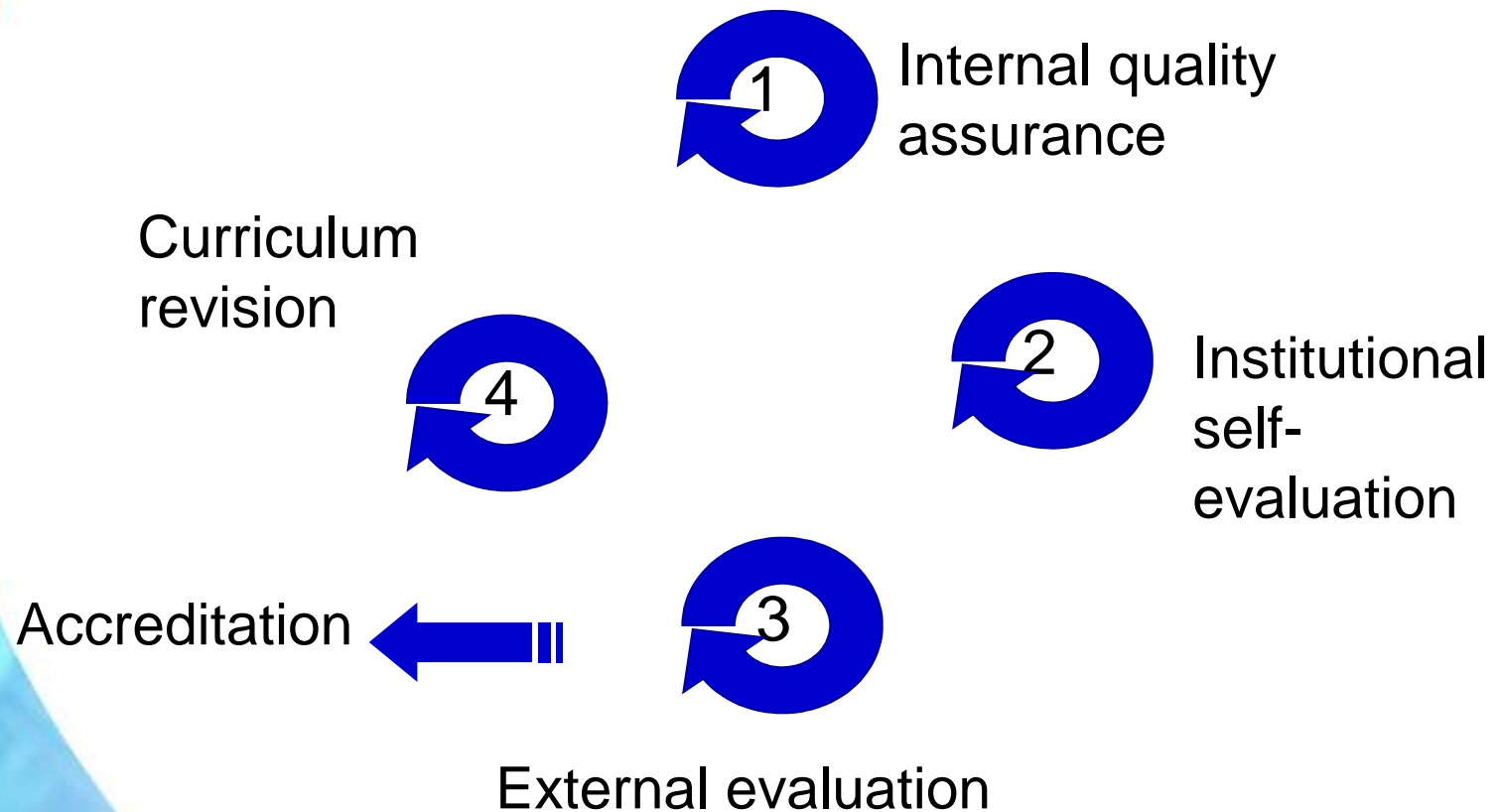


3. QA - overview of achievements

- Quality management Board at University and Faculty Level:
 - University level - 15 members of Board
 - 10 members – faculties representative
 - 2 members- students representative
 - 2 members from stakeholders
 - 1 members from administrative staff
 - Faculty level - 7 members of Board
 - 3 from academic staff
 - 2 from students
 - 1 from administrative staff
 - 1 from stakeholders

