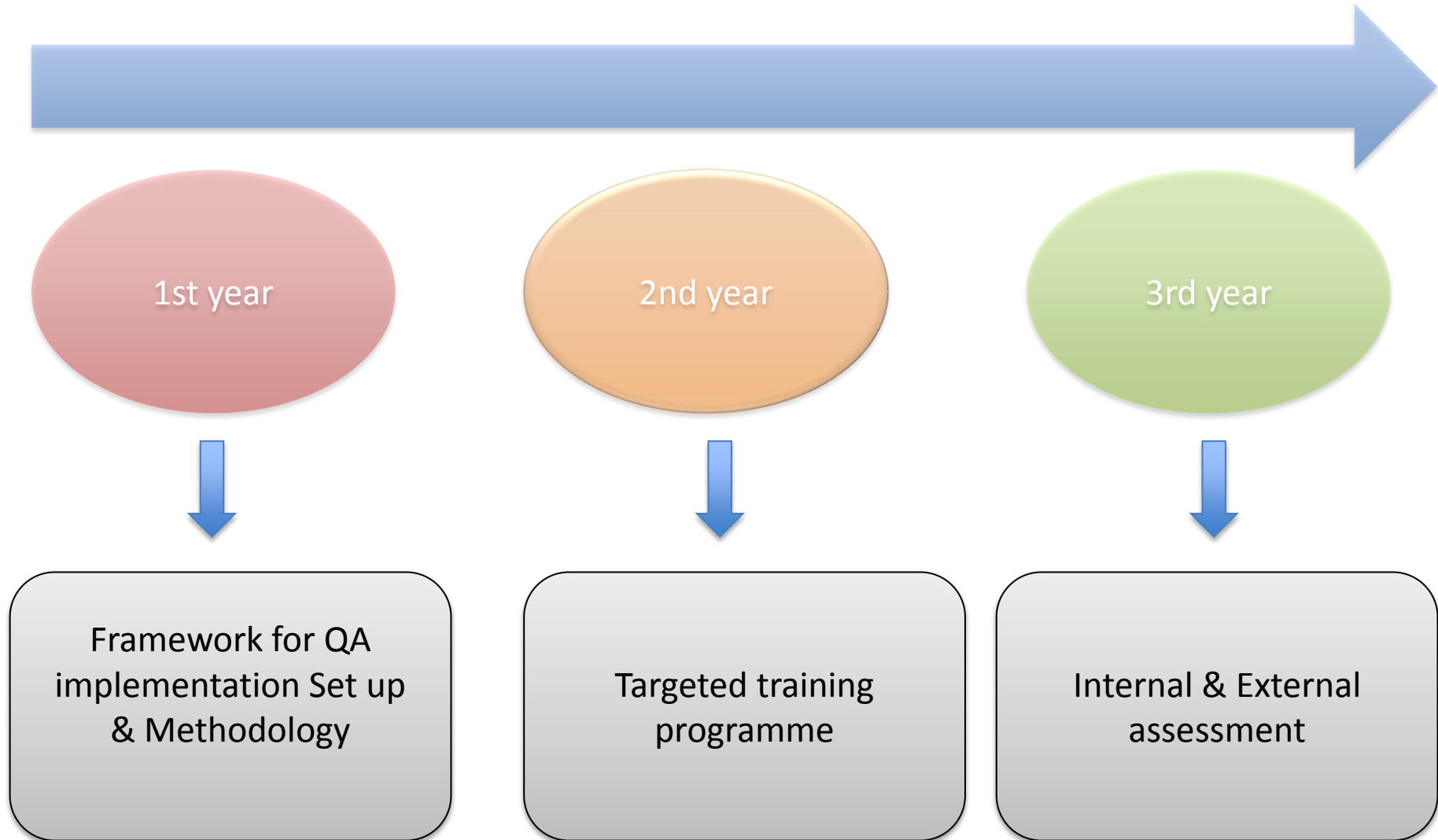




*Strengthening Quality Assurance System within
Western Balkans HEIs in Support of National and
Regional Planning*

