



Summary report on the accreditation of the Bachelor and Master programme “Psychology” at International University of Sarajevo (IUS), Sarajevo, Bosnia and Herzegovina

Upon the request for accreditation of the International University of Sarajevo from 27th January 2016, AQ Austria conducted the accreditation procedure of the Bachelor and Master programme “Psychology”. In accordance with the “Guideline for International Accreditation of Bachelor, Master and PhD Programmes” adopted by the Board of AQ Austria in July 2013, AQ Austria publishes the following summary report.

1 Accreditation decision

At its 36th meeting on 20th/21st September 2016 the Board of AQ Austria decided to grant accreditation to the Bachelor programme Psychology for a period of six years, subject to conditions.

The fulfilment of these conditions must be documented in writing within nine months (i.e. until 21st June 2017) and is subject to assessment by AQ Austria. In case of non-fulfilment, the accreditation will be withdrawn immediately.

2 Short information on the application for accreditation

Name of the programme	Psychology
Academic degree awarded	Bachelor of Arts (B.A)
Date of introduction	23 June, 2004/ Pursuant to the Article 14 of the Law on Higher Education (Official Gazettes of the Canton Sarajevo, issues 17/99, 14/00, 15/01, 13/02, 12/03 and 15/03)
Regular study period	8 semester/ 4 years
Number of ECTS credits	240
Full time/Part time	Fulltime
Tuition fees	As per Semester in EUR for academic year 2016/17: Foreign students: First cycle: EUR 2,750/semester Second Cycle: EUR 1,250/ semester Third cycle: EUR 3,000/ semester BiH citizen: First Cycle: EUR 1,925/semester Second Cycle: EUR 1,250/ semester Third cycle: EUR 3,000/ semester
Name of the programme	Psychology
Academic degree awarded	Master of Arts (M.A)
Date of introduction	23 June, 2004/ Pursuant to the Article 14 of the Law on Higher Education (Official Gazettes of the Canton Sarajevo, issues 17/99, 14/00, 15/01, 13/02, 12/03 and 15/03)
Regular study period	2 semester/ 1 year
Number of ECTS credits	60
Full time/Part time	Fulltime
Tuition fees	As per Semester in EUR for academic year 2016/17: Foreign students: First cycle: EUR 2,750/semester Second Cycle: EUR 1,250/ semester Third cycle: EUR 3,000/ semester BiH citizen: First Cycle: EUR 1,925/semester Second Cycle: EUR 1,250/ semester Third cycle: EUR 3,000/ semester

3 Short information on the accreditation procedure

The International University of Sarajevo (IUS) submitted an application for accreditation of the study programmes in April 2016.

In circular resolutions on 15th April 2016 and 2nd June 2016, the Board of AQ Austria passed the proposal for experts for the review and assessment of the study programmes.

Members of the Expert panel

Name	Institution	Role
Roselind Lieb	Clinical Psychology and Epidemiology at the Basel University	Head of the expert panel; Expert from academia
Ulrich Ansorge	Experimental Psychology at the University of Vienna	Expert from academia
Samira Baig	Psychologist, coach, supervisor and teacher at the University of Applied Sciences Campus Vienna	Expert with professional practice
Carla Harold	Student of Psychology and English and American Studies at the University of Vienna	Student Expert

A site visit at IUS took place in Sarajevo on 8th July 2016, which was attended by the expert panel and coordinators from AQ Austria.

The Board of AQ Austria took the accreditation decisions in its 36th meeting on 20th/21st September 2016. The accreditation of the Bachelor programme is subject to conditions and is valid until 20th September 2022.

The Board of AQ Austria did not grant accreditation to the Master programme in Psychology, due to the deficiencies identified in the related study programme and programme management which resulted in the assessment of the respective standard as not met. According to the "Guideline for International Accreditation of Bachelor, Master and PhD Programmes" adopted by the Board of AQ Austria in July 2013, the accreditation will be denied if at least one standard has been assessed as "not met".

Nevertheless, potential regarding the need to further development of the Master programme has been identified as well. IUS is recommended to follow the assessment and the recommendations outlined in the expert panel report.

4 Subject matter of the application

The International University of Sarajevo (IUS) has been established in 2003. The founder of IUS is the Foundation for Education Development Sarajevo (SEDEF – Sarajevo Education



Development Foundation). IUS offers, as of the academic year 2015/16, 53 study programmes in total in all cycles organized within five faculties:

- Faculty of Business and Administration
- Faculty of Engineering and Natural Sciences
- Faculty of Arts and Sciences,
- Faculty of Law
- Faculty of Education preparing our students to life and market realities.

