



UNIVERSITY OF ECONOMICS IN BRATISLAVA

INTERNAL REGULATION
OF UNIVERSITY OF ECONOMICS IN BRATISLAVA

No. 10/2022

Quality Monitoring and Evaluation at the University of Economics in Bratislava

2022

In accordance with Article 15(1)(b) of Act No. 131/2002 on universities and on amendments and supplements of certain laws as amended (hereinafter also referred to as "Universities Act"), the Rector of the University of Economics in Bratislava (hereinafter also referred to as "UEBA" or "University") is issuing this internal regulation entitled Quality Monitoring and Evaluation at the University of Economics in Bratislava.

Article 1

Introductory Provisions

1. This internal regulation governs quality monitoring and evaluation at the UEBA as part of the internal integrated quality assurance and improvement system at the UEBA.

Article 2

Quality Monitoring, Evaluation, Assurance and Improvement Process

1. The quality monitoring, evaluation, assurance and improvement process (hereinafter also referred to as "Process") is regulated in detail by way of the process description provided in the Internal Manual for Quality Assurance and Improvement (hereinafter also referred to as the "Internal Quality Manual").
2. The Process description and documentation in the Internal Quality Manual, including the relevant forms, shall form an attachment hereof, and shall be binding.
3. The content of the Internal Quality Manual shall be revised after the completion of each academic year under evaluation. The revised and confirmed Internal Quality Manual shall be made available on the UEBA's website.
4. The Vice-Rector - Quality Commissioner shall be responsible for Process implementation in accordance herewith and in accordance with the Internal Quality Manual.
5. For quality monitoring and evaluation in respect of UEBA activities the following methods shall be used, in particular:
 - a) opinion survey of relevant target groups,
 - b) review and monitoring of pedagogical process through classroom observations,
 - c) evaluation of courses,
 - d) evaluation of study programmes.¹

Article 3

Opinion Survey of Relevant Target Groups

1. The opinion survey of relevant target groups (hereinafter also referred to as the "Survey") is designated to ascertain opinions of relevant target groups concerning various aspects of UEBA

¹ Evaluation of study programmes shall be conducted according to the internal regulation No. 6/2021 Methodology of System for Evaluation of Educational Goals Fulfilment at the University of Economics in Bratislava

activities with a view to obtaining information to lead to UEBA activities' quality enhancement and adoption of effective measures aiding in quality improvements in all areas of UEBA activities. The results shall serve solely as indicators of potential problematic or positive phenomena.

2. Relevant target groups involve internal target respondent groups (students, teachers and other employees) and external target respondent groups (particularly graduates, employers and professionals).
3. The opinion survey of relevant target groups on the quality of UEBA activities shall be performed regularly, every academic year, as part of quality monitoring, evaluation, assurance and improvement at the UEBA.
4. The survey shall be carried out by way of questionnaires. The standard questionnaire text as well as the rules for application of questionnaires form part of the Internal Quality Manual. Standard questionnaires and rules for their application are uniform and binding upon all faculties and units at the University.
5. Evaluation criteria shall be specified in line with the survey's purpose for individual questionnaire types, particularly in the following areas:
 - a) opinion survey on education at the first and second levels of higher education studies,
 - b) opinion survey on education at the third level of higher education studies,
 - c) opinion survey on international relations and internationalisation,
 - d) opinion survey on University management, human resources and development.
6. Opinion survey forms shall include, in particular, the following:
 - in regard to education at the first and second levels of higher education studies:
 - o students' opinion survey on the course/teacher,
 - o teachers' opinion survey on student groups.
 - in regard to education at the third level of higher education studies:
 - o students' opinion survey on the course/teacher,
 - o teachers' opinion survey on student groups.
 - in regard to international relations and internationalisation:
 - o students' opinion survey on the course/teacher (courses taught in foreign languages),
 - o teachers' opinion survey on student groups (courses taught in foreign languages),
 - o opinion survey of outgoing students, teachers and employees on the quality of international mobility in the UEBA settings, particularly as regards the ERASMUS+ programme,
 - o opinion survey of incoming foreign students, teachers and employees on the quality of international mobility in the UEBA settings.
 - in regard to University management, human resources and development:
 - o employers' opinion survey on the quality of University graduates,
 - o graduates' opinion survey concerning the institution as a whole,
 - o employees' and students' opinion survey on the material working and studying conditions in the UEBA settings
7. The number, type, content and structure of standard questionnaires is subject to change. Any changes may be introduced only after the completion of the relevant academic year under evaluation, as part of the regular revision of the quality monitoring and evaluation process documentation.

