Quality assurance mechanisms and procedures for using evaluation result

2020

Contents

Article 1. General Provisions

1. The main principles of the Quality Assurance Service are: transparency,publicity, objectivity, reliability, continuity and validity.

2. Quality assurance mechanisms involve the continuous evaluation and development of the University'sactivities and resources in order to maintain and improve quality.

Article 2. Purpose of quality assurance mechanisms

1. The purpose of development and using quality assurance mechanisms is:

A) Ensuring compliance of the regulations in force at the University with the legislation;

B) Ensuring compliance with the established regulations of the University.

C) Ensuring the efficiency of the ongoing processes at the University;

D) Ensuring efficient use of resources;

E) Continuous improvement of results.

2. In order to achieve this, the Quality Assurance Service cooperates with all structural units / officials of the University, academic and invited staff, students and other stakeholders.

Article 3. Quality Assurance Application Area

Using quality assurance mechanisms, assessments are carried out in all key aspects of the university's activities:

A) Learning and service that integrates educational program, academic and invited staff involved in the implementation of educational programs and learning process;

B) Research;

C) Management processes.

Article 4. Principle of operation of the quality assurance system

The quality assurance system operates on the principle of "Plan–Do–Check–Act" cycle (PDCA).

A) Plan: The quality assurance process begins with the planning of the evaluation and response processes, which involves planning the steps required for the evaluation and the response processes to the results obtained;

B) Do: Implement planned evaluation processes to identify existing issues of concern and areas for improvement; Responding to the results obtained, which means taking steps to improve the results obtained, making the necessary changes;

C) Check: Monitor the results of the implemented changes, evaluate the results obtained as a result of the changes, respectively, evaluate the implemented processes, ways and means of response - the mechanisms used in the process;

D) Act: Make necessary changes based on the evaluation results, which means (Reviewing and, if necessary, updating existing documents, assessment tools, etc. in relation to the mechanisms, approaches or actions taken, in order to refine the process and improve the results).

Article 5. Person responsible for quality assurance

1. The Quality Assurance Service of the European University is responsible for theintroduction and implementation of quality assurance mechanisms.

2. All structural units and employees of the university are involved in the process of quality assurance and establishing a quality culture within the framework of their respective responsibilities.

Article 6. Internal and external quality assessment

1. Quality assurance mechanisms include internal and external evaluation, which contribute to the achievement of the goals defined by the mission of the European University.

2. External quality assessment includes:

A) The assessment obtained as a result of authorization, accreditation and monitoring organized by the National Center for the Development of Education Quality;

B) Evaluation carried out as a result of international institutional and program accreditation

C) Assessment carried out by local or international invited experts;

3. Internal quality assessment is carried out by the Quality Assurance Service through themechanisms provided in this document.

Article 7. Internal quality assurance mechanisms and instruments

7.1 The internal quality assurance mechanisms of the University are divided into three main areas:

A) Education and service - (evaluation, analysis and response of educational programs, personnel implementing

educational programs and educational process);

B) Research - evaluation and analysis and response of research activities, scientific productivity of academic / scientific

staff;

C) Management processes – evaluation, analysis and response of the management processes of the organization.
2. The quality assurance of the above-mentioned directions is carried out based on the following legal acts in forceat the university:

- ➢ Procedures for planning, developing, approving, developing, amending and canceling educational programs;;
- ➢ Methodology of evaluation of learning outcomes of the educational program;;
- ➢ Methodology for determining the number of academic and visiting staff;
- ➢ Academic and guest staff evaluation rules;
- ➢ Staff selection procedure;
- ➢ Auditory performance assessment procedures;
- ➢ Learning Process Regulatory Rule;
- ➢ Methodology of individual curriculum development;
- ➢ Methodology of student contingent planning;
- ➢ The procedure for monitoring the student contingent;
- ➢ Guidelines for Conducting Satisfaction Surveys;
- ➢ The rule of administration of the examination process;
- ➢ The procedure for completing a bachelor's thesis;
- ➢ The procedure for the implementation of the practical component of the educational program;
- ➢ The procedure for completing a master's thesis
- ➢ Academic staff affiliation rules and conditions;
- ➢ Research funding rules;
- ➢ Procedures and mechanisms for plagiarism detection, prevention, response to plagiarism cases;
- ➢ Provision of the University;
- ➢ Structure of the University.

