



ВЛАДИВОСТОКСКИЙ
ГОСУДАРСТВЕННЫЙ
УНИВЕРСИТЕТ
ЭКОНОМИКИ И СЕРВИСА



National Centre for
Public Accreditation

FINAL REPORT

ON THE EXTERNAL EVALUATION

of the cluster of educational programmes:

“Tourism” (43.03.02),

delivered by Vladivostok State University of Economics
and Service



Vladivostok, 2019

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Chair of the External
Review Panel



Xia Zancai

Vladivostok, 2019

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INTRODUCTION

The External Review of the educational programme "Tourism" (43.03.02), delivered by the Federal State Budgetary Educational Institution of Higher Education "Vladivostok State University of Economics and Service" (hereinafter – VSUES), was held on 21 - 23 May, 2019, and involved the analysis of the Self-Evaluation report, the site visit to the University by the External Review Panel and the preparation of the present report.

The main objective of the external review is to identify the compliance of educational programme "Tourism" (43.03.02), delivered by the Federal State Budgetary Educational Institution of Higher Education "Vladivostok State University of Economics and Service", with the standards and criteria of public accreditation, developed by the National Centre for Public Accreditation (hereinafter NCPA), in accordance with the European standards for quality assurance in higher education ESG-ENQA.

The report on the results of the external review is the basis for the National Accreditation Board to make a decision on public accreditation of the educational programmes in compliance with NCPA standards and criteria.

1.1 CONTEXT AND MAIN STAGES OF THE REVIEW

1.2 Grounds for the External Review

In accordance with Paragraph 1, Article 3 of 96 Federal Law of 29 December, 2012 No 273 - FZ "On Education in the Russian Federation" institutions, carrying out educational activities, may undergo public accreditation in various Russian, foreign and international organizations; employers and their associations as well as their authorized organizations shall have the right to carry out professional public accreditation of professional educational programmes delivered by an educational institution.

In order to undergo international public accreditation of the educational programme "Tourism" (43.03.02), Vladivostok State University of Economics and Service submitted an application to the National Centre for Public Accreditation, which carries out its activities at the national level and is recognized by the world's leading quality assurance organizations.

1.2. Composition of the External Review Panel

Foreign experts were nominated by Higher Education Evaluation Center of the Ministry of Education of China at the request of NCPA.

Russian expert was nominated by the Guild of Experts in the Sphere of Higher Education.

Expert representing the professional community was nominated by Vladivostok Branch of Russian tourism network "Biletour".

Expert representing the student community was nominated by Far Eastern Federal University.

The Review Panel composition was approved by NCPA.

The Review Panel consisted of five foreign and Russian experts:

- **Xia Zancai** - Doctor, Professor, former Dean of the College of Tourism of Hunan Normal University, member of the Tourism Management Teaching

Steering Committee of the Ministry of Education of China — foreign expert, Review Chair;

- **Viktoriya Erdakova** - Doctor of Engineering Sciences, Associate Professor, Vice-Rector for Academic Affairs and Quality of Educational Activities, Sochi State University, member of the National Academy of Tourism, member of the Assembly of Professors — Russian expert, Deputy Review Chair;
- **Lin Derong** - Doctor, Professor, Director of the Tourism Management and Planning Institute, Xiamen University, member of the National Tourism Management Professional Degree (MTA) Graduate Education Steering Committee — foreign expert, Panel member;
- **Irina Brodt** - Deputy Director of the Vladivostok branch of the Russian tourism network «BILETOUR» — representative of professional community, Panel member;
- **Eduard Chechelev** - 4th year student, field of study «Tourism», School of Economics and Management, Far Eastern Federal University — representative of students, Panel member.

Field-oriented expertise of the panel members, as well as their extensive, diverse and years-long experience in the system of higher education and profession, active position of students' and employers' representatives formed the basis for the effective work of the panel on reviewing the entire scope of issues and problems in the course of evaluation.

Involvement of representatives of both foreign and Russian systems of higher education in the External Review provided an opportunity to analyze the delivery of programmes undergoing accreditation both in line with global quality assurance trends in higher education and in the context of the national education system.

1.3 Purpose and Objectives of the Review

Public accreditation is aimed at enhancing the quality of education, developing a quality culture in educational organizations, identifying the best practices for continuous improvement of the quality of education and information of the public about the organizations that deliver educational programmes in compliance with the European standards of quality.

The main objective of the external review is to identify the compliance of educational programmes "Tourism" (43.03.02), delivered by the Federal State Budgetary Educational Institution of Higher Education "Vladivostok State University of Economics and Service", with the standards and criteria of public accreditation, developed by NCPA and aligned with the European standards for quality assurance in higher education ESG-ENQA as well as to make the recommendations for the enhancement of the content and organization of the educational process within the programmes undergoing accreditation.

1.4. Stages of the External Review

The External Review consisted of three main stages:

1.4.1 The review of the Self-evaluation report

Federal State Budgetary Educational Institution of Higher Education "Vladivostok State University of Economics and Service" was responsible for the self-evaluation procedure, preparation and timely submission of the Self-Evaluation Report of the cluster of the educational programmes "Tourism" (43.03.02).

In compliance with the "Guidelines for Self-Evaluation of the Educational Programmes", developed by NCPA, the Self-Evaluation Report on 79 pages includes: introduction, results of the self-evaluation procedure, conclusions and annexes. The self-evaluation procedure was carried out with regard to each NCPA's standard based on the SWOT-analysis.

In compliance with the programme of the Review, the Self-Evaluation Report of the cluster of the educational programmes "Tourism" (43.03.02) was submitted to NCPA and the Panel members 30 days prior to the site visit to the HEI.

When reviewing the Self-Evaluation Report, the External Review Panel (ERP) had the opportunity to form a preliminary opinion on the educational programmes undergoing accreditation and to analyze the compliance of these programmes with the standards and criteria, developed by NCPA, and with the European standards of education quality.

The members of the External Review Panel noted the high level of the Self-Evaluation Report in terms of the structure, compliance of the information with the sections, the quality of perception, sufficiency of the analytical data, availability of the references to supporting documents and completeness of the data, which provided the possibility of forming a preliminary expert judgment.

The panel members noted the following drawbacks of the Self-Evaluation report:

1. There are no specific data on the educational cluster undergoing accreditation with regard to several indicators: some data provided concern the university in general or the description is too general. For example, standard 9 does not contain any information on key employers; there are no data on the monitoring of the quality of the "Tourism" educational programme, which should have been developed and approved at the meeting of the Department of Tourism and Ecology.

