

INTERNATIONAL BURCH UNIVERSITY



POST ACCREDITATION ACTIVITIES

**ACTION PLAN OF INTERNATIONAL BURCH UNIVERSITY TO IMPLEMENT  
RECOMMENDATIONS OF THE COMMITTEE FOR ACCREDITATION FROM  
ACCREDITATION PROCESS IN 2014**

Sarajevo, 2016

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## INTRODUCTION

According to *“Report of domestic and international experts for assessment and revision of quality and giving recommendations on accreditation of Higher Education Institutions (HEIs) and their study programs”*, which is result of the visit paid by the experts to HEI International Burch University from 24<sup>th</sup> of June to 26<sup>th</sup> of June, 2014, and according to *“Recommendation on Accreditation”* of Agency for Development of Higher Education and Quality Assurance (HEA) no. 05-33-1-369-5/14 adopted on 6<sup>th</sup> of August, 2014, even though International Burch University was assessed as HEI that fully implemented all nine criteria for accreditation, there are recommendations for each except criteria *“7: Information System”*.

As a response to recommendations from previously mentioned two documents, International Burch University undertook several steps to make sure that all post-accreditation activities are implemented properly.

On its session held on 9<sup>th</sup> of March, 2015, Quality Board of International Burch University (IBU) considered committee’s recommendations on accreditation of IBU, and conducted first discussion with aim to generate proposals for preparation of adequate action plan that will be main driver of implementing all recommendations of the committee.

In session of Quality Board held in October, 2015, first draft version of *“Action Plan of International Burch University to Implement Recommendations of the Committee for Accreditation from Accreditation Process in 2014”* has been adopted with aim to make proposal for Senate.

On its session held on 29<sup>th</sup> of April, 2016, Senate considered draft version of *“Action Plan of International Burch University to Implement Recommendations of the Committee for Accreditation from Accreditation Process in 2014”*. After short discussion, Senate members agreed that the document should be sent to Faculty Councils and Students’ Parliament for more detailed consideration to get better feedback and improve the document accordingly.

In Senate session held on 26<sup>th</sup> of May, 2016, draft version of *“Action Plan of International Burch University to Implement Recommendations of the Committee for Accreditation from Accreditation Process in 2014”* was on agenda once again. This time, feedbacks from Faculty Councils were reviewed and adopted.

Finally, on its session held on 1<sup>st</sup> of July, 2016, Senate adopted final version of *“Action Plan of International Burch University to Implement Recommendations of the Committee for Accreditation from Accreditation Process in 2014”*.

## **LIST OF RECOMMENDATIONS**

As stated in introduction, on the basis of *“Report of domestic and international experts for assessment and revision of quality and giving recommendations on accreditation of Higher Education Institutions (HEIs) and their study programs”*, and according to *“Recommendation on Accreditation”* of Agency for Development of Higher Education and Quality Assurance (HEA) no. 05-33-1-369-5/14 adopted on 6<sup>th</sup> of August, 2014, following recommendations are suggested to IBU:

### **1. Development and strategy of the higher education institution**

- 1.1 It is necessary to permanently work on stimulating the students’ participation in the development of the strategy as well as on the constant increase of their awareness of valid strategic commitments of the University
- 1.2 To make plans for a longer time period as well (e.g. 10 years), since the Vision, Mission, and Strategic Goals are pretty big. Strategic goals of the University, when put on lower levels, need to be measurable
- 1.3 To constantly work on raising the awareness about the vision, mission, and goals of the University in all employees and students. To work on the constant strengthening of the strategic relations between the University and business

### **2. Management, internal quality assurance and culture of quality**

- 2.1 To analyze the system of student participation in the creation of strategic documents and to suggest measures for a more active student involvement in the process of creating strategic documents
- 2.2 To consider the level of student/student body involvement in the analysis of the evaluation survey results, as well as the possibility of their suggesting corrective
- 2.3 To work on prevention measures to decrease the potential for problems at the University

### **3. Procedures for ensuring the quality of study programs**

- 3.1 To consider need for increasing number of study programs at some departments or opening a new faculties within University according to needs from the environment

