

WEST UNIVERSITY OF TIMIȘOARA

December 2012

I. SHORT DESCRIPTION OF THE WEST UNIVERSITY OF TIMIȘOARA

The founding of the West University of Timisoara (UVT) was certified by the Decree Law no. 660, signed on December 30, 1944. After this decree was signed, the newly established university began functioning in the academic year 1944-1945 with the following faculties: Law, Letters and Philosophy, Sciences, Human Medicine, Veterinary Medicine, Pharmacy and Theology.

Starting with 1962, by decision of the Council of Ministers no. 999/27.09.1962, the West University of Timisoara becomes an accredited state higher education institution with following faculties: Faculty of Mathematics, Faculty of Physics and Faculty of Philology.

By order of the Ministry of Education 9874 from 09.10.1994, the University of Timișoara receives its current name: The **West University of Timișoara**.

Currently the West University of Timisoara (henceforth U.V.T., the acronym for the original Romanian name *Universitatea de Vest Timisoara*) is a non-profit, non-political, public higher education organization.

U.V.T.'s activity is carried out in accordance with the legal regulations and rules specified in the law of Education n.1/2011, University Charter, decisions of the University Senate, decisions of the Council of Administration, the quality guide.

The management of the university is assured by the Council of Administration, which consists of the Rector, Vice-rectors, Deans of the faculties and the students' representatives (<http://www.uvt.ro/consiliu-administratie/>).

The university's management team is made of:

- Prof. Marilen Pirtea, Ph.D. - Rector
- Prof. Otilia Hedeșan, Ph.D. – Vice-Rector (Director of the Council for university doctoral studies)
- Prof. Viorel Negru, Ph.D. - Vice-Rector (research)
- Prof. Petru Ștefea, Ph.D. - Vice-Rector (financial and economic strategies)
- Assoc. Prof. Mădălin Bunoiu, Ph.D. – Vice-Rector (academic strategies)
- Senior Lect. Dan Lazea, Ph.D. – Vice-Rector (International Relations and Institutional Communication).

The University Chart adopted in 2011 stipulates that *the university's mission is advanced scientific research and education, generating and transferring knowledge to society*. It also stipulates the main objectives and principles of the university, the role of the managerial body at the department, faculty and university levels. (<http://www.uvt.ro/upload/pdf/carta-uvt-16021201.pdf>)

U.V.T. has assumed the mission to: *create an innovative environment for scientific research, education, cultural-artistic creation, transfer of competencies to society and to offer*

consultancy to economic and social partners.

U.V.T.'s mission is accomplished by: *promoting lifelong learning, by encouraging critical thinking, by appreciating and sharing cultural values of human civilization by promoting multicultural interference, religious and linguistic minorities by supporting Romanian values etc.*

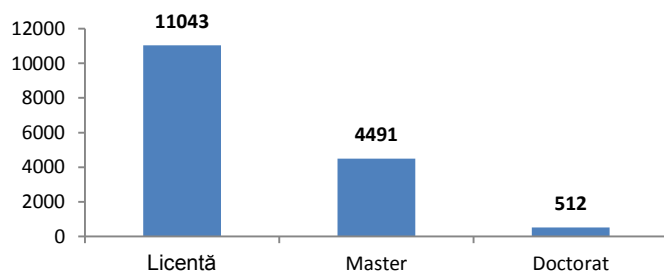
At present U.V.T. is a comprehensive higher education institution which includes eleven faculties:

1. Arts and Design
2. Chemistry – Biology - Geography
3. Law and Administrative Sciences
4. Economy and Business Administration
5. Physical Education and Sport
6. Physics
7. Letters, History and Theology
8. Mathematics and Computer Sciences
9. Music
10. Sociology and Psychology
11. Political Sciences, Philosophy and Communication Sciences

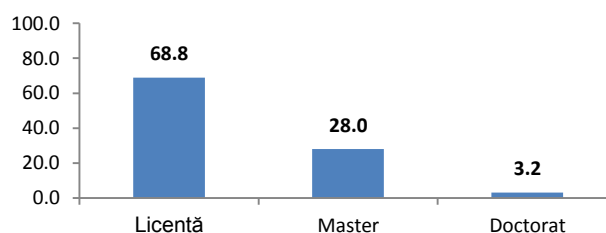
U.V.T.'s educational offer covers all levels of training in higher education and completing one another: Bachelor, Master and Doctoral studies.

