

# **SUMMARY OF ANNUAL REPORT ON QUALITY ASSURANCE**

## **FACULTY OF ECONOMICS, UNIVERSITY OF ZAGREB**

**Academic year 2015/2016**

Quality assurance and management at the Faculty of Economics, University of Zagreb is the responsibility of the Vice Dean for Academic Affairs, Students and Quality Management (Education and Students). The bodies that offer support in implementing the quality system activities are: Committee for Quality Management, Committee for Teaching Enhancement and Quality and Committee for Accreditations.

The documents that serve the purpose of enhancing the system are: Quality Assurance Policy, Regulations on Quality Assurance System, and other process documentation of the management system (documentation on quality system according to the ISO 9001 norm, operating instructions and Dean's resolutions, work plans and reports on work of support services and FEB bodies).

### ***1. Policy and enhancements of the quality system***

FEB's strategic plan adopted for the period 2014-2019 defines six key strategic directions and strategic goals within each strategic direction.

A Quality Handbook was completed according to the ESG standards, the quality management system documentation is continuously updated in line with the results of internal and supervisory audits and with the new requirements of the ISO 9001 norm 2015.

Based on the results of audits and regular supervision of business operations, the need for adopting more resolutions and operating instructions was met and they facilitated conducting the activities of FEB's support services. All resolutions referring to the FEB staff are published on the FEB website and bulletin board.

Internal and supervisory audits according to the ISO 9001 norm did not identify any non-compliances and recommended continuing the good practice and carry out the enhancement measures as defined in the administration's assessment.

### ***2. Licencing, continuous monitoring and periodic evaluation and revision of study programmes***

In the academic year 2015/2016 decisions on undertaking the postgraduate university (doctoral) study programme in Economics and Global Security.

The drafting and initial procedures are under way to secure a licence for four new graduate majors in the associate degree study programme.

The Committee for Teaching Enhancement and Quality conducted an analysis of the study programmes based on the results of the students' surveys and other quality indicators.

The activities for establishing the Counselling and Career Development Office are in place and it is scheduled to start work in 2017.

### ***3. Learning, teaching and evaluating students' work***

Two student surveys were conducted for the winter and summer semesters of A/Y 2015/16 respectively. In the winter semester the average teacher's mark was 4.46, while the average mark for the courses was 4.31 (range of marks was 1 – 5). The scores point to a high level of satisfaction of FEB's students regarding the service received.

An Advisory Committee of the FEB was constituted whose regular activities include the analysis of (1) undergraduate education programme and employability of students, (2) graduate and doctoral education programme and employability of graduate and doctoral students, (3) science, applied research and innovations, (4) life-long learning.

Special Dean's awards were presented to the students who produced the best seminar papers and final theses and the students who participated in significant projects.

### ***4. Enrolments and development of students, recognition of competences***

Quality indicators were set and the majority of indicators demonstrate the positive trends in the development of teaching and learning quality.

Internal and supervisory audit established that the procedures are in line with the defined criteria for students' enrolments.

Learning outcomes for FEB's courses and programmes were defined formally. Within the application process for the AACSB accreditation and in line with the FEB strategy, harmonisation of the learning outcomes was conducted in all study programmes, and the process of linking all goals and learning outcomes with the methods of assessing the levels of their fulfilment is under way for the purpose of enhancement.

### ***5. Teaching staff***

In the A/Y 2015/16 new research and teaching assistants were employed and promotions were secured for all employees of FEB who met the criteria.

The teacher/student ratio is improved and the criteria defined by the Agency for Science and Higher Education are fulfilled completely.

The FEB ensures funds for participating in scientific and professional conferences to all teaching and research staff.

The FEB ensured infrastructure and support to all staff members who are applying for research visits abroad. The International office regularly informed all employees on the opportunities and offers for study and research projects.

#### *5.1. Scientific and research activities*

The funds were secured for FEB's staff participation in numerous scientific and professional conferences during the A/Y 2015/16. The information on all participations is registered as an essential indicator of quality.

Within the analysed period, FEB's staff were involved in 51 active scientific project.

Numerous seminars and workshops on the possibilities of applying for projects and on the methodology of the development of project proposals were held.

#### *5.2. Professional activities*

In the A/Y 2015/16 the activities of the FEB ALUMNI association was intensified, as well as its promotion on social networks such as LinkedIn and Facebook. Talks and workshops were organised in cooperation with the representatives of the ALUMNI association.

In the analysed period, there were 14 active professional projects.