2. The data on student employment provided in Standard 8 are taken from the internal university monitoring and require further evidence from the portal of the University employment <http://vo.graduate.edu.ru>.

3. Some information is repeated in different standards of the report.

4. The report is not detailed, it is too general, which makes it difficult to define specific methods and approaches.

5. There is little consistency between the academic courses in the "Tourism" curriculum. It remains unclear which courses are studied at the beginning of the programme and what the sequence of courses is. Under such planning it is impossible to conclude in what way training in Tourism cluster is different from other programmes.

Following the preliminary work of the Review Panel, a number of conclusions were made:

- the Self-Evaluation Report of the cluster of the educational programmes "Tourism" is well-structured in compliance with NCPA's requirements;

- the documents additionally requested by the Panel were provided in due time and scope (documents on student placement, teacher training in Russia and abroad, individual working plans, teaching staff composition involved in programme delivery, academic calendar, internal regulatory documents (Regulations on the quality of teaching, rules of the *Teacher of the Year* contest, Regulations on the contest *Teacher of the Year as Viewed by Students*, Regulations on industrial placement of students completing their degree programme, Regulation on teaching staff development (internship), Regulation on internal independent evaluation of the quality of education, plan and follow-up report of corrective actions based on the result of the previous external evaluation (AKKORK).

According to NCPA's standards and criteria, the preliminary assessment of the educational programmes "Tourism" (43.03.02) can be formulated as "substantial compliance".

During the Review, the following issues require detailed analysis:

Meetings	Questions
1. Meeting with the University administration and people responsible for accreditation	<ul style="list-style-type: none"> - What is the University's motivation to undergo public-professional accreditation of its educational programmes? - What are the strategic priorities of the University development? How does the Tourism programme fit into the Development strategy of the University? - What elements of the quality policy and quality objectives of the University are addressed in educational programmes delivered at the University? - What is the role of the University in the regional tourism development? - What kind of quality assurance is the University ready to provide to its stakeholders? - What incentives does the University administration offer for the quality work of the teaching staff?
2. Meeting with Director of the International School of Tourism and Hospitality	<ul style="list-style-type: none"> - The following documents should be additionally provided for review and discussion: <ol style="list-style-type: none"> 1) Documentation in Tourism programme for every year and every mode of education; 2) Students' industrial training schedule; 3) Reports on students' on-the-job placement (2-3) for each type and kind of placement; 4) State Final Attestation scheme in all programme modes; 5) Competence matrices; 6) Working programmes in the following courses: "Basics of tourism and hospitality industry ", "Serviceology", "Tourism Geography", "Monitoring of the Tourism Product and Service", "Technology of the Restaurant Product";

	<p>7) Evaluation tools for the above mentioned courses.</p> <ul style="list-style-type: none"> - What kinds of work with students are more popular and used more often? - What does the University do to enhance the employment of students graduating from the Tourism programme?
<p>3. Meeting with the Head and Deputy Head of the Department of Tourism and Ecology</p>	<ul style="list-style-type: none"> - How extensively is e-learning used in educational process? - How is student career guidance organized at the Department? - When are professional standards in the sphere of tourism and hospitality used in education and how are they reflected in methodology? - Who is involved in revision and update of the content of Tourism programmes? - How is practice-oriented training implemented in the programme? - What is the role of the Department in student employment? - How does the University organize the mobility of students enrolled in Tourism programme? - How does the University ensure the information transparency of the Tourism programme?
<p>4. Meeting with teachers</p>	<ul style="list-style-type: none"> - What forms of independent evaluation of students' knowledge are implemented by the Department? - How is the professional development of the teaching staff organized (internships)? - What incentives are used to stimulate young teachers? - How are the professional standards in the sphere of tourism and hospitality addressed in course delivery? - What teaching and learning methods used in educational process? - What is the procedure for design and approval of working programmes of the academic courses, working programmes of industrial trainings and evaluation tools in courses and industrial training? - What is the procedure of theme selection of graduation theses? - What kind of research is done at the Department and how are students involved in this research? - What research and/or project results are introduced in the educational process? - How many foreign languages do you speak? What foreign languages do you speak? - What special equipment and software do you use in professional course delivery?

5. Meeting with students	<ul style="list-style-type: none"> - Why did you choose to enter this University? Why did you choose Tourism study programme? - What learning paths would you like to take and what learning paths have you implemented? - What academic rights do you enjoy while studying in the Tourism programme? - Have you ever been involved in the design of this study programme? If yes, what did you do? - Are you planning your career in the process of education? In which year did you start working? - What do you particularly like in the educational process? What would you like to change? - Do you have sufficient language training at the University? How many foreign languages do you speak? - What is the procedure of choosing the theme of the graduation thesis? - What methods do the teachers use when they monitor and assess students' knowledge as a result of course completion or interim attestation? - Is there an appeals procedure at the University? Have you ever exercised this right?
6. Meeting with the representatives of professional community	<ul style="list-style-type: none"> - Are you ready to sign a contract with some students and cover their tuition fee and why? - Are you involved in design and delivery of the Tourism study programme? - How would you evaluate the level of Tourism graduates' training? - How many graduates are employed at your enterprise and how many graduates are you ready to employ annually? - What would you like to change in the process of students' on-the-job placement? -Is there anything you would change in the process of specialist training for tourism and hospitality industry? - Is there any synergy in your interaction with the University? - Which professional competencies do you prioritize in young specialists?
7. Meeting with graduates	<ul style="list-style-type: none"> - What kind of university do you see looking back from your current position? What are its strengths and weaknesses? - How would you evaluate your education? - If you could reenter, what would you choose (HEI, Faculty) and why? - What professional competencies are necessary for a young specialist in the sphere of tourism and hospitality? How does the University contribute to the development of these competencies?

At the preliminary meeting the Review Panel stated their suggestions, which determined the strategy of the visit to the University.

1.4.2 The site visit to VGUES

The Review Panel visited Vladivostok State University of Economics and Service on May 21-23, 2019 in order to confirm the reliability of the data of the Self-Evaluation Report, collect additional information with regard to the programmes delivery and identify the compliance of the programmes with the Standards and Criteria, developed by NCPA and aligned with the European Standards and Guidelines for Quality Assurance in Higher Education.