### **4. Procedures for grading the students**

- 4.1 We recommend an additional analysis of the high passing rate at certain faculties and cycles of study, and creating a proposal of corrective measures for that

### **5. Human Resources**

- 5.1 To conduct thorough analyses of the employees satisfaction and to constantly take measures to improve the level of employee satisfaction
- 5.2 To consider additional forms and possibilities of support for employees who wish to continue their studies on other relevant educational institutions

- 5.3 To make regular analyses of the teaching staff's qualifications and to employ corrective measures where they are necessary
- 5.4 To plan funding and give awards to the administrative staff for the results of their work

## **6. The quality of physical resources**

- 6.1 To continue activities on the formation of the Techno-Park within which there can be Business Centers and Incubators, and to include a practice of encouraging the development of business and of actively participating in its development, and to continue cooperation until the business grows strong enough and as long as there is need for cooperation

## **8. Presenting information to the public**

- 8.1 It would be good if the University, at the end of every year, would publish the Collected Papers published by the academic staff of the University that year

## **9. International Cooperation**

- 9.1 To promote valid EU programs in the field of education as well as other larger scholarship donors in the European field of higher education. Encourage the participation of students and academic staff in such programs
- 9.2 In order to improve international cooperation, the University needs to familiarize its students with project management during regular or additional classes

## ACTION PLAN OF INTERNATIONAL BURCH UNIVERSITY TO IMPLEMENT RECOMMENDATIONS OF THE COMMITTEE FOR ACCREDITATION FROM ACCREDITATION PROCESS IN 2014

CRITERIA 1		1. Development and strategy of the higher education institution		
RECOMMENDATION 1.1		1.1 It is necessary to permanently work on stimulating the students' participation in the development of the strategy as well as on the constant increase of their awareness of valid strategic commitments of the University		
#	Activities to be done at IBU	Responsible org. unit	Indicators	Deadline
1	1.1.1 Board of Trustees should appoint students' representatives from each faculty and all three cycles of study in Team for strategic planning (9 representatives in total)	Board of Trustees	Decision of appointment	April, 2017
2	1.1.2 Once a year, together with all other members of Team for Strategic Planning, students' representatives from each faculty of all 3 cycles at IBU should participate in revision of fulfillment of strategy regarding previous academic year as well as planning new academic year	Rector - Coordinator of Team for Strategic Planning	Invitation; Meeting minutes; Signature list.	July, 2017
3	1.1.3 All students of International Burch University should be stimulated to give their feedbacks regarding strategy development of International Burch University through academic advisorship system	Dean of students	E-mail sent to advisors; Advisors' report on students' feedback	July, 2017
4	1.1.4 Preparation of "Suggestions box" where students can anonymously recommend anything they want which may include recommendations for the Strategy development	Secretary General	Suggestions archived; Report on implemented suggestions announced on the website	December, 2016
RECOMMENDATION 1.2		1.2 To make plans for a longer time period as well (e.g. 10 years), since the Vision, Mission, and Strategic Goals are pretty big. Strategic goals of the University, when put on lower levels, need to be measurable		
#	Activities to be done at IBU	Responsible org. unit	Indicators	Deadline
5	1.2.1 Prepare a "Procedure for planning in coming academic year" that will define who, how and when needs to prepare "List of goals" and "Activity Plan" regarding unit (Faculty, Department, Administrative Unit) as a part of this procedure, specific form should be developed that will be used to do the planning	Quality Manager / Senate / Board of Trustees	Decision on adoption of procedure for planning	April, 2017 (QM) May, 2017 (Senate) June, 2017 (BoT)
6	1.2.2 Educate all Deans, Heads of Departments and Heads of Administrative Units the way in "Procedure for planning should be implemented"	Quality Manager	Invitation; Seminar's attendance list	July, 2017
7	1.2.3 Create SMART goals (in written form) of each faculty and each department, as well as each administrative unit for coming academic year (In other words, implement the procedure)	Rector / Deans / Heads of Departments / Heads of Admin. Units	Plans signed & archived	September, 2017

