



Agencija za razvoj
visokog obrazovanja
i osiguranje kvaliteta

w u s a u s t r i a

right to education

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



Tempus

Erasmus has been helping and supporting the European Commission in its activities for more than 40 years. It is the main source of funding for higher education in the EU. It is also the main source of funding for research and innovation in the EU.



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.

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

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.

A G E N D A

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	Representatives of BiH public universities Representatives of the Agency for Higher Education Development and Quality Assurance BiH
13:00 – 14:00	Lunch	
14:00 – 15:30	Workshop session II	Representatives of BiH public universities Representatives of the Agency for Higher Education Development and Quality Assurance BiH
15:30 – 15:45	Coffee Break	
15:45 – 16:00	Workshop wrap up and conclusions	