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STUDIJŲ KOKYBĖS VERTINIMO CENTRAS

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2010-12-06 Nr. 7-04-0000
Į 2010-06-30

DĖL IŠORINIO VERTINIMO

Atsakydami į Jūsų prašymą „Dėl studijų programų Gamybos vadyba ir Vežimo kelių transportu vadyba“ vertinti Jūsų aukštojoje mokykloje vykdomas vadybos ir verslo administravimo krypties studijų programas *Gamybos vadyba* (valstybiniai kodai – 65303S163, 653N25001) ir *Vežimo kelių transportu vadyba* (valstybiniai kodai – 65303S174, 653N27001) (toliau – Programos), informuojame, kad, vadovaujantis Studijų programų išorinio vertinimo ir akreditavimo tvarkos aprašo¹ (toliau – Aprašas) V skyriumi bei Vykdomų studijų programų vertinimo eigos aprašo ir metodinių nurodymų² (toliau – Metodiniai nurodymai) II skyriumi, Studijų kokybės vertinimo centro (toliau – Centras) pasitelkti ekspertai atliko Programų išorinį vertinimą (vertinimo išvados pridedamos).

Pažymėtina, kad šios ekspertų išvados vadovaujantis Metodinių nurodymų 7.3.2, 51, 53 punktais, taip pat Studijų vertinimo komisijos nuostatų³ 6, 7.1 punktais, buvo svarstytos 2010 m. lapkričio 26 d. Studijų vertinimo komisijos (toliau – Komisija) posėdyje, kuriame buvo nuspręsta ekspertų išvadoms pritarti.

Centras, atsižvelgdamas į ekspertų parengtas Programų vertinimo išvadas bei Komisijos pritarimą, vadovaudamasis Aprašo 34 punktu, priėmė sprendimą Programas įvertinti teigiamai, kadangi surinkta po 16 balų, nė viena vertinama sritis nėra įvertinta „nepatenkinamai“.

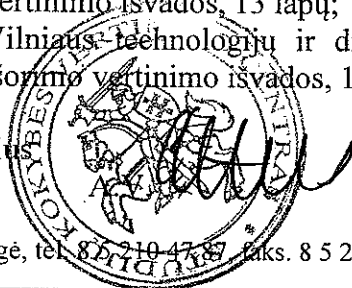
Nesutikdami su šiuo Centro sprendimu, Jūs turite teisę vadovaudamiesi Aprašo VI skyriumi bei Metodinių nurodymų 60 punktu Centrai pateikti apeliaciją per 20 dienų nuo šio sprendimo išsiuntimo dienos.

Įsiteisėjus šiam Centro sprendimui pagal Aprašo 28.2 punktą Programos akredituotinos 3 metams.

PRIDEDAMA:

1. Vilniaus technologijų ir dizaino kolegijos *Gamybos vadybos* studijų programos išorinio vertinimo išvados, 13 lapų;
2. Vilniaus technologijų ir dizaino kolegijos *Vežimo kelių transportu vadyba* programos išorinio vertinimo išvados, 15 lapų.

Direktorius



Artūras Grebliauskas

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¹ Patvirtinta Lietuvos Respublikos švietimo ir mokslo ministro 2009 m. liepos 24 d. įsakymu Nr. ISAK-1652 (Žin., 299, Nr. 96-4083).

² Patvirtinta Centro direktoriaus 2009 m. spalio 30 d. įsakymu Nr. 1-94 „Dėl vykdomų studijų programų vertinimo eigos aprašo ir metodinių nurodymų patvirtinimo“.

³ Patvirtinta Centro direktoriaus 2010 m. sausio 18 d. įsakymu Nr. 1-01-9 (Žin., 2010, Nr. 476).