In the 2012-2013 academic year, U.V.T. has 80 Bachelor study programs, 110 Master study programs and has organized admission exams for 16 Doctoral study programs, in all of these study programs a total of 16046 students are enrolled. The distribution of students on study levels is presented below:

Distribution of the students on study levels in the academic year 2012-2013 (absolute values)



Distribution of students on study levels in the academic year 2012-2013 (%)



The evolution of the number of students across study levels, the number of teaching staff and the ratio student-didactic staff for the last 5 academic years is presented in **Annex 1**.

An overall view of the distribution of the didactic staff across academic degrees and across faculties is presented in **Annex 2**.

As far as the facilities offered by U.V.T are concerned, we consider that it owns a

patrimony which contributes efficiently to the fulfilment of its mission and objectives. It has a development plan and a realistic investment plan, based on predicted income. U.V.T. provides spaces for education and research according to their specific: lecture halls, didactic laboratories, research centers, according to current technical, safety and sanitary standards and also respecting the differences between the forms of education (full-time, part-time, and distance-learning) and, respectively, objectives of the research activities. Their quality is evaluated by taking into account the surface, volume, technical condition, total number of students, number of teaching and research staff, by fields of study, study programs, and at institutional level by reporting to current regulations.

In U.V.T., the lecture/seminar rooms have technical equipment for learning, teaching and communication which facilitate the activity of teacher and the receptivity of the student; the didactic and research laboratories have equipment and means of functioning in accordance with up-to-date standards for scientific development, comparable to those used in developed universities in Europe and in accordance with international good practices.

All rooms have adequate furniture, whiteboards and/or flipcharts, and the lecture halls have alternative systems of projection, providing thus opportunities for modern, multimedia ways of teaching. As far as computers are concerned, at present U.V.T. has over 2400 computers connected through a network, directly linked to the internet. Also, all laboratories have the modern equipment needed for appropriate education and research processes.

The U.V.T. has seven buildings:

- The main building of U.V.T. is located on bd. Vasile Pârvan 4, with a surface area of 26319,10sqm: 10 lecture halls, 46 rooms (out of which 27 laboratories); added to this are the halls of the building of the Faculty of Physics (a separate building attached to the main building) with a lecture hall, one hall and 25 laboratories;
- The building of the Faculty of Law, located in p-ța Petöfi 1, with an area of 3006 sqm: 4 lecture halls, 15 lecture and seminar rooms and one conference hall;
- The building of the Faculty of Arts and Design, located on str. Oituz 4, with an area of 6175 sqm: 4 lecture and seminar rooms and 8 laboratories (studio);
- The building of the Faculty of Economics and Business Administration, located on str. Pestalozzi 16, with an area of 7652 sqm: 1 lecture hall, 36 lecture and seminar rooms and 6 laboratories;
- The building of the Faculty of Chemistry-Geography, located on str. Pestalozzi 16, with an area of 4255 sqm: 5 lecture and seminar rooms and 8 laboratories;
- The building of the Faculty of Sociology-Psychology, located on str. Paris 1, with an area of 180 sqm: 2 lecture and seminar rooms;
- The building of the Faculty of Biology, located on str. Renașterii 24, with an area of 725 sqm: 6 laboratories in which lectures are held.

In the main building there is the Aula Magna, where national and international large-scale events can take place.

U.V.T. also has a computer center which is located within the Faculty of Physics. This center has the following equipment: 3 clusters of parallel computing of high performance (1 with 8 processors, 2 with 24 processors); 8 computers for the faculty servers (router, DNS, FreeBSD mirrorsite etc). This special room hosts the servers and clusters of the faculty and a patch connection panel of the entire faculty network (400 ports and 10 switches of high performance) protected by a special conditioning system.

Access to this server and clusters is possible, through the faculty's network, from every computer in the faculty and from every room.

