

SUMMARY OF ANNUAL REPORT ON QUALITY ASSURANCE

FACULTY OF ECONOMICS, UNIVERSITY OF ZAGREB

Academic year 2016/2017

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. 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 new 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. The requirements of all standards were integrated into one common Quality Handbook in 2017.

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

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 Counselling and Career Development Office, which became operational in 2017, regularly organises different support programmes for the students.

3. Learning, teaching and evaluating students' work

Two student surveys were conducted for the winter and summer semesters of A/Y 2016/17 respectively. 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.

Enrolments into all study programmes are in line with the defined procedures. Students who acquired degrees at other colleges, recognition of short study periods or recognition of prior learning and professional experience at other colleges in line with the acts of the University of Zagreb and the Faculty of Economics & Business. The resolution on enrolment quotas for all levels of study at FEB is in place and the enrolment applications were published in due times.

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.

All current study programmes with clearly presented learning outcomes and qualification descriptions were made public on the FEB website.

5. Teaching staff

In the A/Y 2016/17 new research and teaching assistants were employed and promotions were secured for all employees of FEB who met the criteria.

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 2016/17. The information on all participations is registered as an essential indicator of quality.

FEB is the grant holder of numerous scientific projects, and the information on these is available on the web pages.

Numerous seminars and workshops were held to tackle the project applications and methodology of the development of project proposals.

1.1. Professional activities

In the A/Y 2016/17 FEB closed 18 agreements on cooperation on professional corporate projects and organised 20 active life-long learning programmes.

Teaching staff were increasingly included in counselling activities in international, national, regional and local institutions and bodies, in professional associations, and in other professional operations with other legal persons – thus, contributing to public service.

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. The Croatian ALUMNI association of the Faculty of Economics & Business, University of Zagreb, organised three public lectures, two of which were co-organised with FEB's Debate Club. These lectures were accompanied by a number of pertinent meetings. Communication within the ALUMNI was upgraded by composing a common mailing list of all members and a number of meetings was held to for additional improvements of the association's operation. The activities of the ALUMNI ensured continuous communication with the corporate world and regular information sharing on cooperation opportunities.

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 was increased and numerous data bases were funded by FEB's own resources. FEB's own resources covered the subscriptions for the data bases. 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.

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 2016 and 2017 the FEB published 12 and 10 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, participation in the University of Zagreb Fair 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.

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 the evaluation of the improvements was positive, which resulted in the 5-year EPAS accreditation for the BDiB programme

The activities towards upgrading the activities defined in the previous steps towards achieving the AACSB accreditation with special emphasis on the harmonisation of the learning outcomes. In October a visit by the peer review team is expected to carry out new evaluation and assess the performance of the conducted enhancement activities.

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

Associate professor Božidar Jaković, Head

Assistant professor Tomislav Baković

Assistant professor Ružica Brečić

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Assistant professor Anita Čeh Časni

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Venue and date of annual report:

Zagreb, 15 December 2017

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