

Univerza v Ljubljani
Filozofska fakulteta



**Quality Assurance at the Faculty of Arts,
University of Ljubljana**

DECEMBER 2019

In educating its students the Faculty of Arts at the University of Ljubljana helps to develop supremely well-educated individuals with open and critical minds, in the fields of the humanities and social sciences as well as teacher-training in these areas. Special attention is devoted to developing disciplines of national significance, gaining entry to the international environment and establishing connections in the international academic community. The faculty nurtures research work, provides access to new scientific fields, develops interdisciplinarity and concerns itself with regularly improving and upgrading study programmes. Simultaneously it contributes to the resolution of social questions and to the cultural and spiritual development of the Slovenian, European and global communities. As a result of the freedom it allows for scientific research, it fosters the development of knowledge in all the fields in which it awards qualifications. It enables students to use their talents to the full and realize their career ambitions. Our basic vision is to remain one of the best educational and research institutions in Slovenia and the wider region in the field of humanities, social studies and teacher-training. It is possible to realize such a vision only by means of creative, critical and high-quality work which will be recognized as such in the domestic and international environment. One of the best expressions of this vision are professionally well-grounded, critically thoughtful and humanistically sophisticated students. This is the fundamental view we take of our mission, as an academic community; one which stems from a commitment to enlightenment, and through which we are also connected to the values of humanity, freedom, equality and justice.

At the Faculty of Arts we understand quality assurance within a nexus of values, relationships and action, at the level of the faculty as a whole, of individual departments, and of individual faculty members.

1. GENERAL PROVISIONS

The University of Ljubljana's Faculty of Arts has an established system for pursuing and ensuring quality, oriented towards high-quality operations and the development of all activities and resources that support the achievement of both shorter and longer-term strategic goals. The Faculty of Arts' quality assurance system is based on current regulations and the recommendations of the state bodies responsible for ensuring quality in higher education at a national and international level.

The basic mechanism for guaranteeing quality is a closed feedback loop for determining goals and priorities, planning, implementation, the evaluation and appraisal of implemented practices, planned measures, which are simultaneously the goals of a future cycle, and reporting. This process operates continuously at all levels and in all activities (educational, research and professional).

All crucial stakeholders (pedagogical workers, researchers, maintenance staff and librarians) cooperate in the process, student representatives included. Employees and students must be aware of their roles in the process, have access to its findings, proceedings and the results of all evaluations, appraisals and measures. They must also be acquainted with the way selected measures are realized.

The fundamental actors in the field of quality assurance are:

- the vice-dean responsible for quality assurance,
- the Faculty Committee for Quality Assurance,
- departmental committees for quality assurance,
- the Office for the Accreditation and Monitoring of Study Programmes,
- the Centre for Pedagogical Training.

The vice-dean responsible for quality assurance chairs the Faculty Committee For Quality Assurance, which consists of 7 members, while departmental committees each consist of 5 members (the composition, duties and competence of the committees are set out in Faculty of

Arts Regulations). The central support services for the faculty committee for quality assurance are the Office For The Accreditation And Monitoring Of Study Programmes and the Centre For Pedagogical Training.

The Faculty of Arts' system for quality assurance strives for the realization of the fundamental strategic goals of the faculty and the University of Ljubljana.

The Faculty of Arts' quality system guarantees:

- common procedures and mechanisms for achieving greater quality in all defined areas of activity,
- the clear definition of responsibilities for individual procedures (as defined in the university statutes and Faculty of Arts Regulations),
- unified procedures for planning (through the Annual Programme of Work) and reporting (by means of yearly departmental reports),
- the systematic and methodical unified collection of data and views (databases, questionnaires, planning and reporting) and the analysis of data on the basis of adopted indicators and questionnaires,
- unified procedures for the preparation, adaptation and accreditation of study programmes,
- unified procedures for regular periodic evaluations of faculty activities, in whole or in part, and the planning and implementation of measures to achieve improvement linked to the results of the aforementioned evaluations (in the Annual Programme of Work),
- the checking and use of the results of analyses to allow suitable measures to be applied to bring about improvement in individual processes,
- the active co-operation of key stakeholders in the evaluation and improvement of activities, in the composition of committees and the discussion of reports in the relevant faculty bodies,
- the evaluation and development of the quality system, its rules and mechanisms.

