

**UNIVERSITY OF ZADAR**  
**Department of History**  
Class: 602-04/11-08/13  
Reg. 2198-1-79-38/11-01

**MANUAL**  
**For Quality Assurance at the Department of History,**  
**University of Zadar**

Zadar, November 10, 2011

## Contents

1. INTRODUCTION	3
2. ORGANIZATION OF THE SYSTEM OF QUALITY ASSURANCE AND IMPROVEMENT IN HIGH EDUCATION AT THE DEPARTMENT OF HISTORY	3
3. STUDY PROGRAMMES	4
3.1. Analysis of data regarding the attractiveness of study programmes	4
3.2. Procedures for revising the existing study programmes	4
3.3. Success rate of study programme completion	5
3.4. Analysis of data on employment after graduation	6
3.5. Survey of graduates	6
3.6. Survey of employees, professional bodies and associations	6
4. STUDENTS	7
4.1. Grading	7
4.1.1. Criteria, rules and procedures for assessing the students' learning outcomes	7
4.1.2. Definition of learning outcomes in study programmes achieved during the study	8
4.1.3. Procedures regarding students' appeals to the grade	9
4.1.4. Analysis of the number of students enrolled in a higher year of study	10
4.1.5. Analysis of performance in exams	10
4.2. Student contribution	11
4.3. Informing of the students and general public	11
5. QUALITY ASSURANCE OF TEACHING AND TEACHING STAFF	11
5.1. Analysis and distribution of teaching staff obligations	11
5.2. Analysis of data regarding the number of teachers and students	12
5.3. Improvement of teaching competences	12
5.4. Students' evaluation of teachers and teaching	12
5.5. Self-evaluation of teachers	13
5.6. Mobility of students and teachers	13
5.7. International cooperation	14
5.8. Feedback from the teachers	15
6. QUALITY ASSURANCE OF SCIENTIFIC RESEARCH	15
6.1. Evaluation of scientific progress	15
6.2. Self-evaluation of scientists according to European standards in the field of higher education	15
6.3. Involvement of students in research work	16
6.4. Scientific and professional periodical production at the Department	17
7. QUALITY ASSURANCE OF STUDENT SUPPORT RESOURCES	17
7.1. Assurance of student support procedures	18
7.2. Evaluation of the Department's Secretariat	18
8. METHODS FOR ANALYZING THE PERFORMANCE OF QUALITY ASSURANCE SYSTEM	19
8.1. Procedures for SWOT analysis	19
8.2. Evaluation of research projects	19
8.3. Procedures for self-evaluation	19

## 1. INTRODUCTION

The Department of History (hereinafter: Department) is a part of the University of Zadar. The Department's objective is the study and research of Croatian and World history. It is organized to teach both Croatian and World history simultaneously from the beginning of the study programme, from ancient to modern and contemporary history. Since the University is situated at the Adriatic coast, special attention is paid to tradition and history of seafaring through the study of Croatian and world history of seafaring. Auxiliary historical sciences are also studied at the Department as foundation for future researches. During the study programme, the students are introduced to traditional and modern historiography and by writing research papers, the students – especially those attending the graduate programme - are introduced to the basics of historical sources scientific research.

The Department co-organizes a postgraduate doctoral study entitled “Jadran – poveznica među kontinentima” together with the Department of Geography. The Department also hosts or co-hosts conferences, supports publishing of research papers and books, and organizes scientific excursions.

The study of history consists of two cycles. The first cycle, the undergraduate programme, lasts for six semesters (three years) and ends with a Bachelor's degree. The programme is organized as both single and double major. The second cycle, the graduate programme, lasts for four semesters (two years) and ends with a Master's degree in history.

In accordance with the Statute of the University, the Ordinance on Quality Assurance at the University of Zadar, and the Rules of Procedure of the Quality Assurance Committee at the Department of History, the bodies responsible for coordination, supervision of activities, and work improvement are the Head of Department, the Quality Assurance Committee at the Department, and the Department Council.

