

WP1 – Developing administrative and legal conditions for improved university support services and procedures

The comparative analysis of institutional documents and procedures related to students and staff mobility

WP1 leader: University of Kragujevac

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In the scope of FUSE project Workpackages 1 and 2, the Working group has been established in order to collect the lists of the institutional documents and procedures related to students and staff mobility developed and adopted so far at all Serbian HEI partners, and to conduct comparative analysis of the collected data. This comparison will assist project partners in defining the missing documents and procedures at their own institution and mutually aligning them, where appropriate. Additionally, it is agreed that the concrete documents will be provided by all the partners so that the good practice examples are visible and available and can be used as a guidance for all the consortium partners in developing their own.

Partners that provided the overview of their institutional documents and procedures are:

- University of Nis
- University of Belgrade
- University of Novi Sad
- University of Kragujevac
- State University of Novi Pazar
- College of Tourism

WP2 leader, University of Novi Sad, provided valuable contribution in defining the categorization of the documents and procedures and collecting the data then sent to the University of Kragujevac for the analysis.

According to the given categorization, the current state of affairs is as follows:

OUTGOING STUDENTS

- **INFORMATION**

When asked how the information system aimed at outgoing students works, the partners mostly responded that it is provided through university (and/or faculties) website sections and/or through specific brochures.

Specifically, **University of Novi Sad** International Relations Office developed **tailor-made manuals** for UNS student applicants in Erasmus Mundus Action 2 (for each project). **University of Kragujevac** developed a **brochure: Student mobility guide** (printed and e-version) available on two websites (UKG and Career Service). In line with the specific field of education and mobility mechanisms, **College of Tourism** has developed **a list of instructions** for application of individual students who participate in practical training programs in hotels abroad. **University of Belgrade** indicated several sections at the **website** that are used for sharing this type of information: Mobility/ International relations, Cooperation agreements, Networks and Associations, Programmes and Projects, Mobility, Foundations, Events. Similar situation is noted at **University of Nis** (University and faculty websites), **University of Kragujevac** (UKG sections International Cooperation/Mobility Programs (for the field of education - Erasmus Mundus Action 1 and 2) and International Cooperation/Erasmus+); Career Service website section Mobility).

University of Nis specifically stressed the institutionally developed **Regulations governing the participation of UNI in Erasmus + credit mobility programme**. As at University of Nis and University of Kragujevac, the information flow at the **State University of Novi Pazar** is supported by **Career centre**.

- **PROMOTION AND SUPPORT**

According to the response of the **University of Kragujevac**, significant effort is made to promote and support the outgoing students mobility, which has been consequently followed by the notable interest of students for seeking mobility opportunities for exchange and for degree programs abroad. UKG gave concrete examples of the promotion: the University and Career Service **website** sections and **Facebook pages**, **e-newsletter** distributed to academic and student community (Career Service associates and registered users); **youtube**

channel of Career Service; Participation and regular contributions for the **local TV show** "Amphitheatre"; **info-boards at all faculties** for promotional material; various **presentations and info-days** for academic and student community, **Scholarship Fair**. Support is provided in a form of **individual and group counseling** for students and graduates regarding mobility options, application process and required documentation provided by Career Service staff members in charge for promotion of mobility. **University of Belgrade, University of Novi Sad and College of Tourism** promote outgoing student mobility programmes through their institutional websites (UBG – section <http://www.bg.ac.rs/sr/saradnja/mobilnost/dok-za-mobilnost.php?submenuheader=2>, COT – section related to Ad / announcement of available positions for practical training in hotels abroad), UNS also maintaining IRO Facebook page „Mobilnost Studenata UNS-a“.

University of Nis and State University of Novi Pazar do not have institutionally organized promotion and support related to outgoing students mobility.

• **ACADEMIC RECOGNITION**

It is evident that the question of academic recognition upon the return of outgoing students and other regulative aspects related to outgoing student mobility have been recognized as of particular importance: all the partner universities have developed specific document/regulation or a set of them. It can be attributed to the fact that at all partner institutions, outgoing mobility of students is the form of mobility that is mostly performed, so the regulations and procedures are necessary for efficient functioning in this area.