3. Based on the above regulations, quality assurance is carried out using the following tools:

A) **Learning and service**

Assess and quality assurance of educational programs, academic and invited staff involved in implementation educational programs and the learning process.

Quality assurance of educational programs

Procedures for planning, developing, approving, developing, amending and canceling educational programs - The document regulates the procedures and instructions for program planning and development; the educational

program development and change scheme; In case of changing or canceling the educational program, the mechanisms of providing further education to the students of the relevant program. Within the framework of the document, the form of the program and the syllabus of the training courses has been developed.

Assessment tool:

The quality assurance service's conclusion form on the assessment of the compliance of the educational program with the accreditation standards and the requirements established by the internal legal acts of the university;

Form of annual evaluation and development report of the educational program;

Form of justification report for cancellation of the educational program;

Questions for evaluation of the educational program by the student;

Questionnaires for evaluation of the educational program by the graduate student;

Questionnaires for evaluation of the educational program by the employer;

Questionnaires for evaluation of the educational program by the staff implementing the program.

Procedure for using the results:

The assessment is regular in nature and takes into account the specific stages of the implementation of the procedures. Based on the results of the survey of interested parties, as well as the evaluations of the program managers, the quality assurance service identifies areas for improvement, develops recommendations and forwards them to the program manager for the purpose of improving the results. After considering the recommendations by the head of the program, the program is re-evaluated. In case of cancellation of the program, the reasons and necessity of the cancellation are substantiated, as well as assessment and confirmation of providing students with the opportunity to continue their studies.

Methodology of evaluation of the learning results of the educational program - the methods, processes, description of the results of the evaluation and the stages and forms of response to the results of the evaluation are described within the framework of the document.

Assessment tool:

Appendix of the educational program - evaluation of learning outcomes of the program;

Questionnaire for the assessment of the current educational program by the graduate student;

The evaluation questionnaire of the educational program operated by the employer;

Educational Program Annual Evaluation and Development Report Form.

Procedure for using the results:

The process is regular. Collection of data is carried out at regular intervals and continuous development of programs based on the analysis of results (which implies the implementation of necessary changes identified as a result of evaluation in educational programs: teaching-learning and assessment methods, used literature, learning outcomes, curriculum, etc. modify).

Methodology for determining the number of academic and guest personnel - the document defines the criteria for academic and guest personnel required for the implementation of educational programs in order to determine the number. Within the framework of the document, the maximum number of students admitted to study courses in the group and the maximum number of academic hours allowed for academic and invited staff are defined.

Assessment tool:

the form for determining the number of academic and invited staff on the program;

General Student Satisfaction Survey Questionnaire;

Academic and Visiting Staff General Satisfaction Survey Questionnaire.

Procedure for using the results:

The process is regular in nature and provides for continuous evaluation, development and continuous use of the obtained results to improve the program within the framework of the program. Students, academic and visiting staff involved in the implementation of the program participate in the evaluation. The evaluation process takes into account the working hours stipulated by the educational program, the number of students on the program, the allowed hourly workload for the staff implementing the program, the set targets for the number of academic and invited staff, based on this, the appropriate minimum number of academic staff and maximum number of invited personnel.

Ensuring the quality of personnel involved in the implementation of the educational program

Academic and invited personnel evaluation rules - the document regulates the procedures and criteria for the scientific research activity, professional development and academic activity evaluation of academic personnel, as well as the professional development and academic activity evaluation of invited personnel.

The evaluation of the academic and scientific-research activity and professional development of the staff contributes to the increase in the productivity of the scientific-educational activity, raising the qualification and professionalism of the staff, stimulating creative initiative, which is aimed at the development of the university and raising its quality. The rule envisages pre-announced assessment procedures and criteria, which contribute to the transparency of the process and the observance of the principles of equality.