All study programmes are offered in English. IUS is open to students from all over the world; however the majority of students are from the Republic of Turkey. As of the academic year 2015/16 1931 students are enrolled. 1201 are foreign students and 730 from BiH. Out of the 1201 1053 are from the Republic of Turkey. According to its own vision and mission IUS considers itself as one of the largest educational projects in the Balkan region and being a hub between east and west. IUS is an associate member of European University Association (EUA), and a full member of International Association of Universities (IAU) and European Consortium of Political Research (ECPR).

The Bachelor (BA) and Master (MA) programmes in Psychology (PSY) of the IUS were established in 2004 and the focus of the programmes at the faculty is on achieving a balance between the necessary substantive knowledge required for a specific field and the critical intellectual and/or artistic skills necessary for success in the constantly changing and demanding world. The BA and MA study programmes aim to provide the students with professional education in their field of interest, along with a broad selection of courses in various other fields in order to broaden their perspectives. The Psychology programme of the IUS contributes to reaching the goal becoming the best University in Bosnia and Herzegovina and being a model university for interweaving of liberal education and fundamental knowledge with practical education. The IUS considers the BA and MA programmes in Psychology as strategically important and the strongest academic programmes at the university.

5 Summarizing results from the assessments of the expert panel

The overall assessments of the expert panel of all standards may be summarized as follows:

Standard 1: Study programme and programme management

(a) Statements

Bachelor Programme: Concerning the study programme and programme management the expert panel found that the programme offers a variety of Psychology courses, which - according to the students - are offered in sufficient frequency and meet the requirements of at least a three-year BA programme at other universities. The teaching and assessment methods are appropriate, and the staff is highly motivated and well trained to perform the required teaching. However, the curriculum requires adaption and revision in order to better reflect internationality and interdisciplinarity. The curriculum additionally requires revision regarding its structure, timeline, and statements of general objectives and to replace the obligatory non-faculty courses of the BA with more psychological and relevant interdisciplinary

courses. The curriculum lacks courses in fields of Psychology, such as neuroscience, experimental or biological Psychology, which should be included in order to ensure comparability to international standards. Additionally, more courses from relevant neighbour disciplines and less irrelevant non-Psychology courses, as well as an experimental psychological practicum would further contribute to an improvement of the study programmes. The demands for the practicum in scientific activity are too high.

Master Programme: The expert panel states that on the MA level the programme offers a focus on Clinical Psychology. The staff appears to be highly committed to provide the relevant content, including appropriate feedback, and the supervision of MA theses. However, it appears to be hardly possible to complete the MA programme within the specified study period of one year, as the vast majority of students are only able to work on their master thesis in the second of the two semesters. In order to allow time for the evaluation of the thesis and the defence of the thesis a different organization of the writing process of the thesis would be required to finish the programme within one year. The panel also noted a lack of Advanced Statistical Methods and Advanced Diagnostics in the MA programme. Furthermore, excellence of research and interdisciplinarity are not represented in the MA-programme.

(b) Assessments

Bachelor Programme: The expert panel has assessed standard 1 for the BA programme as “partially met” and suggests the following **conditions**:

1. To be in better alignment with the institutions strategy and mission, the BA-programme has to (1) implement neighbour disciplines (e.g., behavioural or cognitive neuroscience) that are relevant for education and research in Psychology at an international level; (2) critically revise current courses from other disciplines to consider whether they are relevant for Psychology, especially regarding an international perspective (e.g., film theory, history of cinematography);
2. The curriculum must be revised: (1) Revise the curriculum to better discriminate between the objectives of BA and MA; (2) Revise the curriculum to include general objectives; (3) Delete banned topics from the Freshman English course; (4) Allow more choice among compulsory courses at the start of the programme; (5) Integrate courses into modules and add a time line to the curriculum; (6) Include an experimental laboratory course into the curriculum; (the expert with practical experience would consider this condition merely as a recommendation); (7) Avoid courses with almost 100% overlapping learning outcomes; (8) Define maximal number of students admitted to courses (by type);
3. Quality assurance (e.g., responsibility, checking procedure) for the contents and specificity of the syllabi must be ensured.
4. Clear and transparent admission rules must be established;
5. Clear criteria for the approval of an internship institution must be established.

Master Programme: The expert panel has assessed standard 1 for the MA programme as “not met”.

