



INTERNATIONAL UNIVERSITY OF SARAJEVO  
INTERNACIONALNI UNIVERZITET U SARAJEVU

Banjaluca

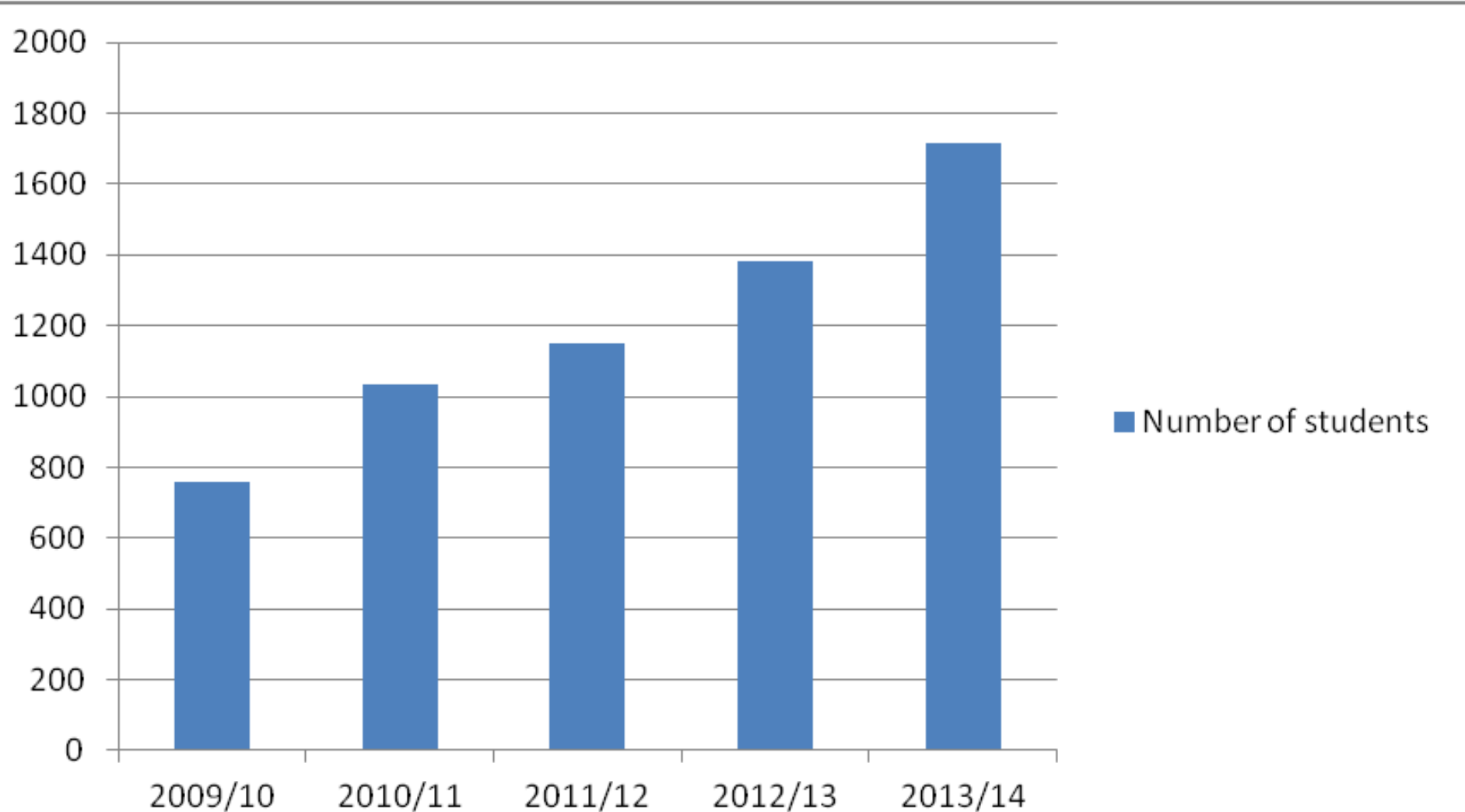
18/9/2014

# IUS overview

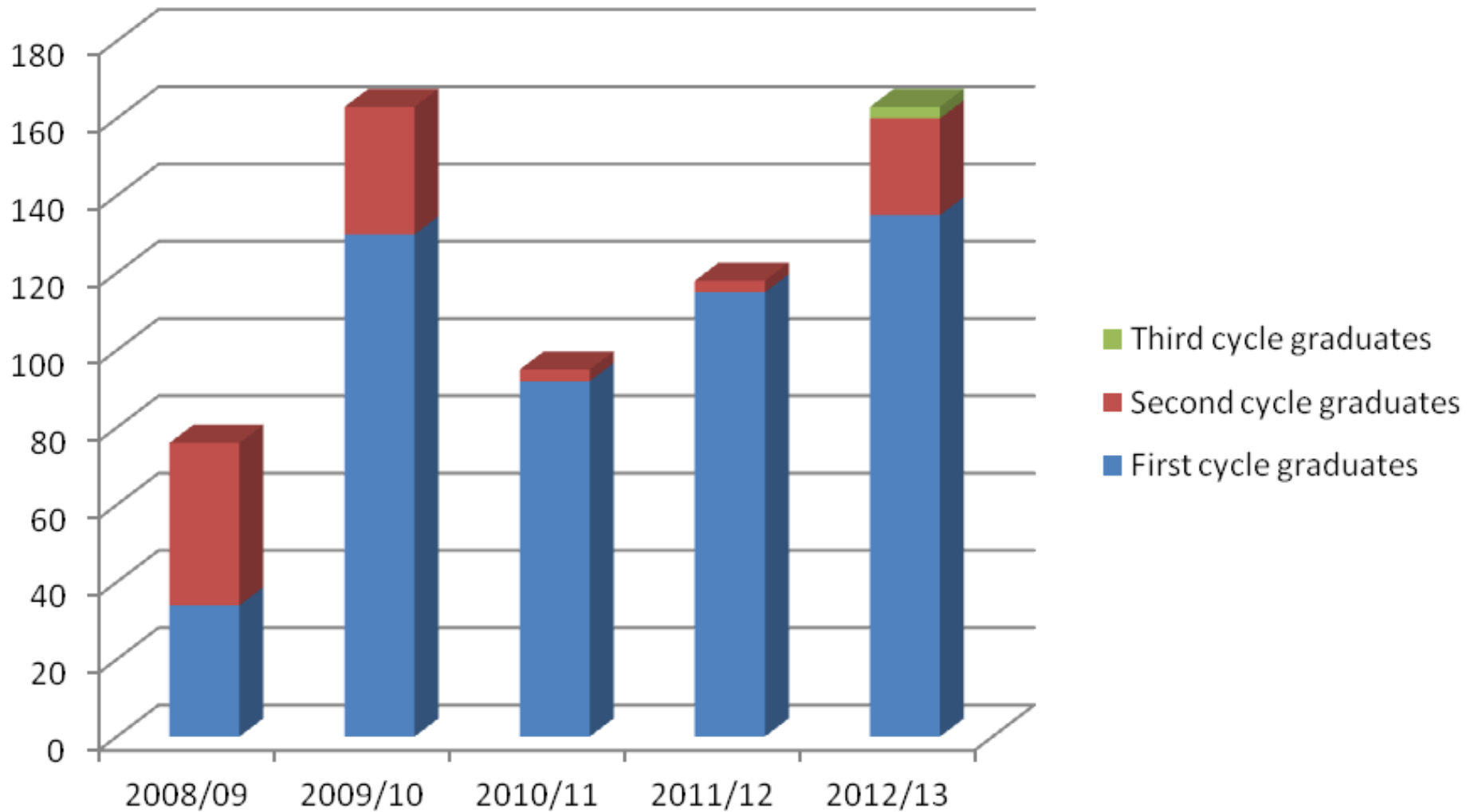
- [www.ius.edu.ba](http://www.ius.edu.ba)
- Founding date: 2003 (2004)
- Profile: Strong focus on research, but HEI!
- Integrated in all aspects
  - Courses (& staff)
  - Administration
  - Resources (including finances)
- Faculties
  - FASS (5 SPs: PSY, ELIT, CULT, SPS, VACD)
  - FBA (3 SPs: ECON, MAN, IR)
  - FENS (6 SPs: EEE, CSE, GBE, ME, IE, ARCH)

# IUS in numbers<sup>1</sup>

1: As of 31.9.2013.