This Manual is created for the purpose of defining activities and procedures for ensuring and promoting the quality of higher education at the Department, and is based on *Standards and guidelines for Quality Assurance in the European Higher Education Area*. The Manual is also used for self-evaluation and other procedures prescribed by the *Standards and guidelines for Quality Assurance in the European Higher Education Area*. The objectives of the Manual are to ensure continuous monitoring of various indicators of quality and to create measures of its improving and promoting. If needed, amendments can be added to the Manual.

## 2. ORGANIZATION OF THE SYSTEM OF QUALITY ASSURANCE AND IMPROVEMENT IN HIGH EDUCATION AT THE DEPARTMENT OF HISTORY

Pursuant to the Ordinance on Quality Assurance System at the University of Zadar, and Ordinance on Quality Assurance System at the Department of History, in relation to the members of the Quality Assurance Committee at the Department (Article 8), the Department of History Council appoints the Quality Assurance Committee at the Department (hereinafter: Committee) according to the following proposals:

The Committee has three (3) members:

1. One (1) teacher with scientific-academic position at the Department,
2. One (1) teacher with academic position or a professional associate,
3. One (1) representative of the students at the Department.

The Committee's scope of operations is determined in the Rules of Procedure of the Quality Assurance Committee at the Department of History, and the Rules of Procedure of the Office for Quality Assurance adopted by the Senate of the University.

The Committee coordinates activities and measures for quality assurance in higher education with other bodies of the quality assurance system at the University of Zadar.

### **3. STUDY PROGRAMMES**

#### **3.1. Analysis of data regarding the attractiveness of study programmes**

**Purpose:** The purpose of monitoring this indicator is gathering and processing of data required for gaining insight to the attractiveness of individual study programmes. The number of candidates in relation to the number of students admitted to the first year of study is analysed. Based on the results, certain measures can be proposed and implemented for the purpose of further quality improvement and monitoring of study programmes' attractiveness.

**Persons responsible:** Deputy Head of Department  
President of the Committee

**Procedure:** This indicator is measured by determining the number of candidates for admission to the first year of study and the number of students who actually enrolled. The higher the ratio between the number of candidates in relation to the number of the enrolled, the more attractive is the study programme. The number of candidates who enrolled the first year of study should be consistent with the Department's enrolment quotas.

This indicator should be analysed for each study programme. Starting with the academic year 2011/2012, it is necessary to distinguish the data with regards to the students who were enrolled outside the quota.

This procedure involves data analysis regarding:

- the number of candidates according to their secondary school education (technical school, gymnasium, other secondary schools)
- candidates' average general grades from the secondary school .

The President of Committee processes and presents the data.

#### **3.2. Procedures for revising the existing study programmes**

**Purpose:** Based on surveys of teachers, students and graduates, possible steps for improvement, i.e. the need for changes in the existing study programmes, are determined in order to ensure quality of teaching in accordance with the developmental trends in Europe and the World and improve the quality of education.

**Persons responsible:** Head of Department  
Deputy Head of Department  
President of Committee

- Procedure:**
- Teachers, students, graduates and employees are surveyed according to the provisions of this Manual;
  - A report regarding the analysed data is prepared;
  - Based on the report, the need to revise the existing study programmes can be determined;
  - A work group for revising the study programmes is established;
  - Study programmes are revised according to the Decision of the National Higher Education Council of the Republic of Croatia, adopted September 28, 2007.

**Results availability:** Results are available

**Dynamics of implementation:** The procedure is done every three years, in accordance with surveys of teachers, students and graduates stated in the aforementioned document.

### **3.3. Success rate of study programme completion**

**Purpose:** The purpose of this analysis is to determine the causes behind success rate, based on which measures can be taken or suggested in order to enhance the success rate of study programme completion.