### **6. Learning resources and student support**

Last academic year, FEB invested significant financial resources for the construction of new thermal insulation of the old part of the building. Part of the works was completed, and they are expected to continue in the next academic year. Apart from the said investment, there were others that concerned the maintenance of the existing infrastructure. The FEB is continuing its efforts to make all its rooms accessible to the students with special needs.

The library fund gained purchased 876 volumes and 1275 volumes as gifts. FEB's own resources covered the subscriptions for the data bases ABI Inform / ProQuest, with the included data bases ABI Inform Complete renewal, ABI Inform Complete renewal +, Ebrary Business Collection (e-books) and IBSS; Emerald Management 200 renewal; JSTOR (Business I, II and III); UN WTO Elibrary (World Tourism Organization) in addition to the continued subscription to the Summon *discovery* system. The users were given access to free temporary access to 14 data bases in agreement with the publishers.

In A/Y 2015/2016 the FEB hosted numerous visiting lecturers who taught in regular classes and specialised workshops and lectures.

## **7. Information management**

FEB's students, staff and stakeholders can access information on classes, study programme and additional content and activities via Internet pages, bulletin boards and promotional publications.

FEB's student administration office keeps records in full order on all active students, and the service for archiving and business processes support keeps records on the graduates. Personal data protection is secured by application of internal and relevant legal acts.

Statistical indicators on student number and their performance trends were collected and analysed by the Committee for Teaching Enhancement and Quality.

All study programmes were delivered according to the set plan, and the results of students surveys show improvement in comparison to the previous periods.

## **8. Public communication**

In 2015 and 2016 the FEB published 11 and 12 newsletters respectively to describe its most important events. From A/Y 2014/15 the newsletter is published in Croatian and in English. All newsletters are available on FEB's web pages.

Some of the most important activities connected to public presentation of the FEB were: Open Door Days, Dean's Address to the first year students on the first day of the academic year, meetings with the headmasters of secondary schools, and presentations of FEB's study programmes.

## **9. Mobility and international cooperation**

FEB's internal acts clearly define the criteria for students' enrolments and transfers and their consistent implementation is ensured. The students are allowed to take differential courses and exams as a prerequisite for enrolling on, undergraduate, graduate, postgraduate and doctoral studies. All relevant information was published on FEB's web pages.

Transcripts and Contracts for work placement demonstrate the high performance in conducting the mobility programme. The relevant documentation is also archived either on paper or electronically.

Incoming students received support from the University and FEB's International Offices, as well as from the students active in student associations. The FEB students on their return received instructions – both oral and written instructions – for uninterrupted continuation of studies and use of their acquired knowledge and competences.

In A/Y 2015/16 FEB signed 108 new ERASMUS+ contracts and 19 bilateral interfaculty contracts. The current international projects in this period were: Lead4Skills, Strength2Food, EUFORIA, Share wave 6 in Croatia, InterEULawEast, OI-Net.

## ***10. Periodical external evaluations***

The results of the supervisory audit showed that FEB has an established effective system of quality management and that no inconsistencies were found, which lead to the recommendation to continue the good practice.

The FEB was intensively preparing the new cycle of accreditation with the ASHE, particularly the evaluation of the criteria and preparations for carrying out internal evaluations for examining the level of fulfilment of the criteria.

The EPAS accreditation peer visit took place on 24 and 25 November 2016 and in line with the primary feedback by the evaluators a positive report is expected for a prolonged accreditation for the English-taught BDiB study programme.

During the evaluation visit by the external mentor in May 2016, the report on fulfilling the conditions and criteria for the AACSB accreditation several improvement measures were defined. The AACSB was sent a report on fulfilling the conditions and criteria for the accreditation that was adopted, which meant the continuation of the procedure of receiving the AACSB accreditation.

### **Members of the Committee for Quality Management of the constituent unit:**

Associate professor Mislav Ante Omazić, Head

Assistant professor Tomislav Baković

Professor Marina Dabić

Robert Fišić, *mag.iur.*

Professor Danimir Gulin

Associate Professor Ivana Mamić Sačer

Ivan Sesar, student

Professor Mario Spremić

Professor Ivan Strugar

Zrinka Udiljak Bugarinovski, *mag.philol.lib.*

Assistant Professor Rebeka Danijela Vlahov

### **Venue and date of annual report:**

Zagreb, 15 January 2017

### **Report written by:**

Assistant Professor Božidar Jaković

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### **Approved:**

Assistant Professor Božidar Jaković

Vice Dean for Academic Affairs, Students and Quality Management