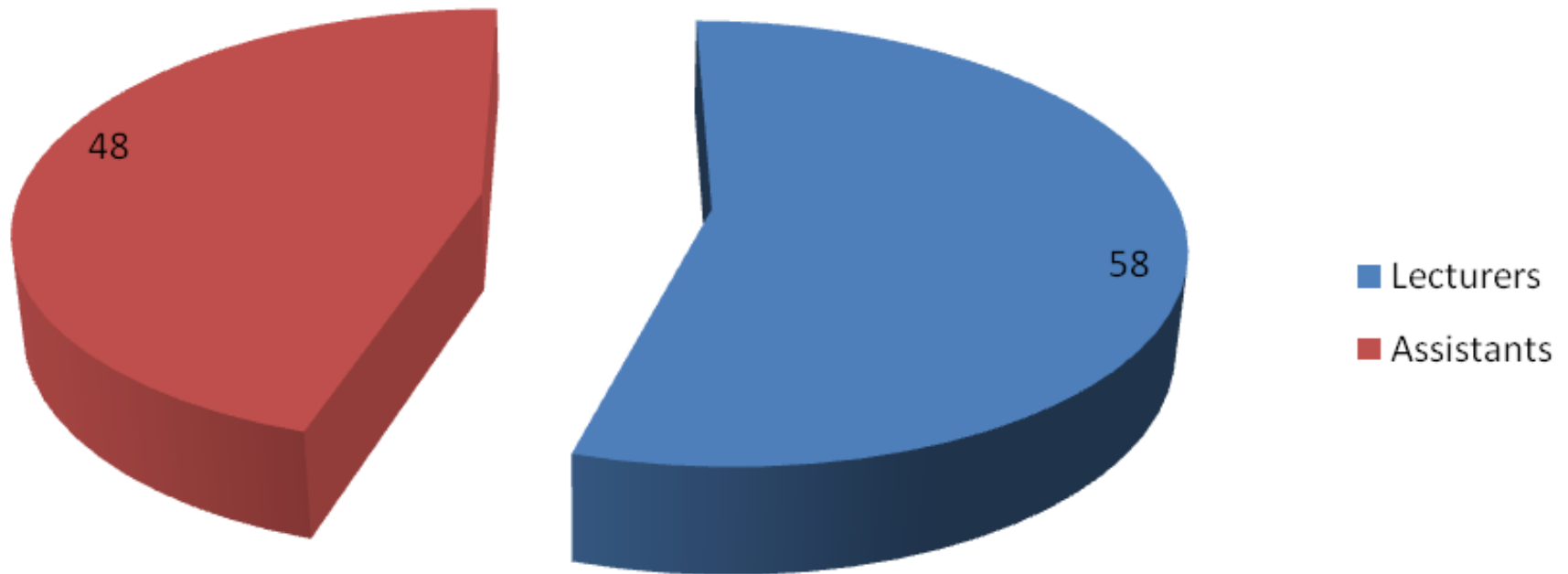


# IUS in numbers



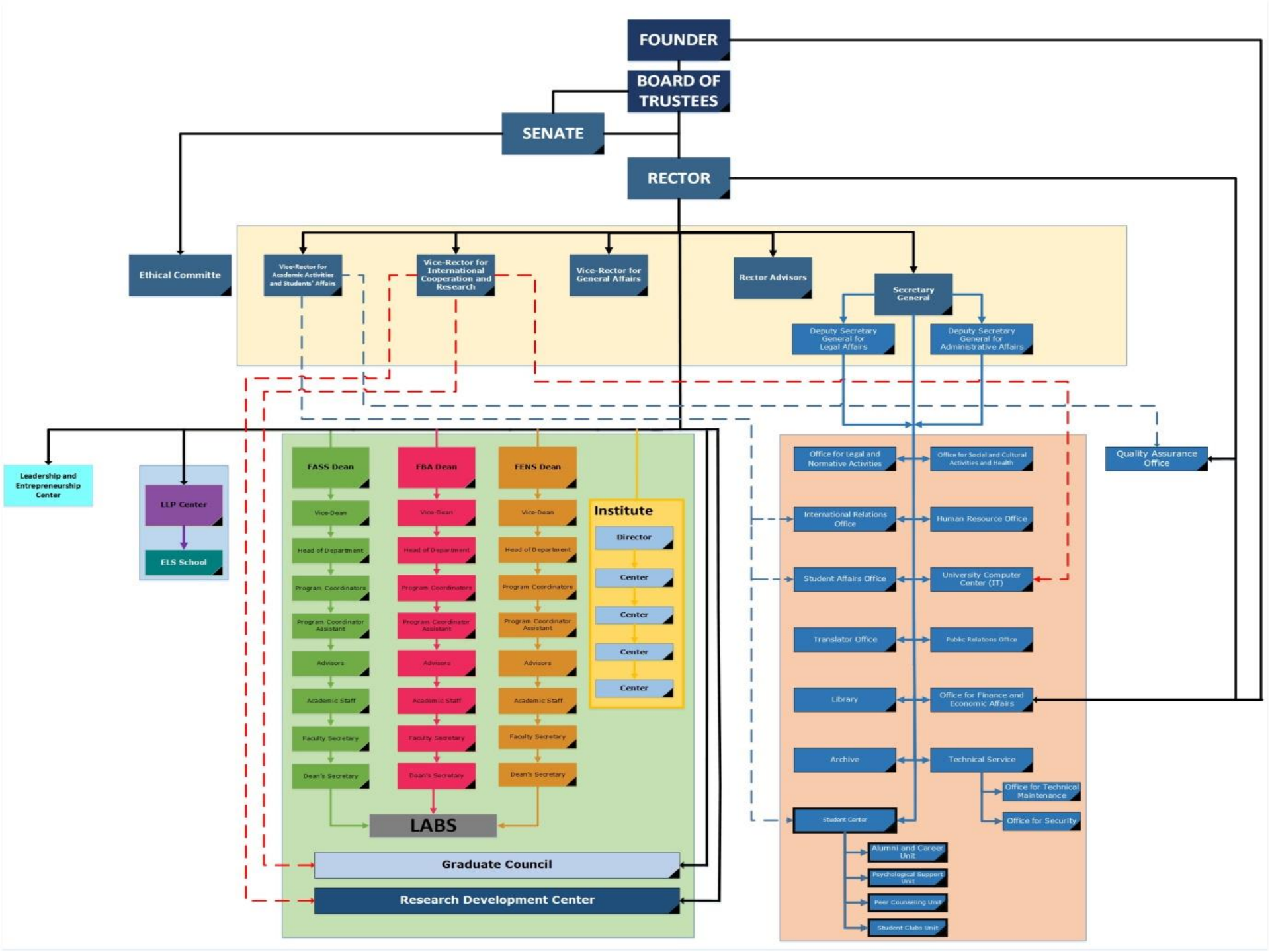
# IUS in numbers

## Academic staff



# IUS in numbers

Non-academic staff			
Year	Administrative	Support	TOTAL
2013	34	26	60 + 38*
2012	34	25	59
2011	36	15	51



# Quality Management at IUS

- <http://qa.ius.edu.ba/about-3> :
  - Quality Assurance Office at IUS has been established since 2011.
  - Quality Assurance Office is essential part of IUS internal quality assurance system. The goals and mission of this system are:
    - Quality enhancement in all areas of IUS operation;
    - To assure compliance and compatibility with European QA practice and guidelines;
    - To contribute to the development of common European framework for HEIs and quality assurance;
    - To stimulate the development of IUS;
    - To provide for outstanding education and research that will be recognized locally, nationally and internationally.



# Quality Management at IUS: *documents*



INTERNATIONAL UNIVERSITY OF SARAJEVO

Quality Assurance Office



IUS

QUALITY ASSURANCE

ABOUT

DOCUMENTS

CONTACT

LOGIN

## IUS DOCUMENTS

- IUS self-evaluation report 2012/13
- Quality Assurance Office policy
- Regulation On quality assurance at IUS
- ▶ Other Documents

+ procedures !  
+ forms/templates  
(+ IT system)

[IUS self-evaluation report 2012/13](#)



