

Report of external evaluation for:

University in East Sarajevo

HEAARS number: 1527/18

Dates of visit: March 12-13, 2019.

Location: East Sarajevo

External evaluation commission:

Goran Janjic, Phd, chairman

Jamila Jaganjac, PhD, member

Drazan Kozak, PhD, member

Biljana Djukic, PhD, member and

Bojan Tesic, member

Coordinator:

Jugoslav Vuk Tepic

Evaluation Criteria: Standards and Guidelines for Quality Assurance in the European Higher Education Area - European Association for Quality Assurance in Higher Education, 2015, Criteria for accreditation of higher education institutions in the Republic of Srpska and BiH, Criteria for accreditation of study programs of the first and second cycle of studies in Republika Srpska and BiH, Rulebook on accreditation of higher education institutions and study programs of Republika Srpska.

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1.0 Application

1.1 Information about the accreditation process

Prior to joining the accreditation process, the University of East Sarajevo, by reviewing the Rulebook on Accreditation of Higher Education Institutions and Study Programs of the Higher Education Accreditation Agency of Republika Srpska, verified that the preconditions for preparing the accreditation application were fulfilled. The application was submitted in time, that is, the University of East Sarajevo submitted an application for re-accreditation of the University and accreditation of 12 study programs on March 30, 2018. to the Higher Education Accreditation Agency of the Republika Srpska (hereinafter: the Agency), which is registered under the Agency Protocol No. 01/1.66-1/18. The application was submitted within the deadline set by the previous University Accreditation Decision No. 77/13 from April 1, 2013. On April 26, 2018. the Agency requested, Act 01/1.3.66-4/18, from the Ministry of Education and Culture of the Republika Srpska as the competent administrative body to verify the legitimacy of the institution. The Ministry informed the Agency by the act registered under number 01/1.3.66-4-1/18 that for all study programs which are subject to review decisions and licenses for the implementation of study programs were issued and that no other procedure is conducted in the Ministry in which the complainant is the University of East Sarajevo. In addition, by act number 01/1.131-1/18, the Agency requested information from the Republic Administration for Inspection Affairs about the latest inspections carried out at the University. By the Act No. 24.012/9993-143-8/18 it was answered that all identified irregularities had been eliminated, ie that the ordered measures had been executed within the deadlines provided for by the decisions of the Republic inspectors. By Decree No. 24.012/9993-143-8/18, it was answered that all identified irregularities had been eliminated, ie that the ordered measures had been executed within the deadlines provided for by the decisions of the Republic inspectors.

Agency signed a contract with the University for the review of study programs for the purpose of accreditation, which the Agency will perform on the basis of:

- analysis of compliance of the documentation with legal requirements (legitimacy of the request), completeness of documentation in relation to the regulations of the Agency, report on the conducted audit with proposal of measures for improvement, in accordance with the applicable legal regulations of the Republic of Srpska and Bosnia and Herzegovina, as well as the rules of European associations in this field and
- reviews of study programs for accreditation purposes in order to determine compliance with the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area, BiH - RS criteria and to assess the compliance of the structure and content of study programs with established exit profiles.

The contract for the services of reviewing study programs for the purpose of accreditation defines the following study programs as subject of review:

- General teaching
- Orthodox theology

- Chinese and English language and literature
- Mechanical Engineering 1st cycle
- Mechanical Engineering 2nd Cycle
- Medicine
- Dentistry
- Vocally instrumental
- Farming
- Traffic
- Chemical engineering and technology
- Law.

The contract defines the obligations of the University and the Agency as well as the confidentiality of all information provided during the review process.

The Agency conducted the procedure of selection of members of the committee of experts in accordance with the Rulebook on Accreditation of Higher Education Institutions and Study Programs, and in accordance with the Law on Higher Education of the Republic of Srpska and sent a request by the act No. 01/1.5-66-1-6/18 to the Agency for Development of Higher Education and Quality Assurance in BiH with a proposal for the appointment of a Committee of Domestic and International Experts for Quality Assessment and Audit and for making recommendations on accreditation (hereinafter: the Commission of Experts). The Commission of Experts was appointed by the Decision of the Agency for Development of Higher Education and Quality Assurance in BiH No. 05-33-1-101-6/19 from March 12, 2019. in the following composition:

Goran Janjić, Phd, chairman, Academic community in BiH

Jamila Jaganjac, PhD, member, Academic community in BiH

Drazan Kozak, PhD, member, International member

Biljana Đukic, PhD, member, Economy and practice

Bojan Tešic, member, Student population

The contract for accreditation services with the University of East Sarajevo was signed on March 30, 2018. and filed in the Protocol of the Agency under No. 01/1.66-1/18.

The contract for accreditation services of a higher education institution between the Agency and the University defines that the subject matter of the evaluation is the quality assurance system of the higher education institution and the study programs covered by the review process.

The Agreement defines, in addition, the obligations of the University and the Agency, as well as the confidentiality of all information provided during the accreditation process.

Commission preparation, working meetings and training were conducted between March 7-12, 2019. The on site visit to the institution was made in the period March 12-13, 2019.

The coordinator of the external evaluation process is Yugoslav Vuk Tepic, PhD, appointed by the decision of the Director of the Higher Education Accreditation Agency of Republika Srpska, No. 01/1.4.66-5/18.

1.2 Higher education institution data

Higher education institution data:	
Name, address and e-mail address of the institution	University of East Sarajevo Vuka Karadzica No. 30, Istocno Novo Sarajevo, Istocno Sarajevo univerzitet@ues.rs.ba
Internet address	www.ues.rs.ba
Title, number and date of the founding act	- Decision on Separation of Higher Education Institutions from the University of Sarajevo No. 02-1188/92 from September 14, 1992. - Decisions on the separation of higher education institutions from the University of Sarajevo (02-1188/92 from September 14,1992., University of Mostar 02-1187/92 from September 14,1992. and the University of Tuzla 02-1186/92 from September 14,1992.) - Decision on the Organization of the University of Republika Srpska No. 02-1512 / 93 from December 29,1993; (Decision of the Separation of Higher Education Institutions from the University of Sarajevo No. 02-1188/92 of September 14, 1992 was repealed by this Decision).
Tax identification number (PIB)	PIB 400592530000 JIB 4400592530000
Registration number assigned by the Institute of Statistics of the Republic of Srpska	01029606
Name, surname and address (name and headquarters) of the founder	Republika Srpska (or the National Assembly of Republika Srpska on behalf of Republika Srpska - Vuka Karadzica No.2, Banja Luka)

Number and date of decision on appointment of the person authorized to represent	University Senate Decision on the election of the Rector of the University No. 01-S-73-XLIV/18 from March 22, 2018.
Number and date of license for work of higher education institution	Work permit no: 07.023-3899/09 from June 6, 2009.
Number and date of license to operate out of headquarters	<p>- License for work outside the headquarters for the implementation of study programs in the first cycle of studies in Law and Agriculture - for work in Bijeljina, number: 07.023/612-216-4/10 from October 1, 2010.</p> <p>- License for work outside the headquarters of the Faculty of Law of Pale - for work in Srebrenica (study program Law), number: 07.023/612-555-2/10 from November 9, 2010.</p> <p>- Work permit outside the headquarters of the Faculty of Agriculture East Sarajevo - for work in Vlasenica (forestry study program), number: 07.023/612-356-2/10 from October 10, 2010.</p> <p>- Work permit outside the headquarters of the Faculty of Agriculture East Sarajevo - for work in Trebinje (study program Agromediterranean production), number: 07.023/612-5-2/13 from October 21, 2013.</p> <p>- Decision on fulfillment of conditions for the work of the Orthodox Theological Faculty "St. Vasilije Ostroski" in Foča for work outside the headquarters - for work in Doboј, number: 07.023/612-364- /11 from December 26, 2011.</p>
Contact person (for on site visit)	Vice-rector for international cooperation and quality assurance prof. Dejan Bokonjic, PhD and Quality Assurance Coordinator Nenad Markovic, PhD
Phone number	057/320-330 i 057/340-464

1.3 Application Information

At the time of submission of the application, the higher education institution presented the documentation in printed and electronic form in Serbian language.

Study programs applied for accreditation by a higher education institution which have undergone a review prior to the Commission's external evaluation procedure:

Programs applied for accreditation		
(complete for each program that has applied for external evaluation/accreditation or has already undergone a review/external evaluation prior to (re)accreditation)		Names of the exit qualifications should correspond to the applicable occupational classifications.
Name of the study program:	Level of study:	Name(s) of exit qualifications:
General teaching	I	Graduate Professor of General Teaching
Orthodox theology	I	Bachelor of Theology
Chinese and English Language and Literature	I	Graduate Professor of Chinese and English Language and Literature
Mechanical Engineering	I	Graduate in mechanical engineering
Mechanical Engineering	II	Master of Mechanical Engineering
Medicine	Integrated	Doctor of Medicine
Dentistry	Integrated	Dentist
Vocally instrumental	I	Graduate Music Artist
Agriculture	I	Agricultural engineer
Traffic	I	Graduate Traffic Engineer
Chemical Engineering and Technology	I	Graduate Engineer of technology
Law	I	Bachelor of Law

2.0 External evaluation

2.1 Previous activities

After reviewing the submitted study program documentation by the Agency, reviewing the List of national and international experts for quality assessment and audit and making recommendations on the accreditation of higher education institutions, ie their study programs, it was found that there is not enough experts on The List from all scientific fields the study programs submitted for review belong to, such as Chinese language courses, Orthodox theology, and Vocal Instrumental study programs. The Agency has therefore taken steps to provide experts in all relevant scientific fields and it has established a Review List (<http://hears.com/index.php/en/lis-rc-nz-n>) which is an open source list with the purpose of continuous replenishment. When selecting the reviewers, care was taken to select internationally recognized local and foreign university teachers, scholars or artists who were selected to the professions in the narrow scientific field of the study program in order to obtain the highest quality review reports. Of the 24 reviewers hired to review the University's 12 study programs, 22 were experts from the region, while two were domestic experts. In one case, for objective reasons, the reviewer was replaced. All reviewers have signed statements of non-existence of conflicts of interest, contracts that oblige them to act professionally and permanently store all information obtained during the review process. The reviewers received completed application forms for study programs, self-evaluation reports, numerous supporting documents, Standards and guidelines for quality assurance in the European Higher Education Area, Criteria for accreditation of study programs of the first and second cycle of study in Republika Srpska and BiH, Rulebook on Accreditation of Higher Education institutions and study programs of the Republic of Srpska, a form for the reviewer's work manual which also included a checklist of the reviewers, as well as a form for the review report.

Following the submission of the preliminary report, the Agency's expert collegium considered and accepted the reports in the first version or possibly requested an update of the report if all requirements of the criteria and standards were not met. The audit reports have been filed with the Agency under the following numbers:

Study program	Protocol number
Agriculture (1. cycle)	01/1.3.66-2-7-2/18
	01/1.3.66-2-8-2/19
General teaching (1. cycle)	01/1.3.66-2-9-2/18
	01/1.3.66-2-10-2/18
Vocally instrumental (1. cycle)	01/1.3.66-2-11-2/18
	01/1.3.66-2-12-2/18
Chemical Engineering and Technology (1. cycle)	01/1.3.66-2-13-2/18
	01/1.3.66-2-14-2/18
Mechanical Engineering (1. i 2. cycle)	01/1.3.66-2-3-2/18
	01/1.3.66-2-4-2/18
	01/1.3.66-2-4-3/18

Dentistry (integrated)	01/1.3.66-2-21-2/18
	01/1.3.66-2-22-2/18
Medicine (integrated)	01/1.3.66-2-5-2/18
	01/1.3.66-2-6-2/18
Traffic (1. cycle)	01/1.3.66-2-19-2/18
	01/1.3.66-2-20-2/18
Chinese and English Language and Literature (1. cycle)	01/1.3.66-2-15-2/18
	01/1.3.66-2-16-2/18
Orthodox theology (1. cycle)	01/1.3.66-2-2-2/18
	01/1.3.66-2-1-2/18
Law (1. cycle)	01/1.3.66-2-17-2/18
	01/1.3.66-2-18-2/18

After the completion of the review activities the Higher Education Accreditation Agency provided all members of the Commission, in electronic form, with the material containing the documents which define the accreditation process, ie legal regulations, the Rules on Accreditation and the Guidelines for External Evaluation, Standards and Criteria, and Application of the higher education institution with supporting documents, as well as the forms necessary for the work of the Commission. In particular, individual profiles were created on the Agency's server (<http://heaars.com/cl/login.php>), which set up ancillary tools for analyzing documentation and checklists for the preparation of the on site visit and the overall work of the Commission, thus enabling smooth, independent and fully independent external evaluation work.