Dates and programme of the site visit were preliminary determined by NCPA and approved after coordination with the University administration and the Panel members.

During the site visit, the Panel held the meetings and interviews with the University administration responsible for accreditation, Director of the International Institute of Tourism and Hospitality, Head and Deputy Head of the Department of Tourism and Ecology, representatives of professional community, teachers, students, and graduates.

The Review Chair supervised the work of the Panel.

The Panel notes that the Self-Evaluation Report, submitted by VSUES, allowed the experts to form a clear idea of the peculiarities of the delivery of educational programmes in "Tourism" cluster (43.03.02).

During the site visit the Panel reviewed the documentation, held meetings with various stakeholders, visited academic buildings, a library, innovative business-incubator, Center for Research, Projects and Programmes, Abiturient Center, Youth Center, the Center of Volunteers, Champion sport Facilities, and museum; it allowed the experts to make a conclusion on the substantial compliance of the provided educational services with the customer needs.

The Panel commends the HEI for high level of organizational preparedness and effective work.

The Panel also emphasizes effective communication between Experts and NCPA's staff during the site visit at VSUES.

For conducting the site visit, the University administration provided the External Review Panel with administrative support, including organization of the meetings and interviews, facilities, computers with the Internet access and the necessary scientific, educational and methodological materials.

While reviewing the cluster of programmes the members of the External Review Panel requested additional documents in order to obtain more complete information on the educational programmes undergoing accreditation.

On the last day of the visit the Review Chair presented the oral report on the results of the visit to the University administration, Institute directors, teachers and students.

The detailed programme of the Panel visit is given in the Annex of the present report.

1.4.3 Conclusion on the Results of the External Review

Following the results of the External Review of Federal State Budgetary Educational Institution of Higher Education "Vladivostok State University of Economics and Service", the External Review Panel presented to NCPA the Report on the Results of the External Review of the cluster of the educational

programmes «Tourism» (43.03.02) which are delivered by the educational institution.

The working version of the Report on **32** pages without annexes was prepared by the Deputy Review Chair and submitted to NCPA after coordination with other Review Panel members. After that the Report is to be submitted to the administration of VSUES to correct possible factual errors.

2. DESCRIPTION OF THE EDUCATIONAL PROGRAMMES

Information on the educational programmes undergoing accreditation:

Educational programmes	«Tourism» (43.03.02)
Level of education / duration of the programme	BA / 4 years
Structural subdivision (Head)	<i>International School of Tourism and Hospitality (Candidate of Economic Sciences, Associate Professor Gomilevskaia Galina Aleksandrovna)</i>
Departments (Heads of Departments)	<i>Department of Tourism and Ecology (Candidate of Economic Sciences, Associate Professor Gomilevskaia Galina Aleksandrovna)</i>

Table – Dynamics of the admission quota in Tourism programme

Profile	2014	2015	2016	2017	2018
Tourism (43.03.02)	33	20	10	11	7

The study programme aims to develop students' personal qualities, that are necessary for their professional work in the tourism sector: tour operators, tourist agencies, recreation and entertainment companies, public professional organizations. The development of students' professional competencies is based on the principles of practice-based and research-based approaches in course mastery.

The main area of expertise of Tourism graduates involve development, promotion and sale of the tourism product that meets customer (tourist) requirements and provision of complex tourist service in the main tourism sectors.

Upon bachelor programme completion graduates are prepared for implementing business and service processes, additionally – project work, organizational and managerial and service.

Material and academic resources.

The equipment and technical teaching aids are determined in the working programmes and available at VSUES. Specially equipped laboratories are used for practical workshops. These laboratories include a training module of a hotel room and training restaurant catering facilities.

Classrooms for students' independent work are equipped with computers and provide access to the Internet and e-learning intranet of VSUES.

All university computers are connected via LAN and have licensed software (AuditExpert 4 Tutorial; Project-Expert, MarketingAnalyticStandard, Da-system). Students have access to up-to-date professional databases and informational reference systems, which are also determined in the working programmes and updated when necessary.

E-library system and e-learning environment provide simultaneous access to 100% bachelor students.

Sport facilities of the university are adequately equipped for doing sports.

The staffing of the programme comply with the requirements of the Federal State Educational Standards of Higher Education in 43.03.02 Tourism:

- Percentage of full-time teachers with background education that matches the course (module) taught is 91.7%;
- Percentage of full-time teachers with academic degrees (including academic degrees awarded abroad and recognized in the Russian Federation) and/or academic titles (including academic titles awarded abroad and recognized in the Russian Federation) is 75.1%;

Percentage of full-time administrative staff members whose work is related to the delivered programme (with at least three-year professional expertise in the field of study) is 13.5%).

On-the-job placement/practical training: OOO "Taby Travel", OOO "Lotte Hotel Vladivostok", OOO "Recreation complex «Mayak", OOO "Chemodan", OOO "Sun Travel", OOO "Fort-Cement", OOO "Batoni", OOO "Artem Tour", OOO "Primnet", OOO "Hotel Ussuriisk", OOO "Fusion Restaurants", OOO "City Food" etc.

Graduates' employment: OOO "Tourist Company Daker", SOAU ДОД "Children and Yuth Centre of Primiskiy Terrotory", OOO "Status club", OOO "Dalinfotour", OOO "Artem Tour", OOO "Primnet", OOO "City Food", OOO "Sinokor Rus", OOO "Recreation complex "Mayak", OOO "Gavan Tour Centre", OOO "G1 Entertainment", etc.

3. FINDINGS

3.1 Standard 1. Policy (goals, development strategy) and quality assurance procedures of a study programme

Compliance with the standard: B – substantial compliance

Table 1 - Criteria to Standard 1

Nº	Subject of Evaluation	Mark
1.	Availability of a documented inner quality assurance system providing continuous enhancement of quality in accordance with the developmental strategy of the educational institution	B
2.	Participation of all stakeholders (administration, teaching staff, students, employers, employer associations, branch ministries and departments – key partners in employment of graduates) in developing and implementing a quality assurance policy through relevant structures and processes	B
3.	Participation of all structural units of an educational institution in quality assurance processes and procedures	B

Analysis of the educational programmes' compliance with the standard:

1. The University has a documented internal system of quality assurance that provides continuous improvement of quality. All subdivisions participate in the processes and procedures of the internal system of quality assurance. The staff understands the role, importance and elements of the quality assurance system and participates in its performance and improvement.

