

Student experience

Assessment Question	<i>How far does HE in BiH provide an excellent student experience?</i>	
Judgment Criterion 1	Enhancing the student experience 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).	
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 2¹	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	

	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