At the first meeting, held on March 7, 2016. organized by the Agency with the President of the Commission on the premises of the Agency and with other members through an online order for work in external evaluation, the Commission established the methodology of work and, among other things, agreed, respecting the acts of the Agency and all relevant regulations in Republika Srpska and BiH, that Each committee member is obliged, on the basis of the analyzed documentation of the higher education institution, to electronically fill in the form of an individual checklist that serves as a reminder to the member of the Commission with questions, observations and requests for additional documents for visiting the institution.

At the same meeting all details of the work were agreed, a common understanding of the requirements of the standards and criteria was agreed also, after which the Commission agreed on the Plan and program of the on site visit to the institution of higher education which is Annex 2 of this report, and foresees a visit of three working days (including preparatory, working and Commission training meetings) in accordance with the Rules on Accreditation of Higher Education Institutions and Study Programs. Also, the Commission signed individual statements on the absence of conflicts of interest.

Prior to the visit of the Commission for External Evaluation, the management and representatives of the administration of the University of East Sarajevo were informed of the details and the agenda of the forthcoming visit, and were provided with the on site visit plan and program in agreement with the representatives of the higher education institution, and the way of approach and work of the Commission was also agreed. The subject of external evaluation is a higher education institution by assessing the

performance of its core activity with respect to the degree of fulfillment of the Criteria for accreditation of a higher education institution in Republika Srpska and BiH and relevant European standards and guidelines for quality assurance in higher education, and by evaluating study programs in respect to the Criteria for higher education accreditation of study programs in Republika Srpska and BiH, as stated in the Accreditation Application of the University of East Sarajevo.

The Commission held its second working meeting on March 11, 2019, prior to the official protocol of the visit to the University of East Sarajevo, and discussed in detail the course of the visit, agreed the focus on individual issues, analyzed specific impressions after analyzing the Plan of Activities/Improvement under the Criteria for Accreditation of the University of East Sarajevo (period from April 1, 2013. to April 1, 2018) and the review of the application of the higher education institution, the way it conducts interviews, the harmonization of positions on the basis of individual checklists, as well as other issues of importance for the professional work of the Commission. Particular attention was paid to the review reports of the applied study programs and the improvement reports for each study program.

2.2 Visits to a higher education institution

In accordance with the External Evaluation Guidelines, the Commission spoke with the following teams: management, the quality and self-evaluation team, employees of the Office of the Vice-Rector for International Cooperation and Quality Assurance and coordinators for international cooperation, representatives of student services, legal services, accounting and libraries, representatives of graduates of all cycles, representatives of economy and practice as current and future employers, representatives of faculty and academic staff of all study programs reviewed during accreditation, and representatives of students from different years from the current study programs, and different cycles, which were reviewed during accreditation. The on site visit plan establishes a timeframe, visits to various locations where the higher education institution operates as well as interview groups, and a list with all the above mentioned participants has been drawn up and made available in the archive of the Agency, file of the University of East Sarajevo.

During the first day of the visit, on March 12, 2019 an introductory meeting was held with the Extended Rector's Collegium of the institution at which the members of the Commission introduced themselves and briefly outlined the methodology of work, followed by meetings with other discussion groups, as provided for in the Visit Plan, as follows:

- management of a higher education institution,
- the quality team and the self-evaluation report preparation team,
- representatives of student services, libraries, legal services of the University, accounting of the University,
- representatives of the University's Department for International Cooperation,
- Deans, Vice-Deans, Secretaries, Heads of Finance, Heads of Study Programs, Academic Staff of Study Programs Transportation, Law, Mechanical Engineering (first and second cycle),

Medicine and Dentistry, and students of all years of study. The total number of persons interviewed during the first day is 77 (recorded in the Agency's Archive, University of East Sarajevo file, original lists of participants 1-6)

During the second day of the visit the Commission spoke to:

- Deans, Vice-Deans, Secretaries, Heads of Finance, Program Managers, Academic Staff of Chemical Engineering and Technology Study Programs, Chinese and English, Agriculture, Vocal Instrumentation, Orthodox Theology and General teaching and students of all years of study. The total number of persons interviewed during the second day is 97 (recorded in the Agency's Archive, file of the University of East Sarajevo, original lists of participants 7-16).

After the meetings and discussions, the members of the Commission held an internal meeting at the end of each interview, presenting individual observations and impressions of individual meetings, commenting on the information received and analyzing the work of the commission. During the discussion, all members of the Commission agreed that they had the impression that the management of the Institution is committed to the most efficient approach to the organization of administrative services, so often one person is engaged in several different positions or in multiple teams, as is the case with international cooperation and the quality office . Specific recommendations are also made on these observations further in the report.

The tour of the resources and the overall work of the Commission is marked by the specific organization of the University, ie the fact that the teaching is carried out in 10 university higher education centers spread over as many cities, so that the tour of the teaching rooms, computer rooms, laboratories, libraries and student services, destined the Commission to work simultaneously in 3 locations (Foca, Pale, East Sarajevo). Study programs and discussion groups related to them, conducted outside of the aforementioned sites, came to one of these three sites and showed the resources requested by the Commission through the website and presentations.

After visiting all the premises of the institution, the Commission concluded that it was a very good functional organization of the premises and an enviable level of capacity. All details and legal evidence regarding the fulfillment of the legal requirements for the organization and operation of the university are presented in the documentation provided in the application for accreditation. The end of the working part of the visit (talks, visits and analyzes) was devoted to the plans and agreement on how to present the Preliminary Report, but also to clarify certain organizational issues in the work of the University services.

Following the discussions according to the previously set schedule, the members of the Commission held an internal meeting at which they agreed on the content and guidelines of the preliminary report with the assessment of the situation and recommendations for improvement, which emphasized the

communication of the good and the weak sides, and the basic recommendations for improvement by each criterion individually.

Last day of visit, March 13, 2019, at the end of the stay at the University, the Commission orally presented to the representatives of the services and administration of the University a Preliminary Report on External Evaluation, of which an audio recording of 1.5 hours was made (available at the Agency Archive, University of East Sarajevo file).

3.0 Opinion on the outcome of the external evaluation

External evaluation was done by checking the level of fulfillment of requirements of ESG standards, Criteria for accreditation of higher education institutions and Criteria for accreditation of study programs of the first and second cycle of studies.

Criteria for assessing the level of fulfillment of requirements:

Level I - no evidence or partial, unreliable evidence of fulfillment of requirements (brand new or foreign to the organization),

Level II - the request is planned, exists only on paper and/or is partially implemented,

Level III - requirement planned, implemented and effects monitored,

Level IV - requirement planned, implemented, effects monitored, with/without the introduction of continuous adjustments and improvements based on comparisons with the best.

I	HEI does not fulfill the requirement
II	HEI partially fulfills the requirement
III	HEI mostly fulfills the requirement
IV	HEI fully fulfills the requirement

3.1 Quality assessment by individual criteria

A.1 Quality assurance policy				
Requirements of ESG standard 1.1 and RS / BiH criteria T.1.1, T.1.2, T 1.3, T.1.4, T.1.5, T.1.6				
The good sides:				
<ol style="list-style-type: none"> 1. All relevant strategic documents were drafted and adopted: Development Strategy 2015-2020 (with action plans), Human Resources Strategy, Internationalization Strategy and Public Communication Strategy. 2. The University of East Sarajevo owns the 2011 quality assurance policy document adopted by the Senate. 3. The quality assurance policy shall include all the documentation of the University relating to the improvement of the quality of work of all specific segments in the teaching, research and artistic as well as in the logistic sectors. 4. Other important documents of lower quality assurance have been adopted defining the goals, bodies and processes of quality assurance at the University. 				
Weaknesses:				
<ol style="list-style-type: none"> 1. Faculties do not have their own development strategies or at least action plans 2. Vice-deans for Scientific reaserch are also ERASMUS coordinators, which is not the best solution in terms of the outgoing mobility of teachers and students so far. 				
Recommendations for improvement :				
<ol style="list-style-type: none"> 1. Develop sub-strategies, or at least action plans, of University members which would provide clearer guidance in which direction individual faculties wish to develop further within the existing University Strategy (with clearly defined specific development goals). 2. It is recommended to appoint contact persons (coordinators) for international cooperation at faculties where this has not yet been done and to enhance the promotion of ERASMUS and other mobility programs. Teachers would better network and gain access to laboratory equipment through mobility, which would help publish papers in journals with a better impact factor. 				
Requirements completion level:	I	II	III	<u>IV</u>

A.2 Program design and approval

Requirements of ESG standard 1.2 and RS / BiH criteria T.2.1, T.2.2

The good sides:

1. The procedure for proposing and adopting study programs is prescribed by a document specifying responsibilities and authorities, reviewing records and all other relevant elements related to a given topic.
2. The linkage to the 2015-2020 Development Strategy is evident through strategic objective 3 (sustainability of study programs) and operational goals from the BSC perspectives.
3. The exit qualifications shall be harmonized with the educational goals of the study programs and the Rulebook on the list of vocational, academic and scientific titles (Ministry of Education and Culture, Republika Srpska). All qualifications, in addition to the above regulations, are given in accordance with the Basics of the Qualifications Framework in Bosnia and Herzegovina.
4. The process of development of study programs is described in detail in accordance with the documents regulating this process, and they are provided with access through the University website.
5. The Rulebook on ECTS credits and syllabuses has been prepared, submitted for inspection, but has not yet been formally adopted.
6. Learning outcomes are presented at the level of study programs and courses.
7. The University has also elaborated this procedure through a specific document, the Procedure for proposing and adopting study programs.
8. Academic and/or artistic teaching councils of faculties and academies (or study program development teams) develop new study programs in a way that involves the elaboration of studies on the justification of their performance, whereby this study should include: evidence of the existence of a general social need for the completion of such a study program, duration, curriculum, title attained upon completion, evidence of the availability of funding for work, the cost-effectiveness of starting such a study program, and more.
9. Opinions on study programs are collected internally by students, external participants are covered by Employer Analysis (2017) and their satisfaction with graduates. Most of the previous accreditation recommendations have been implemented.
10. If necessary, the University conducts internal audits to analyze the current situation and propose recommendations for improving the functioning of study programs (there is an approved Internal Quality Check Procedure).

Weaknesses:

1. Learning outcomes are not measurable in the specific subjects of study programs applied for accreditation.
2. There is no rulebook for calculating ECTS credits at the University level.
3. There is no overview of the subjects that can be heard in English through study programs.
4. There is no record of the extent to which the opinions of the conducted employer and employment analysis have been considered and taken into account by the faculty bodies.
5. Representatives of economy and practice did not participate in the development of study programs. Representatives of the University stated that they consulted representatives of economy and practice, orally, but without any documents.

Recommendations for improvement :

1. Learning outcomes from the aspect of measurability need to be better defined in subjects within the curriculum of particular study programs. Previously provide training related to the development of learning outcomes.
2. The Rulebook on calculating and awarding ECTS credits at the University level should be adopted
3. Consult representatives of economy and practice when designing study programs, which should be documented.
4. Engage students to actively participate in the design of study programs, and not just passively attend the sessions of the Scientific Teaching Council.
5. Consider developing a brochure with all subjects that can be heard in English according to the study programs of individual organizational units, which would increase mobility.
6. There is no record of the extent to which the opinions of the conducted analysis of employers and the analysis of the employment of graduates were considered and taken into account by the bodies of the faculty.