STUDIJŲ KOKYBĖS VERTINIMO CENTRAS

**VILNIAUS TECHNOLOGIJŲ IR DIZAINO KOLEGIJOS
VEŽIMO KELIŲ TRANSPORTU VADYBA PROGRAMOS
(65303S174, 653N27001)
VERTINIMO IŠVADOS**

**EVALUATION REPORT
of *TRANSPORTATION BY ROADS MANAGEMENT*
(65303S174, 653N27001)
STUDY PROGRAMME**

at Vilnius College of Technologies and Design

Grupės vadovas:
Team leader:

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Išvados parengtos anglų kalba
Report language - English

Vilnius
2010

DUOMENYS APIE ĮVERTINTĄ PROGRAMĄ

Studijų programos pavadinimas	<i>Vėžimo kelių transportu vadyba</i>
Valstybiniai kodai	65303S174, 653N27001
Studijų sritis	socialiniai mokslai
Studijų kryptis	vadyba
Studijų programos rūšis	koleginės studijos
Studijų pakopa	pirmoji
Studijų forma (trukmė metais)	nuolatinė (3), iššęstinė (4)
Studijų programos apimtis kreditais ¹	120
Suteikiamas laipsnis ir (ar) profesinė kvalifikacija	procesų vadybos profesinis bakalauras, vadybos ir verslo administravimo profesinis bakalauras, vadybininkas
Studijų programos įregistravimo data	2003-02-13

¹ – vienas kreditas laikomas lygiu 40 studento darbo valandų

INFORMATION ON EVALUATED STUDY PROGRAMME

Name of the study programme	<i>Transportation by Roads Management</i>
State codes	65303S174, 653N27001
Study area	social sciences
Study field	management
Kind of the study programme	College studies
Cycle of studies	first
Study mode (length in years)	full-time (3), part-time (4)
Volume of the study programme in national credits ¹	120
Degree and (or) professional qualifications awarded	professional bachelor in process management, professional bachelor in management and business administration, manager
Date of registration of the study programme	2003-02-13

¹ – one credit is equal to 40 hours of student work

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Centre for Quality Assessment in Higher Education

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I. INTRODUCTION

Vilnius College of Technologies and Design (hereinafter – VCTD) was established in 2008 after reorganization, when Vilnius Technical College merged with Vilnius College of Construction and Design. This study programme ‘Transportation by Roads Management’ full-time and part-time studies are implemented by the Faculty of Technical Sciences. The study programme has been offered since 2003. There was no evaluation of the study programme ‘Transportation by Roads Management’ performed previously.

The expert team received the College’s self-evaluation report in August 2010 and a preliminary report was then produced together with a series of questions and queries to be asked by the team during the site visit. The site visit took place on Wednesday, 22 September, 2010. The team of expert evaluators was: Dr. Michael Emery (Head of Team), Professor Vilija Aleknevičienė, Professor Eva Jansson, Dr. Brian O’Connor, Professor Jozsef Temesi. After the site visit, the team held a meeting to discuss their findings and produce a draft evaluation report.

II. PROGRAMME ANALYSIS

1. Programme aims and learning outcomes

1.1. Programme demand, purpose and aims

1.1.1. Uniqueness and rationale of the need for the programme

The analysed study programme has been performed since 2003. Up to 2007 there was high demand of transportation by roads specialists, but a hard time in the economy influenced the demand for transport specialists very significantly. The fall of applicants from 246 (in 2006) to 53 (in 2009) is approximately 4.6 times. Two other main problems causing the decrease in demand are the demographic situation and the admission system in Lithuania. All students in the meeting with experts mentioned that they gave a priority to Transportation by Roads Management programme in submitting their application.

The analysed study programme is similar to other programmes of Lithuanian higher education institutions. The College study programme Transport Management is implemented in the International Higher School of Law and Business (the difference is that the programme includes all types of vehicles). The analysed study programme is only for Transportation by Roads and focuses on domestic and international cargo and passenger transportation by roads, the creation of routes, and the principle technical exploitation and economical indexes analysis; it is highly specialised. Vilnius Gediminas Technical University provides the university study programme Transport Economics and Management, but any differences and similarities of the programmes are not publicised.

College trained specialists are employed not only in Vilnius, but in other towns of Lithuania as well. Majority of stakeholders (employers, graduates, staff, and administration) pointed that demand of managers of transportation by roads is high, and should not decrease in the future because there are lot of transport companies in Lithuania – at least 10,000 small transport companies according to the employers. The other argument for demand is the very good mix of technological and managerial knowledge and skills. This information shows the need for this programme to be provided.

1.1.2. Conformity of the programme purpose with institutional, state and international directives

The programme purpose serves the College mission and strategic plan that is to prepare technology, social area specialists that correspond to the demand of Lithuanian labour market and the level of the modern technologies under the conditions of rapid change and increasing competition. The study programme is in harmony with the Bologna Declaration and Lisbon Strategy for commonality across programme structures.