2. BASIC PROCESSES OF QUALITY ASSURANCE

2.1 Departmental reports including self-evaluation of study programmes at stages 1 and 2

Departmental committees for quality assurance work within individual departments. The committees are comprised of departmental employees and student representatives (one or more), as per Faculty of Arts Regulations. Each year departmental committees prepare a departmental report on quality assurance, with self-evaluation of study programmes. The report is submitted on a special form, the layout of which accords with faculty guidelines. Reports are composed of a general part (the quality assurance in the department, key general findings for the department) and from the self-evaluation of individual study programmes prepared by staff members responsible for study programmes (whose role is set out in detail in Faculty of Arts Regulations). The self-evaluation of study programmes is based on qualitative and quantitative evaluatory mechanisms. Single and joint-honour study programmes are evaluated, as a rule, on a shared form. The period of self-evaluation for study programmes is one year. Departmental reports on quality assurance containing self-evaluations of study programmes for each year are published in full on internal pages of the faculty website.

SCHEDULE PLANNER FOR SELF-EVALUATION AT STAGES 1 AND 2 OF STUDY PROGRAMMES

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| OCTOBER– NOVEMBER | Staff members responsible prepare self-evaluations of individual study programmes, proposals for measures and a report about the realization of existing measures in the programme. |
| NOVEMBER | Departmental committees for quality assurance prepare final departmental reports, which contain key findings for the department and individual self-evaluations of study programmes. Departmental reports, which may also contain proposed measures and a report on the realization of existing measures at departmental level, are discussed and adopted by the departmental committees. |
| DECEMBER | Submission of final departmental reports to the faculty's office for the accreditation and monitoring of study programmes and the head of the centre for pedagogical training. |
| JANUARY | Discussion of departmental reports at the joint meeting of the Committees for Bachelor's and Master's Studies and the Committee for quality assurance |
| JANUARY- FEBRUARY | Inclusion of results in the faculty's annual report. |

SCHEDULE PLANNER FOR THE SELF-EVALUATION OF COMMON STUDY PROGRAMMES AT STAGES 1 AND 2

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| OCTOBER | Organizational preparations. |
| NOVEMBER DECEMBER | The staff members responsible, or the co-ordinators, prepare a self-evaluation for that part of the programme which is implemented at the faculty, propose measures and a report on the realization of measures at faculty level. |
| JANUARY | The Committee for quality assurance and the faculty senate discuss the self-evaluation report for that part of the programme which is implemented at the faculty. The faculty senate may authorize a committee for making decisions in the name of the senate. The associative body discusses the collective report, adopts measures at the level of study programmes and affiliated institutions and reports on the report and measures it contains. The faculty senate may authorize the associative body for making decisions in the name of the senate. |
| JANUARY- FEBRUARY | Inclusion of the results of the annual report in the report on quality. |

2.2 Self-evaluation of (interdisciplinary) study programmes at stage 3

Each year specialist/support services at the faculty send a self-evaluation of study programme form to be completed by the co-ordinators of doctoral study programmes, who are responsible for individual fields of the doctoral study programme and for reporting on its implementation. A self-evaluation report is then prepared on the basis of discussions with mentors and doctoral students and analyses of student questionnaires in which five areas are assessed, namely the assistance and support offered by each student's mentor, infrastructure and timetabling, advisory assistance provided to students, satisfaction with the execution of the programme and, finally, activities abroad.

SCHEDULE-PLANNER FOR SELF-EVALUATION OF DOCTORAL STUDY PROGRAMMES

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| OCTOBER | Organizational preparations. |
| NOVEMBER | The staff members responsible (co-ordinators), alongside stakeholders and members of the faculty management team, prepare a self-evaluatory report for that part of the programme which is implemented at the faculty, and recommend measures at the level of the study programme, faculty and university. |
| DECEMBER | The final report is submitted to the faculty's Office for the Accreditation and Monitoring of Study Programmes. |
| JANUARY | Discussion of the reports by the Committee for Doctoral Studies and Committee for Quality Assurance. Inclusion of the findings in the yearly report incorporating quality assurance report. |
| FEBRUARY | Discussion in the programme council and senate. The faculty senate may authorize the programme council for making decisions in the name of the senate. |

2.3 Management Report including the Report on Quality Assurance

Departmental reports on quality assurance, along with the self-evaluation of study programmes and regular annual self-evaluation of all faculty activities, form the basis for the preparation of an integrated annual report which contains a Management Report including the Report on Quality Assurance. The report is based on goals to be prioritised by the faculty in the course of the year and the operational measures required to implement them, which are planned in individual areas of activity with a yearly programme of work.