The IUS should also consider fulfilling the recommendations of the expert panel:

Bachelor Programme:

- IUS should ensure adequate conditions for staff members in order to enable them to conduct high impact research;

- At university level: Provide packages for appointed professors to initiate possibilities for high impact research;
- Devise more ECTS-credits (about 12) for the BA thesis;
- Consider to allow more ECTS-credits for internships at external institutions;
- Require all students to participate in psychological experiments during their BA-studies;
- Consider switching to a 3-year BA;
- For reasons of stability and continuity of the programme, establish a full-professorship;
- Establish conditions that allow enough time for internationally competitive research;
- Offer courses to teach English for staff;
- An effort should be made to reach more students for the evaluation of courses;
- At university level: Provide packages for appointed professors to establish and maintain internationally competitive research;
- At the university level: Expand access to electronic journals;
- At university level: Allow access to electronic library resources from home.
- Seek for research co-operations with external internship-providing institutions.
- Use bilateral agreements with national and international academic and non-academic institutions for research co-operations and student placements.

Master Programme:

- Devise more ECTS-credits (about 30) for the Master thesis;
- Add learning objectives that focus on modern methods and techniques of research (e.g., advanced statistics, fMRI methods, ecological momentary assessment methods);
- Add more research-focused courses to the curriculum;
- Consider to allow more ECTS-credits for internships at external institutions;
- Reconsider the requirements for practica in scientific activity/field research
- At university level: Provide packages for appointed professors to get research off the ground.
- An effort should be made to reach more students for the evaluation of the courses;
- At university level: Provide packages for appointed professors to establish and maintain internationally competitive research;
- At university level: Expand access to electronic journals;
- At university level: Allow excess to electronic library resources from home.
- Include profound scientific education at MA level;
- Lower the teaching load of staff;
- Ensure incorporation of supervision of students into the calculation of the research load;
- Lower the requirements of research internships or increase the allowed ECTS-credits for research internships;
- Seek for research co-operations with external internship-providing institutions.
- Use bilateral agreements with national and international academic and non-academic institutions for research co-operations and student placements.

Standard 2: Staff

(c) Statements

Bachelor and Master Programme: The expert panel finds, that the staff reflects a broad range of expertise in the field of practical Psychology. However, the staff does not include

psychologists teaching and conducting research in the fields of advanced statistics, neuroscience, experimental or biological Psychology. Notably, no member of the teaching staff has published in ISI journals as first or last author. Consequently, the support of the students regarding practical education by the academic staff is ensured, but profound scientific education at the MA level is not granted. The maximum teaching load of academic staff is set to 9 hours per week in accordance with the cantonal law, however, several staff members have stated that the real teaching load by far exceeds those 9 hours.

(d) Assessments

Bachelor Programme: The expert panel has assessed standard 2 as “**partially met**” and suggests the following **conditions**:

1. A fair and transparent calculation of the real teaching load (lectures, mentoring, supervision, counselling, practical training, time for midterm and final exams) must be implemented and teaching overload of the staff must be reduced;
2. At least 1 expert in disciplines relevant for international visibility (e.g., neuroscience, experimental/biological Psychology) must be hired or a related position must be created;

Master Programme: The panel has assessed the standard 2 as “**partially met**” and suggests the following **conditions**:

1. A fair and transparent calculation of the real teaching load (lectures, mentoring, supervision, counselling, practical training, time for midterm and final exams) must be implemented and teaching overload of the staff must be reduced;
2. At least 1 expert in disciplines relevant for international visibility (e.g., neuroscience, experimental/biological Psychology) must be hired or a related position must be created.

IUS should also consider fulfilling the following recommendations:

Bachelor Programme:

- For reasons of stability and continuity of the programme, establish a full-professorship;
- Establish conditions that allow enough time for internationally competitive research;
- Offer courses to teach English for staff;

Master Programme:

- At university level: Provide packages for appointed professors to get research off the ground.

Standard 3: Quality assurance

(a) Statements

Bachelor Programme: The expert panel puts the quality assurance process in doubt. The number of staff in quality assurance is low, the outcomes of past measures of quality assurance, such as the senate's approval of the current syllabi with all their errors, are reflections of a deficient quality assurance process. Important numbers for the assessment of the quality of the study programmes, such as the average length of the studies, were not available.

Master Programme: The expert panel finds that, what applies to the BA study programme, also applies to the MA programme. A quality assurance process that does not provide essential figures, is handled by a single person for more than 50 IUS-wide study programmes, and approves faulty is not considered to be sufficient and sustainable.

(b) Assessments

Bachelor Programme: The panel has assessed standard 3 as "**partially met**" and suggests the following **conditions**:

1. Professional English proof-reading services at the senate's level for the approval of the curricula must be included.
2. The most important numbers of study success (e.g. passing students, average duration of studies) must regularly be monitored.

