

**HE Service to Society**

<b>Assessment Question</b>	<i>How far does HE in BiH serve the needs of society?</i>	
<b>Judgment Criterion 1</b>	<b>Service to society is a strategic goal in the HE policy frameworks of the competent authorities (state, entity, cantonal and district level) and institutions (public and private HEIs and agencies).</b>	
Indicator 1a	Service to society 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 service to society.	
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
<b>Judgment Criterion 2<sup>1</sup></b>	<b>HE fosters employability and prepares students for the labour market</b>	
Indicator 2.a	HE equips students/graduates with the skills and attributes needed in the workplace and required by employers	
Indicator 2.b	HE provides graduates with opportunities to maintain and renew such skills and attributes throughout their working lives	
Indicator c	HEIs address local/BiH employment needs via consultative consortia which include employers	

Data sources	HEI degree and CPD specifications and outlines	Sample of graduates	Sample of employers
Data Collection	Documentary analysis	Graduate focus groups	Employer survey
<b>Judgment Criterion 3</b>	<b>Development and maintenance of a broad, advanced and innovative knowledge base</b>		
Indicator 3.a	Strategic government policies and programmes aimed at developing a knowledge society		
Indicator 3.b	Strategic HEI policies, action plans and initiatives aimed at developing a knowledge society		
Indicator 3.c	Productive Interaction between universities, industries, governmental actors and non-governmental sector		
Indicator 3.d	Adequate expenditure on R and D in GDP		
Indicator 3.e	Sufficient numbers of trained and qualified researchers in R and D		
Indicator 3.f	Measures to ensure sustained enhancement of research quality		
Indicator 3.g	Good profile in science citation		
Indicator 3h	Good profile in patents generated by HEIs and taken up by industries		
Indicator 3i	Significant Increase in gross tertiary enrolment rate since 1955		
Indicator 3j	HE graduates as significant % of the population		
Indicator 3k	HE graduates as significant % of the labour force		
Indicator 3l	Integration of ICT into HE curricula as both subject and pedagogic tool		
Indicator 3m	ICT training for school teachers and HE teaching staff		
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 HEIs		

	Relevant statistics at BiH, local and institutional level		
	Sample of HE staff, employers, policy makers, public and voluntary sector staff		
Data collection	Documentary analysis		
	Statistical analysis		
	Participative stakeholder workshop		
<b>Judgment Criterion 4</b>	<b>Preparation for life as active citizens in democratic societies</b>		
Indicator 4.a	HEIs foster knowledge and debate about citizenship and democracy		
Indicator 4.b	HEIs embody the values of citizenship and democracy in their own structures and practices		
Indicator 4.c	Graduates proceed to become active citizens with commitment to democracy and equal opportunity		
Data Sources	Policies, structures and plans of HEIs	Sample of staff from selected HEIs	Sample of graduates
Data Collection	Documentary analysis, survey of HEIs	Staff focus groups	Graduate focus groups
<b>Judgment Criterion 5</b>	<b>Quality of study programmes and research</b>		
Indicator 5.a	HEI programmes are of a sufficient quality that they are able to contribute to the needs of society		
Indicator 5.b	HEI programmes understand, respond to and address key social problems		
Indicator 5.c	HE research prioritises finding solutions to social problems		
Indicator 5.d	There is synchronicity with EU priority areas as expressed in Horizon 2020		
Data Sources	Policies and programmes of HEIs		

	Quality assurance reports Sample of HE staff, public and voluntary sector staff, users of services
Data Collection	Documentary analysis Participative stakeholder workshop