**Persons responsible:** Head of Department  
Deputy Head of Department  
President of Committee

**Procedure:** Head of Department, Deputy Head of Department, and President of Committee process the data, which include:

- Number of graduates in a year (graduates according to generation and total number of graduates)
- Number of students who did not finish the study within the prescribed period for each study programme,
- Average length of study for each study programme,
- Average grade during the study for each study programme (average grade of all exams passed)

**Results availability:** Results are available

**Dynamics of implementation:** The analysis is conducted every year, with the following implementation deadlines:

- December 31 for: number of graduates in the year, number of students who did not finish their studies in the prescribed period, and the number of students who passed individual exams.
- December 31 for: data on average length of study for each study programme, and average grade during the study for each study programme.

### **3.4. Analysis of data on employment after graduation**

<b>Purpose:</b>	To gather and process data regarding the number of students who are employed in the field after they have graduated. This analysis is very important, since, based on the percentages of the employed over several years; the University can directly adjust the enrolment quotas of history students for each study programme.
<b>Persons responsible:</b>	Head of Department
<b>Procedure:</b>	President of Committee determines the number of graduates who were employed in relation to the total number of graduates, based on the information provided by the competent state authorities in charge of monitoring employment of graduates. Exact results can only be obtained for the graduates who were employed in state services or through the Croatian Employment Office. The results are most often ambiguous, since graduates from the double major programmes can find work related to their other major. The data are listed with their sources or manners in which they were obtained. The numbers are recorded in tables.
<b>Results availability:</b>	Results are available
<b>Dynamics of implementation:</b>	The analysis is conducted every year with September 30 as implementation deadline.

### **3.5. Survey of graduates**

<b>Purpose:</b>	To gain information on how the graduates from the Department of History grade the knowledge and skills they obtained during their study in relation to knowledge and skills required from them in their workplace. Based on their feedback, certain aspects of study programmes can be amended in order to remove any deficiencies.
<b>Persons responsible:</b>	President of Committee
<b>Procedure:</b>	Survey of graduates using questionnaires
<b>Results availability:</b>	Results are available
<b>Dynamics of implementation:</b>	The survey is conducted every academic year.

### **3.6. Survey of employees, professional bodies and associations**

At this moment, the Department, including this Committee, and the University of Zadar, are not legally authorized to gain insight into such a complex issue. We believe that integration of various databases from different services and authorities of the Republic of Croatia into one system, together with the adoption of corresponding legislative acts in the Parliament and the Ministry of Science, Education and Sports of the Republic of Croatia, will enable this. However, none of the Departments, including this one, has the staff necessary to continuously monitor this type of data and therefore we expect the Croatian Parliament to help solve this problem.

## **4. STUDENTS**

## Standard 6

*The Department ensures quality of students by applying corresponding selection procedures, monitoring their progress and supporting them in various manners (AZVO).*

For the purpose of ensuring student quality and with regards to its structure, the Department:

- defines selection procedures during the enrolment and analyzes the profiles of the candidates and the students who had already enrolled,
- continuously monitors students' success by reviewing successfulness of study programmes,
- monitors the adequacy of the students' workload and availability of elective courses,
- conducts other activities in order to improve study experience.

### 4.1. Grading

Grading is a part of teaching process very important for achieving key competencies of the students. Content objectives and teaching methods must be used to acquire learning outcomes at an estimated level.

The work of students in a subject / course is evaluated and graded during the course, or, during the course and the final exam, according to the study programme and the curriculum (syllabus).

Grading of student work is carried out according to the European Credit Transfer System (ECTS), the national numerical grading system, and the percentage of success.

Public and clear disclosure of criteria, rules, and procedures for evaluating the students' learning outcomes guarantees transparency of the whole process and ensures equality and objectivity of the evaluators.

#### 4.1.1. Criteria, rules and procedures for grading students

**Purpose:** Assurance of transparency of criteria, rules and procedures for grading student. Public availability of the latter via the Department's website is obligatory.

**Persons responsible:** Course teachers (for defining, publishing and updating)

**Procedure:** When drafting the rules and criteria for grading students, the following factors should be considered:

- structure of the exam,
- information on the Professor / Assistant / Student Assistant,
- requirements for grading exams, midterm tests and papers,
- requirements for obtaining signatures,
- requirements for formation of grades,
- required reading,
- dates of consultation,
- dates of midterm exams,
- dates of exams.