Master Programme: The panel has assessed standard 3 as "**partially met**" and suggests the following **conditions**:

1. Professional English proof-reading services at the senate's level for the approval of the curricula must be included.
2. The most important numbers of study success (e.g. passing students, average duration of studies) must regularly be monitored.

IUS should also consider fulfilling the following recommendations:

Bachelor Programme:

- An effort should be made to reach more students for the evaluation of courses;
- Offer courses to teach English for staff.

Master Programme:

- An effort should be made to reach more students for the evaluation of the courses.

Standard 4: Funding and infrastructure

(a) Statements

Bachelor and Master Programme: The experts state that there are sufficient rooms available, but the infrastructure of library services and of the laboratory must be further improved.

(b) Assessments

Bachelor Programme: The panel has assessed the standard as “**partially met**” and suggests the following **conditions**:

1. A transparent documentation of the finances must be established;
2. More student computer work stations must be offered; (one expert would consider this condition merely as a recommendation);
3. A fully functioning experimental Psychology lab must be implemented; (The expert with practical experience would consider this condition merely as a recommendation);
4. Psychological tests must be bought on a regular basis;
5. A regular budget for the permanent expenses of the experimental lab must be established.

Master Programme: The panel has assessed the standard as “**partially met**” and suggests the following **conditions**:

1. A transparent documentation of the finances must be established;
2. More student computer work stations must be offered; (one expert would consider this condition merely as a recommendation);
3. A fully functioning experimental Psychology lab must be implemented;
4. Psychological tests must be bought on a regular basis;
5. A regular budget for the permanent expenses of the experimental lab must be established.

IUS should also consider fulfilling the following recommendations:

Bachelor and Master Programme:

- At university level: Provide packages for appointed professors to establish and maintain internationally competitive research;
- At the university level: Expand access to electronic journals;
- At university level: Allow access to electronic library resources from home.

Standard 5: Research and development and appreciation of the arts

(a) Statements

Bachelor Programme: The expert panel finds that Psychology is both a Social Science and a Natural Science, and at the moment, there is research expertise in the former but not the latter in the BA programme.

Master Programme: There is sufficient expertise in the Social Sciences branch of Psychology, but expertise in the Natural Sciences branch of Psychology is lacking in the MA programme according to the expert panel.

(b) Assessments

Bachelor Programme: The panel has assessed standard 5 as “**partially met**” and suggests the following **conditions**:

1. To improve structural framework conditions for excellence in research, the IUS must appoint a psychologist in the field of experimental/biological Psychology or neuroscience.

2. To improve structural framework conditions for excellence in research, IUS must equip the laboratory with the lacking infrastructure, such as programming and analyses software, and maybe even an EEG or other neuroscientific assessment methods.

Master Programme: The panel has assessed standard 5 as **“partially met”** and suggests the following **conditions**:

1. To improve structural framework conditions for excellence in research, the IUS must appoint a psychologist in the field of experimental/biological Psychology or neuroscience.
2. To improve structural framework conditions for excellence in research, IUS must equip the laboratory with the lacking infrastructure, such as programming and analyses software, and maybe even an EEG or other neuroscientific assessment methods.

IUS should also consider fulfilling the following recommendations:

Bachelor Programme:

- Seek for research co-operations with external internship-providing institutions.

Master Programme:

- Include profound scientific education at MA level.
- Lower the teaching load of staff.
- Ensure incorporation of supervision of students into the calculation of the research load.
- Lower the requirements of research internships.
- Or: Increase the allowed ECTS-credits for research internships.
- Seek for research co-operations with external internship-providing institutions.

Standard 6: National and international co-operations

(a) Statements

Bachelor Programme: The expert panel finds that there are a few co-operations that allow mobility of staff and students, and students were apparently mobile by definition.

Master Programme: What is true of the BA programme is also true of the MA programme: Mobility in co-operations is possible, although the panel was not informed on whether MA students have taken the possibility to participate in exchange programmes.

(b) Assessments

Bachelor Programme: The expert panel has assessed the standard as **“met”**.

Master Programme: The expert panel has assessed the standard as **“met”**.

IUS should also consider fulfilling the following recommendations:

Bachelor Programme:

- Use bilateral agreements with national and international academic and non-academic institutions for research co-operations and student placements.

Master Programme:

- Use bilateral agreements with national and international academic and non-academic institutions for research co-operations and student placements.

6 Decision of the AQ Austria Board

The Board of AQ Austria based its decision on the self-documentation and supporting documents submitted by IUS, the review report of the expert panel, and the formal statement by IUS.

