

Presentation of the
SELF-EVALUATION REPORT
2012

*Commission for accreditation and
quality assurance (CAQA)*
Serbia

Introduction



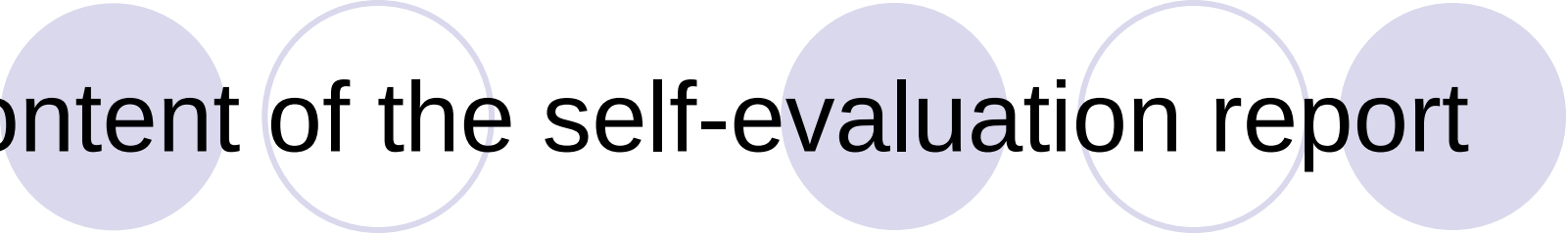
- CAQA in the status of the candidate ENQA member since September 2012
- Request for the full membership submitted in October 2011
- Preparation of the self-evaluation report
- Poseta eksperata ENQA
- Site-visit of ENQA expert pannel
- Report on the status in September 2012



Criteria for membership

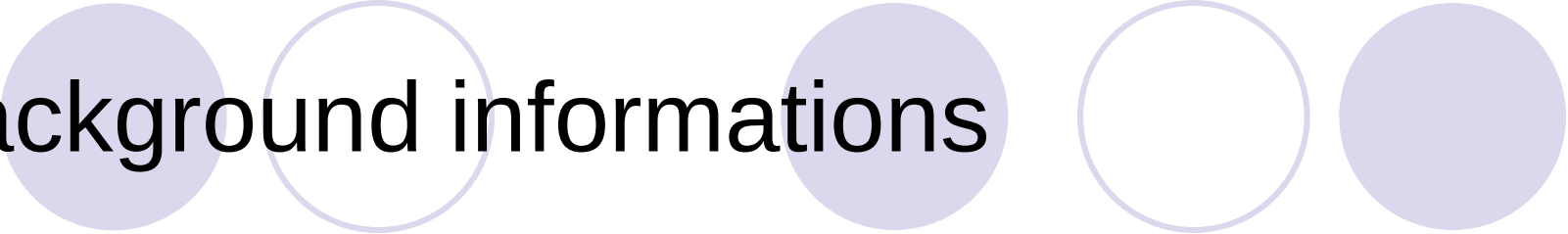
Compliance with European standards and guidelines (ESG):

- Use of external quality assurance procedures for higher education (ESG 3.1.)
- Official status (ESG 3.2.)
- Activities (ESG 3.3.)
- Resources (ESG 3.4.)
- Mission statement (ESG 3.5.)
- Independence (ESG 3.6.)
- External quality assurance criteria and processes used by agencies (ESG 3.7.)
- Accountability procedures (ESG 3.8.)



Content of the self-evaluation report

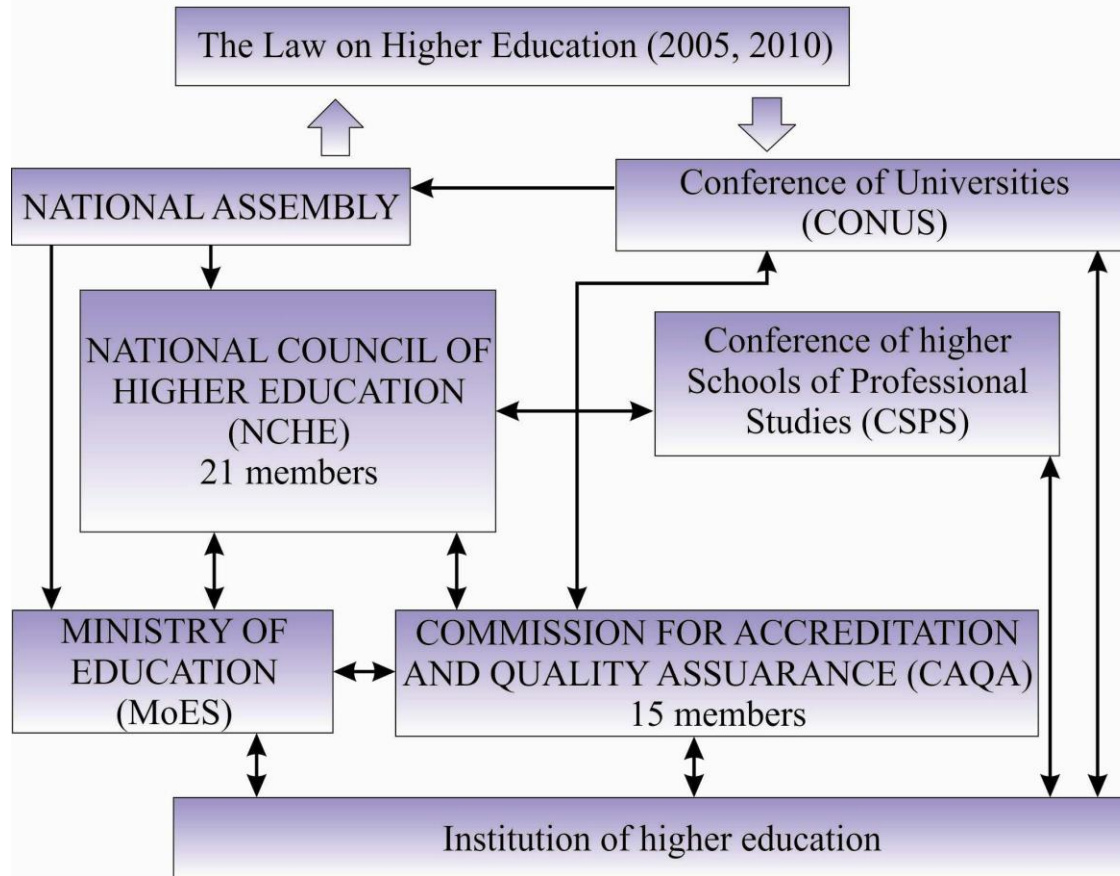
- Background informations
- Results of external quality control in HE done by CAQA
- Methods and procedures
- Review on questionnaires
- Internal QA methods
- Review on SWOT analysis
- Suggestions for improvements of CAQA work
- Summary and conclusions



Background informations

- Review on the HE system in Serbia
- Review on QA system
- Review on CAQA structure
- Review on documents that are the basis of CAQA work and activities
- Description of CAQA work, financial and administrative management, IT and international cooperation

System of Quality Assurance in Serbia



CAQA structure



- 15 members (3 in every area of science/arts)
- Administrative-technical support
- IT support
- Unit for international cooperation
- Pool of reviewers (univ. profs)
- Pool of students evaluators
- Assistants