U.V.T. offers places for accommodation and spaces for social, cultural and sport activities for students.

The sports grounds are property of U.V.T.

- Hall for sport games – “The Big Hall”: located on the first floor in the building of the Faculty of Physical Education and Sports. It has 537,68 sqm and it has the necessary equipment for lessons dedicated to various sports (basketball board, volleyball net, tennis net, badminton net, tables for table tennis);
- The gym – “The Little Hall”: located on the ground floor in the building of the Faculty of Physical Education and Sport. It has 151,67 sqm it has the necessary equipment for lessons dedicated to various gymnastics based sports (gymnastics, aerobics, calisthenics);
- The handball court is located across the street from U.V.T. (B-dul Pârvan nr.4). It is an open court, paved with special PVC, equipped for handball and minifootball. It has a grand stand, the total area of the sports being 2900 sqm;
- The basketball court is located behind the building of the Faculty of Physical Education and Sports. It is an open court, paved with special PVC, with an area of 450 sqm, equipped for basketball and street ball.

The sports grounds used as part of mutual agreement, free of charge, are the following:

- Tennis courts – municipal sports club
- Bodybuilding gym – school sports club
- Hall for weightlifting – CARUSO hall
- Athletic field – „Politehnica” University of Timisoara

When it comes to the accommodation spaces offered to students, for the 2012-2013 academic year, U.V.T. had 3050 housing spaces available to students enrolled in Bachelor, Master and Doctoral studies in 10 hostels of the university, solving 49.9% of the accommodation requests.

II. Quality assurance in U.V.T.

Quality assurance in education and research is an obligation assumed by U.V.T., manifested in joined efforts to promote quality in academic activities.

In order to implement the assumed responsibilities regarding quality assurance and its evaluation, U.V.T. has created a System of Quality Management, (SQM) which, abiding by the current legislation, is coordinated by the Rector of the university, respectively by its delegation to the Vice-Rector responsible for the academic strategy of the university.

SQM includes the entire management team of the university (Council of Administration), and a series of the following specific offices which directly participate in the process of quality assurance and evaluation: Department of Quality Management (DQM), Commission for quality assurance and evaluation, as well as the commissions of quality management existing at the level of each faculty.

In addition to SQM, at the level of the Senate, there is the Commission for Quality Management, Academic Evaluation and Accreditation, which has the role to oversee the regulations concerning the quality assurance and evaluation rules within U.V.T.

The Department for Quality Management (DQM) was founded starting with the 2008-2009 academic year (as Department for Quality Assurance and Evaluation), at present having a supporting role in the entire quality management system.

The main objective of the activity of DQM is to promote a quality based culture in U.V.T., by including the entire academic community of U.V.T. (teaching staff, administrative staff and students).

The team of the DQM consists of 1 director and 4 permanent employees who:

- Carry out activities specific to problems of quality, quality management, relationships with institutions and organizations;
- Manage the SQM documents;
- Coordinate activities set up by the Operational Plan proposed by the Rector and the Commission for quality assurance and evaluation at U.V.T. level;
- Coordinate the training and the activity of the internal auditors: persons from faculties and functional services/departments who have as part of their job description the participation to activities of internal evaluation/audit.

The director of the Department of Quality Management has the responsibility and the authority to set up, maintain and improve the SQM at university level.

The regulations for the organization and functioning of the DQM are presented in Annex 3.

The Commission for Quality Evaluation and Assurance (CQEA) is a working team responsible for emerging problems regarding quality assurance at U.V.T. level. The current members of the Commission were named by Decision of the Senate no.9 from 10.07.2012 (<http://www.dmc.uvt.ro/sistemul-de-management-al-calitatii/comisia-pentru-evaluarea-si-asigurarea-calitatii-a-universitatii-de-vest-din-timisoara/>).