3. QA - overview of achievements

Four-year cycle of quality assurance



Continuous development is crucial

3. QA - overview of achievements

- 2007/2008 – QMS established
- 2008 – Self-evaluation report written
- 2009 – EUA external evaluation visit
- Active participation in different projects:
 - „Structural Development of Quality Assurance in Higher Education“, WUS Austria [participation on European Quality Assurance Forum (EQAF) in 2009, 2010 and 2011]
 - Tempus project: „European Union standards for accreditation of study programmes on BiH universities“
 - ESABIH [development of criteria and indicators for accreditation of study programs and pilot accreditation of for study programs at University].
 - Tempus project: Strategic Management of Higher Education Institutions Based on Integrated Quality Assurance System - SHEQA [development of common set of KPIs and KPI software]
 - ...

3. QA - overview of achievements

- In 2013/2014 academic year all Faculties started with modernization of curricula and syllabus for all study programs.
- 2014 – new self-evaluation report written.
- Based on self-evaluation report from 2014 and visits that were followed, on 15 of June 2015 SVEMO was accredit.

http://hea.gov.ba/akreditacija_vsu/Default.aspx

3. QA - overview of achievements

- University of Mostar developed it's own Information System (2009-2013)
 - some modules:
 - curriculum,
 - students enrollment,
 - student service,
 - examination,
 - reports,
 - statistics
 - etc.
- Implementation of Integrated Information System of University of Mostar has been done, and all Faculties in 2012/2013 academic year started with using this system.

3. QA - overview of achievements

- Some prepared documents and publications:
 - STRATEGY OF QUALITY ASSURANCE AND IMPROVEMENT AT THE UNIVERSITY OF MOSTAR
 - RULEBOOK ON ORGANIZATION AND FUNCTIONING OF SYSTEM FOR QUALITY ASSURANCE AND IMPROVEMENT AT THE UNIVERSITY OF MOSTAR
 - QA HANDBOOK
 - INSTRUCTIONS FOR MAKING OF SELF-EVALUATION OF THE UNIVERSITY OF MOSTAR MEMBERS
 - SELFEVALUATION OF STUDIES REPORT

4. University changes

- In 2013 there have been major changes related to University management:
 - New deans and vice deans of all faculties
 - New rector and vice rector
 - New composition of the Senate
 - New QA officer at the University and Faculties level

5. Project activities

- Active participation in all project activities:
 - Meetings
 - 4 trainings
 - Pristina, Korca, Banja Luka, Shkodra
 - Participation on EQAF 2013 and 2014 (Gothenburg and Barcelona)
 - Final conference in Brussels 2015
 - Translation of documents and publications
 - Equipment purchasing and installment
 - Organization of study visits in 2014
 - **Action plan development**
 - Dissemination of project

6. Action plan

- Input we used:
 - Recommendations from the (very recent) accreditation of the University
 - Earlier identified areas for improvement helped to allocate priorities.
 - We have chosen two sub-criteria from the Report that were marked as – significantly fulfilled.

6. Action plan

- Steps recommended by EUREQA:
 - Stating the Recommendation (i.e. the overall objective) and what is the purpose of the recommendation (What is the desired outcome?).
 - Breaking the Recommendations down into SMART sub-objectives/action points (What are the actions to be done to achieve the overall objective?).
 - Stating who has responsibility for action (Who is to be involved? Who is to do what?).
 - Stating what the resource implications are.
 - Stating what is the timescale (When is achievement of the recommendation planned for?).
 - Written in consideration of the key measurements for any strategy or activity - Quantity, Quality, Time, Cost (What benchmarking/control measures are involved?)

6. Action plan

- The additional step we took:
 - We introduce additional column in our QAP s stating who has responsibility for the actual result of a specific action
 - We thought that was necessary because of specialty of SVEMO Structure and relationship within (Faculties are very diverse in size and subjects and greatly independent).

