

Pursuant to article 33 and 36 of the Statute of the University of Zagreb, article 66 of the Statute of FOI, Regulations about the evaluation of the undergraduate and graduate study program of the University of Zagreb, provisions of the Act of quality insurance in science and higher education, and the Standard and guidelines for quality insurance in European Higher Education Area, the Faculty Council of the Faculty for Organization and Informatics, on the 16th session which took place on October 19th 2010, has issued the following

## **REGULATIONS RELATED TO THE SYSTEM OF QUALITY INSURANCE ON THE FACULTY FOR ORGANIZATION AND INFORMATICS OF THE UNIVERSITY OF ZAGREB**

### **I GENERAL PROVISIONS**

#### **Article 1**

These Regulations regulate the goal, purpose, areas of evaluation, as well as the organization and functioning of the system of quality insurance on the Faculty of Organization and Informatics (FOI) of the University of Zagreb (hereinafter: system of quality insurance), especially the role of the Faculty Council of FOI (hereinafter: Faculty Council) in the system of quality insurance, the organization and functioning of the Committee for Quality Insurance of FOI of the University of Zagreb (hereinafter: Committee), organization and functioning of the Office for Quality Insurance of FOI of the University of Zagreb (hereinafter: Office), as well as the areas in which the measures and activities of the quality insurance on the FOI of University of Zagreb are taking place.

#### **Article 2**

The goal of the quality insurance is the construction of the mechanism for promoting and achieving the highest quality levels in the areas which contribute to the education: teaching, science, expert and administrative activities on the University.

#### **Article 3**

The purpose of the system of quality insurance is the establishment of the principles, criteria and methods of the quality insurance, while complying with the provisions of the Act of quality insurance in science and higher education and the Statute of the University, and taking into consideration the Standards and guidelines for quality insurance in the European Higher Education Area.

## **Article 4**

(1) The system of quality insurance on FOI is used by all internal and external stakeholders in the teaching process, as well as those involved in the scientific and expert work of FOI.

(2) The internal stakeholders are the students, the professors, the associates, the administrative, technical and support staff who are FOI employees. All the internal stakeholders of FOI are personally responsible for quality insurance in the area of their work and authority.

(3) The external stakeholders are other educational institutions, students who have finished any level of the studies, parents and caretakers of the students, employers, local and national administration and other users.

## **II AREAS OF QUALITY INSURANCE**

### **Article 5**

The areas of quality insurance on FOI are:

- a) Rules and procedures of the development and implementation of the system of quality insurance on FOI
  - Development of the system of quality insurance on FOI, its harmonization with the system of quality insurance on the University level, and its continuous improvement.
  - Development of the strategic and legal documents and adequate organizational structure for monitoring and improving the education quality, as well as the scientific and expert work.
  - Implementation of the system of quality insurance on FOI, and
  - Cooperation with other members of the University and with other universities in realization of quality teaching, scientific, expert and administrative activities.
  
- b) Approval, supervision and periodical evaluation of the study programs on FOI
  - The status of the study program,
  - The criteria and procedures for student admission and admission quotas,
  - Content and outcomes of learning,
  - Student workload and assignment of the ECTS points,
  - Teaching methods harmonized with the learning outcomes,
  - Connection with the scientific research and expert work,
  - Achieved knowledge, skills, self-sufficiency and responsibility,
  - Availability of the adequate literature, equipment and other learning tools,
  - Monitoring of the process of learning, teaching and student achievements,
  - Periodical evaluation of the study program,
  - Harmonization with the requirements of the volatile labour market and the recommendations of the professional associations,
  - Harmonization with the similar curriculums of other institutions for higher education, and
  - Inclusion of the students in the quality insurance activities.

c) Student evaluation

- Evaluation of the achievement of the outcomes of learning and the goals of the study program,
- Criteria, rules and procedures of student grading,
- Monitoring of the achievement of the outcomes of learning in particular courses and curriculums
- Publicity of grading and feedback to the students,
- The role of grading in the process of knowledge and skills acquisition for specific qualification,
- The harmonization of the grading procedures with the related legal acts, and
- Administering of the grading procedure and the possibility of checking the regularity of procedure.

d) Student support

- Support to the students in their curricular activities (counselling, mentoring, demonstrations etc.),
- Support to the students in extra-curricular activities (expert practice, professional guidance etc.)
- Support to the students with disabilities and other under-represented groups and
- Contacts with the alumnis

e) Teachers

- Procedures of rank advancement,
- Disposition of the required skills and experiences for quality teaching,
- Continuous education for improvement of the teaching and learning process,
- Grading and self-evaluation of the teacher's work
- Procedures of employment and advancement of the teachers implemented by the institution as a insurance of the required teacher's competence, and
- Rules of assignment of the teacher's workload.

