COMPARSION BETWEEN QA SYSTEM AT UNIVERSITY OF ZENICA AND UNIVERSITY DIN BRASOV TRANSILVANIA

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SUMMARY
Quality assurance is very important part of high education. In this overview article we should try to compare and to find common points in Quality Assurance system on both Universities. There will be presented key elements of QA structure on both Universities in tabel view

Key words: Quality system, quality assurance, teachin institutions.

1. INTRODUCTION

Quality is the most common word in today world of business. Beacuse of that and teaching process and functioning of one High Education Facility also had to take a look and to manage the quality process on home institutions. QA assurance is very important in High Education Process. There is a lot of types of quality process and all of them got one incommon point of interest and that is the benefit for the consumer of final product. So in that oredre we have ISO standards, HACCP system and many other standards that are used in different part of the world.

In High education also various type of quality assurrance process can be implemented, but most of them are involved in process of self assesment, and external evaluation process. Self assesment proces and internal audit is very important thing for one Institution which is dealing with the High education. External evaluation is a simillar process for all the Universities in the world where a group of an independet experts evaluate process and implementation of procedures at University.

These process are very important in QA at Study programes and and each Faculty.

Relation between these two institutions, University of Zenica and University of Brasov are very important. Both countries, Bosnia and Herzegovina and Romania are post communism countries where the education system was organized on a different way then now, but it was pretty much similar in both countries.

As the Countries were developed so the reforms in educational system were developing, as a result of that these two Institutions get connected trough the Tempus project which is very important for them. As a University with longer experience University Brasov was a host for a staff member form University of Zenica, QA manager from one Faculty at UNZE and one member of student association as a part of QA team form UNZE. During this period they can learn about QA system in Romania and to see differencies between UNZE and UNTV.

Important thing is that these two system's are not too much different, on the contrary they are pretty much similar in a many points.

2. COMAPRISON BETWEEN TWO UNIVERSITIES

University of Zenica is a youngest Public University in Bosnia and Herzegovina. Beside this information QA system at UNZE is very organizied and implemented in any way. The simpliest way to understand this structure is to see a diagram below:
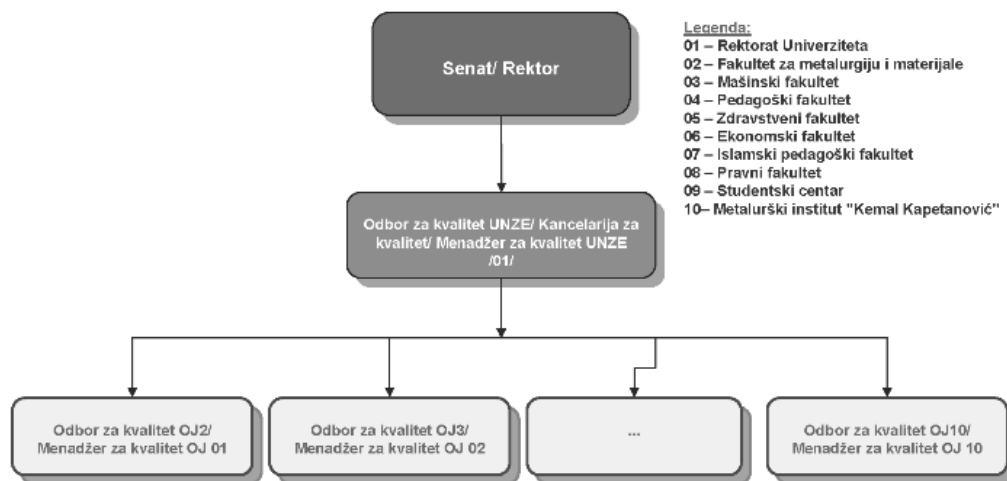

Figure 1. QA system at University of Zenica

This diagram is representing a system of QA at UNZE of Zenica with all his structures. Developing of this Department (office) at UNZE is conditioned by the statisfation of the final users of University products. If we define student's as a users, and the teaching process as a products, the student statisfaction is a very important thing.

UNZE from his establishing is working on developing a QA system trough a very big number of different way of activites.