Types of external quality control in Serbian HE done by CAQA

- **Accreditation of HEIs and study programs**

on 5 years, precondition for the license

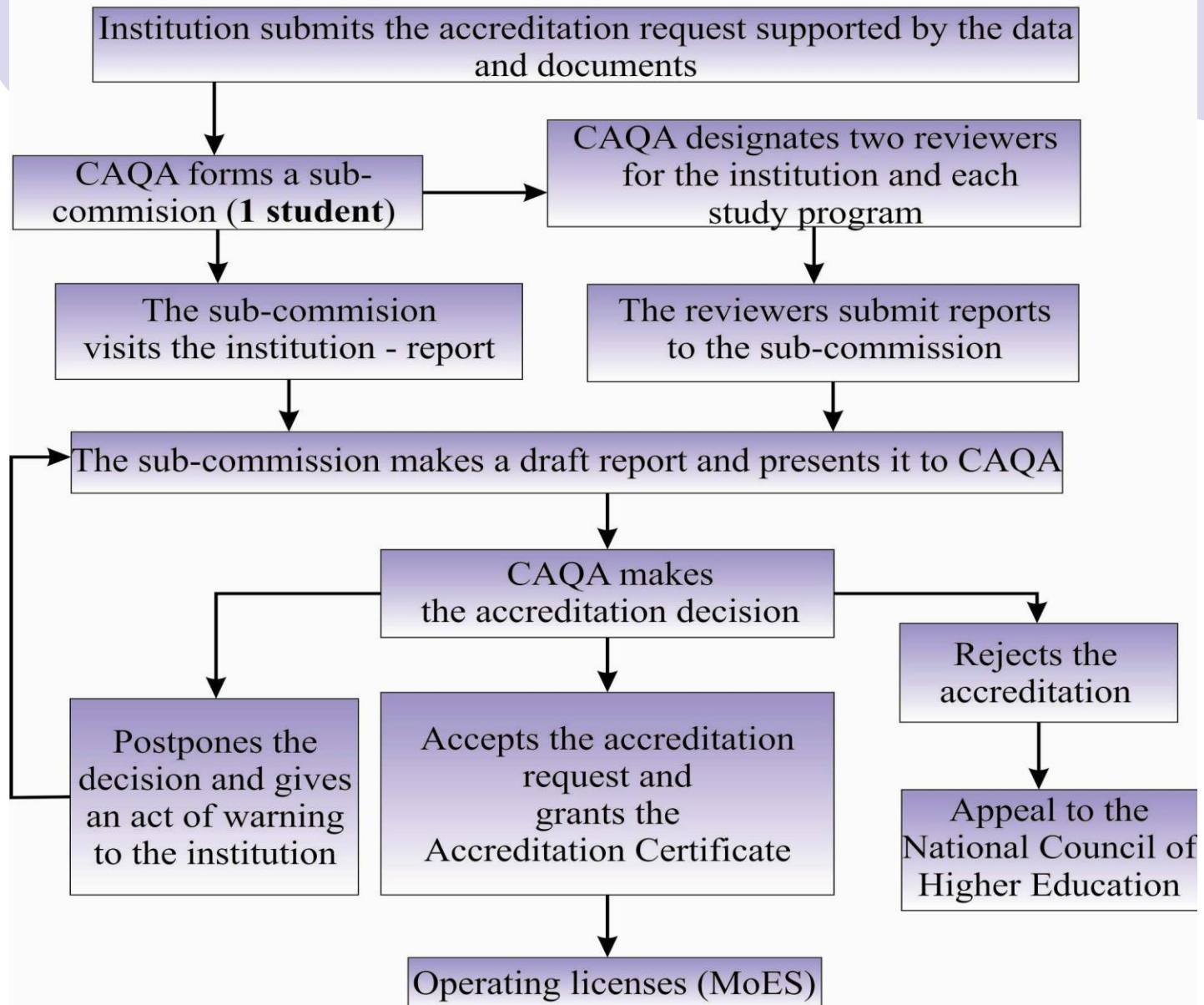
(Result of the process are 3 types of documents: Certificate on accreditation, Act of warning, Act of rejection)

- **External quality control of HEIs**

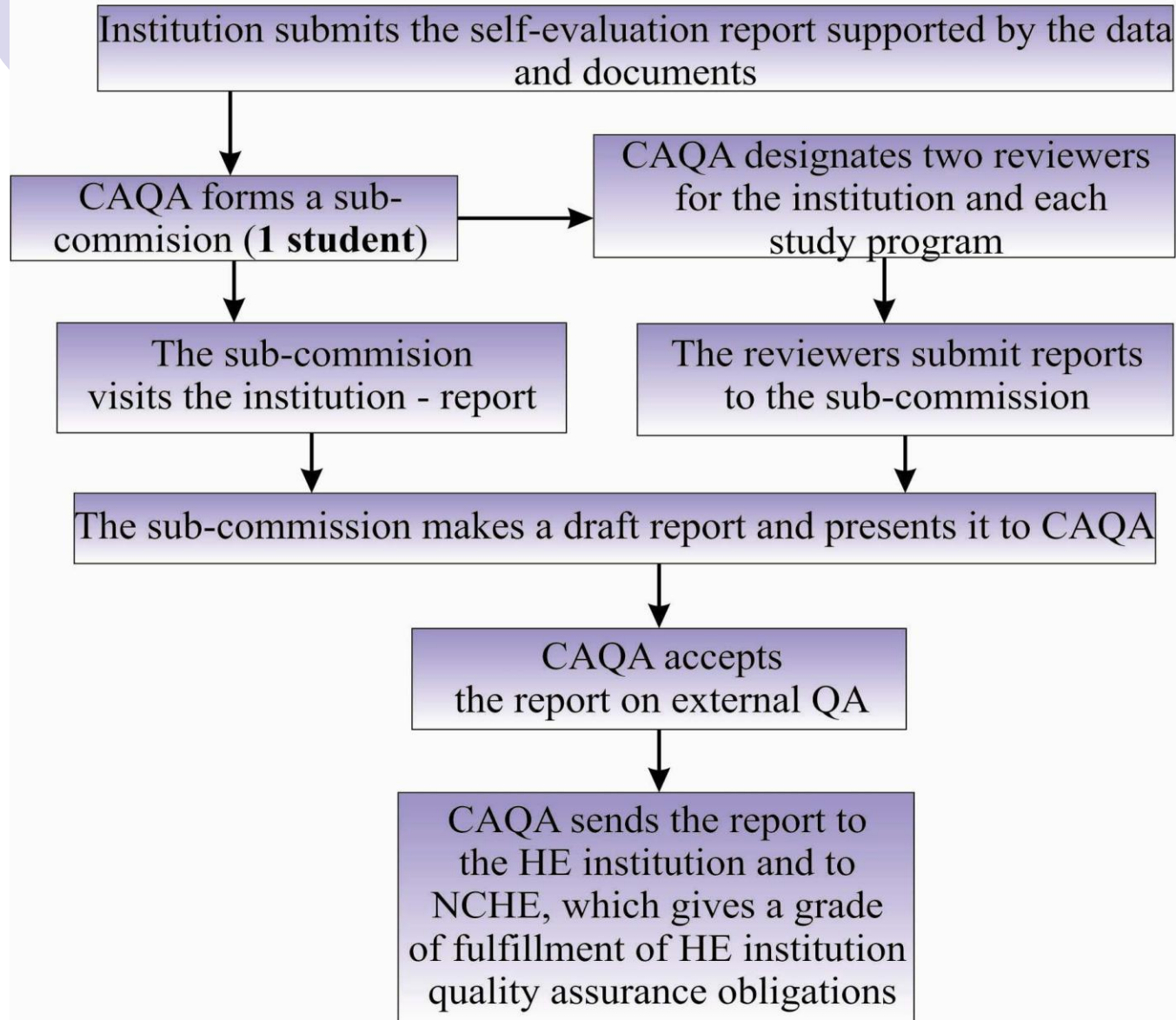
on 5-8 years

(Result of the process is Report)