2. The quality assurance policy and the Development strategy of the University for five years are not publicly available on the website. It is not possible to make a conclusion about their periodical updating.

Achievements:

1. The main processes of the University are documented and are used by the staff.

2. The International Department of Tourism and Hospitality Management involves key partners in the educational, project and research activities. It provides the system of quality assurance in the field of study "Tourism" (round tables with employers; internships of the academic staff; career guidance; work in the State Examination Board; supervising practical training; working as experts of the WorldSkills Championship).

3. The University subdivisions participate in the procedures of the internal system of quality assurance by participating in the working groups that carry out audits of the educational programmes.

Recommendations:

1. All stakeholders should be informed about the quality assurance policy, which should be published on the University website. The educational programmes should be designed with the account of the quality assurance policy. Students and employers must be involved in the development of the quality assurance policy.

2. Employers, students, subject-specific ministries, Councils on professional qualifications should be involved in the introduction of the quality assurance policy in the educational and research activities of the Departments.

3. The University should document the procedures for the development of the quality policy and involvement of all stakeholders in defining goals and development strategies.

3.2 Standard 2. Design and approval of programmes

Compliance with the standard: B – substantial compliance

Table 2 - Criteria to Standard 2

№	Subject of Evaluation	Mark
1.	Availability and accessibility of clearly defined, documented, approved and published goals and objectives of a study programme and expected learning outcomes and their correspondence to the mission and goals and objectives of the educational institution	A
2.	Availability of procedures for design, approval and revision of a study programme (including expected learning outcomes) with the account of the development of science and industry, and also with the consideration of stakeholder opinions (administration, teaching staff, students, employers)	B
3.	Consideration of the requirements of professional standards (if available), of labour market, of national qualification framework descriptors in the study programme	B

Analysis of the educational programmes' compliance with the standard:

1. The educational programmes of the cluster «Tourism» are documented in accordance with the requirements of Federal Law Ф3-273 "On Education in the Russian Federation"; they have all necessary regulating documents describing the procedures for development, approval, agreement and review of the basic educational programmes, working programmes of disciplines and internships, programmes of the State Final Examination. All main guidelines have approved drafts. The educational programmes correspond to the content, expected learning outcomes and requirements of the Federal State Educational Standard of Higher Education.

2. The educational programmes have clearly defined goals, especially, to the extent of education and formation of cultural competences.

3. Great attention is paid to acquisition of professional skills. The practice-oriented approach is used and provides students with an opportunity to do practical training at the enterprises. The process is documented.

4. Stakeholders (administration, teachers, students, employers) participate in the development of the basic educational programmes. However, there is no mechanism that takes into account their opinions. It makes their participation inefficient.

5. The monitoring of quality management with regard to practical skills acquisition and practical training has no effect. The result of enhancing practical training remains unclear; increase in demand for graduates is not obvious (the University has low percentage of graduates' employability - 56%, according to the data of the employability portal <http://vo.graduate.edu.ru>).

6. The requirements of professional standards in accordance with the qualification levels are insufficiently used when developing the educational programmes. The working programmes of disciplines and programmes of practical training do not contain the requirements of professional standards. The assessment tools are designed for evaluation of all kinds of competences,

including the professional ones, however, they do not take into account the requirements to the skills required by professional standards.

Achievements:

1. The educational programmes of the cluster «Tourism» are documented in accordance with the requirements of Federal Law Ф3-273 "On Education in the Russian Federation".

2. The educational programmes have clearly defined goals, especially, to the extent of education and formation of cultural competences.

3. Great attention is paid to acquisition of professional skills. The practice-oriented approach is used and provides students with an opportunity to do practical training at the enterprises. The process is documented.

Recommendations:

1. The requirements of professional standards and qualification levels should be taken into account when developing the educational programmes of the cluster «Tourism». The University should determine the requirements to learning outcomes by combining professional competences with employment functions required by professional standards. The indicators of competences should be defined as they help to evaluate student’s skills required by professional standards.

2. The University should develop the mechanism for taking into account opinions and suggestions of employers during the discussion and delivery of the educational programmes. The process must be documented.

3. Following the results of meetings with students and employers, it is necessary to involve them in the development of content and evaluation of quality of the educational programmes.

3.3 Standard 3. Student-centred learning, teaching and assessment

Compliance with the standard: B – substantial compliance

Table 3 - Criteria to Standard 3

№	Subject of Evaluation	Mark
1.	Consideration of needs of diverse groups of students and a possibility to create individual learning paths	A
2.	Use of methods encouraging students to take an active part in creating the learning process	B
3.	Use of clearly defined criteria and objective assessment procedures of learning outcomes/ competences of students corresponding to the expected learning outcomes, goals of the study programme and their purpose (diagnostic, formative or summative assessment)	A
4.	Information about the study programme, criteria and procedures for assessment of learning outcomes/competencies, about examinations, tests and other types of control.	A
5.	Use of procedures of independent assessment of learning outcomes	B
6.	Availability and effectiveness of appeals procedure and procedures for dealing with students complaints	B

Analysis of the educational programmes’ compliance with the standard:

1. The students are provided with an opportunity to make an individual learning path. Individual curricula are made in case of academic mobility,

including the international one; transition (readmission) to the university in case of academic deficiency in the curricula.

2. The students have an opportunity to choose disciplines (modules) and profiles. The procedures are documented and available for the students.

3. The students are informed about the content of the educational programme and the requirements to learning outcomes. The main teaching materials are published in the electronic information and educational environment. The students have personal accounts.

4. The students have an opportunity to choose topics of course and graduation theses, as well as facilities for practical training.

5. The educational programmes enable students with an opportunity to use the electronic information and educational environment Moodle at any time. The students can choose not to attend classes but master their skills remotely, choosing courses from the list of recommended online courses. As an alternative of traditional defense of graduation theses, the students can undergo Final State Examination procedure remotely via video conferencing. The process is documented.

6. The University receives feedback from students with the help of questionnaires, Appeal to Rector on the website, Student Office, public student organizations. However, the mechanism of consideration of the results of these appeals is not documented that is why it is not possible to evaluate effectiveness of this process.

7. During the meeting with students it was not proved whether they participate in development of the educational programme and certain disciplines, as well as whether their recommendations are taken into account when developing assessment tools.

8. There is no documented mechanism of taking into account opinions and requirements of students to the content of the educational programme, technologies and teaching methods.

