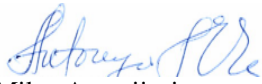
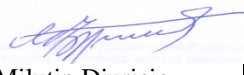
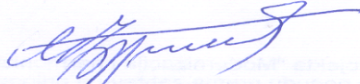


Procedure for quality assurance of the students` role in self-evaluation and quality check- QP.13

	Drawn up by		Certified	Approved by
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Date	20/04/2014			

Procedure for quality assurance of students` role in self-evaluation and quality check:

1. corresponds to the requirements of standards given by the Commission for Accreditation and Quality Assurance (hereinafter referred to as: CAQA), and published in a book entitled *Accreditation in Higher Education*, Ministry of Education and Sport of Republic of Serbia, second updated and revised edition of the Commission for Accreditation and Quality Assurance, Belgrade 2010.

2. is based on the Regulation on standards for self-evaluation and quality assessment of higher education institutions (No. 612-00-591/2006-04/1, adopted by the National Council for Higher Education on 20-October-2006), and

3. is in compliance with the Quality Assurance Standards and Guidelines for European higher education area, European Association for Quality Assurance in Higher Education

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Document subject and internal quality standards in the subject area

With this document, Business Technical College of Vocational Studies in Užice, Higher Business School of Professional Studies in Leskovac, Higher Business School in Novi Sad and University in Kragujevac - Faculty of Tourism and Hospitality Vrnjačka Banja (HEI) establish methods and procedures to ensure teacher and teaching assistants quality. As with every quality assurance area defined by the Commission for Accreditation and Quality Assessment, with the area which the subject of this procedure (**role of students in self-evaluation and quality check**), HEI determine the activities of relevant quality assurance subjects. This procedure has a goal of implementing the Strategies for HEI quality assurance, which leads to obtaining a new level of quality superseding the demands of Commission for Accreditation and Quality Assessment Standards.

Internal quality standards in the subject area of quality assurance are in accordance with the demands of Commission for Accreditation and Quality Assessment Standards.

2. Area of application

This procedure is applied at all HEI study programs.

3. Definitions and acronyms

- Business Technical College of Vocational Studies in Užice, Higher Business School of Professional Studies in Leskovac, Higher Business School in Novi Sad and University in Kragujevac - Faculty of Tourism and Hospitality Vrnjačka Banja will further on in this document, be referred to as HEI.

- Law of Higher Education –LHE

- **European Credit Transfer System– ECTS**

4. Documents

4.1. Basic documents

- Law of Higher Education, Official Gazette of Republic of Serbia, no. 76/05, 100/07, 97/08 and 44/10
- HEI Quality Assurance Strategy,
- HEI Statute
- Ordinance on content of public documents issued by HEI, Official Gazette of Republic of Serbia no. 40/09 and 69/11
- Ordinance on standards for self-evaluation and quality assessment of higher education institutions, Official Gazette of RS, no.106/06
- Ordinance on standards and procedures for external verification of higher education institutions, Official Gazette of RS, no.106/06 and 73/11
- Ordinance on standards and procedures for the accreditation of higher education institutions and study programs, Official Gazette of RS, no.106/06, 112/08 and 70/11
- Ordinance on amendments to Ordinance on public documents issued by HEI, Official Gazette of Republic of Serbia, no. 08/07
- Ordinance on the list of professional, academic and scientific titles, Official Gazette of RS, no.30/07, 112/08, 72/09, 81/10, 39/11 and 54/11

4.2. Relation to other documents

- HEI Quality Assurance Strategy
 - HEI Statute
 - Procedure for quality assurance of teaching process QP. 5
 - Procedure for quality assurance of students QP. 8
 - Procedure for student quality assurance
 - Ordinance on HEI study regime
 - Standards for self-evaluation and quality assessment of HEI (according to Ordinance on standards for self-evaluation and HEI quality assessment (no. 612-00-591/2006-04/1, adopted by the National Board for HEI on October 20. 2006.):
- Standard 1 – Quality Assurance Strategy
- Standard 2 – Quality Assurance Standards and Procedures
 - Standard 3 – Quality Assurance System
 - Standard 4 – Study Program Quality
 - Standard 5 – Teaching Process Quality
 - Standard 6 – Quality of Scientific and Research, Artistic and Professional Work
 - Standard 7 – Quality of Teachers and Associates
 - Standard 8 – Quality of Students
 - Standard 9 – Quality of textbooks, literature, library and information resources
 - Standard 10 – Quality of managing the HEI and the quality of Teaching Support
 - Standard 11 – Quality of equipment and premises
 - Standard 12 – Financing
 - Standard 13 – The role of students in self-evaluation and quality check
 - Standard 14 – Systematic monitoring and periodic quality control

Ordinance on standards and procedures for the accreditation of higher education institutions and study programs (no. 612-00-591/2006-04/ 2, which was adopted by the National Council for Higher Education on October 20th, 2006):

- Standards for accreditation of first and second level study programs of HEI
- Standard 1 – Study Program Structure
- Standard 2 – Study Program Purpose
- Standard 3 – Study Program Objectives
- Standard 4 – Competencies of the graduate students
- Standard 5 – Curriculum
- Standard 6 – Study Program Quality, Contemporaneity and International Compliance
- Standard 7 – Student Enrollment
- Standard 8 – Student Assessment and Advancement
- Standard 11 – Quality Control
- Standard 12 – Distance Learning

Amendment to the standards for HEI accreditation within a particular educational and scientific, i.e. educational - artistic field

- Standard 4 – Graduate students' competences
- Standard 5 – Curriculum.