Requirements completion level:

I

II

III

IV

A.3 Student-centered learning, teaching and assessment

Requirements of ESG standard 1.3 and RS / BiH criteria T.3.1, T.3.2, T.3.3

The good sides:

1. The Study Rules document clearly defines how the student assessment procedure is performed, the assessment methods and criteria, and the manner of the appeal procedure if the student is not satisfied with the assessment during the exam.
2. There is a University development strategy for the period 2015-2020. The strategy is presented to the commission, the goals are clearly defined with the implementation programs. Teaching and non-teaching staff are familiar with the University-Faculty development strategy. There is evidence that students participated in the Scientific teaching council and Senate as delegates and that they formally participated in the development strategy.
3. A well-developed international cooperation through student exchange is clearly presented. So e.g. every student has the opportunity to study for at least six or twelve months on a scholarship stay in China, which is a special satisfaction for students for better work and learning. Also, it is positive that the faculty, in cooperation with Hanban, the Chinese national office for learning Chinese Language, has an agreement on the exchange of teaching staff on the basis of which two Chinese professors give lectures during all four years of study in subjects that carry up ECTS credits.
4. Students have representatives in all decision-making bodies of the University
5. Student surveys are regularly conducted electronically after the end of each semester
6. The academic staff providing the classes are pre-prepared and motivated for the activity, and in preparation for the activity, take into account the results of the student evaluation of the quality of learning and teaching.
7. Students are involved in a number of research projects (international and domestic).
8. The University is in the process of establishing a Career Development Office.

Weaknesses:

1. Students did not participate sufficiently in the development of ECTS credits.
2. During the group interview, students stated that they were not familiar with the development of the University-Faculty strategy and that it would be good if through their representatives they were somehow more familiar with the defined goals and the development strategy for the further work of the University-Faculty.
3. A small number of HEI teaching staff from the total number participate in additional training abroad.
4. There is no defined procedure for how and when the talks between the Vice Dean for Teaching and the student leaving the University are conducted.

Recommendations for improvement:

1. Consider drafting the Teacher and Associate Award Rules with the highest student survey scores in the previous academic year, and continually award honors.
2. Involve students in deciding how to score individual courses.
3. Ensure that some interested students are familiar with the development strategy and that students' representatives are involved in the development of the strategy and not only agree with the already developed strategy for future development and quality improvement of both the University and the faculty.
4. Motivate teaching staff through some form of stimulation to be more responsive to the exchange and, if the barrier is lack of knowledge of a foreign language, to organize courses at the faculty to allow the teaching staff to opt for further training.
5. Develop a document, a procedure that will clearly define the process of the Vice-Dean's activities for teaching in the event of a student's request to leave the HEI.

Requirements completion level:	I	II	III	IV
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A.4 Student enrollment, progression through studies, recognition and certification

Requirements of ESG standard 1.4 and RS / BiH criteria T.4.1, T.4.2, T.4.3

The good sides:

1. Student enrollment is done on the basis of legal guidelines, clear and transparent criteria, which include examinations of candidates' knowledge, preferences and abilities and success in previous education, in accordance with the analyzed social needs and the resources provided for the implementation of the program, ie enrollment in the appropriate cycle of studies is carried out in accordance with Articles 5 and 6 of the Law on Higher Education, Art. 82 to 86 of the Statute of the University of East Sarajevo, Art. 8, 9 and 10. Study rules for the first cycle of studies at the University of East Sarajevo, Art. 6 to Art. 16. Study rules for the second cycle of study at the University of East Sarajevo and Art. Rules 11 to 19 on the Study of Doctoral Studies and the Doctorate of Sciences of the University of East Sarajevo.
2. Graduates are given a document explaining the qualification they have acquired, including the learning outcomes achieved, and the context, level, content and status of the studies they have attended and successfully completed.
3. The Study Rules document clearly defines the organization of study, duration of studies, conditions of enrollment, structure of the study program, organization of classes, opting for elective courses and records, enrollment of a new academic year, renewal of the academic year, teaching records, semester certification, teaching evaluation, student status rules, etc.
4. The Law on Higher Education and the internal acts of the University and the Faculty clearly define the procedure for obtaining and recognition of qualifications. Procedures and methods for analyzing student enrollment and monitoring student progress are regulated. There is a diploma supplement in Serbian and English for the study program, which is very well received by employers.
5. During the visit, we are informed that many graduates are participating in changes and additions to the curriculum, to help younger colleagues in various ways in their studies, employment, and in the positive experiences they gain while working.
6. The competition for enrollment shall be published on the institution's website and in the media.

Weaknesses:

1. Low pass rate of students from the first to the second year on individual study programs.
2. Procedures are not sufficiently computerized, insufficient level of service through the university's electronic services.
3. 3. It is stated in the report and presented during the visit that graduates of Chinese and English language and literature professors can only teach English at the nine-year elementary school and translate from English to Chinese and from Chinese to English.

Recommendations for improvement:

1. With additional classes on subjects that are a bottleneck in the transition from the first to the second year, try to increase the pass rate through the study and reduce the drop out which in some study programs is more than 50%.
2. Introduce additional services through the University's information system for the purpose of greater automation in student-institution relation.
3. The curriculum needs to be supplemented and courses introduced to enable students, once they have completed basic Chinese and English studies and literature, to be able to teach in secondary schools and possibly acquire some additional skills that will enable them to gain a greater range of employment.
4. It is necessary to organize an Alumni Group of faculty and allow them to have their own page on the faculty website in order to make the best use of the cooperation between the graduates and students.

Requirements completion level:

I

II

III

IV

A.5 Human resources

Requirements of ESG standard 1.5 and RS / BiH criteria T.5.1, T.5.2, T.5.3, T.5.4, T.5.5

The good sides:

1. The University acceded to the European Charter and Code for Researchers, developed the Human Resource Strategy for Researchers, met the required criteria and received the “HR excellence in research” logo.
2. The higher education institution has a defined Human Resources Strategy with clear and transparent criteria for the recruitment of academic staff, duties, burdens and responsibilities, criteria for professional development, promotion and professional development of academic staff, and mechanisms for monitoring the performance of academic staff with improvement measures.
3. Teachers are very open to consultation with students.
4. Professional development and promotion are governed by the Code of Professional Ethics.
5. Administrative and support staff is provided with training through participation in training, in particular concerning information systems and management systems.

Weaknesses:

1. The level of Scientific research work is at a relatively low level, mainly due to the legal regulation that prescribes the conditions necessary for selection to scientific titles with rather low criteria.
2. There is no established system for rewarding the best researchers.

Recommendations for improvement:

1. It is proposed to adopt a Rulebook which would stipulate the awarding of the best researchers in individual faculties in a given academic year to the results achieved, and in particular to the scholars with the best result achieved in that year, by the Rector. Similar recognition can be given to a researcher who completed the largest project in the previous year.
2. To create a catalog of competencies of the researchers of the departments/institutes of individual faculties, which would in one place provide information on human resource potentials, equipment in laboratories and services that can be offered to the community, market or business entities, especially in STEM (Science in Technology, Engineering. And Mathematics) area

3. Consider investing specific funding for the call for proposals for internal projects at the University level in categories that would encourage young researchers, collaborators, and multidisciplinary and interdisciplinary research.
4. Faculty teachers should publish scientific papers in international journals indexed in bases such as Scopus and/or Web of Science. This would provide greater visibility of their research, and increase the author's h-index and citation.

Requirements completion level:

I

II

III

IV

A.6 Student Learning and Support Resources

Requirements of ESG standard 1.6 and RS / BiH criteria T.6.1, T.6.2, T.6.3, T.6.4, T.6.5

The good sides:

1. Student surveys on the quality of studies, study programs, teaching staff are conducted on a regular basis and the practice is introduced that all students should complete the survey at the end of the second semester or once during the school year.
2. Based on the insight into the state of student mobility and the fact that going to study abroad is one of the best practices during their studies, we realized that students are satisfied with the support they receive from the faculty and the professors themselves when leaving.
3. The HEI's physical resources are for all praise, the space in which lectures and exercises take place is at an extremely high level, each cabinet has all the necessary IT equipment.
4. The university is sufficiently, in most facilities, adapted for persons with disabilities.
5. A number of cabinets are equipped with the aids necessary for normal listening to lectures by persons with disabilities.
6. The Faculty organizes a significant regional scientific conference each year, and there is a student conference that allows students to present and publish scientific papers. It represents a good platform for enhancing student engagement in scientific research. The Faculty has been the publisher of professional and scientific publications in the last few years.

7. Significant funds have been invested in equipping the University with laboratories and classrooms, as well as student accommodation.
8. Certain number of cabinets are equipped for persons with disabilities with necessary aids for listening to the lectures
9. IIS capabilities have been expanded with new modules, enabling faster collection of essential indicator data.
10. Some faculties work intensively to obtain and procure the necessary equipment. Students work in excellent conditions.

Weaknesses:

1. Some of the e-communication platforms for teachers with students do not apply at the University.
2. A small number of faculty libraries do not use software for literature register and book lending.
3. The University has licensed anti-plagiarism software, but with an existing license that allows 1800 checks in a three-year period, it is not possible to carry out a plagiarism check on all final papers of the 1st and 2nd cycle.
4. The total number of library units and different titles from which the teaching process is carried out at the University's study programs cannot be obtained from individual libraries.
5. Considering that not all students are able to participate in student exchanges, to spend a certain period outside BiH it is necessary to increase cooperation with business entities, tourist organizations, schools and other institutions in BiH where all students can practice and expanding their knowledge.
6. The website does not have a display in any language other than Serbian. The international cooperation situation is very bad and shows almost nothing. The list of teaching staff on the site of some faculties is not shown or their CVs.
7. Papers are published without the obligation to detect plagiarism of the papers themselves.

Recommendations for improvement:

1. Provide a Moodle or Merlin platform for teacher e-communication with students, where all teaching materials, seminar assignments, exam results, etc. can be placed. This would solve e.g. making the exam results public with the student's first and last name, which is contrary to the GDPR guidelines, and would only be visible to students with input.
2. Improve the process of book registration in libraries and give all libraries access to dedicated software.
3. The Faculty owns a plagiarism detection server and has all the requirements to define by an ordinance the compulsory verification of all papers published in international journals in the same way as doctoral dissertations.
4. Consider opening a psychological counseling center for students.

Requirements completion level:

I

II

III

IV

A.7 Information management

Requirements of ESG standard 1. 7 and RS / BiH criteria T.7.1

The good sides:

1. Work is ongoing on the development of the existing Integrated Information System (the same was expanded in 2018 with the module "Staff Card" which is used to collect, analyze and evaluate the research and artistic results of teachers and associates).
2. Free training of administrative staff is organized through various seminars organized in the Rectorate of the University and other universities in the Republic of Srpska and Bosnia and Herzegovina. Accountants and librarians attend different types of training seminars to enhance their competencies.
3. The Information System (IS) of the University of East Sarajevo has been operational since the end of 2002. Unique IS is used in all organizational units of the University.
4. Since the academic year 2009/10, student surveys have been conducted electronically using existing student, teacher and course data from the IS database.
5. A number of quality assurance indicators selected by the University for monitoring can be obtained from the university's integrated information system.

Weaknesses:

1. Students at certain faculties are not familiar with the survey results.
2. The information provided by the Employment Service regarding the employment of graduates is insufficient to obtain all relevant information (eg average waiting time for employment of graduates according to study programs, whether they work in the profession, etc.).

Recommendations for improvement:

1. The obligation to inform students about the results of the survey should be incorporated within the established quality assurance system.
2. Work on the development of the university integrated information system with the aim of creating the possibility that all relevant quality indicators can be obtained from it (at least 11 indicators prescribed for monitoring by the University).
3. In the forthcoming period, work on obtaining more detailed information on the employment of graduates under study programs.