6. Action plan

- **Action: Mobility**

Recommendations	Proposed (sub) objectives and action	responsibility for results	responsibility for action	Recource Implications	Delivery date	Measurement/Benchm arking
Intensify mobility of academic staff and students	1. Realise recognition of learning agreements with regard to student mobility	Vice-rector for international relations and Office for International relations	Faculty coordinators and scientific councils as well as the Office for International relations		1-12-2017	increase in the numbers of student mobility
	2. Incorporate academic mobility in HR strategies	Vice-rector for Science and Vice-rector for International relations	Faculty coordinators and scientific councils		1-12-2017	increase in the numbers of academic mobility

6. Action plan

- **Action: Research**

Recommendations	Proposed (sub) objectives and action	responsibility for results	responsibility for action	Recource Implications	Delivery date	Measurement/Benchmarking
Incorporate research in the QA system	1. Define and implement a structure for classifying research within the QA System	Deans and Senate	QA Office and QA Board	Cost to be determined and approved during allocation of the annual budget (either Joint University budget or by project funding provided by the Federal Ministry)	1-1-2017	Deans and Senate, QA Office and QA Board will meet at the end of 2017 to evaluate the implementation and effectiveness of this structure
	a) Classification of the different scientific areas of research among Faculties aligned with there commendation of the ministry of civil affairs	Deans and Senate	Faculty scientific boards		1-12-2015	Compare them with existing Croation classification
	b)Defining research databases of journals relevant to each faculty	Deans and Senate	Faculty scientific boards		1-12-2015	
	c)Define criteria and indicators for evaluating the weight of research activities	QA Board	Faculty scientific boards, QA-board and QA-Office		1-3-2016	Compare these indicators with those of other Universities of BiH and Croatian Universities
	d)Incorporating indicators in ISS and designing procedures for keeping it functional and up to date.	Faculty scientific boards, QA-board and QA-Office	QA-Office and ISS-Office		1-9-2016	Testing the effectiveness of indicators by requesting teaching and research staff to fill in actual research data

6. Action plan

- Getting the plan approved throughout the University
 - Discussed and approved by the Faculty QA coordinators at the joint meetings
 - Incorporating this proposed action plan into the overall Action plan which is legal obligation following from the Accreditation procedure
 - The plan is adopted by the University QA Board
 - The plan is adopted by the Senate
 - Submitted to the Ministry of Science, Education and Sports of the HNŽ.

6. Action plan

- Lessons learned/tips
 - Generally QA system in B&H is too much prescribed (to many rules) but we didn't move, didn't act upon the measures that we adopted in the past.
 - Because - we didn't have foundations, and we spend all our time and sources on learning new things.
 - So with this QAP we have chosen **NEW APPROACH**
 - Clear structure – small, manageable tasks (pick some smaller parts – you want to fix, parts for what you have money).
 - It takes time, money and dedication of all involved
 - **MUST HAVE** - Mutually agreed and clearly defined indicators
 - **REMEMBER** - There is no magical formula, sometimes quality is not measureable in numbers – see the bigger picture and
 -always , Continuous communication