Assessment tool:

Form of the annual report of academic staff's scientific-research activity;

Form of annual report of professional development of academic and visiting
staff;

Academic and Visiting Staff Dean's Evaluation Form;

Academic and Visiting Staff Program Head Evaluation Form;

Form of evaluation by the manager of academic and visiting staff training process management;

Assessment form by the Academic and Visiting Staff Examination Center;

Questionnaire for evaluation of the course and the lecturer by the
student;

Semester and annual evaluation form of invited staff;

Academic staff semester and annual
evaluation form.

Procedure for using the results:

The process is regular in nature and provides for the continuous assessment, development and improvement of the obtained results of the persons involved in educational and/or scientific activities. Based on the assessment, the response to the assessment results is carried out, which takes into account the use of mechanisms to encourage staff and support their professional development.

Staff selection rule - the purpose of the document is to provide highly qualified academic and invited staff for the teaching-learning process within the educational programs at the university, to determine the qualification

requirements for them and to conduct the admission/selection process according to established procedures.

Clearly written acceptance procedures, pre-announced criteria for evaluating the contestant, the list of documents to be presented by the contestant and the possibility to appeal the results contribute to the transparency of the processes, publicity, reliability, compliance with the principles of equality, selection of the best personnel under conditions of healthy competition.

Assessment tool:

Demonstration lecture evaluation form;Interview evaluation form.

Procedure for using the results:

The qualification requirements and selection procedures outlined in the document are subject to review for clarification and perfection, including deficiencies related to the procedural and/or qualification requirements identified within the competition stages. Evaluations of educational program stakeholders, university administrative staff, and program supervisors also provide an opportunity to evaluate staffing procedures, based on this, document revisions are made, if necessary, to perfect/improve processes.

Assessment procedures for classroom work - the document serves to promote the development of the persons involved in the teaching process, to identify needs, to reveal the best practices among colleagues, to introduce a culture of quality assurance.

Assessment tool:

Auditory evaluation form;

Auditory performance evaluation summary report form.

Procedure for using the results:

Evaluation of auditorium work is regular in nature and provides for the detection of best practices within the framework of auditorium work, identification of areas for improvement. Based on the analysis of the results, ways of improvement are defined, opportunities for promotion and steps are planned. Repeated assessment of auditory activity may be carried out. This contributes to the continuous improvement of the teaching process.

Quality assurance of the learning process

The regulation of the educational process - the document determines the regulations related to the educational process, the period of the start/end of the academic year/semester, the rules for obtaining student status, suspension, termination, mobility, recognition of education received during the study period, the student evaluation system, the rules for awarding qualifications and registration for optional training courses procedures. The document serves to properly organize the learning process.

Assessment tool:

General Student Satisfaction Survey Questionnaire;

Academic and Visiting Staff General Satisfaction Survey Questionnaire.

Procedure for using the results:

Based on the results of the general satisfaction survey of students, academics and visiting staff, the document and the procedures described in the document are subject to revision in order to perfect/improve the processes.

Methodology of developing an individual curriculum - The purpose of the document is to promote the active and smooth involvement of students with different abilities and needs in the learning process, in order to achieve the learning outcomes provided by the educational program and training courses. The purpose of the document is also to promote the achievement of the learning outcomes provided by the educational program and training courses for students participating in internal/external mobility, or after the renewal of the educational program, in case of

a need to offer a different curriculum.

Assessment tool:

Credit compatibility/recognition/individual curriculum development form for students participating in internal/external mobility in the case of a change in the educational program, the form of developing an individual curriculum;

Survey form of students who have transferred by mobility;General Student Satisfaction Survey Questionnaire.

Procedure for using the results:

The evaluation of the individual plan developed within the framework of the document is carried out by surveying the general satisfaction of the students who transferred by mobility. Based on the assessment, as a result of the deficiencies found, the document is subject to revision in order to perfect/improve the processes.