9. The documents regulating forms, periodicity and the process of evaluation of academic progress, interim and final state attestation of students are developed and published on the official website.

10. The rating system of students' training is used to evaluate learning outcomes.

11. The appeals procedure is used only during State Final Examination. The process is documented.

Achievements:

1. The students are content with the opportunity to make individual learning paths. They are fully informed about the educational programme, criteria and procedures of learning outcomes evaluation.

2. The students never filed an appeal; all problems are solved together with the teachers by searching for a compromise. The procedure of filing an appeal is described in the Regulations on State Final Examination in accordance with the requirements of the Order of the Ministry of Science and Higher Education of 26.06.2015 N°636.

3. The practice-oriented technology of organization of the educational process is introduced on the 3rd and 4th years of study (practical training is combined with theoretical training during the 7th and 8th semesters).

Recommendations:

1. The students should be more involved in the development of content and evaluation of quality of the educational programmes. The mechanism of considering opinions and requirements of students should be documented.

2. The procedure of independent evaluation of students' learning outcomes should be used during the interim attestation and incoming quality control of 1st year students. The University should develop and document the appeals procedure based on the results of control and evaluation of students' learning outcomes at all stages of the educational process.

3. The content of the educational programmes of the cluster "Tourism" should be reviewed in relation to introduction of the disciplines of the professional module, beginning with the 1st grade, reduction of the number and/or extent of general disciplines (recommendations of students).

3.4 Standard 4. Student admission, support of academic achievements and graduation

Compliance with the standard: A- full compliance

Table 4 - Criteria to Standard 4

№	Subject of Evaluation	Mark
1.	Systematic carrier guidance work targeted at the recruiting and selection of applicants should be in place	A
2.	Availability and effectiveness of rules and regulations for admission, transfer of students from other educational institutions, recognition of qualifications, periods of study and prior learning	A
3.	Systematic work to support students' progression	A
4.	Recognition of higher education qualifications obtained in the RF and abroad (Diploma Supplement)	A
5.	Participation of students in mobility programmes	A

Analysis of the educational programmes' compliance with the standard:

1. As a part of student vocational guidance the University organizes a great number of activities for prospective students including contests, olympiads, sports competitions of the regional and national levels, broadcasts TV programmes, publishes papers in mass media, etc. The Department of Tourism and Ecology presents its laboratory facilities to prospective students in the framework of its admission campaign. The Department also organizes meetings with successful alumni, industry-specific job fairs at secondary schools of the Primorye region, holds workshops in hotel and restaurant service, business games, quizzes. The work on student vocational guidance is well documented.

2. There are internal policies and procedures regulating admission and recognition of previous education. The University has in place the system of individual achievements evaluation, which creates a special advantage for enrollment.

3. The procedure of student transfer to the University from other educational institutions is well-documented and available to all the stakeholders.

4. In order to facilitate student progress there is a rating system of students' academic evaluation developed at the University. It allows qualitative assessment of students' knowledge and skills. The procedure is well-documented and available to all the students.

5. In order to motivate and reward students for special achievements, they are awarded academic state scholarships, VSUES-sponsored merit

scholarships and receive material support if needed. This procedure is transparent and clear for all the students.

6. In order to increase students' proficiency in foreign languages, the university provides students with an opportunity to take a professional retraining programme to qualify as an interpreter/translator (English, Chinese and Korean) simultaneously with the programme in Tourism. However, students, alumni and employers express their concern about the low level of language knowledge, which slows down the career progress. These groups of stakeholders also emphasized the absence of professional courses delivered in foreign languages.

7. Students have an opportunity to receive European Diploma Supplement upon request.

8. In general, there is high academic mobility of VSUES students in Russia and abroad. Students also go on internships. The procedure of academic mobility is well-documented and available to all the students.

9. Students enrolled in Tourism programme take an active part in applied research, do project work and publish the results of their research.

Achievements:

1. Students are actively involved in academic mobility programmes in tourism, hospitality or such like as well as language proficiency programmes.

2. There is an effective system of vocational guidance implemented at the Department, which makes it possible to enroll a sufficient number of students.

3. Students definitely benefit from the integrated programmes in tourism with accelerated term of training (recognition of secondary vocational training).

Recommendations:

1. It is necessary to develop (update) the special policy and material support of students involved in academic exchange programmes. It is recommended to enhance the support of students, who have considerable achievements in research and project work.

2. It is advisable to use the results of self-evaluation of students' learning outcomes in language courses.

3.5 Standard 5. Teaching staff

Compliance with the standard: B – substantial compliance

Table 5 - Criteria to Standard 5

№	Subject of Evaluation	Mark
1.	Qualification and competence of the teaching staff : – Academic degrees and titles; – Industry and state awards and prizes; – Practical experience; – Published text books, handbooks and methodological guidebooks	B
2.	Relevance of specialists, degrees and titles and /or practical experience to the profile of the study programme	B
3.	Research activity of the teaching staff, implementation of research results in the academic process	B
4.	Use of innovative teaching methods and advanced technologies	B

5.	Visiting lecturers from other educational institutions including those from abroad	B
6.	Participation of the teachers in joint international projects, internships abroad, academic mobility programmes	B
7.	A system of financial and non-financial incentives for teachers	B
8.	Availability and use of clear, transparent and objective criteria for: <ul style="list-style-type: none"> – Hiring staff including teachers from foreign educational institutions, assignment to positions, promotion, dismissal; – Dismissal of teachers with low level of professional competency 	B
9.	A system for career development and professional advancement for teachers	B

Analysis of the educational programmes' compliance with the standard:

1. The requirements to the teaching staff involved in the delivery of Tourism programmes are in full compliance with the Federal State Educational Standards of Higher Education. However, the average age of the teaching staff is rather high.

2. Representatives from the industry and employers are actively involved in the programme delivery. New methods of teaching, which are close to real-life conditions are used in education. The project *Invited Lecturer* involves employers in the programme delivery.

3. The members of the teaching staff delivering professional courses maintain close cooperation with tourism sector, which helps in supervising students' practical training and monitor their professional development.

4. The teaching staff involved in the programme delivery are confident IT users, which makes it possible to employ Moodle platform in training and to optimize student-teacher distant interaction.

5. There is an incentive system to stimulate teachers' to use advanced technologies in education. There is an annual contest to evaluate teachers' performance called *Teacher as viewed by students*.