1.1.3. Relevance of the programme aims

Study programme aims are relevant: the graduates will be able to work as road transport managers, independently to carry out complex tasks, requiring the personal liability of the work. The study programme aims correspond with standards, regulations, and college study first level. The study programme aims are connected with its purpose – to train the management specialist with higher college education who is able to work in cargo and passengers transportation companies, and to educate a creative and communicative specialist who is able to take decisions independently. Nevertheless, the aims seem to be more oriented towards a manager qualification.

1.2. Learning outcomes of the programme

1.2.1. Comprehensibility and attainability of the learning outcomes

The learning outcomes are closely connected with the main functions of management: planning, organization, control, and leadership. The valuation of transport business environment, analyzing and systemizing transport enterprise data allows the graduate to organize and plan constant cargo and passengers' transportation, ensure cargo and passengers transportation quality, and prepare cargo transportation contracts, etc. The level of complexity of the learning outcomes is relevant for the college study programme and for awarding the professional qualification – manager.

1.2.2. Consistency of the learning outcomes

The programme fulfills the first social field area of College education and the complexity level of learning outcomes satisfy the level 6 qualification requirements described in the European and National Qualification Framework. Full-time students reach the learning outcomes within three years, and part-time students – within four years. The period is sufficient to achieve the learning outcomes. The learning outcomes achieved during one subject level are not always supplemented when studying other subjects, for example, Computer Graphics should be timetabled earlier than Engineering Graphics; Statistics should be timetabled earlier. The expert team suggests that the sequence of subjects could be reviewed so that learning outcomes in one subject could lead in and support those in another subject.

1.2.3. Transformation of the learning outcomes

Continuous assessment of learning outcomes is performed. The learning outcomes validity is permanently assessed: student, graduate and stakeholder questionnaires are carried out, labour market changes are analyzed, and information about the level of knowledge as well as ability to work independently is collected. Learning outcomes are renewed in accordance with labour market forecasts, having in mind changes on transport sector and development tendencies. Study subjects content and outcomes are reviewed and developed annually. Stakeholders provide recommendations and suggestions for the study process development, for example, they initiated

and founded the Technical Education Centre, to implement simulation games in the study process. Continuous assessment of learning outcomes is assured, but renewal of learning outcomes is also needed. The stakeholders are satisfied with the mix of engineering and managerial sciences learning outcomes in the programme but, in line of legal requirements for a manager qualification, the content of the overall learning outcomes might be revised to enable the qualification of manager to be more supported.

2. Curriculum design

2.1. Programme structure

2.1.1. Sufficiency of the study volume

The programme structure meets the requirements of orders of Minister of Education and Science of the Republic of Lithuania, and other legal acts. The study programme is implemented in full-time and part-time study mode. Full-time studies last for three years and part-time studies – four years. The coverage of study programme is 120 credits or 4800 hours. The number of contact hours (of full-time studies) is 2146 hours, i.e. 44.7% of all hours. The study volume is in compliance with learning outcomes. The foreseen study subjects in the study programme are sufficient to reach learning outcomes.

2.1.2. Consistency of the study subjects

Study subjects are related between each other and form transferable skills, but as indicated before not all are in relevant sequence. For example, 1) Statistics should be instructed earlier; 2) Computer Graphics should be taught earlier than Engineering Graphics; 3) the content of Applied Mathematics seems that of General Mathematics because there is not seen the application of mathematics in Transportation Management; 4) Statistics and Applied Mathematics are overlapping; 5) the content of Financial Work Analysis needs strengthening. The optional subjects provide additional competences which are not always necessary for managers for road transportation.

2.2. Programme content

2.2.1. Compliance of the contents of the studies with legal acts

The current programme content is in compliance with general requirements for the study programme. The total number of credits is 120; part-time studies duration is no longer than 1.5 times; the number and volume in credits of study subjects per year are relevant and meet the legal requirements. Learning outcomes assessment meets the requirements of Non-University Study Outcomes Assessment Regulations. But considering the title of the programme 'Transportation by Roads Management', the expert team advises a review of the content of this programme in the light of the title, and suggests that in any revision of this programme in future that there is a significant management content in line with the legal requirements.