*Erasmushogeschool Brussel,
National University of Ireland Cork, University of Alicante*

Project phases



ACT 4.3: Workshop III - Institutional Accreditation and EFQM Excellence Model

- 23 and 24 May 2011, University of NIS, SERBIA
- Theoretical and practical workshop

ACT 5.1: Institutional assessment of universities with the EFQM/TRIS: the self-assessment

- Objective: To provide a broad overview of performance against an established framework used by role model organisations
- HEIs choose their self assessment method
- The structure of the Self-Assessment was based around the 9 criteria of the EFQM Excellence Model or the TRIS model
- An assessment committee has been nominated to carry out the assessment process
- Result: HEIs have developed an understanding of its strengths, areas for improvement and as a consequence, produced a prioritised improvement plan

ACT 5.2: Institutional accreditation of universities with the EFQM

- Objective: During this stage the HEIs would demonstrate that they understood their strengths and areas for improvement and are implementing improvement measures
- EU partners carried out a Site Visit to the HEIs and checked the improvement actions undertaken through meetings, discussions and review of appropriate documentation/facilities
- The external assessment teams was composed by staff specialised in QA from EhB, University College Cork and UA
- Each EU partner visited a country

University of Alicante: Republic of Macedonia



University of Alicante: Republic of Macedonia

- Staff involved in the site visit: Carlos Mateo (QA Unit of UA) and Ester Boldrini (EFQM assessor)
- HEIs visited: University of Tetovo and University of Bitola
- Date: 26-29 February 2012
- Comments:
 - Heterogeneous contexts and situations
 - Very interesting site visits
 - Issues with the EFQM model
 - Improvement plan
 - Follow up of the improvement plan

Erasmus University College: Bosnia & Herzegovina

- Pictures:



Erasmus University College: Bosnia & Herzegovina

- Staff involved in the site visit: Ignace Van Dingenen (EFQM-assessor; head of office QA) & Nora Laermans (advisor in QA)
- HEIs visited: Universities of Banja Luka, Tuzla, Zenica and Mostar (video conference)
- Date: 20-25 February 2012
- Comments:
 - Open, honest and transparent attitude during visit
 - There are a lot of procedures and rulebooks, but there isn't always a follow-up (PDCA: P en D are ok, C and A are rare)
 - Believe in value of QA-system as a way of improving education: some universities invest in QA-staff – benefits for this are clear (more quality culture)
 - QA system in some universities would be better supported by strategic goals/plans.
 - Link between evaluation/data/SWOT and improvement plans isn't always clear

Serbian HEIs



- HEIs visited: Universities of Nis, Novi Sad and Kragujevic
- Date: 20 – 25 February 2012
- Dr. Norma Ryan Director, Quality Promotion, University College Cork, Ireland
- Comments:
 - Each university took a very different approach
 - One medical faculty
 - One master's study programme
 - One doctoral study programme
 - All were very open and transparent during the site visit and all engaged with the principle of QA with a focus on Quality Improvement and embedding a quality culture within institution

Serbian HEIs (contd)



- Very interesting site visits
- Most had issues with EFQM model but not with QA and QI
- Need to focus on QI – one HEI had already implemented changes as a result of the exercise
- Follow-up and Quality Improvement Plans

Recommendations



- SWOT Analysis
- Benchmarking
- Students and alumni need to be more fully engaged in preparation of SER
- Self-assessment should include consideration of the situation at the national and international levels.
- there should be a focus on recommendations for improvement specifically targeted to the weaknesses identified and with a view to the feasibility of the implementation plan to be developed subsequently.
- development of a system for internal quality reviews focussed on QA and QE as an integrated part of university activities would provide a very useful tool for institutions, faculties and programmes for development and engagement, not just nationally but also internationally.

THANK YOU VERY MUCH FOR YOUR ATTENTION