6. In order to boost the use of innovative methods and advanced technologies in teaching and learning the University uses a Faculty Performance Rating System and effective contract. The procedure of planning the wage bill of the teaching staff, amount, types and order of compensating and stimulating payments is available to all the stakeholders. The University has in place the system of non-financial incentives of the teaching staff.

7. The teaching staff carry out joint research projects with foreign partners. However, the teaching staff have insufficient foreign language skills.

Achievements:

1. The teaching staff are actively involved in research project and contractual work related with tourism.

2. There are good conditions for training and retraining of the teaching staff and their professional development.

3. The quality of the programme is ensured by the University's leading position in tourism in terms of education and research.

Recommendations:

1. It is necessary to optimize the teaching staff taking into consideration age, education, position and prospects for development. It is advisable to design and implement the system of incentives for young teachers.

2. It is necessary to develop threshold standards to enhance fundamental courses and methodology and expand the use of educational technologies.

3. It is advisable to improve foreign language competence of teachers, thus expanding their opportunities in international cooperation.

3.6 Standard 6. Learning resources and student support

Compliance with the standard: A- full compliance

Table 6 - Criteria to Standard 6

Nº	Subject of Evaluation	Mark
1.	Provision of the study programme with material and technical recourses in accordance with the requirements of the curriculum (modern tools, equipment, computers, classrooms, laboratories)	B
2.	Availability of up-to-date library and information resources including those for independent study and research work	A
3.	Availability of infrastructure to ensure access to quality education to students with different opportunities and of different age, and to provide the development of social and educational component of the academic process	A
4.	The system of feedback on the satisfaction with conditions and organization of the study process should be in place	A
5.	Availability of accessible information about opportunities for student mobility and its support system	A

Analysis of the educational programmes' compliance with the standard:

1. Classrooms are provided with modern multimedia systems that allow teachers to effectively conduct educational activities. Most of the classrooms and laboratories are equipped with projectors, presentation screens, document cameras, LCD display. Some classrooms are provided with equipment for videoconferences.

2. Specialized licensed programme products are used in the educational process. However, during the meeting with students and graduates it was noted that their number is limited.

3. The University regularly carries out the monitoring of students' opinions on conditions and organization of the educational process (meetings with Rector, supervisors of the educational programmes, annual anonymous surveys).

4. Coordination of international academic mobility programmes is carried out by the Department for International and Cultural Affairs. The process is documented.

5. All students can choose language internships, joint educational and grant programmes, as well as exchange programmes in various universities of the world. All information is available for the students and published on the official website.

Achievements:

1. The modern infrastructure is created and provides quality education, health maintenance of students, teachers and staff – specialized laboratories simulating professional environment of tourism and hospitality, sports complex with a swimming pool and gyms, Health Centre, Centres for Outdoor activities and Entertainment of students.

2. Generally, the requirements to material and technical resources of the educational programmes of the cluster "Tourism" correspond to the Federal State Education Standard of Higher Education.

Recommendations:

1. The University should improve material and technical resources used in the educational process, in particular, increase the number of specialized equipment not older than 5 years. Supervisor of the educational programme "Tourism" should enhance control over students using the resources presented in the electronic library system;

2. The number of specialized software should be increased in the following areas: booking programme, system of travel agencies management, system of management of tour operator’s activities, automatisation of orders for tours, excursions, etc. When selecting software, the University should give preference to the systems that are popular at the tourism enterprises in the Far Eastern Federal District.

3.7 Standard 7. Collection, analysis and use of information for managing the educational institution

Compliance with the standard: A- full compliance

Table 7 - Criteria to Standard 7

№	Subject of Evaluation	Mark
1.	Availability and effectiveness of the system for collecting and monitoring information about the study programme	A
2.	Participation of students and staff of the educational institution in collecting and analyzing information for managing the study programme	B
3.	The educational institution should have in place a unified effective information system on the basis of modern information technologies for managing the study programme	A

Analysis of the educational programmes’ compliance with the standard:

1. The local networking system operating in the framework of the corporate information environment provides an opportunity to regularly analyze the student body and their achievements via “Education activity” and “Administrative management”.

2. According to the requirements of the Ministry of Education and Science VSUES regularly collects and analyzes information about the degree programmes, and the University’s performance as a whole.

3. To achieve accessibility and transparency of the information about the academic activity the Self-Evaluation Report is written and posted on VSUES site.

4. The data obtained during self-evaluation makes it possible to undertake corrective actions at all levels of the programme’s implementation.

5. Of great significance for spreading information needed for efficient managing the degree programme and implementing communication systems is “e-Campus”. It combines information infrastructure and corporate information environment, whose indispensable component is “Student’s network account”.

6. The academic process is supported by Electronic Information and Education Environment (EIEE). The order of EIEE functioning is regulated and the system is accessible to all stakeholders.

Achievements:

The availability of an effective information system, which makes possible the automatized management of the academic process at the University including the "Tourism" programme.

Recommendations:

1. Students should be more involved in collecting and analyzing information which is used for managing the study programme "Tourism".

2. To complete the technology of benchmarking in order to be able to conduct timely corrective actions at all levels of the implementation of the cluster of programmes "Tourism". The procedure for corrective actions should be updated and documented.

3.8 Standard 8. Public information

Compliance with the standard: B – substantial compliance

Table 8 - Criteria to Standard 8

Nº	Subject of Evaluation	Mark
1.	Effective use of the official website of the study programme for its quality enhancement	B
2.	Publication of complete and accurate information on the study programme and its achievements on the official website of the educational institution and mass media	B
3.	Publication of objective data on the employability of graduates	B
4.	Integration in the environment, interaction of the educational institution with different professional associations and other organization including those from abroad	A

Analysis of the educational programmes' compliance with the standard:

1. The procedures for the University's website <http://vvsu.ru> support are regulated by a local normative act. The accuracy and completeness of information is assured by its regular updating. The site is well structured and user-friendly.

2. There are English and Chinese versions of the website. However, the information in foreign languages is very limited.

3. In accordance with the requirements of Russian legislation there is a version for visually impaired users.

4. The University takes part in national and international rankings with the purpose of branding and internationalization of education. The information about the results of such participation is posted in the special sections of the site. The information about the achievements of students and teachers including those of the cluster "Tourism" is published on the site. Major achievements of the students and teachers are published in mass media. The Department of Tourism and Ecology has its own site (http://vvsu.ru/about/divisions/academic/dep/id/100228/kafedra_turizma_i_ekologii/).