CQEA has 6 members: 3 members from the teaching staff, 1 union representative, 1

employer and 1 student:

- Associate Professor ERCUȚA Aurel, Ph.D
- Associate Professor RINGLER PASCU Eleonora, Ph.D
- Associate Professor ȚĂRANU Ilinca, Ph.D
- Associate Professor HURBEAN Luminița, Ph.D – union representative
- Prof. ȘEIMAN Nicolae, employer – Deputy Headmaster of “Ana Aslan” College Timișoara
- VILCEA Mihai – student

CQEA's responsibilities are:

- The setting up and enforcement of evaluation and quality procedures and activities, approved by the UVT management.
- The setting up of an annual intern evaluation report regarding the quality of education in UVT. This report is part of the Rector's annual report, which is made public to all interested parties by internet posting or publication
- Proposals for the quality improvement of education in the UVT
- Cooperation with ARACIS, and other similar agencies and bodies in the country and abroad

The Commissions for Quality Management (CQM) are working bodies at the faculty level with a role similar to that of the Commission for Quality Evaluation and Assurance at the university level. Structurally, these commissions have: 1 president, 3-4 members of the teaching staff, 3-4 employers, 3-4 students (<http://www.dmc.uvt.ro/sistemul-de-management-al-calitatii/comisiile-pentru-managementul-calitatii-cmc/>). A detailed presentation of the CQM can be found in **annex 4**. The members of these commissions are selected after reviewing all the proposals from all the departments within a faculty and then they are validated by the management team (dean and vice-deans) at each faculty level and the faculty councils.

The responsibilities of the presidents of the Commissions for Quality Management are:

- Coordination of the setup of rules of organization and procedure for the Commissions for management quality according to the goals of the Department of Quality Management
- Coordination of internal audit concerning quality management at faculty level
- Coordination of the elaboration of the documentation regarding the internal audit at faculty level
- Elaboration of documentation regarding the monitoring of study programs, study curricula and study field records at each faculty level
- Facilitation of the enforcement of measures regarding quality assurance at faculty level
- Monitoring of multi-criteria based evaluation of the teaching staff within the faculty (self-evaluation, evaluation by students, peer evaluation, evaluation of the Head of Department)
- Participation to the elaboration of the instruments for the evaluation and quality assurance standards of the educational programs at faculty level

- Sending of reports regarding the quality evaluation and assurance of educational programs at faculty level to the Head of the Department of Quality Management
- Participation to training seminars on quality assurance and enforcement of quality procedures in the university

Responsibilities of the members of the CQM:

- set up, under the coordination of the Commission's president, operating rules for the Commissions for quality management, in accordance with the goals of the Department of Quality management
- participate in the internal auditing of the quality management at faculty level
- participate in the preparing of documentation regarding internal audit at faculty level
- participate in the preparing of documentation regarding monitoring of study program, study curricula and study field records at each faculty level
- participate in the implementation of the quality assurance instruments at faculty level
- participate in the monitoring of the multi-criteria based evaluation of the teaching staff within the faculty (self-evaluation, student evaluation, peer evaluation, evaluation of the Head of Department)
- participate in the elaboration of the instruments for the evaluation and quality assurance of the educational programs and the elaboration of the quality standards at faculty level
- participate in training seminars on quality and implementation of quality procedures in the university

At present 11 commissions for quality management are functioning at university level, involving 101 people in this process, as follows:

- teaching staff – 35 persons,
- local and regional representatives of employers – 33 persons,
- students – 33 persons

II.1. Chronology of quality management main activities:

Main activities carried out at the level of the Department of Quality Management in the last years are summarised below:

- From 1 June 2009, Head of DEAC, Prof Liliana Donath, Ph.D
- The teams responsible for preparing the documentation for university evaluation by the Romanian Agency for quality assurance in higher education (ARACIS) and the European University Association EUA were appointed in the Senate on June 9, 2009
- June 10, 2009 the process of putting together the documentation for institutional assessment started
- 24-26 February 2010 the first visit regarding external evaluation of U.V.T. by EUA
- 21-23 April 2010 the process of external evaluation of U.V.T by ARACIS, when U.V.T. was awarded the degree of high confidence.
- 24-27 May 2010 the second final visit for external evaluation by the Commission EUA

- 25.05.2010, by the Decision No. 30 of the Senate, the new name ' Department for Quality Management "(DQM), the new Regulation and the new organizational chart of the DMC were approved.
- OSUT appointed Gabriel Sfâca as representative of the students in the Department for Quality Management, starting with November 2010.
- 1 May 2012, senior lecturer Daniel Luceș, Ph.D was appointed Director of DQM
- 15-16 November 2012 the first visit of the EUA Commission took place within the project "Performance in Research in Teaching Quality, Diversity and Innovation in Romanian Universities".

