



# Management Effectiveness Monitoring Mechanisms And Evaluation System



## 1. General Provisions

- 1.1. The purpose of the Management Effectiveness Monitoring and Evaluation System is to continuously monitor and evaluate the activities of the institution,

efficiency/effectiveness of the organizational structure of the University and the activities of the governing bodies.

1.4.2. Monitoring at the level of individual structural units of the University, which involves monitoring the activities of the structural unit, analyzing the results achieved by it and, consequently, provides an opportunity to check the degree of proper distribution of positions and competencies in the University. At the same time, identification of opportunities for effective management.

1.4.3. Monitoring the University at the individual level, which involves evaluating the satisfaction, activities and achievements of the University staff and students.

1.5. The main mechanisms for Monitoring Management Effectiveness are:

1.5.1. Monitoring the implementation of Strategic Development and Action Plan;

1.5.2. Staff evaluation;

1.5.3. Evaluation of the learning process;

1.5.4. Evaluation of research activities;

1.5.5. Monitoring financial and business processes;

1.5.6. Services monitoring.

#### 4. Monitoring the Implementation of Strategic Development and Action Plan

1.6.

- 1.12. The evaluation and monitoring of the educational process at the University is supervised by the Vice President of the University of Educational-Scientific and Quality Assurance.
- 1.13. Continuous monitoring of the educational process at the University and evaluation based on the monitoring results is provided (within their competence) by the Dean of the School, the Head of the University Quality Assurance Office and the Head of the Academic Process Management Office.
- 1.14. Each year, the subjects referred to in paragraph
- 1.15. Shall submit the results of the evaluation of the educational process to the Vice President of the University of Educational-Scientific and Quality Assurance.

## 7. Evaluation of Research activities

- 1.16. The evaluation of research activities at the University is carried out annually by the University Quality Assurance Office in active cooperation with the Research Development and Promotion Office .
- 1.17. The Quality Assurance Office will present the results of the evaluation of the research activities to the Vice President of the University of Educational-Scientific and Quality Assurance fields.

## 8. Monitoring of Financial and Business Processes

- 1.18. The University Financial Office , which is accountable to the President and Senior Vice President of the University, constantly monitors, identifies and analyzes the relevant financial and business processes of the University.
- 1.19. The evaluation of the financial and business processes of the University can be carried out periodically through internal or external audits, appointed by the Senior Vice President of the University.

## 9. Monitoring of Services

- 1.20. The monitoring and annual evaluation of the services offered by the University is carried out by the Marketing and Communications Office of the University in active coordination and cooperation with the relevant persons.

## 10. Monitoring and Evaluation Results

- 1.21. Based on the functioning of the Monitoring and Evaluation System provided by this document, the following results will be achieved at the University:

- 1.21.1. Implementation of the Strategic Plan of the University, both in terms of fulfilling certain priorities, goals and objectives, as well as making appropriate, timely and adequate changes and additions;
- 1.21.2. Establish and implement a high organizational management culture;
- 1.21.3. Provide up-to-date information to all entities and structures for evaluation, self-assessment and relevant decision-making;
- 1.21.4. Improving the quality of the teaching-learning and research process;
- 1.21.5. Strengthening university services;
- 1.21.6. Ensuring the financial sustainability of the University.
- 1.22. Based on the results of the evaluation, measures such as organizational change, staff promotion, incentive measures, and the development of skills-oriented measures can be used to address management effectiveness.

## 11. Evaluation system

- 1.23. Assessing the effectiveness of management at the University includes the planning, implementation, reporting, and feedback phases.
- 1.24. The Evaluation Planning phase involves developing appropriate questionnaires and reporting, along with identifying the issues to be assessed and the resources needed.
- 1.25. The Evaluation Phase involves the collection of information on the issues identified at the planning stage, the processing of the collected information for analysis, the analysis of the processed information, and the development of conclusions.
- 1.26. The Evaluation Reporting phase involves a systematic documentation, recording and disseminating of the results and recommendations obtained in the evaluation process of the report.
- 1.27. The Feedback Phase of the evaluation involves presenting the report (results, conclusions) developed as a result of the evaluation to the interested and relevant competent persons, discussing with them the relevant issues in order to correct the problems and further improve the processes.
- 1.28. Management effectiveness assessment at the university is carried out by a four-tier system:
  - 1.28.1. Fully Relevant - Set goals and objectives are fully achievable.
  - 1.28.2. Mostly Relevant -