The report on quality assurance, which forms a part of the yearly report, is prepared by the specialist/support services alongside individual departments and the faculty management team, and is submitted for discussion to the relevant authorities. The drafted Management Report including the Report On Quality Assurance is discussed at faculty level by the faculty student council, the committee for quality assurance, which checks the realization of measures in individual fields on a yearly basis, and the faculty senate. At the end of the process an accounting report is also added to the Management Report including the Report On Quality Assurance. The report is discussed and approved by the faculty management board and the faculty senate. The final report for each year is published on the faculty's website.

SCHEDULE-PLANNER

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| NOVEMBER–DECEMBER | Preparation of documents by specialist/support services |
| JANUARY | Discussion and forwarding of feedback to the faculty student council. Discussion in the Committee for quality. |
| JANUARY, FEBRUARY | Discussion in the faculty senate. |
| 28 FEBRUARY | Deadline for issue of the report to the University of Ljubljana and publication on AJPES. |

2.4 Student questionnaires

Student questionnaires are conducted with the intention of bringing forward students' views on individual subjects and the pedagogical work of teachers and related professionals in the field of higher education, as determined by the Higher Education Act. In addition, students may express their general perspectives of the study process and of compulsory study practices, inasmuch as they form a part of study programmes.

Student questionnaires at the Faculty of Arts are conducted via the 'VIS' IT system in accordance with university Regulations on student questionnaires. The questionnaire refers to the process of study and general conditions of study and to individual subjects and service providers. Some of the results thus gathered are also directly available, in accordance with regulations, to the relevant staff members with responsibility for study programmes and to the departmental chairs as the basis for the production of regular self-evaluatory reports and for the planning of future measures to achieve improvement.

On the basis of the results of questionnaires, faculty bodies and individual members of the teaching staff improve study programmes, the modes of implementing those programmes, and pedagogical work. The results on VIS, along with those of other internal questionnaires which are carried out independently by the faculty student council, are used as the basis for producing the opinion of the student council on the pedagogical work of members of teaching staff. The faculty student council conducts this process in accordance with the Criteria for appointment to the titles of university teacher, researcher and associate in the University of Ljubljana.

2.5 Tutorial system

The Faculty of Arts operates a tutorial system in accordance with the Regulation on the tutorial system in the Faculty of Arts. The purpose of the tutorial system is to offer students organized assistance. The tutorial system operates in all departments, where the work of tutors is co-ordinated by co-ordinators; at the faculty level the system is overseen by the Committee for tutoring.

2.6 Monitoring of employee satisfaction

The satisfaction of employees is monitored at the Faculty of Arts in accordance with the university Regulation on employee satisfaction in the University of Ljubljana. Employees are made aware of the findings of all analyses, and the central findings and measures are taken into account and recorded in the quality assurance report or annual programme of work. As a rule, an analysis of employee satisfaction is carried out every two years.

2.7 Transfer and use of knowledge – co-operation with wider community

At the Faculty of Arts we strive to co-operate and create links with the wider community. To that end we co-operate with many institutions, and our employees are members of many professional associations and civic/social organizations. Central activities in this field are:

- Practical training

At the Faculty of Arts we operate a system of pedagogical and non-pedagogical practical training. An agreement on co-operation has been signed with relevant organizations; students are also guaranteed insurance during periods of practical training.

- Alumni societies

To maintain contact with former students the faculty operates departmental societies for alumni and an overall faculty society.

- Faculty career centre

The faculty operates a career centre within the parameters of the University of Ljubljana's career centre project. An important part of the centre's activities is to organize networking events and career days for students linking them to our graduates and other relevant actors in the labour market.

- Other activities

We organize various activities throughout the year, for example our 'Night of researchers' project, 'Word Stations,' the 'Liber.ac.' academic book fair, open lecture series, etc.