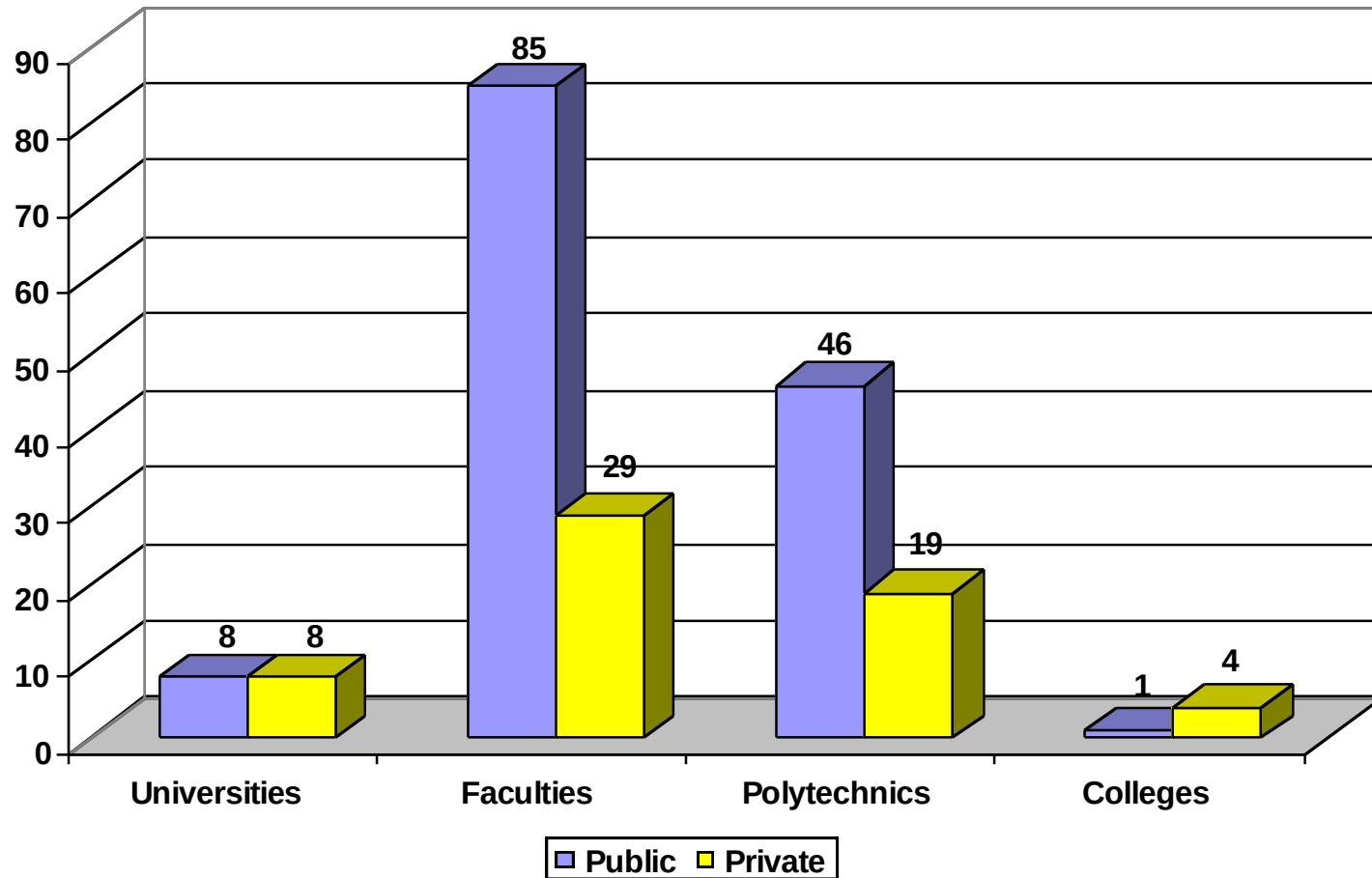
The Accreditation Procedure



The External Quality Assessment Procedure

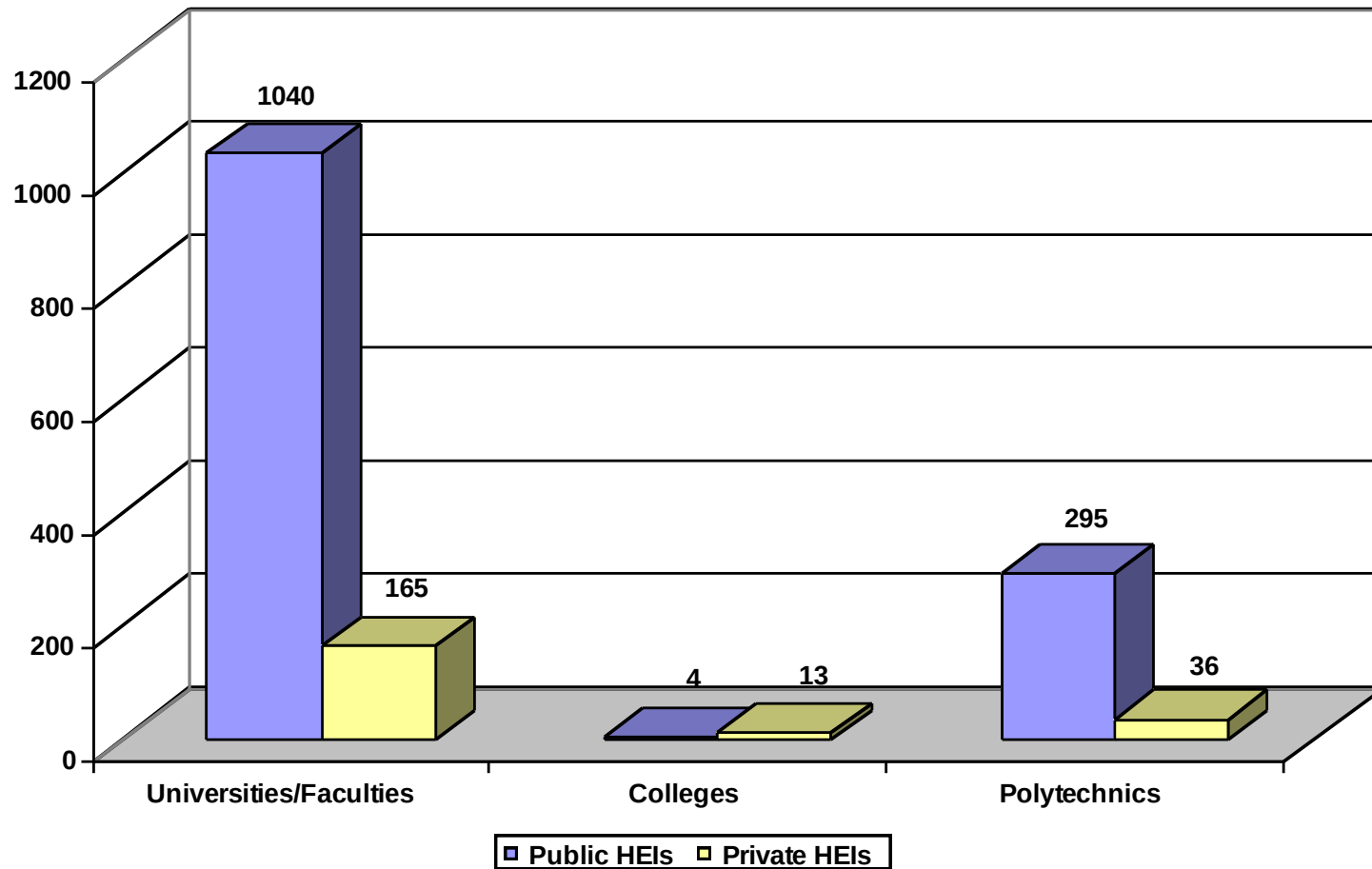


Results of CAQA work 2006-2011



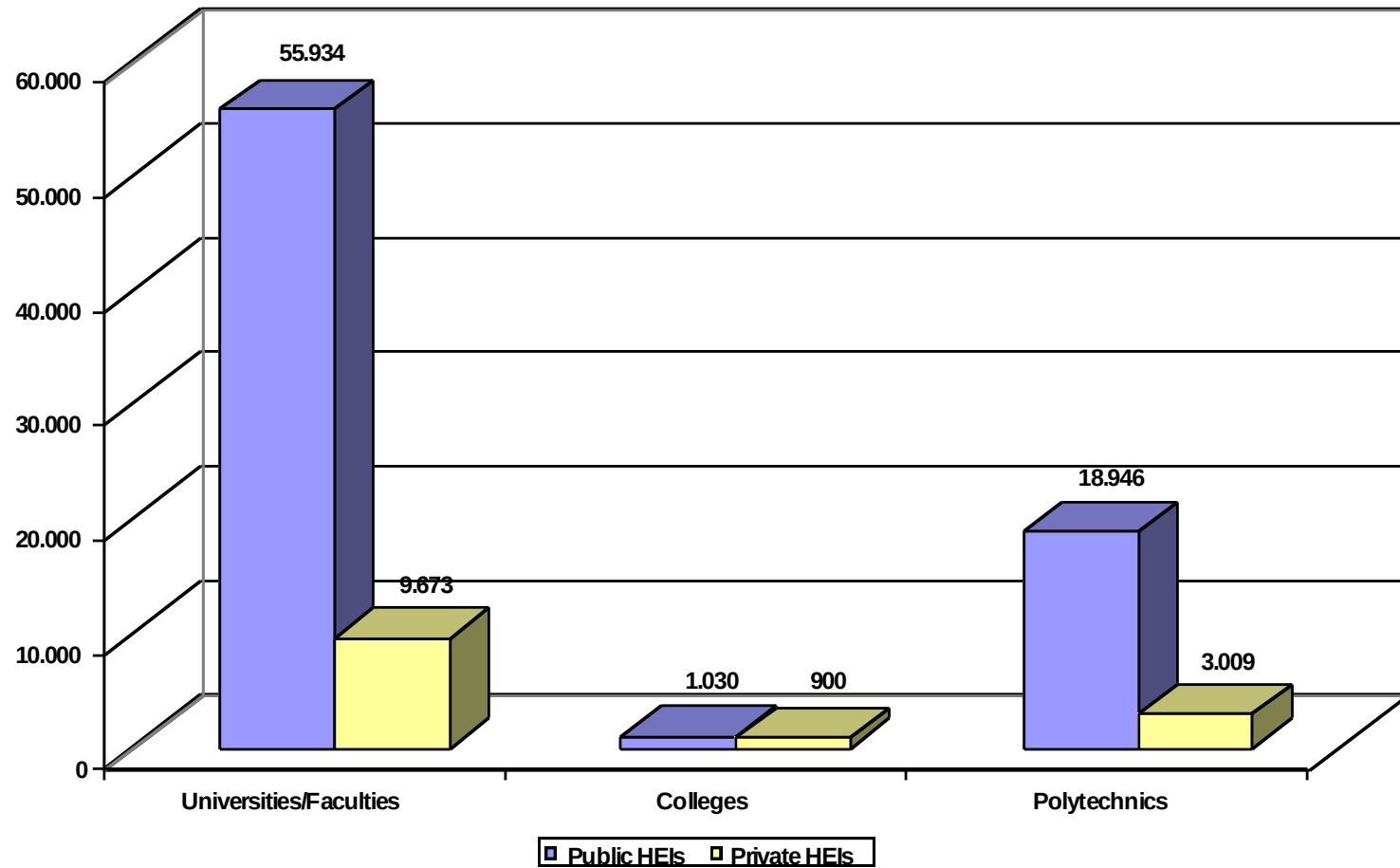
Number of accredited HEIs

Results of CAQA work 2006-2011



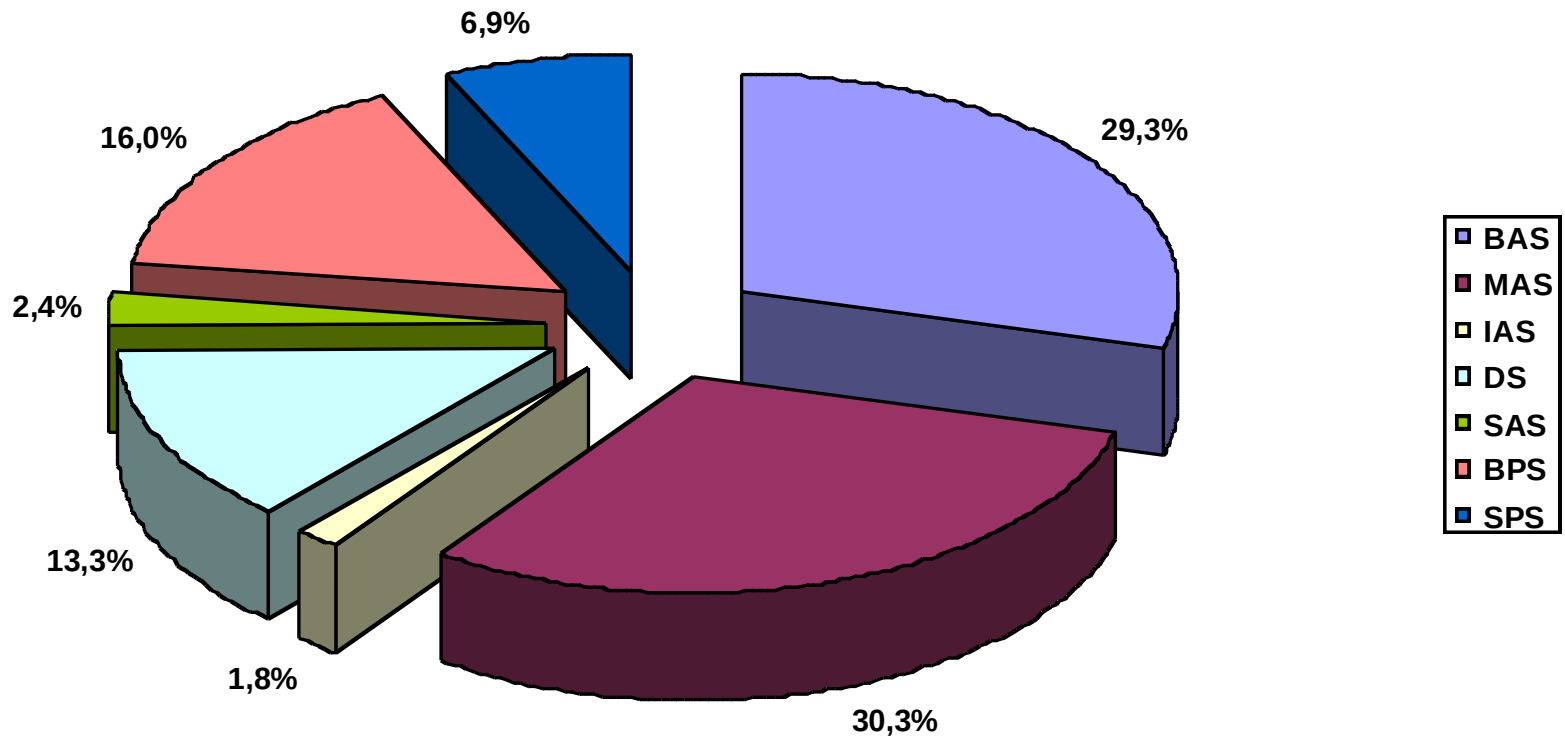
Number of accredited study programs

Results of CAQA work 2006-2011