Since the documents/regulations are specific, we will note them all, per institution:

University of Nis:

- Regulations on student mobility and academic recognition of the mobility period
- A decision binding all the faculties at the University of Nis to form committees for the academic recognition of ECTS credits gained in the student mobility period within the framework of international academic cooperation
- A decision governing the appointment of the coordinators of all ERASMUS MUNDUS projects at the University of Nis

University of Kragujevac:

- Regulation on Student Mobility and transfer of ECTS credits
- Established network of Erasmus + coordinators at faculty level
- Model of the study plan during mobility period
- Evaluation form for Erasmus + mobility

University of Novi Sad:

- Regulations on Student Mobility and Academic Recognition of Mobility Periods Abroad

University of Belgrade:

- Rulebook on student mobility and transfer of ECTS points

State University of Novi Pazar:

- Regulations on student mobility and academic recognition of the mobility period and transfer system

College of Tourism:

- Certificate of accomplishment for trainees as supplement for the record of applied study program of practice at COT

- **LANGUAGE SUPPORT**

An obvious shortcoming at almost all the partner institutions in terms of the institutional support of outgoing students is a lack of a language support. This is a question of importance for two reasons: the request stated in Erasmus + Inter-institutional agreement that the HEI provides its students with this kind of support and nominates for the mobility the students that are prepared for the courses in foreign language; and the fact that the students have to prove their knowledge of foreign language when applying for study period abroad, be it degree seeking student or exchange student. Thus this is an issue that should be worked on as efficient as possible.

Within the consortium, the good practice example is given by the **University of Kragujevac**, which, within the activities of the Career Service, offers to UKG students of final years of study and UKG graduates **free English and German language courses** (English: Winter semester – B1 level, Summer semester B2 Level; German: English: Winter semester – B1 level, Summer semester B2 Level). The courses are conducted as a part of the practice **Internship program for young philologists the master students and graduates of philology**. The lecturers receive a symbolic amount of financial reward for the conducted course, but receive valuable practice as teachers. The lecturers are provided with the **teaching materials and books** owned by the Career Service for the preparation of TOEFL and IELTS exams, internationally recognized tests in most cases needed to be passed in order to be accepted to a foreign university.

- **OTHER (or planned)**

In 2015, **University of Novi Sad, University of Kragujevac** and **College of Tourism** intend to develop and adopt a **Standardized application form for students in Erasmus +KA1 credit mobility**. UKG is currently in preparation of the form for exchange students, in cooperation with Erasmus + coordinators, while UNS and COT plan to launch it through the **software** that is to be developed (UNS – specific software *Moveon*).

Except for this, the other partner universities **did not have the specific plan** that they could have declared at the moment of data collection for this analysis. Similiar situation is in the majority of the following sections. This is exactly why this comparison was needed to be performed and it, hopefully, will assist in the segment of planning and further development.

OUTGOING STAFF

The following aspect of outgoing mobility is of the one of teaching and non-teaching staff.

- **INFORMATION**

Information about the possibilities for this kind of mobility is provided to university staff in a similar manner as for the students. Most partners provide the information through websites. **University of Kragujevac** has a specific Unit for dealing with international projects (**International Projects Office**), that serves as a information point and institutional support for researchers and teaching staff interested in international activities. **IRO and Career service** support teaching and administrative staff interested in Erasmus exchanges. The information is given through UKG **website sections**: International Cooperation/Mobility Programs (Programs in the field of research – Marie Skłodowska Curie; Programs in the field of education - Erasmus Mundus Action 1 and 2), International Cooperation/Horizon 2020 and International Cooperation/Erasmus+; International Projects Office website; Career Service section Information for UNIKG staff. **University of Belgrade** uses the webpage dedicated to International Relations (International Relations, Strategy for the Internationalization, Cooperation Agreements, About International Relations, Networks and Associations, Programmes and Projects, Mobility, Foundations, Events, Contacts) for this kind of informaton.