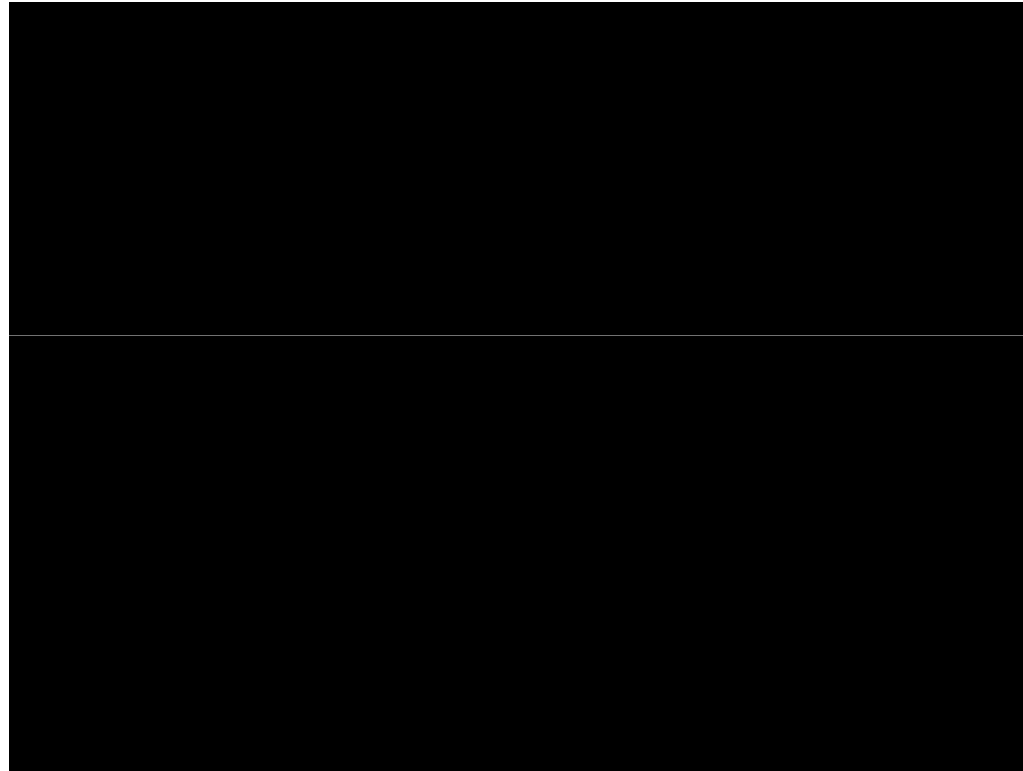
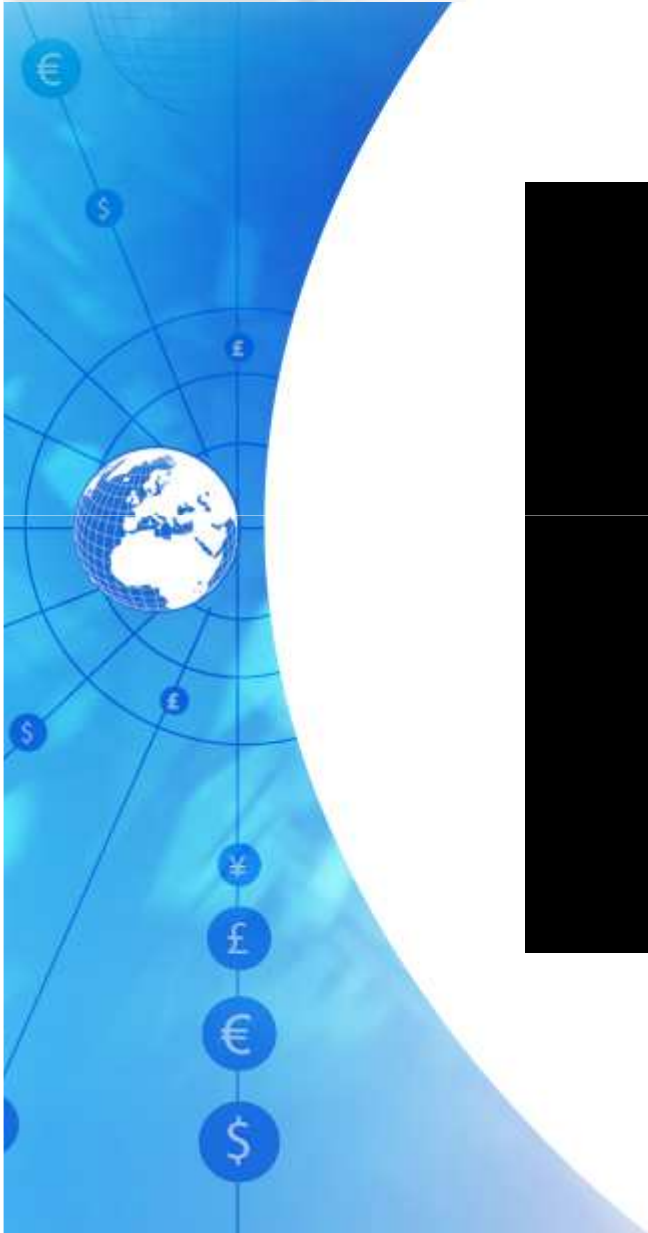
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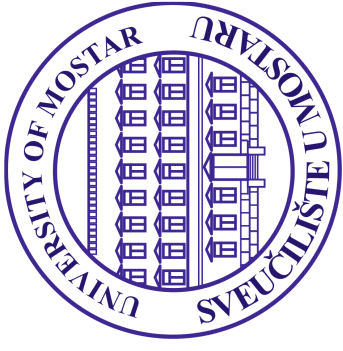


THANK YOU FOR YOUR ATTENTION!



University of Mostar





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