Internal Quality Assurance systemic evaluations, responsible unit, involved party, research instrument/methodology, description of the procedure, periodicity, parties interested in using the results

N	Evaluations/research	Responsible Unit, Involved Party, Tool/Methodology, Procedure	Periodicity	Parties interested in using the results
1	Student satisfaction survey	**Responsible Unit**: Quality Assurance Office; **Involved Party:** Department of Education; **Research Instrument/Methodology;** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:** **Assessment includes:** Evaluation of study program and teaching and learning; Evaluation of Library resources; evaluation of students' rights implementation and its support; Evaluation of the career support services; Evaluation of internationalization; Evaluation of students involvement in the university governance; Evaluation of the principles of ethics and academic freedom; Evaluation of distance learning; Evaluation of the satisfaction with different aspects, including university infrastructure and technical equipment.	Once a year, at the end of academic year	Faculties/ Heads of the Programs, Department of Education, Exam Center, Office of the Student Ombudsman; Department of Marketing and Public Relations. International Relations Department, Department of Scientific Research and development, other relevant structural units
2	Evaluation of the learning course and lecturer by students	**Responsible Unit:** Quality Assurance Office; **Involved Party**: Faculties/Heads of the Programs; Department of Education; **Research Instrument/Methodology:** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data.	Twice a year, after the end of each semester	Faculties/ Heads of the programs, Department of Education, Exam Center, Office of the Student Ombudsman, Human Resource Management Department
3	Assessment of the academic staff satisfaction	**Responsible Unit** : Quality Assurance Office; **Involved Party:** Department of Education; Faculties. **Research Instrument/Methodology;** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:**	Once a year, at the end of the academic year	Faculties; Department of Education; Department of Marketing and Public Relations; International Relations Department; Department of Scientific Research and Development;

				Other relevant structural units
		Evaluation includes: evaluation of the study programs; evaluation of the library resources; evaluation of the involvement of staff in program development; involvement of staff and other interested parties in the decision-making process; assessment of the university management style; assessment of university policy towards staff and staff support mechanisms; evaluation of international partnership and internationalization; evaluation of the university research activities and their support mechanisms; evaluation of the awareness about university ethics and conduct rules; evaluation of the university, as the employer, as well as satisfaction with different aspects, including satisfaction with university infrastructure and technical equipment; evaluation of the performance of administration; assessment of the relationships with colleagues, staff evaluation system and remuneration.		
4	Evaluation of administrative staff satisfaction	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Human Resource Management Department. **Research Instrument/Methodology;** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:** **Evaluation includes:** Assessment of university infrastructure and material-technical resources; Assessment of quality assurance mechanisms; assessment of staff involvement in the decision making process; assessment of effectiveness of the communication between different units; assessment of the international cooperation and internationalization support mechanisms; Evaluation of the staff policy at university and staff support mechanisms; Awareness about ethics and conduct rules and mission; Assessment of satisfaction with job and loyalty of staff; Assessment of the attitude towards distance learning.	Once a year, at the end of academic year	Human Resource Management Department; Relevant structural units; Governing bodies
5	Student Academic Performance Analysis	**Responsible Unit:** Quality Assurance Office; **Involved Party:** Faculties/Heads of the Programs, Exam Center **Research Instrument/Methodology:** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:** Faculties provide quality assurance office with the information about student academic performance according	Twice a year, after the end of each semester	Faculties/ Heads of the Programs.

		to programs;. In the reports of faculties the report of the exam center about the final and midterm exams is used as well. The information provided by the faculties is reflected in the internal self-evaluation report of the program by Quality Assurance Office, where relevant recommendations are given. During the student academic performance analysis the information is analyzed and compared to the data of previous years.		
6	Graduate Satisfaction/Employment Survey	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Department of Education; Faculties. **Research Instrument/Methodology:** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. Phone surveys can be used. **Description of the Procedure:** Department of Education ensures the survey of graduates and analysis of data. Analysis is provided to the Quality Assurance Office, who reflects the results in the self-evaluation report.	Once a year	Faculties; Department of Education, Department of Marketing and Public Relations. Other relevant structural units.
7	Student Employment Survey	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Education Department, Faculties **Research Instrument/Methodology:** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:** Department of Education ensures the survey of students regarding their employment and the analysis of results. The results are provided to the Quality Assurance Office, who in turn reflects the results of the analysis in the self-evaluation report of the programs.		Faculties/Heads of the Programs; Department of Education, Department of Marketing and Public Relations. Other relevant structural units.
8	Survey of partner organizations and employers	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Education Department **Research Instrument/Methodology:** Electronic survey, structured questionnaire with closed and open questions, quantitative and qualitative data. **Description of the Procedure:** Department of Education ensures the administration of the survey of partner organizations and employers (Development of their base, sending the questionnaire links). The analysis of data and the	Once a year	Faculties/Heads of the Programs; Department of Education, Department of Marketing and Public Relations. Other relevant structural units.