2.2.2. Comprehensiveness and rationality of programme content

The program of study subject and its topics partly correspond with the study programme outcomes. Outcomes and content of such subjects as Applied Mathematics, Accounting, Financial Work Analysis and others' should be revised. The analysed study programme subjects are very small in credits; there are many subjects. This is a complicated study process as students have to study 6 or 7 subjects per semester on average and undertake a lot of individual exercises

in order to find out the relations between concepts, functions and principles presented in each subject. The educational methodology used is the following: lectures, trainings, seminars, laboratory works, course works, individual works. Since the graduates gain a Professional Bachelor's Degree in Management and Business Administration, the study programme should be more oriented to the development of practical competences. Currently, the study programme content shows that theoretical lectures of social sciences and professional subjects' forms a majority of contact hours of 50–80%.

3. Staff

3.1. Staff composition and turnover

3.1.1. Rationality of the staff composition

According to the Minister of Education and Science of the Republic of Lithuania 31 July 2008 order No. ISAK–2294 Due to Confirmation of Management and Business Administration Study Field Regulations, no less than 10% of study program basics subject should be taught by lecturers having scientific degree. The study programme satisfies this requirement - there are two teachers – doctors. The annual workload of teachers is divided into the workload for teaching (lectures, seminars, laboratory works and practical trainings), and workload which is intended for scientific, methodical and organizational work. The ratio between the hours for teaching and the hours for other work changes regarding the teacher's function (assoc. professors' annual workload for teaching is smaller than of lecturers and assistants), and this can be appreciated as positive thing. Three years practical experience has a majority of teachers (only 28% of them have less practical experience). The disadvantage is that only 7 lecturers among 29 are educated in economic and managerial sciences. The head of the Automobile transport department L.Narkaitis is the study programme coordinator. The coordinator of the study programme is a mechanical engineer, so could be a lack of management knowledge.

3.1.2. Turnover of teachers

Changes of teachers during the assessment period are minimal. The reasons for occasional changes are the change of living place or job and retirement. It is positive that teachers with PhD degrees are admitted for full-time job as associated professors.

3.2. Staff competence

3.2.1. Compliance of staff experience with the study programme

Teaching experience of teachers is following: 28% of them have 0–10 years experience; 31% of them have 11–20 years experience; 7% of the have 21–30 years experience; 34 % of them have more than 30 years experience. From one side there is no teachers "age" problem, the youth is integrated in study programme well. From the other side, the teaching and practical experience is transferred continuously. Teachers' applied scientific research and experimental activity is correlated with the study programme. 79% of teachers have 0–10 year practical experience and 21% – 11–20 year. Practical experience of teachers is poor. Majority of them has practical work experience as engineers and constructors. Only 7 lecturers among 29 have an experience such as managers, economists, or accountants.

3.2.2. Consistency of teachers' professional development

The College provides the lecturers with the chance to improve their qualification. The professional improvement of the lecturers is regulated by the College's description of requirements of qualifications for the positions. The improvement of qualification is regulated by composing the plan of lecturers' qualification improvement, where the direction of the qualification improvement is defined. The professional improvement of the lecturers is promoted – the salary is kept, during the qualification improvement, the lecturers who also study, are entitled to study vacation. Two lecturers of this study programme are in their doctoral studies. The lecturers took part in the internships, conferences and seminars, where the problems of economics, management, and marketing are analysed. The lecturers publish common research papers with students not only in national, but also in international journals. The students mentioned the lack of teaching skills of some lecturers. The expert team suggests that the English language skills of some staff should be also improved as the transport business is today often an international business in the EU and elsewhere.

4. Facilities and learning resources

4.1. Facilities

4.1.1. Sufficiency and suitability of premises for studies

The process of the study programme takes place in 24 classrooms (two of them are lecture halls) and four laboratories. The classrooms are not very convenient for students' group work. All of the rooms meet the requirements of work safety and hygiene. The laboratories of automobile technical service and *Toyota* technical teaching laboratory both have the exhaust gas ventilation, tight air system, security system and internet network.