Requirements completion level:

I

II

III

IV

A.8 Public relations

Requirements of ESG standard 1. 8 and RS / BiH criteria T.8.1, T.8.2, T.8.3

The good sides:

1. The Public Communication Strategy was adopted.
2. For public relations, the University uses a website, social networks, various brochures to promote study programs and services that it can provide to businesses and other interested parties.
3. From 2012 to 2017, the University of East Sarajevo jumped to 6186 in the University Web rankings list from 14 662 places and is currently the ninth higher education institution in BiH.
4. The number of views of the website has increased tremendously.
5. Social networks (Facebook, instagram), brochures, websites, video material are used for information placement.

Weaknesses:

1. The basic information about the University on its web site, as well as about the majority of study programs on the Faculty's websites are given only in Serbian.
2. Some faculties regularly update their websites.

Recommendations for improvement:

1. Provide basic information about the University, faculties and study programs in English, in addition to Serbian, in order to increase international visibility and incoming mobility.
2. Commit the University and/or Faculty to the issuance of an Annual Report on all achievements in the previous year (preferably in English also), in order to achieve greater visibility of opportunities and results to the general public concerned.
3. Update faculty websites regularly.

Requirements completion level:

	I	II	<u>III</u>	IV
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A.9 Continuous monitoring and periodic review of the program

Requirements of ESG standard 1. 9 and RS / BiH criteria T.9.1, T.9.2, T.9.3

The good sides:

1. The study programs are monitored and revised periodically, with different dynamics at the faculties visited, with the aim of ensuring that the goals set and the needs of students and society are met.
2. In 2014, an Analysis of Unemployed Graduates was conducted, and in 2017, an Analysis of Employers. External communication and feedback from external participants, whether employers, alumni, alumni, partners, is often accomplished in other ways (through direct communication during conversations, contacts through activities based on signed agreements, consultations held on call, and for what links were provided to consultations held or documentation access provided).
3. When it comes to students' opinions and feedback, as well as internal checks, this is a well-established procedure and procedure that works well.

Weaknesses:

1. The Rulebook for the Revision of Study Programs has been drafted but has not yet been approved and implemented
2. Students did not give a satisfactory opinion on awarding the assessment points in each subject.

Recommendations for improvement:

1. Adopt and implement the Rulebook on Audit of Study Programs as soon as possible.
2. Consider interviewing students at the University level as to whether ECTS credits are appropriately assigned to particular subjects.

Requirements completion level:

I

II

III

IV

A.10 Periodic external quality assurance

Requirements of ESG standard 1. 10 and RS / BiH criteria T.10.1

The good sides:

1. All the recommendations from the previous accreditation have been undertaken and most of them have been fully implemented, while the implementation of the measures resulting from the three recommendations is ongoing.
2. The University of East Sarajevo has so far undergone the following types of external evaluations:
 - External evaluation of the University of East Sarajevo in the process of the first accreditation of a higher education institution in 2013. [External evaluation report.](#)
 - External evaluation of the study programs of the University of East Sarajevo in the process of the first accreditation of a higher education institution in 2013. [Chemical Engineering and Technology. Medicine. Sociology. Computers and IT. Agriculture.](#)
 - Pilot external evaluation of 6 study programs within the ESABIH project.
 - [EUA 2004 external evaluation report on the University.](#)
 - The University is actively working on monitoring the external evaluation committee's report, as identified by the report.

Weaknesses:				
Contacts with industry and practice at individual faculties are not sufficiently represented.				
Recommendations for improvement:				
Strengthen links with business and practice representatives, which should be documented by meeting records and conclusions reached.				
Requirements completion level:	I	II	III	<u>IV</u>

3.2 Accreditation Report on Study Programs

External evaluation of study programs was done on the basis of:

- 24 reviews of a total of 12 study programs by independent, anonymous reviewers, distinguished experts in the narrow scientific fields of study programs that were the subject of observation,
- 12 improvement plans prepared by study programs based on reviewers' reports,
- On site visit to a higher education institution and a real-time insight into the work done by a panel of experts.

The study programs were evaluated with regard to the Criteria for accreditation of study programs of the first and second cycle of study, as follows:

- 1. Study program quality assurance policy (1.1, 1.2, 1.3),
- 2. Creating and adopting study programs (2.1, 2.2, 2.3, 2.4, 2.5, 2.6),
- 3. Student-centered learning, teaching and evaluation (3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7),
- 4. Student enrollment and promotion, recognition and certification (4.1, 4.2, 4.3),
- 5. Human Resources (5.1, 5.2, 5.3, 5.4),
- 6. Resources and funding (6.1, 6.2, 6.3, 6.4, 6.5),
- 7. Management of information on study programs (7.1, 7.2),

- 8. Informing the public about study programs (8.1),
- 9. Continuous monitoring, periodic evaluation and revision of study programs (9.1, 9.2, 9.3, 9.4) and
- 10. Mobility of academic staff and students (10.1, 10.2, 10.3).

Name of the study program:	Level of study:	Name(s) of exit qualifications:
Medicine	Integrated	Doctor of medicine
The good sides:		
<ol style="list-style-type: none"> 1. The Faculty of Medicine in East Sarajevo possess and implements a document on Quality Assurance at the University's level, adopted by the Senate in 2011. It is applied in the study programs defined in the Quality Assurance Regulations. The University Development Strategy 2015-2020 has adopted a number of rules on quality assurance. 2. Students participate in the creation of study programs through participation in the Teaching Scientific Council, and representatives of the practice through consultations. A significant number of employees in the practice are also engaged at the Faculty. Study programs are approved by the University Act Procedure for proposing and adopting study programs. 3. Recognition of periods of study and previous learning and higher education qualifications are in accordance with the Statute of the University. According to the Statute, the University recognizes periods of study, foreign higher education documents and qualifications acquired / attended by a student outside the territory of BiH, both for reasons of continuation of studies at the same level-degree and for enrollment at higher level-degree studies. 4. A sufficient number of full-time teaching staff are hired at the Faculty, although it is preferable to hire several teachers in the same subject, in order to obtain quality and to give students the opportunity to hear the experiences of professors from other faculties. 5. Through the funds from projects as well as own funds, the Faculty has modernly equipped the cabinets for practical teaching of classes in Anatomy, Microbiology, Histology, Pathology and Surgery and modernized the information system. In this way, students perform hands-on work in pre-clinical subjects in modern conditions. 		

6. Within the Center for Biomedical Sciences, three modern laboratories are equipped: the Laboratory of Immunology and Cell Biology, the Laboratory for Experimental Pharmacology and the Laboratory for Molecular Genetics.
7. The Journal of Biomedical Research, which operates within the Faculty, is very important because of the publication of papers and the increase in the level of scientific research work.
8. On the website, the Faculty regularly publishes information on all study programs, including goals and learning outcomes, curriculum with ECTS credits, subject syllabuses. Some of the overall information on the Faculty's website is in English. Information for prospective students is available on the Faculty's website, as well as in the student's guide (informant), which is available in hard copy, on a compact disc, as well as on the Faculty's website.
9. Student services of organizational units are responsible for entering and updating information within the information system. Based on the data entered, various statistical reports can be generated and analyzes carried out, necessary to monitor and improve quality, such as: quality of students enrolled, statistics of the number of students enrolled according to different criteria, length of study and average grade during the studies, passing on exams (by study programs, years of study, subjects, examination deadlines, teachers), coursework, etc. Analyzes of electronic student surveys are made, based on which a report is created, and students are also provided with the module "info kiosk".
10. The study program has been revised and modified twice, in 2010 and 2014. In the updated Curriculum applicable from academic 2017/2018 the number of hours of active teaching increased, the relationship between theoretical and practical teaching is in favor of practical teaching based on the recommendations contained in Directive 2005/36 / EC of the European Parliament and of the Council.
11. All laboratories are accessible to students and employees, scientific and research work has significantly increased, and consequently mobility of students and employees, and also publication of papers in journals with high impact factors.

Weaknesses:

In addition to the fact that students are an integral part of the Scientific Teaching Council, they should actively participate in the formation and review of student programs with their suggestions and comments.

Recommendations for improvement:

1. Activate students to participate in the formation and review of study programs.
2. Strive to achieve the Faculty's goal of evaluating students through learning outcomes.

Requirements completion level:	I	II	III	IV
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Name of the study program:	Level of study:	Name(s) of exit qualifications:
Traffic and transportation engineering	First cycle	Graduate Traffic Engineer - 240 ECTS Road and Urban Transport; Graduate Traffic Engineer - 240 ECTS - Railway Transport; Graduate in Traffic Engineering - 240 ECTS-Telecommunications and Postal Traffic; Graduate Traffic Engineer - 240 ECTS - Logistics; Graduate Traffic Engineer - 240 ECTS - Roads; Graduate in Traffic Engineering - 240 ECTS - Traffic Informatics; Graduate Traffic Engineer - 240 ECTS - Air Traffic; Graduate Traffic Engineer - 240 ECTS - Motor vehicles.
The good sides:		
<ol style="list-style-type: none"> 1. The University within the structure of which is the Faculty of Transport within which the study program Transport has been adopted has: <ol style="list-style-type: none"> a. documentation of internal quality assurance (quality assurance policies and procedures) that supports the development of a quality culture in which all internal participants contribute to the quality of study programs, b. procedures for creating and adopting study programs with the participation of students and other stakeholders. 2. There is a created Feasibility Study on the implementation of the Traffic and transport engineering Study Program, which defines learning objectives and outcomes for the overall qualification and for each subject individually (program improved in 2016). 3. The objectives of the study program and the learning outcomes are comparable to the same and/or similar programs at higher education institutions in the country and abroad. 4. When designing and revising study programs, consideration shall be given to the opinions and needs of students and other interested parties 		

5. Conducting professional practice is a compulsory element of students of basic studies (conducted in accordance with the Rulebook on professional practice of students of UES). The process lasts a minimum of 80 compulsory hours (ten working days) and is based on the cooperation of the student, professor (mentor), supervisor (the person providing the subject in which the practice is performed).

The Council for Linking Higher Education to the Labor Market was established, with representatives of the Faculty, business entities and the city of Doboј, as well as Alumni of graduates of traffic engineers whose work enabled to increase the quality of practical teaching, cooperation with industry and easier employability of graduates.

6. The joint research work of students and their subject professors/assistants is encouraged (eg the requirement for a master thesis topic is the publication of at least one research paper in a narrow field at one of the international conferences).
7. Students are involved in the preparation and implementation of national and international scientific research projects (on drafting a national project in 2017, entitled "Methodology for measuring and monitoring traffic safety indicators in Republika Srpska and their importance for strategic management of traffic safety" 19 students participated as coordinator/research associate).
8. Implementation of a large number of projects with business entities through which the competencies of teachers, associates and students are improved, and generate significant revenues for the Faculty.
9. The Technical Laboratory Center (TLC) is built and equipped with quality equipment, which provides teaching staff and students greater opportunities for Scientific research work and improvement of hands-on teaching.
10. The Faculty provides training and perfecting for administrative staff by attending appropriate seminars and training in the handling of certain software applications (library staff, accounting, procurement, etc.).
11. Students regularly evaluate the quality of their studies (electronically) by completing a student survey after the end of each semester. Student response increases from semester to semester and in the summer semester of the 2016/17 school year was 42.56%. The overall average mark is quite high and was 4.61 for the summer semester of the 2016/17 school year.
12. Students are involved in the work of the Scientific-Educational Council and the Senate in accordance with the Higher Education Act.
13. A specific methodology was used to calculate ECTS credits. ECTS credits for individual courses are defined according to the workload of students, which includes the total amount of classes for teaching and self-study (1 point for 30 hours of student activity).