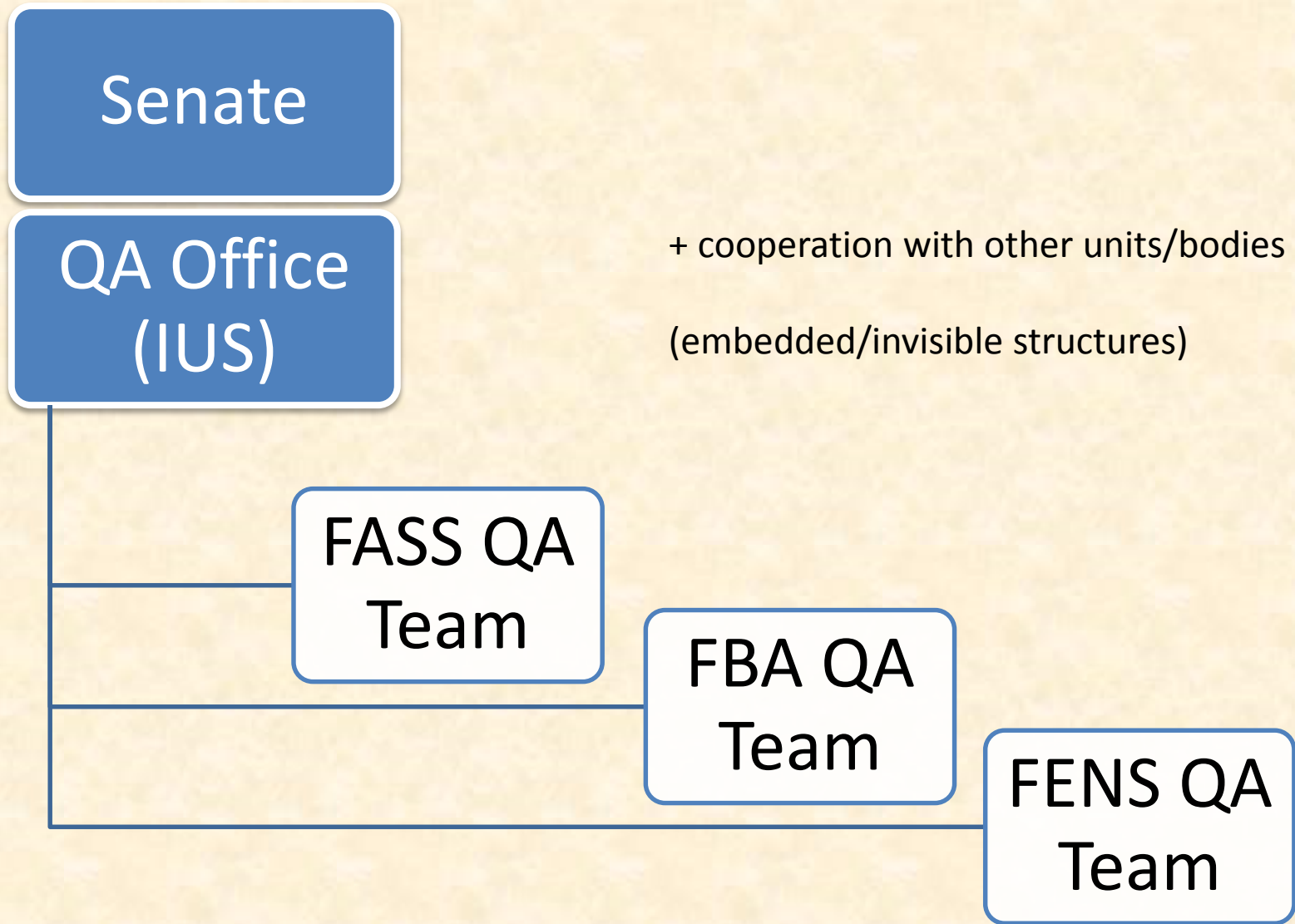
## CHAPTERS

- ▶ [IUS self-evaluation report 2012/13](#)
- ▶ [Quality Assurance Office policy](#)
- ▶ [Regulation On quality assurance at IUS](#)
- ▶ [Other Documents](#)