Methodology for calculating the student quota - the document establishes the rule for determining the maximum number of student places in the university, which takes into account all aspects necessary for the functioning of the university. The purpose of the methodology is the adequate distribution of students to relevant programs/directions/faculties within the general contingent of university students, in order to smoothly administer educational activities at a high level and ensure quality education for each student.

Assessment tool:

the form of determining the student contingent;

Academic and Visiting Staff general Satisfaction Survey Questionnaire;

General Student Satisfaction Survey Questionnaire.

Procedure for using the results:

Based on the analysis of the general satisfaction survey of students, academic and invited staff, the methodology for calculating the student contingent is evaluated. In the case of identified deficiencies, the benchmarks and quota calculation processes established within the document are perfected/improved, taking into account the features of the programs.

Contingent monitoring procedure - the purpose of the document is to control the existing marks by enrolling students within the threshold number of the university's student quota and prevent exceeding the total number of students determined for the university. The regulation contributes to the institutional sustainability of the university and effective planning of the educational process.

Assessment tool:

The form of determination and monitoring report of the number of students' contingent.

Procedure for using the results:

Based on actual data, the procedure provides for monitoring the number of students. Based on the conclusion, in the process of monitoring the number of students, the occurrence of the risk of exceeding the number of students leads to the revision of the admission places planned within the framework of the procedure.

Guidelines for conducting satisfaction research - the form of determining the student contingent;The document is a guideline for conducting research at the university. Research guided by the guide serves to continuously improve the quality of educational programs, teaching and other university services, to meet the expectations of interested parties. The aim of the studies is to contribute to both the identification of the challenges of the internal university environment and the determination of the needs of external actors. The goal of the manual is to create a standardized guide for conducting, analyzing, and reporting studies.

The research manual describes the types of planned internal and external research, their periodicity and methodology. The document is accompanied by research tools/questionnaires, which are used to evaluate the

ongoing processes in the university and to improve the evaluation results.

Analysis of research results and appropriate responses help the university implement its short-term and long-term quality improvement plans.

Assessment tool:

General Student Satisfaction Survey Questionnaire;

Academic and Visiting Staff General Satisfaction Survey Questionnaire;

Questionnaire for evaluation of organization's management processes and general satisfaction questionnaire of administrative staff;

survey form of the student who transferred by mobility;

Survey form of the student transferred by mobility;

Questionnaires for evaluation of the educational program by the student;

Questionnaires for evaluation of the educational program by the graduate student;

Questionnaires for evaluation of the educational program by the employer;

Educational program evaluation questionnaires by the staff implementing the program;

Questionnaire for evaluation of the course and the lecturer by students;

Questionnaire for evaluation of thesis supervisor by the student;

Questionnaire for evaluation of the practical component by the student;

Questionnaire for evaluation of the practice facility (clinic) and clinical training courses by the student;

Examination process assessment questionnaire by Student and examiner;

Questionnaire for the study of students' satisfaction with international academic mobility;

Satisfaction Survey Questionnaire with International Academic Mobility for the program implementer staff;

Questionnaire for the survey of satisfaction of administrative staff with international mobility;

The form of the response report of the structural units to the results of the questionnaire;

Form of analysis of responses to survey results.

Procedure for using the results:

Based on the analysis of the results obtained by conducting the research, it is possible to consider the need to revise the research tools - questionnaires, therefore, the document with the attached appendices is subject to constant revision for the purpose of perfecting/improving the described procedures and tools.

Survey/research and examination results are used to continuously improve educational programs, teaching-learning process, research promotion, personnel involved in program implementation and organizational management processes. The relevant structural unit reacts to the survey results. A report on the steps taken and planned by the structural units to respond to the results is sent to the quality assurance service. The evaluation of the implemented responses and the supervision of the implementation of the planned steps are carried out by the quality assurance service, together with the curator of the structural unit/person, the vice-rector.

Examination process administration rule - organizational issues of the examination process are regulated within the document, the regulation promotes transparent and fair implementation of processes, protection of confidentiality of examination issues, which in turn serves to improve the quality of teaching and learning.

Assessment tool:

Report form of the head of the examination center;

General Student Satisfaction Survey Questionnaire;

General satisfaction survey of academic and guest staff;

Examination Process Evaluation Questionnaire for the student and examiner.