Some partners have developed a specific regulations in this area. **University of Nis and State University of Novi Pazar** have adopted the **Regulations on the conditions and procedure for granting approval for the engagement of professors and teaching assistants (adjunct work) at another faculty at the University of Nis as well as other institutions of higher education in Serbia and abroad**. This regulation can be

used as a good practice example since the major problem for teaching staff mobility is the lack of the defined framework in the area of additional working engagement.

As for informing the students, IRO of the **University of Novi Sad** made the effort in making **tailor-made staff manuals** for UNS applicants in Erasmus Mundus Action 2 (all projects).

College of Tourism does not have an information flow in this area.

- **PROMOTION AND SUPPORT**

Promotion and support of the above-mentioned information is usually done through University and faculty **websites**. As mentioned, support for staff is specifically organized by the **University of Kragujevac** International Projects Office (for research mobilities) and Career Service (for teaching mobilities) through various types of dissemination of information and counseling (UKG **website sections, International Projects Office and Career Service websites, facebook pages, newsletters, info packages prepared and sent to target groups, info days and presentations for academic community, meetings, individual and group consultations**). This type of promotion and institutional support in preparing the applications have in past several years resulted in a visible increase of interest of academic community in international activities and mobilities.

- **LANGUAGE SUPPORT**

This type of support is nonexistent at the partner institutions.

- **OTHER (or planned)**

Work in progress matches the one related to the support of student mobility.

University of Novi Sad, University of Kragujevac and **College of Tourism** plan to develop and adopt a **Standardized application form for staff in Erasmus + KA1 credit mobility**. UKG is currently in preparation of the form for exchange staff, in cooperation with Erasmus + coordinators, while UNS and COT plan to launch it through the **software** that is to be developed (UNS – specific software *Moveon*).

INCOMING STUDENTS

Incoming students mobility is, along with outgoing students mobility, perceived at all partner universities as priority, followed by the fact that all the partners have some kind of developed regulations of the activities in this area.

- **INFORMATION**

Regulations applied at partner Universities are:

University of Nis has developed above mentioned **Regulations governing the participation of the University of Nis in ERASMUS+ credit mobility program** which also applies to the procedures related to incoming students.

University of Novi Sad developed the **Ultimate Guidebook for Incoming Students (IRO and ESN)** and **Information to Foreign Students on How to Regulate Their Stay in the Republic of Serbia.**

At the **University of Kragujevac** a new **Guide for foreign students** is currently being developed. **Catalogue of courses conducted in English** is available on the website. Also, new UKG website has been designed with a specific attention to **the protocols and procedures previously defined and adopted** for incoming students and staff. These information are available on the **UKG website** pages in English (Section **Information for foreign students** and section **Services and Support**, providing students interested in coming to Kragujevac all the relevant information – institutional logistic support, registration upon the arrival, health care and insurance, Serbian for foreigners etc).

College of Tourism provides **Information to individual Foreign Students on Training program in tourism institutions** and **Explore Serbia Program during Summer.**

University of Belgrade has developed the **Information Guide for International Students** and at the University website it has published the list of the **Study Programs in Foreign languages.** UBG uses the following sections of the **website** for dissemination of information for incoming students at the page in English dedicated to students: Study in Belgrade, Belgrade, Moving Around, University Map, Useful Information, Student Life, Where to Stay, Tuition Fees Support for Studying.

- **PROMOTION AND SUPPORT**

Dissemination of information and support for incoming students is provided mainly through **university and faculties websites** and partly through **Career service (University of Novi Pazar, UKG), IRO, IPO (UKG)**. In addition to the website, **IRO of the University of Novi Sad** runs **Facebook page Mobility Novi Sad and Buddy Network**. **College of Tourism** indicated **individual contracts with foreign partner institutions** as a main mechanism for promotion and support of incoming mobility.