- Education and training for staff employees

The Faculty of Arts supports the ongoing education and training of employees.

2.8

Feedback loop – reporting, notifying stakeholders

Alongside the regular yearly Management Report including the Report On Quality Assurance, which is publicly accessible on the faculty's website and in which the realization of planned measures in a given year is recorded in detail, all key stakeholders are notified at least once a year of formulated and implemented measures. A meeting of the committee for quality assurance is held twice yearly, to which the staff members responsible for study programmes, student representatives and representatives from faculty specialist/support services are also invited. As a rule, one large-scale meeting is held at the end of September each year of which the primary purpose is the analysis of key developments and the monitoring of how planned measures in the field of quality assurance have been realized. The second full meeting is held as a rule in the spring (and involves open discussion, a workshop, and a visit from foreign professionals in the field).

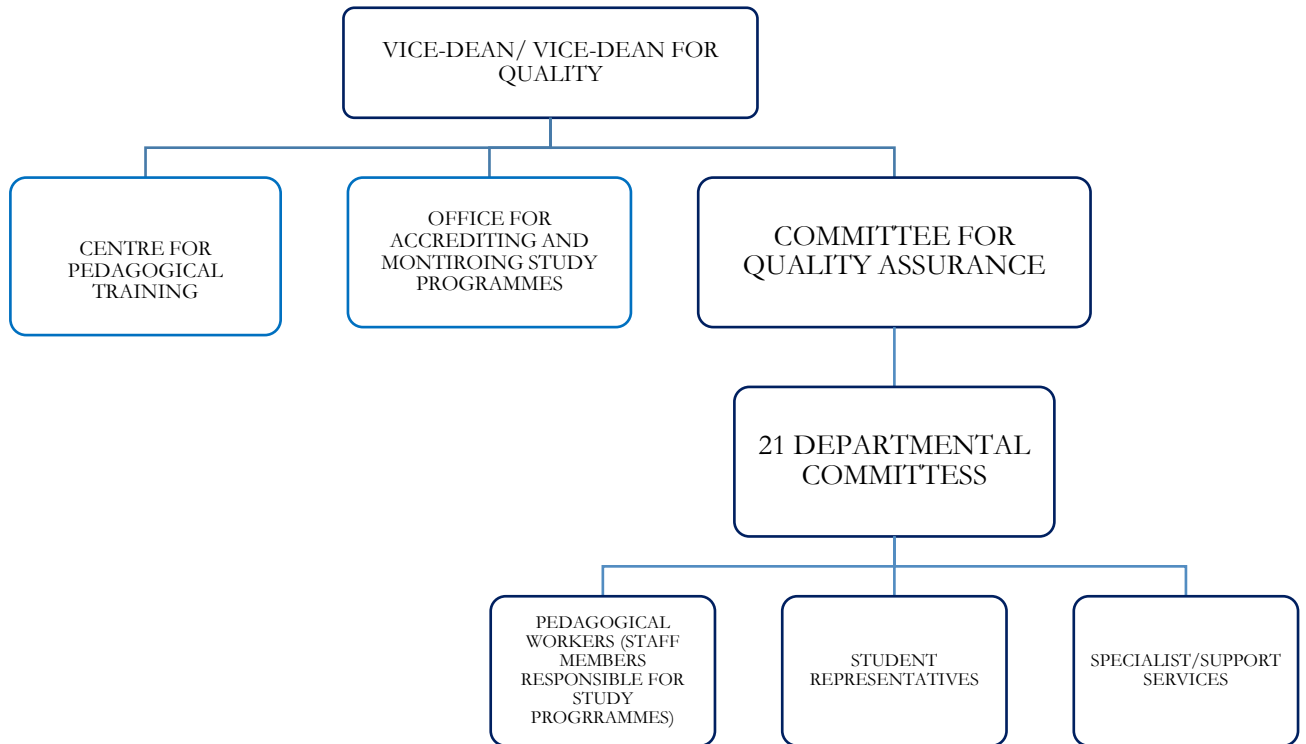
Within the framework of ensuring the active inclusion of students within the monitoring and guaranteeing of quality, a regular meeting of student representatives with the vice-dean responsible for quality assurance and representatives of the committee for quality assurance is convened every November. The order of business at these meetings is determined by students. Concrete suggestions for improvement may be forwarded by any employee or student via the faculty's online 'Suggestions and opinions' box. Every suggestion received is discussed by the decanal panel.