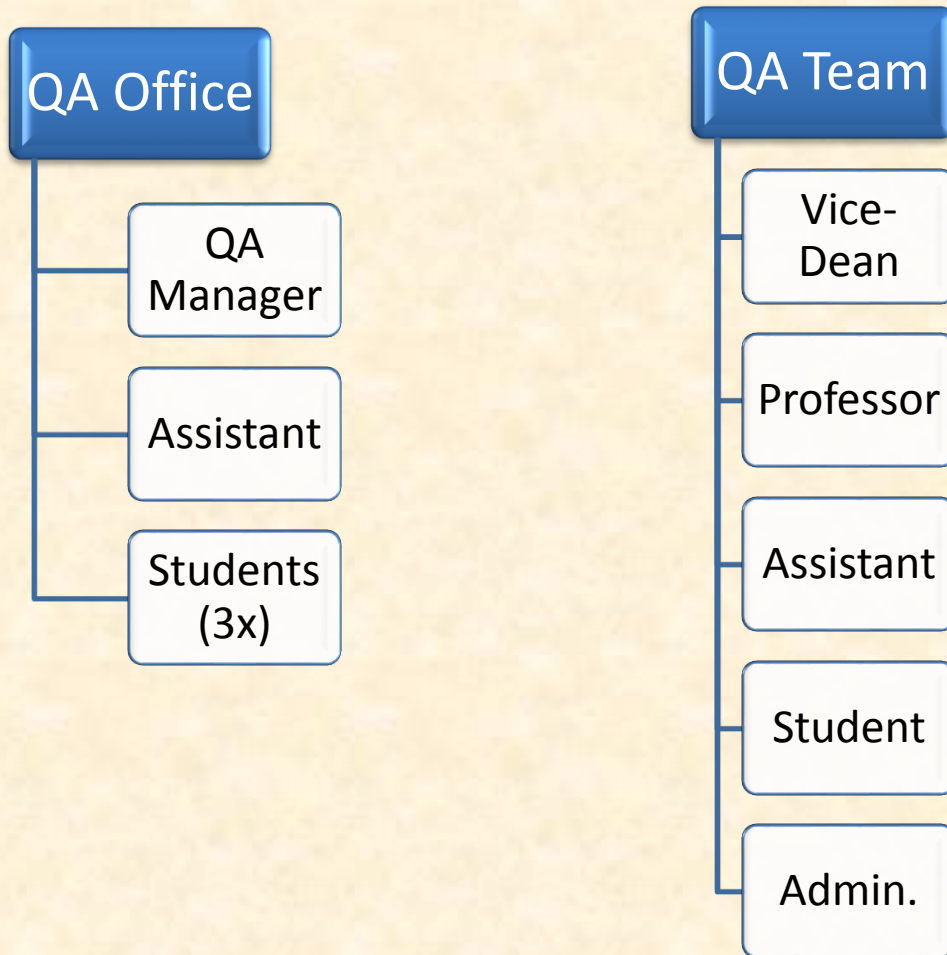
## User login

Username \*

# Quality Management at IUS: *structures*



# Quality Management at IUS: *staff*



# Quality Management at IUS: *scope*

- All our activities are primarily student-oriented
- All members of staff and students are responsible for quality
- Quality improvement is unremitting activity
- Student views are always taken into account
- Transparency is the basic principle of quality assurance.