The Faculty's technical library is open for the independent studies of all students of all study programmes. The work conditions are convenient: a 38-workplace reading room, eight of them are computerized with the access to the internet, for students and lecturers, the students can also use two copy machines. The students of the programme also use the central College library, and the Petras Vileisis Faculty of Railway Transport library. The central College library has 109 workplaces out of which 27 have internet access, The Petras Vileisis Faculty of Railway Transport library has 31 workplaces, out of which 12 have internet access. The working hours of the libraries and reading rooms is from 7.45am up to 6.00pm from Mondays to Thursdays, on Fridays – 7.45am to 4.00pm. During the exam session the working hours are extended.

4.1.2. Suitability and sufficiency of equipment for studies

The College has a lot of computer programmes necessary for the study process. The laboratory equipment suffices to cover the study programme. The number of computers and software each year is intended to be increased. The number of computers was approximately equal to the number of students in 2009 (because of increasing number of computers and decreasing number of students). The computer programs for special training are following: Akis – local city routes projecting programme; Auto Rout – international routes projecting programme; Stekas–accounting programme; and MDG2 – transportation and custom documentation filling.

4.1.3. Suitability and accessibility of the resources for practical training

The essential requirement for the place of practice is that the enterprise work would correspond with the study programme, and the practice location would correspond with the practice

programme aims and tasks. The College sought to ensure that the students have their practice in a business enterprise, working with local or international cargo or passenger transportation and providing the forwarding services, where the students are introduced with the cargo or passenger transportation and forwarding process organisation. For the students who leave on a professional practice, practice tasks are given, and a tripartite contract is made between the College, the enterprise and the student. Cooperation agreements are also signed with the companies. The College has signed agreements with JSC 'Tolimojo keleivinio transporto kompanija', SC 'Lietuvos geležinkeliai', JSC 'VOLKERRAIL LIETUVA' and others. Students can choose their place of practice independently.

4.2. Learning resources

4.2.1. Suitability and accessibility of books, textbooks and periodical publications

According to the 2010 data, each College student of this programme receives an average of about 10 books. The College is accumulated rich library of periodical publications in Lithuanian and in foreign languages. The College has two suitable for the Transportation by Roads Management study programme electronic databasis: EBSCO Publishing and Oxford English Dictionary. Students are encouraged to use the electronic information: the courses on how to use the library's electronic catalogue both for students and lecturers are organized, individual consultations on information search are provided. The students mentioned that some literature, especially in engineering sciences, is old and mainly in Russian language.

4.2.2. Suitability and accessibility of learning materials

The lecturers of the programme prepare several types of informative publications: lecture syllabus, guidance for the preparation of practical, term and final thesis and others – a total of 38 copies. These publications are available at the library and are stored online, and also on the Lithuanian distant learning network virtual learning environment (VLE). The topics of the publications include the provision of learning aids.

5. Study process and student assessment

5.1. Student admission

5.1.1. Rationality of requirements for admission to the studies

The admission in 2009 was organized with the general order of admissions into schools of higher education, using the programme LAMA BPO, and there are no special requirements for admission to the Transportation by Roads Management study programme. The gap between the highest and lowest competitive marks in full-time studies was from 11.2 to 4.6. The number of admitted students shows that there was no competition in this programme, thus an effective marketing strategy is needed.

5.1.2. Efficiency of enhancing the motivation of applicants and new students

The open days are organized at the College, the performers of programme go to the schools and gymnasiums, vocational schools and communicate directly with the prospective students of the study programme, to attract motivated and interested in the studies students. The main source of motivation for the students on the programme is the acquisition of the qualification and good

employment prospects, but the number of admitted students shows low efficiency of enhancing the motivation of applicants.

5.2. Study process

5.2.1. Rationality of the programme schedule

The programme schedule is rational. Full-time students study six semesters, part-time students study eight semesters. Part-time studies take place during the session period. There are three sessions per year, the duration of which is two to three weeks.

The lectures follow the timetable, prepared according to the study plan and schedule. The timetable and schedule of studies for the lecturers and students are published on the bulletin board and on the College website. The duration of one lecture is two academic hours. Between the lectures the 20-minute break follows. The 40-minute lunch break is allowed.

