## **Student experience**

Assessment Question	How far does HE in BiH provide an ex	cellent student experience?
Judgment Criterion 1		strategic goal in the HE policy frameworks of the competent authorities (state, entity, tions (public and private HEIs and agencies).
Indicator 1a	Excellent student experience is an explicit goal in the HE policy frameworks of the competent authorities and institutions in BiH.	
Indicator 1b	The competent authorities and institutions have defined performance indicators, monitor the degree of achievement and take actions to address gaps.	
Data sources	Policy frameworks & strategies of Cantons, Entities, Brčko District, State; Institutional Development Plans of HEIs; relevant policies of HE agencies	
Data collection	Documentary analysis	
Indicator 1c	The competent authorities and institutions follow up on strategic goals with a programme of support and/or activities designed to enhance the student experience.	
Data sources	Selected authorities, HEIs, HE agencies	Strategies and /or development plans of Cantons, Entities, Brčko District, State; HEIs
Data collection	Interviews with key informants	Documentary analysis
Judgment Criterion 2 <sup>1</sup>	HE provides an excellent student centred learning experience	
Indicator 2.a	Students are actively involved in curriculum design	
Indicator 2.b	HE pedagogy focuses on the individual learner and on learning to learn	



Indicator 2.c	Assessment is designed to measure learning outcomes effectively	
Indicator 2.d	Potential and current students have access to comprehensive information on degree programmes, entry requirements, overall learning outcomes, potential employment and pathways to further study	
Indicator 2. e	Experiential/practical learning is embedded in the learning experience	
	The curriculum reflects the experiences of diverse students in terms of gender, ethnicity, disability, ( class)?	
	Pedagogic approaches address student needs and ensure equality of opportunity to learn	
	Targeted student support is provided to meet student learning and pastoral needs	
	ICT and foreign language skills are provided and developed	
	Measures designed to enhance completion and retention are taken throughout all stages of the student experience	
Data sources	HEI prospecti, course specifications, action plans  Sample of students	
Data Collection	Documentary analysis/Survey of HEIs Student focus groups	
Judgment Criterion 3	Student participation is valued and facilitated	
Indicator 3.a	Formal provisions are made for student participation in HE governance at all levels	
Indicator 3.b	Students have a tangible impact on decision making in HEIs	
Indicator 3.c	Opportunities exist for students to have their own BiH/local union of students	
Indicator 3.d	Students have a voice and an impact in policy making at a BiH level	
Data sources	Policy frameworks & strategies of Cantons, Entities, Brčko District, State; Institutional Development Plans of HEIs; relevant policies of HE agencies; policies and action plans of HE	





	Sample of HE students	
Data collection	Documentary analysis	
	Student focus groups	
Judgment Criterion 4	The social dimension of the student experience is addressed	
Indicator 4.a	The right and the opportunity to access HE is open to all members of society	
	The social dimension of HE is addressed and mainstreamed in policy and practice so that the quality of the HE experience is ensured for all students	
Indicator 4.b	Targeted support measures exist at all stages to help potential and existing students from disadvantaged backgrounds	
Indicator 4.c	Targeted support measures exist to help potential and existing students who are under-represented overall in relation to gender, ethnicity, disability, age	
	Targeted support measures exist to help under-represented students enter prestigious universities and courses	
	HEIs work in partnership with agencies from disadvantaged communities to promote mutual understanding and exchange	
Data Sources	Policy documents at BiH and regional level, HEI mission statements, reviews and action plans	
	Sample of students	
Data Collection	Documentary analysis	
	Interviews with key informants	
	Student focus groups	