To achieve the transparency of grading, it is necessary to ensure the following:

- Students are introduced to the manner of grading by means of public announcement on the Department's website, and in writing and orally at introductory

- lectures.
- Grading methods must be clearly elaborated in the syllabus of each course.
- Syllabus of each course must be publicly available on the Department's website before the commencement of classes.
- If teachers carry out a variety of tests during the semester, they must give feedback to the students as soon as possible.
- Exam procedures must be carried out identically each time to ensure equal opportunities of achieving the same result.
- The students must not be left alone during the exam (at least one exam witness is required).
- When possible, exam grades should not be based on the assessment of a single examiner.
- Exams schedule must be publicly available on the Department's website.

**Results availability:** Results are available and published on the website.

**Note**

The departments should decide on the level of public availability of information, considering the possibilities for e-learning.

#### **4.1.2. Definition of learning outcomes in study programmes achieved during the study**

**Purpose:** Gaining insight into the preparedness of graduates to continue their education in higher degree programmes and their ability to work as historians in education and other socio-cultural institutions, or in other jobs for which historical profession is relevant.

**Persons responsible:** The Department Council

**Procedure:** Study programme define processes and learning outcomes acquired during the courses and by completing the programme:

- Acquisition of skills on how to use resources and literature, analytic approach to reading of historical texts and their interpretation;
- Perceiving and identification of the courses of changes in complex historical, socio-economic and other processes, and the ability of proper interpretation of facts and conceptualization of problems;
- Understanding the ways in which historical researches are conducted and proper utilization of research results;
- Enabling the students to continue their studies at higher university study programmes, as well as on double major or single major study of history, and development of lifelong learning competences;
- Solving practical problems in historic science based on historical theories;

- Mastering the basic knowledge on the historians' scope of work in practice ( in schools, government institutions, culture, media, non-government and private sector);
- Keeping school, teaching, and other educational records; art of teaching in the field of history; improving performances of schools and other educational institutions;
- Utilization of their general knowledge and skills in combination with the study content of other social sciences and humanities;
- Use of communication skills in education, advisory work with students, parents, colleagues, and others who participate in education within the school system.

#### 4.1.3. Procedures regarding students' grade appeals

**Purpose:** Purpose of this procedure is to enable the students' right to appeal if they are not satisfied with grades they received in exams. Appeal procedure is applied by all the teachers and assistants who conduct written or oral examinations.

**Persons responsible:** Head of Department  
President of the Committee

**Procedure:** Every student has the right to appeal against the grade he/she has received. The procedure is defined in Article 2 of Ordinance of Studying at the University of Zadar:

##### **Article 32**

##### ***Grade appeals***

- (1) A student who is not satisfied with the grade, and did not sign the application form, is entitled to submit an appeal to the Head of Department within less than 24 hours after the grading, in which he/she asks to retake the exam before an examination committee.
- (2) The Examination Committee is appointed by the Head of Department at which the most of the study programme is conducted, no later than 48 hours upon receiving the appeal.
- (3) Examination Committee consists of three members, and the teacher who originally graded the student cannot be appointed the President of Committee.
- (4) President of Committee determines the date of examination, which must be held within 5 working days upon the appeal.
- (5) Examination Committee decides on the grade by majority vote.
- (6) The Committee's decision regarding the grade cannot be appealed.
- (7) The decision on the grade is final:

- when the student waives his/her right to appeal by signing the completed application form,
- after the period referred to in paragraph 1 of this article expires, and the student did not submit an appeal,
- when the Examination Committee decides on the grade referred to in paragraph 5 of this article.

#### **4.1.4. Analysis of the number of students enrolled in a higher year of study**

<b>Purpose:</b>	To determine the pass rates of students with regards to the years of individual study programme and, according to the results, an increase/decrease in students' successfulness.
<b>Persons responsible:</b>	Secretary of the Department Deputy Head of Department President of Committee
<b>Procedure:</b>	Department's Secretariat gathers, the Committee processes, and Deputy Head presents the data on: <ul style="list-style-type: none"> <li>- the total number of students enrolled in each year of study;</li> <li>- number of students who enrolled a study year for the first time,</li> <li>- number of students who failed and have to re-attend the same year.</li> <li>-</li> </ul>
<b>Results availability:</b>	Results are available.
<b>Dynamics of implementation:</b>	The analysis is conducted every year, with December 31 as implementation deadline.