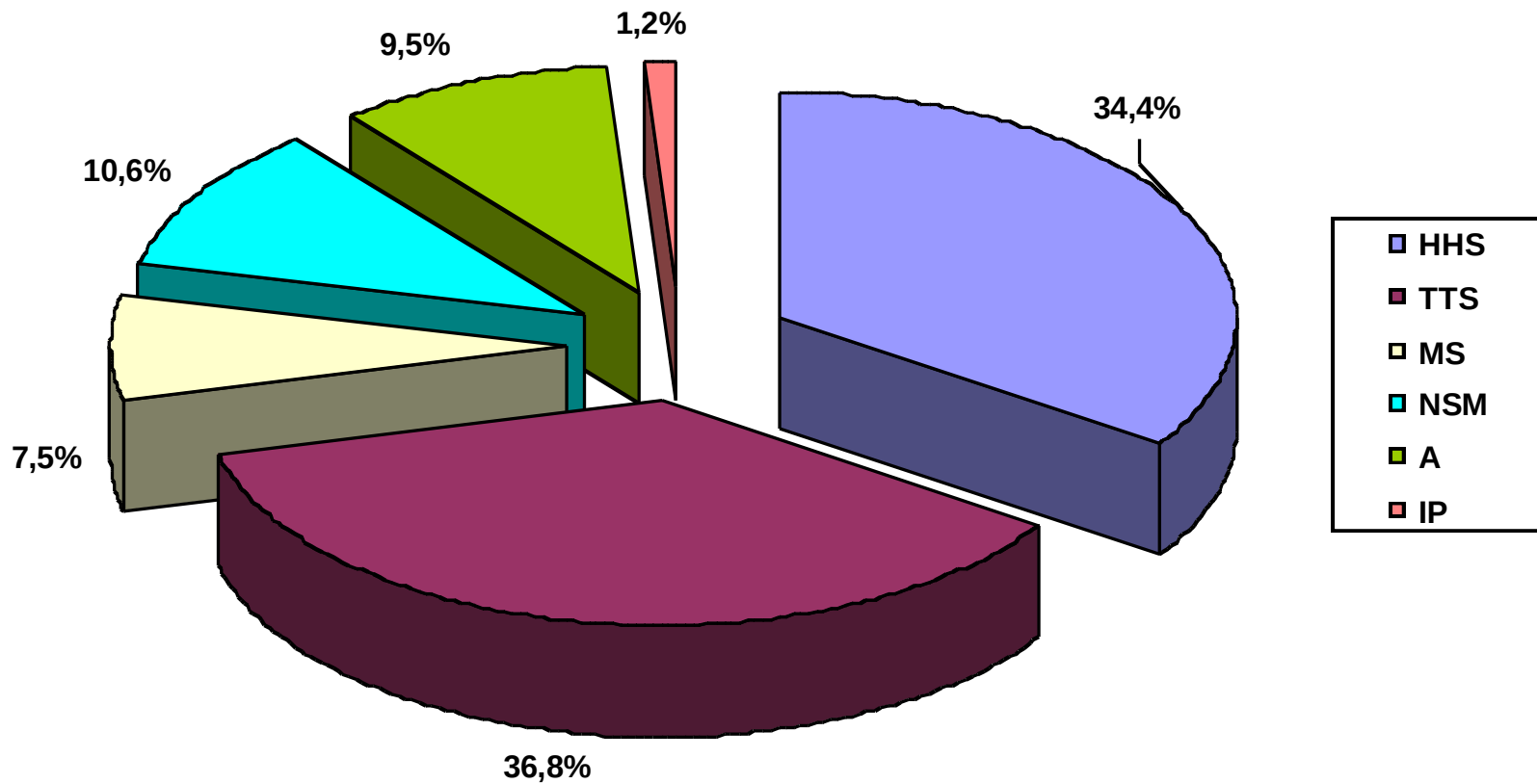
Number of students on accredited study programs

Results of CAQA work 2006-2011



Structure of all accredited study programs

Results of CAQA work 2006-2011



Structure of accredited study programs

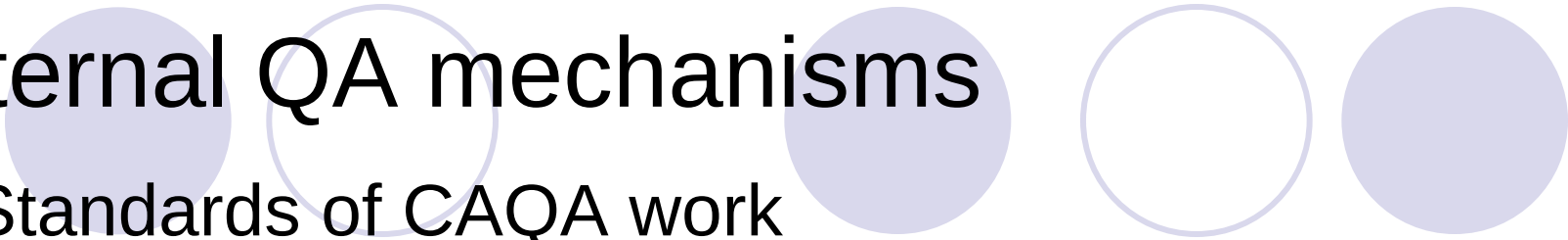
Legal basis of CAQA procedures

All types of evaluations done by CAQA as well as CAQA work are based on LoHE articles 13-17 and number of Rules and regulations on standards and procedures such as for:

- **Accreditation:** Rules and regulations and 5 groups of standards
- **External quality assurance of HEIs:** Rules and regulations and 1 group of standards
- **Self-evaluation of HEIs:** Rules and regulations and 1 group of standards

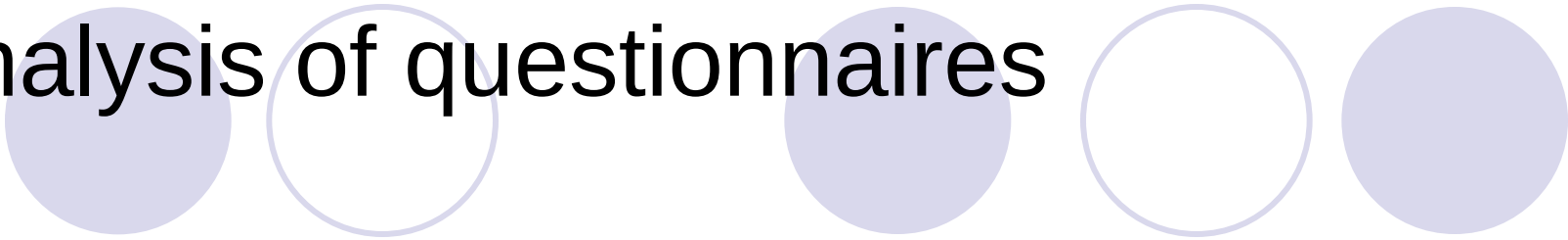
CAQA has also publicised on the web-site (www.kapk.org) numerous guidelines, forms, lists etc.

