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SUMMARY OF THE FINAL AUDIT REPORT

RIT Croatia

Zagreb, January 2023

Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of RIT Croatia, in line with the Ordinance on the 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 the HEI's internal quality assurance system is functional, fit for purpose and coherent, and whether it adequately supports the institutional mission and overall development.

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

Basic information on the higher education institution:

Name of higher education institution: RIT Croatia

Address: Damira Tomljanovića Gavrana 15, 10 000 Zagreb

Head of institution: mr. sc. Donald W. Hudspeth, dean

This report was made by the Expert Panel:

- Prof. dr. sc. Sunčica Oberman Peterka, Faculty of Economics, Josip Juraj Strossmayer University of Osijek, Committee Chair
- Prof. dr. sc. Sandra Janković, Faculty of Tourism and Hospitality Management, University of Rijeka
- Prof. dr. sc. Darja Peljhan, School of Economics and Business, University of Ljubljana, Slovenia
- Dr. sc. Silvana Tomić Rotim, ZIH – Zavod za informatičku djelatnost Hrvatske Ltd., Zagreb
- Marta Miš, student, VERN University.

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

- Dr. sc. Vesna Dodiković-Jurković, coordinator, ASHE
- Vedrana Vojković Estatiev, prof., assistant coordinator, ASHE.

Summary of audit results

Strengths

- Student-centred institution (*Starfish*, student evaluation, peer mentorship...)
- Strong organisational culture, shared governance
- Support for the career development all employees (faculty and administration), for instance, mobility, awards, research support, performance appraisals, and so on
- Sound relationships with the business sector, organisation of internships, high employability of students
- Support of head institution (Rochester Institute of Technology in the US) in all aspects (library, LMS, support for employees, students...)
- Responsiveness to external changes
- Good facilities and equipment

Weaknesses

- There is no risk management methodology
- Members of the Internal Audit Committee have not undergone formal training for that purpose
- Students and business sector representatives are not formally involved in the QAS
- There is a lack of an administrative role in charge of QAS document management
- The QAS has only recently been formally established
- The institution takes care to establish links between learning outcomes, ECTS points; however, the Panel feels there is considerable room for improvement in this area.
- Research activity should be enhanced (many opportunities are not utilised) considering institutional aspirations to achieve university status

Good practice

- Support for faculty with regard to increasing their research output
- Close and timely monitoring of student progress
- Mobility of students and staff within RIT campuses
- Honors Programme
- Support for students with regard to career development
- Strong support for administrative staff

General recommendations

- Performance indicators should be quantified for all areas
- Current informal practices should be formalised and systematised
- Sources of funding should be diversified to reduce dependence on a single source (tuition fees). This could be achieved by increased participation in professional and research projects, as well as increased engagement with regard to offering lifelong learning programmes.
- Further training and effort is required with regard to understanding how to best formulate and assess learning outcomes and link them to ECTS points (constructive alignment both at course and study programme level)
- Performance indicators and risk management should be integrated into an integral business management model. Performance indicators should include financial and non-financial indicators.

Conclusion

On the basis of the analysis of the submitted documentation, interviews conducted with the HEI's stakeholders, and other evidence collected during the site visit, the Expert Panel reached a conclusion that the internal quality assurance system of RIT Croatia 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: INITIAL PHASE
- 5) Improvements, innovations, impact: INITIAL PHASE.

The Panel's assessments are also presented in the table: Results of the audit procedure based on Audit Criteria (Annex 5.1 of the Audit Report.)

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 **does not meet the requirements for certification.**

Zagreb, January 2023

Committee Chair

Prof. dr. sc. Sunčica Oberman Peterka, m. p.