Procedure for using the results:

Based on the report of the head of the examination center, the quality assurance service evaluates the processes, taking into account the results of the general satisfaction survey of students and academic and invited staff, as well as the evaluation of the examination processes. Based on the analysis, the document and the procedures described in the document are subject to revision for the purpose of perfecting/improving the processes.

The rules for the execution of the bachelor's thesis - the document regulates the rules for the execution and evaluation of the bachelor's thesis/project, the procedures for the selection and approval of the bachelor's thesis/project, the requirements for the head of the thesis and the reviewer, their duties, the issues of evaluation of the thesis are determined within the framework of the document. The document also regulates the issues of the defense of the bachelor's thesis/project, the composition of the defense commission, the evaluation of the thesis by the commission and the issues of appeal of the results by the student. Within the framework of the document, the evaluation forms of the work by the supervisor, reviewer and members of the defense commission have been developed. The document also defines the requirements related to the structure and technical design of the bachelor thesis/project. The regulation of the performance of the thesis in compliance with the rules defined within the document serves to raise and improve the quality of bachelor's theses/project, which, accordingly, promotes and ensures the achievement of the results determined by the component of the bachelor's thesis/project.

Assessment tool:

The form of evaluation of the supervisor of the bachelor's thesis/project;

The form of reviewer's evaluation of the bachelor's thesis;/project;

The form of evaluation of the bachelor's thesis/project by the defense commission.

Procedure for using the results:

As a result of the evaluation of the bachelor's theses, the quality and noteworthy points of the theses will be analyzed, and the requirements and procedures for the execution of the bachelor's thesis may be revised and refined by the relevant structural units, in order to ensure the achievement of the results defined by the component.

The rule of execution and evaluation of the practical component of the educational program - the document regulates the rules of execution and evaluation of the practical component of the educational programs, in particular, the document defines the rules for the distribution and approval of students for the practical component, the duties of the head of practice and the mentor, the requirements for the performance of the component and the issues of evaluation of the component by the head of practice and the mentor. The document also regulates the issues of protection of the practice component, the composition of the protection commission, as well as the issues of appeal of the results by the student. In the document, a practice diary form has been developed, which serves to mobilize information about the student's performance of the practice component. The regulation of the performance of the practice component in compliance with the rules defined within the document helps and ensures the achievement of the results defined by the component.

Assessment   tool:

Practice diary form;

Questionnaire of evaluation of the practice component by the student;

Questionnaire for evaluation of the practice facility (clinic) and clinical training courses by the student.

Procedure for using the results:

As a result of the assessment of the practice component, the quality of the performance of the component and the moments of attention will be analyzed, and the relevant structural units may revise and refine the requirements and procedures for the performance of the practice to ensure the achievement of the results defined by the component.

B) Research

Evaluate and analyze the scientific productivity of research activities, research units and academic / research staff.

Rules and conditions for affiliation of academic staff - The document regulates the rules and conditions of affiliation of the academic staff of European University, sets out the rights and responsibilities of the academic staff and the University in connection with the affiliation. Provides for the obligations of the University, mechanisms for promoting their professional development.

Evaluation tool:

General Satisfaction Questionnaire for Academic

andinvited Staff.

Procedure for using the results:

Based on the academic satisfaction survey of the academic staff and the analysis of the results achieved in the research, the affiliation rule is subject to revision in order to improve / enhance the processes / conditions/results.

Research funding rule - The document promotes equal research opportunities by the University, transparency of processes and funding of valuable research through competition.

Evaluation tool:

Research Assistance Center Head Report Form;

General Satisfaction research Questionnaire for Academic and

Invited Staff.

Procedure for using the results:

Based on the results of the general satisfaction survey of academic and visiting staff and the report of the head of the center for the promotion of scientific research activities, the data is analyzed. The report takes

into account the data of participation in the university as well as in international research projects (statistics of participation inthe project, statistics of overcoming the selection stage, financing statistics). Based on the mentioned data, the rule is subject to revision in order to refine and improve the promotion processes described in it.

