



UNIVERSITY OF NIŠ

Part I: ACTIVITIES ALREADY ACCOMPLISHED

Prof. Zoran Nikolić and Prof. Dragan Antić

Project Meeting

Skopje, Macedonia

Thursday, October 25, 2012

Workshop III

23 and 24 May 2011

University of Niš, Faculty of Electronic Eng.

Institutional Accreditation and EFQM

Excellence Model

Purpose:

Provide guidance in the implementation of
internal and **external quality assurance systems.**

Workshop III

Agenda:

- ✓ EFQM Model (*Dr. Carlos Machado*)
- ✓ TRIS Model (*Dr. Ignace Van Dingenen*)
- ✓ Effective assessment of EFQM & TRIS models
- ✓ RADAR tools in EFQM
- ✓ Assessment process

Institutional Assessment

- ✓ University of Niš has chosen to evaluate Multidisciplinary Master study program “**Multimedia Technologies**” using **TRIS-EFQM** model.
- ✓ We considered only two (of nine) fields: **Processes** (field 5) by analyzing *Education and Research*, and **Customer results** (field 6) by analyzing *Student results* and *Field of action results*.
- ✓ The accomplishment of this activity was on time (September 2011).

External Assessment

*University of Niš had the external assessment performed by **Dr. Norma Ryan** (Cork University, Ireland) during the site visit (February 20, 2012)*

During the site visit she checked the improvement actions undertaken through meetings, discussions and review of appropriate documentation

External Assessment

Activities during the site visit were:

- *Meeting with representatives of the coordinating committee*
- *Meeting with representatives of academic staff involved in delivery of programme(s)*
- Meeting with representatives of administrative and technical/support staff involved in delivery of programme(s)
- Meeting with student representatives

External Assessment

Advantages of the site visit:

- Very useful discussion with all parties, both lecturers involved and students.
- This meeting helped us
 - to better identify the **S**trengths, the **W**eaknesses, the **O**pportunities and the **T**hreats of current realization of master study program.
 - to consider our capacity at the systematic, institutional and individual levels.

External Assessment

During and after the site visit, Dr. Norma Ryan announced several important remarks and suggestions connected to our self-evaluation report:

- Feedback from graduated students did not take into account.
- Trend data were not analyzed.
- SWOT analysis was missing.

External Assessment

- ✓ Multidisciplinary Master study program
“*Multimedia Technologies*” (two semesters)
accredited on September, 2010.
- ✓ The most students have successfully finished examination.
- ✓ There are only few students within the first generation and no students within the second generation that graduated.

Western Balkan's QA Observatory

Serbia was in charge of develop this activity:

- ✓ Setting up of the Observatory legal status, functioning and memberships requirements (Months 9-10).
- ✓ Observatory Web site creation and maintaining (Months 9-end of the project).
- ✓ Meeting with local, national and regional stakeholders (Months 13-15).

Western Balkan's QA Observatory

We took part in setting up of the Observatory:

- ✓ We provided common starting platform for the future QA Observatory.
- ✓ We suggested the preparation of the important documents and sections within them.
- ✓ We offered Observatory Web site creation and maintaining.