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**SUMMARY OF THE
FINAL AUDIT REPORT

POLYTECHNIC OF BJELOVAR**

Zagreb, July 2021

Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of the Polytechnic of Bjelovar, 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 institution: Polytechnic of Bjelovar

Address: Trg E. Kvaternika 4, 43000 Bjelovar

Head of institution: Asst. prof. dr. Zrinka Puharić, MD, dean

This report was made by the Expert Panel:

- Prof. dr. Iztok Takač, MD, s. adv., Maribor University Hospital, Slovenia, Committee Chair
- Doc. dr. Aida Kamišalić Latifić, Institute of Informatics, Faculty of Electrical Engineering and Computer Science, University of Maribor, Maribor, Slovenia
- Doc. dr. Anđela Grgić, MD, Faculty of Dental Medicine and Health, Josip Juraj Strossmayer University of Osijek
- Sanja Peterlić, mag. med. biokem., SUPERA KVALITETA d.o.o.
- Mirna Lovrić, student, Faculty of Dental Medicine and Health, Josip Juraj Strossmayer University of Osijek

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

- Anna Maria Perović, coordinator, ASHE
- Goran Briški, assistant coordinator, ASHE.

Summary of audit results

Strengths

- High level of satisfaction of students, teachers and non-teaching staff.
- Strong support from the local community, connection with the local community.
- Recognizable study programmes for shortage occupations.
- High employability of students upon graduation.
- Highly motivated teachers and non-teaching staff.
- Positive student feedback regarding the quality of teachers and the teaching process.
- Flexible electives, in response to labour market needs.
- Moodle learning system.
- Interest of employees and support of the institution for additional training / professional development of employees (English language competencies).

Weaknesses

- Rather limited space capacities for medium- and long-term development plans.
- Insufficiently systematic professional development of teachers (lifelong learning).
- HEI does not conduct continuous monitoring of adopted competencies after teacher trainings.
- Rather low incoming student and teacher mobility.
- Low pass rates and completion rates.

Good practice

- Well-equipped laboratory for nursing practicum.
- Student projects in the field of Mechatronics and Computing.
- Excellent response to Covid-19 pandemic.
- The members of the Advisory Council come from different areas, and include all relevant stakeholders.
- Excellent cooperation with the local community (kindergarten, etc.)
- Students participate in professional competitions at the national level.
- Good results of entrepreneurship activities.
- Well- implemented mobility program.

General recommendations

- Establish a system for evaluating the implemented trainings for professional development of staff.
- HEI should consider optimizing the number of committees and their scope of activities.
- Increase spatial capacities for medium- and long-term development plans.

- In cooperation with the city of Bjelovar, provide accommodation for students of all study programmes.
- Intensify efforts aimed at the development of formal and non-formal lifelong learning programmes.
- Put in additional efforts in increasing the pass rates, both at the level of enrolment criteria and student selection, and by providing assistance in knowledge acquisition and progress of students (mentoring, tutoring schemes).
- Continue with efforts aimed at establishing a system of andragogical training of employees and external associates.
- Establish a system for monitoring the acquired competencies after teacher trainings.
- Increase the incoming mobility of students and teachers.
- Put in additional efforts in improving the English language competencies of all employees, with the aim of increasing the teaching in English over time.
- It is recommended to use the best recorded lectures as an example of good practice, which can serve to improve teacher training (peer review of the teaching process).
- Establish a register of risks and opportunities, and introduce a systematic management thereof.
- Regularly carry out a SWOT analysis, and use the results of the conducted analyses in quality system planning, setting of goals and risk management.
- HEI produced a Self-evaluation report in 2019. The institution is recommended to conduct annual self-evaluation, in order to analyse the most recent data, and - if necessary - implement activities for improving institutional processes.
- The Panel recommends introducing a system for monitoring the teachers' work performance, in order to ensure a more effective management, systematic monitoring and motivation, and, consequently, their rewarding and improvement in accordance with the results.
- It is recommended to introduce a system for monitoring and measuring the effectiveness of trainings for teaching and non-teaching staff.
- The Panel recommends establishing procedures that would prove that the results of student surveys, graduate surveys, and the results of scientific/professional activities are used in planning improvements to study programmes / courses.
- It is recommended to formally define the ways in which non-formal and informal learning is recognised, i.e. industry certificates such as ECDL or CISCO.
- The Panel recommends that employer survey be regularly conducted.
- The Panel supports the initiative to establish an advisory body, which would include representatives of business community and organisations where students do their placement and find employment.
- It is necessary to adequately document research/technological cooperation with the industry and the public sector in the application of knowledge and technology transfer; the most recent announcements on cooperation with the industry are from 2019.

- Formalise employee satisfaction evaluation, and ensure that the results are publicly available.
- Ensure a system of rewarding teaching excellence, and keeping records thereof, based on the results of student evaluation.
- Ensure continuous student evaluation of the quality of teaching process and teachers at the level of / upon the completion of each course.
- Ensure continuous monitoring and documented assessment of the impact / usefulness of the achieved mobility and professional training for each individual member of teaching and non-teaching staff.
- Introduction and support to concrete measures for reducing drop-out rates.
- Due to the low pass rate and completion rate in the study of Mechatronics, it is necessary to strengthen the basic knowledge of students, and improve the pedagogical competencies of teachers.
- Further formalization of processes is recommended.
- Active implementation of professional development of employees, in terms of lifelong learning.
- HEI regularly implements improvements based on the results of evaluations carried out, but it is necessary to additionally encourage a culture of self-evaluation at all organizational levels, and complete the cycle, from the organization of evaluation processes, to analysis, to actions taken on the basis of evaluation results (objectification of acquired competencies).

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 Polytechnic of Bjelovar 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

It is the opinion of this Expert Panel 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 Polytechnic of Bjelovar for a developed internal quality assurance system, valid for a five-year period upon the adoption of this Report.

Zagreb, July 2021

Committee Chair

Prof. dr. Iztok Takač, MD, s. adv.