14. Every two years, the Faculty of Traffic and transportation engineering traditionally organizes an International Symposium on New Horizons of Communication and Transport, with authors from 58 different institutions (from 18 countries from 6 continents) that participated so far. In addition, the Faculty of Transportation participates as a co-organizer of several international conferences
15. Students are enrolled in the study program on the basis of legal guidelines, clear and transparent criteria, which include examinations of candidates' knowledge, preferences and abilities and success in previous education, in accordance with the analyzed social needs and the resources provided for the implementation of the program. The competition for enrollment is publicly announced on the institution's website and in the media.
16. Students are assessed through publicly available procedures for fair, transparent and consistent assessment, as well as through various forms of assessment of knowledge and skills in accordance with the specifics and objectives of the study program.
17. The scientific research work of teaching staff is recorded, monitored and analyzed through an electronic scientific research database (eNIR). The database enables different analyzes of teachers' scientific work according to different criteria (by organizational units, years of publication, classification groups, individual results).
18. The teaching process at the Faculty of Traffic and transportation engineering in Doboj is to a large extent related to scientific and research work. This is evidenced by two consecutive awards for the best young researchers at the University of East Sarajevo for 2015 and 2016 and the awards for the best young researcher of the III cycle of studies in Republika Srpska for 2017 given to his teaching staff.
19. Regular self-evaluation of the study program (on an annual level) is carried out, which includes the analysis of important quality assurance indicators and measures for improving the quality of the study program.
20. Access to EBSCO's worldwide database of academic publications.
21. The library is in the regional COBISS system enabling the exchange of library material and the procurement of missing material with all member states of this system.
22. Physical and material resources possessed by the Faculty of Traffic and transportation engineering enables the quality realization of the study program.

Weaknesses:

Learning outcomes are not measurable in certain courses of the study program.

Poor results regarding the mobility of teachers and associates in the previous period.

At the University, some of the e-communication platforms for teachers with students do not apply.

Basic information about the Faculty and its study programs on the Faculty's website is given only in Serbian.

Recommendations for improvement:

1. Better define learning outcomes in the curriculum subjects, where appropriate, to be measurable. Previously provide training related to the development of learning outcomes.
2. Work to advance all segments of international cooperation, in particular:
 - Participation in international projects (take advantage of the opportunities provided by ERASMUS + and other international programs, and opportunities for bilateral cooperation).
 - Increasing student mobility.
 - Increasing the exchange of teachers and associates and non-teaching staff with HEI abroad in order to exchange experiences and good practice in education.
3. Facilitate teacher communication with students by providing an online platform (like Moodle or other) for teacher e-communication with students, where all teaching materials, seminar assignments, exam results, etc. can be placed. This would solve e.g. making the exam results public with the student's first and last name, which is contrary to the GDPR guidelines, and would only be visible to students with access data.
4. Make the information available on the website in English to the extent of at least 50% of the informative content (be sure to include the curriculum, data on teachers and associates, data on laboratories and their capabilities).
5. Consider increasing the duration of the practical training to one month (four weeks), since the 10-day period established by the current syllabus is quite short.
6. In order to increase the visibility of research of teaching staff and their citation, efforts should be made for teachers, associates and young researchers to publish scientific papers in international journals indexed in world-renowned databases such as Scopus and Web of Science.

Requirements completion level:

I

II

III

IV

Name of the study program:	Level of study:	Name(s) of exit qualifications:
Orthodox theology	Academic (I - Ciklus)	Bachelor of Theology - 240 ECTS
The good sides:		
<ol style="list-style-type: none"> 1. The University within which the Faculty of Theology is located, within which the study program Orthodox Theology is conducted, has adopted: <ol style="list-style-type: none"> a. documentation of internal quality assurance (quality assurance policies and procedures) that supports the development of a quality culture in which all internal participants contribute to the quality of study programs, b. procedures for creating and adopting study programs with the participation of students and other interested parties (with prescribed curriculum forms). 2. There is a created Elaborate on the justification of the implementation of the Study Program in Orthodox Theology, within which goals and learning outcomes are defined for the overall qualification and for each subject individually. 3. The objectives of the study program and the learning outcomes are comparable to the same and / or similar programs at higher education institutions abroad (there is no same or similar study program in the territory of BiH). Comparison, for the purpose of elaborating the Study on the justification of the implementation of the Study Program, was made with the Faculty of Orthodox Theology in Belgrade, the Department of History, Cultural Heritage and Protestant Theology of Lucian Blaga University, Sibiu, Romania, and the Kiev Theological Academy. 4. When designing and revising study programs, the opinions and needs of students and other interested parties (Serbian Orthodox Church, Republika Srpska Pedagogical Institute, BiH Armed Forces, etc.) shall be taken into account. The curricula, that is, PBF syllabuses were last revised in 2018. 5. Within the syllabus of the study program, the professional practice envisaged by the students is implemented in the Churches, Ecclesiastical Municipalities, Orthodox Theology, Orthodox Faculty of Theology, primary and secondary schools. 6. The management of the University and Faculty of Theology has set as one of its priorities increasing participation in the ERASMUS program, working on further concretization of signed cooperation 		

agreements, putting into practice strategic cooperation agreements, organizing summer schools and launching classes in English.

7. The Faculty of Theology has contact with all its graduates upon completion of their studies and regular contact with all institutions where they work which facilitates the collection of information from this interested parties on the quality of the study program.
8. Regular self-evaluation of the study program (on an annual level) is carried out, which includes the analysis of important quality assurance indicators and measures for improving the quality of the study program.
9. Students are involved in the work of the Scientific-Educational Council and the Senate in accordance with the Higher Education Act.
10. Students regularly evaluate the quality of studies (electronically) by completing a student survey after the end of each semester. Student response increases from semester to semester.
11. A specific methodology was used to calculate ECTS credits. ECTS credits for individual courses are defined according to the workload of students, which includes the total amount of classes for teaching and self-study (1 point for 30 hours of student activity).
12. The informant for the future students is prepared by the faculty every year and contains important information about the study programs offered and the conditions of enrollment and study.
13. Students are enrolled in the study program on the basis of legal guidelines, clear and transparent criteria, which include examinations of candidates' knowledge, preferences and abilities and success in previous education, in accordance with the analyzed social needs and the resources provided for the implementation of the program. The competition for enrollment is publicly announced on the institution's website and in the media.
14. Students are assessed through publicly available procedures for fair, transparent and consistent assessment, as well as through various forms of assessment of knowledge and skills in accordance with the specifics and objectives of the study program.
15. There is international cooperation, especially in the field of joint studies, projects, forums and summer schools with foreign partners, and the mobility of teachers, associates and students at foreign HEIs. There is a strong awareness of the need to strengthen all aspects of international cooperation.
16. The procedures for recruiting teachers are applied fairly. The selection of academic staff is made on the basis of a public competition, in accordance with the conditions and criteria established by the Law on Higher Education and the Statute of the University.

17. The scientific research work of teaching staff is recorded, monitored and analyzed through an electronic scientific research database (eNIR). The database enables different analyzes of teachers' scientific work according to different criteria.
18. Teachers and associates of the Faculty are paid the registration fee for participation in scientific meetings if they are the authors of the work accepted by the organizers of the meeting, in accordance with the financial plan of the Faculty.
19. The Faculty participates as a co-organizer in two international conferences.
20. The institution has an Integrated Information System, which enables obtaining the necessary data for the analyzes used to monitor the quality of the study program and define improvement projects.
21. There is a minimum of necessary physical and material resources necessary for the completion of the study program.
22. In accordance with the project "Strengthening the Functional and Institutional Capacities of the University of East Sarajevo", the construction and equipping of a student dormitory in Foča was completed in 2016, which greatly increased the student accommodation capacities (the project was funded by the Government of the Republic of Srpska).

Weaknesses:

In certain subjects of the study program, the learning outcomes are given too broadly and are not measurable.

The library does not use adequate software at all to record books and publish them.

Basic information about the Faculty and its study programs on the Faculty's website is given only in Serbian.

A small number of associates are employed in relation to the total number of teaching staff (the Faculty of Orthodox Theology has 13 teachers and 1 associate in full-time employment. 3 additional teachers and 7 part-time teachers are engaged in teaching).

Recommendations for improvement:

1. Make changes to the learning outcomes at the qualification level to make them appropriate to generally accepted academic and scientific terminology (using known academic and scientific methods).
2. Better define learning outcomes on the curriculum subjects, where appropriate, to be measurable. Previously provide training related to the development of learning outcomes.
3. Work to increase mobility in all fields, especially the arrival of international students.

4. Improve the process of recording and searching books in the library through the application of adequate software.
5. Increase the number of computers in the computer room.
6. Make the information available on the website in English to the extent of at least 50% of the informative content (be sure to include the curriculum of the study program and information about teachers and associates).
7. Work to rejuvenate the staff, especially by increasing the number of teaching assistants, in accordance with the Faculty's capabilities.

Requirements completion level:	I	II	III	IV
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Name of the study program:	Level of study:	Name(s) of exit qualifications:
Faculty of teacher education	I cycle	Graduate Professor of General Teaching

The good sides:

1. The Faculty of Education implements a quality assurance policy based on the documents of the University of East Sarajevo.
2. Quality assurance is carried out in cooperation with representatives of educational, republic and local institutions. Accordingly, a survey of employers' satisfaction with students in vocational practice was launched, which enables the teaching staff to more adequately monitor the acquired competences.
3. Students are involved in the creation of study programs through participation in the Academic Scientific Council, and representatives of the practice through consultations. The process of adopting the study programs is harmonized with the Law on Higher Education of Republika Srpska and is adopted by the University Act. All syllabuses contain clearly defined outcomes. Based on the defined outcomes, the content of studies is selected and listed in the syllabuses of the subject.
4. Recognition of periods of study and prior learning and higher education qualifications shall be in accordance with the Statute of the University. According to the Statute, the University recognizes periods of study, foreign higher education documents and qualifications acquired/attended by

students outside the territory of BiH, both for reasons of continuation of studies at the same level-degree and for enrollment in higher level-degree studies.

5. A sufficient number of teaching staff has been employed at the Faculty, and a significant part of the staff has been in the teaching process, so that they also provide students with the necessary practical knowledge.
6. Students conduct student internships in schools, where they are required to keep activity logs, where the complete process of planning, describing and executing the course can be viewed and signed by a mentor.
7. The Faculty intensely promotes the study program through brochures, videos, events, which have become a tradition of the Faculty, such as Open Doors Days.
8. Student services of organizational units are responsible for entering and updating information within the information system. Based on the data entered, various statistical reports can be generated and analyzes required to monitor and improve the quality, such as: quality of students enrolled, statistics of the number of students enrolled according to different criteria, length of study and average grade during the studies, passing on exams (by study programs, years of study, subjects, examination deadlines, teachers), coursework, etc.
9. Study program Class teaching is implemented through modern methods of learning and teaching. It is in line with the principles of the Bologna Declaration and lasts for four years. It was innovated in 2017 and the teaching has been implemented since the academic year 2017/18.
10. Within the Faculty, the journals "New School" and "Beljinski Methodical Journal" were launched, which enable students and teachers to publish scientific research papers. For the purpose of scientific research work, the Diagnostic Center for Kinesiology Research is available to the professors and students, as well as to all clubs and schools in the country and the region. There is also a sports school within the diagnostic center.
11. The definition of competencies relied mostly on Tuning educational structures in Europe. The educational objectives of the study program include and meet the four Council of Europe recommendations regarding the purpose of higher education.

Weaknesses:

- Teaching staff must be more mobile and involved in scientific research.
- The mobility of students, as well as their participation in scientific research work, must be greater.
- Collaboration with practice representatives should be strengthened. Business representatives must participate in the design and revision of study programs.