Each semester ends with an exam session. The duration of the exam session is two weeks. The exam session schedule is prepared having at least two revision days between the exams. The expert team finds the system a sound one

5.2.2. Student academic performance

Total drop-out of students decreased from 54% in 2005 to 19% in 2009, but total number of admitted students also decreased significantly, by about 50%. The main reasons were dissatisfaction of student expectations, engineering subjects in the study programme may make studying more complicated for some students, and academic failure.

The students, together with the lecturers, prepare scientific publications and participate in conferences. They prepare the final theses which have practical and applicable significance: the research is done in the real world in the transport companies. As noted before, the students also publish common research papers with lecturers not only in national, but also in international journals.

5.2.3. Mobility of teachers and students

The mobility of the lecturers is implemented through EU programmes and the College's cooperation agreements. In 2007 the lecturers entered the Erasmus programme, from 2009 they also entered EU social projects like Grundtvig, Youth in Action, and Nord Plus programmes. Outgoing students were three and incoming students were also three in 2009. Outgoing lecturers were seven and incoming lecturers were five in 2009. Mobility could be higher; if so, it would strengthen both professional experience and, as indicated before, English language skills.

5.3. Student support

5.3.1. Usefulness of academic support

Students are continuously supported academically, socially and materially. Information concerning the study programme and its changes is published in the College's website, on the bulletin boards and in the meetings with the administration, tutors and student representatives. Information is provided systematically. Students are consulted for the preparation of professional work and employment, also on the optional and elective subjects. The lecturers of the study programmes keep close connections with the employers, who offer to hire the students. The employers take part in the work of the committee. There is close liaison between students' term

papers, practice places, topics of final projects and the first job places of graduates of programme Transportation by Roads Management.

5.3.2. Efficiency of social support

Students can attend the basketball, volleyball, table tennis, darts, weight, track and field athletics and athletic gymnastics workouts, but there is lack of cultural activities in the College. In 2009 were 69% of students who were financially motivated and assisted. The full-time students of the study programme can apply, according to the Dean of the Faculty order, and be accommodated in the student hostel with an application for the period of one study year. The students who apply for the accommodation all are given a place in the hostel.

5.4. Student achievement assessment

5.4.1. Suitability of assessment criteria and their publicity

The student evaluation criteria are provided by the study result evaluation order descriptor. As indicated, the aims of each subject reflect the aims of the study programme. The student is evaluated according on how he managed to reach the aims. The cumulative mark is estimated by proportions provided in the subject curriculum details. The resulting evaluation, applying the cumulative evaluation, is calculated with mid-term and final tests introducing coefficients. The final evaluation consists of mid-term result and exam result or the evaluation of the student's independent work. The sum of the level coefficients must be equal to one. No less than 0.5 of the mark is given to the exam. The students are introduced with the preparation order of the final projects and resultant recommendations. The criteria of the evaluation of the final projects were formulated according to the non-university studies evaluation of the final projects regulation; but the students do not seem to know them as there appears a lack of publicity in this regard.

5.4.2. Feedback efficiency

The lecturers provide feedback to their students. The decisions of the students in practical tasks are individual and the lecturer works with each student one-to-one advising them. The discussion of the work and individual practical tasks helps the students to understand the nature of the work and improvement, the mistakes are examined. This kind of personal feedback can improve the students' achievements. The final examination results feedback discussions provides the student with an opportunity to evaluate mistakes and knowledge content.

5.4.3. Efficiency of final thesis assessment

The students' final project evaluation criteria are in compliance with general requirements for research work. The final projects are assessed according to the 10-mark scale according to the criteria. This is embedded in the assessment system.

5.4.4. Functionality of the system for assessment and recognition of achievements acquired in non-formal and self-education

The demand for assessment and recognition of achievements acquired in non-formal and self-education is not explored. With exception of driving instructor improvement courses and a certificate confirming the qualification there is no more information about non-formal assessment procedures and results.

5.5. Graduates placement

5.5.1. Expediency of graduate placement

A graduate survey has shown that around 52% of the graduates find a job for their qualifications easily, around 4% of the respondents already have a job during their studies, and the remaining section need more time to find a job for various reasons – may be the salary is too low, or may be the work location is inconvenient, etc. According to the research by the Labour Exchange, it was noted that in October, 2009, only two (5.5%) graduates of the Transportation by Roads Management study programme had been registered in the Labour Exchange. Some of the graduates continue the studies in universities in advanced programmes.