In addition to the above, at DQM level, the process of teaching evaluation by the students was initiated. Thus, beginning with the 2008-2009 academic year, during the end period of each semester, questionnaires for evaluating the teaching staff's activity in accordance with their didactic performance were handed out; these questionnaires use an evaluation grid created at the level of the entire university (**Annex 5**). The results of this process offered a list of the points of personal development for each member of the teaching staff, as provided by the feedback offered by the students. Thus, once this activity was finalised, each semester, DQM forwarded to the management of each faculty (the Dean) a CD with the results of the evaluations for every member of the teaching staff who conducted didactic activities during the previous semester. Furthermore, for each faculty, but also at the level of the entire university, summaries of these results were made; they are available at <http://www.dmc.uvt.ro/documente-utile/evaluarea-semestriala-a-cadrelor-didactice/> .

In the last 3 academic years, DQM collaborated with the Trendence Institute from Germany (<http://www.trendence.com>) in order to apply the GraduateBarometer Europe poll. This opinion poll regarding education and career demands the completion of an online questionnaire by U.V.T.'s students. Both the relevant documents and the online questionnaire were posted on U.V.T.'s website and were promoted among the students with the help of U.V.T.'s Student Organization (OSUT) and the Center for Physical Counselling and Career Orientation (CCPOC). The Trendence Institute makes an annual report which comprises the feedback offered by U.V.T.'s students regarding education and career. The last 3 reports are available at <http://www.dmc.uvt.ro/documente-utile/trendence-graduate-barometer/> .

DQM coordinated and centralised annually the results of the process of internal audit at the level of the faculties, conducted on the basis of a set of indicators structured in the form of a questionnaire with predefined questions. The main themes that were aimed in the process of internal audit were:

- the system of leadership, election mechanisms
- academic integrity
- fighting intellectual fraud
- spaces for teaching, research and other activities – facilities
- the dynamics of the human capital: teaching staff and students
- the system of awarding scholarships and other forms of material support for

students

- student examination and grading
- evaluation of the teaching staff
- programs for stimulating students with high performances
- accommodation services
- capitalization through the capacity of being integrated onto the labour market
- capitalizing the qualification by ensuring the continuity of university studies
- student-centred methods of teaching
- collaborating with the social and economic environment
- tutoring activity
- entrance procedure
- monitoring the study programs
- the secretariat's activity

On the basis of the documents sent by DQM, the Committees for Quality Management at the level of each faculty have conducted annually, during one month, the process of internal audit. The questionnaire applied and the Report of internal audit was transmitted to the DQM by the Presidents of the Committees for Quality Management.

A distinct dimension of DQM's activity consisted in the elaboration of the procedures specific for the field of evaluation and quality assurance in U.V.T. that are available at <http://www.dmc.uvt.ro/documente-utile/proceduri/managementul-calitatii/>.

II.2. Department of Quality Management – resources

At present, the Department of Quality Management within U.V.T. carries out its activity from its own space situated in the main university building on Bd. Vasile Pârvan, nr. 4, room 607 A.

