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right to education

**SEMINAR: „MEASURING PERFORMANCE OF UNIVERSITIES:
Understanding and Using Key Performance Indicators“**

Date:	January 19-20, 2010
Location:	ACCESS Center, University of Sarajevo Campus, Zmaja od Bosne 8, 71000 Sarajevo
Project:	Tempus “From Quality Assurance to Strategy Development” JEP_41078_2006

**WORKSHOP: „MEASURING PERFORMANCE OF UNIVERSITIES:
Understanding and Using Key Performance Indicators“**

Date:	January 27, 2010
Location:	UNITIC Business Center, Room 8, Fra Andjela Zvizdovica 1, 71000 Sarajevo
Project:	Tempus “From Quality Assurance to Strategy Development” JEP_41078_2006




Education and Culture

Tempus

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TEMPUS PROJECT “FROM QUALITY ASSURANCE TO STRATEGY DEVELOPMENT“

PROJECT DESCRIPTION

The overall aim of the project is to contribute to a coherent and far-reaching reform of higher education in BiH in accordance with the Bologna Process and in accordance with the society and market needs. In order for this objective to be achieved, universities in BiH need to develop modern, student-oriented strategies, which will pave the path towards the university's long-term goals. Owing to the fact that “one-for-all” model does not exist, each BiH University first needs to conduct a thorough analysis, i.e. assessment of its environment, operations, structure, and results so as to be able to customize and develop a progressive strategy in line with its needs and priorities.

SEMINAR: „MEASURING PERFORMANCE OF UNIVERSITIES: UNDERSTANDING AND USING KEY PERFORMANCE INDICATORS“

The seminar is proposed as an additional activity within the Tempus project “From Quality Assurance to Strategy Development“, the aim of which is to support universities in BiH in developing quality and modern strategies on the basis of results of previously performed institutional self-evaluations. With the adoption of strategies comes their implementation as well as an ongoing monitoring of strategy implementation. With the aim of bringing this topic closer to BiH universities and as suggested by the representatives of the BiH academic community, the following seminar topic was defined: *“Measuring Performance of Universities – Understanding and Using Key Performance Indicators”*.

The basic purpose of the seminar is to familiarize the BiH academic community with European practical experiences in defining and using metrics and management systems based on Key Performance Indicators – KPI. The seminar will be organized in the form of plenary sessions where the keynote lecture will be held by Mr. Ronan O Dubhghaill, Head of Institutional Research at the University College Cork. Additionally the seminar will be enriched with the inputs of Agency for Higher Education Development and Quality Assurance in BiH, with which WUS Austria has cooperated in developing the seminar content.

A G E N D A
**SEMINAR “MEASURING PERFORMANCE OF UNIVERSITIES:
UNDERSTANDING AND USING KEY PERFORMANCE INDICATORS“**

DAY 1: Tuesday, January 19, 2010

Moderators: mr. Dino Mujkić, WUS Austria Regional Manager and Nina Kovač, WUS Austria Project Manager

10:00 – 10:30	Registration of participants	
10:30 – 11:00	Opening addresses and introductory notes: <ul style="list-style-type: none"> • Overview of project outcomes and objectives • Description of seminar objectives 	WUS Austria: mr. Dino Mujkić, Regional Manager Nina Kovač, Project Manager
11:00 – 12:00	<u>Plenary Session I:</u> <i>Measuring Performance of Universities - Understanding and Using Key Performance Indicators: University College Cork's Experience</i>	dr. Ronan O Dubhghaill, Director of Planning and Institutional Research, University College Cork
12:00 - 12:15	Coffee Break	
12:15 – 13:15	<u>Plenary Session II:</u> <i>Measuring Performance of Universities - Understanding and Using Key Performance Indicators: University College Cork's Experience</i> - Q/A session and discussions	dr. Ronan O Dubhghaill, Director of Planning and Institutional Research, University College Cork Seminar participants
13:15– 14:15	Lunch Break	
14:15 -15:00	Presentation by the Agency for Higher Education Development and Quality Assurance in BiH	dr. Nihad Fejzić, Director of the Agency for Higher Education Development and Quality Assurance in BiH
15:00 – 15:15	Coffee Break	

15:15 – 17:15	Q/A session and discussions Issues: <ul style="list-style-type: none"> • steps in definition and adoption of KPIs at BiH universities • list of joint key performance indicators? • Indicators for internal vs external use 	All seminar participants
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DAY 2: Wednesday, January 20, 2010

Moderators: mr. Dino Mujkić, WUS Austria Regional Manager and Nina Kovač, WUS Austria Project Manager

10:00 – 10:45	Defining tasks and responsibilities for the upcoming workshop (January 27, 2010)	All seminar participants
10:45 – 11:00	Coffee Break	
11:00 – 11:45	Seminar wrap up and conclusions	

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The seminar and workshop *Measuring Performance of Universities: Understanding and Using Key Performance Indicators* are planned as complimentary measures. Whereas the previous seminar will provide the BiH university representatives with “theoretical” inputs, the workshop serves the purpose of offering “practical” implementation of these inputs with regard to defining (preferably joint) lists of key performance indicators in BiH public higher education.

The workshop is envisaged as a discussion platform for the university representatives from BiH, particularly for QA coordinators, management representatives, etc.

At the seminar a list of tasks will be defined which the BiH university representatives will be asked to fulfill before the workshop in order to make the workshop outcomes more concrete. Hence, the workshop agenda is defined on a more general basis to provide flexibility for the university representatives from Bosnia and Herzegovina.

PRELIMINARY AGENDA

WORKSHOP “MEASURING PERFORMANCE OF UNIVERSITIES: UNDERSTANDING AND USING KEY PERFORMANCE INDICATORS“

DAY 1: Wednesday, January 27, 2010

Moderators: mr. Dino Mujkić, WUS Austria Regional Manager and Nina Kovač, WUS Austria Project Manager

10:00 – 10:30	Registration of participants	
10:30 – 11:00	Introduction	WUS Austria
11:00 – 13:00	Workshop session I	All workshop participants
13:00 – 14:00	Lunch	
14:00 – 15:30	Workshop session II	All workshop participants
15:30 – 15:45	Coffee Break	
15:45 – 16:00	Workshop wrap up and conclusions	