Internal QA mechanisms



- Standards of CAQA work
- Code of ethics (obligatory to sign by all CAQA members, administrative staff and reviewers)
- Rules and regulations on CAQA work
- Keeping reviewers anonymous
- Preventing conflict of interest
- Independent decision making process
- Integrity of all CAQA members
- Periodical analysis of work and results
- Periodical analysis of questionnaires
- SWOT analysis of CAQA work
- Planning of measures for improvement

Analysis of questionnaires



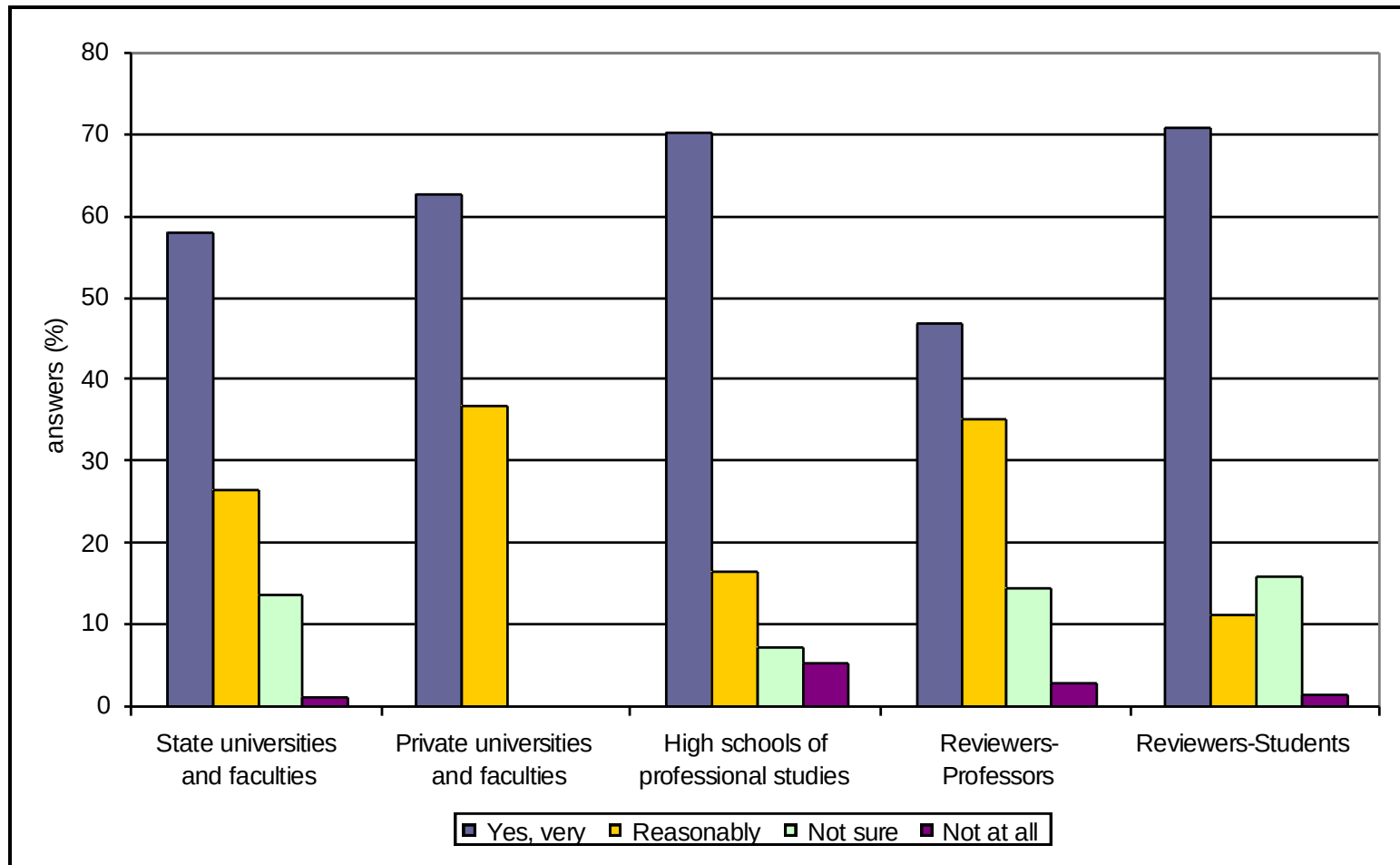
Questionnaires sent to:

- Management of all universities and faculties - 182 replies analysed from 106 HEIs (79 public+29 private)
- High schools (analysed 54)
- Reviewers: teachers (analysed 105) i students (analysed 63)
- Employers (analysed 26)