6. Programme management

6.1. Programme administration

6.1.1. Efficiency of the programme management activities

The six-people committee of the study programme is responsible for the implementation of the aims of the study programme and supervision of the quality of the study programme. This committee consists of lecturers, representative from transport business and students. Upon receiving the information on the spheres of the study programme, which needs improvement, the Dean initiates a counsel for the changes for the study programme and an approval in the Academic Committee. It is positive that the members of the study programme committee review the final projects. They are also the members of the qualification committee. The supervisors participate in the defence process. The study programme is regulated by documents which are available on the College's website.

6.2. Internal quality assurance

6.2.1. Suitability of the programme quality evaluation

The study quality evaluation is regulated by the 'Quality Guide'. It provides details for the quality evaluation at the lecturers', Department and Faculty levels. Quality evaluation is implemented through annual planning, organisation and control of academic, applied project, expert, consultative, qualification improvement and technical teaching-base improvement spheres. This ensures the constant guarantee of the quality of the study process and is clearly structured.

6.2.2. Efficiency of the programme quality improvement

The importance of quality evaluation is encouraged by the changes in the spheres of transport and logistics, the offers from the social partakers, the results from graduate surveys, and the remarks from the study programme committee. As already stated above, the quality policy is stated in VCDT 'Quality Guide'. Areas for improvement are based on the students and graduates complaints to the expert team about some poor teaching techniques of some lecturers, the necessity for more practical training in the programme, and the lack of new textbooks.

6.2.3. Efficiency of stakeholders' participation.

All main stakeholders – students, lecturers and employers – participate in quality evaluation and improvement. The students can express the opinion verbally, through the survey, participation in the committee of the study programme, and participation in self-evaluation process. Lecturers participate in the committee of the study programme; participate in the self-evaluation process; and they are invited to the meetings of the academic community, where they express their opinion about study quality problems and possibilities to improve them. The employers, and graduates of the programme, express their opinion in conversations with the lecturers and administration, answer questions in the questionnaires. The graduates emphasise the students' need for more practical skills. In the external stakeholders' opinion, students need more theoretical and practical knowledge, they have to carry out real market research, and use modern computer programmes. The newly obtained computer programmes, information material and technical equipment help to eliminate the gaps, noticed by the social stakeholders, and improve the quality of the studies. This last information shows the positive influence of external stakeholders on the study quality and the expert team commends that.

III. RECOMMENDATIONS

3.1. Considering the title of the programme 'Transportation by Roads Management', the expert team advises reviewing the content of the programme in respect of the title, and suggests that in any future revision of this programme there is a significant management content in line with legal requirements.

3.2. The study subjects should be larger in size. Most of them are 2-3 credits. This forms a complicated study process because students have to study 6-7 subjects per semester on average, to do a lot of individual exercises and sometimes it is difficult to find out the relations between concepts, functions and principles presented in each subject. The learning outcomes and content of some subjects should be revised. It is recommended to check the overlapping of some study subjects.

3.3. The experts advise the Department and Faculty to monitor the drop-out of students and to make a more efficient enhancement of the motivation of applicants together with improved marketing of the programme. A small admitted number of students leads to an inefficient and expensive study process.

3.4. The study field of the programme is management, but only seven lecturers among 29 are educated in economic and managerial sciences. The number of lecturers educated in economics and management should be increased.

3.5. The lecturers, students and graduates lack English and other foreign language skills. Recommendation is to focus on better training of these skills as transport is international across the EU and other lands.

IV. GENERAL ASSESSMENT

The study programme *Transportation by roads management* (state codes – 65303S174, 653N27001) is given **positive** evaluation.

Table. *Study programme assessment in points by evaluation areas.*

No.	Evaluation area	Assessment in points*
1	Programme aims and learning outcomes	3
2	Curriculum design	2
3	Staff	2
4	Facilities and learning resources	3
5	Study process and student assessment (student admission, student support, student achievement assessment)	3
6	Programme management (programme administration, internal quality assurance)	3
	Total:	16

*1 (unsatisfactory) - there are essential shortcomings that must be eliminated

2 (poor) - meets the established minimum requirements, needs improvement

3 (good) - the area develops systematically, has distinctive features

4 (very good) - the area is exceptionally good

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