<b>CRITERIA 1.3</b>		<b>1.3 To constantly work on raising the awareness about the vision, mission, and goals of the University in all employees and students. To work on the constant strengthening of the strategic relations between the University and business</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
8	1.3.1 Within "Procedure for planning in coming academic year", there should be emphasized that all goals must be supporting vision and mission of University	Quality Manager / Senate / Board of Trustees	Decision on adoption of procedure for planning	April, 2017 (QM) May, 2017 (Senate) June, 2017 (BoT)
9	1.3.2 Conduct revision of mission and vision with aim to improve it and assure that it properly responds to changes in University's environment	Board of Trustees	Decision on adoption	March, 2017
10	1.3.3 Continue assuring that up to date mission and vision is publicly available and exposed to all important locations in the building (in the web site as well)	Quality Manager	Mission & vision up to date on official website and University's building	March, 2017
11	1.3.4 Continue assuring that relations between the University and business are always significant part of strategy and annual plans	Rector - Coordinator of Team for Strategic Planning	Report of Team for Strategic Planning	July, 2017
<b>CRITERIA 2</b>		<b>2. Management, internal quality assurance and culture of quality</b>		
<b>RECOMMENDATION 2.1</b>		<b>2.1 To analyze the system of student participation in the creation of strategic documents and to suggest measures for a more active student involvement in the process of creating strategic documents</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
12	2.1.1 Board of Trustees should appoint students' representatives from each faculty and all three cycles of study in Team for strategic planning (9 representatives in total)	Board of Trustees	Decision of appointment	April, 2017
13	2.1.2 Once a year, together with all other members of Team for Strategic Planning, students' representatives from each faculty of all 3 cycles at IBU should participate in revision of fulfillment of strategy regarding previous academic year as well as planning new academic year	Rector - Coordinator of Team for Strategic Planning	Invitation; Meeting minutes; Signature list.	July, 2017
14	2.1.3 All students of International Burch University should be stimulated to give their feedbacks regarding strategy development of International Burch University through academic advisorship system	Dean of students	E-mail sent to advisors; Advisors' report on students' feedback	July, 2017

15	2.1.4 Preparation of "Suggestions box" where students can anonymously recommend anything they want which may include recommendations for the Strategy development	Secretary General	Suggestions archived; Report on implemented suggestions announced on the website	December, 2016
16	2.1.5 Continue regularly asking all students of IBU for feedback about quality of University's services and consider it for improvement	Students' Parliament	Report on Students Satisfaction	March, 2016
17	2.1.6 Adopt "Report on Students Satisfaction" prepared by students in the Senate meeting, discuss its results and prepare adequate corrective / preventive measures	Senate	Meeting minutes of Senate	April, 2016
<b>RECOMMENDATION 2.2</b>		<b>2.2 To consider the level of student/student body involvement in the analysis of the evaluation survey results, as well as the possibility of their suggesting corrective measures based on the evaluation survey results</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
18	2.2.1 Preparation of "Suggestions box" where students can anonymously recommend anything they want which may include recommendations for the Strategy development	Secretary General	Suggestions archived; Report on implemented suggestions announced on the website	December, 2016
19	2.2.2 Continue regularly asking all students of IBU for feedback about quality of University's services and consider it for improvement	Students' Parliament	Report on Students Satisfaction	March, 2016
20	2.2.3 Adopt "Report on Students Satisfaction" prepared by students in the Senate meeting, discuss its results and prepare adequate corrective / preventive measures	Senate	Meeting minutes of Senate	April, 2016
21	2.2.4 Adopt "Report on Students Satisfaction" prepared by students in the Senate meeting, discuss its results and prepare adequate corrective / preventive measures	Senate	Meeting minutes of Senate	April, 2016
22	2.2.5 Continue assuring students' presence in Faculty Council meetings and Senate meetings and having right to vote and provide recommendations	President of SP President of Senate President of FC	Meeting minutes of SP / Senate / FC	Regular activities

