

Strategic Management of Higher Education Institutions Based on Integrated Quality Assurance System-SHEQA

Main objective of the project

The main objective of this project concerns the introduction of KPI and study programme register as tool for strategic management of B&H HEI.

Specific project objectives

1. Analysis and comparison of the best practices of development of key performance indicators for higher education institutions in Europe.
2. Defining and implementation of key performance indicators of higher education institutions in B&H.
3. Development and implementation of the register of study programmes of higher education institutions in B&H.
4. Contribution to strengthening and development of strategic management of higher education institutions in B&H on the basis of key performance indicators used in the European area of higher education.
5. Improvement of cooperation with the Agency for development of higher education and quality assurance and authorized ministries of education.



Benefits of the project realization

The benefit of this project realization is multiple for all users of QA system: University management, students, teaching and administrative staff, Agency for higher education and quality assurance, authorized ministries of education, employers, governments of cantons, Federation, RS and Council of Ministers.

Continuous monitoring and analysis of KPI will create a basis not only for strategic planning of higher education institutions, but also for planning of higher education done by authorized institutions, both cantonal and state ones. Students, either current or potential ones, will have necessary information about study programmes (curricula, enrolment quotas, study programmes offer, learning outcomes, required competences...).

Work of administrative staff will be facilitated in collecting and analyzing data in more flexible curricula. Academic staff can make a comparison of courses and modules within study programmes, including indicators with info on the success rate of students.

Public authorities can have information based on KPI and the register of study programmes can be used as an instrument in creating policy of higher education and allocation of funds. The register of study programmes can give employers a clear overview of available study programmes and the number of graduated students in certain areas.

KPI and creation of register of study programmes would also considerably facilitate the evaluation and accreditation processes, as defined by the Agency for higher education and quality assurance.

Results of the Project

The main results of this project are:

1. Common set of key performance indicators for B&H higher education;
2. Study programme register for B&H higher education

Common set of KPI

Common set of KPI for BiH higher education institutions have thirty six indicators in the following groups:

- Management
- Education
- Research
- Cooperation with society
- Funding
- Internationalisation
- Human resources
- Student services



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Study programme register

One of the basic aims of the project was creating a register of study programmes (RSP) at the state universities of B&H and basic information about higher education institutions, enabling entry of relevant data about study programmes at the university, their storage into database, searching and presenting data to interested parties (potential students, parents, agencies, ministries, professors, students, international partners, career advisers, work field, second chance students, ...).

RSP should include the following processes:

- Universal defining and unique registering of master data
- Registering of characteristics of study programmes, courses and methods of courses implementation,
- Registering of academic staff.
- Registering of study programmes

Software for KPI and Study programme register

KPI and RSP software are available in all three language variants: Bosnian, Croatian and Serbian. Besides that it is essential to provide English version of the softwares.

Both software are an electronic database that should be maintained by every single public university in Bosnia and Herzegovina, where each of them has a responsibility to maintain the respective databases.

Agency for development of higher education and quality assurance is responsible for monitoring and public view of RSP and provides access to the register through their website.

KPI and RSP softwares are a web-oriented application developed and they uses Oracle Database as a database.



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