#### **4.1.5. Analysis of performance in exams**

<b>Purpose:</b>	To determine the indicators of performance in midterm tests and exams, as well as determining necessary measures to improve students' performance in the exams.
<b>Persons responsible:</b>	Deputy Head of Department Secretary of Department President of Committee
<b>Procedure:</b>	Department's Secretariat collects, the Committee processes, and Deputy Head presents the data on: <ul style="list-style-type: none"> <li>- exam pass rates in percents (the number of students who passed an exam in relation of the number of students who took the exam),</li> <li>- average grade of the students who passed the exam, for every exam during an examination term,</li> <li>- the ratio of students who passed midterms and do not</li> </ul>

- have to take the oral exam, in relation to the total number of students,
- the ratio of students who passed midterms and have to take the oral exam, in relation to the total number of students.

**Results availability:** Results are available

**Dynamics of implementation:** Plan for implementation is determined by the Department Council

#### **4.2. Student contribution**

Students, as the most important users of the system, must be able to:

- Actively participate and contribute to every aspect of the University's activities, especially through the Student Union and inclusion of student representatives in the University's and departmental councils / committees / boards and the University Senate;
- Develop cooperative relationships with teaching and non-teaching staff, and the representatives of the management through thematic meetings and other forms of communication;
- Express themselves in different forms through various student organizations (History Students' Club, ISHA Zadar) and participation in organized activities (field excursions) and various projects (Days of History);
- Protect their rights through their representatives;
- Evaluate all the segments of their studies and provide feedback;
- Receive support and assistance during their studies, which particularly refers to foreign students and students with special needs.

#### **4.3. Informing of the students and general public**

Informing of the public is a prerequisite for realization of all the Department's activities. Specifically, publicly available information regarding the Department create the Department's public profile and directly influence its perception.

The Department's website is the most publicly accessible source of information (along with the University's brochures, University Yearbook, guest appearances on TV, Open Days at the Department, notice boards, etc.), and must contain information on:

- the Department in general,
- quality system,
- study programmes (including learning outcomes, curricula and syllabuses for each course subject),
- scientific and research activities,
- teaching staff, educational resources and systems of student support,
- international cooperation,
- and business cooperation.

### **5. QUALITY ASSURANCE OF TEACHING AND TEACHING STAFF**

#### **5.1. Analysis and distribution of teaching staff obligations**

Clear rules for teaching staff conduct is a prerequisite for their continuous and quality performance. Such rules must be based on principles of fairness and equality and on the following indicators:

- number of teachers,
- teaching staff structure,
- teaching workload,
- number of mentorship,
- functions the teachers perform,
- involvement in the work of various bodies / committees / boards,
- leadership and involvement in projects,
- obligations regarding their master or doctoral studies, elections for positions,
- teaching obligations at other higher education institutions, etc.

## **5.2. Analysis of data regarding the number of teachers and students**

<b>Purpose:</b>	To determine the numbers of teachers and students and calculate their ratio. Based on the information we would try to increase the number of teachers in relation to the number of students to raise the quality of teaching and teacher-student relationships.
<b>Persons responsible:</b>	Head of Department Secretary of Department President of Committee
<b>Procedure:</b>	The ratio is calculated using the number of all the students at the Department and the number of all the teaching staff. By monitoring the ratio we attempt to increase the number of teachers in relation to the number of students.
<b>Results availability:</b>	Results are available
<b>Dynamics of implementation:</b>	The analysis is conducted every year with December 31 as implementation deadline.

## **5.3. Improvement of teaching competences**

With the objective of continuous implementation of new professional and didactic knowledge into the teaching process, the teachers should be provided with permanent access to various forms of professional training.