Recommendations for improvement:				
<ol style="list-style-type: none"> 1. Increase the mobility of teaching staff through participation in projects and seminars. 2. All activities with business and practice representatives and students should be documented. 3. Increase the level of scientific research work of teaching staff and students. 				
Requirements completion level:	I	II	<u>III</u>	IV

Name of the study program:	Level of study:	Name(s) of exit qualifications:
Dentistry	Integrated	Dentist

The good sides:
<ol style="list-style-type: none"> 1. The Faculty of Medicine in East Sarajevo owns and implements a document on Quality Assurance at the University level, adopted by the Senate in 2011. It is applied in the study programs defined in the Quality Assurance Regulations. The University Development Strategy 2015-2020 has adopted a number of rules on quality assurance. 2. Students are involved in the creation of study programs through participation in the Scientific Council, and the representatives of the practice through consultations. The process of adopting study programs is harmonized with the Law on Higher Education of the Republika Srpska, and the Procedure for proposing and adopting study programs which they adopt by the University Act. 3. Recognition of periods of study and prior learning and higher education qualifications shall be in accordance with the Statute of the University. According to the Statute, the University recognizes periods of study, foreign higher education documents and qualifications acquired/attended by students outside the territory of BiH, as for reasons of continuation of studies at the same level-degree, so for enrollment in higher level-degree studies. 4. In the Faculty, a sufficient number of full-time teaching staff are engaged in clinical subjects, while teaching in non-clinical courses is maintained by professors from the Faculty of Medicine, so that the quality of teaching is not impaired and students regularly have classes and scheduled deadlines. According to the staffing table, it is observed that the number of teaching staff in the profession is increasing from year to year.

5. A visit to the Specialist Center for Dentistry revealed that intensive work is being done to repair the equipment as well as to procure materials, which will significantly improve the students' practical skills and thus the learning outcomes.
6. On the website, the Faculty regularly publishes information on all study programs, including goals and learning outcomes, curriculum with ECTS credits, subject syllabuses. Students also receive information through brochures.
7. Student services of organizational units are responsible for entering and updating information within the information system. Based on the data entered, various statistical reports can be generated and analyzes required to monitor and improve the quality, such as: quality of students enrolled, statistics of the number of students enrolled according to different criteria, length of study and average grade during the studies, passing examinations (by study programs, years of study, subjects, examination deadlines, teachers), coursework, etc. Analyzes of electronic student surveys are made, based on which a report is made, and students are also provided with the module "info kiosk".
8. The updated curriculum has been implemented since the academic year 2017/18, when the number of practical classes increased and the graduation exam was introduced, based on the recommendations of the European Parliament and the Council on the recognition of professional qualifications of 2005. The Dentistry study program is consistent with the curricula in the country and the region.
9. Faculty professors involve students in the research process (interviewing respondents, entering data into databases, statistical processing, literature search). For the sake of better insight into the research work, a procedure of student improvement was adopted, according to which students are obliged to submit a request with all data on the work of congress. For additional stimulation, the Faculty finances student participation at congresses.
10. As of 2016, at the Faculty Day commemoration ceremony, a plaque is awarded to the student and teacher associate for scientific research.
11. Improving the development of the information system has enabled the electronic registration of exams, easier work of the student service and simpler updating of data. The data obtained provide useful analyzes to the Management and the Quality Team for further improvement of the faculty work.

Weaknesses:

- Teaching staff must be more mobile and involved in scientific research.
- The mobility of students, as well as their participation in scientific research work, must be greater.

Recommendations for improvement:

1. Increase the mobility of teaching staff through participation in projects, seminars.

2. Use existing resources, as well as the resources of the Faculty of Medicine for a higher level of scientific research work, both teaching staff and students.				
Requirements completion level:	I	II	III	IV

Name of the study program:	Level of study:	Name(s) of exit qualifications:
Mechanical Engineering (3-way, Manufacturing Engineering, Mechanical Constructions and Product Development and Energy Process Engineering)	I cycle	Graduate Mechanical Engineer (Direction)

The good sides:
<ol style="list-style-type: none"> 1. Faculty of Mechanical Engineering teachers participate in the creation of internal quality assurance policies for study programs as part of the strategic management of HEIs. The councils discuss the quality and strategy, and Senate adopts them in the end . The ordinances and acts to be adopted shall be followed. Student surveys are regularly carried out, with the average teacher rating being very high and amounting to 4.7 in the previous academic year. There was no need to talk to teachers and associates, as there were no those with a grade lower than 2.5. 2. Researchers are responsible for entering their work into the electronic records of scientific research work (eNIR) per worker. The Faculty of Mechanical Engineering was named the best research organization by the Ministry of Science and Technology at the Seventh Festival of Science in 2017. The best senior and junior researcher for the Faculty Day is awarded on the basis of the Rules on Awarding and Plaques of the University of East Sarajevo. This year, the team from the Faculty of Mechanical Engineering won the competition for the best technological innovation of Republika Srpska. Likewise, the student team that developed the smart watering can - the smart pot, won the "Young Minds Create Smart Cities" competition. The Faculty regularly organizes international scientific conferences Q Fest and Comet. 3. The redesign of the existing study program Mechanical Engineering from three directions was very meticulous on the basis of identified needs for human resources and their competences (Study Dec 2016), analysis and review of the achieved results (Self-evaluation report, March 2018), surveys of business entities, consultation with students who participate in the work of the Faculty body and response from graduates. An example of good practice is the Analysis of Employer Satisfaction Survey Results for East Sarajevo University Graduates, 2018. Local and global standards were used as the basis for defining learning outcomes / competencies when creating new study programs. The New Modernized Program Development Team, formed by the Dean, proposed a redesigned Mechanical

Engineering study program in which the first two joint years remained common, followed by courses. The first generation to enroll in one of the three courses starts from 1.10.2019.

4. The 1st cycle study program is fully covered by the line ministry from the budget (the quota is 58-62 students and is filled with 89-92%). The average grade of graduates who enrolled this year in the 1st cycle of mechanical engineering studies is about 4.1 which is commendable.
5. The internship is performed 10 working days after the 6th semester. Interviews were held with representatives of 20-30 companies and signed contracts for professional practice.
6. Soft skills students acquire through taking several courses: Economics and Organization, Fundamentals of Management, Programming and English. They also teach Engineering Entrepreneurship as an elective course in Year 3 of the current study program, as part of which students make business plans for the development of their businesses.
7. It is commendable that the Faculty of Mechanical Engineering is a testing body for vehicle certification and that it provides training on CNC machines to interested parties. It is also planned to set up a welding school, since existing welding equipment will be able to be used commercially from April 2019.

Weaknesses:

1. Poor results in the mobility of teachers and associates in the previous period.
2. Some of the e-communication platforms for teachers with students do not apply at the University.
3. Basic information about the Faculty and its study programs on the Faculty website is given only in Serbian language.
4. Short duration of practical training
5. The possibilities of cooperation with the economy (especially in the field of welders training) have not been fully exploited,

Recommendations for improvement:

1. It would be desirable to adopt procedures that clearly outline the procedures for creating, approving and reviewing study programs. When designing and revising study programs, it would be good to compare the proposed programs with those of related faculties in EU countries.
2. Faculty teachers should publish scientific papers in international journals indexed in bases such as Scopus and/or Web of Science. This would provide greater visibility of their research, and increase the author's h-index and citation. Launching own journal should be considered.
3. Although teachers are present in their classrooms and available for consultation with students, it would be advisable to start using existing online platforms for teaching materials and communication with students as soon as possible. Moodle or Merlin. In this way students would be provided access to teaching materials at any time and from any place, as well as the possibility of insight into the results of seminar papers, colloquiums, exams and the like. This could avoid publicizing the results of

the exam with student names, which is contrary to the GDPR regulation. Although the University of East Sarajevo has a software application used by organizational units for the purpose of verifying the originality of all papers, the number of entries is limited and should allow more users to check.

4. The success of acquiring sets of learning outcomes of study programs as a basis for assessing the exit competencies of graduates should be continually verified through employer surveys.
5. It is not established that there is a Regulation on the calculation and award of ECTS credits, so it seems that the specific gravity of individual subjects has not been taken into account. It is also necessary to check whether ECTS credits have been correctly awarded through student surveys.
6. With an additional performance of subjects that are bottlenecks in the transition from the first to the second year, try to increase the pass rate through the study and reduce the drop out by about 50%. Given that compulsory professional practice is only 10 days, it would be good to determine its duration for the period of a month.
7. Continuous work and further efforts are needed to improve the exchange of teaching staff and students with Universities in Europe. In particular, outgoing mobility of students and teachers should be increased. In this regard, a contact person for the Erasmus + program should be appointed and most of the Faculty web site should be translated into English. The 4 + 1 + 3 study concept applied at the Faculty of Mechanical Engineering complicates the process of mobility and continuation of study.
8. Design the use of equipment for commercial purposes where possible (eg initiate training through a welding school at the Welding Laboratory).
9. Organize Faculty Open Doors Day each year to bring activities and laboratories closer to the interested public. It would be good to establish an Alumni Club of graduates of the Faculty of Mechanical Engineering of the University of East Sarajevo.
10. Brand the faculty in such a way that modern LCD panels with valid announcements, exhibits from the field of mechanical engineering, etc. are placed in the hallways of the institution.

Recommendations for improvement:		I	II	III	IV
Name of the study program:	Level of study:	Name(s) of exit qualifications:			
Mechanical Engineering (with 3 directions- Manufacturing Engineering, Engineering Design and Applied Mechanics and Thermal Power Engineering and Process Engineering)	II cycle	Master of Mechanical Engineering (with optional study direction - module)			
The good sides:					
1. Faculty of Mechanical Engineering teachers participate in the creation of internal quality assurance policies for study programs as part of the strategic management of HEIs. The councils discuss the quality and strategy, and Senate adopts them in the end . The ordinances and acts to be adopted shall					

be followed. Student surveys are regularly carried out, with the average teacher rating being very high and amounting to 4.7 in the previous academic year. There was no need to talk to teachers and associates, as there were no those with a grade lower than 2.5.

2. Researchers are responsible for entering their work into the electronic records of scientific research work (eNIR) per worker. The Faculty of Mechanical Engineering was named the best research organization by the Ministry of Science and Technology at the Seventh Festival of Science in 2017. The best senior and junior researcher for the Faculty Day is awarded on the basis of the Rules on Awarding and Plaques of the University of East Sarajevo. This year, the team from the Faculty of Mechanical Engineering won the competition for the best technological innovation of Republika Srpska. Likewise, the student team that developed the smart watering can - the smart pot, won the "Young Minds Create Smart Cities" competition. The Faculty regularly organizes international scientific conferences Q Fest and Comet.
3. The redesign of the existing study program Mechanical Engineering was very meticulous on the basis of identified needs for personnel and their competences (Study Dec 2016), analysis and review of the achieved results (Self-evaluation report, March 2018), business surveys, consultation with students who participate in the work of the Faculty body and the response from the graduates. An example of good practice is the Analysis of Employer Satisfaction Survey Results for East Sarajevo University Graduates, 2018. When creating new study programs, local and global standards were applied as a basis for defining learning outcomes/competences. The team for the design of the new modernized program, formed by the Dean, proposed a redesigned mechanical engineering study program – 2nd cycle .
4. It should be noted that the 2nd cycle study program is also fully covered by the line ministry from the budget (23 students are currently enrolled in the first year of the master study).
5. It is commendable that the Faculty of Mechanical Engineering is a testing body for vehicle certification and that it carries out training on CNC machines for interested parties. It is also planned to set up a welding school, as existing welding equipment can be used commercially from April 2019.

SLABE STRANE:

1. The Rulebook for the Revision of Study Programs has been drafted but has not yet been approved and implemented.
2. Learning outcomes are not measurable in certain courses of the study program.
3. Poor results regarding the mobility of teachers and associates in the previous period.
4. Some of the e-communication platforms for teachers with students do not apply at the University.
5. Basic information about the Faculty and its study programs on the Faculty's website is given only in Serbian.
6. Short duration of practical training.

7. The possibilities of cooperation with the economy have not been fully exploited (especially in the field of welders training).
8. At present, it is not possible to perform plagiarism checks on all Cycle II final papers due to limitations on the number of uses of the University's anti-plagiarism software.