		survey results is provided by the Quality Assurance Office, which reflects the results in the self-evaluations report.		
9	Mobility Analysis	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Education Department **Research Instrument/Methodology;** Structured questionnaire with closed and open questions. **Internal Mobility:** (Survey with electronic program/base (or focus-group), quantitative ; **external mobility**:survey/telephone survey, quantitative and/or qualitative). **Description of the Procedure:** Department of Education ensures the study of the mobility and the data analysis. The analysis results are provided to the Quality Assurance Office, who reflects the results in the self-evaluations report.	Twice a year, after the end of each semester	Faculties/Heads of the Programs; Department of Education, Department of Marketing and Public Relations. Other relevant structural units.
10	Assessment of student enrollment	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Education Department **Research Instrument/Methodology:** Quantitative data about the opening places and student enrollment. **Description of the Procedure:** Department of Education ensures processing of the information regarding student enrollment. The analysis results are provided to the Quality Assurance Office, who reflects the results in the self-evaluations report.	Once a year	Faculties/Heads of the Programs; Department of Education, Department of Marketing and Public Relations. Other relevant structural units.
11	Student status suspension and termination assessment	**Responsible Unit**: Quality Assurance Office; **Involved Party**: Education Department **Research Instrument/Methodology;** Data/information regarding the number of students with suspended and terminated status. **Description of the Procedure:** Department of Education ensures the processing of the information regarding the student status suspension and termination. The analysis results are provided to the Quality Assurance Office, who reflects the results in the self-evaluations report.		
12	Evaluation of the academic and invited staff performance	**Responsible Unit**: Quality Assurance Office; **Involved Party:** Department of Education; Faculties; Exam Center; Heads of the Programs; Department of Scientific Research and Development **Research Instrument/Methodology:** For the evaluation of the academic activity: 1.Evaluation by the dean (Structured questionnaire with closed questions);	Academic activity – twice a year (at the end of the semester) Scientific activity once a year, at the end of the academic year	Faculties/Heads of the Programs; Department of Education; Department of Scientific Research and Development; Human Resource Management Department; Other relevant structural units.

		2. Evaluation by the head of the program(Structured questionnaire with closed questions); 3.Evaluation by the head of the Department of Education (Structured questionnaire with closed questions); 4.Evaluation by the head of the Exam Center (Structured questionnaire with closed questions); 5.Evaluation by students (Structured questionnaire with closed questions). **Evaluation of scientific activity/research productivity:** Self-evaluation form filled out by academic staff. **Description of the Procedure:** Deans of the faculties, heads of the programs; head of the Department of Educationৢ and the head of the Exam Center evaluate academic and invited staff performance with the special questionnaire and provide it to the Quality Assurance Office. The scientific activity/research productivity of staff is evaluated by the department of Scientific Research and Development based on the self-evaluations presented by the academic staff and presents the results to the Quality Assurance Office. Quality Assurance Office ensure the annual and term evaluation of academic and invited staff and ranking of the rating score. The office reflects the results of the academic staff research productivity in the ranking document. The final results of the staff involved in program implementation are presented in the annual report of Quality Assurance Office about the Quality Assurance mechanisms implementation results.		
13	**Evaluation of the administrative staff**	**Responsible Unit**: HR department: Quality Assurance Office; **Involved party:** Heads of the relevant structural units. **Research Instrument/Methodology:** Evaluation form, specially designed and envisaging assessment of competencies and functions on every position. **Description of the Procedure:** Human Resource Management Department ensures the assessment of administrative staff based on the assessment instruction implemented at the university, based on the results of assessment prepares analysis document and provides it to the Quality Assurance Office, which is then reflected in the annual report of Quality Assurance Office about the usage of Quality Assurance mechanisms.	Once a year, at the end of academic year	Human Resource Management Department; Other relevant structural units.

| 14 | Assessment of the results accomplished at the institutional level and education area positioning | **Responsible Unit:** Quality Assurance Office;
Involved Parties: Department of Marketing and Public Relations; Vice Rectors; Department of Finance and Material Resources Management; Department of Education.
Research Instrument/Methodology:
▶ Results of the assessment of the university strategic and action plans attainment results;
▶ Results of the evaluation of QA mechanisms efficiency;
▶ Financial and Economic indicators;
▶ Evaluation results of the structural units' goals and staff work performance monitoring;
▶ Results of student and staff satisfaction survey;
▶ Quantitative data regarding the activities carried out for the development of society according to the university corporate responsibility;
▶ Annual Report by Department of Marketing and Public Relations;
▶ Quantitative data regarding student enrollment and mobility.

Description of the Procedure: Quality Assurance Office ensures the processing of the information received with abovementioned instruments and procedures and its reflection in the annual report regarding the usage of quality assurance mechanisms. Based on the report, university rector prepares university's annual report and presents it to the representative council for discussion and relevant decision-making. | Once a year, at the end of academic year | Rector; Vice Rectors; Every Structural Unit |