5. The information transparency of the University complies with the requirements of the Ministry of Education and Science. In particular, the section "Information on the Educational Institution" in the subsection "Education" contains all the relevant information about admission to the programme "Tourism", about vacant places for transfer, conditions for fee-

paying education, regulatory documents, etc., which makes the programme "Tourism" transparent, open and accessible to all stakeholders. However, the required information about the curricula, syllabi, working programmes, abstracts of disciplines for every year of the course of study of the cluster "Tourism" was not available (http://vvsu.ru/sveden/education/oop/spec/1307/430302_turizm).

6. The official site has a section about the employment of graduates and cooperation with employers http://vvsu.ru/for_alumni/css-normal/. However, the information on vacancies for employment is not sufficient. There is no information on employment opportunities from the official employment portal <http://vo.graduate.edu.ru>.

Achievements:

An effective system for informing the public about the offered study programme "Tourism" is in place. The system complies with the requirements of the Ministry of Education and Science regarding placing information on the official site of the educational institution. The site is accessible to visually impaired people.

Recommendations:

1. It is recommended that the analysis of employment of the graduates from the programme "Tourism" should be made on the basis of the official data of the Ministry of Education and Science published at the portal "Monitoring of graduates employment" (<http://vo.graduate.edu.ru>). A range of measures should be developed in order to increase the employability of graduates from the programme "Tourism" (according to the effectiveness monitoring, the median value of employment in the region in 2018 was 70%; in the University – 65%, in the field of "Tourism" – 56%). The relevant information about the cluster of programmes "Tourism" should be placed in the subsection "Education" – description of the curriculum, syllabi, abstracts of the disciplines, programmes of work placement, programmes of the state final assessment.

2. More attention should be paid to concluding agreements with business companies on target training of graduates.

3. The content of the sites in foreign languages should be expanded and brought in accordance with the Russian version of the site.

3.9 Standard 9. On-going monitoring and periodic review of programmes

Compliance with the standard: B – substantial compliance

Table 9 - Criteria to Standard 9

Nº	Subject of Evaluation	Mark
1.	Documented procedures of monitoring and periodic review of study programmes should be in place	A
2.	Availability of a feedback mechanism for students, employers, branch ministries and departments (key stakeholders in employment) in the process of monitoring and periodic review of a study programme	B
3.	Effectiveness of procedures for monitoring and periodic review of a study programme (enhancement of programmes)	B

Analysis of the educational programmes' compliance with the standard:

1. The procedures of reviewing and updating the study programmes in VSUES are documented. The regular annual updating of the programmes is carried out with the participation of employers (in the form of reviewing). All the changes and amendments to the programmes are documented and approved by the minutes of the faculty meetings. The extract from the minutes is attached to the programme and posted on the VSUES website.

2. An annual student survey (questionnaire) is carried out to determine students' expectations, needs and satisfaction with their experience of the cluster "Tourism".

3. Following up on the results of internal audits of the study programmes a decision is made on their compliance/non-compliance with the requirements; plans of corrective measures are developed in order to improve the quality of the programmes. The effectiveness of the monitoring and periodic review of the study programme (enhancing the programme) is evaluated on the outcomes of the internal audits.

4. The official site of the University in the section "Education" subsection "Information on the study programmes" should contain information on the educational programmes of each year of admission: the description of the curriculum, syllabi, the schedule of the educational process, programmes of work placement, etc. However, at the time of the site visit this information was not available (http://vvsu.ru/sveden/education/oop/spec/1307/430302_turizm).

Achievements:

A system of gathering feedback from stakeholders of the cluster "Tourism" is in place. The process of receiving information is automated.

Recommendations:

1. The practice of gathering feedback from students and employers should be maintained with subsequent informing the stakeholders about the results of surveys with the purpose of enhancing the effectiveness of the academic process;

2. The procedure for collecting feedback from students, graduates and employers, as well as the procedure for internal evaluation of the quality of study programmes, its periodicity and effectiveness should be documented. The criteria of the effectiveness of the monitoring procedure should be established.

3. The relevant information on the study programmes in the cluster "Tourism" should be published in the subsection "Education" : the description of the curriculum, syllabi, the schedule of the educational process, programmes of work placement, programmes of the state final assessment for each year of admission.

3.10 Standard 10. Cyclical external quality assurance of study programmes

Compliance with the standard: B – substantial compliance

Table 10 - Criteria to Standard 10

Nº	Subject of Evaluation	Mark
1.	Periodic review of a study programme	B
2.	Availability of a corrective actions programme to follow up the results of external evaluation of study programmes	B
3.	Consideration of the results of previous procedures of external evaluation when conducting subsequent external procedures	B

Analysis of the educational programmes' compliance with the standard:

1. VSUES has had successful experience of participating in the procedures of external evaluation such as the Monitoring of the Effectiveness of HEIs (annually, since 2013), state accreditation of study programmes (2015).

2. The external evaluation procedures in the last five years have been successful.

3. According to the results of the Monitoring of the Effectiveness of educational institutions the University is recognized as effective with the majority of indicators being above the threshold level.

4. In 2013 the study programmes in the field of "Tourism" underwent public professional accreditation by the Agency for Public Quality Control of Education and Career Development (AKKORK). Following the procedure the accreditation certificate (No.F-209 of 28.06.2013 until 28.06.16) was issued.

5. The results of previous procedures of external evaluation are taken into account during subsequent external evaluation procedures.

Achievements:

Regular external evaluation of the quality of the study programme. Successful state accreditation of the programme "Tourism". Annual participation of the programme "Tourism" in the Monitoring of the Effectiveness of HEIs. Independent evaluation of the quality of the programme by the Agency for Public Quality Control of Education and Career Development (AKKORK).

Recommendations:

1. The corrective action plan should be further refined and documented to follow up the results of external evaluation of the degree programmes in the time frame envisaged by the local regulatory acts.

2. In order to enhance the system of quality assurance a regular analysis of corrective actions should be undertaken and a plan for rectifying deficiencies should be developed in the timeframe envisaged by the local regulatory documents after each external evaluation of the cluster of programmes in "Tourism".

4. RECOMMENDATIONS FOR IMPROVEMENT

Thus, based on the analyses of the presented documents, meetings and interviews, conducted during the site-visit, with the purpose of enhancing the quality of implementing the educational programme under accreditation the Review Panel recommends that:

1. Lack of laboratories and laboratory equipment makes the educational process difficult. The University should increase the number of laboratories and specialized equipment (not older than 5 years) to meet the demands for professional development.

