



CLASS: 602-04/17-09/0001

FILE NUMBER: 355-02-03-18-0024

SUMMARY OF THE FINAL AUDIT REPORT

FACULTY OF VETERINARY MEDICINE, UNIVERSITY OF ZAGREB

Zagreb, May 2018

Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of the Faculty of Veterinary Medicine, University of Zagreb, in line with the Ordinance on Audit of Internal Quality Assurance Systems at Higher Education Institutions in the Republic of Croatia.

The procedure was conducted in accordance with **ASHE Audit Criteria** and **ESG**.

The Panel was tasked with assessing whether HEI's internal quality assurance system is functional, fit for purpose and coherent, and whether it adequately supports institutional mission and overall development.

During the course of this procedure, the Panel identified HEI's strengths, weaknesses and good practices, and provided recommendations for the following period.

Basic information on higher education institution:

Name of higher education institution: Faculty of Veterinary Medicine, University of Zagreb

Address: Heinzelova 55, 10 000 Zagreb

Head of institution: prof. dr. sc. Nenad Turk, dean

Audit Committee:

- prof. dr. sc. Ines Mrakovčić-Šutić, Faculty of Medicine, University of Rijeka, Committee Chair
- prof. dr. sc. Marinka Drobnič Košorok, Faculty of Veterinary Medicine, University of Ljubljana
- prof. dr. sc. Tomislav Treer, Faculty of Agriculture, University of Zagreb
- Branka Hrehor, dipl. ing.
- Karla Margetić, student, Faculty of Medicine, University of Zagreb.

In the analysis of the documentation, site visit to the HEI and writing of the Report, the Panel was supported by:

- Davorka Androić, ASHE coordinator

Summary of audit results

Strengths

HEI has a well-developed quality policy, accompanied by appropriate, publicly available documents, as well as an organizational structure (Quality Management Committee, Quality Office and a quality management representative) that allows appropriate implementation of defined measures, data collection and data analyses. The management provides full support to the IQAS, as well as opportunities for additional training to individuals interested in the IQAS. HEI has published regulations, the application of which ensures the functioning of QA systems based on ESG and ISO 9001, as well as the Quality Assurance Manual of the Faculty of Veterinary Medicine and the University of Zagreb. Planning and management is well developed; there is, however, some room for improvement regarding the implementation and monitoring of results, as well as innovations.

Weaknesses

A large amount of data is collected, but there is a lack of an in-depth analysis of the effectiveness of implemented measures. Administrative and support staff are less familiar with the IQAS, and are not included in the surveys.

External stakeholders and external associates need to be better informed of the IQAS. All stakeholders should be actively involved in internal quality assurance processes.

Good practice

IQAS is very well described, and extensive guidelines for future development have also been developed. Regulations on rewarding, as well as on encouraging publishing and mobility (of both teaching and non-teaching staff, and students) are described in-depth (Manual for Quality Assurance of the Faculty of Veterinary Medicine; HEI's website).

General recommendations

External stakeholders and external associates need to be better informed of the IQAS. An in-depth analysis of implemented procedures and obtained results is necessary. All relevant stakeholders need to be informed of the results of these analyses, and use them to for improvements, further monitoring of procedures, and stimulating development based on improvements and innovations.

Innovations not sufficiently present in the IQAS; additional efforts are needed in making a better use of the analyses of results of internal and external QA processes for further institutional development, which would make the IQAS more coherent and fitter for purpose.

Based on the annual plans, the role of alumni and business representatives in the IQAS should be clearly defined, and a continuous, two-way communication established between HEI and external stakeholders.

Conclusion

On the basis of the analysis of submitted documentation, interviews conducted with HEI's stakeholders, and other evidence collected during the site visit, the Expert Panel reached a conclusion that internal quality assurance system of the Faculty of Veterinary Medicine, University of Zagreb, is in the following stage of development by individual audit criteria:

- 1) Quality policy: DEVELOPED PHASE;
- 2) Planning and management: DEVELOPED PHASE;
- 3) Implementation and monitoring: DEVELOPED PHASE;
- 4) Evaluation: DEVELOPED PHASE;
- 5) Improvements, innovations, impact: DEVELOPED PHASE.

The Expert Panel also provided recommendations for the following period, in order to ensure a continuous improvement of the internal quality assurance system, and consequently, the overall quality of all institutional activities.

Expert Panel's recommendation to the Agency for Science and Higher Education

Upon the completion of the audit procedure, the Expert Panel reached the conclusion that the evaluated higher education institution **meets the requirements for certification**.

The Panel thus recommends that the Agency for Science and Higher Education **issues a certificate** to the Faculty of Veterinary Medicine, University of Zagreb, for a developed internal quality assurance system, valid for a five-year period upon the adoption of this Report.

Zagreb, May 2018

Committee Chair

prof. dr. sc. Ines Mrakovčić-Šutić