RECOMMENDATION 2.3		2.3 To work on prevention measures to decrease the potential for problems at the University		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
23	2.3.1 While giving seminar to educate staff on "Procedure for planning in coming academic year" emphasize the importance of preventive planning, and determining such a goals that will assure prevention of problems that occurred in the past	Quality Manager	Invitation; Seminar's attendance list	July, 2017
24	2.3.2 Considering previous experiences with students, develop documents that will simplify processes regarding studying at IBU, and enable minimum problems encountered. Such documents are flowcharts for all cycles of study.	Secretary General	Flowcharts / Meeting mins on adoption	March, 2017
25	2.3.3 Assure that all flowcharts are announced in a visible locations at University and available on the official website	Secretary General	<a href="https://studentaffairs.ibu.edu.ba/en/flowcharts/">https://studentaffairs.ibu.edu.ba/en/flowcharts/</a>	March, 2017
26	2.3.4 Review all forms used by Students Affairs Office and improve them with aim to simplify students related processes, make them easier in practice, and in that way to prevent eventual problems.	Quality Manager	Meeting minutes of Quality Board / Decisions on adoption of new forms	March, 2017
27	2.3.5 Assure that all newly adopted forms are announced in a visible locations at University and available on the official website	Secretary General	<a href="https://studentaffairs.ibu.edu.ba/en/forms/">https://studentaffairs.ibu.edu.ba/en/forms/</a>	March, 2017
28	2.3.6 Simplify processes of students admission, graduation, academic staff's elections etc. with aim to prevent potential problems in these processes. This should be done by creation of "Burch Criteria Book" that will explain all important aspects of most important processes and prevent eventual misunderstandings of internal rules.	Secretary General	Adopted Burch Criteria Book / Senate meeting minutes / Decision on Adoption	May, 2017

CRITERIA 3		3. Procedures for ensuring the quality of study programs		
RECOMMENDATION 3.1		3.1 To consider need for increasing number of study programs at some departments or opening a new faculties within University according to needs from the environment		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
29	3.1.1 To open new study programs at existing Departments (Opening MA and PhD at existing departments such are: International Business, International Relations and EU Studies, Banking and Finance).	Deans & Heads of Departments	Decision of MONKS on approving new Study Programs; Curriculums	September, 2017
30	3.1.2 To open new departments in existing faculties	Deans & Heads of Departments	Decision of MONKS on approving new Study Programs; Curriculums	September, 2017
CRITERIA 4		4. Procedures for grading the students		
RECOMMENDATION 4.1		4.1 We recommend an additional analysis of the high passing rate at certain faculties and cycles of study, and creating a proposal of corrective measures for that		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
31	4.1.1 Each course holder (Professor) should analyze passing rates of his course semestrually and submit it to Head of Department - This is being realized through annual Self Evaluation Report of Academic Staff	Academic Staff members individually	Self Evaluation Report of Individual Academic Staff	March, 2017
32	4.1.2 Head of Department should prepare the Report on Passing Rates and Average Grade od Department and submit it to the Dean - This is being realized through annual Self Evaluation Report of Department	Heads of Departments	Self Evaluation Report of Department	April, 2017
33	4.1.3 Based on reports from Heads of Departments, Deans should analyze passing rates in the faculty level - This is being done through annual Self Evaluation Report of Faculty. Deans should present their passing rates and average grade in the Faculty Council meeting annually and this should be adopted as a part of Self Evaluation Report of Faculty. This adopted report needs to be submitted to Rectorate. The Report should contain clear justifications and explanations in a case that grades are either too low or too high. Deans should list preventive measures that they will implement in the Faculty to assure elimination of problems with too high or too low passing rates and average grade identified through the Report.	Deans	Self Evaluation Report of Faculty; Decision on adoption	April, 2017
34	4.1.4 All corrective and preventive measures from the deans' reports on passing rates and average grades should be implemented and verified in accordance with "Corrective measures management procedure" and "Preventive measures management procedure" by using its official forms.	Deans	Self Evaluation Report of Faculty; Decision on adoption	April, 2017