2. The average age of the teaching staff is rather high. It is necessary to pay attention to involvement of young teachers and to form the employee pool of the Department.

3. Internationalization of education is not sufficiently structured. Foreign teachers should be involved in the educational process. The exchange of international methodologies should be improved. It is advisable to improve foreign language competence of teachers.

4. The students and alumni express their concern about the low level of language knowledge, especially Chinese and English. In this regard, the number of language internships of teachers and students in foreign countries should be increased.

5. Despite the fact that all subdivisions participate in the processes and procedures of the internal system of quality assurance, not all stakeholders are informed about the quality assurance policy. The educational programmes should be designed with the account of the quality assurance policy.

6. Students and employers must be involved in the development of the quality assurance policy.

7. The University should document the procedures for the development of the quality policy and involvement of all stakeholders in defining goals and development strategies.

8. When developing the educational programme, the University should take into account the requirements of professional standards and tourism and hospitality sector corresponding to the qualification levels of higher education (6th level – Bachelor's degree, 7th level – Master's degree). Professional competences should be defined with the account of employment functions required by professional standards.

9. Following the results of meetings with students and employers, it is necessary to involve them in the development of content and evaluation of quality of the educational programmes.

10. The procedure of independent evaluation of students' learning outcomes should be used not only during the defense of course and graduation theses but during the interim attestation.

11. Following students' recommendations, the content of the educational programmes of the cluster "Tourism" should be reviewed in relation to the introduction of the disciplines of the professional module beginning with the 1st grade, and reduction of the number and/or extent of general disciplines.

12. The number of specialized software should be increased in the following areas: booking programme, system of travel agencies management, system of management of tour operator's activities, automatisations of orders for tours, excursions, etc. When selecting software, the University should give

preference to the systems that are popular at the tourism enterprises in the Far Eastern Federal District.

13. Supervisor of the educational programme "Tourism" should enhance control over students using the resources presented in the electronic library system.

14. More attention should be paid to concluding agreements with business companies on target training of graduates.

15. Fulfillment of quality management should be provided – process and systematic approach and continuous improvement, which is impossible without detailed description of the main processes, their regular update and control, rectifying deficiencies and corrective actions in the timeframe envisaged by the local regulatory documents.

5. CONCLUSION

Based on the self-evaluation report analysis, documents and data submitted the External Review Panel has come to the conclusion that the cluster of educational programmes in «Tourism» (43.03.02) **substantially** comply with the standards and criteria of public accreditation of the National Centre for Public Accreditation.

The Panel recommends that the National Accreditation Board accredit the cluster of educational programmes in «Tourism» (43.03.02) delivered by Vladivostok State University of Economics and Service for the period of **six** years.

ANNEX A

SCHEDULE OF THE SITE VISIT OF THE EXTERNAL REVIEW PANEL

Time	Activity	Participants	Venue
May 21, Tuesday			
8.45	Arrival at the University		Building 1, 41, Gogolya Str.
09.00 – 11.00	First meeting of the External Review Panel		Small Hall, Rector's Office, Building 1
11.00 – 12.00	Meeting of the ERP with the University administration and people responsible for accreditation	Rector, Vice-Rectors, people responsible for accreditation, ERP	Biriuzovy Zal, Rector's Office, Building 1
12.00 – 13.30	Tour of the University (visiting classrooms, library, etc.)	ERP	Buildings 1, 2, 3, 8
13.30 – 14.30	Lunch		Restaurant «Avanta»
14.30 – 15.00	Internal meeting of the Panel	ERP	Room 8014, Building 8
15.00 – 16.00	Meeting with Institute Director	Institute Director, ERP	Room 8017, Building 8
16.00 – 17.00	Work with documents	ERP	Room 8014, Building 8
17.00 – 18.00	Meeting with representatives of professional community	Employers, ERP	Room 8017, Building 8
18.00 – 18.30	Internal meeting of the Panel	ERP	Room 8014, Building 8

Time	Activity	Participants	Venue
May 22, Wednesday			
9.45	Arrival at the University		Building 1, 41, Gogolya Str.
10.00 – 11.00	Meeting with Head of Department, Deputy Head	Head of Department, Deputy Head, ERP	Room 8017, Building 8
11.00 – 11.30	Internal meeting of the Panel	ERP	Room 8014, Building 8
11.30 – 12.30	Meeting with students	Students, ERP	Room 8017, Building 8
12.30 – 13.00	Internal meeting of the Panel/attending classes (optional)	ERP	Room 8014, Building 8
13.00 – 14.00	Lunch		Restaurant «Avanta»
14.00 – 15.00	Meeting with teachers	Teachers, ERP	Room 8017, Building 8
15.00 – 15.30	Work with documents, assessment forms	ERP	Room 80115, Building 8
15.30 – 16.30	Meeting with graduates	Graduates, ERP	Room 8017, Building 8
16.30 – 18.30	Work with documents, assessment forms	ERP	Room 8014, Building 8
May 23, Thursday			
08.45	Arrival at the University		Building 1, 41, Gogolya Str.
09.00 – 12.00	Internal meeting of the Panel: discussion of preliminary results of the site visit, preparation of the oral report of the panel	ERP	Room 8014, Building 8
12.00 – 13.00	Closing meeting of the External Review Panel with the representatives of the University	ERP, University administration, Heads of the Graduate Departments, teachers, students	Hall of the Academic Council, Rector's Office, Building 1
13.00 – 14.00	Lunch		Restaurant «Avanta»
	Departure		

ANNEX B

REVIEW SCALE FOR EDUCATIONAL PROGRAMMES

No	Standards	Assessment of the study programme			
		Full compliance	Substantial (significant) compliance	Partial compliance (improvements needed)	Non-compliance
1.	Policy (goals, development strategy) and quality assurance procedures of the educational programme		B		
2.	Design and approval of programmes		B		
3.	Student-centered learning and assessment		B		
4.	Student admission, support of academic achievements and graduation	A			
5.	Teaching staff		B		
6.	Learning resources and student support	A			
7.	Collection, analysis and use of information for managing the educational institution	A			
8.	Public information		B		
9.	On-going monitoring and periodic assessment of the educational programmes		B		
10.	Cyclical external quality assurance of the educational programmes		B		