Recommendations for improvement:

1. It would be desirable to adopt procedures that clearly outline the procedures for creating, approving and reviewing study programs. When designing and revising study programs, it would be good to compare the proposed programs with those of related faculties in EU countries.
2. Faculty teachers should publish scientific papers in international journals indexed in bases such as Scopus and/or Web of Science. This would provide greater visibility of their research, and increase the author's h-index and citation. You should also consider starting your own journal. It would be good if the master's students are more involved in scientific research work and projects with companies. It is recommended that group teamwork should be based on concrete problems from practice (project-based learning).
3. Although teachers are present in their classrooms and available for consultation with students, it would be advisable to start using existing online platforms for teaching materials and communication with students as soon as possible. Moodle or Merlin. In this way students would be provided access to teaching materials at any time and from any place, as well as the possibility of insight into the results of seminar papers, colloquiums, exams and the like. This could avoid publicizing the results of the exams with student names, which is contrary to the GDPR regulation. Although the University of East Sarajevo has a software application used by organizational units for the purpose of verifying the originality of all papers, the number of entries is limited, so more users should be able to check it.
4. The success of acquiring sets of learning outcomes of study programs as a basis for assessing the exit competencies of graduates should be continually verified through employer surveys.
5. It has not been established that there is a Regulation on the calculation and award of ECTS credits, so it does not appear that the specific gravity of individual subjects has been taken into account. It is also necessary to check that ECTS credits have been correctly awarded through student surveys.
6. Continuous work and further efforts are needed to improve the exchange of teaching staff and students with Universities in Europe. In particular, outgoing student and teacher mobility should be increased. In this regard, a contact person for the Erasmus + program should be appointed and most of the Faculty web site should be translated into English. The 4 + 1 + 3 study concept applied at the Faculty of Mechanical Engineering complicates the process of mobility and continuation of study.
7. Design the use of equipment for commercial purposes where possible (eg initiate training through a welding school at the Welding Laboratory).
8. Organize the Faculty Open Door Day each year to bring activities and laboratories closer to the interested public. It would be good to establish an Alumni Club of graduates of the Faculty of Mechanical Engineering, University of East Sarajevo.

9. Brand the faculty in such a way that modern LCD panels with valid announcements, exhibits from the field of mechanical engineering, etc. are placed in the hallways of the institution.					
Requirements completion level:		I	II	III	IV
Name of the study program:		Level of study:		Name(s) of exit qualifications:	
Chemical Engineering and Technology		Academic – 1. cycle		<ul style="list-style-type: none"> • Bachelor of Science in Technology – 240 ECTS – Chemical Process Engineering and Technology, • Bachelor of Science in Technology – 240 ECTS – Environmental Engineering, • Bachelor of Science in Technology – 240 ECTS – Food Technology, • Bachelor of Science in Technology – 240 ECTS – Safety at work and protection from fire. 	
The good sides:					
<ol style="list-style-type: none"> 1. Faculty of Technology in Zvornik is an institution with many years of experience and tradition in the education of graduate engineers of technology, whereby the quality of the study program is based on student surveys, as well as feedback from employers on the competitions of graduates. The Faculty has a developed relationship with industry and other relevant institutions, as evidenced by the list of projects that the Faculty has contracted with the industry. 2. The manner of approval of the study program is in accordance with the University Act “Procedure for proposing and adopting study programs”. The concept of a redesigned Chemical Engineering and Technology (HIT) study program was adopted in 2017 by the Teaching and Scientific Council, in accordance with the prescribed procedure, in which students also participate. Professional standards for study programs have been respected, which include the implementation of the four Council of Europe recommendations on the purpose of higher education. The recommendations of the European Chemical Engineering Federation (EFCE) have also been applied, so first-degree studies contain 20-30% of science subjects, 40-50% of engineering disciplines, and 10% of non-technical subjects. The correspondence of the study program with the twelve accredited study programs conducted at higher education institutions in the countries signatory to the Bologna Declaration is also stated. Studies in an updated curriculum enable students to acquire more comprehensive theoretical and practical knowledge in the field of chemical engineering and technology in line with the latest developments within this scientific field. The curricula created and the syllabuses of individual courses contain clearly defined competences/learning outcomes. The structure of the study program is modular (third-year students opt for the appropriate elective module and therefore 					

the exit profile). As part of the HIT study program, the Faculty cooperates with related institutions in the area, mainly through scientific research projects and the preparation of doctoral dissertations.

3. The average grade of the student enrolling in these studies is between 4 and 4.2 and they have a number of students from abroad (mostly from Serbia and Montenegro). The institution has 62 students in the first year, and 35 in the second year, and the quota for the master is 10 students. Additional efforts should be made to increase the transferability from the first to the second year of study and thus more students to receive for master studies. The University has a software application used by organizational units for the purpose of verifying the originality of all papers published and worked at the faculty, as well as final and diploma papers.
4. Teachers at the Faculty of Technology in Zvornik, University of East Sarajevo participate in the creation of a policy of internal quality assurance of study programs as part of the strategic management of HEI. Student satisfaction is regularly evaluated, with satisfactory results.
5. Researchers are responsible for the entry of their work into the electronic records of scientific research work (eNIR) per worker. The Faculty of Technology has state-of-the-art laboratories, with 2 million euros recently invested in equipping them. The research groups are formed mainly by departments, but they are active in cooperation with the economy, so for example. environmental equipment is also used for commercial purposes. The Faculty of Technology is ranked third in terms of its own revenues at the University of East Sarajevo. In 2013, they were named the best scientific research institution in Republika Srpska, and in 2012 the institution that best cooperates with the economy.
6. The Faculty has been publishing the Journal of Engineering & Processing Management since 2009 which has gone into some bases like CAB Abstracts, CAS, EBSCO host, DOAJ etc. Every two years, the faculty organizes an international scientific congress on Engineering, the Environment Materials in Processing Industry, which is held for the sixth time this year. In 2017, researchers at the Faculty of Technology had 11 publications in WoS. All teachers have about 200 citations in the Scopus database from 2006 to 2018.
7. In 2012, the teachers of the Faculty of Technology won the award for best technological innovation. Negotiations are underway to launch a Start-up Center at the Faculty of Information Technology. This academic year they have a student honored by the RS President for the grade point average achieved in 2018. Faculty students participate in student conferences and those with the best results receive scholarships from the Milan Jelic Foundation.
8. Two students have spent 5 months at KU Leuven in the previous academic year and have completed their master's work there. The institution is active in applying for international projects, so they have now applied for two Erasmus + and one Melvana project with Turkey.
9. The faculty produces a guide for students, flyers, posters, has a short film about the faculty, promotions through visits to high schools. Open Day is organized occasionally. Faculty teachers and students regularly participate in the Science Festival and Explorers Night.

Weaknesses:

1. The Rulebook for the Revision of Study Programs has been drafted but has not yet been approved and implemented.
2. Learning outcomes are not measurable in certain courses of the study program.
3. Poor results regarding the mobility of teachers and associates in the previous period.
4. Some of the e-communication platforms for teachers with students do not apply at the University.
5. Basic information about the Faculty and its study programs on the Faculty's website is given only in Serbian.
6. Short duration of practical training.
7. The possibilities of cooperation with the economy have not been fully exploited (especially in the field of welders training).
8. At present, it is not possible to perform plagiarism checks on all Cycle II final papers due to limitations in the number of uses of the University's anti-plagiarism software.

Recommendations for improvement:

1. It would be desirable to adopt procedures that clearly outline the procedures for creating, evaluating, approving and reviewing study programs. When creating and revising study programs, it is recommended that student involvement is greater.
2. Faculty teachers should publish scientific papers in international journals indexed in bases such as Scopus and/or Web of Science. This would provide greater visibility of their research, and increase the author's h-index and citation. It would be good if the final year students are more involved in scientific research work and projects with business entities. It is recommended that the teamwork of senior students in groups on specific project based learning is as much as possible. Although the University of East Sarajevo has a software application used by organizational units for the purpose of verifying the originality of all papers, the number of entries is limited and should allow more users to check.
3. In addition to having teachers present in their classrooms and available for consultation with students, it would be advisable to start using existing online teaching and communication platforms for online students, such as students. Moodle or Merlin. In this way students would be provided access to teaching materials at any time and from any place, as well as the possibility of insight into the results of seminar papers, colloquiums, exams and the like. This could avoid publicizing the results of the exam with student names, which is not in line with GDPR regulations.

4. The success of acquiring sets of learning outcomes of study programs as a basis for evaluating the exit competencies of graduates should be continually verified through employer surveys.
5. It has not been established that there is an Ordinance on the calculation and allocation of ECTS credits, so it does not appear that the specific gravity of individual subjects has been taken into account. It is also necessary to check whether ECTS credits have been correctly awarded through student surveys.
6. Continuous work and further efforts are needed to improve the exchange of teaching staff and students with Universities in Europe. International exchange is predominantly based on opportunities that arise through personal acquaintance and contact with teaching staff. In particular, outgoing mobility of students and teachers should be increased. In this regard, a contact person for the Erasmus + program should be appointed and most of the Faculty web site should be translated into English. The 4 + 1 + 3 study concept applied at the Faculty of Technology probably hinders the process of mobility and continued study. Although two students spent 5 months each at KU Leuven and did their master's work there, these are more individual cases than outbound mobility that is continuously realized. For better realization of incoming mobility, it is necessary to have more information about studying in English.
7. It would be good to promote publication of papers in prestigious international journals, awards for innovative technical solutions and patents through certain incentive measures.
8. An Open Day is organized occasionally, which should be regular. Organize a Faculty Open Door Day each year to bring activities and laboratories closer to the interested public. It would be good to establish an Alumni Club of graduates of the Faculty of Technology in Zvornik.
9. It is recommended that the faculty and the studies are branded out in such a way that modern LCD panels with valid information, exhibits in the field of chemical engineering and technology, etc. are placed in the hallways of the institution.

Requirements completion level:	I	II	III	IV
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Name of the study program:	Level of study:	Name(s) of exit qualifications:
Chinese and English Language and Literature	I cycle	Graduate Professor of Chinese and English Language and Literature

The good sides:

1. The Chinese and English Language and Literature study program is one of the best examples at the University of a well-developed international cooperation through student exchange. Every student in the study program has the opportunity to go to China for a scholarship at least once during their education, which has a very positive effect on students' motivation in learning and further work.

2. Employees of the study program for Chinese and English language and literature together with students participate in many manifestations in order to promote the faculty throughout the year, which turned out to be very positive, because despite the increase in student enrollment quotas, there is not enough space reported.
3. The study program, thanks primarily to the Embassy of the People's Republic of China in BiH, has no problems with human resources, because in addition to one local Chinese language lecturer and two assistants, there are two professors from China.
4. The physical resources of the faculty at which the study program is located are extremely good and largely used. In addition to the university, 100 m away, there are two student dormitories with accommodation capacities of up to 500, which were built a few years ago.
5. Students have shown plenty of examples of good collaboration with professors, which enables them to master the material better and become more comfortable with work after graduation.

Weaknesses:

Students participate in the survey-assessment of the quality of studies and teaching staff with an average of 30%.

The mobility of teaching staff is very modest.

There is no alumni club at the study program at all.

Graduates from the Chinese and English study program can only teach English in elementary-nine-year schools.

Recommendations for improvement:

To motivate students to participate in a larger number of surveys on the quality of the study program and in evaluating the professors' commitment to teaching and lectures.

A large number of graduates are involved in the development of the study program, they actively assist their colleagues during their studies and, accordingly, it is necessary to form an Alumni group or a club of graduates in order for the exchange of experiences to function in the right way.

Modify the curriculum to the extent that graduates can also work in high schools, and preferably teach Chinese in elementary-nine-year schools.