- **ACADEMIC RECOGNITION**

University of Nis:

- Regulations on student mobility and academic recognition of the mobility period
- A decision binding all the faculties at the University of Nis to form committees for the academic recognition of ECTS credits gained in the student mobility period within the framework of international academic cooperation
- A decision governing the appointment of the coordinators of all ERASMUS MUNDUS projects at the University of Nis

University of Kragujevac:

- Transcript of Records (in English and Serbian language)
- Evaluation form for Erasmus + mobility

As a means of support in this aspect as well UKG has developed **the network Erasmus + coordinators at the faculty level**.

College of Tourism

- Certificate of Accomplishment

- **LANGUAGE SUPPORT**

University of Novi Sad provides the incoming students with **the information on where to learn Serbian (Centre for Serbian as a foreign language** at the Department of Serbian Language and Linguistics at the Faculty of Philosophy). At the Faculty of Philology and Arts at the **University of Kragujevac** similar centre has recently been established. These centres are established with the main purpose to provide language support to international students. At UKG, detailed information will be included in currently developed **Guide for foreign students**.

This is important aspect in providing a full package of services to foreign students in the adaptation to the chosen academic and cultural surrounding and in making the insitution more attractive to the potential candidates.

- **OTHER (or planned)**

University of Novi Sad plans to design a form for free movers - **IRO form for exchange students. University of Kragujevac is**, as mentioned, currently working on the design of **Standardized application form for students in Erasmus +KA1 credit mobility.**

INCOMING STAFF

- **INFORMATION**

Since the main target groups for dissemination of information at the partner HEIs are members of the domestic academic community, information delivered to foreign staff is provided in a limited manner – through the websites of the University and faculties (**general information** about the programs for mobility in which the institution participates in) and on individual cases within the targeted contact with potential partner insitutions. The places where foreign staff can find the information about coming to mobility period to partner universities can be found at **University website and IRO website** at the **University of Novi Sad; International Projects Office** and **Career Service websites** as well as the **sections of University of Kragujevac** - International Cooperation/Mobility Programs (Erasmus Mundus Action 1 and 2), International Cooperation/Horizon 2020 and International Cooperation/Erasmus+, International Cooperation/International Agreements, International Cooperation/International Projects, Intenational Cooperation/Partner where interested staff can search for the modality of performing the mobility. **University of Belgrade** also has a page at the University website in English dedicated to International Relations (International Relations, Strategy for the Internationalization, Cooperation Agreements, About International Relations, Networks and Associations, Programmes and Projects, Mobility, Foundations, Events, Contacts).

- **PROMOTION AND SUPPORT**

Promotion is mainly based on the online presentation at the above-mentioned websites. Support is given by some of the officers from the units mentioned above (University of Kragujevac) however, generally, this aspect should be regulated more precisely at all the partner institutions.

- **LANGUAGE SUPPORT**

Language support is the same as in the section above - "Language support for incoming students."

- **OTHER (or planned)**

University of Kragujevac is, as mentioned, currently developing a **Standardized application form for staff in Erasmus +KA1 credit mobility.**

INCOMING DEGREE SEEKING STUDENTS

- **INFORMATION**

The same regulations and information flows existing for incoming exchange students are used for degree seeking students at all the universities. Additionally, **University of Belgrade** has developed **Information Guide for International Students** and **Study Programs in Foreign Languages Guide**. **University of Novi Sad** specified that general information and overview of contacts is available at UNS English version of the website (**IRO information for degree seeking students**). At the new version of the website, University of Kragujevac published the **institutionally defined Admission criteria for degree seeking students**. Additionally, the new **page with information on degree programmes conducted in foreign languages** is being developed.

- **PROMOTION AND SUPPORT, LANGUAGE SUPPORT and OTHER (or planned)**

The same is applied as in the respective sections under INCOMING STUDENTS for each partner).

Report prepared by:

Tatjana Stankovic, associate at International Projects Office
of the University of Kragujevac