f) Scientific and expert activity

- Existing and planned research activities,
- Efficiency of the research activity,
- Inclusion into the international and national scientific and expert projects,
- Cooperation with the scientific and expert organizations within the country and abroad,
- Scientific youth,
- Monitoring of the scientific and expert activity, and
- Expert activity.

g) Mobility and international cooperation

- Mobility of the students and teachers toward other higher education institutions in the country and abroad,
- Inclusion in the international associations of similar institutions,
- Conditions for the incoming mobility of the students, and

- Inclusion into the international projects of mobility of the teachers, students and non-teaching personnel.
- h) Resources for the educational, scientific research and expert activity
- Teaching personnel (teachers, assistants, associates, mentors, facilitators)
  - Equipment of the faculty with the classrooms, laboratories, computer classrooms, teaching equipment and equipment for scientific research and expert activity,
  - Equipment of the libraries with the required literature,
  - Student support services,
  - Administrative and technical staff,
  - Availability of the equipment to the students and staff,
  - Possibilities of student mobility,
  - Wider network of relevant institutions (for example, schools, institutions for practice, Technological park etc.)
- i) Expediency of the information system of the institution
- monitoring of the advancement and success of the students throughout the study,
  - Information about the contentment of the students with the curriculum and the teachers,
  - Information about the teacher's competence,
  - Basic data about the profile of student population,
  - Basic data about the performance of the study program,
  - Data about the student employability, and
  - Comparison with the similar faculties in Croatia and within the European Higher Education Area.
- j) Publicity of operations
- Publications of study programs and the information about the study programs,
  - Publicity of operational plan of the study program,
  - Information about the options contributing to the quality of studying,
  - Publication of the regulations, instructions and criteria,
  - Publicity of the examinations and the seminary and thesis defences,
  - Preciseness, objectivity and availability of the published data and information, and
  - Protection of the personal data

### III ORGANIZATION AND FUNCTIONING OF THE SYSTEM OF QUALITY INSURANCE

#### **Article 6**

The bodies of FOI responsible for the system of quality insurance are the Faculty Council and Committee. The administrative and expert support to the work of the authorized bodies is provided by the Office.

#### **Article 7**

1. The system of quality insurance is directed by the Faculty Council.
  2. Faculty Council appoints the Chair and the members of the Committee.
  3. Based upon the Committee opinion, the Faculty Council:
    - a) makes decisions about the acceptance of the strategy of development, the handbook of quality and the procedures for quality insurance in all areas of FOI operations.
    - b) makes decisions about the measures and activities within the frame of the quality insurance, especially
      - decisions about the acceptance of the periodic plans and reports of the Committee,
      - decisions about the approval, periodic evaluation and changes of the study programs, as well as the program of lifelong learning,
      - decisions about the changes of the inner organization of FOI and the organization of the workplaces according to the needs of teaching and scientific-research activities,
      - decisions about the additional conditions for scientific-teaching and associate workplaces,
- and other decisions related to the measures and activities within the frame of the system of quality insurance, in accordance with its authority and requirements of the system of quality insurance.

### **Article 8**

- (1) The Committee is the counselling and expert body of the Faculty Council and the Dean.
- (2) The Committee consists of at least nine (9) members.

The members of the Committee are:

  - The Dean and at least one of the Vice Deans,
  - four (4) representatives of the employees from the scientific-teaching, teaching and associate ranks,
  - one (1) representative of the students,
  - one (1) representative of the administrative and technical staff,
  - one (1) representative of the external stakeholders (alumni, employers etc.)
- (3) The Chair and the members of the Committee are appointed by the Faculty Council on Deans proposition.
- (4) The mandate of the Chair and the members of the Committee is two (2) years.
- (5) The mandate of the member of the Committee can be renewed.

### **Article 9**

- (1) The member of the Committee can be relieved of his/her duties before the end of the mandate if:
  - he/she ceases with the duty which was the base for his/her appointment in the Committee,
  - he/she asks to be relieved of the duty,

- he/she does not participate in the work of the Committee, or does not uphold the decisions of the Committee and the Faculty Council, and the regulations relevant for the system of quality insurance
- on the Dean's proposal, the Faculty Council decides to relieve him/her of his/her duties.

(2) The decision about the relieving of the duty is made by the Faculty Council on Dean's proposal. At the same time, the Faculty Council appoints the new member of the Committee.

(3) The mandate of the newly appointed member of the Committee lasts until the end of the mandate of the member which was relieved of duty.