The rule of evaluation of scientific-research and academic activities of the staff - Academic and guest staff evaluation rules - see Article 7 of the present document. Internal quality assurance mechanisms and tools, paragraph 3, subsection "a" (quality assurance of personnel involved in the implementation of the educational program).

Procedures and mechanisms for detecting, preventing and responding to plagiarism - The aim of the document is to promote the objective implementation of teaching and research at the University, to establish the principles of academic integrity, as well as to promote the level of scientific and academic activities and responsibilities at the University, to establish the prestige of the University in the university community.

The requirements of the document apply to the academic, invited and scientific staff employed at the University, as well as to the students of the University and to the persons involved in the scientific conferences and publications organized by the University.

Evaluation tool:

Report form for checking and responding to plagiarism of students' written works;

Report form of the Head of the Examination

Center;Electronic platform - TURNITIN;

Procedure for using the results:

In order to improve the noteworthy issues identified based on the results obtained using the electronic platform and the report of the head of the examination center, the Quality Assurance Service works in cooperation with the main educational and structural unitsto raise the culture of academic integrity.

Procedure for completing a master's thesis - The document regulates the requirements and procedures for the performance of the master's thesis/project, in particular, the procedures for selecting the supervisor and the topic, the structure and rules of the master's thesis/project, the master's thesis/project evaluation system, the requirements for admission to the public defense. The document

facilitates and to some extentensures the achievement of the results defined by the existing research component within the master's degree programs.

Evaluation tool:

The form of conclusion of master's thesis/project supervisor is;

The form of the reviewer's conclusion of the master's

thesis/project is; Form of evaluation by the master's thesis/project

defense commission; It is a form of informed consent.

Procedure for using the results:

The quality and focus of the dissertations identified as a result of the master's thesis evaluation will be analyzed, and the requirements and procedures for the master's thesis/project may be revised and refined by the relevant structural units may be revised to strengthen existing research programs and to ensure that the results defined by the research component are achieved.

C) **Management processes**

Evaluate and analyze the management processes of the organization.

Statute of the University; University structure -

The document regulates the university's organizational management processes. Establishes and defines the functions and duties of structural units/persons, the functional connection and subordination between structural units/persons for the effective implementation of ongoing processes in the university.

Evaluation tool:

Questionnaire for evaluation of organization management processes and general

satisfactionsurvey of administrative staff.

Procedure for using the results:

The process is regular in nature and the report on the noteworthy issues identified on the basis of the survey is provided to the heads of the relevant structural units for further response in order to improvethe obtained results. As a result of the repeated survey, the response is evaluated.

Article 8. Annual Reporting of the Quality Assurance Service and Application of Results

1. The quality assurance service of the university analyzes the results of the evaluations and develops relevant recommendations. The recommendations of the quality assurance service of the university will be submitted to the relevant service/structural unit for response. In order to improvethe obtained results, the steps implemented and planned by the structural units will be submitted to the quality assurance service in the form of a response report, which provides an opportunity to evaluate the implemented response and to monitor the implementation of the steps planned in the future. The quality assurance service monitors the performance of the planned responses together with the curator vice-rector of the responsible structural units/persons. Non- fulfillment of the planned activities in the absence of an objective circumstance/reason will be considered as non-fulfilment of the obligation by the employees of the structural unit and may result in the imposition of responsibility determined by the internal legal acts of the university.

2. Evaluation procedures developed within the framework of quality assurance mechanisms are carried out regularly, with predetermined periodicity. Repeated evaluations provide an opportunity to evaluate the effectiveness of the used mechanisms, to refine and improve them.

3. The annual data on the evaluations, results and responses made within the quality assurance mechanisms is submitted by the head of the quality assurance service to the vice-rector in the direction of quality development, in order to evaluate and analyze the effectiveness of the mechanisms, to identify the need for their refinement and improvement. Vice-rector in the direction of quality development prepares the annual quality development report. The report will be presented to the management board by the vice-rector in the direction of quality development for review and recommendations.