CRITERIA 5		5. Human Resources		
RECOMMENDATION 5.1		5.1 To conduct thorough analyses of the employees satisfaction and to constantly take measures to improve the level of employee satisfaction		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
35	5.1.1 Continue with practice of implementing “Staff Satisfaction Survey” as a part of every Self Evaluation process. As a main result of this, “Report on Staff Satisfaction at IBU” should be adopted in the Senate meeting	Quality Manager	Report on Staff Satisfaction; Decision on Adoption by Senate	May, 2017
RECOMMENDATION 5.2		5.2 To consider additional forms and possibilities of support for employees who wish to continue their studies on other relevant educational institutions		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
36	5.2.1 Continue and work even more intensively on improving relationships with other Higher Education Institutions abroad to enable exchange opportunities for employees who wish to continue their studies on other relevant institution	Vice Rector for International Cooperation	Self Evaluation Report of International Office	March, 2017
37	5.2.2 Work on implementing staff exchange programs with HEIs with whom IBU already has signed agreements	Vice Rector for International Cooperation	Self Evaluation Report of International Office	March, 2017
38	5.2.3 Improve annual “Plan of staff’s development” and analyze its implementation	Deans	Report on Staff’s Development	May, 2017

<b>RECOMMENDATION 5.3</b>		<b>5.3 To make regular analyses of the teaching staff's qualifications and to employ corrective measures where they are necessary</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
39	5.3.1 Continue with collecting information about staff's qualifications and performance through students' evaluation surveys after each semester (survey via Students Information System)	Heads of Departments	Individual Grades of Staff available in AIS	Regular semestrial activity
40	5.3.2 As a regular activity, start doing "qualitative" analysis of teaching qualifications of academic staff by delivering a survey in printed form to students and ask them to do pros and cons analysis of their teaching staff.	Heads of Departments	Surveys archived in Faculty's archive	Regular semestrial activity
41	5.3.3 Based on collected surveys, Heads of Departments should prepare a Report on Quality of Teaching Staff and submit it to the Dean	Heads of Departments	Report on Quality of Teaching Staff	Regular semestrial activity
42	5.3.4 To conduct Conversations with all Academic Staff members by the committee, and discuss their qualifications, teaching process quality, scientific research quality etc.	Committee appointed by Senate	Meeting minutes from conversations with Academic Staff	July, 2017
43	5.3.5 Prepare adequate corrective and preventive measures wherever necessary. Respect "Corrective measures management procedure" and "Preventive measures management procedure".	Committee appointed by Senate	Corrective / Preventive measures	July, 2017
<b>RECOMMENDATION 5.4</b>		<b>5.4 To plan funding and give awards to the administrative staff for the results of their work</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
44	5.4.1 Conduct revision of "Rulebook for publications' encouragements" that should result in awards for not only academic, but administrative staff who published in top journals as well.	Senate	Meeting minutes; Decision on adoption	September, 2017
45	5.4.2 Assure awards for extraordinary achievements of administrative staff	Secretary General	Awards / Certificates of Appreciation etc. Awarded	September, 2017

CRITERIA 6		6. The quality of physical resources		
RECOMMENDATION 6.1		6.1 To continue activities on the formation of the Techno-Park within which there can be Business Centers and Incubators, and to include a practice of encouraging the development of business and of actively participating in its development, and to continue cooperation until the business grows strong enough and as long as there is need for cooperation		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
46	6.1.1 Finalise Techno Park Master Plan	Head of Architecture Department	Master Plan Book	December, 2016
47	6.1.2 Work on finding resources to realize Techno Park (sponsorships, donations, internal fundings)	Rector, Vice Rectors, Deans	Ammount of collected budget	Until enough assets are collected
48	6.1.3 Start with "Students" Pavilion project with students	Vice Rector for International Cooperation	Students' Pavilion constructed; Video Reports	December, 2016
49	6.1.4 Start Up Incubators Project Should be Realized through starting with establishment of physical facilities	Director of Burch Business Center	Video Reports; Reports on Events; "IBU Incubators" opening ceremony media reports	December, 2016
50	6.1.5 Companies should be started by the students as a "Start Ups" fully supported by University	Start Ups coordinator	Number of Established companies; Companies' Ids and performance reports	December, 2016
51	6.1.6 "Start Up" competitions of students should be realized annually and the winner "Start Ups" should be supported so the business can start with implementation	Start Ups coordinator	Paper work from the competition; Archived Applications for Start Ups; Video Reports; Reports on Events	Regular Annual Activity