Totally analysed 430 questionnaires

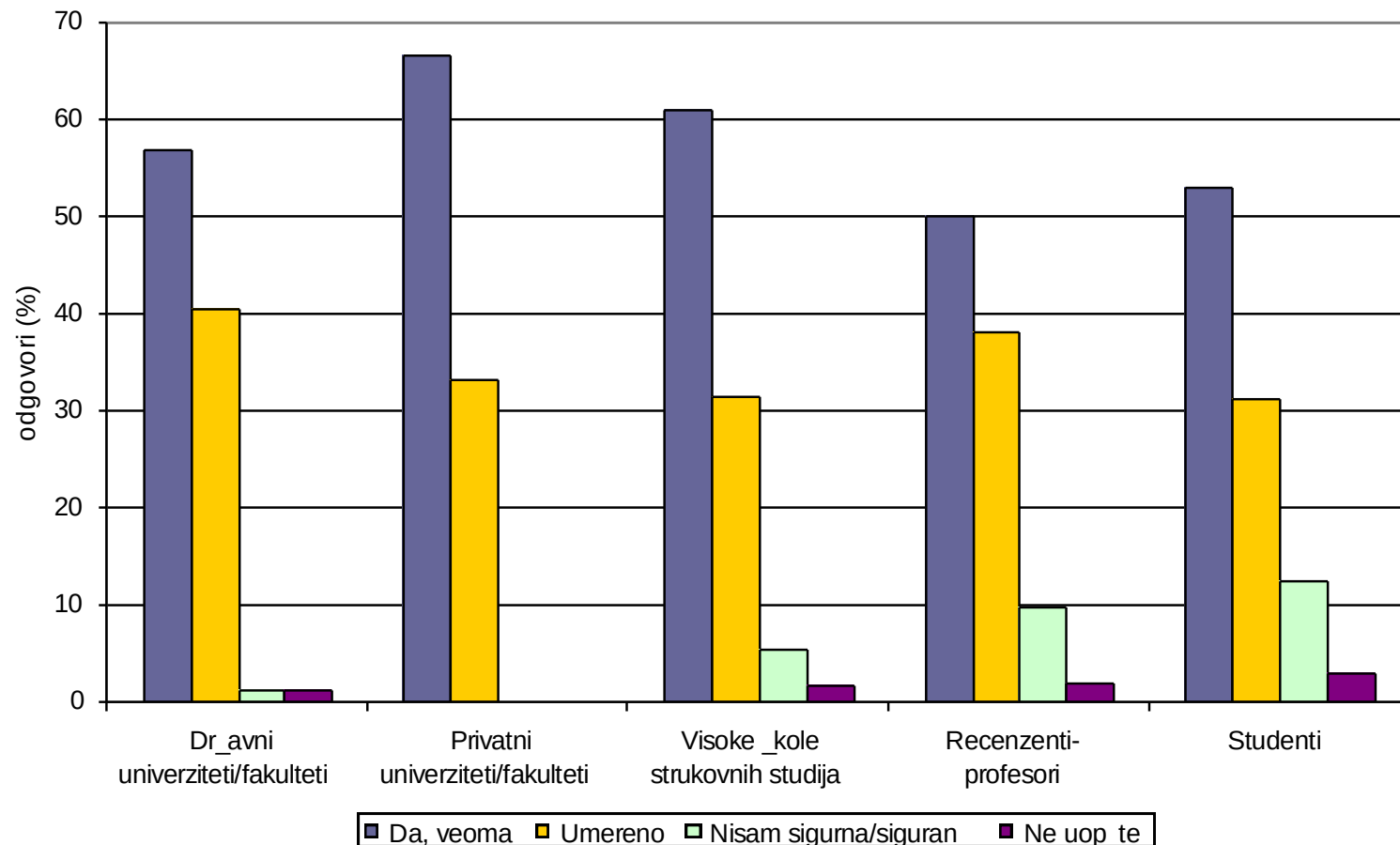
Academic community

Question: To what degree is CAQA independent?



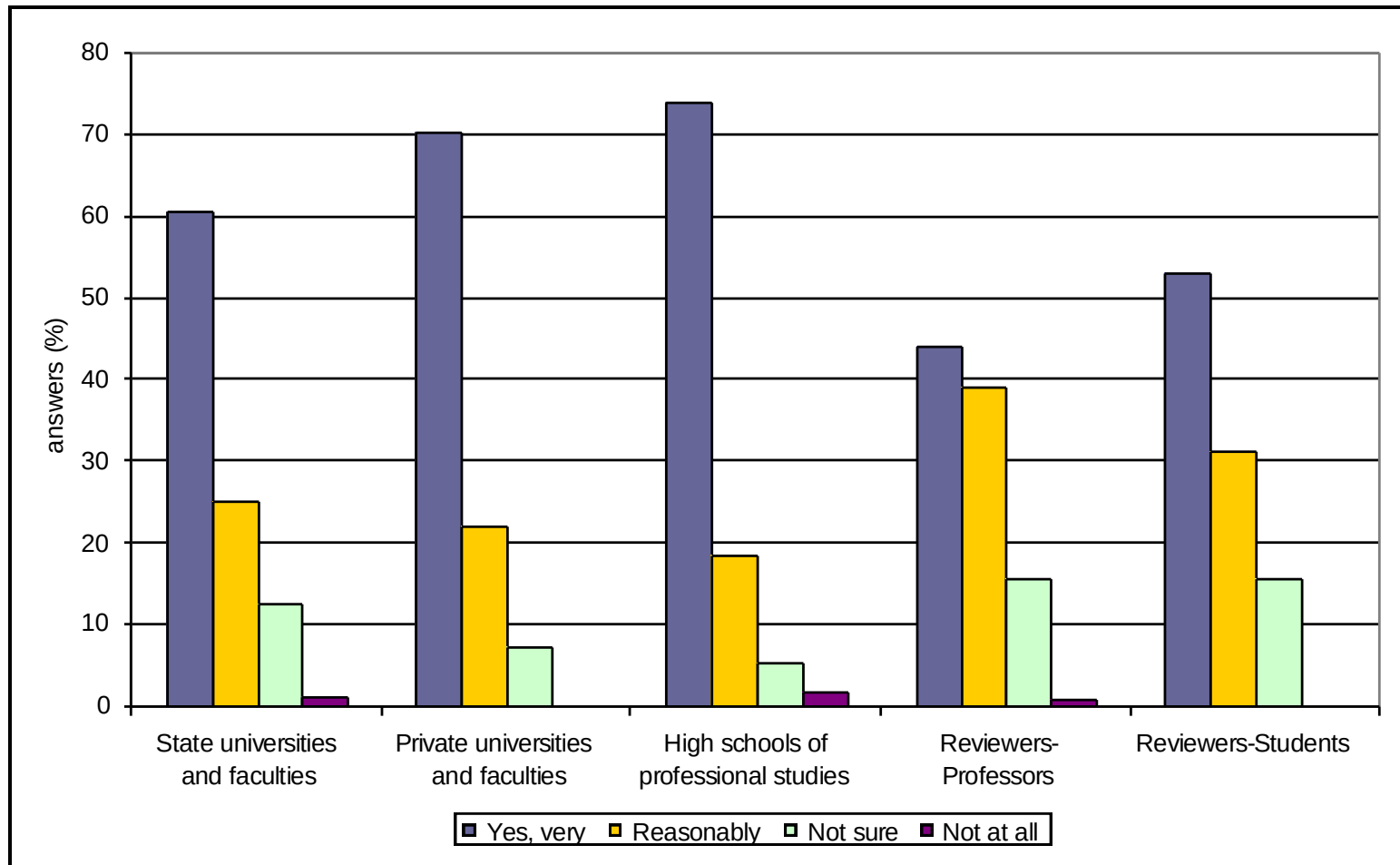
Academic community

Question: To what degree is CAQA independent?



