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## **SUMMARY OF THE FINAL AUDIT REPORT**

### **COLLEGE FOR INFORMATION TECHNOLOGIES**

Zagreb, January 2023

## Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of the College for Information Technologies, 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: College for Information Technologies

Address: Klaićeva 7, 10000 Zagreb

Head of institution: Edmond Krusha, sen. lect., dean

### This report was made by the Expert Panel:

- Dr. sc. Frane Urem, prof. of professional studies, Polytechnic of Šibenik, Committee Chair
- Assoc. prof. dr. sc. Kristina Kocijan, Faculty of Humanities and Social Sciences, University of Zagreb
- Prof. dr. sc. Marko Robnik Šikonja, Faculty of Computer and Information Science, University of Ljubljana, Slovenia
- Mr. sc. Ivo Tokić, M. Sc., National and University Library in Zagreb
- Lucia Sirovec, student, Faculty of Humanities and Social Sciences, University of Zagreb

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, assistant coordinator, ASHE.

## Summary of audit results

### Strengths

- The institution is relatively small but there is a friendly atmosphere and good relationships between colleagues, as well as between employees and students.
- The QA system is well documented in accordance with the ISO 9001 standard. The institution has clearly defined procedures for most processes, as well as clearly defined performance indicators.
- Students are highly satisfied with the quality of teaching, the teaching staff and administrative procedures.
- The institution regularly conducts surveys to gauge student satisfaction with teaching. Students can influence the implementation of quality policy by joining the Quality Assurance Panel.
- The institution has a peer-review system in place for teachers, which contributes to the quality of teaching.
- The institution makes use of feedback provided by the College Council, which includes representatives of partner firms and former students, as well as of the results of previous evaluations aimed at enhancing the QA system.
- The SCAD (IT) system includes a detailed overview of QA activities and can be further improved and integrated with other systems.
- The institution conducts lifelong learning programmes that have been developed in collaboration with the business sector.
- Research results from projects are successfully incorporated into teaching activities.

### Weaknesses

- The internal audit report is not consistent in terms of structure, which makes it difficult to compare internal audit results.
- No performance indicator targets have been defined. These would ensure adequate monitoring, measuring and reporting on institutional goals, and whether they have been achieved. It would also enable the institution to monitor trends over a particular strategic period.
- The institution has not defined a set of quality indicators which would allow results to be monitored easily.
- There are no analyses or evidence of monitoring quality trends over a period of several years.
- The structural design of the institution's website is not very advanced and QA documents of public interest have not been made publicly available.
- There aren't enough teachers, which has a particular impact on the extent and quality of research output.

- The internationalization strategy is not being implemented, so it should be significantly altered and clear indicators and deadlines should be added.
- The current funding model the institution employs presents a considerable risk to sustainability.
- ISO 9001 procedures are followed automatically, which does not contribute to developing a culture of quality at the institution.

### **Good practice**

- Practical classes are taught at partner firm facilities.
- Establishment of lifelong learning and informal learning programmes.
- All students receive a laptop for personal use, with the software they need to take part in classes, study and communicate with teachers and staff in professional services.
- Sound cooperation with the business sector through the hiring of external associates.

### **General recommendations**

- Results of systematic QAS analyses should be used in the management of the institution.
- Professional development should be encouraged, as should staff and student mobility.
- More teaching staff should be employed on a full-time basis.
- The institution should be more involved in projects.
- Additional sources of funding should be sought.

## 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 College for Information Technologies is in the following stage of development by individual audit criteria:

- 1) Quality policy: DEVELOPED PHASE
- 2) Planning and management: INITIAL PHASE
- 3) Implementation and monitoring: INITIAL 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

Dr. sc. Frane Urem,  
prof. of professional studies, m. p.