8. The survey opinion results shall serve solely as indicators of strengths and weaknesses of the UEBA's activities and shall not constitute the direct basis for adopting measures. However, they may form inputs for further reviews of the findings with a view to taking measures for the elimination of negative phenomena or for the support of positive trends.
9. The competent Vice-Rectors shall be responsible for the concept of opinion surveys in individual activity areas. The Vice-Rector - Quality Commissioner shall be responsible for carrying out the surveys. The surveys are provided for, and survey results archived, by the Centre for Quality Assurance and Support, with technical support from the UEBA's Centre of Information Technologies.

Article 4

Pedagogical Process Review and Monitoring through Classroom Observations

1. Pedagogical process reviewing and monitoring through classroom observations aims to track and assess the quality of the pedagogical process.
2. Classroom observations shall be held regularly every academic year as part of the UEBA quality monitoring, evaluation, assurance and improvement process.
3. Visitors observing the pedagogical process may include academic members of the Programme Board, course sponsors, senior officers (head of department / institute, dean of faculty, rector) or employees authorized by the afore-mentioned persons.
4. Any teacher may be subject to classroom observation.
5. Classroom observation shall be carried out by direct personal attendance (or by online attendance, in the case of online teaching) of the visitor observing the pedagogical process (lecture, seminar, exercise session). Classroom observation shall be held without prior notification of the visited teacher.
6. The visitor may repeatedly observe, or arrange for observation of, the teacher who was found to have significant deficiencies by the first observation visit in the relevant academic year.
7. Standard forms of classroom observation records and classroom observation final reports as well as detailed rules for carrying out classroom observations shall form part of the Internal Quality Manual. Standard classroom observation record forms and rules for carrying out classroom observations shall be uniform and binding upon all University's faculties and units.
8. Evaluation criteria shall be specified in the classroom observation record form.
9. Classroom observation results shall serve for the senior officer (head of department/institute, dean of the relevant faculty, programme board of a study programme, University Rector) as a basis to assess the quality of the pedagogical process conducted by the visited teacher, and to adopt specific measures, if any deficiencies have been found. The senior officer's recommendations and measures shall have no punitive nature. If the pedagogical process of the same teacher has repeatedly received a negative evaluation and the facts of the matter have been examined, such recommendations and measures may, however, also involve a financial sanction imposed on the teacher.
10. A classroom observation final report and a summary report on the results of UEBA quality monitoring and evaluation shall be made in respect of the classroom observations performed at individual levels.
11. The employees below shall be responsible for the performance of classroom observations as follows:
 - visitors - for preparing a classroom observation record,

- head of department / institute - for performing classroom observations of department / institute teachers, for discussing the classroom observation record with the visited teacher, for giving the visited teacher an opportunity to take a position on the observation results in writing,
- faculty dean - for performing classroom observations of senior officers (heads of departments), for discussing the classroom observation record with the visited senior officer falling in this category, for giving the visited senior officer an opportunity to take a position on the observation results in writing,
- University Rector - for performing classroom observation of senior officers (heads of institutes), for discussing the classroom observation record with the visited senior officer falling in this category, for giving the visited senior officer an opportunity to take a position on the observation results in writing.

Article 5

Course Evaluation

1. Course evaluation is intended to assess teaching quality of the course under evaluation in order to conduct, in regular time intervals, gathering and processing of information obtained in surveys and classroom observations; revision of the course teaching documentation and comparison of the course's concept with the concept of similar courses at renowned foreign universities.
2. Course evaluation shall be performed by the course sponsor, programme board of the study programme, and students in the study programme that includes the relevant course.
3. The course sponsor and programme board of the study programme shall evaluate the course once every two academic years. Students shall evaluate courses as part of the students' opinion surveys on the course and on the teacher conducted once in a semester via the UEBA's Academic Information System.
4. The course evaluation shall include a record of the classroom observation performed under this internal regulation and under the internal regulation No. 6/2021.
5. The standard course evaluation form as well as rules for conducting a course evaluation shall form part of the Internal Quality Manual. The standard course evaluation form and rules for conducting a course evaluation are uniform and binding upon all faculties and units at the University.
6. Course evaluation criteria shall be specified in the course evaluation form.
7. Results of regular course evaluations shall serve for the programme board of a study programme as a basis for making decisions concerning updates of the course curriculum and changes in study plans. The results can be used to formulate conclusions for improving the quality of the relevant course's content, methods used as well as forms of teaching and learning processes, and its inclusion in the study plan structure, for updating study literature, and to suggest changes, if any, aimed at enhancing the quality of the pedagogical process.
8. The head of the unit having the competence over the relevant course shall be responsible for the performance of course evaluations.

Article 6

Final Provisions

1. This internal regulation shall become valid and effective on 1 January 2023.

Bratislava, on this 3rd day of November 2022

prof. Ing. Ferdinand Daňo, PhD.

Rector

Attachment No. 1: Internal Manual for Quality Assurance and Improvement at the
University of Economics in Bratislava

- Documentation Code List
- Documentation as per Code List
- Process 1 Quality Monitoring and Evaluation