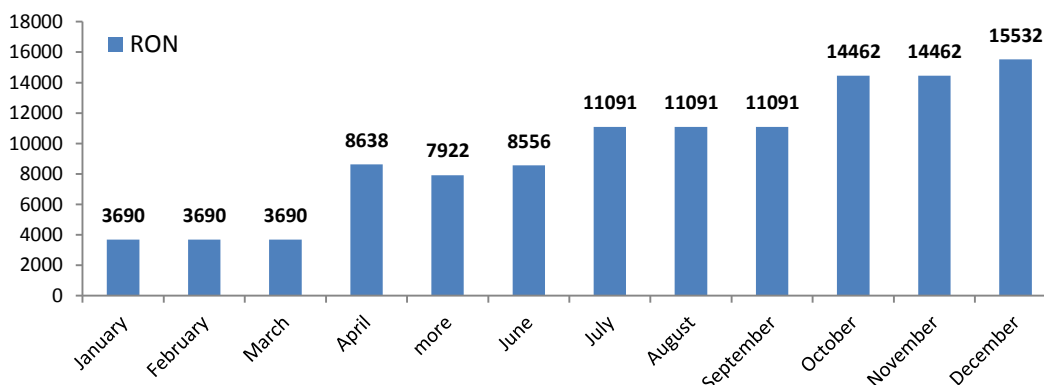
This space is endowed with technical equipment and furniture adequate for carrying out its activity, at present having 5 desks with office chairs, one conference table with 8 chairs (used during CQM and CEAC work meetings) and cabinets for document folders.

Regarding the IT endowment, DQM has 4 computers connected to the internet by cable and its own wireless network, 3 laser printers and one multifunctional printer, telephone with national access.

Periodic requests for purchase of consumables and office needs are addressed to the General Administration Director, who validates the existing applications and proposes their purchase.

Regarding staff costs, DQM has 3 employees hired as quality auditors and one person as secretary.

The evolution of DQM's staff salary costs for the 2012 fiscal year is shown in the following chart:



For the further development of DQM's employees, a part of the quality auditors took part in a series of seminars organized by ARACIS within the sphere of evaluation and quality assurance in higher education. Later on, the staff that followed the qualification course for internal auditor of quality management systems, according to ISO 9001:2008 and ISO 19011:2002 organized by TUV Austria-Romania obtained a certificate for graduating the aforementioned course.

During the 2011-2012 academic year, DQM's staff took part in quality management training courses organized within the European funded training session, together with the "Al. I Cuza" University of Iași and the "Babeș Bolyai" University of Cluj-Napoca. Other members of the teaching and management staff also took part in these courses, so that they may become involved in solving problems linked to quality assurance and evaluation.

III. Regulations, strategies and policies regarding quality assurance

In order to regulate the entire activity of quality assurance and evaluation within the university, DQM constantly promoted the necessity of forming an internal "legislative" framework to U.V.T.'s management; this framework would include the essential elements needed when conducting activities of quality assurance and management. Thus, starting with 2010, the DQM team elaborated U.V.T.'s Quality Handbook, an instrument structured in two distinct parts: 1) General principles for quality assurance and evaluation in U.V.T.; 2) Internal audit – the academic dimension.

DQM's activity was regulated when U.V.T.'s Senate validated DQM's Regulation of organization and operation.

At present, the DQM team is elaborating the second edition of U.V.T.'s Quality Handbook, according to the vision of the university's new management. Furthermore, the DQM team took part, together with the Committee for quality management, academic evaluation and accreditation from U.V.T.'s Senate, in devising the Quality Management System's Regulation of organization and operation. DQM's Regulation of organization and operation was also revised. Both documents were forwarded to the specific committee from U.V.T.'s Senate to be

approved and validated in a public meeting.

