Agencija za razvoj visokog obrazovanja i osiguranje kvaliteta
Agency for Development of Higher Education and Quality Assurance

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SMEQA International conference
3-4 December 2024, Banja Luka, Bosnia and Herzegovina

Overview and analysis of the external evaluation in Bosnia and Herzegovina: The impact of QA on the Development of HEIs in BiH – the perspective of HEIs and experts

Banja Luka, 3-4 December 2024, by Jelena Šantić Stefanoska

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Questionaires for QA offices/HEIs and experts



Gathering opinion on particular phases of accreditation and the importance of recommendations for the development of Heis – analysis of the QA processes



Improvement of procedures and documents, involvement of stakeholders, gaining trust, increasing transparency

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QA Offices/HEIs

✓ Preparation phase, site visit phase, reporting phase

1. **Institution Type and Location:** Information about whether the institution is a university or high school and its geographical location.
2. **Accreditation Phase:** The current status of accreditation.
3. **Usefulness and Clarity of External Evaluation Reports:** Insights into how institutions perceive the feedback and recommendations.
4. **Implementation of Recommendations:** Degree to which institutions have acted on provided recommendations.
5. **Perceived Challenges in Accreditation Phases:** Ratings of difficulty for various accreditation phases.
6. **Suggestions for Improvement:** Areas for enhancement in institutional accreditation criteria and general comments on the process

Banja Luka, 3-4 December 2024

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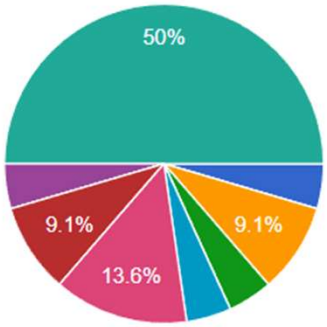
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Responses

15 Uni, 7 colleges

13 private, 8 public

SEAT



- Unsko-sanski kanton
- Posavski kanton
- Tuzlanski kanton
- Zeničko-dobojski kanton
- Bosansko-podrinjski kanton
- Srednjobosanski kanton
- Hercegovačko-neretvanski kanton
- Zapadno-hercegovački kanton

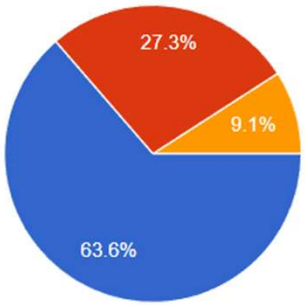
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ACCREDITATION PHASE

14 finished

6 ongoing

2 preparation of AP and Implementation of recommendations



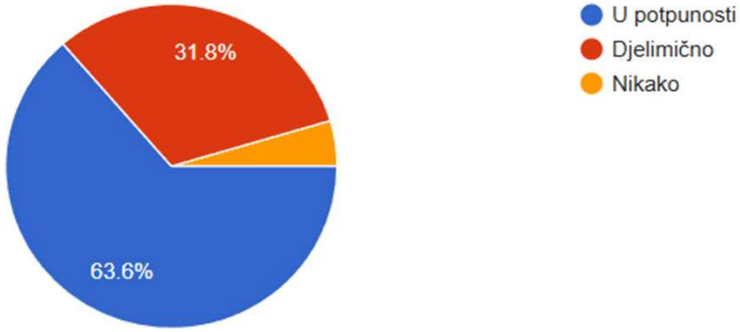
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Responses

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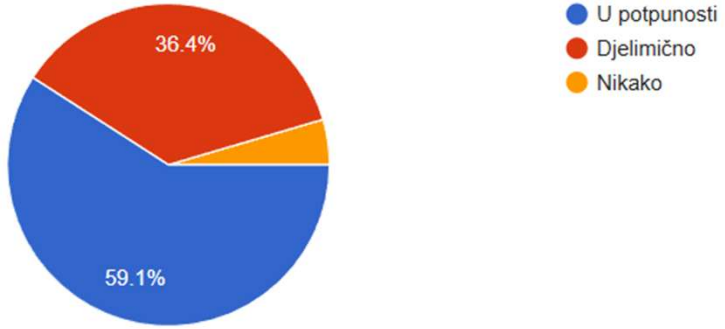
USEFULNESS OF REPORTS

14 u potpunosti
7 djelimično
1 nikako



CLARITY OF RECCOMMENDATIONS

13 u potpunosti
8 djelimično
1 nikako



Responses

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The most usefull recommendations:

- **General Improvements:**

Recommendations aimed at improving the overall system of quality assurance and institutional processes were commonly cited as beneficial.