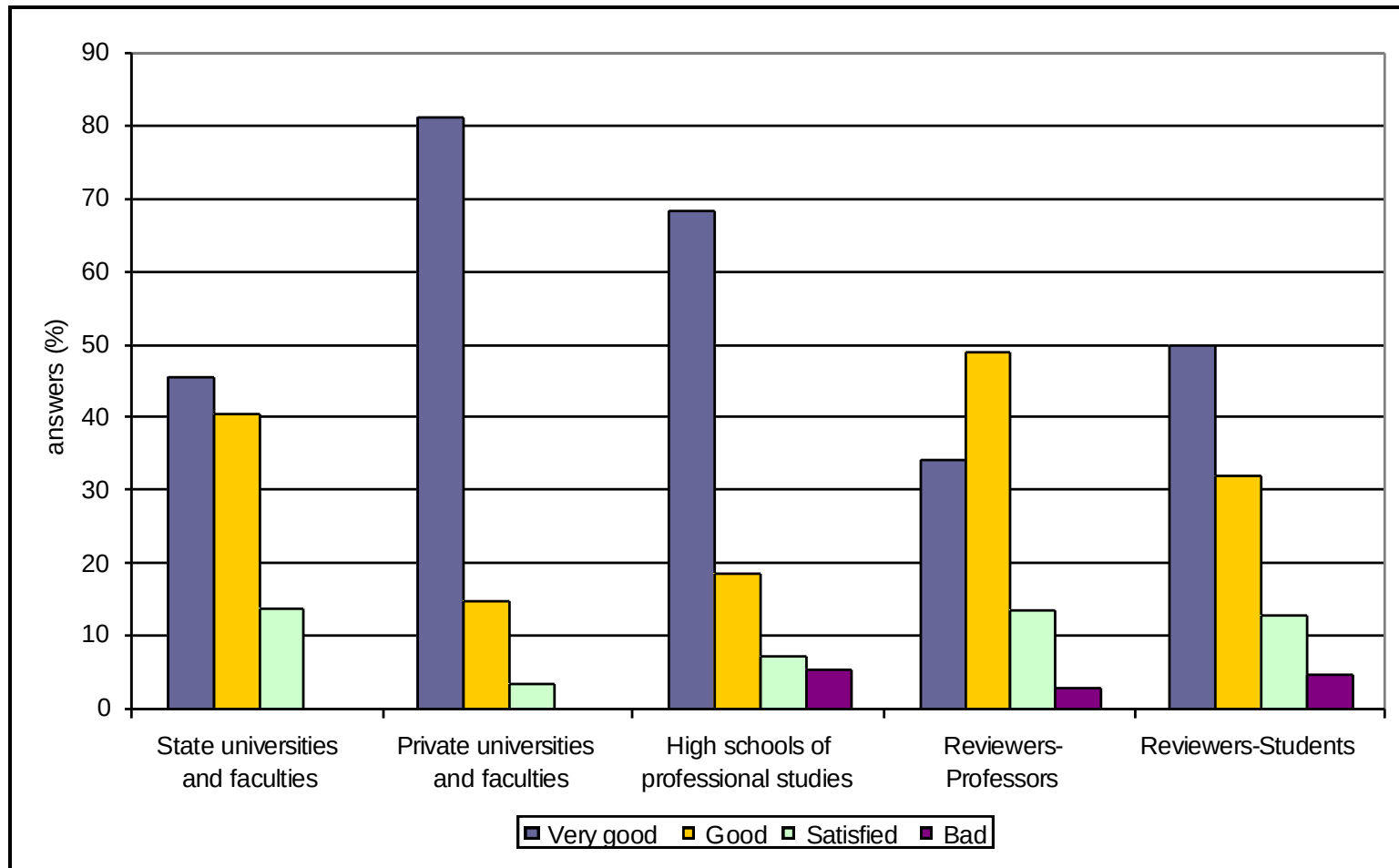
Academic community

Question: To what degree CAQA consistently applies standards and guidelines

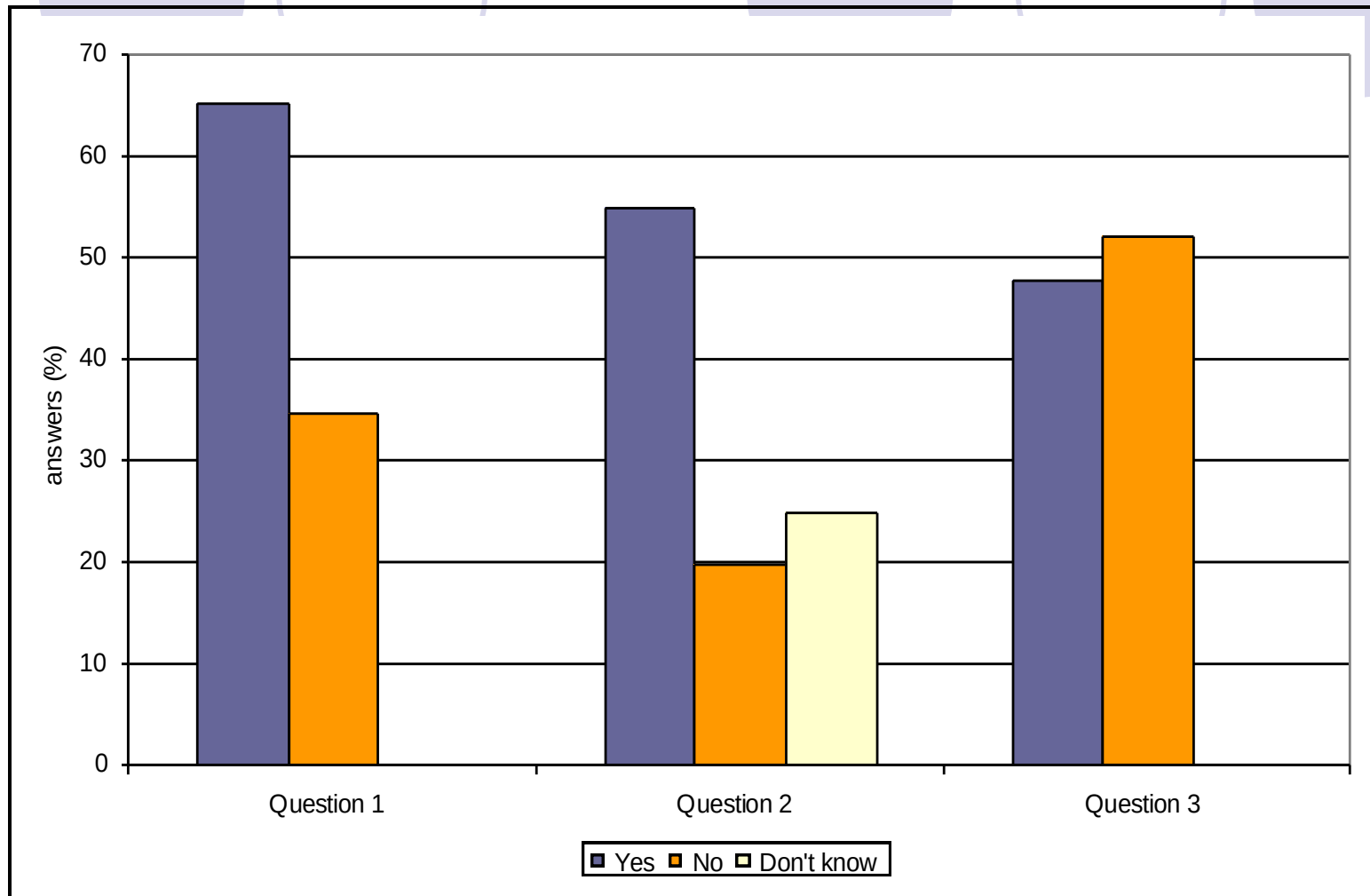


Academic community

Question: How would you rate the professionalism, competence and ethics of the CAQA members?



Employers



1. Are you familiar with the process of accreditation in higher education?

2. If the answer is YES, do you believe that accreditation contributes to the improvement of higher education?

3. Are you informed that in Serbia exists Commission for Accreditation and Quality Assurance

SWOT analysis: strenghts

- Competences and professionalism of CAQA members
- Adequate space and facilities
- Standards and procedures for QA in compliance with ESG
- Dedication of CAQA members to improve HE
- Independent decision making process
- Bigg pool of reviewers
- Counceling and educational role of CAQA
- Good cooperation with HEIs
- Cooperation with other agencies in the region
- Good cooperation with inernational associations targeting QA
- CAQA in the phase of joining ENQA
-

SWOT analysis: weaknesses

- Unsufficient expertise of administrative staff
- Frequent changes of administrative/ technical support staff by the MoES
Iskrivljena percepcija javnosti o KAPK
- Excess workload of CAQA members
- Unsufficient efficacy in MoES administration in charge of running the financial orders resulting in late payments
- Insufficient involvement of international experts in the accreditation and external evaluation of HEIs
- Distorted perception of CAQA in the general public due to the strong media attacks by individuals unsatisfied with CAQA decisions
- Number of reviewers in some fields not adequately distributed



Improvements planned

- Creation of experts in QA among the administrative staff
- Increasing the level of independence from MoES in administrative and financial management
- Continuous improvements of standards and procedures
- Permanent upgrade of the pool of reviewers with involvement of the international experts
- Strengthening the role of international experts in institutional evaluation/
- Improvement of the public perception of CAQA role and activities within the academic community and wider public