Requirements completion level:

I

II

III

IV

Name of the study program:	Level of study:	Name(s) of exit qualifications:
Agriculture	I cycle	Graduate in Agricultural Engineering
The good sides:		
<p>The HEI has an approved quality policy at the University level, including documentation of the University related to improving the quality of work of all specific segments of teaching and research and other processes of the institution. The quality assurance policy is focused on the content of the promotion of research work, mobility, internationalization, and through the available documents that can be accessed through the following links: Development Strategy 2015-2020, Rules of Procedure of Scientific Research Work Centers, Human Resources Strategy for Researchers Rulebook on international exchange of students and staff of UES, Rulebook on professional practice of students, Rulebook on doctoral studies and others. Faculty uses university software to check plagiarism. The policy supports the development of a quality culture in which all internal actors contribute to the quality of study programs. Involvement of external participants is present and in practice implemented, but not defined by acts. The curriculum incorporates elements of interdisciplinarity, and the Study Program is defined in accordance with the specific goals of agricultural production in the country and abroad. The reference programs in BiH and abroad were used in the creation. The curriculum contains a list of compulsory and elective courses, ECTS credit value of each course, semester mark, weekly class of lessons, while syllabuses contain the course objective, course outcome, course content per week, student workload per course, literature list (not specifically required) ii additional literature) for each subject, method of assessment and knowledge evaluation. The practice is foreseen but not valued. Practical training is continuous, it is carried out at agricultural holdings, goods, pharmacies. The Faculty also has laboratories for practice, there are a number of agreements on cooperation in the field of agriculture, and for the needs of student practice, later, employment opportunities. Academic staff are motivated to work and encourage student activities, not only in the teaching process, but also in writing professional papers at conferences, which are given insight. Teaching staff is also active in all segments of their work, records of their productive work in the domain of research are available in the Scientific Research Work. The system of knowledge assessment is regulated by the Rules of Study, transparent, and contains an appeal procedure. Enrollment, student advancement, recognition of qualifications, governed by internal acts and laws. Student participation in all segments of faculty work is evident. Student and teacher mobility exists but is not significantly present, the institution applies for projects.</p>		
Weaknesses:		
<p>The Quality Assurance Rulebook provides for internal and external participants to monitor quality processes in defined areas, including the quality of study programs. Article 6 (3) states that internal and external users of the quality system shall evaluate the quality in the manner and in the procedure established by special acts. They were not enacted. Syllabuses of the items were not posted on the website. The issue of practice and its evaluation is still not regulated, although it is considered mandatory, but it is not part of the</p>		

curriculum, so this conditionality cannot be determined. No significant activity of outgoing and incoming teacher and student mobility is evident.

Recommendations for improvement:

The involvement of external interested parties in quality should be governed by an act that clarifies the manner and procedure of their participation, which would also facilitate work on specific activities. Informal contacts and information on the level of employment, employer satisfaction, the needs of the labor market for graduates of agricultural engineers formalize through discussions at Scientific Teaching Council sessions, make conclusions and measures of improvement, so that it remains recorded in the quality system. The cumulative self-evaluation report on an annual basis is not sufficient for a detailed insight into the quality of work by individual segments. Post syllabuses on the website so students have access to the information they need. To regulate the issue of obligation and evaluation of practice, it is recommended to include the Summer internship in the curriculum and evaluate the ECTS credits, make a syllabus. There are mechanisms for supporting the career development of students that arise from faculty activities but are not procedurally covered as required by the criteria, so it is recommended that the practice of support be translated into a formal form. Strengthen the mobility of teaching staff and students.

Requirements completion level:	I	II	III	IV
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Name of the study program:	Level of study:	Name(s) of exit qualifications:
Vocal-instrumental study program	I cycle	<ol style="list-style-type: none"> 1. Graduate music artist solo singer - 240 ECTS 2. Graduate music artist pianist - 240 ECTS 3. Bachelor of Music Accordionist - 240 ECTS 4. Bachelor of Music in Violin Music - 240 ECTS 5. Bachelor of Music in Violin Art - 240 ECTS 6. Bachelor of Music in Flutist - 240 ECTS 7. Bachelor of Music in Guitar - 240 ECTS

The good sides:

The HEI has an approved quality policy at the University level, including documentation of the University related to improving the quality of work of all specific segments of teaching and research, and other processes of the institution. The links in the application are listed and there is a section of documentation on the faculty site, there is a link to the UES, through which all the mentioned documents can be accessed. Quality assurance

policy is focused on the content of the promotion of artistic work, learning and teaching, through the available documents that can be accessed through the following links: Development Strategy 2015-2020, Rulebook on Scientific Research Centers, Human Resources Strategy for Researchers, Internationalization Strategy, Rulebook on the International Exchange of UES Students and Staff, Rulebook on the Professional Practice of Students. The method of defending the final work, which provides for concerts, is defined. The curricula are adopted according to the procedures and updated, the reference programs of the Academies in BiH, Serbia, Slovenia are used, and are largely based on the recommendations of the largest association of European musical institutions, the Association Européenne des Conservatoires, Académies de Musique et Musikhochschulen. Learning outcomes are listed at the level of the study program and subjects. The Academy has adequate equipment, teaching instruments and a pool of literature used for teaching subjects. Numerous bilateral and multilateral agreements have been submitted for review, resulting in activities involving teachers and students, and there are records of them. Based on these agreements, teachers have the possibility of outbound and incoming mobility and guest roaming. Students actively participate in local, regional, international and international competitions with remarkable results. There are a large number of contracts and students in the Russian-speaking area, so it is planned to introduce a study program in Russian. All festivals include Alumni students, as active participants. Students are involved in all quality processes, from proposing to deciding on the bodies of the Academy and the University. The academy has a sufficient number of teaching staff, selection and promotion procedures are being implemented, adequate assignment plans, workloads are being worked out and are discussed at the institution's bodies. Mobility is evident, not always within projects, but within the framework of the agreement, numerous examples of such mobility are presented.

Weaknesses:

There is no defined way of revising the study programs, with the time dynamics, criteria and manner of participation of external participants. Student surveys are formally conducted but have no purpose because of the specificity of the study and the size of the group. The Scientific Research Work records were not adapted to the needs of the faculty of this faculty, in conversation with the teachers it was determined that an initiative had been sent to upgrade them. The site does not have English content. Subject syllabuses do not list the required and specific equipment for the realization of the subject.

Requirements completion level:

Formalize the procedure and procedure for revision of study programs. To enable the faculty to conduct adequate student surveys due to the specific size of groups, to provide fields in the Scientific Research Work records of teacher work that will include the characteristic work of the Academy and teachers in the processes of promotion and productivity. Improve the contents of the website in English. Include in the syllabuse of the subject section "Required and specific equipment for performing the course", for the specificity of the study. The procedure for supporting students' career development is not established, but various forms of support are used: providing information to students about the possibilities of additional education, scholarships at home and abroad at the Music Academy is realized through the Vice-deans for research and artistic work and the Student Union of the Academy. The recommendation is to formalize support for student career

development, if possible or necessary at the Academy level, or at the University level through the Career Center. Strengthen mobility through projects as well.

Requirements completion level:	I	II	III	IV
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Name of the study program:	Level of study:	Name(s) of exit qualifications:
Law	I cycle	Law degree 240 ECTS

The good gides:

The HEI has an approved quality policy at the University level, publicly available through the university website, which can be accessed from the faculty website. Documents can be found at the link <https://www.ues.rs.ba/insurance-quality/programs-i-documents/> including the University documentation related to improving the quality of work of all specific segments of teaching and research, and other processes of the institution. The quality assurance policy focuses on the content of the promotion of research work, learning and teaching, mobility, through the available documents that can be accessed through the following links: Development Strategy 2015-2020, Rules of Procedure of Scientific research Work Centers, Human Resources Strategy for Researchers, Internationalization Strategy , Rulebook on International Exchange of Students and UES Staff, Rulebook on Student Professional Practice. Student practice was developed, legal clinics were also held, for which a proctor was provided, followed by the Refugee Law Clinic, Gender Equality Schools with RS Gender Center and UN WOMEN and USAID, Child Rights Law Clinic (with UNICEF and Center for Human Rights) rights Mostar). Numerous agreements were submitted for review, including practice, exchange of information through lectures, experience and expertise in the field of legal theory and practice, joint participation in the organization of scientific and professional meetings, organization of student visits, e.g. : Basic Court I District Commercial Court in Bijeljina, District Court in East Sarajevo, Republic Administration for Geodetic and Property Law, ZEDP Elektro Bijeljina et al. The syllabuses are being updated, the reference program in the country and environment is being used, the records of the last update 2014/2015 of the curriculum have been submitted. The Faculty employs a sufficient number of full-time employees and manages human resources, not only procedurally, but also plans to fill its own staff. According to the information provided, most of the assistants will receive a PhD in the future, which will reduce the need for external teaching staff. Curricula, syllabuses are available, learning outcomes are defined at the level of study program and subject. Enrollment procedures, student evaluations, appeal procedures are regulated, student pass rates, teacher research and all elements of the self-evaluation report are regularly analyzed. The Faculty of Law Yearbook, which has been submitted for consultation, contains information on the activities of the faculty, eg 2017: student practice, scientific and professional training of teachers and associates, participation in conferences, summer school visits, visits of foreign students to the faculty, lectures by foreign lecturers (ambassador).

Weaknesses:				
The procedure for revising the study programs and the manner and procedure for involving external participants have not been developed. Website due to domain change is not fully functional. ECTS Rule is missing. Insufficient mobility, although data and examples of applications for mobility projects currently applied are presented, poor prior implementation and representation of mobility.				
Requirements completion level:				
Formalize the study program review procedures and the involvement of external actors, as well as other participants in the process, so that activities implemented in practice can be monitored through procedures and minutes. Complete the process of document migration to the website so that all documents are available online. Do a mobility analysis and provide improvement measures.				
Requirements completion level:	I	II	III	IV

3.3 Recommendation for accreditation

After reviewing all the submitted documentation, on site visit to the higher education institution and analyzing all documents, procedures and ways of functioning of the higher education institution, as well as carrying out the evaluation procedure, the following level of fulfillment of the requirements of the standards and criteria was determined:

CRITERIA	COMPLETION LEVEL
A.1 Quality assurance policy	IV
A.2 Program development and approval	III
A.3 Student-centered learning, teaching and assessment	III
A.4 Enrollment of students, their progression through studies, recognition and certification	IV
A.5 Human resources	III
A.6 Learning and support resources for students	III
A.7 Information management	III
A.8 Information management	III
A.9 Continuous monitoring and periodic review of the program	III
A.10 Periodic external quality assurance	IV

After reviewing the submitted documentation, 24 reviews of study programs, 12 improvement plans prepared by study programs on the basis of reviewers' reports, visits to a higher education institution and real-time inspection by a panel of experts:

STUDIJSKI PROGRAM	NIVO ISPUNJENOSTI
Agruculture	III
General Teaching	III
Vocally Instrumental	III
Chemical Engeneering and technology	III
Mechanical Engineering (1. cycle)	III
Mechanival Engineering (2. ciklus)	III
Dentistry (integrated)	III
Law	III
Medicine (integrated)	III
Ortodox Thehology	III
Chinese and English Language and Literature	III
Traffic and trasnsport engineering	III

On the basis of the overall quality assessment, the Commission recommends to the Higher Education Accreditation Agency of Republika Srpska that, in accordance with the Rulebook on Accreditation of Higher Education Institutions and Study Programs, the University of East Sarajevo Higher Education Institution issues a 5-year accreditation decision for higher education institution and recommended study programs. Based on the insight into the independent reviews of the study programs and the external evaluations of the study programs applied for accreditation, the Commission recommends for the accreditation the study programs listed in the previous table.

External evaluation commission members:

Goran Janjic, PhD, Chairman _____

Jamila Jaganjac, PhD, member _____

Dražan Kozak, PhD, member _____

Biljana Djukic, PhD, member and _____

Bojan Tesic, member. _____