5 Procedure for quality assurance of students` role in self-evaluation and quality check description.

Students have an active role in the adoption and implementation of strategy for quality assurance.

Self-evaluation is a part of quality assurance strategy and is performed in intervals of maximum 3 years. In the process of self-evaluation, students` grade on the quality of the teaching process is also taken into consideration.

- Aim of self-evaluation performed by the students is to get their opinion on:
 - The quality of study programs,
 - Pedagogical work of teaching staff
 - The quality of teaching and work conditions.
- HEI ensures conditions for student participation in the quality assurance process via:
 - Student organizations activities,
 - Election of student representatives into HEI bodies
 - Student survey on HEI quality.
- Student representative is a member of HEI Quality Assurance Committee
- Basic instruments of self-evaluation are questionnaires.
 - Student evaluation is performed via multiple choice questionnaires in written form (survey), on a form which is a constituent part of this ordinance (Addendum 02).
 - Survey is anonymous and presents students` attitude and opinion concerning questions from all areas that are checked in the self-evaluation process.
 - Survey should be conducted on as big as possible, number of students, subjects, teachers, teaching programs.
 - All students and HEI employees have to be notified, in time, about the goals and time of survey.
 - HEI is obliged to organize and conduct the survey and to make its results available to the public. HEI also needs to include these results in the overall self-evaluation and quality grade.
 - It is possible to organize surveys that are not anonymous, for example, survey of graduate students, employees (former students, etc.). Surveys are conducted according to the stated instructions, in point 8.
- Report on evaluation performed by students
 - Evaluation and conveying of the results must be in accordance with instructions in addendum 02.
 - After survey, commission processes the results and delivers them in a form of a report to the: School Director (Dean), Chairman of Quality Assurance Committee, Heads of study programs or Heads of Departments and HEI Secretary.
 - The report should contain:
 - General data related to the organization and process of student evaluation enforcement (that is responsible for the organization and process enforcement, time the survey was done, number of students surveyed...)
 - Statistical depiction of survey results.

- After the analysis of gathered data, departments send out a reply report to the Vice Dean for Education.
- Based on the data processed and department reports, Vice Dean for Education creates a Report on student evaluation, and he/she delivers this report to the HEI Academic Committee which then takes it into consideration and adopts it.
- Academic Committee of HEI suggests measures for quality of study and study programs improvement.
- Report on self-evaluation performed by students is available for reading to all employees and HEI students as well as to the general public.
- Students are actively involved in the process of permanent development, realization and evaluation of study programs. Students` opinion is used for strategic planning and further enhancement of the teaching process.

6. Powers and Responsibilities

Responsible for the application of this procedure is the Higher School's Director and Assistant Director for Education (The Dean and Vice Dean for Education), and for its implementation HEI Secretary, Department Heads, Pro Dean for Scientific Research, Chairman of the Quality Assurance Committee, Student Parliament, teaching staff and HEI students.

7. Distribution and storage of documents

Secretary of HEIs (and particular services of the Faculty) is responsible for storing, delivering and recording the submission of the document „Procedure for quality assurance of the role of students in self - evaluation and quality check“ according to the distribution list - Addendum 01.

8. Addendums and instructions for application

- Addendum 01 – Distribution list of “Procedure for quality assurance of the role of students in self - evaluation and quality check“
Instruction: HEI Secretary keeps track of all records related to Addendum 01 according to protocol QP _____
- Addendum 02 – Survey form A1 „Student survey on the quality of study and study programs“.
Instructions:
 - Survey A1 is organized and conducted by Assistant Director for Education (Vice Dean for Education), in the second half of summer semester.
 - Survey is commission processed.
 - Commission is made of: Assistant Director for Education or the Vice Dean for Education, Student Pro Dean, HEI Secretary and every study program's representatives. Committee Chairman is the Assistant Director for Education or the Vice Dean for Education.

- Survey results, in the form of a report, are delivered to: School Director (Dean), Chairman of Quality Assurance Committee, Heads of study programs or Heads of Departments and HEI Secretary.
 - Secretary of HEI is responsible for storing and keeping the report previously mentioned as a record due to Addendum 02 according to protocol QP 13.
 - Filled out survey forms are kept by Assistant Director for Education or by the Vice Dean for Education all up to the new accreditation or study program cancellation (three years maximum).
- * Addendum 03 – Survey form A2 „Survey on evaluation of teaching process and pedagogical work of teaching staff for each subject, performed by students“
Instruction:

Survey A1 is organized and conducted by Assistant Director for Education at the end of the semester in which a subject was taught.

	Distribution list of „Procedure for quality assurance of the students` role in self-evaluation and quality check“document	Procedure: QP 13	
	Addendum 01 to protocol QP.13	Issue 2	

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2.	Chairman ofthe Quality Assurance Committee	-----	
3.	HEI Secretary	-----	
4.	Student service	-----	
5.	President of Student Parliament or Student Pro Dean	-----	
6.	Assistant Directorfor Education, or DeanandVice Dean for Education	-----	
7.	Pro Dean for science and research	-----	
8.	Heads of study programs or Heads of departments	-----	
9.	HEI Archive	-----	
10.		-----	