## **Article 10**

(1) The tasks of the Committee are planning, coordinating, implementing, monitoring and evaluating of the measures and activities within the frame of the system of quality insurance on FOI; especially

- the Faculty Council,
- proposes the issuing of the strategic documents and the regulations for quality insurance,
- proposes the issuing of the decisions about the system of quality insurance which are within the jurisdiction of the Faculty Council, established by the art. 7 of these Regulations,
- submits periodical reports about its work and measures and activities within the frame of quality insurance,
- proposes the annual plan of measures and activities for implementation and improvement of the system of quality insurance,
- provides opinion about the proposals of the study programs and the lifelong learning program, as well as about the proposals of their amendments and changes.
- implements the measures and activities within the frame of FOI self-evaluation,
- develops the indicators of quality particular for FOI (for example, number of applications in relation to the number of admission quotas, number of teachers in relation to the number of students, success of the scientific research projects, outgoing and incoming mobility of the students, number and quality of the scientific production of FOI, etc).
- monitors and coordinates the participation of the stakeholders of the system of quality insurance in the quality insurance activities,
- cooperates in preparation and procedure of external evaluation,
- monitors and evaluates the teaching and other educational processes, the material and organizational conditions, and proposes measures and activities for their improvement,
- evaluates the quality of general and specific competences achieved through the study programs,
- develops the indicators of improvement of the quality of teaching (for example, achievement of the planned outcomes of learning, implementation of e-learning, percentage of examination passing, literature coverage, student employability),
- monitors and evaluates the work of the teachers and their competences, and proposes measures and activities with the purpose of their improvement,

- monitors and evaluates the efficiency of studying, and proposes the measures and activities of its improvement,
- monitors and coordinates the providing and improving of the student support in curricular and extra-curricular activities,
- monitors the inclusion of the scientific, teaching and associate personnel in the available programs of international exchange,
- monitors and evaluates the work of the employees in the administrative and expert services and their competences, and proposes the measures and activities with the purpose of their improvement,
- monitors and evaluates the standard procedures in administration, and proposes the measures and activities with the purpose of their improvement,
- coordinates the establishment and initiation of the lifelong learning,
- represents FOI within the system of quality insurance on the University of Zagreb,  
and implements other measures and activities within the frame of the system of quality insurance.

(2) The Committee cooperates with the Committee for Quality Management of the University of Zagreb, the Agency for Science and Higher Education, and the internal and external stakeholders of the system of quality insurance of FOI.

(3) During the re-accreditation procedures and activities of external evaluation, the Faculty Council can appoint the work group for self – analysis and the implementation of evaluation procedures.

## **Article 11**

(1) The Committee works in sessions.

(2) Sessions are convoked by the Chair of the Committee when needed, at least once per month.

(3) The Chair is obliged to convoke the session of the Committee on demand of at least two Committee members, or pursuant to the decision of the Faculty Council or the Dean.

(4) The Committee can make a decision if the majority of the Committee members are attending the session.

(5) The Committee makes decision through the public voting, with the majority of member votes

(6) The work of the Committee is public, which means that the sessions and the proposals of the Committee to the Faculty Council are public. The publication of the minutes is not obligatory.

## **Article 12**

(1) The Committee makes the annual and long-term plan of measures and activities within the system of quality insurance, according to the provisions of the existing strategy of FOI development.

(2) The annual plan of measures and activities is issued by the Faculty Council on the proposal of the Committee at the beginning of every academic year.

- (3) On the proposal of the Committee, The Faculty Council of FOI issues the long-term plan of measures and activities made for the period of five years.
- (4) The Committee is obligated to submit the plans of measures and activities to the Office for Quality Management of the University of Zagreb.
- (5) At least once per year, the Committee is obliged to submit the work report to the Faculty Council.
- (6) The accepted annual report from the paragraph (5) of this article is submitted to the Office for Quality Management of the University of Zagreb.

### **Article 13**

- (1) The Office provides administrative and expert support to the Committee, and participates in the implementation of the decisions of the Faculty Council and the Committee related to the measures and activities within the frame of system of quality insurance of the FOI.
- (2) The Office cooperates with the Office for Quality Management of the University of Zagreb.
- (3) The work of the Office and its composition is regulated by the special decision issued by the Dean, in accordance with the accepted internal organization and organization of the workplaces on FOI.

## **IV TRANSITIONAL AND FINAL PROVISIONS**

### **Article 14**

- (1) The Faculty Council will, within 6 months since these Regulations are put into effect, issue the Handbook of Quality Insurance of FOI.
- (2) Until the establishment and equipment of the Office from article 13, the above mentioned activities will be performed by the temporary Office for Quality Insurance, which is established by the Dean's decision.

### **Article 15**

These Regulations are put into effect on the eighth day from the day of issuing on the Faculty Council of FOI.

**The Dean of FOI  
University of Zagreb**

**Prof. Tihomir Hunjak, Ph.D.**

Reg. no:2186-62

In Varaždin, October 19<sup>th</sup> 2010