QA system at UNZE is osrganisied trough a complex structure. At the head of this Department is a Senat/Rector as a responsible body for everything at University, but on a University level we got a QA Department (QA Office) wich is led by one man – QA manager (who is part of academic staff). At Universtiy level there is a QA board wich composition is made of University QA manager, QA manager's form each faculty, non – academic staff represent, outside expert, and students. In the next part of the structure each Faculty as a member of University has established a QA board which is consist of: QA manager at Faculty level, ECTS coordinator, Vice – Dean, administrative staff, students.

The responsiblites of these Departmens are wide but clear, and QA board at each Faculty know their responsibilities. Faculty QA board is respinsible for QA at hte faculty level wich means, that is very important to make annual questionare's for teaching process, making self evaluation report each academic year. QA is also responsible to take care for the procedures at the faculties and their implementation and also to see and to recognize all the need for the QA improvement.

When we considered QA structure on University of Zenica and comapre it with QA structure at University Transilvania din Brasov we can see there is no enormous differencies between it. There is just diference in two points. UNIT have Quality assurance Department wich is suppotrted by CEAC on University leve while that role at UNZE has a QA Office at

University level. Second diferencies is that at UNZE there is a employe who is responsible for ECTS system on each Faculty and at University level while that role at UNIT belongs to Study program Coordinator.

QA boards, both on University level and on a Faculties level are pretty much the same, they have same membership structure which is consisted from Vice Dean, QA Manager, Administration, Teaching staff and students.

Questionnnaries are made in the same maner and standards on both Universities, and their role is to improve QA system on both Universitets. One of the most important questionnarie at both University is a assessment of teaching activites by students, whose result's can make a lot of improvement in a teaching process. Problem at UNTV is that the Students are not too much interested for this activity, and it is a slightly different form UNZE. UNTV for this questionari are using internal software, what is a praxis at UNZE. Students from UNZE are more interested in this process then their collegeues in Romania.

Quality Assurance system is pretty much the same and they are made by the standards of ENQA. These procedures and standards were recommended by ENQA but there is no exact law regulation on a European level for this process, Universities have freedom to make these standards and procedures in a framework of their National Legislativa prescribed by National highest QA legislative bodies in Bosnia and Herzegovina it is HEA (High education Agency) and ARCIS in Romania responsible for Quality Assurance in High education.

Table 1. Comparison of key elements of the organization and the QA system

University of Zenica	Transilvania University of Brasov
QA Office at University Level with the QA manager and coordinated by a Vice Rector	Quality Evaluation and Assurance Commission at University Level (CEAC-U) coordinated by a Vice Rector Quality Assurance Department that supports CEAC
QA board at every Faculty level	Quality Evaluation and Assurance Commission at Faculty Level (CEAC-F) coordinated by a Vice Dean and a QA Manager at faculties level (It includes a professor and a student at each study program level)
QA manager at faculties level	QA manager at faculties level
ECTS coordinator	Study Program Coordinator
Student members of QA board	Student members of QA board
- Students questionnarie about teaching process quality - Assessment of student service quality - Graduates' statisfaction questionnarie - Questionnare for employers about their statisfaction with graduates	- Graduates' satisfaction questionnaire - Assessment of teaching activity by students questionnaire - Survey for candidates admission at university
Different types of procedures made by internal QA commite	Different type of procedures made by internal QA commite

3. CONCLUSION

- In this reasrch organisation of internal Quality Assurance system was compared and discussed, at two Universities which are the part of West Balcan Countries Universities, what is very important beacuse the both Universities had a similiar schooling system before the reform, (Bologna declaration and similar).
- Organisation of internal Quality Assurance system is one of the most important part's of Bologna process, but like that it is not strictly defined by any kind of regulation. iT is up to organisations (Universities) to define this part of their activites, but it has to be acceptable and need to be incorporated in Bologna process regulationas and suggestions.
- This overwiev comparing analysis of these two institutions are showing great similarity between these two Institutions.
- Some of these points which are showned and mentioned in text and comparison table can be guidelines for Institutions which doesn't have Quality Assurance system in their organistion structure.

4. REFERENCES

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