## **5.4. Students' evaluation of teachers and teaching**

Teachers' performance should be continuously evaluated applying the mechanisms of teaching assessment. An optimal approach to the issue implies the use of legally proposed and institutionally developed indicators. For this purpose the Department uses the students' assessment of teaching and seminar quality.

<b>Purpose:</b>	To gain insight into the quality of teaching end work of each individual teacher and, based on the evaluation, determine
-----------------	--

measures for improvement and increasing quality. Student evaluation of teachers and teaching process is conducted on University level.

**Persons responsible:** President of Committee

**Procedure:** All full-time students of all the years of university and professional studies participate in the evaluation. They are required to complete questionnaires regarding the teachers and teaching assistants who held their courses in the previous semester.  
The survey is conducted on the level of university in accordance with the Ordinance on Quality Assurance System of the University of Zadar and other acts.

**Results availability:** The results in digital form are available to the Head of Department and course teachers.  
Pursuant to the decision of the Department Council, on the request of course teacher for the purpose of election to scientific and academic title, the Quality Assurance Office issues a certificate of the students' perception of the teacher's work.

**Dynamics of implementation:** The evaluation is conducted once a year.

### **5.5. Self-evaluation of teachers**

**Purpose:** To determine the frequency of use of certain teaching methods, teachers' evaluation of their own performance, objectivity and effectiveness of examination methods and, in accordance with the results, determine measures for improvement of quality and effectiveness of teaching.

**Persons responsible:** President of Committee

**Bearers:** ECTS coordinator, Office for International Cooperation, and Deputy Head of Department

**Procedure:**

1. Gathering information on scholarships, workshops, summer schools, and programmes at similar departments and universities;
2. Guiding and helping the students who participate in the mobility programme to choose elective courses;
3. Increasing mobility of teachers and students for the purpose of professional and scientific advancement;
4. Increasing the number of visits of renowned scientists and experts.

**Indicator:** Percentages of students and teachers in semestral mobility

programmes, the number of visits of renowned experts to the Department

**Results availability:** Results are available to the Department Council

**Dynamics of implementation:** Continuously

### **5.7. International cooperation**

**Purpose:** To achieve excellence and recognition of the Department's and individuals' quality of work, not only on Croatian scientific scene but also in terms of national cooperation.

**Persons responsible:** Head of Department

**Bearers:** Head of Department  
Department Council

**Procedure:** Development of the Department's national cooperation is conducted through personal contacts and its employees' collaboration with foreign institutions, as well as through international cooperation via the University's International Relations Office. The main aspects of the Department's international cooperation are:

- Development of international projects and participation of the Department's employees in the latter;
- Participation in editorial activities of foreign periodicals;
- Cooperation with renowned international experts in reviews and expert committees and their participation in editing of the Department's publications;
- Scholarships for scientific-academic staff for scientific and professional training at foreign universities;
- Ensuring foreign students quotas in the full-time study programmes at the Department of History;
- Scholarships for the students from the Zadar University to study abroad;
- Performance of certain number of courses in a foreign language.
- 

**Indicator:** Percentages of students and teachers involved in the semestral mobility programmes, number of renowned foreign experts' visits to the Department, and visits of the Department's teaching staff to foreign universities.

**Results availability:** Results are available to the Department Council.

**Dynamics of implementation:** Continuously.

### **5.8. Feedback from the teachers**

Since the teachers are the bearers of the Department's most important activities, it is particularly important to gather their opinions regarding all the areas elaborated in this Manual, which provides us with very useful information on the Department's perception, work conditions, the teaching staff's satisfaction, as well as suggestions for improvements.

## **6. QUALITY ASSURANCE OF SCIENTIFIC RESEARCH**

Ensuring the quality of scientific research at the Department of History has the long-term goal of making the scientific and research activities of its alma mater recognizable to national and international scientific community. The quality of scientific activities is evaluated according to:

1. The degree to which the prescribed criteria necessary for the Department's faculty members elections to scientific-academic titles were met;
2. The degree to which the criteria of the European Higher Education Area (EHEA) were met.