- **Student-Centric Enhancements:**

Suggestions related to enhancing the student administrative system, introducing career development centers, and incorporating internship opportunities.

- **Curriculum Development:**

Emphasis on the development and revision of study programs, with involvement from the job market to align educational outcomes with employment needs.

- **Infrastructure and Technology:**

Calls for adopting new information systems, improving infrastructure, and redesigning institutional websites.

- **International Collaboration:**

Encouraging recommendations on internationalization, including staff and student mobility, and enhancing cooperation with foreign institutions.

Responses

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Less usefull recommendations:

- **Perceived Utility of All Recommendations:**

Many respondents indicated that all recommendations were useful and there were no unnecessary ones.

- **Alignment with Legal Frameworks:**

Some respondents noted that recommendations conflicting with existing legal and regulatory frameworks were less useful.

- **Pre-existing Implementations:**

Recommendations addressing areas that were already implemented or operational were viewed as less helpful. For instance, tasks like detailed job descriptions were noted as redundant.

- **Misalignment with Institutional Needs:**

Suggestions like aligning study programs with foreign ones without considering local societal needs were deemed less beneficial.

Some respondents mentioned specific cases, such as forming additional offices, as less helpful for their institution's progress.

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Training of experts – general information

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Experts training Manual (Twinining in 2012) + updates
Participation of international experts: SKVC, Lithuania)

- **3 types of trainings:** theoretical, practial and preparatory meeting.
- **Regular activities of HEA, obligatory for experts from the List.**
- **4 categories of experts**
  - accademic community
  - practice
  - students
  - international experts
- **3 calls in 2024**

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Training of experts – practical training concept

- ✓ September – december 2024: **8 practical trainings, + 200 experts**
- ✓ Preparation phase, site visit phase, reporting phase
- ✓ Simulations, interactive, group work, role play
- ✓ Adapted to the registered group of experts
- ✓ One-day training
- ✓ 20-30 experts

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Training of experts – evaluations

91 response

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General Satisfaction:

Feedback on whether the training provided enough information about the accreditation process.

Clarity of roles for all participants in different phases.

Phases of the Process:

Satisfaction with the information provided for:

- Preparatory phase.
- On-site visits.
- Reporting phase.

Logistics and Workspace:

Comments on the adequacy of workspaces and logistical arrangements.

Most and Least Useful Parts of Training:

Identification of segments deemed most or least useful by the participants.

Additional Comments:

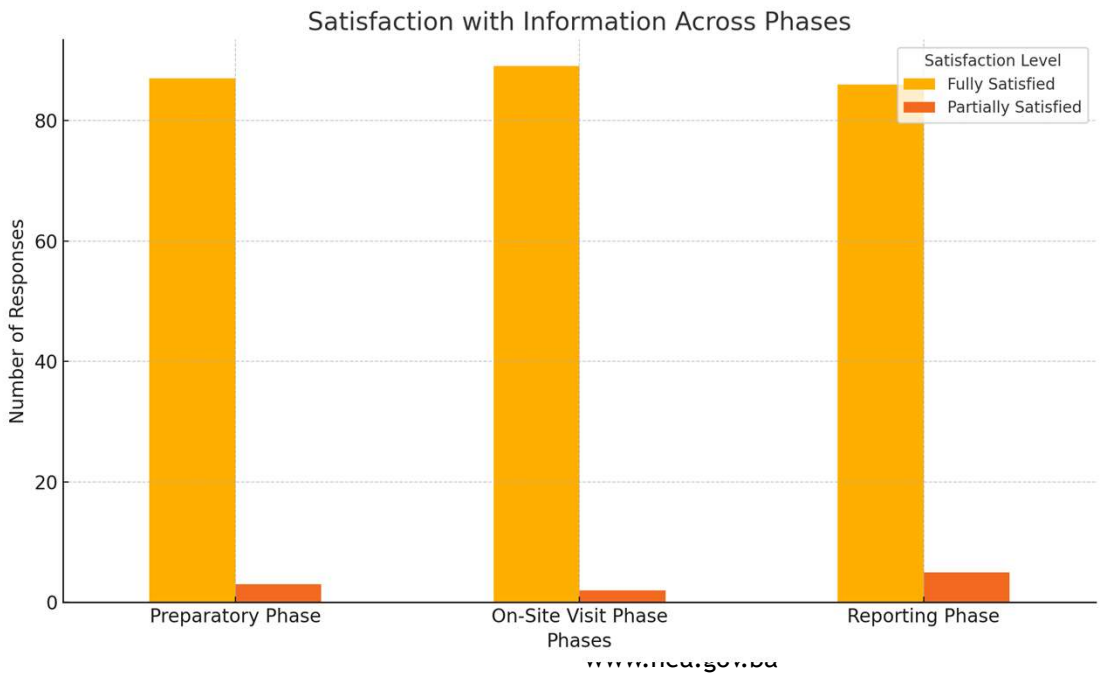
General feedback, suggestions, and praise for the organization.

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Training of experts – evaluations summary

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Preparatory Phase:
87 fully satisfied.
3 partially satisfied.

On-Site Visit Phase:
89 fully satisfied.
2 partially satisfied.

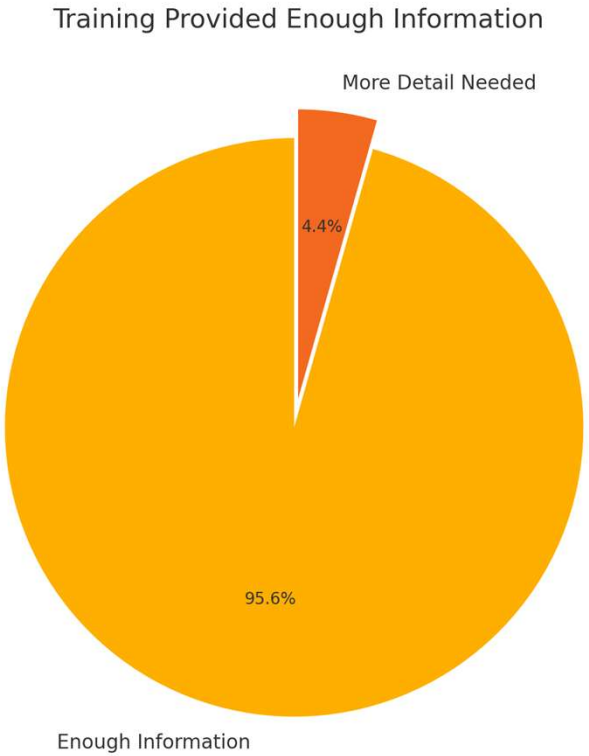
Reporting Phase:
86 fully satisfied.
5 partially satisfied.

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Training of experts – evaluations summary

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87 responses stated the training provided enough information about the accreditation process.

4 responses mentioned that while the information was sufficient, some topics required more detailed coverage



Training of experts – evaluations summary

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Most Useful Training Segment

- The **simulation of the on-site visit** was highlighted as the most useful aspect by several participants.

- **Practical group work and discussions** were also frequently appreciated.

- Training's **holistic value.**



Training of experts – evaluations summary

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Additional Comments

•Praise for Organization: Many respondents praised the professionalism and organization of the training.

•Suggestions for Improvement:

✓ Visual aids and step-by-step task guidance to improve understanding.

•General Feedback: The training was seen as engaging, well-prepared, and beneficial.

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Thank you for the attention!

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