# Quality Management at IUS:

## *tasks*

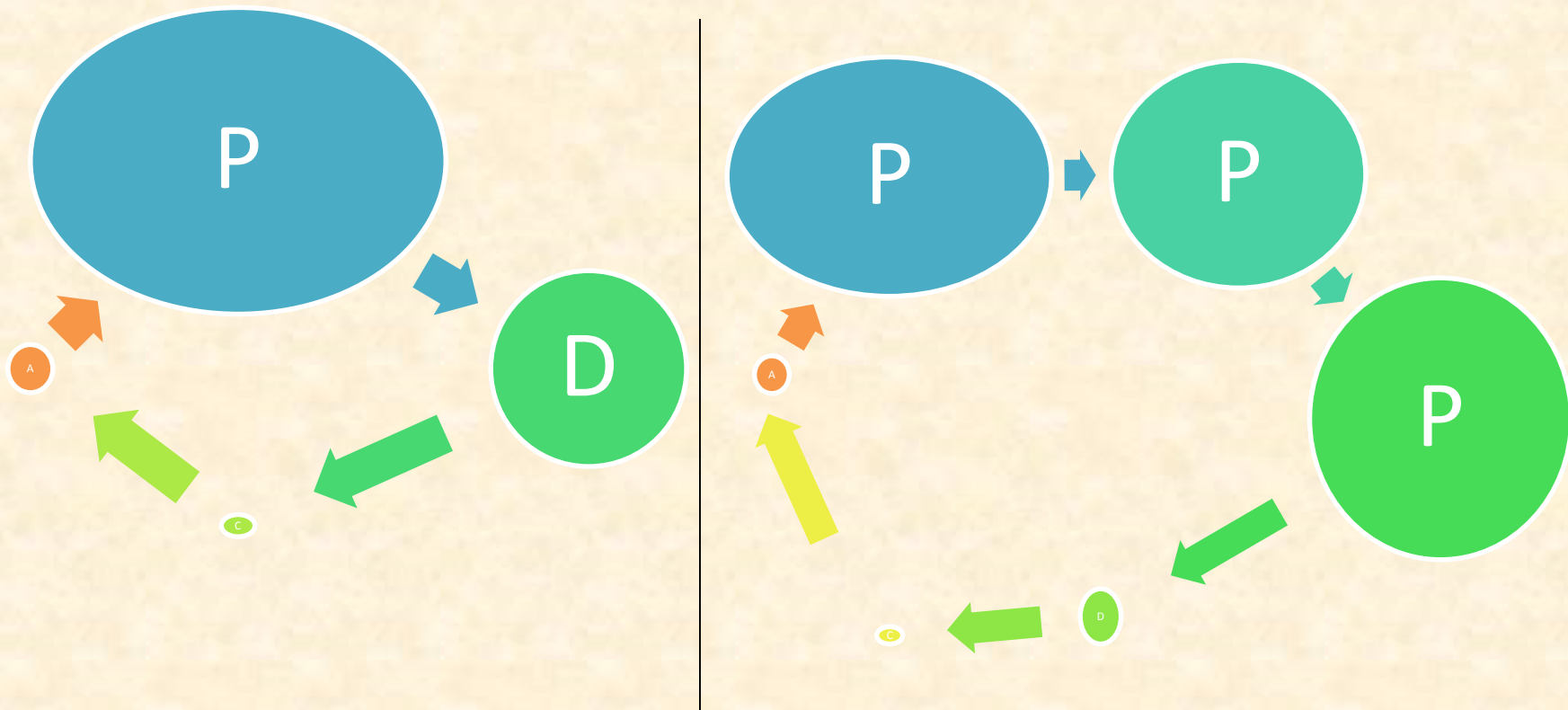
- 1. Prepare IUS QA Strategy and propose action plans for the implementation of it
- 2. Prepare proposals for advancements of QA standards, procedures, activities and methods, according to contemporary practice and legal frameworks
- 3. Submit reports on QA
- 4. Propose occasional evaluations and self-evaluations in certain areas or faculties
- 5. Initiate staff development activities
- 8. Define quality indicators and design schemes for their monitoring
- 10. Develop QA procedures in every aspect of IUS activities, in regard to different target stakeholders (academic staff, non-academic staff, students, managers, employers, social community)
- 11. Organise and guide evaluations
- 13. Promote and build quality culture within the IUS and its faculties
- 17. Adopt long-term and annual operative-plans related to QA
- 19. Other authority, not mentioned elsewhere necessary for the implementation and advancement of QA procedures and QA system in general.

# Responsibilities

- The real responsibility for quality at IUS lies on each individual and represents the basis for true responsibility within QA system.
- University staff is responsible for the quality of their work and services they provide.
- Deans are responsible for processes and activities within the authorities given to them in Statute and other IUS regulations and documents.
- Rector is responsible for overall activities of the university and all the authorities given to him in Statute and other IUS regulations and documents.
- Senate is responsible for the quality of study programmes and all the authorities given to them in Statute and other IUS regulations and documents.
- QA Office is responsible for the functionality of QA system and internal QA processes.

# Quality Management at IUS: *concept*

- PDCA (ASE)
- Student satisfaction (e.g. facilities, SAO)



# Quality Management at IUS: *instruments*

- Self-evaluations/evaluations
  - Institutional SE
    - Student surveys
    - ELPE
    - ASE
    - Pass rates analyses
  - SP SE
  - Process analyses
  - Feedback !



# **Quality Management at IUS**

**How does your university safeguard quality?**

- Promote it**
- Educate for it**
- Request it**
- Support it**

# Quality Management at IUS: *issues*

- Professional profile of quality managers?
- Implementation?
- Which instruments?
- The role of top management?

# IUS IQM – an example

## ASE:

- Regulation
- Criteria
- Forms
- Implementation

# IUS IQM>

Improvement of quality management in an HEI:

- It does not have to be perfect – you have to do it (learn by doing it)
- Plan/schedule activities well in advance
- Secure (at least) support from top management (and resources)
- Talk about it
- There is not only one way how to do it – be flexible and open for suggestions
  
- Cooperate/share/ask for
- Do not try to do ALL at once
- Things you cannot afford yourself!

# Formalities:

## HEA Criteria and ESG vs. IUS IQM

- These are mandatory (framework)
  - † Legal (local) regulations
  - † Local interpretations
  - † Realistic limitations

# Thank you

- For questions related to IUS and their experiences: [qaoffice@ius.edu.ba](mailto:qaoffice@ius.edu.ba)
- For questions in general (and not related to IUS): [enes.dedic@gmail.com](mailto:enes.dedic@gmail.com)