### **6.1. Evaluation of scientific progress**

<b>Purpose:</b>	To encourage the Department's faculty members' achievement of academic degrees and motivate them for scientific and educational advancement. This would improve the Department's personnel structure; contribute to the planning and development of the Department and fulfilment of short-term and long-term objectives.
<b>Persons responsible:</b>	Head of Department
<b>Procedure:</b>	The Head of Department makes the draft of the Promotions Time Schedule (in accordance with the legal norms of time limits and conditions for promotion of each employee). The Time Schedule draft is amended, coordinated and adopted by the Department Council. The Head of Department processes the survey data and puts his/her report to discussion at the Council meeting, in which the members debate on the results, justification of possible failures in achieving certain objectives and set new deadlines.
<b>Indicator:</b>	Degree of realization in the Time Schedule.
<b>Results availability:</b>	Survey results are available to the Department Council.
<b>Dynamics of implementation:</b>	Evaluation is conducted every two years.

### **6.2. Self-evaluation of scientists according to European standards in the field of higher education**

<b>Purpose:</b>	The Department of History's quality and tradition of scientific research is an integral part of both Croatian and European
-----------------	--

research domain, and it is always changing and improving in order to achieve the status of contemporary and internationally recognizable higher education and research institution.

<b>Persons responsible:</b>	President of Committee
<b>Bearers:</b>	Scientific, teaching and associate personnel at the Department
<b>Procedure:</b>	<p>The criteria proposed by the Committee for Science and Quality Assurance Committee at the University include five categories of excellence:</p> <ul style="list-style-type: none"><li>• A – the highest international excellence,</li><li>• B – international excellence,</li><li>• C – national level of excellence,</li><li>• D – level close to the national,</li><li>• E – assumes putting exceptional efforts in achieving higher levels of excellence.</li></ul> <p>Categories of scientific excellence from A to D assume satisfying at least 4 of the 7 following criteria (each criteria includes varying degrees of excellence, according to the aforementioned categories of scientific excellence, e.g. reputation and/or relevance of the publisher, publication, conference, etc.):</p> <ul style="list-style-type: none"><li>- Conduct of a research project (project's importance: national or international);</li><li>- Publication of at least one book;</li><li>- Publication of at least five research papers;</li><li>- Lecturing as a guest;</li><li>- Participation in scientific conferences;</li><li>- Citations in databases (50, 30, 15 or 5 citations);</li><li>- Scientific awards (importance and level: international, national, and local).</li></ul>
<b>Indicator:</b>	The range and average level of scientific excellence of the Department's employees.
<b>Results availability:</b>	The results are available to the Department Council.
<b>Dynamics of implementation:</b>	Evaluation is conducted every five years.

### **6.3. Involvement of students in research work**

<b>Purpose:</b>	To improve the quality of higher education at the Department and learning outcomes, it is necessary to include the students in research activities within the scientific projects conducted at the Department, bachelor theses, seminars and training courses, as well as encourage and advise the students regarding their own research projects proposals. It is also necessary to encourage students to produce scientific and research papers (individual
-----------------	---

and/or in cooperation with scientific, teaching, and associate personnel at the Department, and to participate with reports in scientific conferences.

<b>Persons responsible:</b>	Head of Department
<b>Bearers:</b>	Scientific, teaching and associate personnel at the Department
<b>Procedure:</b>	The Department's employees in scientific, teaching and associate positions should include students in scientific research projects, structure a certain number of training courses and seminar topics in the form of research projects, encourage students to participate with their reports in scientific and professional conferences, and to produce research papers.
<b>Indicator:</b>	Number of student reports in scientific and professional conferences (individual and in co-authorship), number of scientific and professional papers (individual and in co-authorship), and number of student research projects.
<b>Results availability:</b>	The results are publicly available.
<b>Dynamics of implementation:</b>	Evaluation is conducted every three years.