The conditions formulated by the expert panel for the BA programme are necessary because the respective standards are assessed as partially met and support the further development of the programme. Conditions have, beside of standard 1, also been formulated for the MA programme. However due to the proposal not to grant accreditation to the MA programme a revision for conditions is in further consequence only proposed for the BA programme.

The Board of AQ Austria considers the conditions for the BA programme necessary and appropriate. However the Board suggests modifying or rephrasing of particular conditions of the expert panel into recommendations. The following action reduces the 25 conditions proposed by the expert panel to 19 conditions for the BA programme Psychology.

The Board of AQ Austria suggests transforming the following conditions into recommendations:

Standard 3 - conditions issued for BA:

- Professional English proof-reading services at the senate's level for the approval of the curricula must be included.

Standard 4 – condition issued for BA:

- More student computer work stations must be offered; (one expert would consider this condition merely as a recommendation).

The Board of AQ Austria suggests rephrasing of following conditions:

Standard 1 – condition issued for BA:

- Critically revise current courses from other disciplines whether they are relevant for Psychology from an international perspective (e.g., film theory, history of cinematography).
- Revise the curriculum to better discriminate between the objectives of BA
- Revise the curriculum to include general objectives.
- Delete banned topics from the courses.
- Allow more choice among compulsory courses at the start of the programme.
- Increase quality assurance (e.g., responsibility, checking procedure) for the contents and specificity of the syllabi.
- Avoid courses with almost 100% overlapping learning outcomes.
- Define maximal number of students admitted to courses (by type).
- Establish clear and transparent admission rules.

Standard 4 – condition issued for BA:

- A transparent documentation of the finances must be established;
- A regular budget for the permanent expenses of the experimental lab must be established.
- A fully functioning experimental Psychology lab must be implemented; (The expert with practical experience would consider this condition merely as a recommendation);

- Psychological tests must be bought on a regular basis;

Into:

- Revise current courses from other disciplines whether they are relevant for Psychology from an international perspective (e.g., film theory, history of cinematography).
- Revise the curriculum to better discriminate between the objectives and to include general objectives relevant for the BA programme
- Delete banned topics from the courses and allow more choice among compulsory courses at the start of the programme.
- Increase quality assurance (e.g., responsibility, checking procedure) for the contents and specificity of the syllabi and avoid courses with overlapping learning outcomes.
- Establish a transparent documentation of the finances.
- Assure a regular budget for permanent expenses of the experimental lab.
- Implement a fully functioning experimental Psychology lab and assure that Psychological tests are bought on a regular basis.

Finally, the Board of AQ Austria decided to grant accreditation to the study programme Psychology (Bachelor of Arts) for a period of six years, subject to 19 conditions:

1. Implement neighbour disciplines (e.g., behavioural or cognitive neuroscience) that are relevant for education and research in Psychology at the international level.
2. Revise current courses from other disciplines whether they are relevant for Psychology from an international perspective (e.g., film theory, history of cinematography).
3. Revise the curriculum to better discriminate between the objectives and to include general objectives relevant for the BA programme
4. Delete banned topics from the courses and allow more choice among compulsory courses at the start of the BA programme.
5. Integrate courses into modules and add a time line to the curriculum.
6. Include an experimental laboratory course into the curriculum.
7. Increase quality assurance (e.g., responsibility, checking procedure) for the contents and specificity of the syllabi and avoid courses with overlapping learning outcomes
8. Define maximal number of students admitted to courses (by type).
9. Establish clear and transparent admission rules.
10. Establish clear criteria for the approval of an internship institution.
11. Implement a fair and transparent calculation of the real teaching load (lectures, mentoring, supervision, counselling, practical training, time for midterm and final exams).
12. Reduce teaching overload of the staff.
13. Hire expert(s) or create positions in disciplines relevant for international visibility (e.g., experimental/biological Psychology, neuroscience).
14. Regularly monitor the most important numbers of study success (e.g. passing students, average duration of studies).
15. Establish a transparent documentation of the finances
16. Assure a regular budget for the permanent expenses of the experimental lab..
17. Implement a fully functioning experimental Psychology lab and assure that psychological tests on a regular basis
18. Appoint an expert in the field of neuroscience or experimental/biological Psychology.
19. Equip the laboratory with the lacking infrastructure, such as programming and analyses software, and maybe even an EEG or other neuroscientific assessment methods.



The Board of AQ Austria decided not to grant accreditation to the study programme Psychology (Master of Arts).

The fulfilment of these conditions must be documented in writing within nine months (i.e. until 21st June 2017) and is subject to assessment by AQ Austria. In case of non-fulfilment, the accreditations will be withdrawn immediately.

7 Annex

- Review report of the expert panel
- Formal statement by IUS