CRITERIA 8		8. Presenting information to the public		
RECOMMENDATION 8.1		8.1 It would be good if the University, at the end of every year, would publish the Collected Papers published by the academic staff of the University that year		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
52	8.1.1 Publications Office should on the annual basis prepare "Book of abstracts of publications published by academic staff of IBU in a given academic year"	Head of Publications Office	"Book of abstracts of publications published by academic staff of IBU in a given academic year"	May, 2017
CRITERIA 9		9. International Cooperation		
RECOMMENDATION 9.1		9.1 To promote valid EU programs in the field of education as well as other larger scholarship donors in the European field of higher education. Encourage the participation of students and academic staff in such programs		
Activities to be done at IBU		Responsible org. unit	Indicators	Deadline
53	9.1.1 Organize International Day to promote EU exchange programs - Have representative of national Erasmus + Office as a guest lecturer	Vice Rector for International Cooperation	Video Reports; Report on Events; Photos	March, 2017
54	9.1.2 Achieve at least 3rd position in the ranking of Universities in the country when it comes to students and academic staff exchange	Vice Rector for International Cooperation	3rd position achieved; Ranking list of National Erasmus Office	December, 2016
55	9.1.3 Intensify Participation in Erasmus Plus project using existing agreements	Vice Rector for International Cooperation	3rd position achieved; Ranking list of National Erasmus Office	December, 2016
56	9.1.4 Sign new agreements with HEIs from EU to improve exchange opportunities for both students and academic staff	Vice Rector for International Cooperation	Archived signed agreements	March, 2017
57	9.1.5 Implement more visible way of informing students and academic staff about their exchange opportunities through adequate modifications of the website. Sections such are: Incoming applicants; Outgoing applicants; Erasmus +; Partnership; Protocols should be existing on the website to explain all related processes.	Vice Rector for International Cooperation	New modified version of website: <a href="https://international.ibu.edu.ba/">https://international.ibu.edu.ba/</a>	December, 2016
58	9.1.6 Calls for exchanges of academic staff and students should be publicly available and regularly updated on both website and official Bulletin Boards in University's building.	Vice Rector for International Cooperation	Website and Bulletin Boards	Regular activities
59	9.1.7 More intensive applications for projects from EU area	Project Manager	Self Evaluation Report of Project Office	March, 2017

<b>RECOMMENDATION 9.2</b>		<b>9.2 In order to improve international cooperation, the University needs to familiarize its students with project management during regular or additional classes</b>		
<b>Activities to be done at IBU</b>		<b>Responsible org. unit</b>	<b>Indicators</b>	<b>Deadline</b>
60	9.2.1 Starting implementation of "Project Management" course in MA cycle of Management Department	Head of Management Department	Course related paperwork	December, 2016
61	9.2.2 Organization of seminar on "Project Management" for all academic staff including all Faculties, departments and administrative staff from all administrative units	Project Manager	Photos of event; Meeting minutes; Presentations used in seminar	December, 2016
62	9.2.3 Involve students directly in "Projects Applications" and Projects' realization. Engage student to work in Project Office.	Project Manager	Student Lejla Zonić appointed as Project Officer	March, 2017

## **MONITORING**

Monitoring and follow up of action plan's implementation will be realized by preparation of periodic reports on "Monitoring Report on Action Plan of International Burch University to Implement Recommendations of the Committee for Accreditation from Accreditation Process in 2014".

These reports shall be presented and adopted by the Senate. In a case that specific person responsible for implementing activities from the report did not meet deadline specified by the "Action Plan", the issue should be resolved in the Senate meeting by undertaking adequate steps which will make sure that all activities specified in the action plan are implemented properly according to indicated deadlines.

## REFERENCES

- Report of domestic and international experts for assessment and revision of quality and giving recommendations on accreditation of Higher Education Institutions (HEIs) and their study programs (2014)
- “Recommendation on Accreditation” of Agency for Development of Higher Education and Quality Assurance (HEA) no. 05-33-1-369-5/14 (adopted on 6<sup>th</sup> of August, 2014)
- Criteria for accreditation of HEIs in BiH adopted by Board of Trustees of HEA on session held on 12<sup>th</sup> of July, 2010.

**Rector,**

Prof. Dr. Teoman Duman