#### **6.4. Scientific and professional periodical production at the Department**

<b>Purpose:</b>	To improve the scientific and research work of the Department and achieve recognition, it is necessary to work on increasing publication of scientific papers in the Department's periodical, which is authored or co-authored by the Department's employees.
<b>Persons responsible:</b>	Head of Department
<b>Bearers:</b>	Editors of the Department's periodical "Miscellanea Hadriatica et Mediterranea"
<b>Dynamics of implementation:</b>	Publication of the periodical depends on the number of papers received and the availability of funds. The Department's periodical was originally conceived as an almanac.

### **7. QUALITY ASSURANCE OF STUDENT SUPPORT RESOURCES**

Apart from the University's services, the student support system is organized at departmental level and consists of:

- the teachers, who are obliged to organize consultations with students regarding the issues of teaching, courses and bachelor/master's theses,
- the Department's Secretariat.

### 7.1. Assurance of student support procedures

<b>Purpose:</b>	In order to ensure the quality of studying, it is necessary to establish various procedures of student support.
<b>Persons responsible:</b>	Deputy Head of Department Head of Department
<b>Procedure:</b>	The procedure will be prescribed by the Senate of the University.
<b>Dynamics of implementation:</b>	Continuously

### 7.2. Evaluation of the Department's Secretariat

<b>Purpose:</b>	To collect and process the students' and teachers' opinions and experiences regarding the Department's Secretariat with the purpose of improving its performance.
<b>Persons responsible:</b>	President of Committee
<b>Procedure:</b>	<p>Members of the Committee conduct a survey in a printed form among the teachers, and students appointed by student representatives conduct the survey among the students. It is recommended to conduct the survey among the students before the beginning of the lesson.</p> <p>Students selected for conducting the survey (before the lesson) must:</p> <ul style="list-style-type: none"><li>- determine the number of attending students who participate in the survey,</li><li>- distribute the evaluation forms,</li><li>- give instructions on how to complete the forms,</li><li>- collect and count the completed forms,</li><li>- record basic information on the envelope containing the collected forms (date, starting and ending time of the survey, number of attending students who participated in the survey, number of forms collected),</li><li>- close and sign the envelope and submit it to the Committee as soon as possible.</li><li>- Upon completion of the survey, the Committee processes the collected data and submits the results to the Department Council to be interpreted.</li><li>- The Committee is responsible for safekeeping of the collected data.</li></ul>
<b>Results availability:</b>	The results are available to the Department Council
<b>Dynamics of implementation:</b>	Evaluation is conducted every three years.

## 8. METHODS FOR ANALYZING THE PERFORMANCE OF QUALITY ASSURANCE SYSTEM

### 8.1. Procedures for SWOT analysis

(S = strengths, W = weaknesses, O = opportunities, T = threats)

<b>Purpose:</b>	The purpose of this procedure is to determine the current state by specifically highlighting the strengths and shortcomings of the Department and, accordingly, determine opportunities and threats in implementation of improvement activities in all areas of development.
<b>Persons responsible:</b>	Head of Department President of Committee
<b>Procedure:</b>	For the purposes of conducting the SWOT analysis, it is necessary for the course teachers to prepare their work reports. Based on the reports, the SWOT analysis of the Department is made. If necessary, the Department will conduct a discussion on the current state of the Department to confirm the previous results and detect weaknesses more easily. Both individual and final SWOT analyses must consist of four parts: strengths, weaknesses, opportunities, and threats.
<b>Results availability:</b>	Results are available.
<b>Dynamics of implementation:</b>	The analysis is conducted every three years with September 30 as implementation deadline.

### 8.2. Evaluation of research projects

The Department Council conducts all the necessary evaluations and self-evaluations of the faculty members' scientific work.

### 8.3. Procedures for self-evaluation

Procedures for self-evaluation of the Department are prescribed by the Law on Quality Assurance in Science and Higher Education (Narodne novine, no. 45/2009).

More details are available in "Instructions for Drafting Self-Evaluation of HE Institutions Within Universities" written by the Accreditation Council of the Agency for Science and Higher Education.

President of Quality Assurance Committee  
at the Department of History  
Milorad Pavić, PhD

Head of Department of History  
Prof. Mithad Kozličić, PhD