By the end of September at the latest each year, the faculty's management team prepares a written feedback report on problems brought to light by departmental reports.

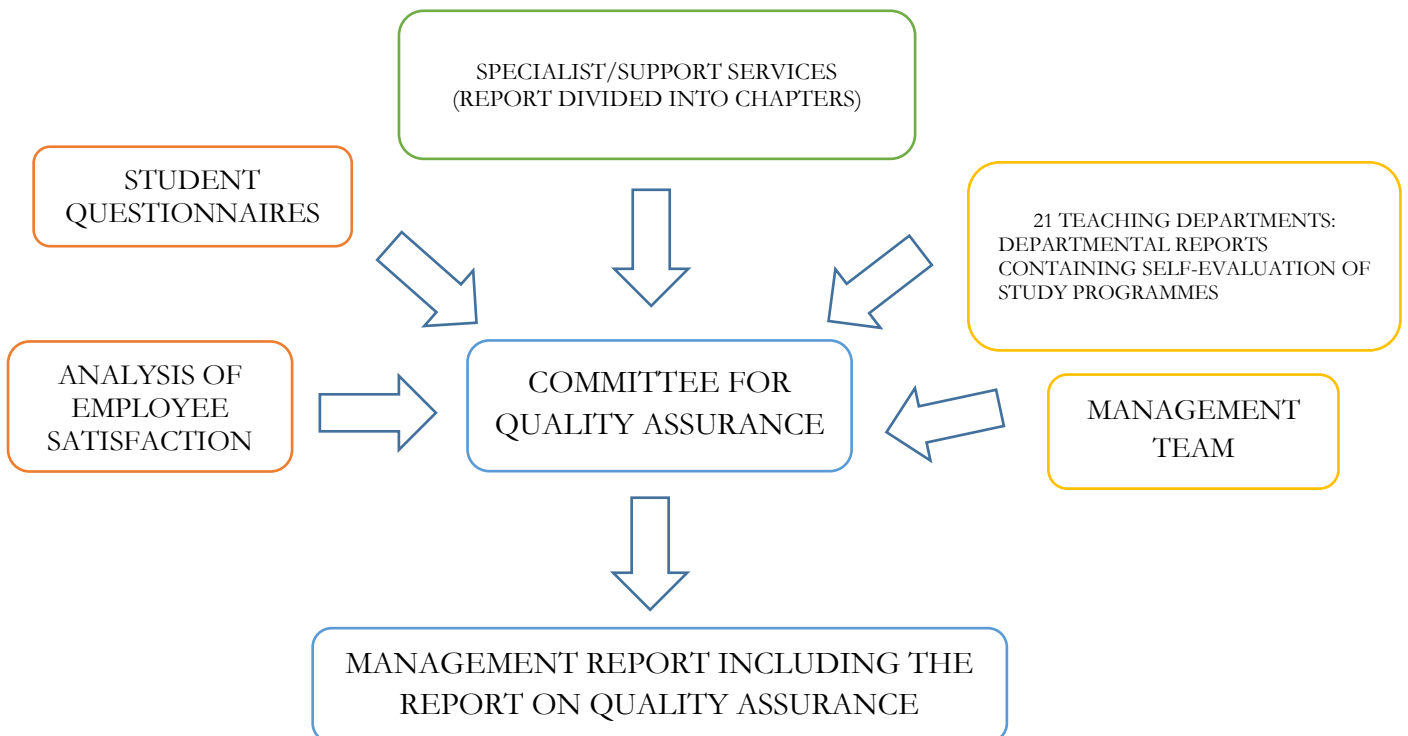
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Committee for quality assurance

This document on quality assurance was reviewed and approved by the Senate of the Faculty of Arts in its regular meeting on 18. 12. 2019.

FUNDAMENTAL ACTORS IN THE FIELD OF MONITORING AND SAFEGUARDING QUALITY



KEY MECHANISMS IN THE PRODUCTION OF THE MANAGEMENT REPORT INCLUDING THE REPORT ON QUALITY



FEEDBACK LOOP FOR QUALITY ASSURANCE AT THE FACULTY OF ARTS