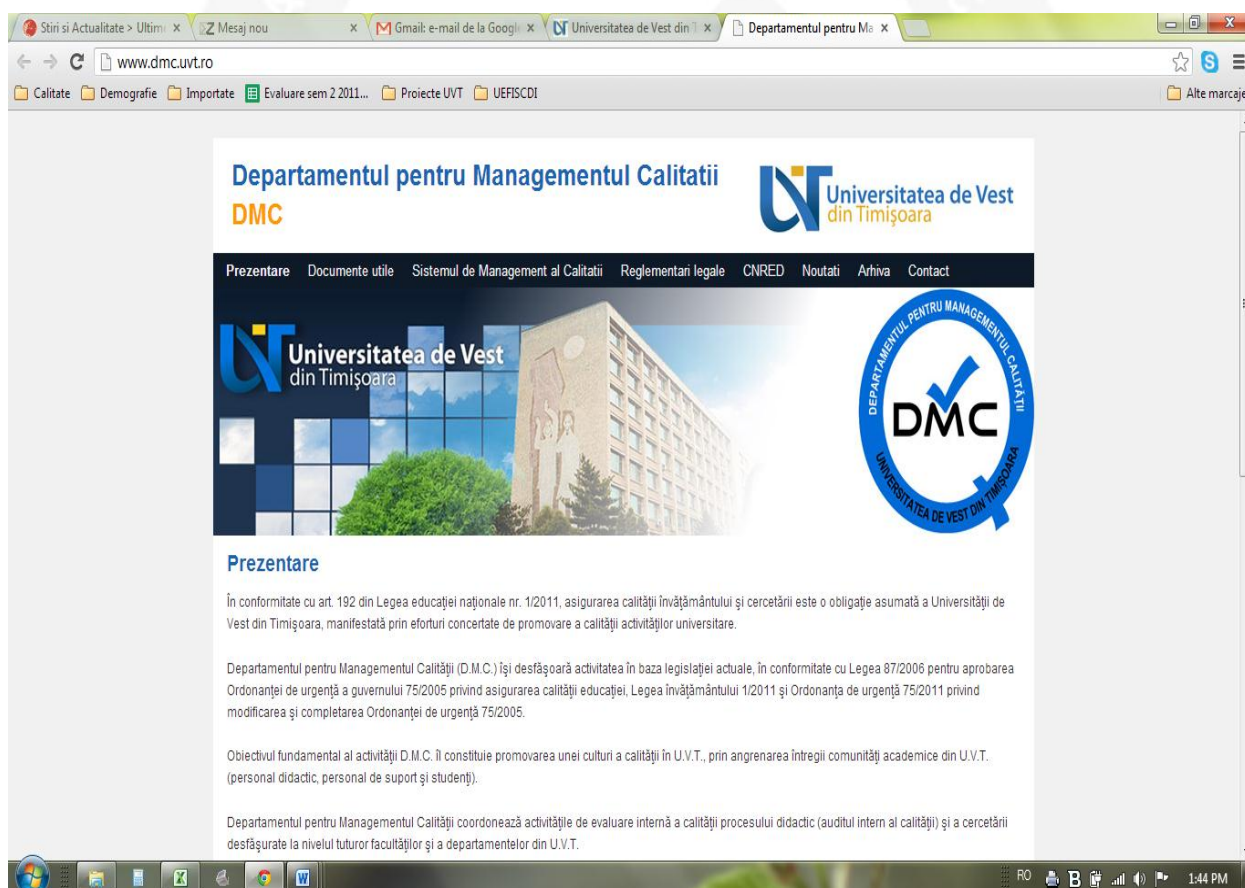
Integrating all the specific activities linked to quality assurance in U.V.T. is designed by elaborated an operational plan for each academic year, which contains both repetitive and gradual activities.

The section “Documente utile” (“Useful Documents”) from DQM’s website (<http://www.dmc.uvt.ro>) contains DQM’s operational plans, designed for the specific activities taking place in the current academic year.

4. DQM’s visibility at the level of the entire university

DQM has its own website (<http://www.dmc.uvt.ro>), posted on U.V.T.’s website, through which communication is facilitated both within the university and outside it.

The current website is a renewed version of the old one, with new sections being added.



The page dedicated to the department is structured on a number of sections: DQM’s Presentation, Useful Documents (Regulations, Operational plans, Reports of Quality Evaluation, Evaluation of the teaching staff by students, the Quality Handbook, Procedures, trendenceGraduateBarometer and ARACIS), Quality Management System (presentation of

the Committee for Quality Assurance and Evaluation and of the Committee for Quality Management), Legal regulations (the legislative framework regarding quality assurance and evaluation, and the one regarding higher education in Romania). DQM's webpage is permanently updated with relevant information regarding quality assurance.

U.V.T's monthly newsletter, circulated publicly both in printed and electronic formats, contains since May 2012 information presented by DQM regarding the main European organisms of quality assurance (EUA – May, EURASHE – June, ENQA – July, INQAAHE – September, EQAR – October).

In November, DQM published a bulletin of information regarding EUA's first visit to U.V.T, with the occasion of the university's external evaluation within the project "Performance in Research in Teaching Quality, Diversity and Innovation in Romanian Universities".

